

**MACRO  
IMPACT  
OCTOBER  
2022**

864 Total Contacts



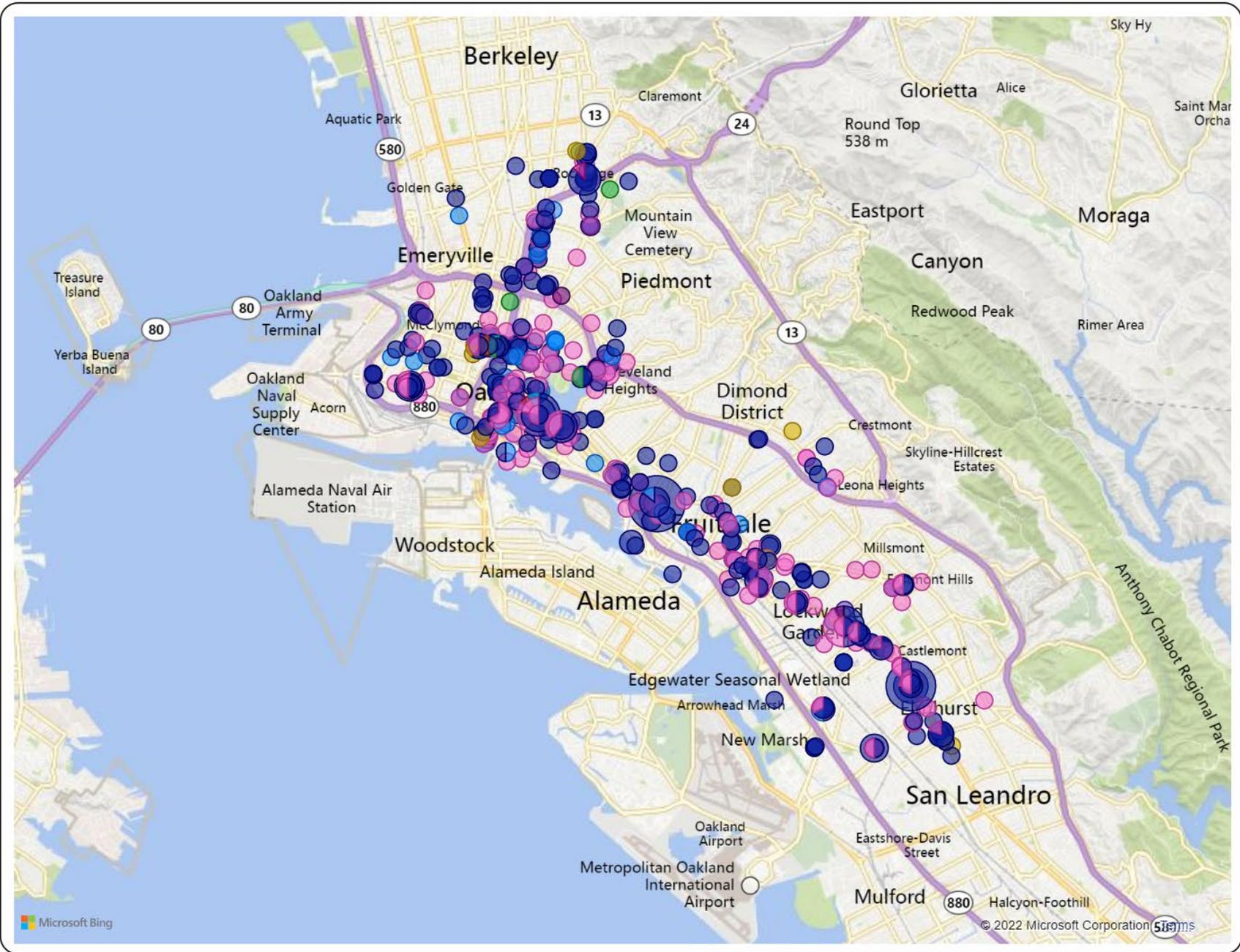
# SOURCE OF CALL

October 2022

Source of Incident/Call	August 2022	Sept 2022	Oct 2022	Month over Month Change
On-View (self dispatch)	1,002	466	789	+323
911 Dispatch	19	10	39	+29
Referral call from community	5	26	25	-1
Total	1,026	502	853	+351

Source of call data not available for 11 calls from October.

