

MACRO IMPACT AUGUST 2023

479 Total Contacts



SOURCE OF CALL

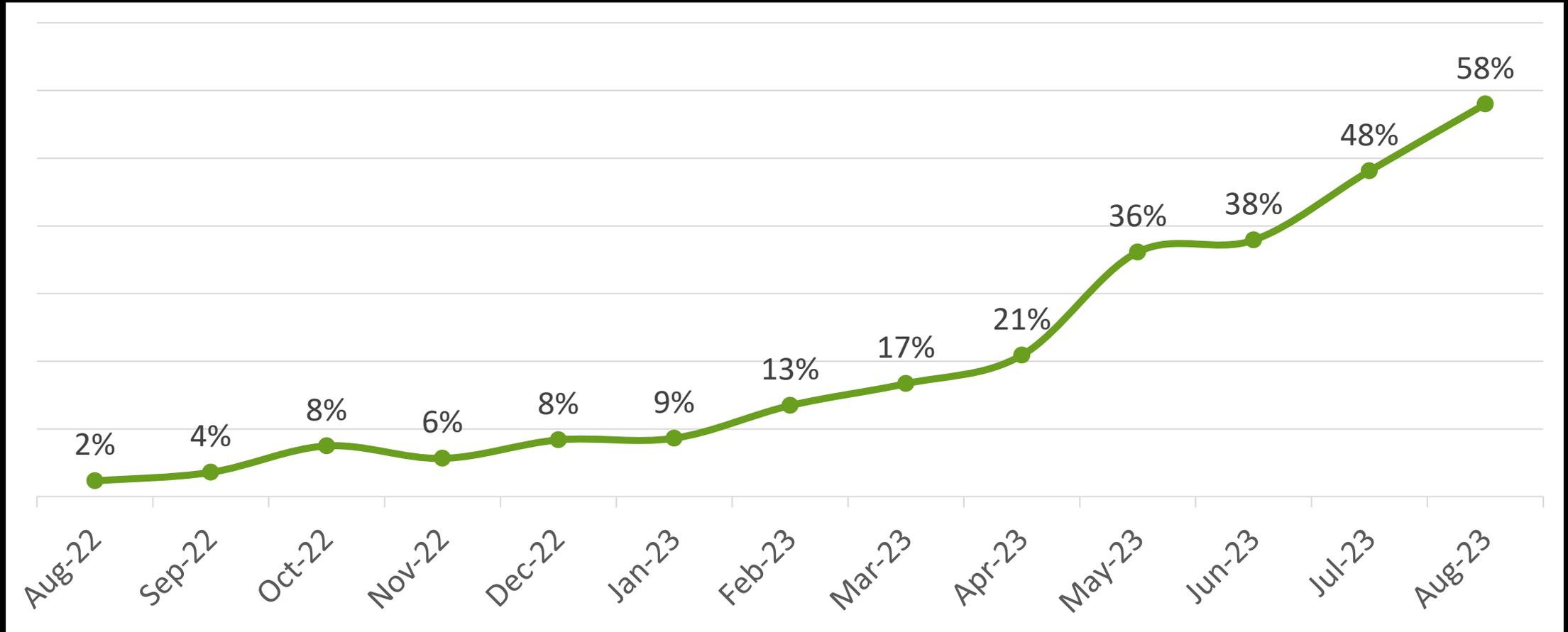
AUGUST 2023

Source of Incident/Call	May 2023	June 2023	July 2023	Aug 2023	% month over month change	Lifetime Totals
On-View (self-dispatch)	574	417	241	200	-17%	13,182
911 Dispatch from Police	143	172	140	176	+26%	946
911 Dispatch from Fire	19	2	3	9	+200%	65
Community Referral (email)	108	79	71	94	+32%	872
Total	844	670	455	479	+5%	15,065

Analysis: Of total incidents in August 2023, 58% were dispatched, averaging 9 dispatches a day.

