

**MACRO
IMPACT
OCTOBER
1-16, 2022**

386 Total Contacts

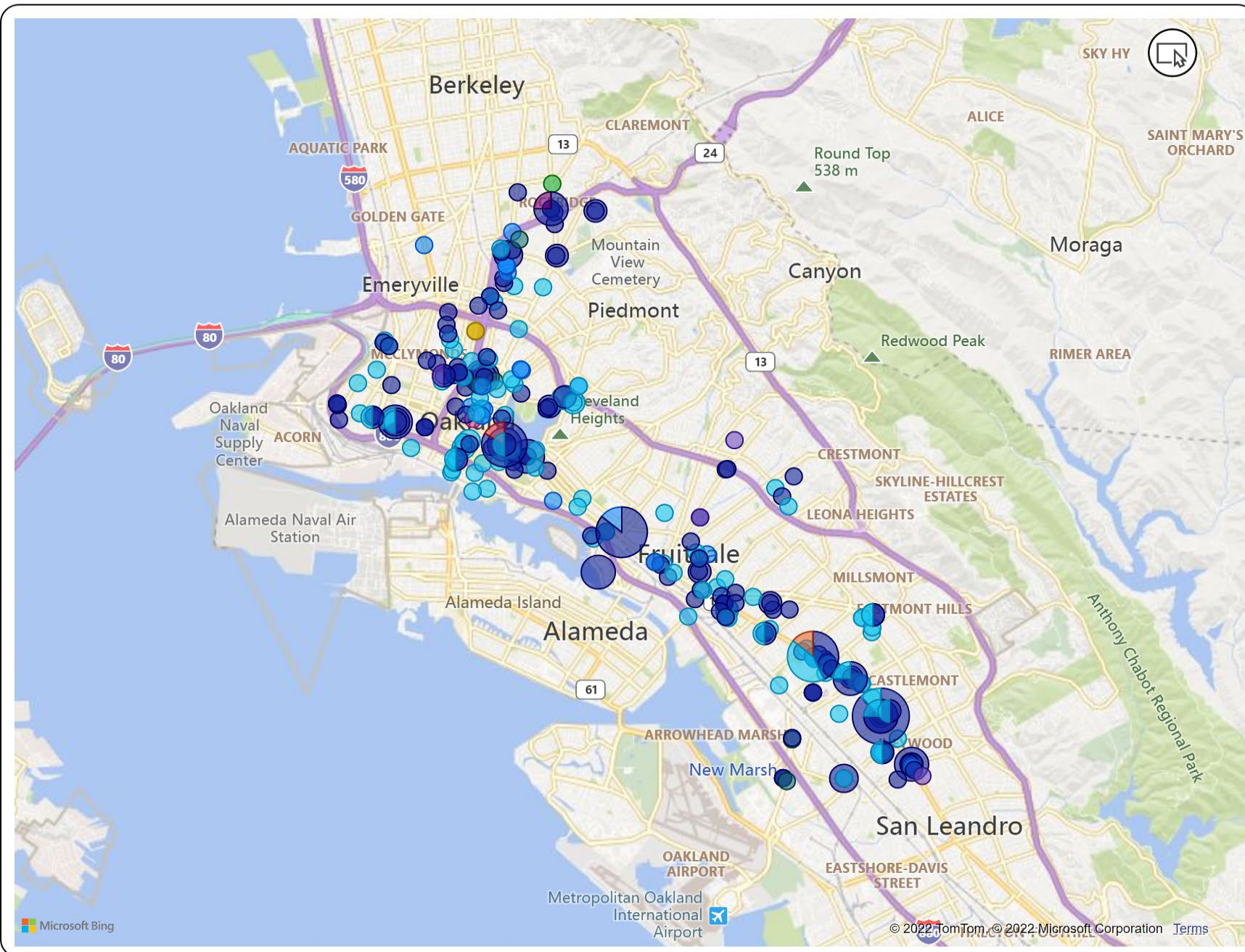


SOURCE OF CALL

October 1-16, 2022

Source of Incident/Call	Sept 1-16, 2022	Oct 1-16, 2022	Change From Month Prior
On-View (self dispatch)	185	356	+171
911 Dispatch	1	19	+19
Referral call from community	5	11	+6
Total	191	386	+195

MACRO Lifetime Contact Map



Incident Count

369*

*17 incidents did not include location to be included in this map.

