

**MACRO  
IMPACT  
JANUARY  
2023**

1,285 Total Contacts



# SOURCE OF CALL

January 2023

Source of Incident/Call	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Month over Month Change
On-View (self dispatch)	789	1,056	861	1,114	+29%
911 Dispatch	39	48	28	111	+296%
Community Referral	25	27	43	60	+40%
Total	853	1,131	932	1,285	+38%

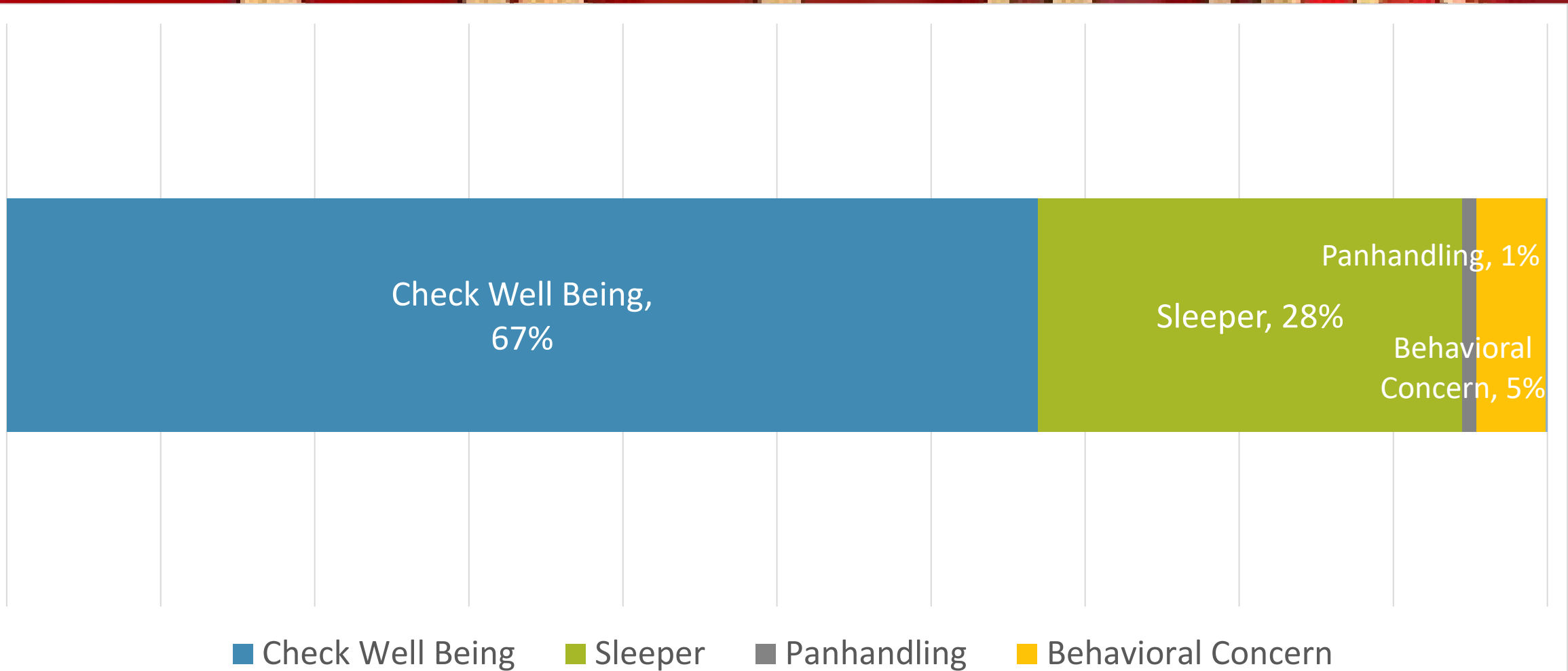
# Deescalating Behavioral Episode and Returning Police, Fire, TSA, and Ambulance to Service