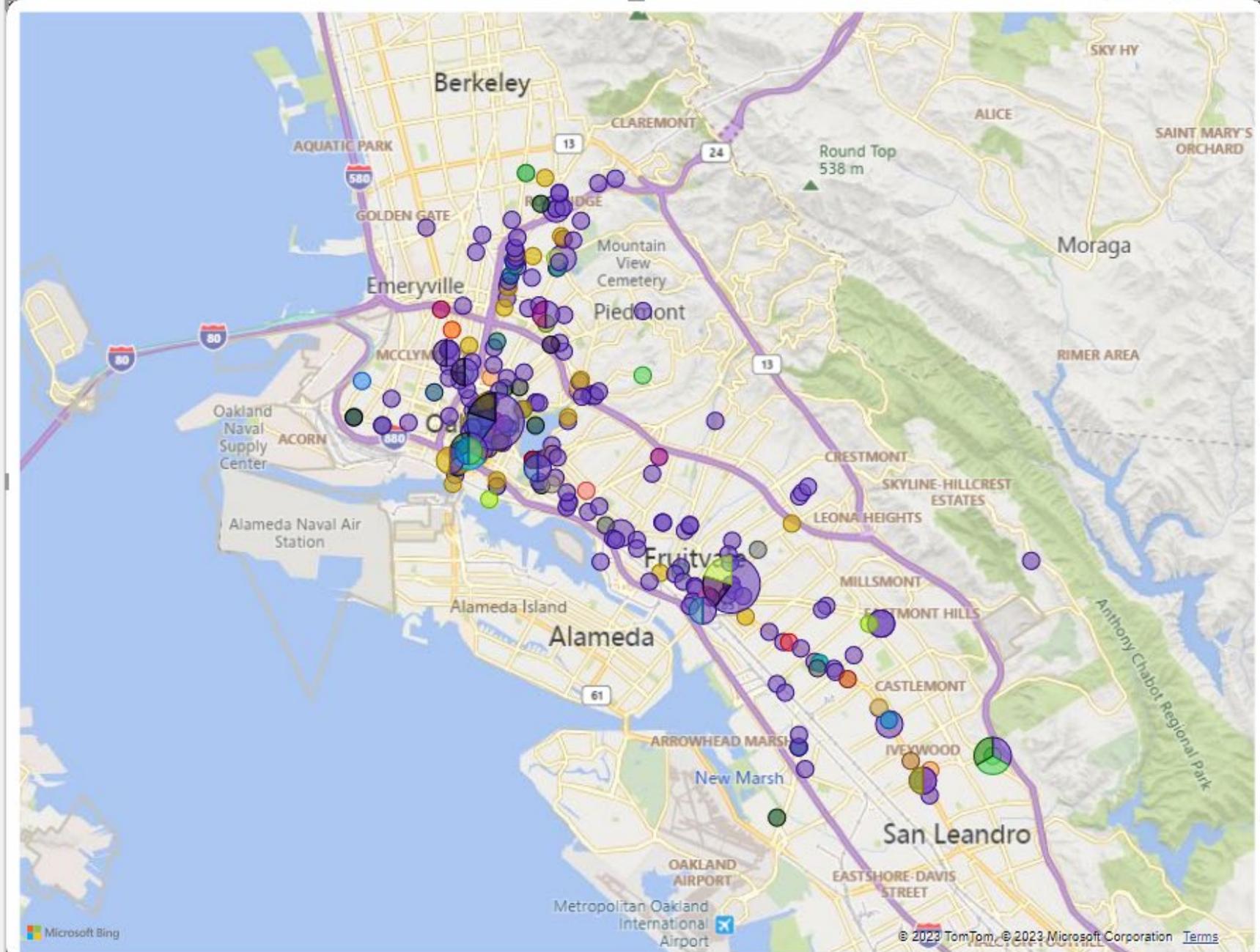
In August 2023, MACRO averaged 2.5 teams in service per day.

Proportion of Dispatches



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

MACRO Lifetime Contact Map



Incident Count

415*

*64 Incidents had missing geographical data to be included in this map.