Incident Date

10/1/2022



10/16/2022



Time of Incident

7

94601

Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

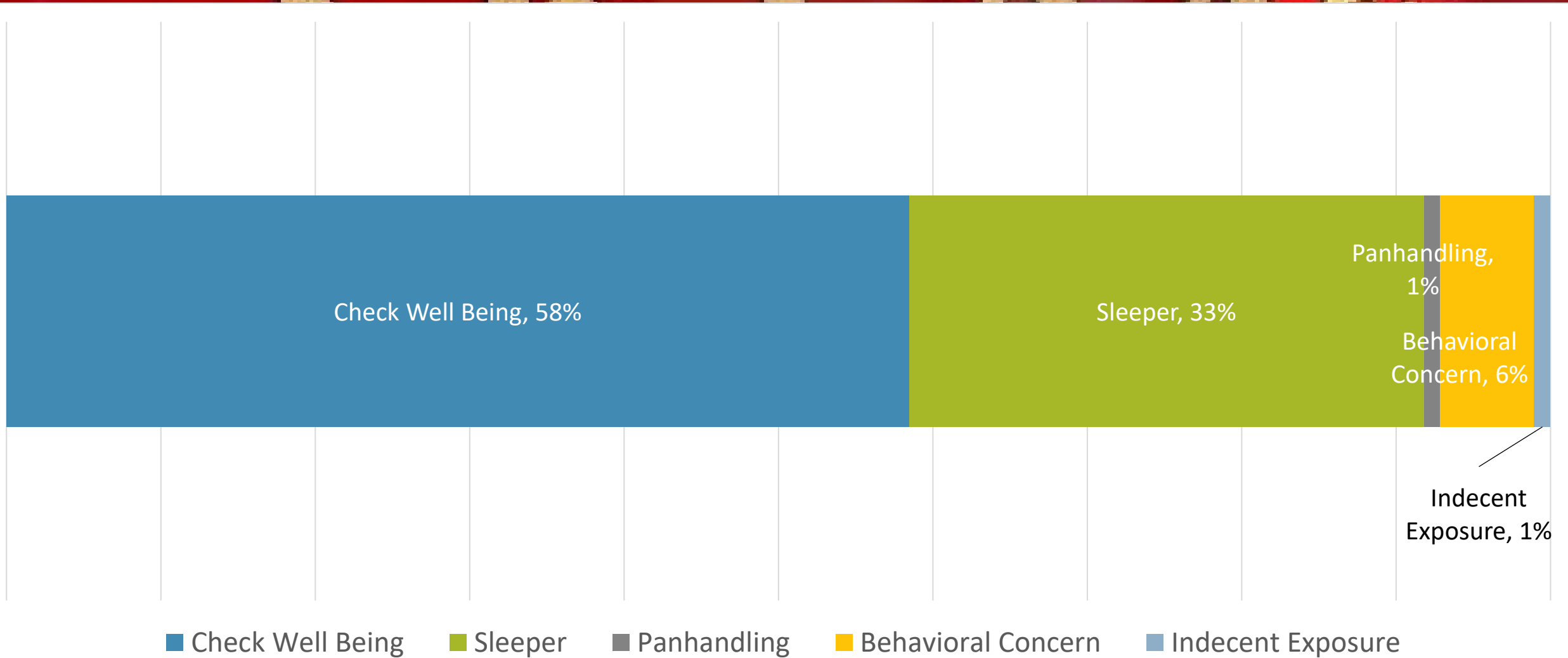
Releasing Police and Deescalating a Mental Crisis

