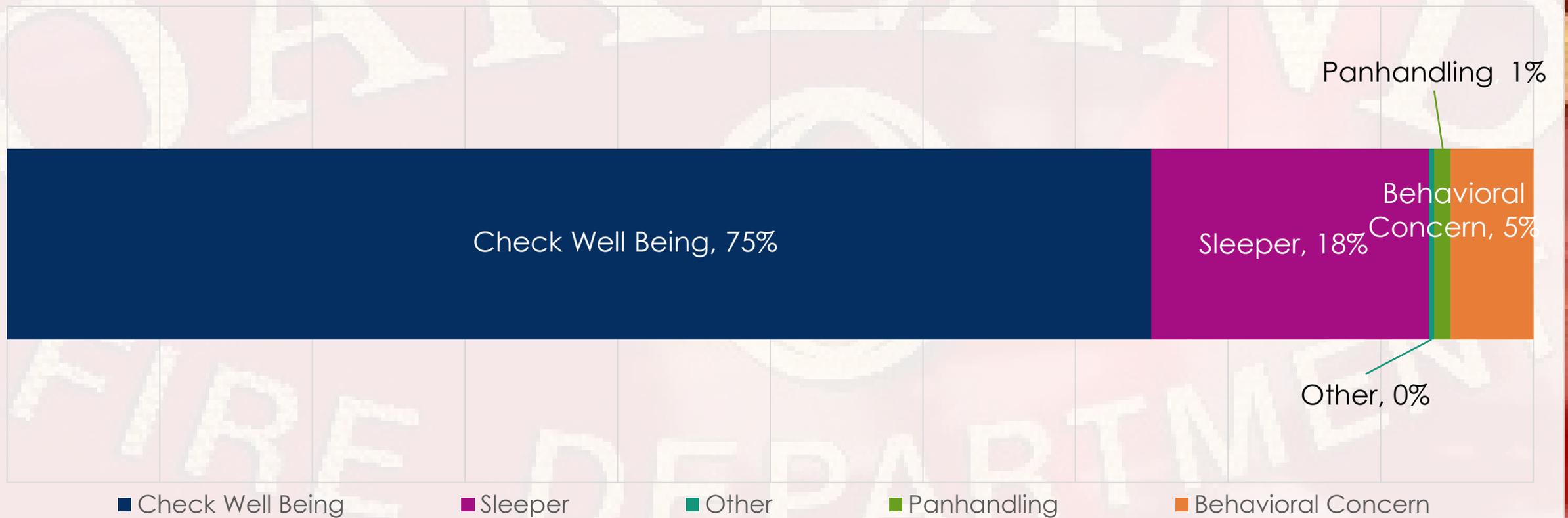


# MACRO IMPACT FOR JULY 2022

1,185 Total Contacts  
(up 32% from June)  
[Approx. 38/day]



# INCIDENT TYPES



# INCIDENT TYPES

	Incidents	% of Total	Month over Month Trend
Check Well Being	921	75%	up 34% since June
Sleeper	219	18%	up 31% since June
Other	1	0%	down 9x since June
Panhandling	15	1%	up 36% since June
Behavioral Concern	64	5%	up 121% since June
<b>Total</b>	<b>1220*</b>	<b>100%</b>	<b>up 32% since June</b>

\*MACRO responders have the option of describing the incident with more than one category, which can lead to an inflated total when tallying incident types, in this case by 35 incidents.

