

**MACRO
1 YEAR
IMPACT
REPORT**

12,049 Total
Contacts



DATA COLLECTION

This report was compiled with data collected by the MACRO Responders who diligently document every contact made with community members.

MACRO Responders fill out two forms to summarize and detail each incident, and that data is analyzed by MACRO's Data Analyst and shared in monthly impact reports to Fire Administration, City Council and the public. All reports are available on the city of [Oakland's MACRO website](#).

For additional information on all reports or data measures pertaining to the MACRO program, please contact Dena Delaviz, MACRO Data Analyst, at ddelaviz@oaklandca.gov.

MACRO BACKGROUND & SUMMARY

- ▶ In 2019, the Oakland City Council allocated \$40,000 to research the feasibility of a Crisis Assistance Helping Out On The Streets (CAHOOTS)-like program in Oakland.¹
 - The CAHOOTS model operating in Eugene-Springfield Oregon Metro Area, is widely recognized as a non-law enforcement mobile crisis intervention that has seen significant success since its inception.
- ▶ On March 2, 2021, City Council directed the City Administrator to explore options for expediting the implementation of the 18-month pilot phase of the Mobile Assistance Community Responders of Oakland (MACRO) program within the Fire Department and deliver the pilot via City staff, instead of a community-based provider, as the community-driven report commissioned by the Council intended
- ▶ The goal MACRO is to serve as a community response program for non-violent 911 calls and reduce responses by police, resulting in fewer arrests and negative interactions, and increased access to community-based services and resources for impacted individuals and families, and most especially for Black, Indigenous, People of Color (BIPOC).²

COMPARED TO SIMILAR ALTERNATIVE RESPONSE PROGRAMS

- Atlanta, GA³ – Policing Alternatives & Diversions Initiative (PAD) 1st Quarter 2023 (January, February, March)
 - Community [311] Response Requests v. MACRO [911] Dispatches

	Atlanta PAD [311]	Oakland MACRO [911]
January 2023	80	111
February 2023	71	117
March 2023	129	113

- Atlanta PAD Service Referral v. MACRO Service Referral

	Atlanta PAD	Oakland MACRO
January 2023	33	138
February 2023	15	222
March 2023	16	262

- San Francisco, CA – Four Street Response Teams: 1) EMS-6, 2) Street Crisis Response Team (SCRT)⁴, 3) Street Overdose Response Team (SORT)⁵, 4) Street Wellness Response Team (SWRT)

