

**MACRO
11-MONTH
IMPACT
REPORT**

10,249 Total
Contacts



SOURCE OF CALL

Data collected from August 1, 2022 to March 9, 2023

Dispatch Data is unrefined. Due to the ongoing impacts of the Cyber-attack we are unable to further breakdown the dispatch numbers at the time.

Source of Incident/Call

~8 months

On-View (self dispatch)	4,932
Total Dispatches	669
Total	5,414

SOURCE OF CALL

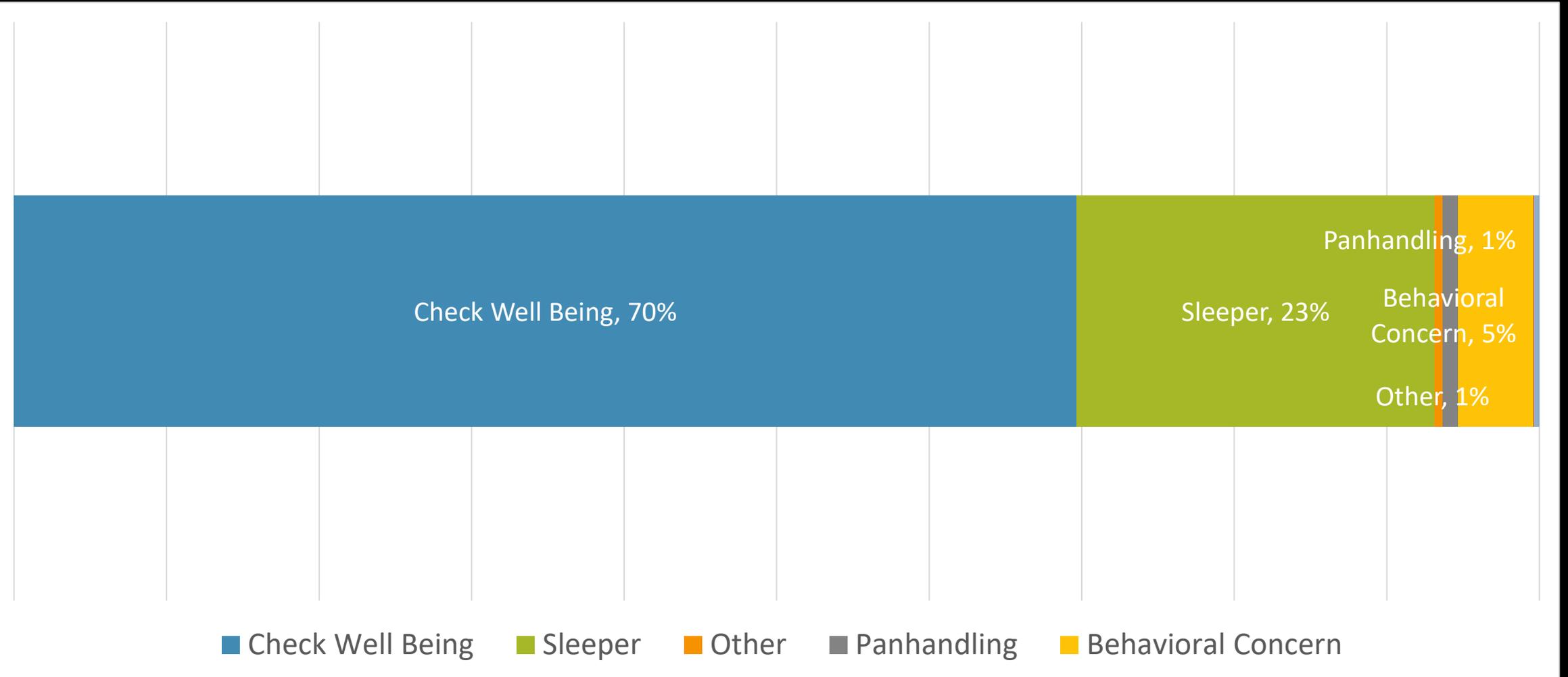
Data collected from January 1, 2023 to March 9, 2023