January 25, 2023

MACRO responded to request for service from Fire at airport security checkpoint. MACRO arrived on scene and made contact with Fire Captain. Captain briefed MACRO on situation and walked to checkpoint toward recipient. Initial call was for an assault response which developed into a behavioral concern. The scene was crowded by several responding parties including ALCO Sherriff, EMS Ambulance, TSA, and Oakland Fire personnel. Additionally, members of the public were recording the interaction. Individual was activated by the activity generated by the call and MACRO determined that providing space for the recipient was first priority in de-escalation. MACRO CIS recognized recipient from prior interactions and briefed MACRO EMT on plan to interact. MACRO EMT entered interactions with the recipient while CIS created space for the individual. Fire Engine went back into service while MACRO took over call and escorted the individual to the outside entrance. Individual remembered CIS. ALCO Sherriff informed MACRO crew that Alameda County's Community Assessment and Transport Team (CATT) was arriving. MACRO connected with CATT personnel and informed staff of first name and prior interactions. MACRO determined that appropriate resource (CATT) had been accessed for best outcome and applied no further action. MACRO call complete.

# INCIDENT TYPES

JANUARY 2023



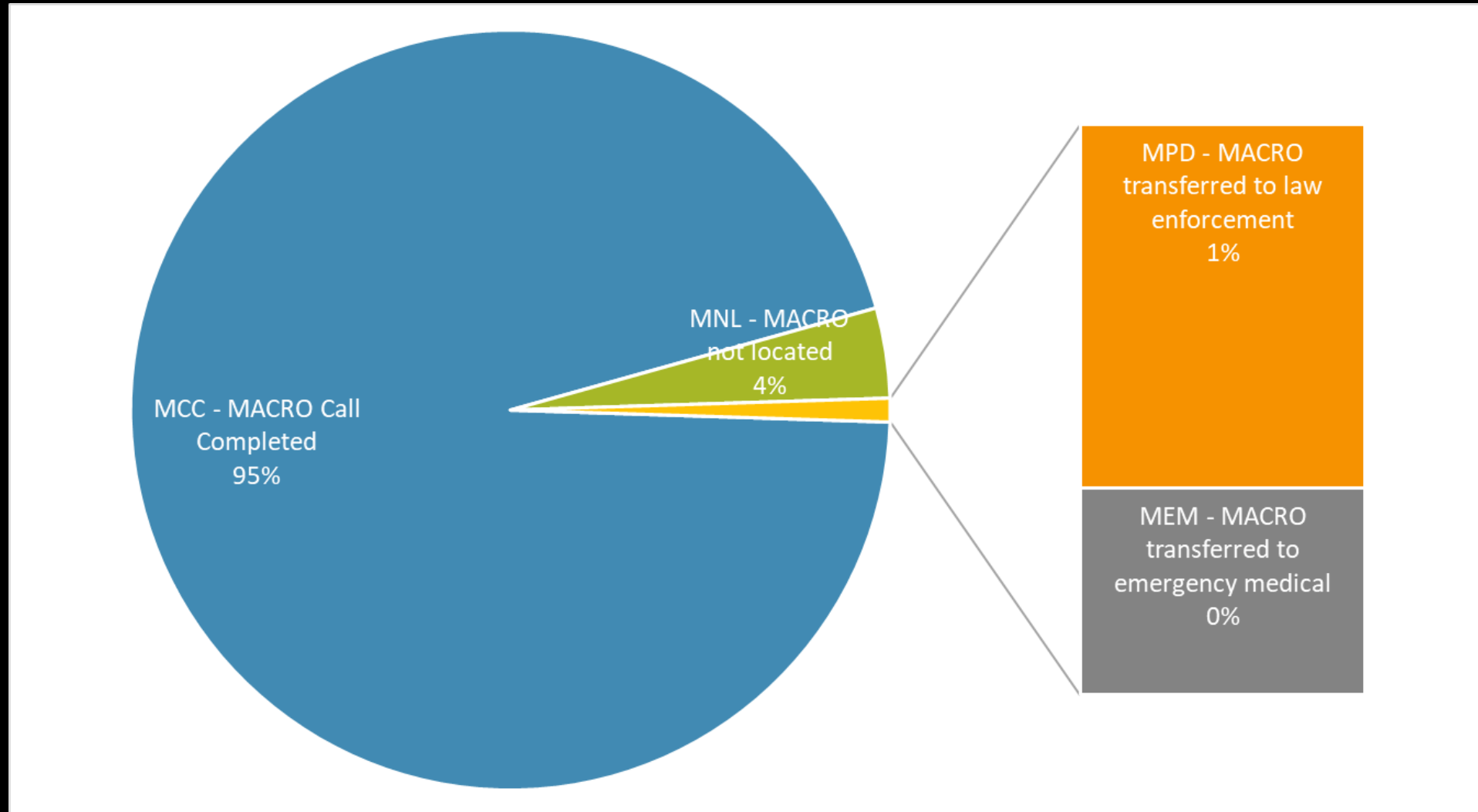
# INCIDENT TYPES

JANUARY 2023

Incident Type	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Month over Month % Change
Check Well Being	435	563	850	673	926	+38%
Sleeper	154	252	207	198	299	+51%
Panhandling	10	5	13	8	10	+25%
Behavioral Concern	39	36	57	68	49	-28%
Public Indecency	6	8	4	2	1	-50%
<b>Total</b>	644	864	1,131	932	1,285	+38%

# INCIDENT RESOLUTIONS

JANUARY 2023



# INCIDENT RESOLUTIONS

JANUARY 2023