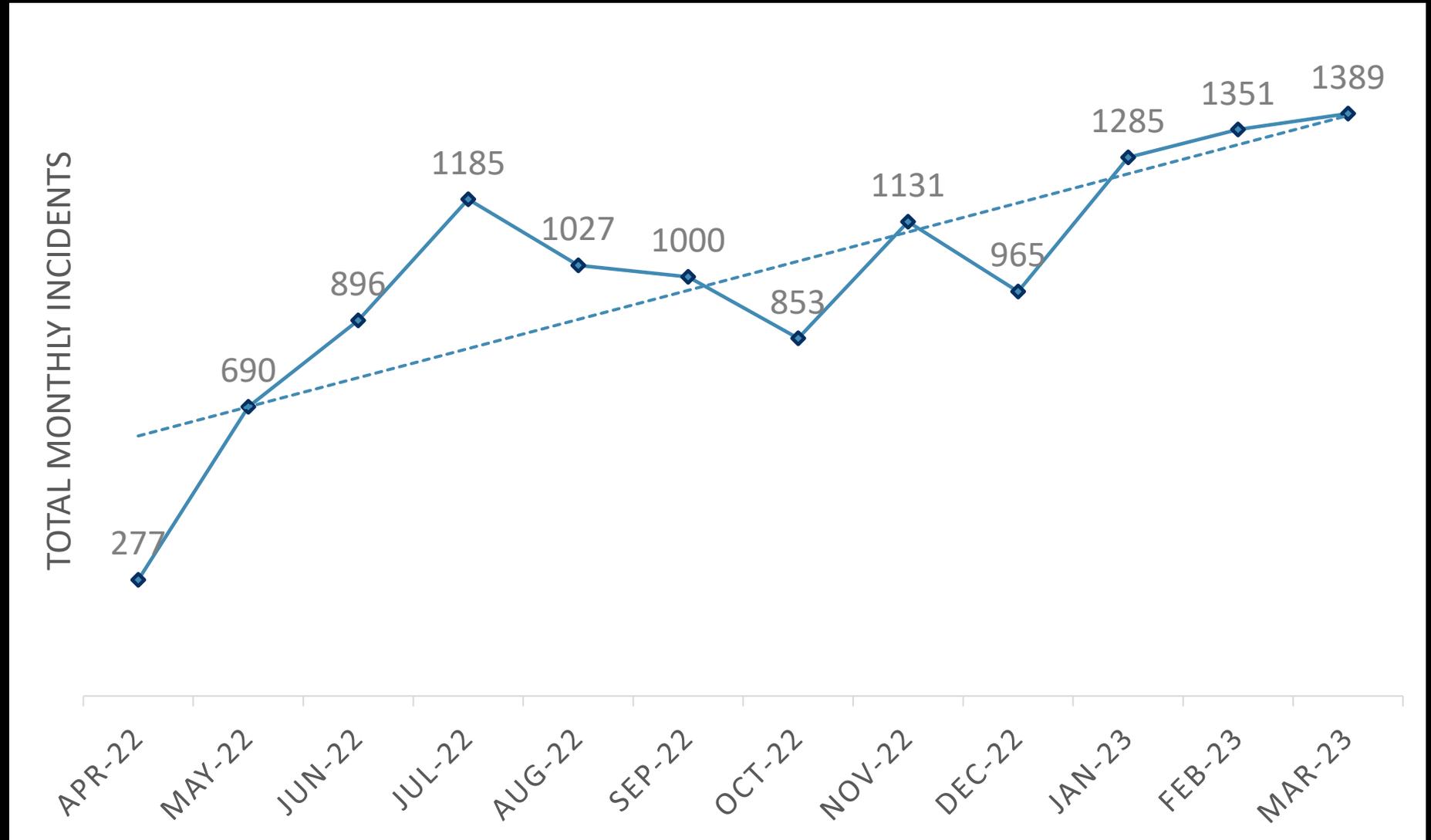
	Total Responses	Duration
SCRT (San Francisco)	5,388	November 2020 – November 2021
SORT (San Francisco)	1,726	November 2020 – November 2021
MACRO (Oakland)	12,049	April 2022 – April 2023

- Eugene-Springfield, Oregon – Crisis Assistance Helping Out On The Street [CAHOOTS]⁶