10/13/22

MACRO arrived on scene to a behavioral health disturbance at a residence referred by the Oakland Police Department. Upon arrival, OPD was still on scene and explained the individual was experiencing an episode of an undiagnosed mental illness. The patient had not slept or eaten in 48 hours, was throwing things, and charging at people. The patient was Spanish-speaking only, so the MACRO team communicated via the translation of the patient's brother-in-law. The team engaged with the patient and the patient presented and calm and cooperative but was unable to stay seated for more than a minute. The patient was assessed to not be a present danger to themselves or others. The MACRO team released the OPD officers from the scene. After inquiry, the patient agreed to a voluntary psychiatric evaluation at John George Psychiatric Hospital. MACRO team called for an ambulance transport from dispatch. Approximately 10 minutes later, the OPD officers returned explaining that their policy dictates they stay on scene until transport due to the nature of the call. The release and return of OPD occurred once more, until MACRO team received a call from their supervisor approving transport of the patient via the MACRO vehicle. At that time, the OPD officers were officially released from the scene. MACRO team assisted the patient to the vehicle and coordinated with the patient's brother-in-law to meet them at the facility. The patient was successfully transported to John George Psychiatric Hospital. There were no apparent signs of a medical emergency and the patient remained calm and cooperative throughout transport. The patient's brother-in-law arrived 1 minute later and walked the patient into the front entrance. MACRO call complete.