Call Resolution	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Change from last Month
Call Completed (MCC)	654	833	1,110	902	1,232	+37%
Not Located (MNL)	9	17	16	21	42	+100%
Transferred to PD (MPD)	1	4	1	4	7	+75%
Transferred to Emergency Medical (MEM)	1	10	4	5	4	-20%
<b>Total</b>	665	864	1,131	932	1,285	+18%

# Fire Station Handoff: From Unhoused to Immediate Detox Program Intake

January 26, 2023

Macro was dispatched to fire station 3 on 14th St near Mandela Parkway to aid a distressed elderly female community member that was living in a nearby encampment. Upon arrival, and after update from station staff, the team approached the community member to assess the situation and her needs. She said she was tired of the “life” and sleeping outside. She was having medical issues related to the cold and her age. She was “ready to get off the street”. After EMT confirmed she had no emergent medical needs, the team wrapped her in a blanket and provided water while sitting with her outside the station house. CIS began calling and emailing different resource providers for houseless seniors. Human services, Adults and Aging department as well as St Mary’s Center were contacted. During this time, she expressed the want to get detoxed from various substances she had been using. CIS contacted The Bridge Clinic at Highland Hospital and reserved her a spot right away. Team prioritized this over immediate shelter, letting her know that she could request a social worker at Bridge and begin intake into coordinated entry, possibly emergency shelter, or a more intensive detox program at Cherry Hill. Team transported her to Highland Hospital and Bridge Clinic. Community Member was incredibly grateful, and the team let her know they’d be checking in with Bridge Clinic staff for an update and would be available for further resource connections, should she need them.