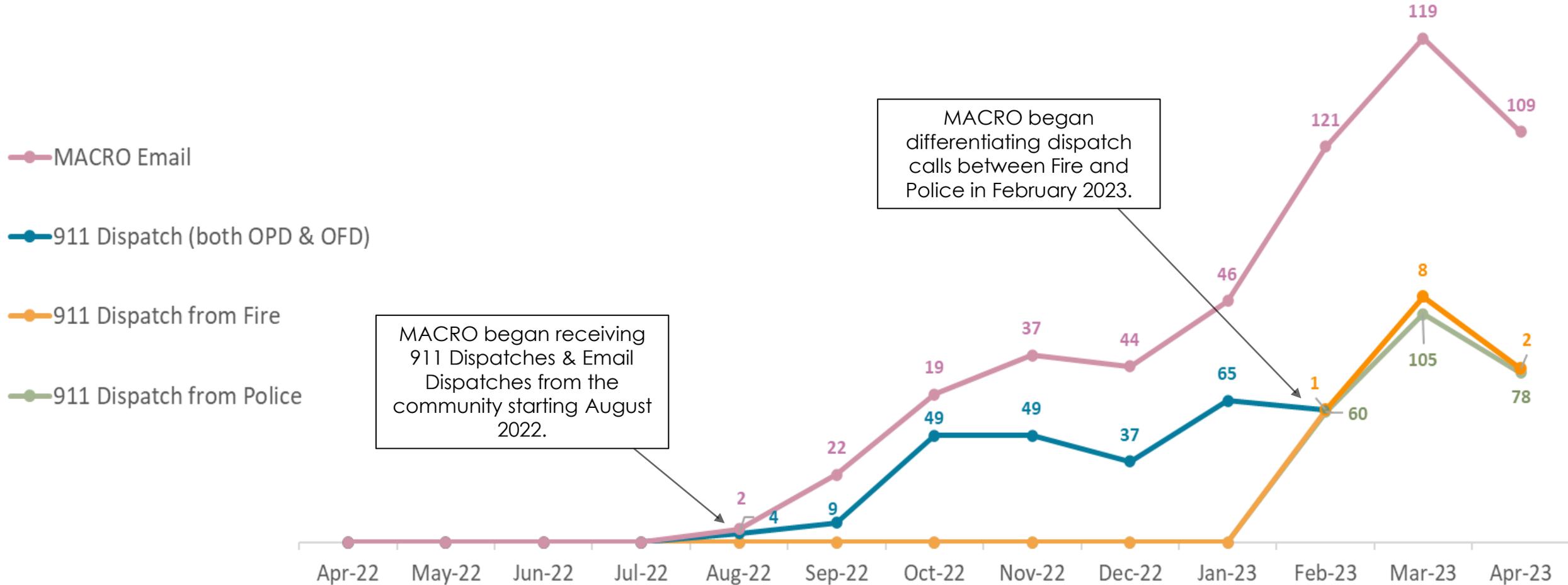
	Percentage of Calls Dispatched	Duration
CAHOOTS (Eugene)	17% (All from 911)	2021
MACRO (Oakland)	16% (10% from 911 + 6% from EMAIL)	April, 2023

Total Incidents by Month

- Analysis: An steady increase of incidents from the first month in service.
- Volume is expected to change in the second year of program with greater capacity of MACRO Responders

