

**MACRO
IMPACT
MAY
2023**

844 Total Contacts



SOURCE OF CALL

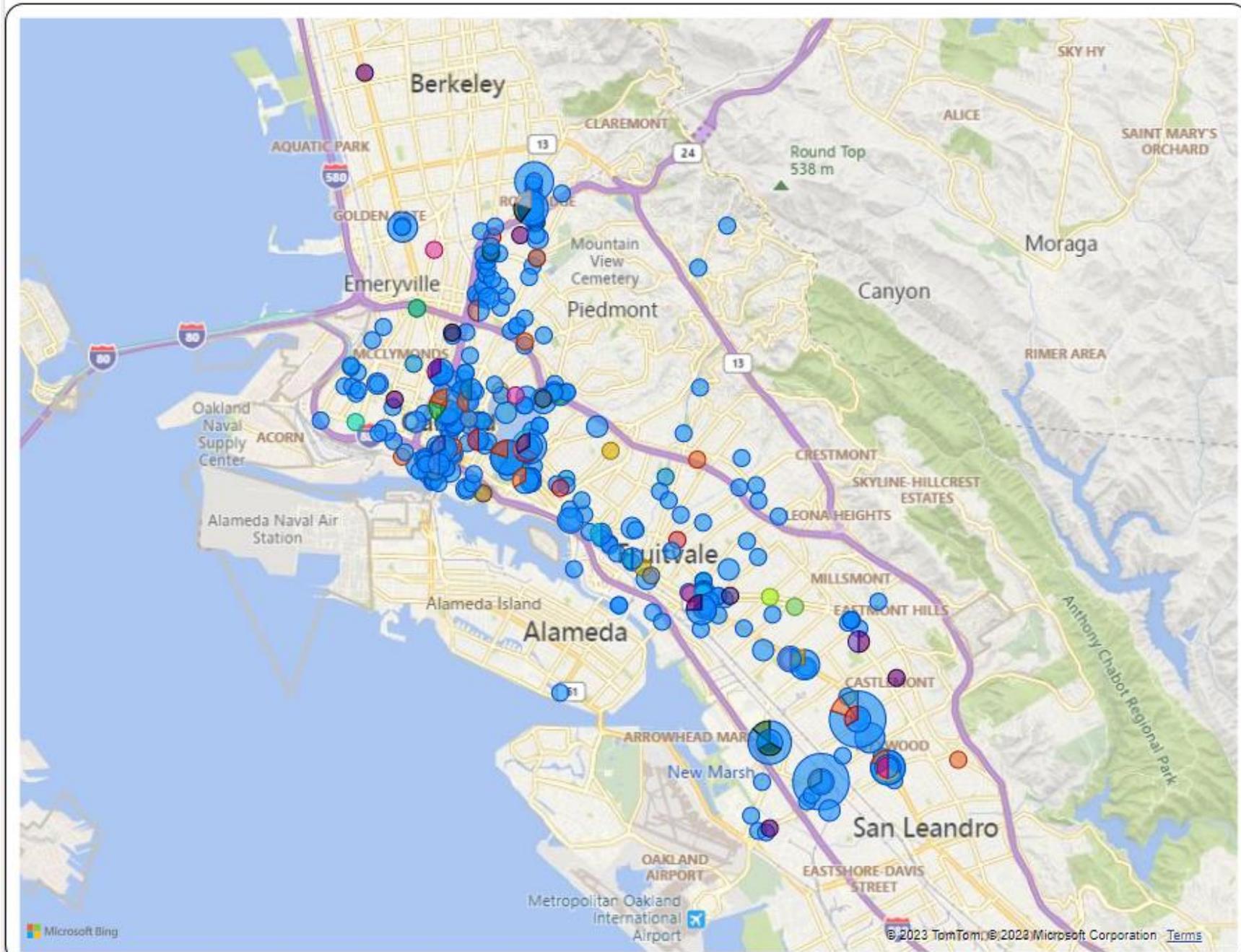
MAY 2023

Source of Incident/Call	Feb 2023	Mar 2023	April 2023	May 2023	% change from month prior
On-View (self-dispatch)	1,107	1,273	725	574	-21%
911 Dispatch from Police	60	105	78	143	+83%
911 Dispatch from Fire	1	8	2	19	+850%
Community Referral (email)	121	119	109	108	-1%
Total	1,289	1,397	914	844	-8%

Analysis: Of total incidents in May 2023, 37% of which were dispatched from police and fire.

