

**MACRO
IMPACT
SEPTEMBER
2022**

1,000 Total Contacts



INCIDENT TYPES

SEPTEMBER 1-16, 2022



Serving an Abuse Survivor with Provider Fatigue with Food and Resources

9/9/22

MACRO was dispatched to scene and found individual asleep. After gently waking them and introducing ourselves, they expressed the need for some water, which we provided. We brought up some resources we could provide them and they expressed they **“had been through every program and seen it all, and just doesn’t care what happens to [them] now.”** They seemed very sad and told me they’d been let down too many times by people with empty promises. They also told me they’d been assaulted several times and that they had stitches in their head from a recent attack. Later on, we looked at their head and there are, in fact, more than half a dozen staples. I talked to them about a program and offered them transport there for lunch. They agreed and we ended up walking there. We chatted about old 70’s Oakland and soul music on the way, luckily, they’re a big Temptations fan, like myself. Once we arrived, they brought out a case manager and after some waiting, they started the intake process. The individual was a little escalated on arrival, but we talked to them and gave them some space and we left them in a happy mood. They fast tracked a plate of food for them ahead of the scheduled lunch and the individual was having the case managers laughing as we left. MACRO will follow up with him and the referral center soon about how it all went.

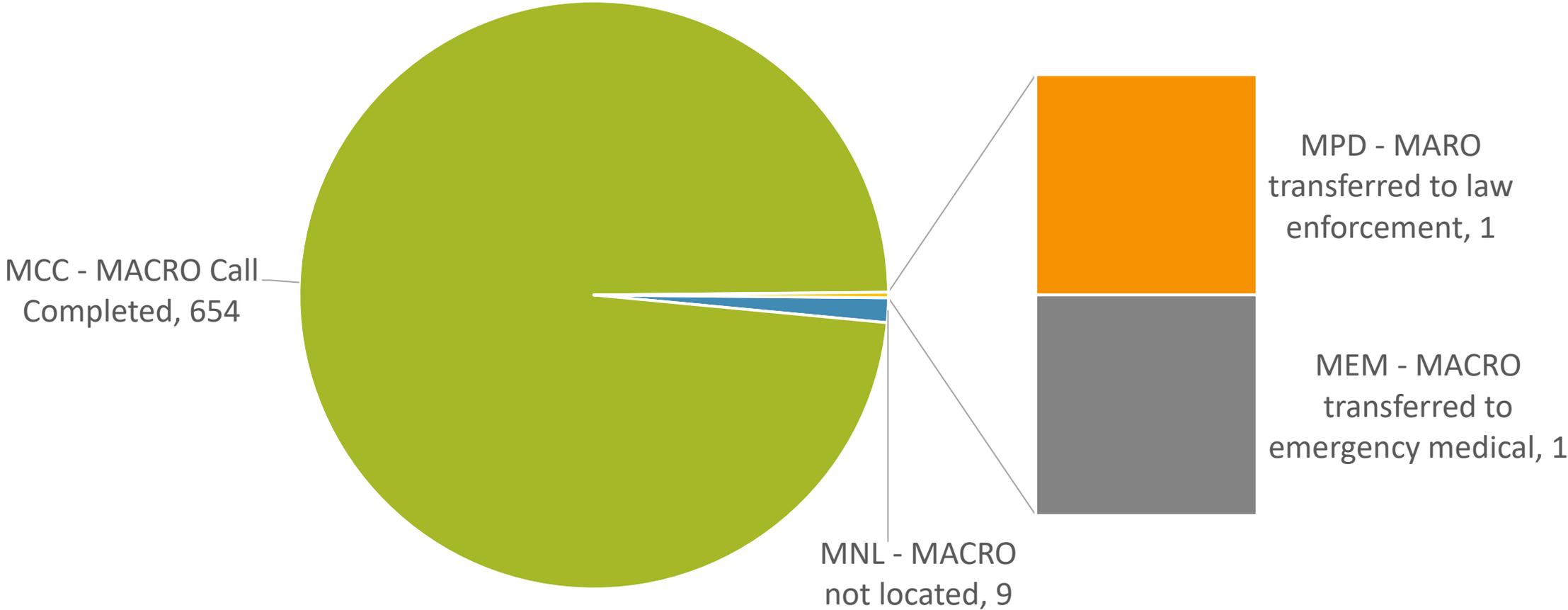
INCIDENT TYPES

SEPTEMBER 2022

Incident Type	May 2022	June 2022	July 2022	August 2022	September 2022	% change from August
Check Well Being	508	687	921	809	435	-46%
Sleeper	153	167	219	215	154	-28%
Other	10	9	1	0	0	0%
Panhandling	6	11	15	12	10	-17%
Behavioral Concern	17	29	64	61	39	-36%
Public Indecency	1	1	7	3	6	+200%
Total	694	903	1,220	1,097	1,000	-4%