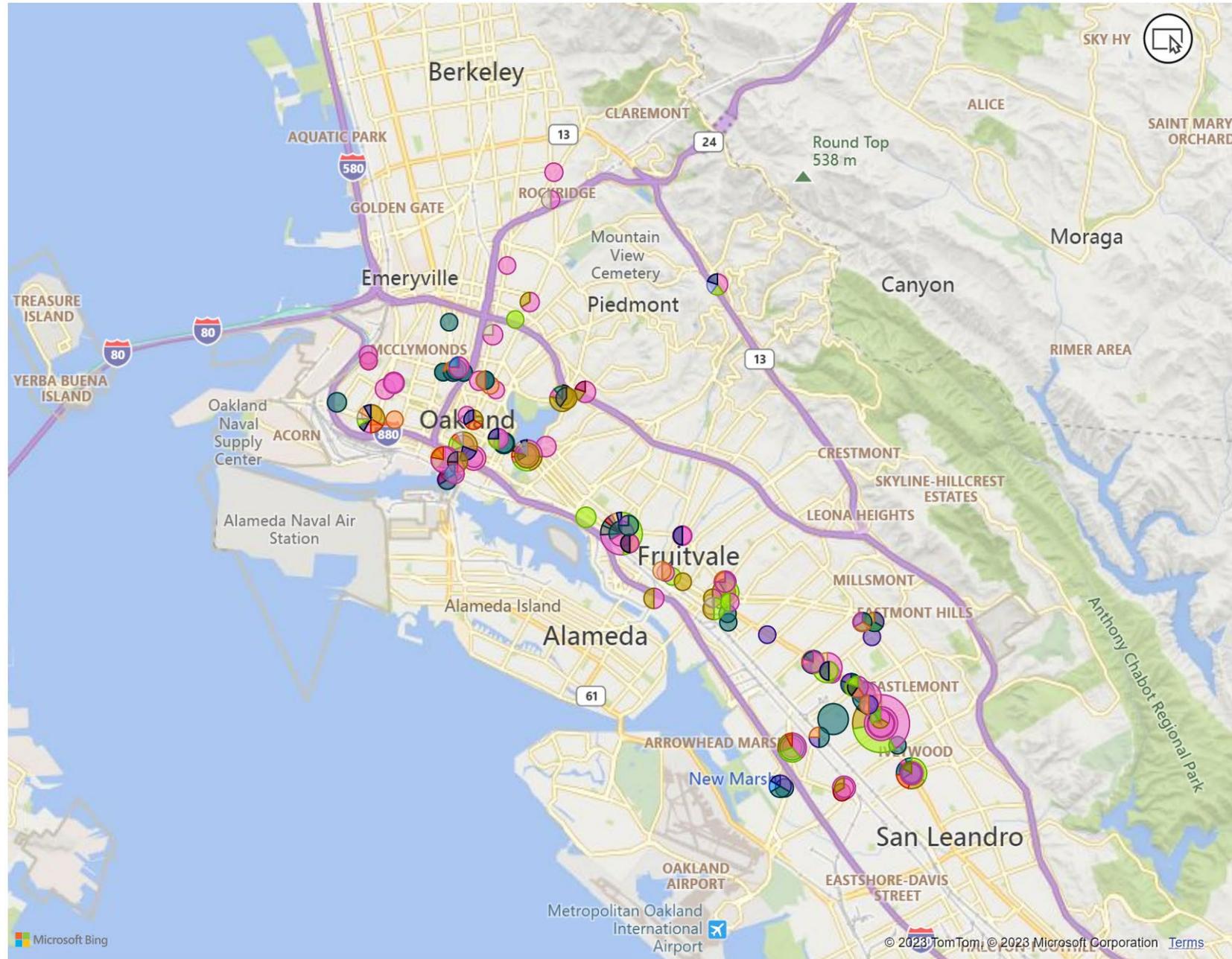


Source of Dispatch by Month



	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
MACRO Email					2	22	19	37	44	46	121	119	109
911 Dispatch (both OPD & OFD)					4	9	49	49	37	65			
911 Dispatch from Fire											1	8	2
911 Dispatch from Police											60	105	78

MACRO Lifetime Contact Map



Incident Count

10912*

*Geographical data was missing for 1,137 incidents and therefore are not included in the total above.

Incident Date

4/9/2022

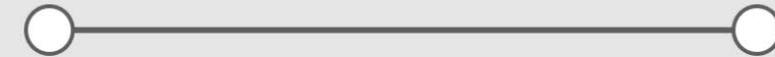
4/9/2023



Time of Incident

7

2135



Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

7

ARRESTS DEFERRED

Arrests Deferred are instances when an OPD officers on scene communicated to a MACRO unit that if a resolution is not reached, PD's next action will be to arrest the individual.

141
Arrests
Deferred by
MACRO
Responders

HIGH UTILIZERS

Individuals who overuse emergency response systems, for example, by calling for an ambulance every day for nonurgent or nonmedical issues.

This results in tying up emergency services leading to inefficiencies outside the intended role of Police and Fire assets.

MACRO works to alleviate the burden on first response agencies by regularly and consistently interacting with these individuals.

Contacts are shared across human services agencies within Oakland and Alameda County.

45%

**Of contacts had
prior interaction
with MACRO**

LIVES SAVED

On at least 13 occasions, MACRO Responders have approached individuals experiencing an overdose and administered life-saving Narcan to reverse and block the effects of opioids.

13
Overdose
Reversals
Incidents

EXTREME WEATHER EVENT RESPONSE

January 1 to January 16, 2023

- ▶ MACRO personnel went on 447 calls to support Oaklanders in need during the winter storms.
- ▶ 68% of the 447 incidents were well-being checks. The other third were sleeper checks, with 18 incidents being behavioral concerns.
- ▶ Of those 447 incidents, about 10% or 48 of them were referred to local services, particularly St. Vincent DePaul, an emergency shelter.
- ▶ Of the 447 total incidents, 15 were dispatched by Fire Dispatch Center and 31 were from community referrals. The remaining 399 were on-views.
- ▶ Three quarters (75%) of the individuals served identified as men and the remaining quarter identified as women.
- ▶ Most (68%) of the individuals served are Black, 13% White, and 10% Latinx.