# MACRO Lifetime Contact Map



Incident Count

# 821\*

\*43 Incidents did not include geographical data to be included in this map.

Incident Date

10/1/2022  10/31/2022



Time of Incident

7 2122



Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

# Bridging the Continuum of Care between Psych, Housing, and Medical Support

10/31/22

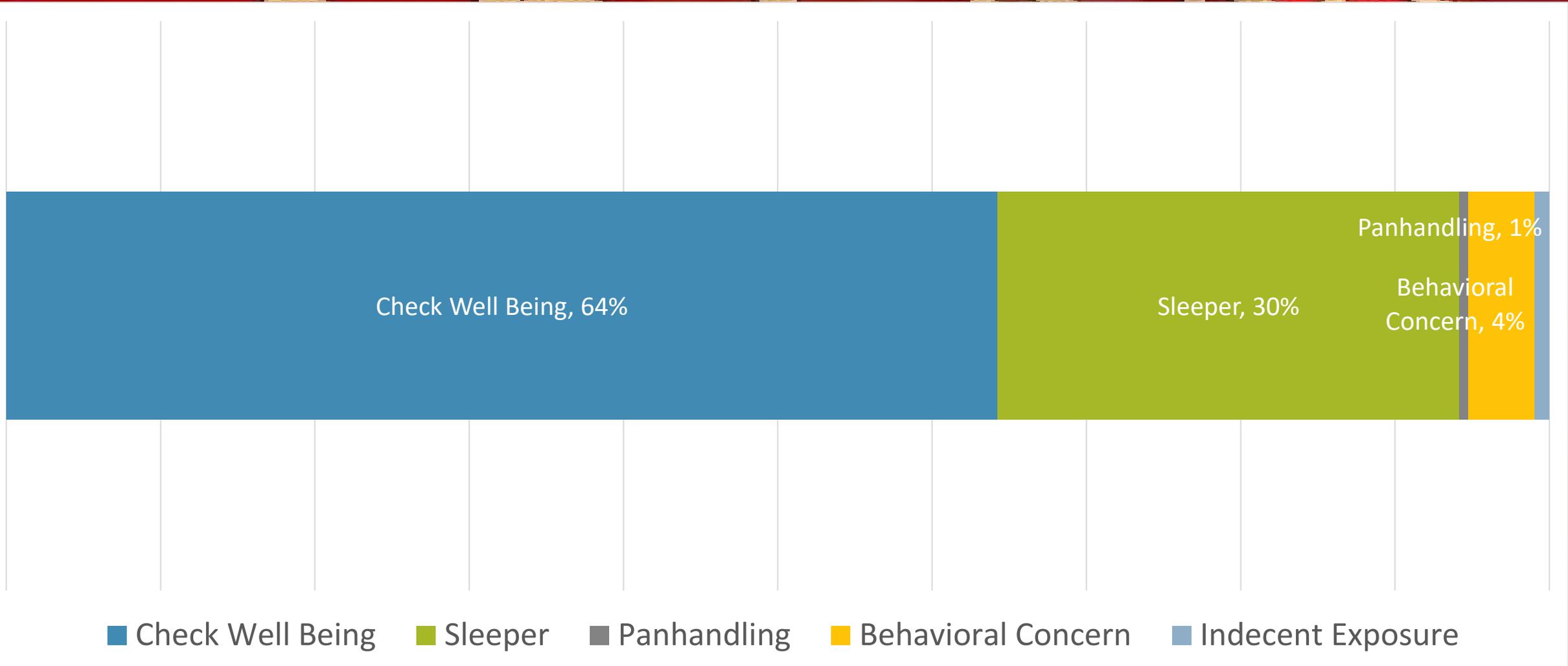
MACRO was first made aware of a Community Member (CM) in late September 2022. MACRO was told that there was a CM that regularly, would get verbally abusive towards passerbys at a grocery store. They would panhandle at the corner of the parking lot and was quite disruptive. They had open wounds and most likely unhoused in the area for 6 years. Over a dozen visits in the next few weeks MACRO visited several times to build trust with CM, ending with refusal of MACRO assistance or referral. Then CM expressed a need to get into a housing program and get a job, eventually to leave the Bay Area. A major barrier to services was the nature of the skin condition, as well as some mental health issues. On one of MACRO's later visits, the MACRO CIS encouraged the CM to go to a hospital for treatment. The CM agreed and the CIS boarded a city bus with the individual so as to make sure he got there OK.