2023: **389 Total Dispatches**

Daily average: **5.72 Dispatches/Day**

INCIDENT TYPES

11 MONTHS



INCIDENT TYPES

11 MONTHS

Incident Type	2022	%
Check Well Being	7,190	70%
Sleeper	2,409	23%
Behavioral Concern	506	5%
Panhandling	106	1%
Other	55	1%
Public Indecency	39	<1%
Total	10,249	100%

TIME IN SERVICE

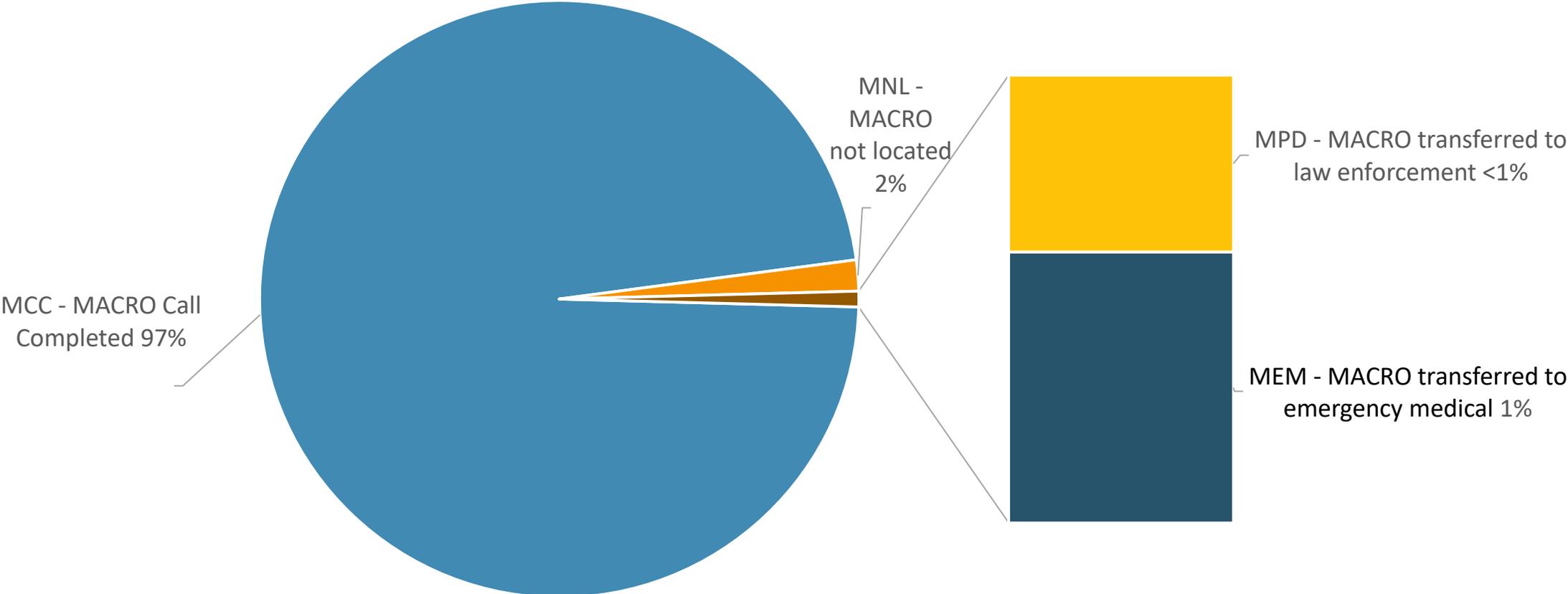
Time in service is the amount of time from when the MACRO van arrives on the scene to the moment they conclude the interaction.

11.5 minutes Average time per incident

9,428
hours serving
Oaklanders in
11 months

INCIDENT RESOLUTIONS

11 MONTHS



INCIDENT RESOLUTIONS

11 MONTHS

Call Resolution	2022	%
Call Completed (MCC)	9,922	97%
Not Located (MNL)	171	2%
Transferred to PD (MPD)	34	<1%
Transferred to Emergency Medical (MEM)	52	1%
Total	10,179	100%

BLANKETS

The MACRO teams give out blankets to unhoused individuals to alleviate urgent concerns from their living conditions. That support is then paired with a timely, individualized approach to connect individuals with support services best suited to their needs.

