Crisis Assistance
Helping Out
On The Streets

PROVIDING AN INNOVATIVE APPROACH TO MOBILE CRISIS INTERVENTION SINCE 1989
White Bird Clinic is a collective environment organized to enable people to gain control of their social, emotional, and physical well-being through direct service, education, and community.

Our Mission
WHITE BIRD CLINIC PHILOSOPHY

- CLIENT-CENTERED SERVICES
- HARM REDUCTION MODEL
- TRAUMA-INFORMED CARE
- CONSENSUS-BASED COLLECTIVE
Our priority is to serve people who are unserved, underinsured, disabled and/or homeless.

White Bird Clinic offers a wide range of programs and services that are committed to providing client-centered and humanistic approaches to human services.
CAHOOTS was formed in 1989 as a collaboration between the Eugene Police Department and White Bird Clinic after a series of discussions on community policing and how to help the unhoused and those suffering from mental illness and substance abuse and dependence. Services were designed to offer an alternative to Police and Fire/EMS response.
CAHOOTS PRINCIPLES

- All services are free, voluntary, and confidential.
- We rely on effective communication, trauma-informed care, harm reduction, and verbal de-escalation to maintain the safety of our staff and the community.
- Least necessary intervention.
- It is our goal to remain client-centered, and to strive to provide all folks with unconditional positive regard, free of judgment or discrimination.
CAHOOTS SERVICES INCLUDE BUT ARE NOT LIMITED TO:

- Crisis Counseling
- Suicide Prevention
- Conflict Resolution and Mediation
- Grief and Loss
- Welfare Checks
- Substance Abuse
- Housing Crisis
- Harm Reduction
- First Aid and Non-Emergency Medical Care
- Resource Connection and Referrals
- Transportation to Services
- Intimate Partner Violence and Family Disputes

All services are free, voluntary, and confidential.
While we do a lot on cahoots, we will not:

- Restrain or take people against their will.
- Provide transportation home.
- Judge—our goal is not to “fix” someone.

All services are free, voluntary, and confidential.
• A program of White Bird Clinic, CAHOOTS responding teams are staffed with a Crisis Intervention Worker and a Medic.

• New staff go through an average of over 500 hours of field training.

• CAHOOTS team members are not armed but do carry a police radio at all times.
WORKING FOR CAHOOTS

CRISIS WORKERS

• Combination of education and experience.
• Prior experience working with crisis intervention and de-escalation.
• Ability to interact diplomatically with partner agencies.
• Resiliency!

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WORKING FOR CAHOOTS

MEDICS

- Licensed in Oregon as EMT-B, Paramedic, or RN.
- Experience delivering service in non-traditional environments.
- Ability to interact diplomatically with partner agencies.
- A strong stomach!
WORKING FOR CAHOOTS

TRAINING PROCESS
- Cohort Training Model
- Up to 40 hours class time
- Minimum 500 hours in-field training
- Mentor-guided process
- Dual-discipline opportunities

CONTINUING EDUCATION
- Skills labs
- Inservice
- Conferences & Seminars
- Information Sharing

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Eugene services are funded by the Eugene Police Department, with city limits as our jurisdictional boundary.

As of FY 2018, the total cost of operations for 24/7 coverage (55 service hrs/day) in the Eugene-Springfield Metro Area totals approx. $1.6 Million.

Springfield services are funded by the City of Springfield and Lane County Health and Human Services via State Mobile Crisis grant funds and operate within the urban growth boundary.
Requests for service are received via police non-emergency lines.

Calls are triaged by 911 call-takers and dispatchers.