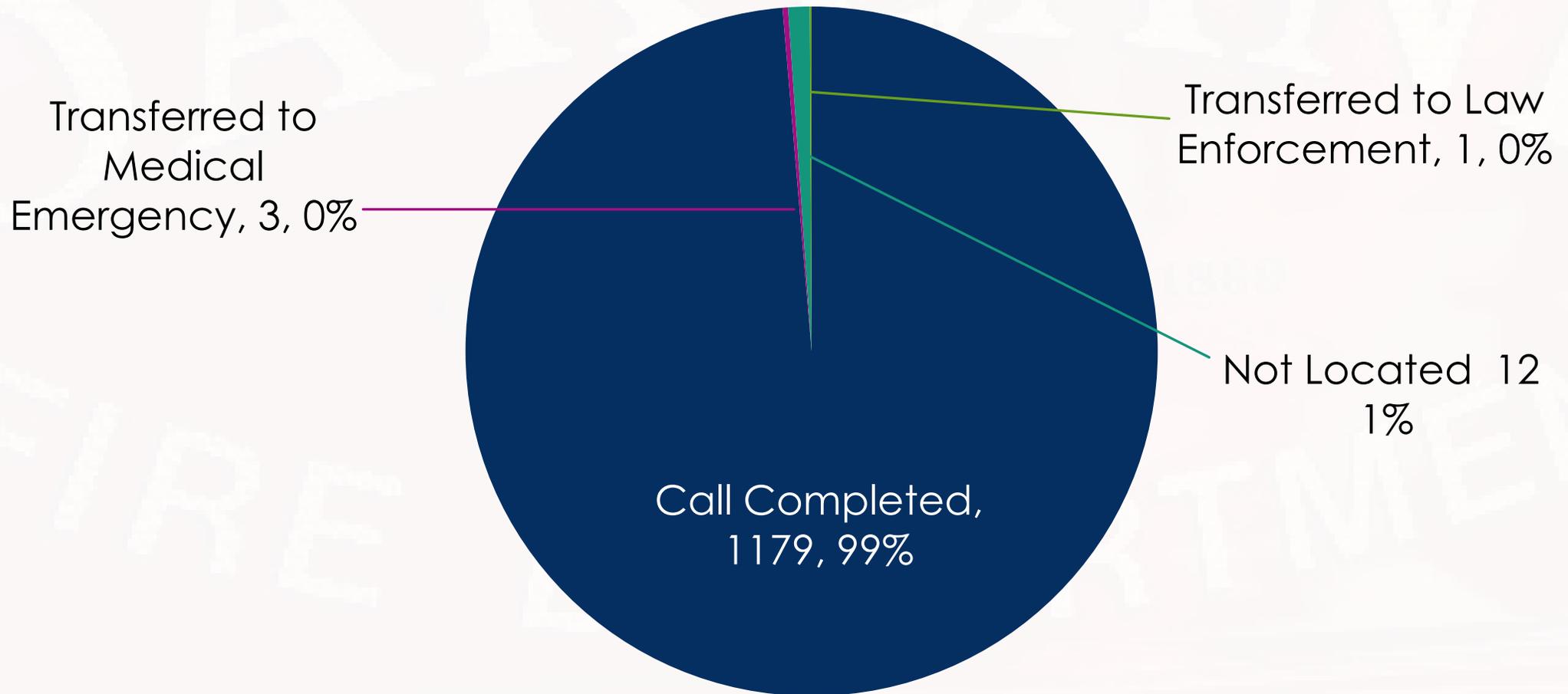
# INCIDENT RESOLUTIONS

Call Resolution Codes		% of Total	Trend
Call Completed	1179	99%	Up 32% since June
Transferred to Emergency Medical	3	0%	Down by 2 since June
Not Located	12	1%	Up by 9 since June
Transferred to Law Enforcement	1	0%	Same as June
<b>Total</b>	<b>1195*</b>	<b>100%</b>	<b>Up 32% since June</b>

\*Ten of the calls during July were recorded with more than one resolution code, leading to an inflated total by ten calls.

# INCIDENT RESOLUTIONS

■ Call Completed ■ Transferred to Medical Emergency ■ Not Located ■ Transferred to Law Enforcement



As MACRO transitions to receiving dispatched calls, incident resolutions may increase in variance.

# A Life Saving MACRO Intervention

7/31/22

MACRO was dispatched to possible sleeper. Upon arrival, MACRO team came across person laying down in parking lot of laundromat with their head resting on a parked vehicle. MACRO engaged person and told us they didn't need help. MACRO team continued to attempt to engage with person and encourage them to move to another area so that they weren't blocking vehicles in the parking lot. Person continued to deny assistance, but started to sit up, then fall back, onto the vehicle. MACRO continued to attempt to assist person with sitting up, and person started to become disoriented and stopped engaging with MACRO responders. MACRO EMT requested ambulance and assessed pupils to be pinpoint with increased respirations and pulse. MACRO EMT administered 2mg naloxone and assessed person's vitals. Person started to become responsive as EMS arrived. Upon EMS arrival, EMT provided handover report to receiving EMS personnel.

# LOCAL SERVICE REFERRALS

The MACRO Program referred 5% of its total calls in July to local services to meet the specialized needs of individuals seeking care.

Local Service Providers	Referrals	Trend
CARES / La Familia	48	Down 36 since June
West Oakland Health Clinic	2	Down 6 since June
Lifelong Mobile Clinic	2	Down 8 since June
Alameda County Health Care for the Homeless (ACHCH)	2	Up 2 since June
Lifelong Eastmont Clinic	1	Down 3 since June
HEPPAC	5	Up 4 since June
Total	59	*Down 52 since June

\*Utility of local service providers depends on resources, beds, and spots available. Some of the variance in referrals depend on the availability of these resources to engage in a successful referral.