The MACRO team receives an average of 10 dispatches a day.

MACRO Lifetime Contact Map



Incident Count

732*

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

Incident Date

5/1/2023

5/31/2023



Time of Incident

7

12330

Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

INCIDENT TYPES

MAY 2023

Incident Type	Jan 2023	Feb 2023	Mar 2023	April 2023	May 2023	% change from month prior
Check Well Being	926	883	876	616	533	-13%
Sleeper	299	345	396	213	186	-13%
Panhandling	10	8	12	6	0	-100%
Behavioral Concern	49	52	100	76	117	+54%
Public Indecency	1	1	13	3	8	+167%
Total	1,285	1,289	1,397	914	844	-8%

Transporting Oaklander Experiencing Behavioral Event to Rapid Housing and Meals

May 7, 2023

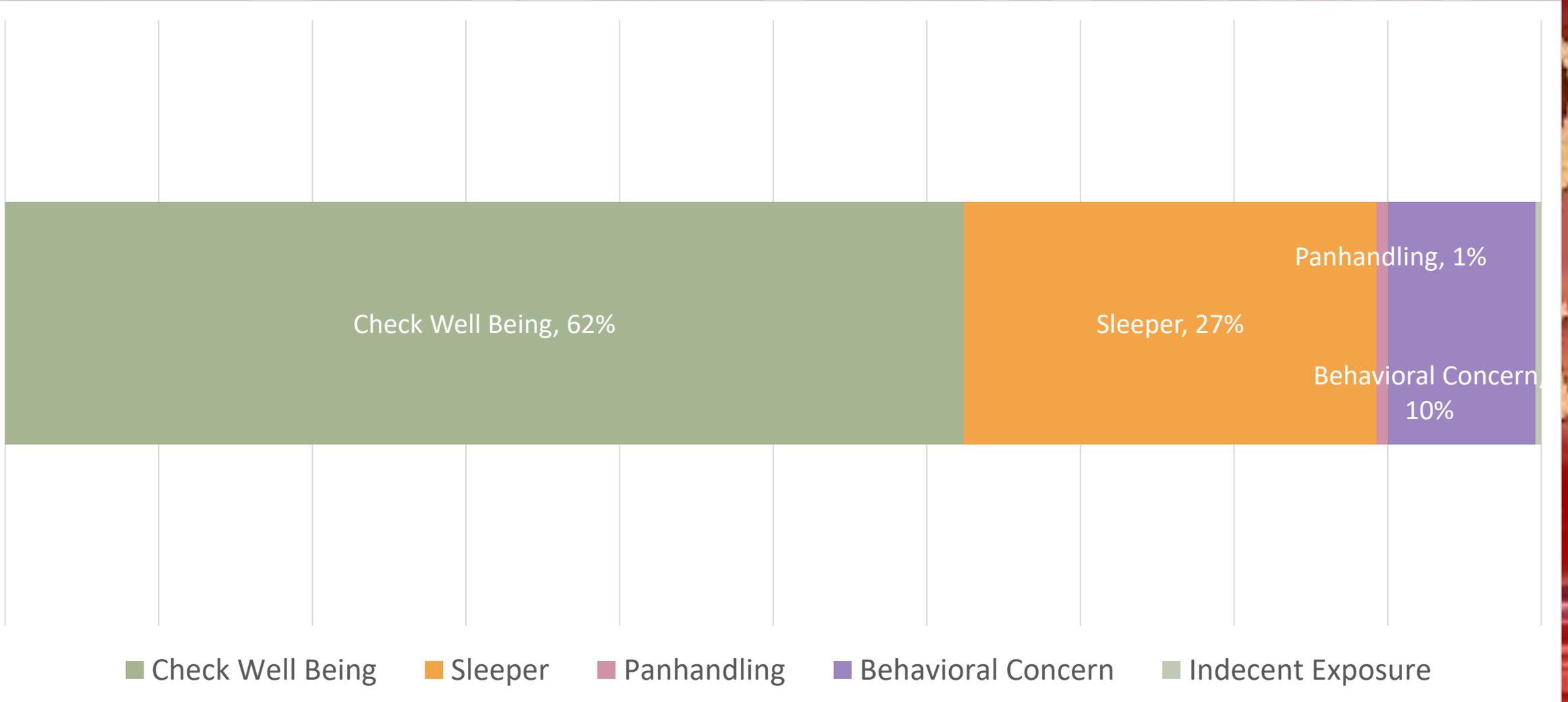
MACRO received an OPD dispatched call for a distressed person wailing and crying on the stoop of a stranger's house. MACRO arrived on scene and contacted a Community Member (CM). CM stated that they had been kicked out of their sister's house where they had been staying for 2+ years. CM stated the sister had grown sick of dealing with them. They also stated they needed their cane and blood pressure pills that were still in the house. CIS offered to talk to the sister and CM agreed.

