MACRO IMPACT SEPTEMBER 2023

367 Total Contacts

Compiled by Dena Delaviz; ddelaviz@oaklandca.gov

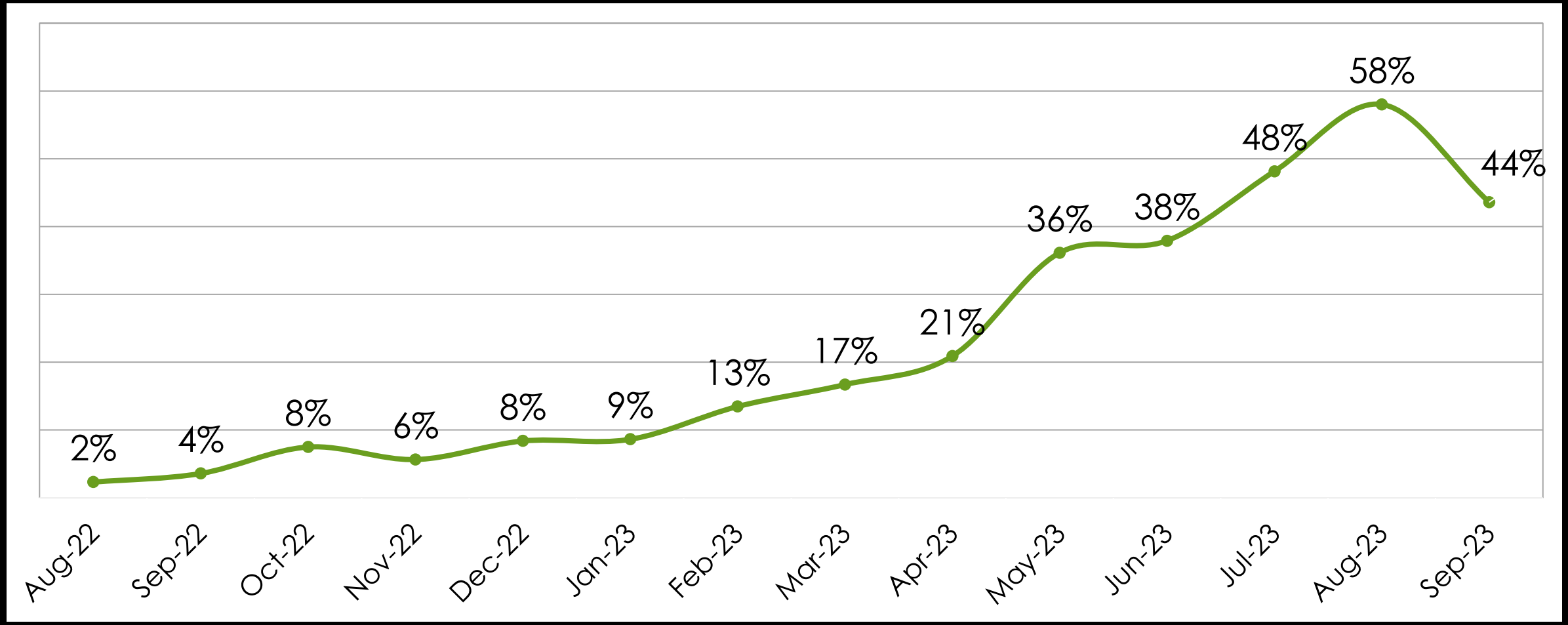
SOURCE OF CALL September 2023

Source of Incident/Call	June 2023	July 2023	Aug 2023	Sept 2023	% month over month change
On-View (self-dispatch)	417	241	200	207	+4%
911 Dispatch from Police	172	140	176	78	-56%
911 Dispatch from Fire	2	3	9	8	-11%
Community Referral (email)	79	71	94	74	-21%
Total	670	455	479	367	-23%

Analysis: Of total incidents in September 2023, 44% were dispatched, averaging 5 dispatches a day.

In September 2023, MACRO averaged less than 2 teams in service per day.

Proportion of Dispatches



This graph displays the proportion of total dispatches (from OPD, Fire, and the Community) out of all its total incidents for every month since dispatches began in August 2022.

INCIDENT TYPES

SEPTEMBER 2023

Incident Type	June 2023	July 2023	Aug 2023	Sept 2023	% change from month prior
Check Well Being	273	227	212	151	-29%
Sleeper	222	124	154	147	-5%
Panhandling	1	5	2	1	-50%
Behavioral Concern	107	89	100	65	-35%
Public Indecency	6	10	11	3	-73%
Total	670	455	479	367	-23%

Included in the total but not the table is "other" incident type.