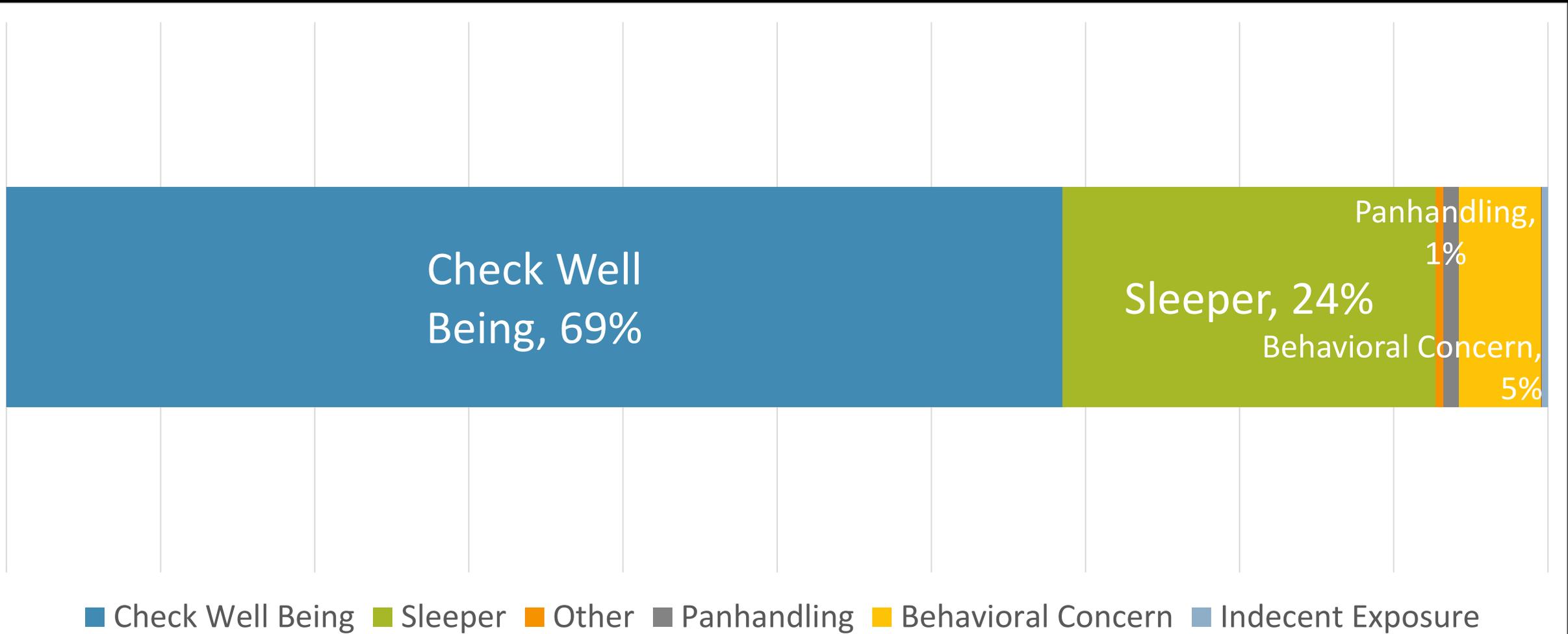
HEALTH INSURANCE STATUS

MACRO has found that 60% of the individuals it interacts with have no health insurance while nearly the rest (39%) are on MediCal. Data for medical insurance status was collected on over 2,300 individuals, or 19% of the total incidents in a 12-month period.