CIS made contact with the sister that owned the home. The sister stated CM declined any medical intervention, denying the diagnosis. The sister went on to say that she had been kept awake by CM multiple nights in row while CM exhibited, loudly, symptoms from yelling and screaming, to having hours-long conversations with themselves, to becoming increasingly paranoid, enough to break their phone purposefully, as well as destroy their ID and bank cards. CIS informed sister of tentative plan and proceeded back to scene.

CIS called several contacts with senior services, unsuccessfully. CIS then called Amber House and, with CM's permission, did intake over the phone. MACRO team then provided CM with a meal and conversation about what to expect at Amber House. CIS informed CM that MACRO was here to support and would be checking in on them. CIS also talked to Amber House intake nurse and recommended they connect CM with a case worker to begin the housing process for CM and nurse agreed. MACRO team transported CM to Amber House and they were grateful for MACRO. Team made introduction, performed a warm hand-off, and reinforced the need for housing, which Amber House staff assured MACRO team they were working on. MACRO gave CM contact info so they could reach back out to MACRO if needed. MPTM

INCIDENT TYPES

MAY 2023



Providing Vital Medical Attention and Connecting Unhoused Individual to Respite Program

May 9, 2023

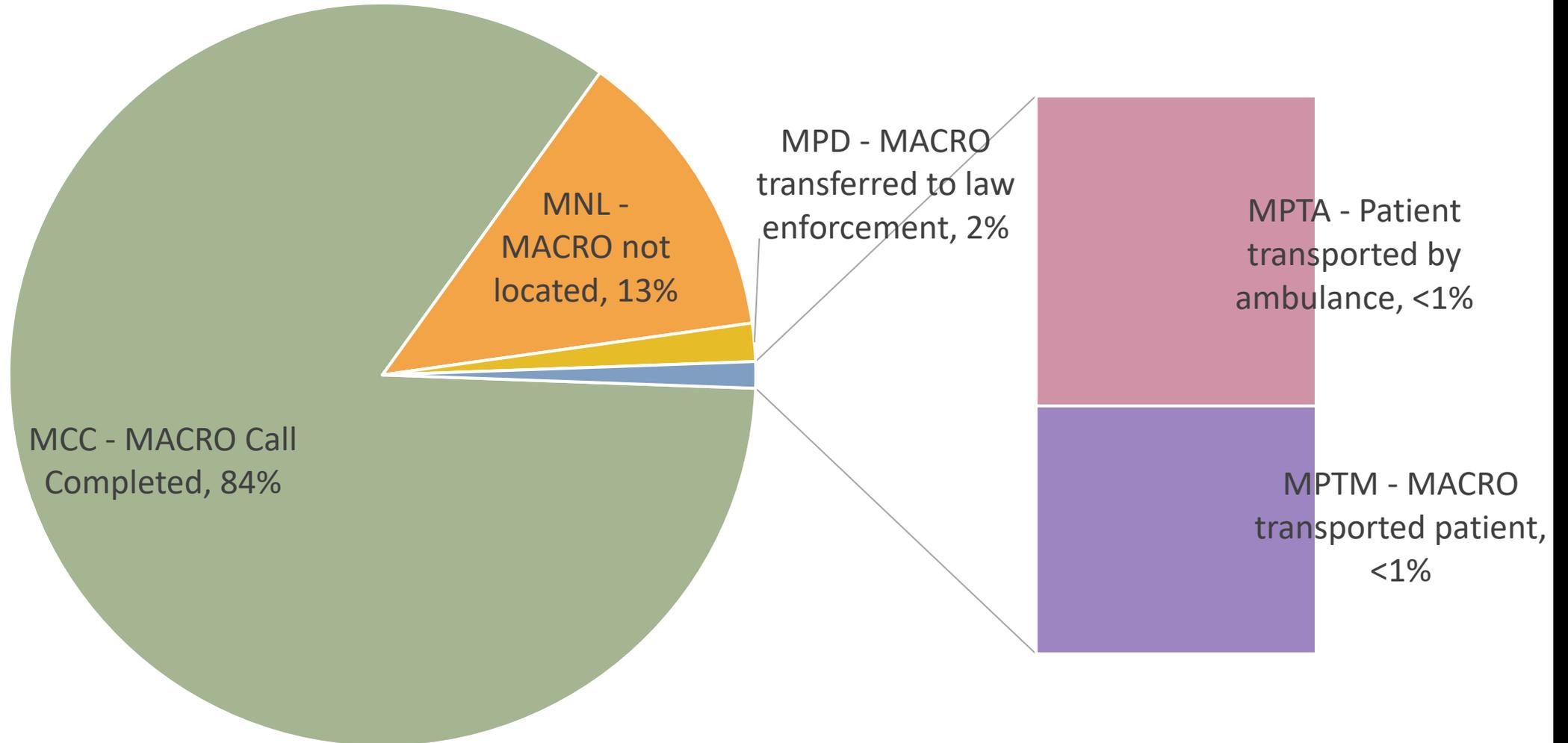
MACRO arrived on scene to provide wellness check for person sleeping under blanket on the sidewalk. Community Member (CM) awoke to responders verbal greeting and MACRO team introduced themselves and inquired about general well-being. Recipient said they were having trouble breathing since last night. EMT took lead to call. EMT took initial vitals while CIS looked up CM in the Community Health Record. MACRO team learned that CM had recently been in the hospital for multiple serious medical conditions, and ones that would possibly make them eligible for a medical respite program MACRO is connected to. CIS began filling out the respite intake form as EMT continued to engage with CM. During this process it became apparent that CM would need further medical care immediately and, after their request and EMT's assessment, a BLS ambulance was requested by EMT through OFD Dispatch. EMS personnel arrived on scene and MACRO EMT briefed ambulance EMT lead on incident and introduced CM to personnel. MPTA.