The treatment improved but worsened, according to CM. MACRO CIS contacted the MACRO Resource Coordinator who, in turn, contacted Adeline Medical Respite to check eligibility and availability for a private room. CIS began the intake paperwork and filed it with the respite center. Team was told the wait would be a couple months, possibly. In the mean time, the condition further worsened and CM's general attitude/state of mind waned, yet again becoming irritable and acting out/verbalizing threats loudly in public. The MACRO team recommended visiting the hospital for the CM's wounds, this time requesting a case manager. CM refused. The team continued to visit CM and check the respite list for changes. MACRO's interactions with CM culminated in a visit on 10/30/2022 with the CM expressing their absolute hopelessness for the situation, they were visibly upset and agitated to a high point of loud and aggressive behavior. The team brought up the idea of the hospital and case manager connection again, and the CM agreed to do that the following day.

10/31/2022 : MACRO team visited CM and arranged transport to the hospital where the team met the CM and wrote down a list of things for them to remember to ask for, including the MACRO Resource Coordinator phone number for questions the doctors or social workers may have. Resource Coordinator/CIS received a call from the doctor, inquiring as to whether CM needed to be admitted or should be discharged. CIS stressed that CM's condition was not getting better living on the street, that they had open wounds, that he was next in line for medical respite available in weeks, and that the growing tension of CM and residents in his neighborhood would escalate to OPD soon. The doctor agreed that admitting CM was the best course of action. MACRO will follow CM's progress