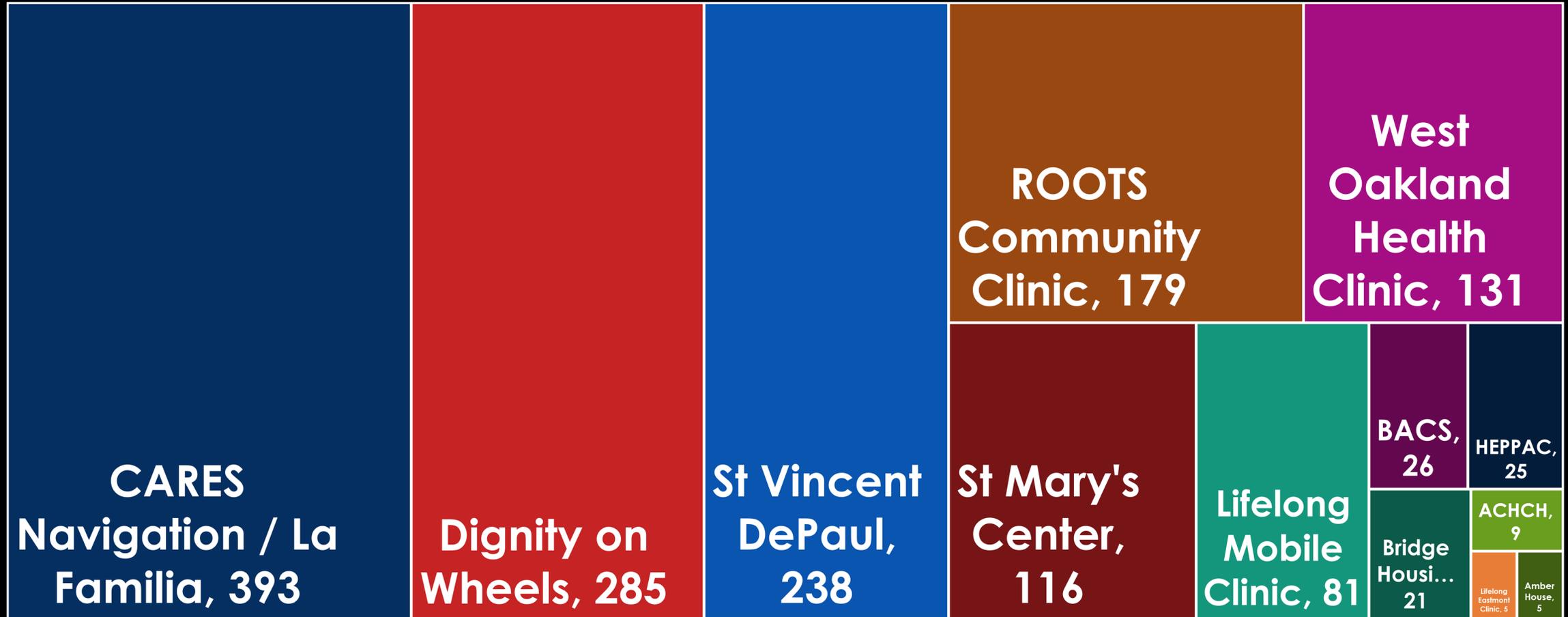
2,375
blankets given
out in 11
months

LOCAL SERVICE REFERRALS

Referrals	11 Mo	%
CARES Navigation / La Familia	393	26%
West Oakland Health Clinic	131	9%
Lifelong Mobile Clinic	81	5%
ACHCH (Alameda County Healthcare for the Homeless)	9	1%
Dignity on Wheels	285	19%
HEPPAC (HIV Education and Prevention Project of Alameda County)	25	2%
BACS (Bay Area Community Services)	26	2%
Amber House	5	<1%
Bridge Housing	21	1%
ROOTS Community Clinic	179	12%
St Mary's Center	116	8%
St Vincent DePaul	238	16%
Total	1,514	100%