May 10, 2023 - MACRO CIS Follow up

MACRO CIS was informed via email that CM was accepted to the respite program and a room was being held for them. CIS looked CM up in the Community Health Record to determine which hospital they were transported to the previous day. CIS called hospital and informed the charge nurse of the respite program and provided contact information for them. Charge nurse stated that they would log the information, contact the respite to make arrangements, and schedule a transport for CM once they were due to be discharged from the hospital.

INCIDENT RESOLUTIONS

MAY 2023



INCIDENT RESOLUTIONS

MAY 2023

Call Resolution	Jan 2023	Feb 2023	Mar 2023	April 2023	May 2023	% change from month prior
Call Completed (MCC)	1,232	1,241	1,323	825	716	-13%
Not Located (MNL)	42	40	62	66	101	+53%
Transferred to PD (MPD)	7	7	9	8	13	+63%
Transferred to Emergency Medical (MEM)	4	1	3	*	5	-
Patient transported by Ambulance (MPTA)	*	*	*	10	4	-60%
MACRO transported Patient (MPTM)	*	*	*	5	5	0%
Total	1,285	1,289	1,397	914	844	-8%

*MACRO began differentiating call resolutions with new codes MPTM and MPTA beginning April 2023.

Establishing Contact to Build Trust and Mitigate a Future Mental Health Crisis

May 31, 2023

MACRO responded to an email dispatch from Oakland Fire to check on a person that was reported bleeding from the mouth in a parking lot. Earlier that morning, it was reported that Oakland Fire responded to this incident to offer medical attention, but the individual kept walking away saying, "you can't help me" and mumbling incomprehensibly. It was also reported that someone engaged with the individual and reported that they were assaulted. MACRO arrived on scene and located the individual pacing back and forth on the sidewalk. MACRO CIS (Community Intervention Specialist) approached the individual to see if they were okay and if they would like a blanket because of the chilly weather. The individual appeared alert and receptive, but actively experiencing a mental health concern. MACRO tried to engage more with the individual but was only able to get their name and to ask if MACRO can help in cleaning their wound, to which they agreed. MACRO EMT assessed the wound and applied saline and gauze to stop any bleeding. Towards the end of the interaction, the individual smiled and thanked MACRO Responders. MACRO team informed the individual that if they ever have any other basic medical concerns to try to contact MACRO. The individual stated they were going to wait for the next bus to go home. MACRO provided water and hygiene kit. No further assistance required. MACRO Call Complete.