# INCIDENT TYPES

OCTOBER 2022

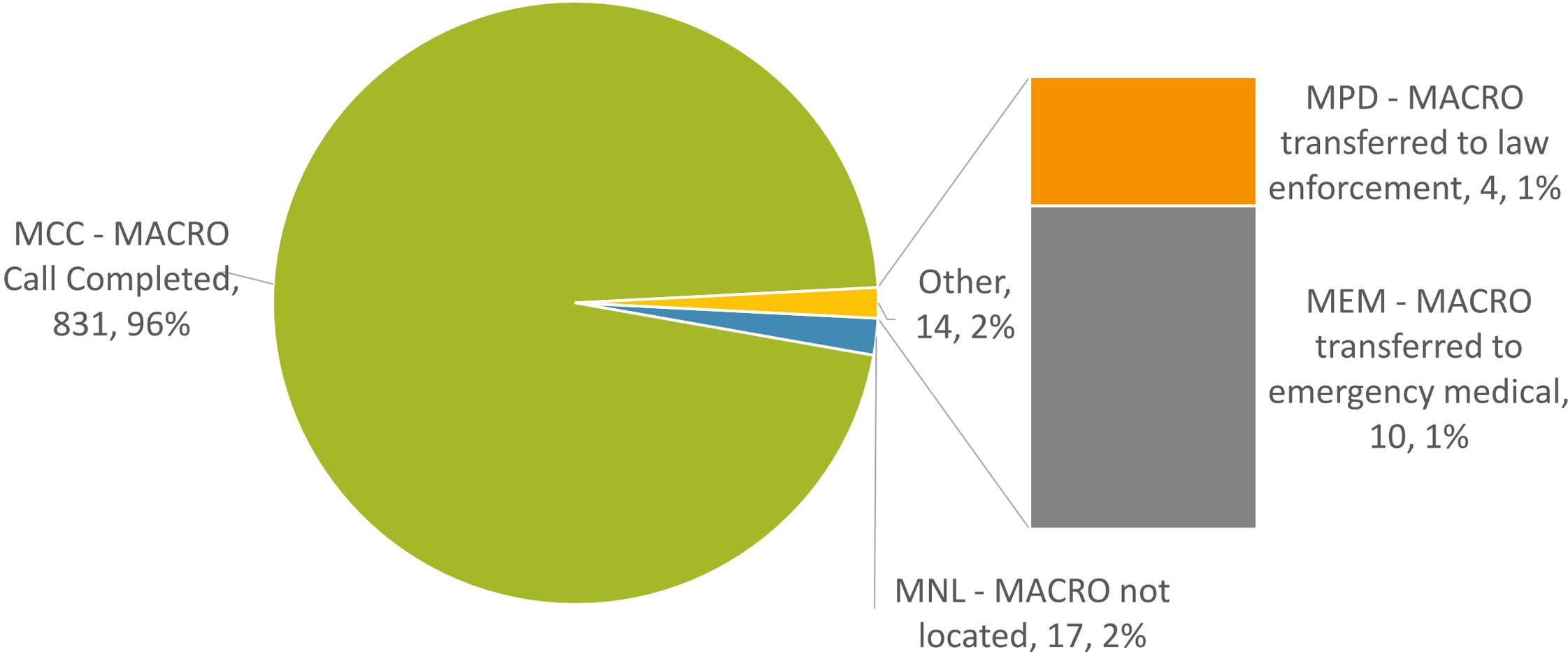


# INCIDENT TYPES

Incident Type	May 2022	June 2022	July 2022	August 2022	Sept 2022	Oct 2022	% change from August
Check Well Being	508	687	921	809	435	563	+29%
Sleeper	153	167	219	215	154	252	+63%
Other	10	9	1	0	0	0	0%
Panhandling	6	11	15	12	10	5	-50%
Behavioral Concern	17	29	64	61	39	36	-7%
Public Indecency	1	1	7	3	6	8	+33%
<b>Total</b>	694	903	1,220	1,097	644	864	+34%

# INCIDENT RESOLUTIONS

OCTOBER 2022



# INCIDENT RESOLUTIONS

OCTOBER 2022

<b>Call Resolution</b>	<b>June 2022</b>	<b>July 2022</b>	<b>Aug 2022</b>	<b>Sept 2022</b>	<b>Oct 2022</b>	<b>Change from last Month</b>
Call Completed (MCC)	883	1195	1006	654	833	+27%
Not Located (MNL)	3	12	10	9	17	+88%
Transferred to PD (MPD)	1	1	1	1	4	+3
Transferred to Emergency Medical (MEM)	4	4	8	1	10	+9
<b>Total</b>	<b>891</b>	<b>1212</b>	<b>1025</b>	<b>665</b>	<b>864</b>	<b>+29%</b>

# Supporting Local Businesses and Community Members

October 21, 2022

MACRP was dispatched by a community member (CM) for a behavioral concern. MACRO team arrived on scene to find a CM sitting in the middle of a parking spot. MACRO team engaged with staff members who stated they had never seen the CM before and was occupying a staff parking spot. MACRO team attempted to engage with CM but was not receptive to MACRO team. CM appeared to not be in shared reality. CM got up from the parking spot and walked away from team. MACRO attempted to re-engage but was not successful as CM declined any engagement with team. CM did accept water from MACRO team. MACRO was able to clear parking spot of the CM and their belongings but was not successful in being able to offer further resources at this time. MACRO team will continue to attempt to reengage CM at a different time. MACRO call complete.