INCIDENT RESOLUTIONS

SEPTEMBER 2022



INCIDENT RESOLUTIONS

SEPTEMBER 2022

Call Resolution	May 2022	June 2022	July 2022	August 2022	September 2022	% Change from July to August
Call Completed (MCC)	671	883	1195	1006	989	-35%
Not Located (MNL)	2	3	12	10	9	-10%
Transferred to PD (MPD)	2	1	1	1	1	0%
Transferred to Emergency Medical (MEM)	4	4	4	8	1	-800%
Total	679	891	1,212	1,025	1,000	-2.5%

Responding to a Nonviolent, Unhoused Individual Instead of the Police

9/26/22

MACRO was dispatched by Oakland PD for a call. Location was at steps of a resource center where children were present. MACRO arrived and located the subject who did not respond verbally to MACRO verbal requests. MACRO offered water and snacks and subject became more responsive. MACRO EMT attempted to engage with facility staff to develop a more informed picture. MACRO CIS conversed for some time with the subject who seemed aggravated and in diminished capacity/unshared reality. MACRO CIS informed the subject that we were there to assist them and if they named any needs MACRO may be able to assist. CIS inquired whether there was something specific about the facility steps that brought them to the location and if MACRO could assist in moving them off the site. MACRO offered another rice crispy treat to the subject and requested helping them move to another location. Subject responded, "I will do what I want when I want." Subject then grabbed their belongings and expressed, "I want to leave now." MACRO observed the subject leave. Staff expressed their gratitude to MACRO and reported trying to contact MACRO through the nonemergency FDC. When these attempts failed, they called for PD. Staff reported this was first time seeing the subject in question. MACRO offered to come back in the event the subject in question were to return.

LOCAL SERVICE REFERRALS

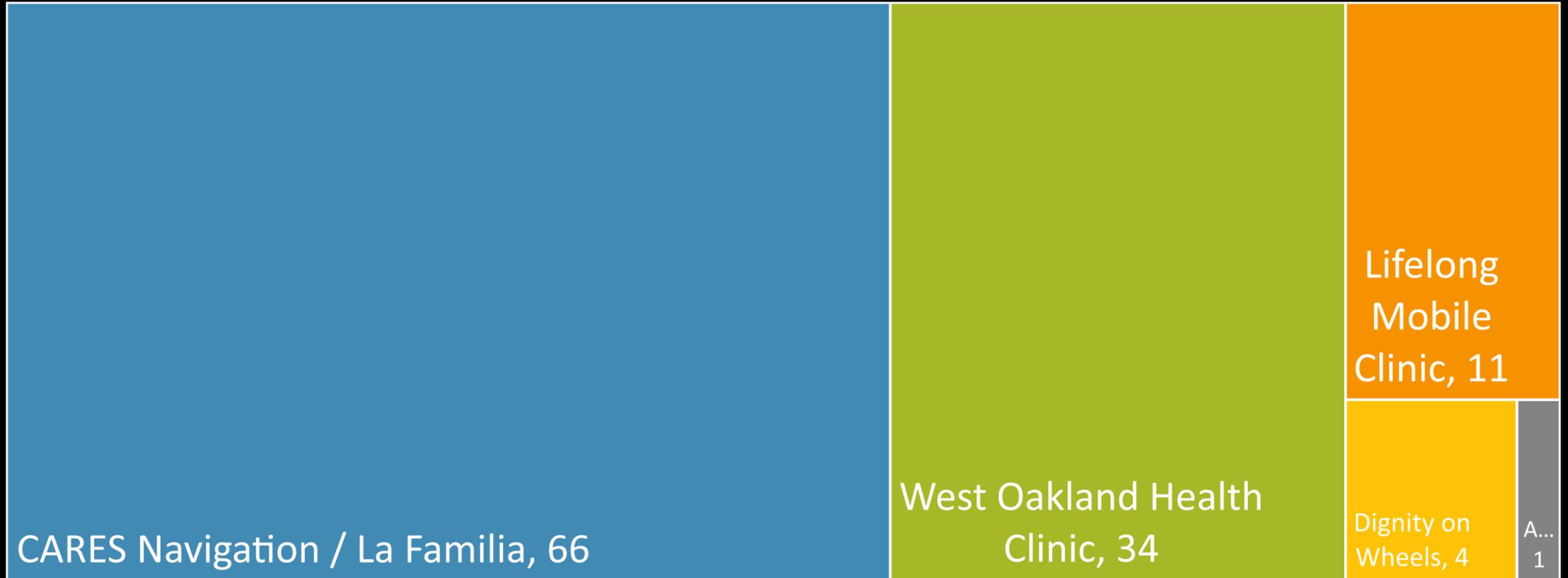
SEPTEMBER 2022

➤ The MACRO Program referred **17%** of its total calls in September 2022 to local services to meet the specialized needs of individuals seeking care.