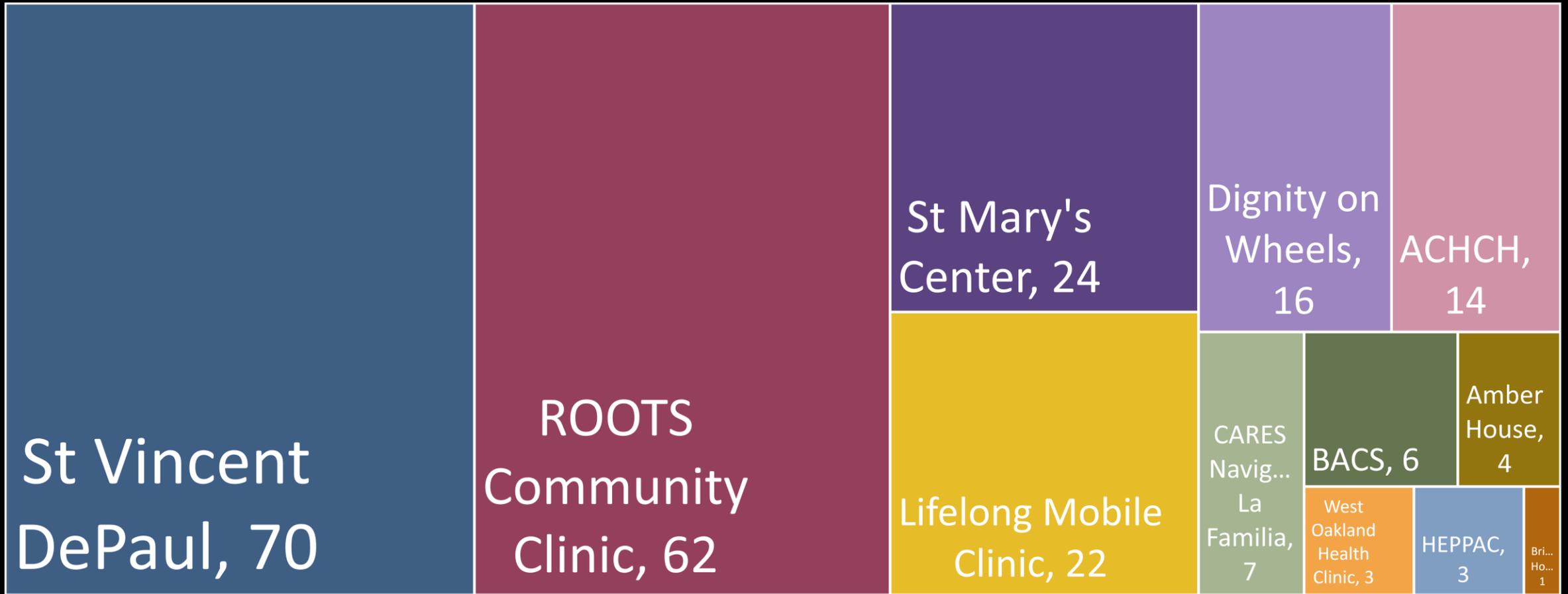
LOCAL SERVICE REFERRALS

MAY 2023

Referrals	Feb 2023	Mar 2023	April 2023	May 2023	% change from month prior
CARES Navigation / La Familia	16	13	18	7	-61%
West Oakland Health Clinic	2	1	7	3	-57%
Lifelong Mobile Clinic	8	17	25	22	-12%
ACHCH (Alameda County Healthcare for the Homeless)	1	1	27	14	-48%
Dignity on Wheels	67	54	24	16	-33%
HEPPAC (HIV Education and Prevention Project of Alameda County)	6	5	2	3	+50%
BACS (Bay Area Community Services)	6	2	9	6	-33%
Amber House	4	0	0	4	-
Bridge Housing	3	2	1	1	0%
ROOTS Community Clinic	60	89	48	62	+29%
St Mary's Center	3	12	11	24	+118%
St Vincent DePaul	46	66	48	70	+46%
Total	222	262	220	232	+5%