Incident Date

8/1/2023 8/31/2023

Time of Incident



Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

INCIDENT TYPES

AUGUST 2023

Incident Type	May 2023	June 2023	July 2023	Aug 2023	% change from month prior	Lifetime Totals
Check Well Being	533	273	227	212	-7%	10,145
Sleeper	186	222	124	154	+24%	3,586
Panhandling	0	1	5	2	-60%	127
Behavioral Concern	117	107	89	100	+12%	1,067
Public Indecency	8	6	10	11	+10%	88
Total	844	670	455	479	+5%	15,065

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

Encountering Unhoused Community Member Experiencing Provider Fatigue

August 28, 2023

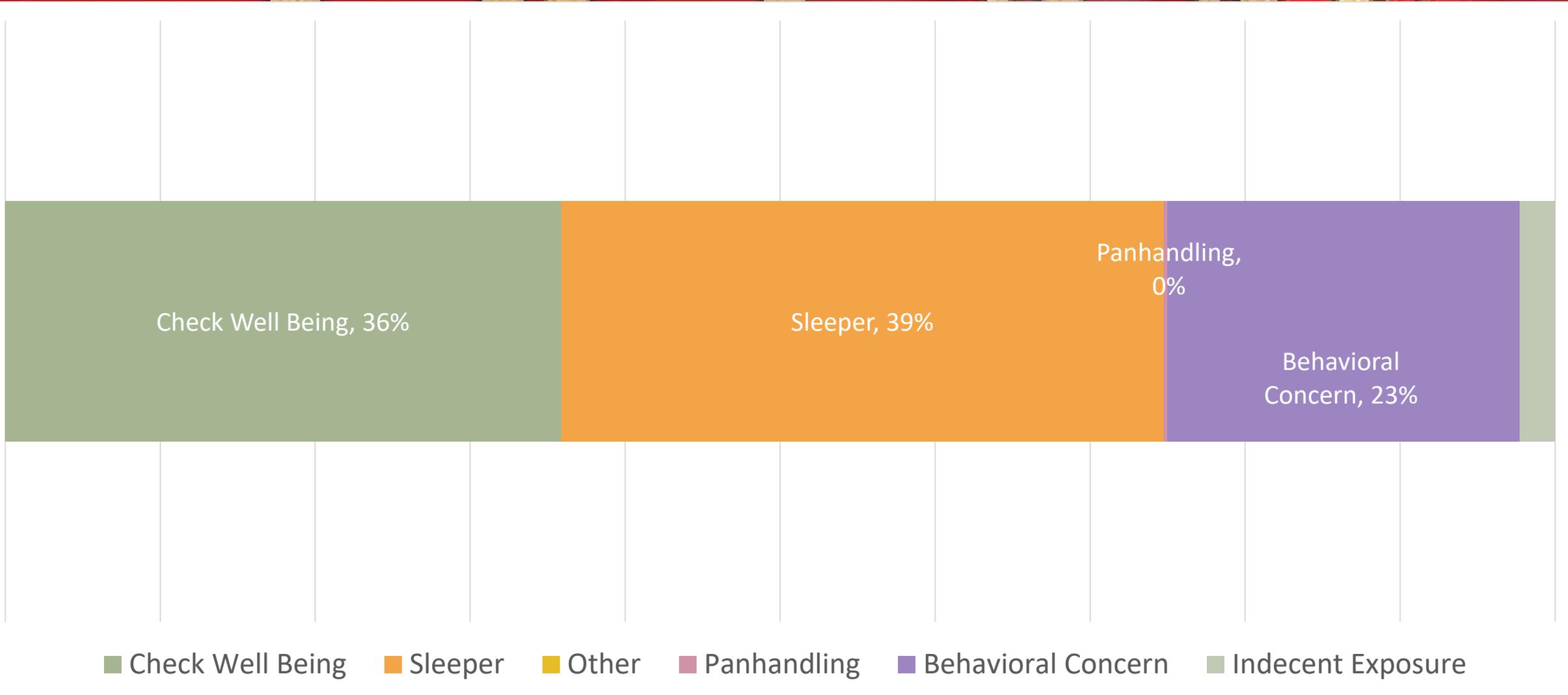
MACRO Unit 2 responded to OPD's request to provide a wellness check for an individual lying on the sidewalk with belongings.