# LOCAL SERVICE REFERRALS

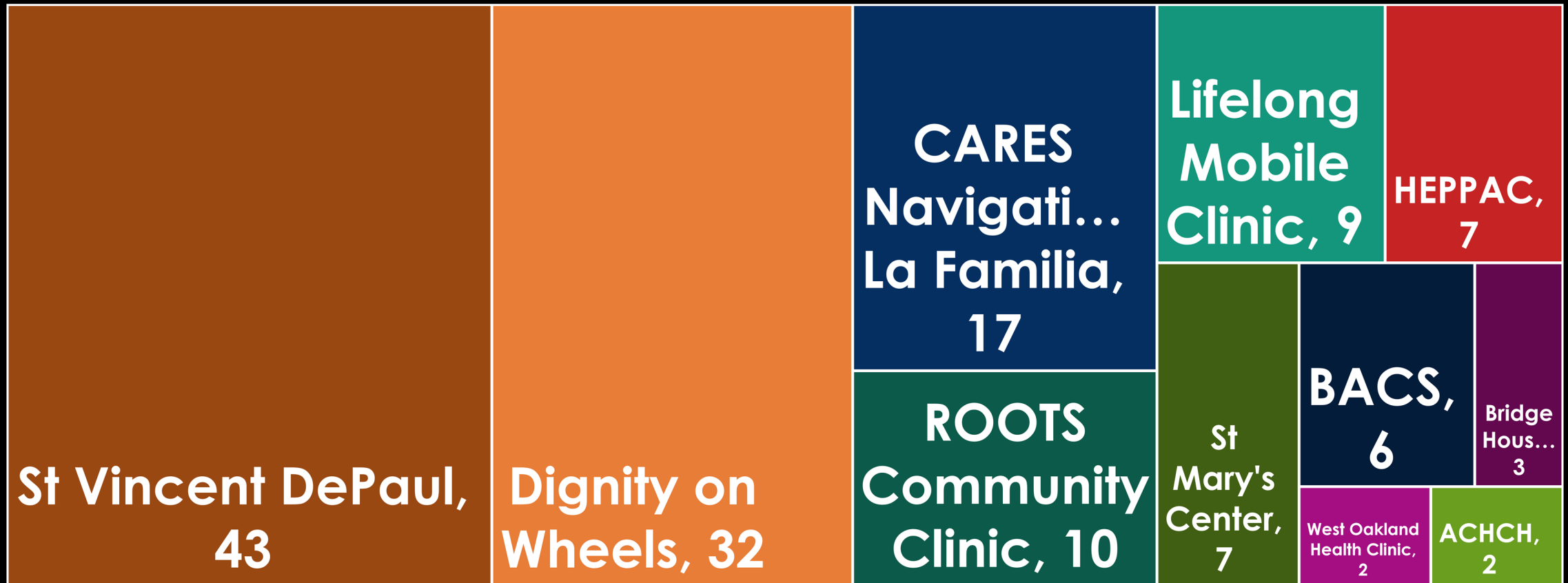
JANUARY 2023

Referrals	Oct 2022	Nov 2022	Dec 2022	Jan 2023	% change from prior month
CARES Navigation / La Familia	67	41	22	17	-23%
West Oakland Health Clinic	56	13	12	2	-83%
Lifelong Mobile Clinic	6	15	8	9	+13%
ACHCH (Alameda County Healthcare for the Homeless)	0	2	1	2	+100%
Dignity on Wheels	8	65	75	32	-57%
HEPPAC (HIV Education and Prevention Project of Alameda County)	1	0	3	7	+133%
BACS (Bay Area Community Services)	1	6	4	6	+50%
Amber House	0	5	0	0	-
Bridge Housing	3	1	1	3	+200%
ROOTS Community Clinic	6	12	19	10	-47%
St Mary's Center	15	58	19	7	-63%
St Vincent DePaul	25	64	28	43	+54%
<b>Total</b>	<b>188</b>	<b>282</b>	<b>192</b>	<b>138</b>	<b>-28%</b>

➤ The MACRO Program referred 12.5% of its total calls in January to local services to meet the specialized needs of individuals seeking care.

# LOCAL SERVICE REFERRALS

JANUARY 2023



- ▶ Approximately **4 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in January 2023.