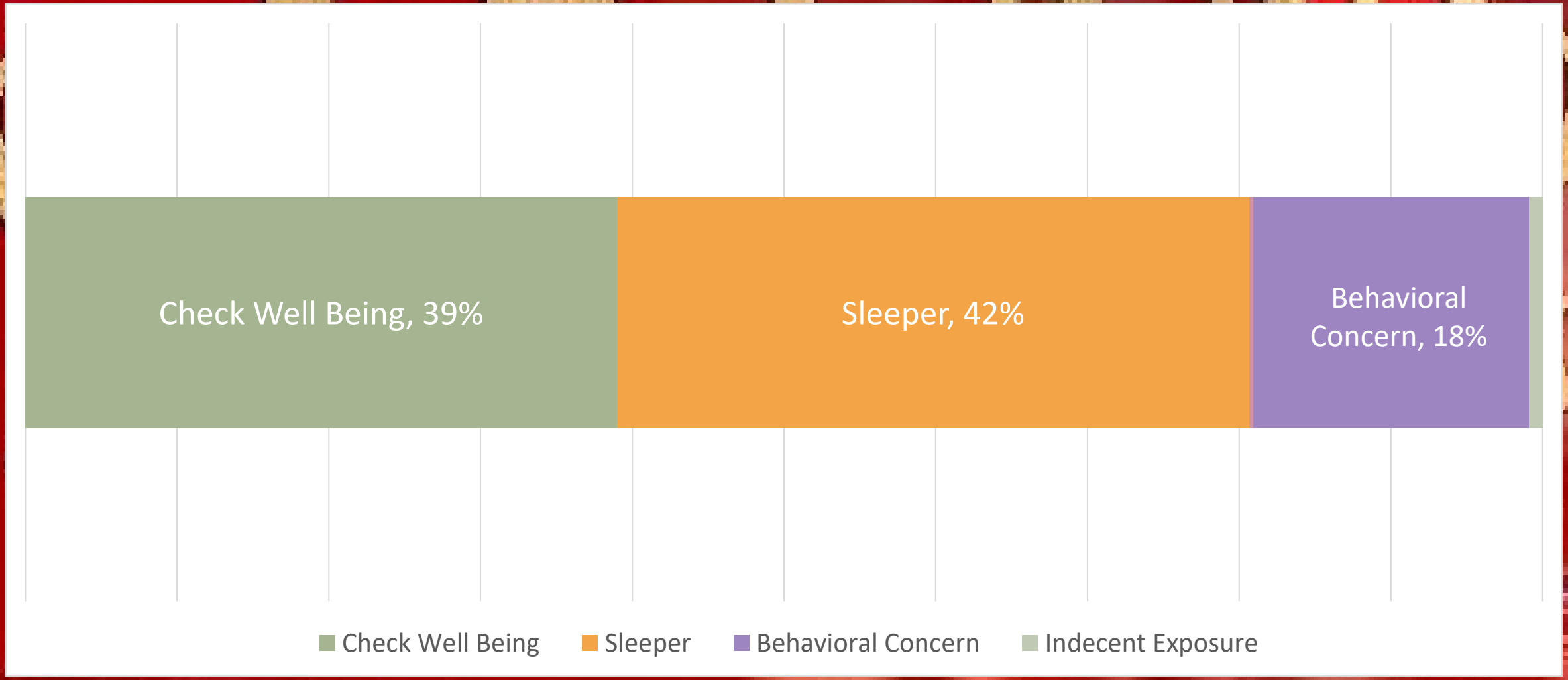
Connecting an Individual Experiencing Homelessness with Housing

October 27, 2023

MACRO received an email for a request for service from a library in East Oakland. The library informed the team that there was an unhoused female in the library that was requesting some assistance. Upon MACRO arrival team met with library staff who introduced team to the individual. The client was an unhoused individual who had several belongings with them. The individual shared with the team that due to a lack of money they had to lose their apartment. After that they were homeless and received assistance from Highland Hospital who placed them in a temporary shelter at a home, however, they were only allowed to stay there for 3 days and had been on the streets since then. The client was requesting assistance with food and shelter. The client had no visible signs of injury or illnesses. The client denied having any medical complaints and denied having any desire to be transported to any hospital for any evaluation or treatment. MACRO CIS was able to contact ST Mary's and was informed that the facility had room and would accept the client. The client agreed to be transported to ST Mary's and was taken to the facility by MACRO without incident. The client was given snacks and a bottle of water. Care was transferred from MACRO to ST Mary's staff. MACRO Call Complete.