LOCAL SERVICE REFERRALS

11 MONTHS



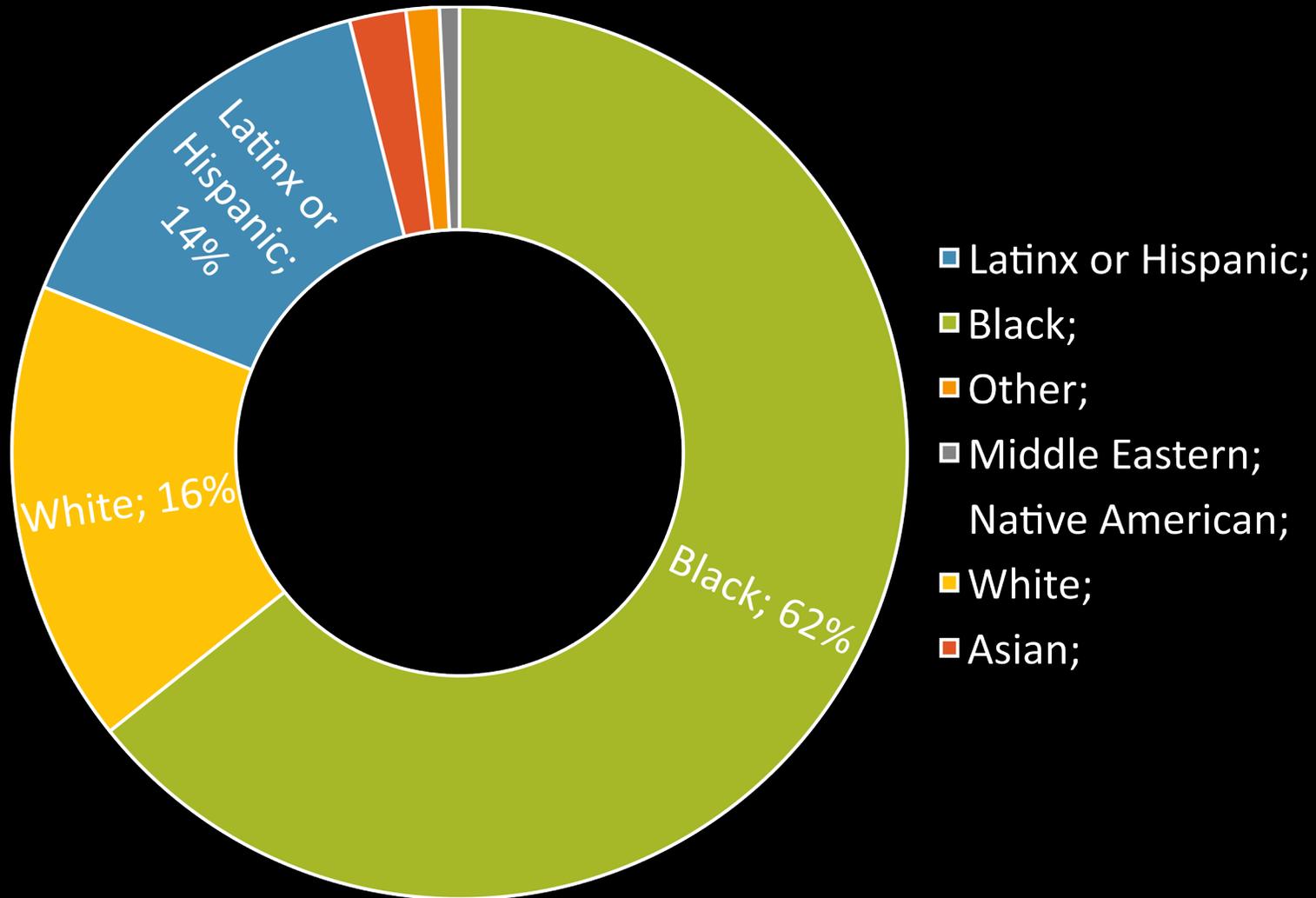
- ▶ Approximately **11 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in 11 months.

BOTTLED WATER

Another direct service given out to community members receiving care from the MACRO Responders is bottled water. It is used to help individuals come down from a substance high, to cool off on a hot day, hydrate, and to maintain consistency with medication.

3,579
bottles of
water given
out in 11
months

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.