Local Service Providers	July 2022	August 2022	September 2022	Change from August to September
CARES Navigation / La Familia	48	15	66	+51
West Oakland Health Clinic	2	0	34	+34
Lifelong Mobile Clinic	2	3	11	+8
Alameda County Health Care for the Homeless (ACHCH)	2	0	1	+1
Lifelong Eastmont Clinic	1	0	0	0
Dignity on Wheels		1	4	+4
HIV Education and Prevention Project of Alameda County (HEPPAC)	5	2	0	-2
Total	60	21	116	+95

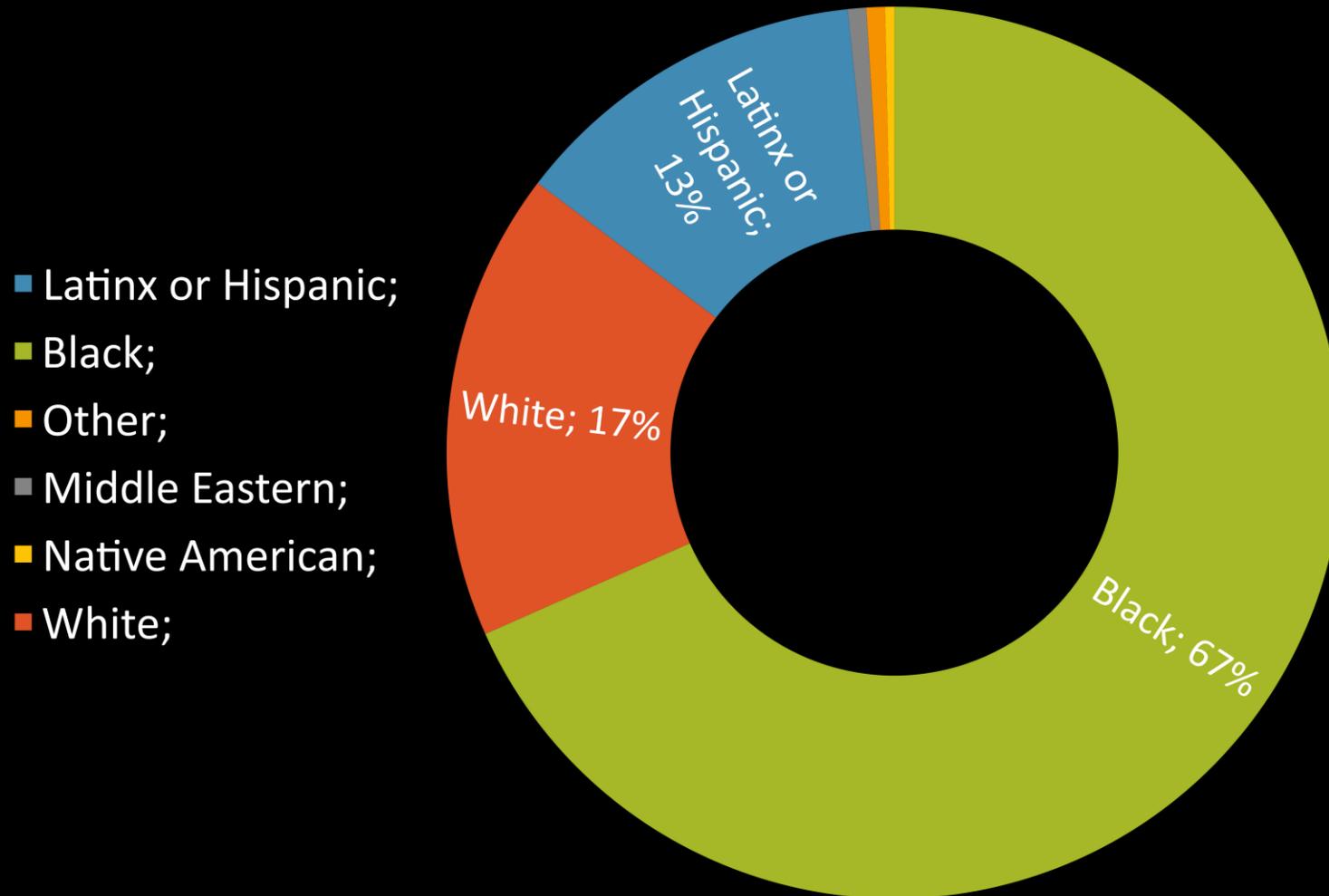
LOCAL SERVICE REFERRALS

SEPTEMBER 2022



- ▶ Approximately 4 individuals per day expressed desire and were transferred by MACRO responders to local service providers for more targeted support in September, 2022.

MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 67% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 80% of its service recipients are BIPOC.