Responders arrived on the scene, locating an individual sitting on the sidewalk with belongings, including three (3) large suitcases and a laundry basket. MACRO Community Intervention Specialist (CIS) engaged individual, who informed they were previously connected with BACS but expressed some provider fatigue, saying they received a referral to attend townhouse but wasn't very motivated to go.

MACRO CIS provided some information about accessing social services to obtain a phone as well as how to contact MACRO later today should they require further assistance. Individual denied need for medical intervention. MCC.

INCIDENT TYPES

AUGUST 2023



Responding to a Repeat Behavioral Incident in Residential Area

August 2, 2023

MACRO unit was requested by OPD for a behavior health concern regarding an individual reportedly without pants occupying area in front of residential driveway for over a day. MACRO arrived on scene and identified the individual matching description. Individual presented with some neurodivergent behavior but was not indecently exposed. Individual had difficulty maintaining clothing appropriately. MACRO CIS took lead advising other crew to limit stimulation and control interaction. Individual was identified by EMT as a prior contact from 2 days prior in which PD also made request for MACRO service.

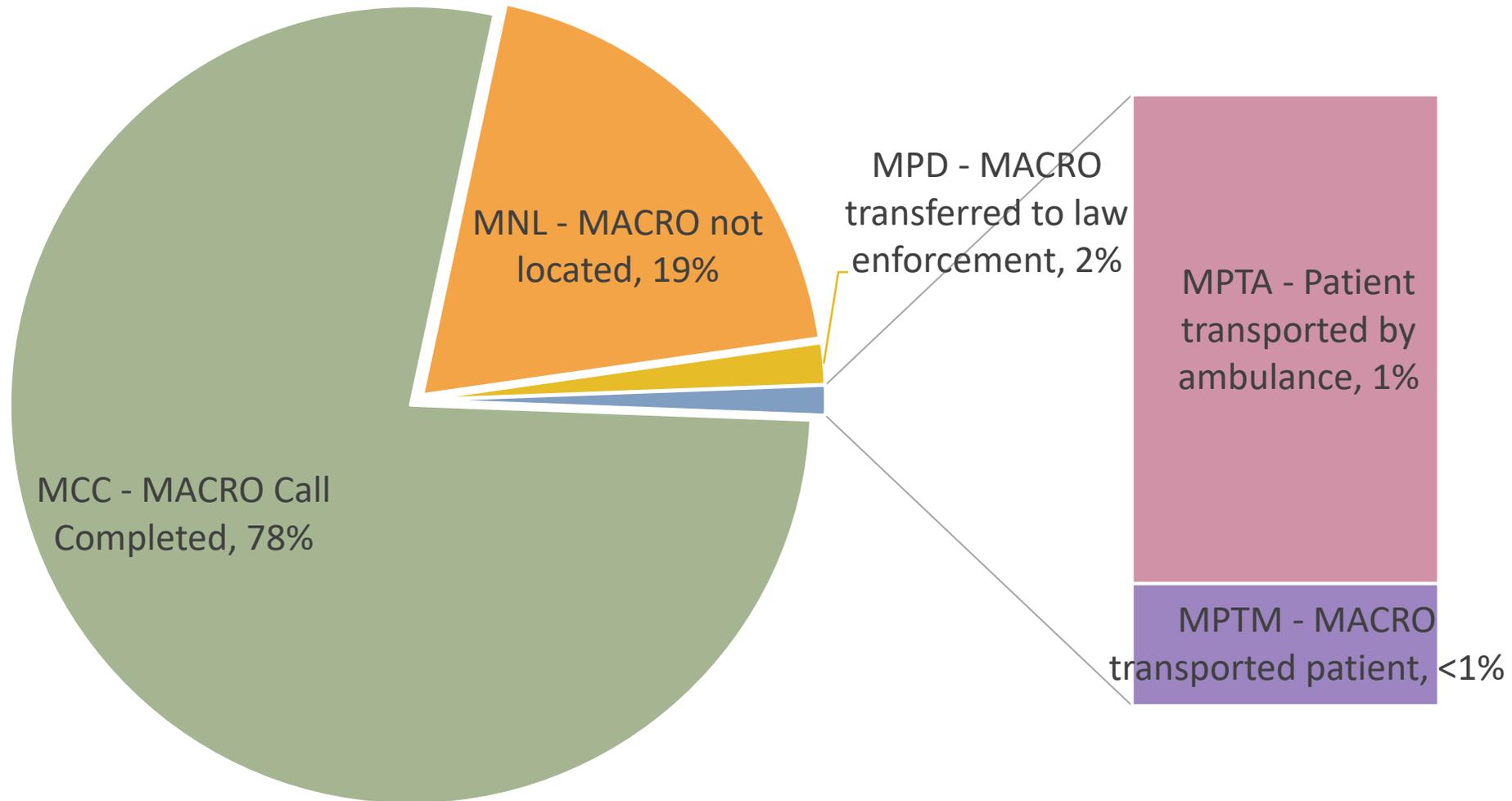
In prior visit 2 days ago, (July 31, 2023) individual was observed to be dysregulated and cause for multiple OPD requests for wellness check from bystanders. During that interaction, individual had informed responders they were (per the individual) "in need of medications for their schizophrenia" and presented with behaviors to include throwing debris out into the street and verbalized descriptions of non-consensus reality. Team requested transfer of call back to OPD for assessment and transport to a local mental health facility.