# LOCAL SERVICE REFERRALS

**CARES Navigation / La Familia**  
**48**

**HIV Education and  
Prevention Project of  
Alameda County  
(HEPPAC)**  
**5**

**West  
Oakland  
Health  
Clinic**  
**2**

**Lifelong  
Mobile  
Clinic**  
**2**

**Alameda County  
Health Care for  
the Homeless**  
**2**

**Lifelong  
Eastmont  
Clinic**  
**1**

- ▶ Approximately two (2) individuals per day express desire and are transferred from MACRO responders to local service providers for more targeted support.

# Specialized Attention Leads to Detox

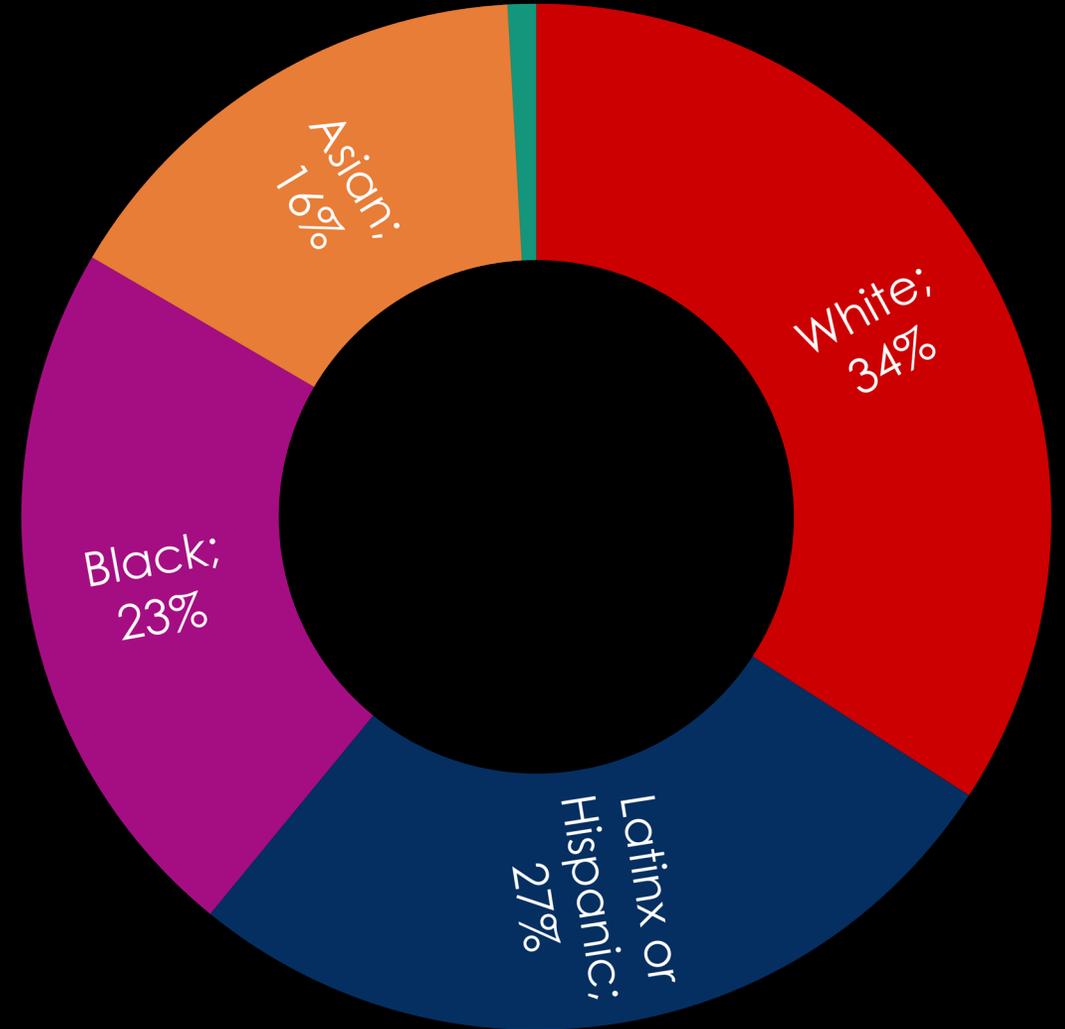
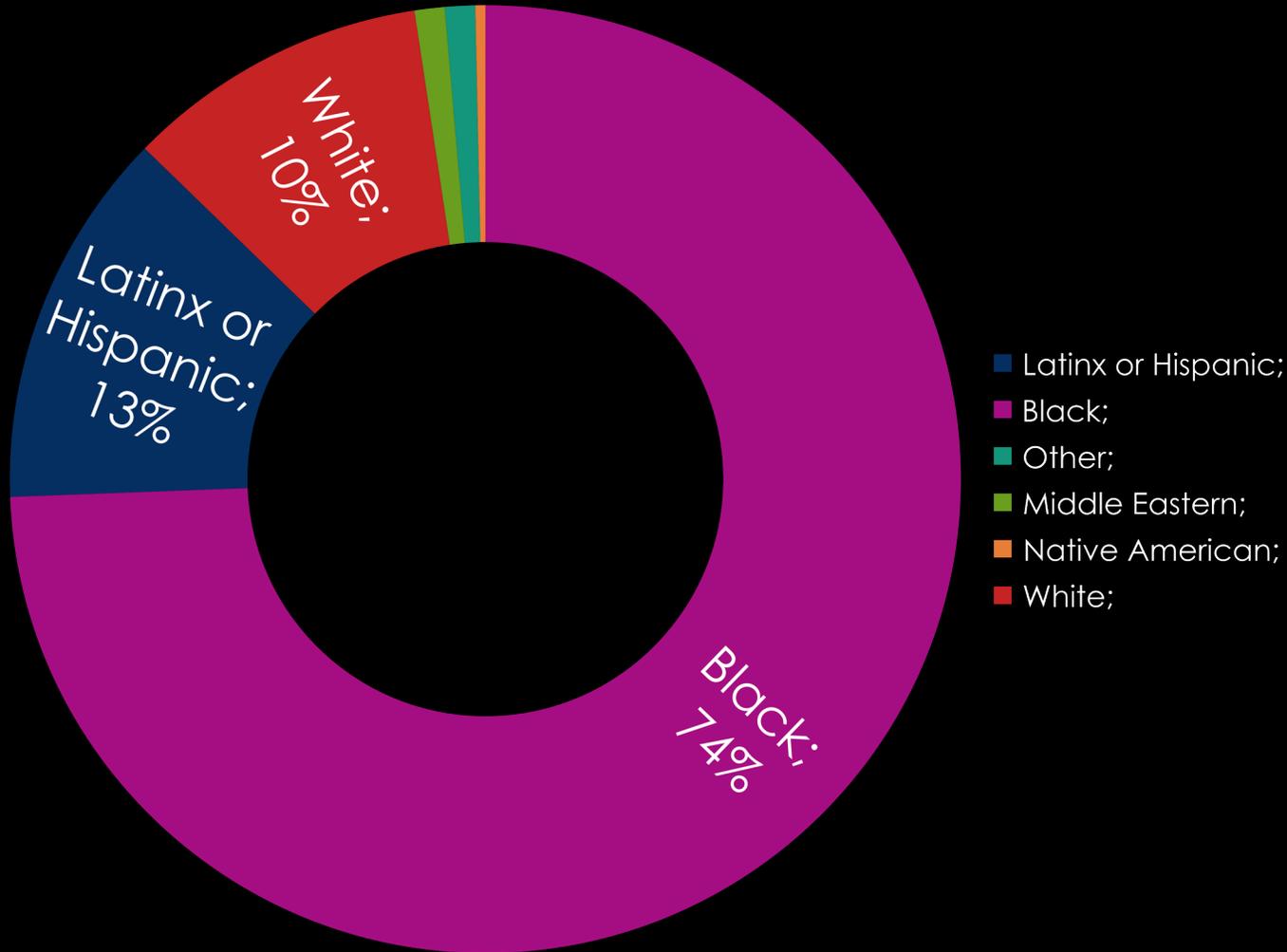
7/6/22