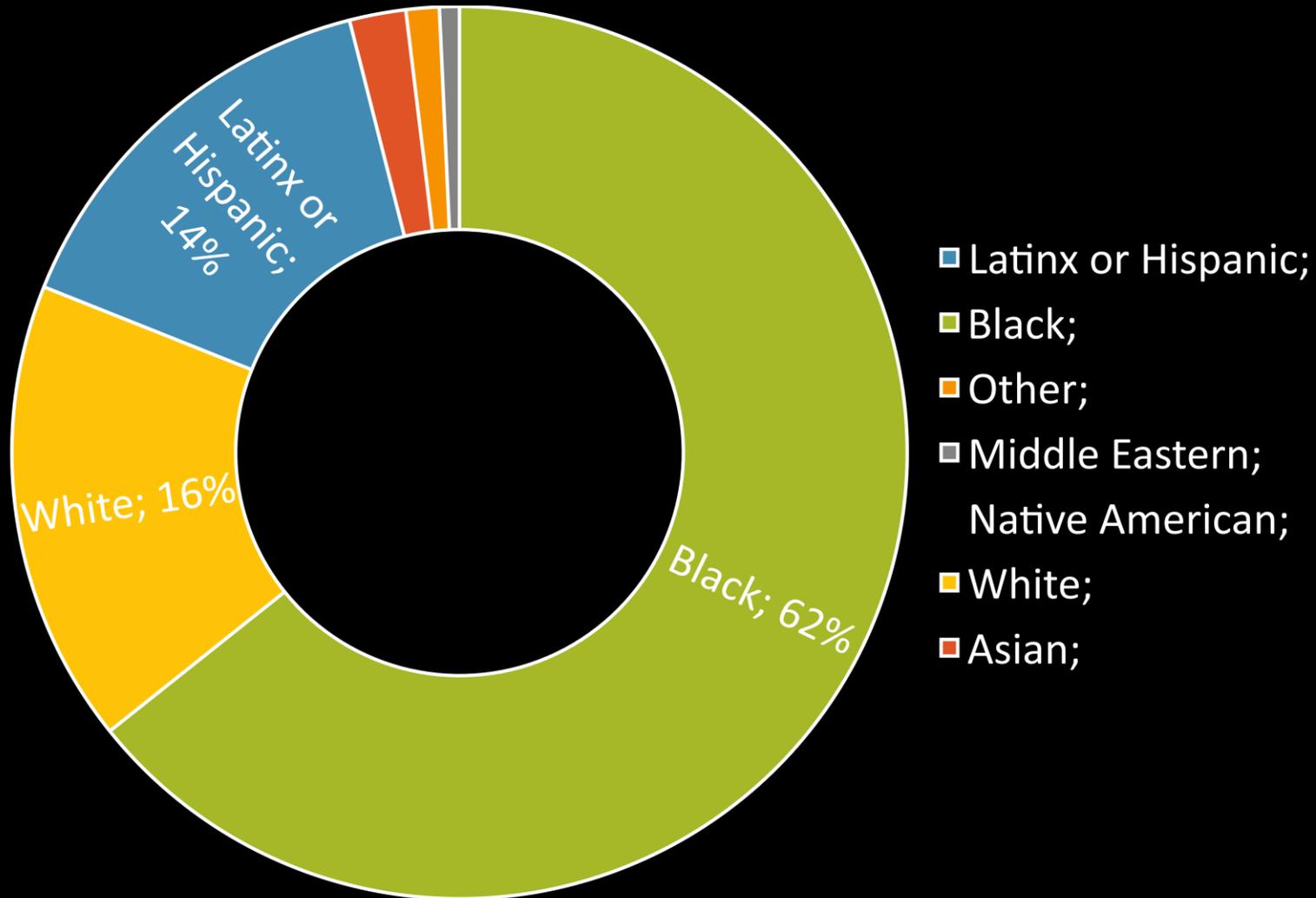
LOCAL SERVICE REFERRALS

MAY 2023



- ▶ Approximately **27% of all MACRO interactions** in May 2023 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 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.