INCIDENT TYPES

OCTOBER 1-16, 2022

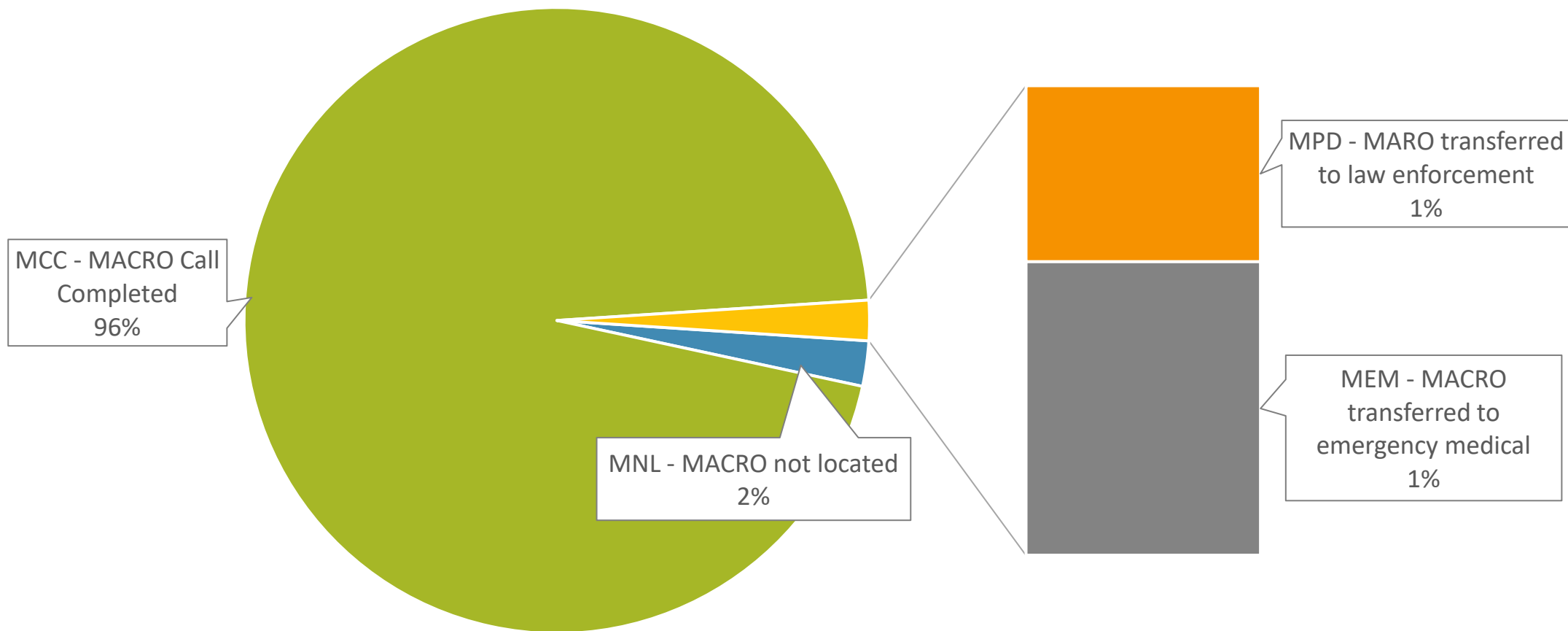


INCIDENT TYPES

Incident Type	June 1-16	July 1-16	August 1-16	Sept 1-16	Oct 1-16	Month over Month Change
Check Well Being	317	440	577	193	221	+13%
Sleeper	79	112	137	85	126	+48%
Other	9	1	0	0	0	No Change
Panhandling	5	6	8	5	4	-25%
Behavioral Concern	14	33	41	20	23	+15%
Public Indecency	1	4	3	1	4	+400%
Total	425	596	766	304	378	+24%

INCIDENT RESOLUTIONS

OCTOBER 1-16, 2022



Building Trust and Meeting People Where They Are

10/14/22

MACRO was dispatched to a call from a MACRO board member. The community member (CM) currently lives in her car and has had negative interactions with Oakland Police Department and with other community members in the area. Before reaching the community member, MACRO spoke with the board member to discuss their concerns and gather any important information they think MACRO could benefit from having for this situation. During the conversation, there was clear communication for MACRO to build rapport and offer the community member resources. After speaking with the board member, the MACRO team was prepared for a challenging interaction.

Upon arrival, MACRO team gently knocked on the CM's car window who immediately asked what MACRO does and who they are. After the MACRO team introduced themselves and explained every detail of our services and who we are, the CM was receptive to services and frequent check ins. They were happy and grateful for the help but nervous due to their current situation with their family and the legal system. The MACRO team asked multiple questions to the CM about what THEY want and how they would like to begin their journey to achieve personal goals. The CM also set strict boundaries of how they would like to receive help from MACRO and spoke in details of their worries of trying to complete their goals. MACRO encouraged them to keep fighting and reassured them this would not be a short journey. There will be bumps in the road, but MACRO will do everything in their power to help the CM. After a long and authentic conversation with the team, the CM thanked us and let us know they looks forward to working with us soon. No medical attention was needed. MACRO CALL COMPLETE.

LOCAL SERVICE REFERRALS

OCTOBER 1-16, 2022

➤ **The MACRO Program referred 17% of its total calls during October 1-16 to local services to meet the specialized needs of individuals seeking care.**

Local Service Providers	Sept 1-16	Oct 1-16	Month over Month Change
CARES Navigation / La Familia	15	31	+16
West Oakland Health Clinic	0	27	+27
Lifelong Mobile Clinic	3	1	-2
Alameda County Health Care for the Homeless (ACHCH)	0	0	No Change
Lifelong Eastmont Clinic	0	0	No Change
Dignity on Wheels	1	4	+3
HIV Education and Prevention Project of Alameda County (HEPPAC)	2	1	-1
Total	21	64	+43