# LOCAL SERVICE REFERRALS

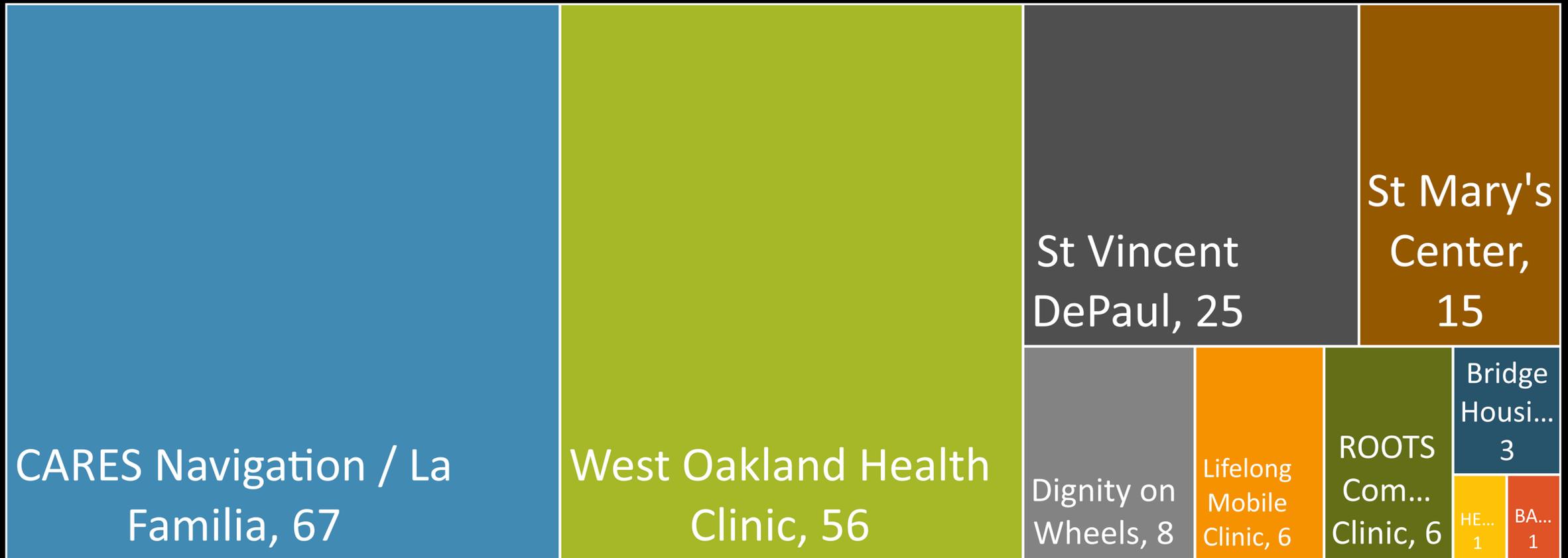
OCTOBER 2022

Referrals	July 2022	Aug 2022	Sept 2022	Oct 2022	% change from prior month
CARES Navigation / La Familia	47	16	67	67	No change
West Oakland Health Clinic	2	1	34	56	+65%
Lifelong Mobile Clinic	2	3	11	6	-45%
ACHCH (Alameda County Healthcare for the Homeless)	2	0	1	0	-100%
Lifelong Eastmont Clinic	1	0	0	0	No change
Dignity on Wheels	0	1	4	8	+100%
HEPPAC (HIV Education and Prevention Project of Alameda County)	5	2	0	1	No change
BACS	0	0	1	1	No change
Bridge Housing	1	1	2	3	+50%
ROOTS Community Clinic	10	1	2	6	+200%
St Mary's Center	0	2	7	15	+114%
St Vincent DePaul	3	2	7	25	+257%
<b>Total</b>	<b>73</b>	<b>29</b>	<b>136</b>	<b>188</b>	<b>38%</b>

➤ The MACRO Program referred 22% of its total calls during October 2022 to local services to meet the specialized needs of individuals seeking care.