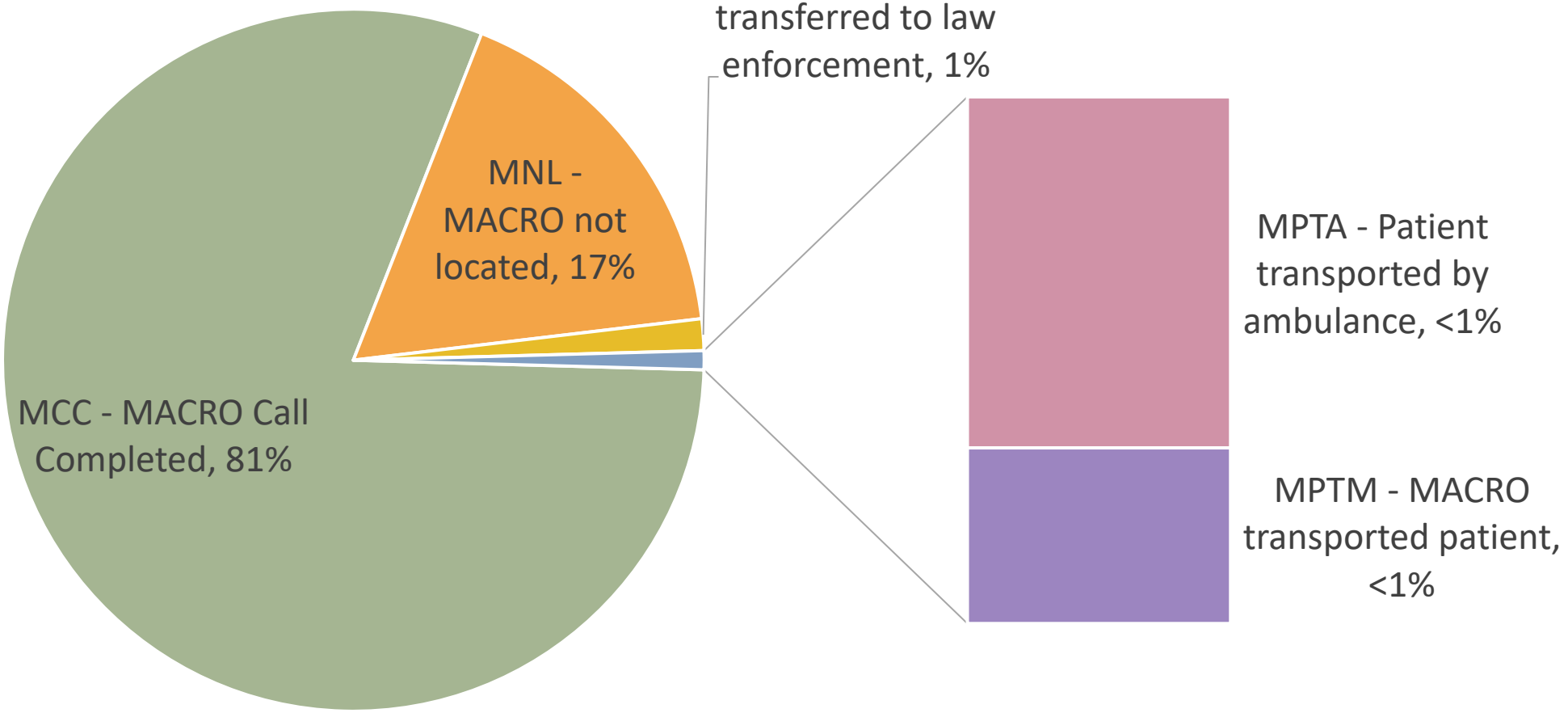
INCIDENT TYPES

SEPTEMBER 2023



INCIDENT RESOLUTIONS

SEPTEMBER 2023



INCIDENT RESOLUTIONS

SEPTEMBER 2023

Call Resolution	June 2023	July 2023	Aug 2023	Sept 2023	% change from month prior
Call Completed (MCC)	525	352	386	277	-28%
Not Located (MNL)	77	87	81	59	-27%
Transferred to PD (MPD)	12	8	7	5	-29%
Patient transported by Ambulance (MPTA)	5	5	4	2	-50%
MACRO transported Patient (MPTM)	10	3	1	1	0%
Total	670	455	479	367	-23%