60%
**of individuals
served do not
have health
insurance**

INCIDENT TYPES

1 YEAR



TIME IN SERVICE

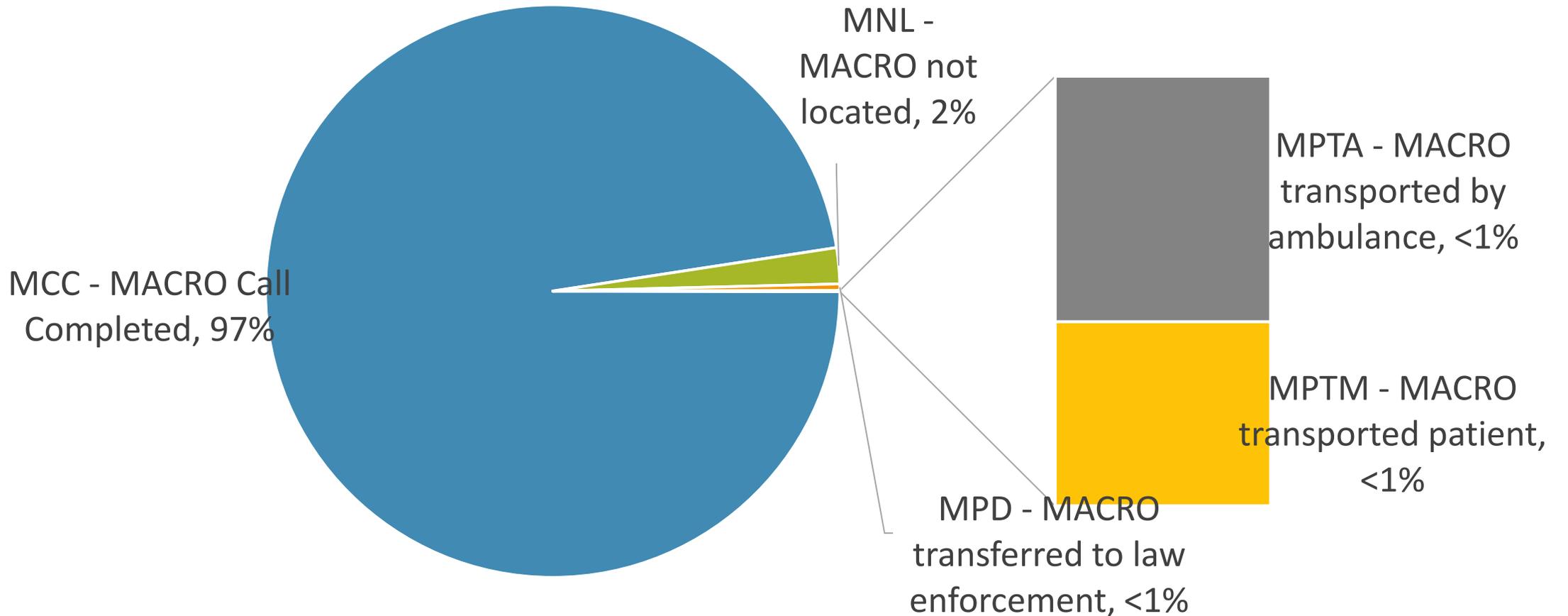
The amount of time from when the MACRO crew arrives on scene to when the incident is resolved.

Average time per incident: **18 minutes**

2,079
Service Hours
[1-year]

INCIDENT RESOLUTIONS

1 YEAR



HOUSING STATUS

The majority of MACRO responses are for unhoused individuals that need focused care and have a lack of fundamental support, including the safe and stable housing.

MACRO works with local partners to provide support to unhoused individuals to minimize duplicative efforts and to provide a continuum of care for unhoused individuals.