On this visit, (August 2, 2023) the individual was very regulated and compliant. Individual expressed interest and consent in transport to a local mental health facility to receive service and medication. MACRO offered some immediate relief supplies such as water and blanket. MACRO made determination that appropriate response was to get CATT (County wide Community Assessment Transport Team) team assigned and keep individual calm and regulated. OFD Dispatch notified MACRO of assigned CATT team which responded within 15 minutes. MACRO made hand off to CATT team who made assessment and transport without issue.

Several residents approached MACRO regarding outcome of individual to which MACRO notified the parties that the issue was being resolved, but details must be withheld to protect patient privacy. Residents understood. Residents were given methods by which to reach MACRO for similar service requests in future. One resident claimed to be the RP(Reporting Party) and was very satisfied with what they witnessed. Public engagement resolved without issue. MACRO determined that all appropriate actions were taken within the scope and training of MACRO responders for this call. MACRO call closed. MPTM. All times approximate.

INCIDENT RESOLUTIONS

AUGUST 2023



INCIDENT RESOLUTIONS

AUGUST 2023

Call Resolution	May 2023	June 2023	July 2023	Aug 2023	% change from month prior
Call Completed (MCC)	716	525	352	386	+10%
Not Located (MNL)	101	77	87	81	-7%
Transferred to PD (MPD)	13	12	8	7	-13%
Patient transported by Ambulance (MPTA)	4	5	5	4	-20%
MACRO transported Patient (MPTM)	5	10	3	1	-67%
Total	844	670	455	479	+5%

Supporting Unhoused and Business with Compassionate Support

August 2, 2023

MACRO unit responded to community request for service regarding individual exhibiting behavioral concern inside Starbucks. Individual was described as acting erratically and refusing to leave business.

Responders arrived on scene and located described individual pacing around outside of business. Recipient was observed to be self talking and gesticulating erratically. Responders attempted to make contact however recipient presented to be in unshared reality and engagement was not successful and eventually walked away from scene. Responders made contact with store manager who identified themselves as the reporting party who provided background of incident and thanked responders for their response. MCC.