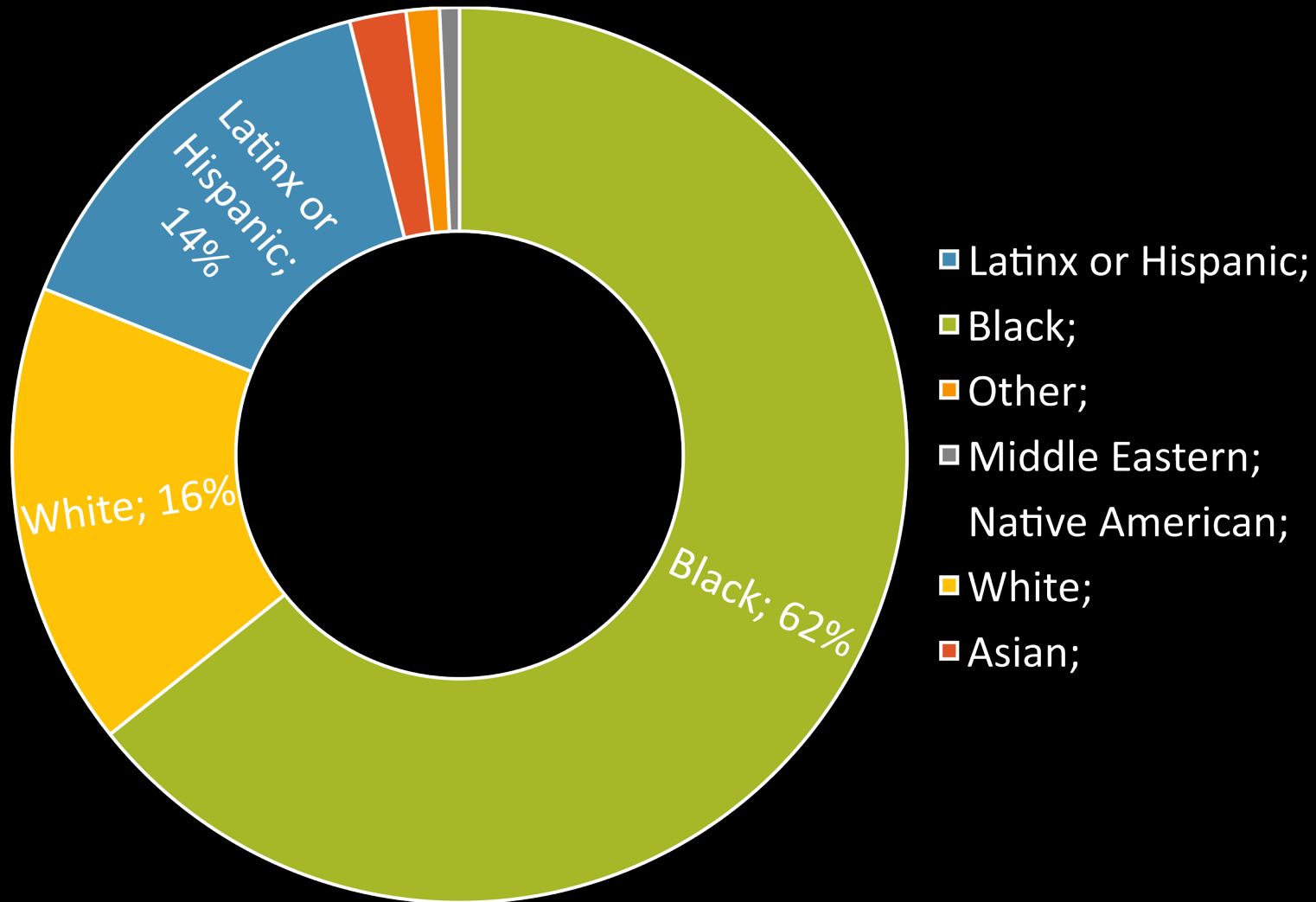
# Connecting Unhoused Senior with Hot Food and Housing

January 27, 2023

MACRO received an email request for service from St Mary's. They were inquiring if MACRO would be able to transport a senior with mobility problems due to the need of a hip replacement. The client was in need of housing assistance and was not able to get to St Mary's on his own. MACRO EMT called the individual on his cell phone and assessed his mobility. MACRO team decided that the client was ambulatory enough to get himself into and out of MACRO Vehicle without assistance and the team decided to transport the client. The MACRO team met the client at a location that the client requested.

Upon arrival, MACRO found client on sidewalk. The client appeared alert and in no distress. The client was unhoused individual. There were no visible signs of injury or illness. The client denied having any medical complaints or desires to be transported to any hospital for any evaluation or treatment. The client was transported by request to St Mary's. The client exited the MACRO Vehicle and care was transferred from MACRO vehicle to St Mary's without incident.

# 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.