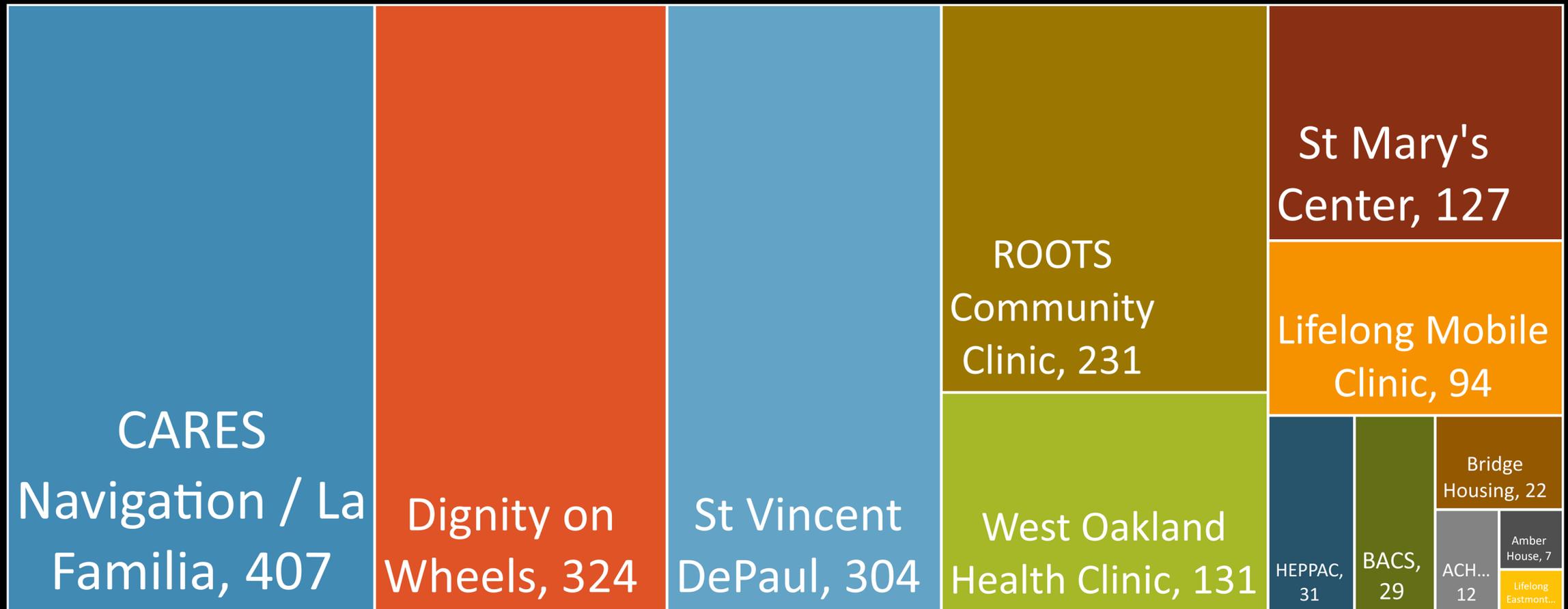
96%
**of individuals
served are
unhoused**

LOCAL SERVICE REFERRALS

Referrals	1 year	%
CARES Navigation / La Familia	407	24%
Dignity on Wheels	324	19%
St Vincent DePaul	304	18%
ROOTS Community Clinic	231	13%
West Oakland Health Clinic	131	8%
Lifelong Mobile Clinic	94	5%
St Mary's Center	127	7%
HEPPAC (HIV Education and Prevention Project of Alameda County)	31	2%
BACS (Bay Area Community Services)	29	2%
Bridge Housing	22	1%
ACHCH (Alameda County Healthcare for Homeless)	12	1%
Amber House	7	<1%
Lifelong Eastmont Clinic	5	<1%
Total	1,724	100%

LOCAL SERVICE REFERRALS

1 YEAR



- ▶ Approximately **5 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in 1 year.

DIRECT SUPPORT

MACRO teams give out blankets & water bottles to individuals to alleviate immediate and urgent concerns.

This direct support allows MACRO responders to build trust and is paired with a timely, individualized approach to connect individuals with the support services best suited to their needs.