MACRO received a call from a Fruitvale-based organization called CARES Navigation/La Familia for community members experiencing homelessness. The CARES point of contact (POC) received word from a family member of an individual in need of housing. CARES needs a middle-person, or advocate, from a city department, such as MACRO, to serve as this advocate. MACRO Community Intervention Specialist (CIS) took the call and gathered some information about the individual in need. This person had a history of mental illness and substance use. The CIS connected with the CARES POC confirming that some of the individual's history excluded them from eligibility into the CARES program. The CIS then volunteered to call other resources and to take on the role as primary contact for the service recipient. The CIS also connected with the family and informed them of the plan to get this individual some help. The CIS recommended Cherry Hill Detox, since their family member would need to detox before being considered for housing in most instances, as well as getting help for their mental health. The CIS also connected the family member with the Alameda County Behavioral Health so they could start the process of getting their family member some mental health support.

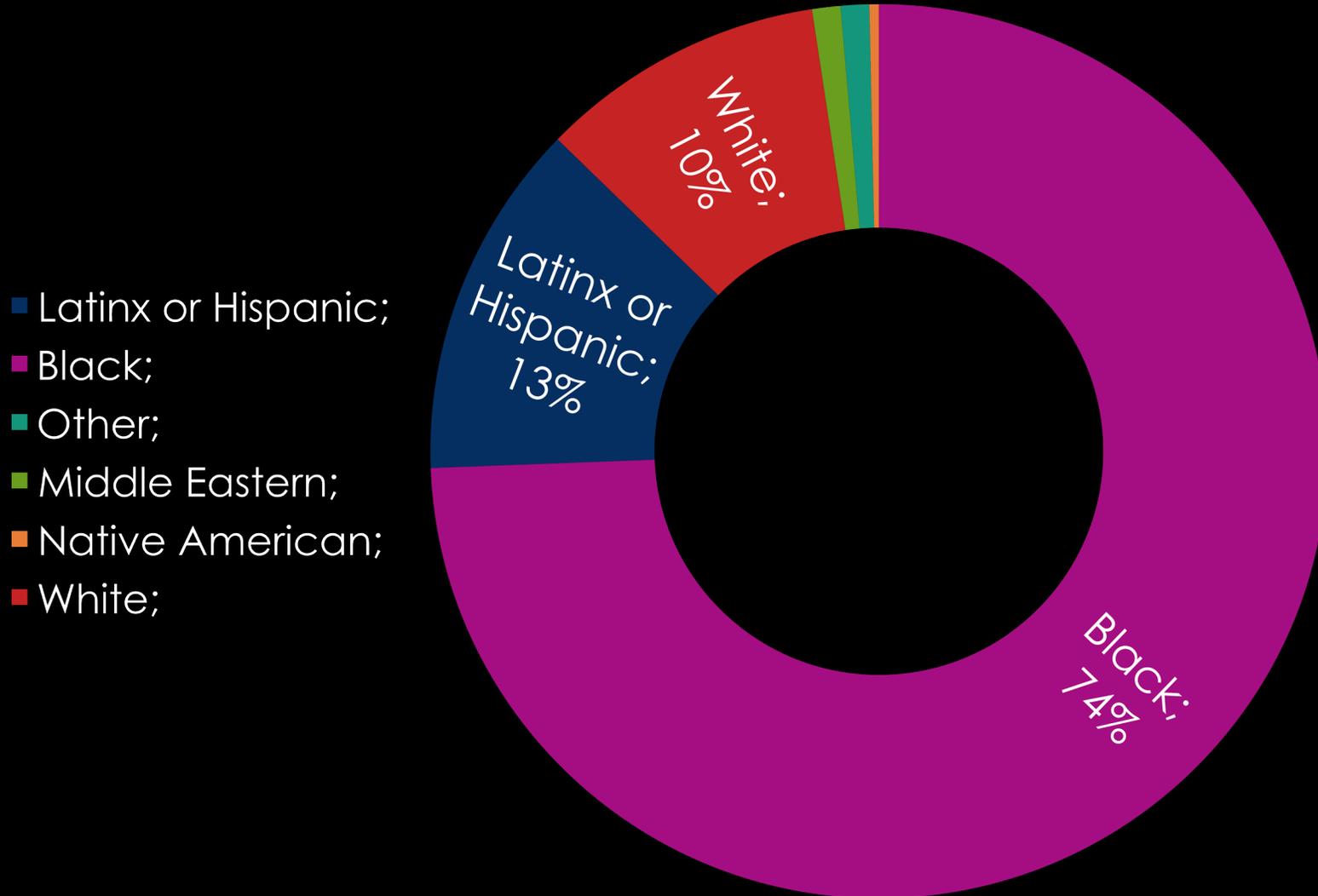
The following day, the CIS checked in on the family and was informed that the individual was successfully admitted into Cherry Hill's detox program. The CIS followed up throughout the week and made themselves available via phone to the family for more resource options. After a week, the CIS received news from the family that the individual was still with the detox center and was doing well. Additionally, the individual was in touch with a case manager for housing support. The CIS provided their email so further contact can be maintained as well as providing follow up resource options and help in the future.

# MACRO Service Recipient Racial Demographics

# City of Oakland Racial Demographics



# MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 74% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 87% of its service recipients are BIPOC.