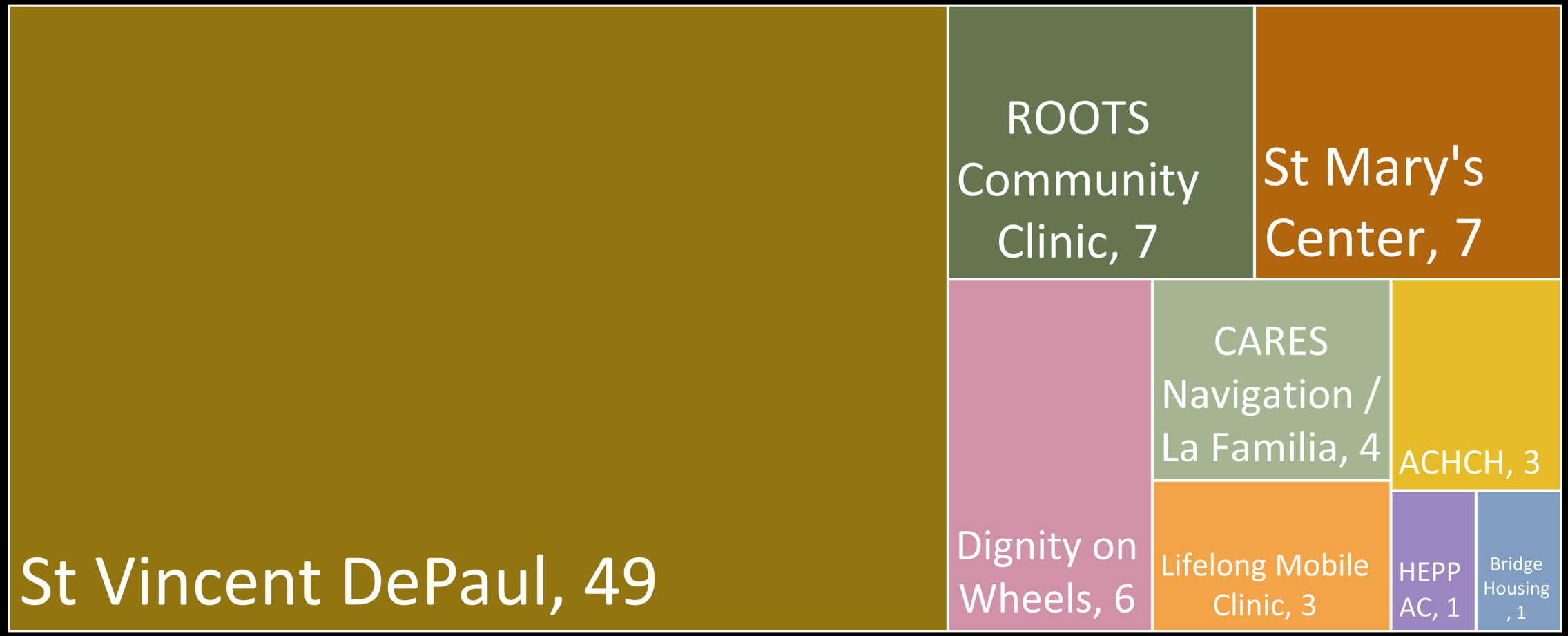
LOCAL SERVICE REFERRALS

SEPTEMBER 2023

Referrals	June 2023	July 2023	August 2023	Sept 2023	% change from month prior
CARES Navigation / La Familia	9	4	2	4	+100%
West Oakland Health Clinic	1	4	1	0	-100%
Lifelong Mobile Clinic	23	17	13	3	-77%
ACHCH (Alameda County Healthcare for the Homeless)	5	0	5	3	-40%
Dignity on Wheels	5	1	4	0	-100%
HEPPAC (HIV Education and Prevention Project of Alameda County)	6	0	0	6	-
BACS (Bay Area Community Services)	0	1	4	1	-75%
Amber House	2	2	1	0	-100%
Bridge Housing	1	0	1	1	0%
ROOTS Community Clinic	20	14	1	7	+600%
St Mary's Center	22	12	12	7	-42%
St Vincent DePaul	52	37	34	49	+44%
Total	146	92	82	81	-1%