4,219

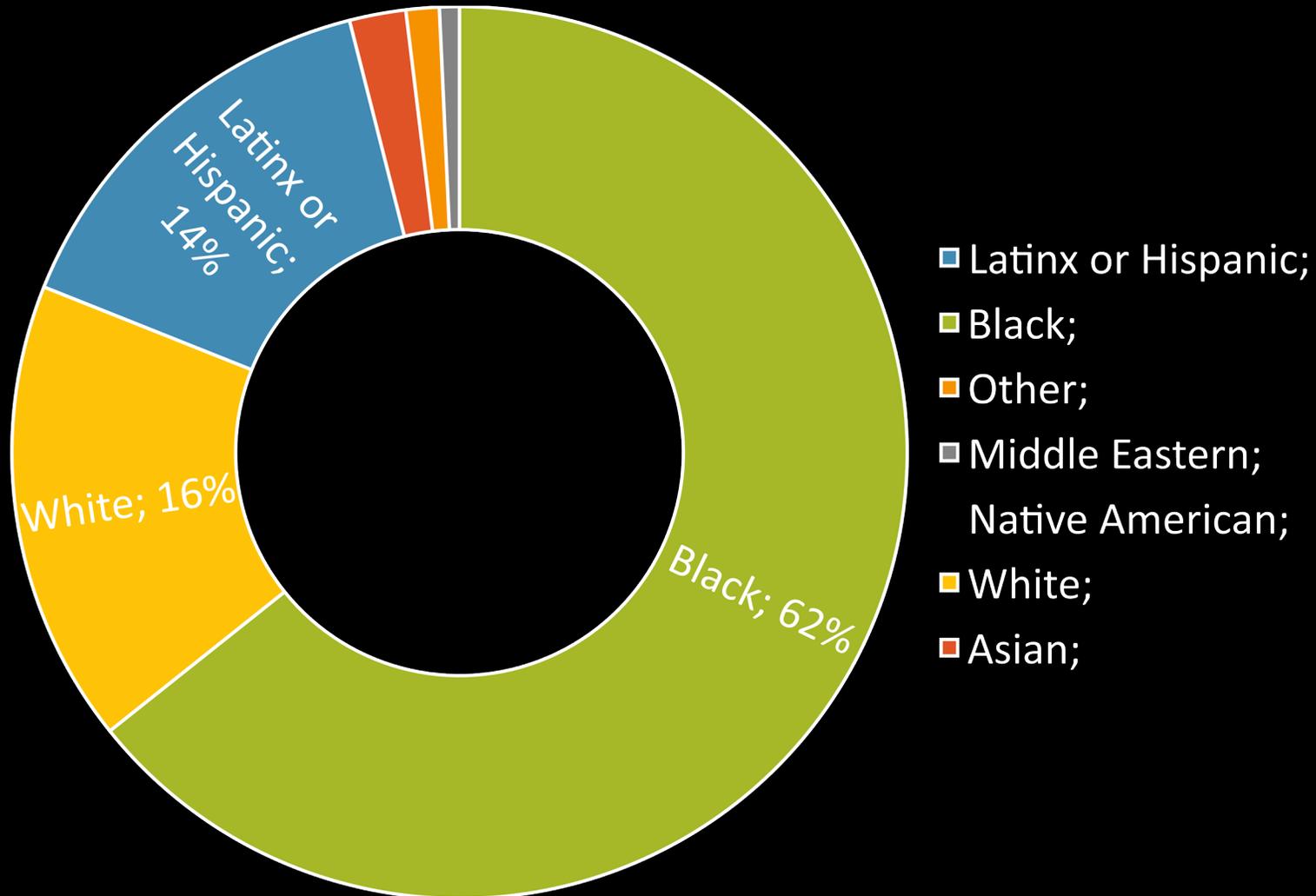
Water Bottles

2,547

Blankets

[1-year of Service]

MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 62% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 84% of its service recipients are BIPOC.

APPENDIX

Slide 3:

- (1, 2) <https://www.oaklandca.gov/projects/macro-mobile-assistance-community-responders-of-oakland>

Slide 4:

- (3) <https://www.atlantapad.org/resources-reports>;
- (4) <https://sf.gov/street-crisis-response-team>;
- (5) <https://sf.gov/street-overdose-response-team>;
- (6) <https://whitebirdclinic.org/wp-content/uploads/2020/07/CAHOOTS-Media.pdf>