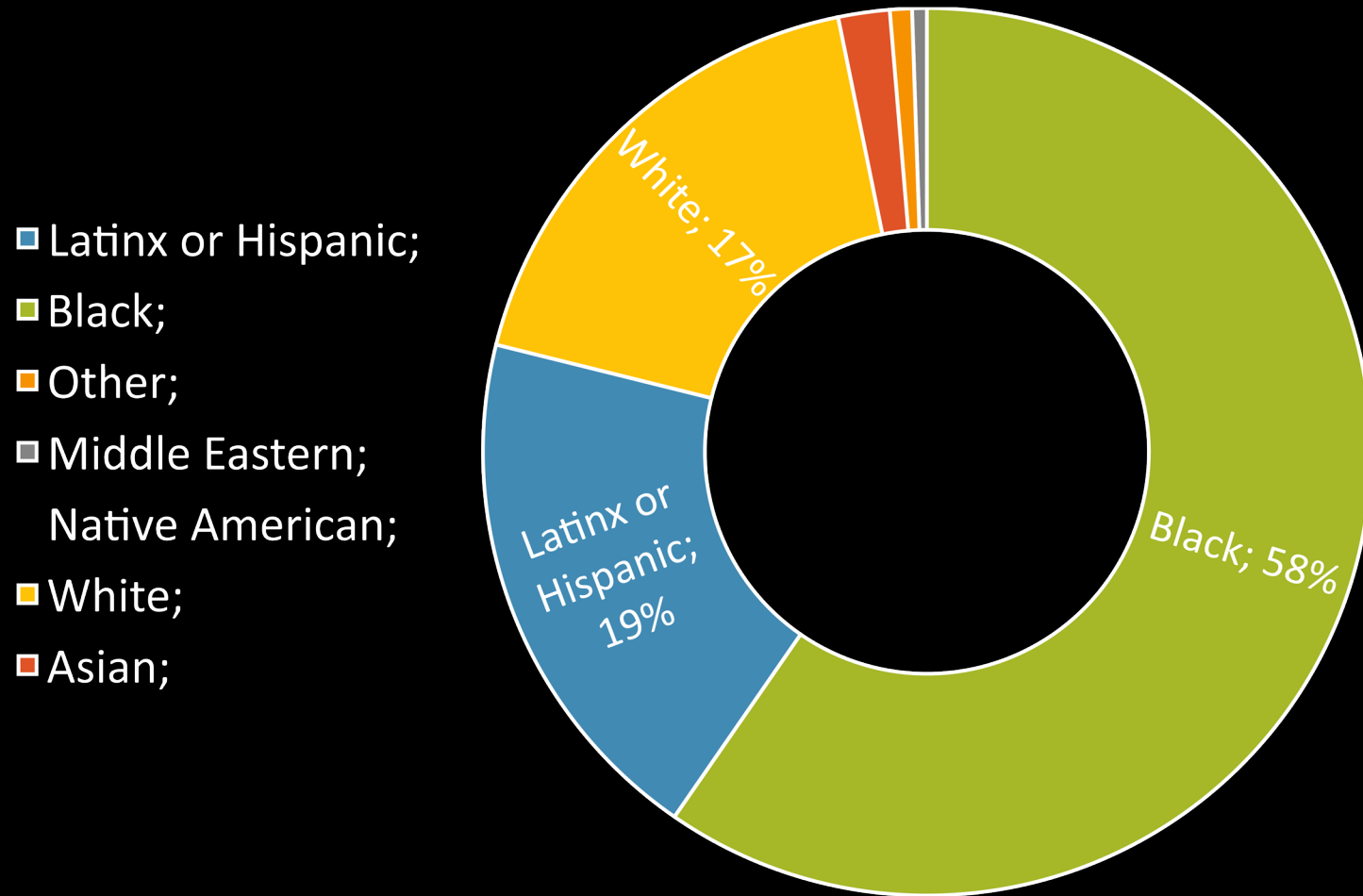
LOCAL SERVICE REFERRALS

OCTOBER 1-16, 2022



- ▶ Approximately **4 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in the first two weeks of October 2022.

MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 58% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 80% of its service recipients are BIPOC.