# LOCAL SERVICE REFERRALS

OCTOBER 2022



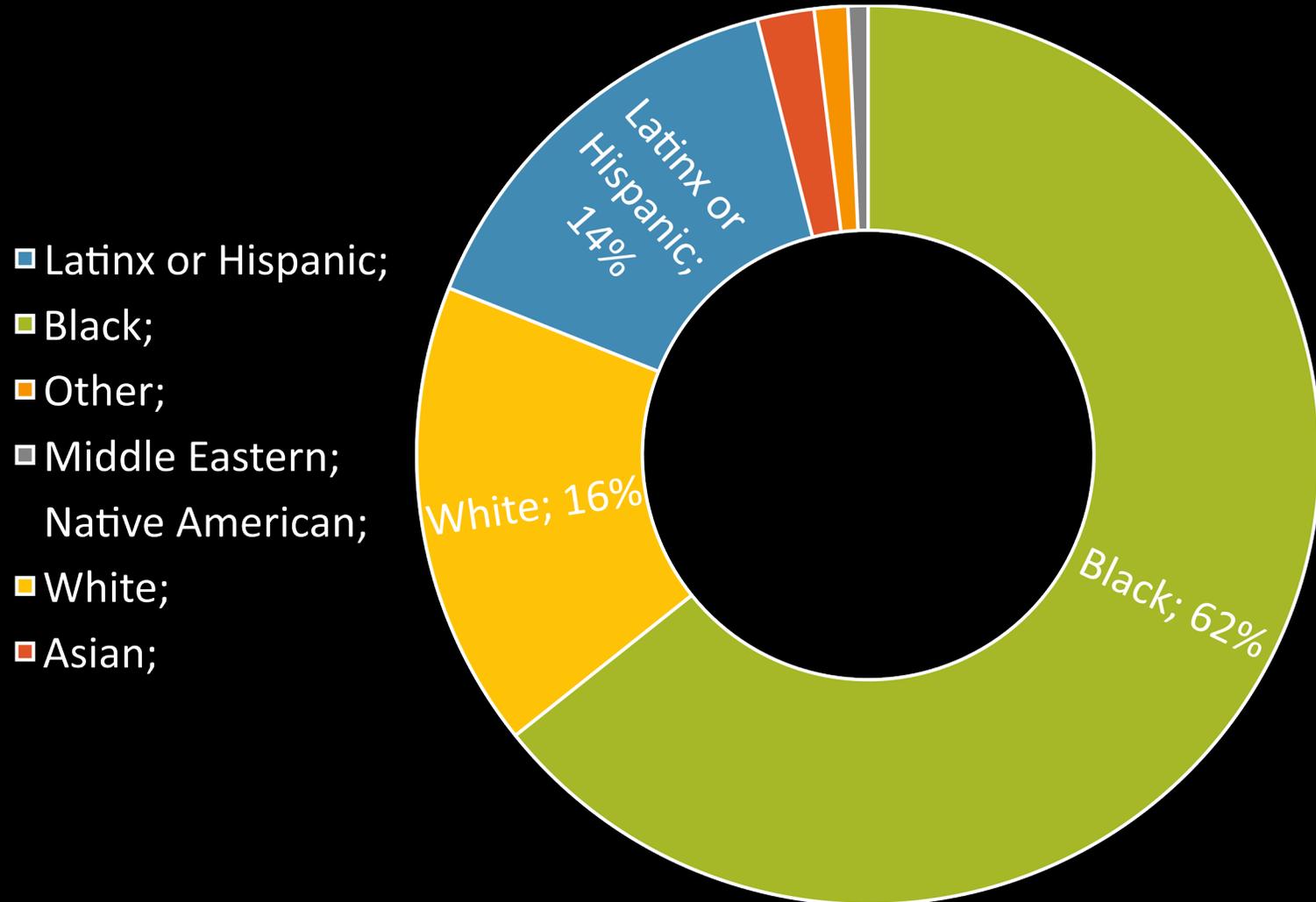
- ▶ Approximately **6 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in October 2022.

# Relieving Fire Engines and Responding in Place of OPD

10/23/22

MACRO heard an Engine on dispatch communications of a psych patient and were requesting code 2 PD. MACRO went to location to put eyes on situation. Recipient looked to be non violent and non emergent. MACRO asked FDC if they could relieve the fire engine from call and take it. FDC said yes. Upon arrival, recipient was sitting on the back of Engine getting their vitals taken. Fire Paramedic made contact with MACRO crew giving them the report. Fire paramedic reported that the patient waived down the engine and reported to the paramedic that they had slept over in front of a house last night and felt some paranoia regarding the residents. Paramedic also reported that the patient declined the hospital and wanted the police to engage with the residents for drug deals and was possibly assaulted. Paramedic told MACRO that the patient said they did drugs last night and has a history of anxiety, other psychological illnesses, and is taking psych meds. Paramedic introduced patient to MACRO team. Recipient was not in shared reality. As the recipient was explaining to MACRO what was going on, a couple of their friends walked out to the house. The recipient didn't want to talk to them, so MACRO stayed with recipient and MACRO CIS went to talk to the friends. The friends explained the same story. MACRO EMT asked recipient if she wanted to go to the hospital, or if she wanted to possible go home because she would feel safe there. Recipient stated that they had called themselves an Uber and proceeded to show MACRO EMT their Uber was on scene waiting for the recipient. MACRO CIS found the Uber that had been waiting there for 10 mins. MACRO crew helped the recipient into the Uber car. Recipient declined needing any supplies or resources. MACRO call complete.

# 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.