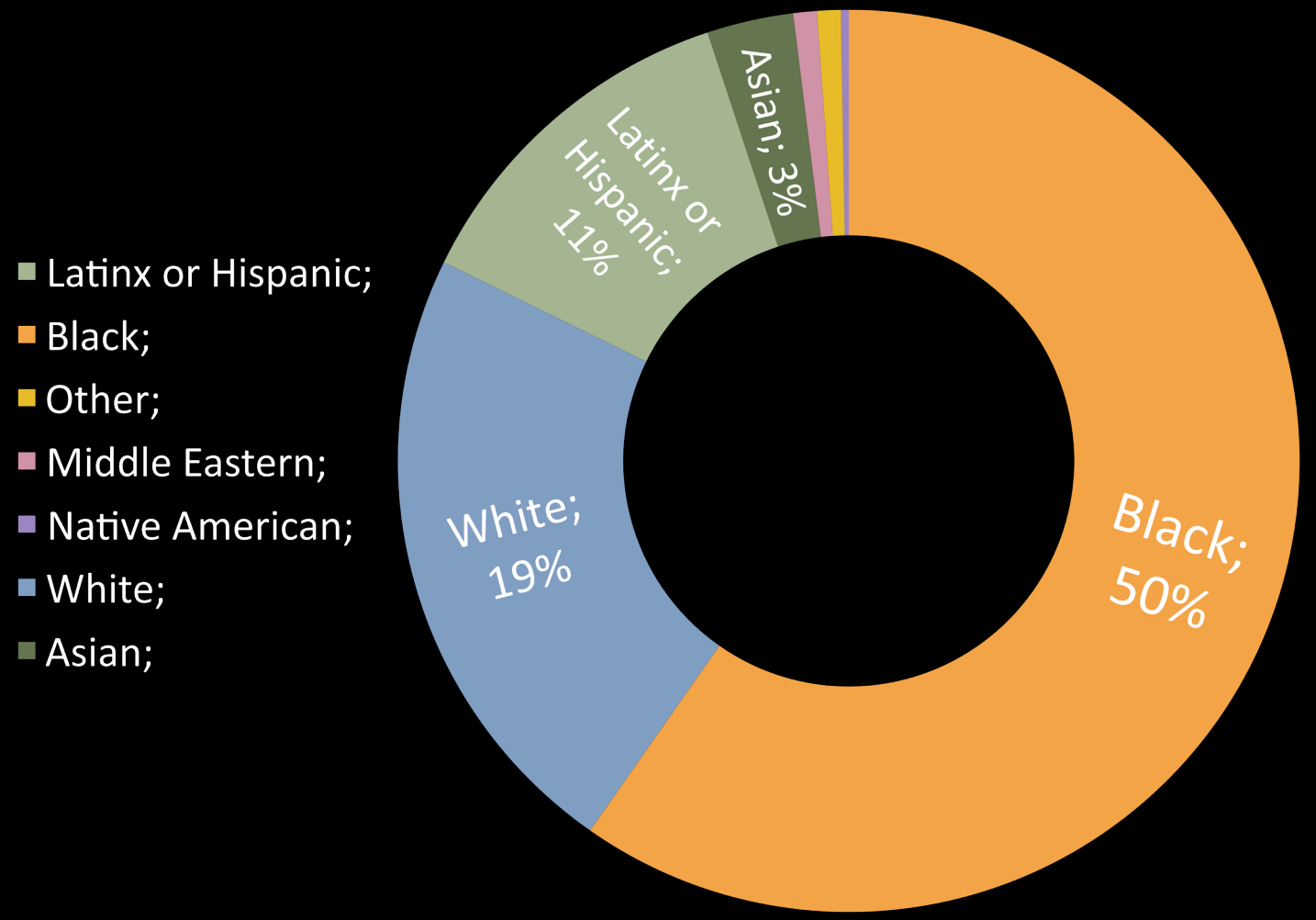
LOCAL SERVICE REFERRALS

SEPTEMBER 2023



In September 2023, 22% of all incidents expressed desire and were referred by MACRO responders to local service providers for more targeted support.

MACRO Service Recipient Racial Demographics



- Black individuals make up 50% of people receiving MACRO services while making up only 23% of Oakland's population.
- As MACRO was designated to do, over 81% of its service recipients are BIPOC.