LOCAL SERVICE REFERRALS

AUGUST 2023

Referrals	May 2023	June 2023	July 2023	August 2023	% change from month prior
CARES Navigation / La Familia	7	9	4	2	-50%
West Oakland Health Clinic	3	1	4	1	-75%
Lifelong Mobile Clinic	22	23	17	13	-24%
ACHCH (Alameda County Healthcare for the Homeless)	14	5	0	5	-
Dignity on Wheels	16	5	1	4	-300%
HEPPAC (HIV Education and Prevention Project of Alameda County)	3	6	0	0	0%
BACS (Bay Area Community Services)	6	0	1	4	+300%
Amber House	4	2	2	1	-50%
Bridge Housing	1	1	0	1	-
ROOTS Community Clinic	62	20	14	1	-93%
St Mary's Center	24	22	12	12	0%
St Vincent DePaul	70	52	37	34	-8%
Total	232	146	92	82	-11%

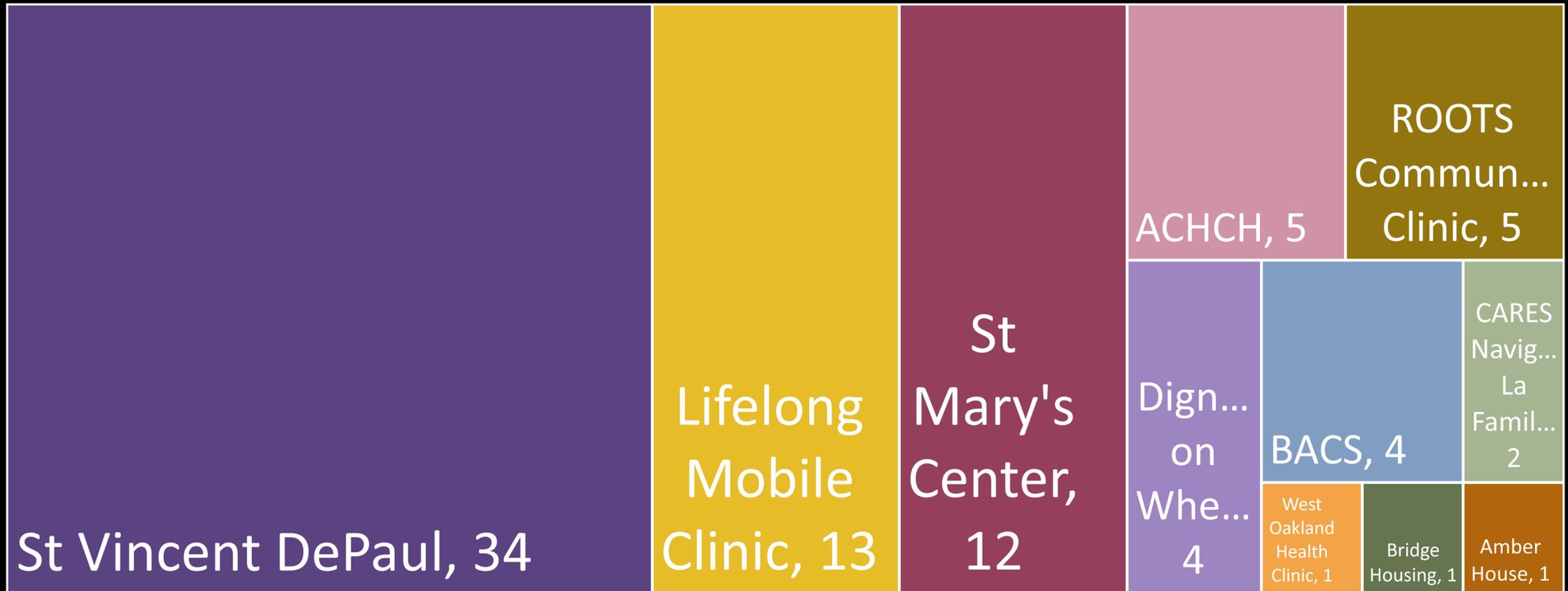
Intercepting Disruption at Grocery Store

August 1, 2023

MACRO 3 arrived on scene to check the wellness of a perceived white female in their 60s that was sitting on the sidewalk surrounded by plastic bags in front of a grocery store. The team engaged with the individual and they expressed they were currently well and not interested in any services at the time. They explained they were just resting and accepted water but declined all other services and supplies. They were thankful and open to future wellness checks from MACRO teams. MACRO will check-in with the individual regularly. There were no apparent medical emergencies. MACRO call complete. All times are approximate.

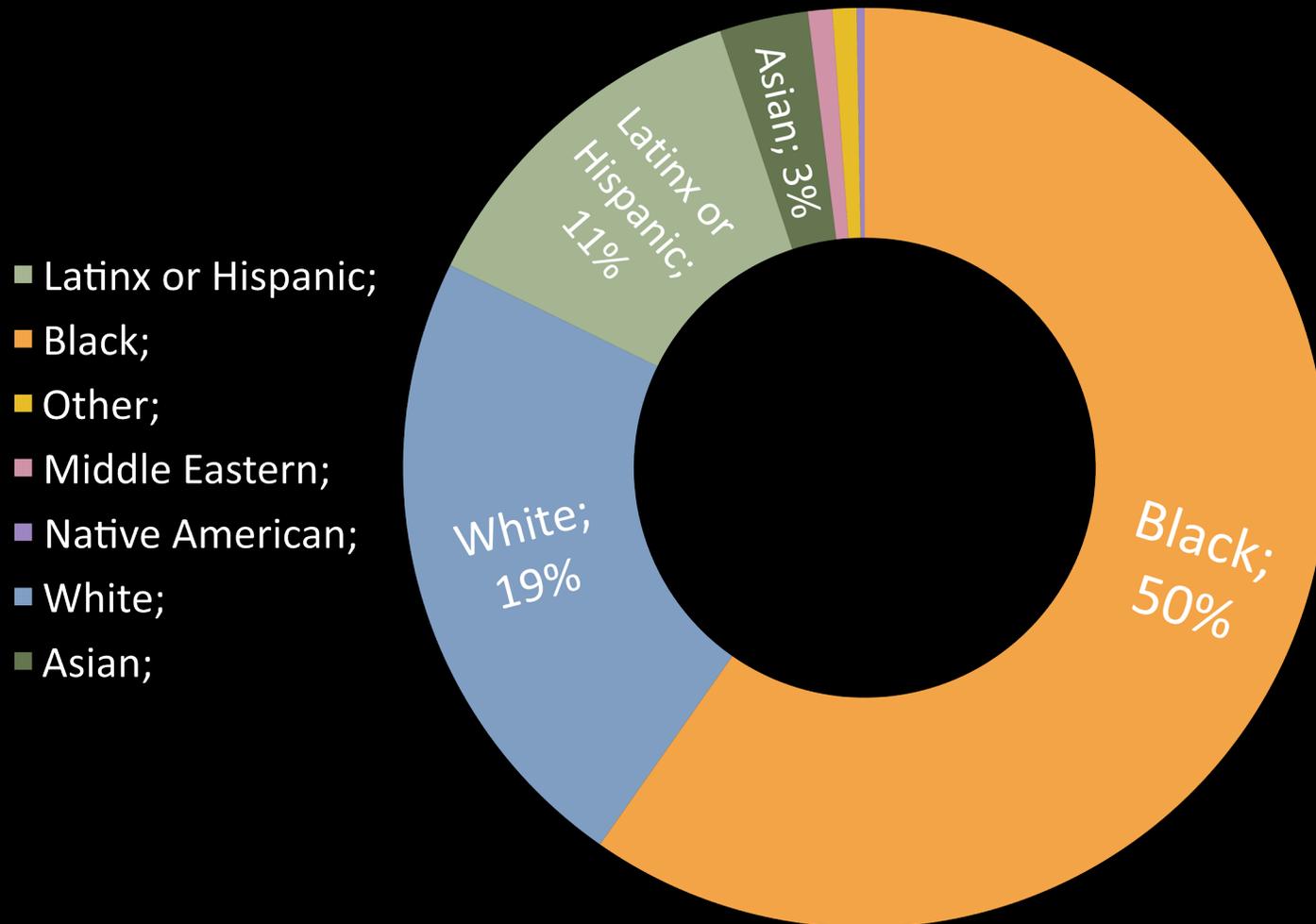
LOCAL SERVICE REFERRALS

AUGUST 2023



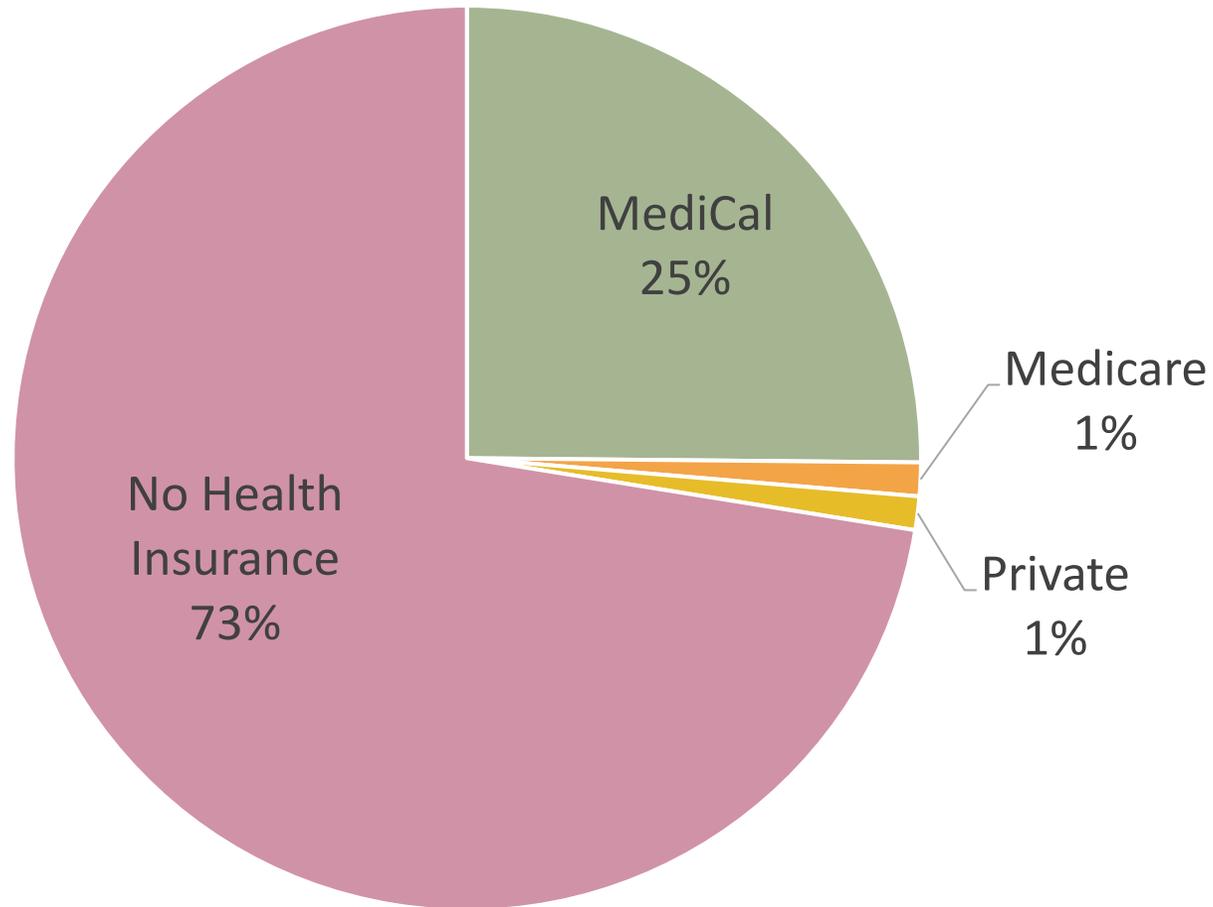
In August 2023, 17% of all incidents expressed desire and were referred by MACRO responders to local service providers for more targeted support.

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.

MACRO Service Recipient Insurance Demographics



- ▶ Of those MACRO served in August 2023, 73% of recipients had no medical insurance, and nearly all of the remainder of the recipients, 25%, are on MediCal (also called Covered California).
- ▶ Only 4 incidents in August involved individuals with private insurance and individuals on Medicare.