CAHOOTS teams are dispatched via radio on non-priority police channels.
CAHOOTS-DISPATCH WORKFLOW

1. Call to Comm. Center
2. Crisis
3. Service need?
4. Mobile Crisis
5. May refer to MC
6. Deescalate and assess
7. Resolution
8. Referral
9. Transport
10. Hospital
11. Service Providers
12. Shelter

EMS Police

May refer to MC

CAHOOTS - DISPATCH
WORKER SAFETY

- Training emphasis on scene awareness
- Clear communication with work partners
- Radio communication
- Defensive driving
- Appearance/Gear
- Self Care/Clinical Debrief
- Intuition

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CAHOOTS-PATROL INTERACTIONS

- In the 2018 Calendar Year, CAHOOTS teams responded to almost 24,000 requests for service.
- Approximately 3,300 of these responses were initiated by or involved patrol officers.
- Of these calls involving patrol, less than 150 were cover requests (Code 1 and Code 3).
• CAHOOTS teams respond to an average of over 60 requests for service daily.

• While roughly half of our contacts are unhoused, we provide mobile crisis assistance to folks from all backgrounds and socio-economic status.
CAHOOTS Call Volume and On-Call Time by Hour CY14-CY17

- **Total Call Volume (CY14-CY17)**
- **Avg On-Call Time (in min)**

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COMMON CALL FACTORS

The percentage of calls for each factor reflects the frequency of that factor being at least one of the motivations for calling CAHOOTS, out of total CAHOOTS calls.
EMERGENCY ROOM DIVERSIONS

CAHOOTS teams divert a significant number of medical calls for service from Fire/EMS and/or the Emergency Room, transporting or treating according to need versus fear of liability.

• Primary Assessment
• Wound Care
• Medication Management
• Substance Use Disorders
• Suicidal Ideation/Risk Assessment
• Failure to Thrive
• Isolation and Loneliness
• Lift Assists
• Chronic Utilizers/Frequent Fliers
CAHOOTS services divert patients from the criminal justice system by responding to many call types which may have otherwise resulted in contact with law enforcement.

- Public Intoxication
- Disorderly Behavior
- In Traffic/Roadway
- Dispute and Mediation
- Trespassing
- Secure Sobering
COMMUNITY PARTNERSHIPS

- Sexual Assault Support Services
- Sobering & Detox
- Community Crisis Centers
- Basic Needs Services
- Housing Assistance
- Drug and Alcohol Recovery Programs
- Rapid Access Center
- Needle Exchange and Harm Reduction
- Hospital Emergency Rooms/Urgent Care
- County Behavioral Health
- Intimate Partner and Family Violence Support
When an intervention results in transportation, most are to Medical or Substance Abuse Treatment Services.

* Other transport locations include group homes, pharmacies, downtown Eugene, etc.
COMMUNITY OUTREACH RESPONSE TEAM

- Harm Reduction
- Intensive Case Management
- Advocacy
- Family Reunification
- Service Connection
CREATIVE SOLUTIONS FOR HOUSING CRISSES

- Organized Camps and Conestoga Huts
- Short-term Shelter
- Collaborative Partnerships
CLIENT ADVOCACY

CAHOOTS team members and White Bird Clinic staff facilitate resource connection and individual patient advocacy and support of marginalized communities by providing a voice and avenues of communication with various collaborative groups. These groups include representatives from local law enforcement, municipal government, hospital systems, service providers, public health, and Lane County Behavioral Health.

- High Risk Team
- Frequent User Systems Engagement
- Downtown Care Team
- Acute Care Council
- Mental Health Summit
- Lane County Poverty and Homelessness Board
- Service Provider Advisory Boards

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HELPING OUT OUR TEENS in SCHOOLS

- Starting with one school in the ’16-’17 school year, Hoots is now its own department and provides clinics in 9 schools across Eugene and Springfield.
- 2-hour clinics offered at least once a week.
- Each clinic is staffed with a medic and crisis worker.
- Rapid tragedy response to support students and staff.
COMMUNITY EDUCATION AND OUTREACH

- Mental Wellness
- Mental Health First Aid
- Suicide Awareness and Intervention, Postvention
- De-escalation and Compassionate Communication
MOBILE CRISIS PROGRAM CONSULTATION

- Olympia, WA
- Portland, OR
- Oakland, CA
- Denver, CO
- Rural Oregon Communities

Olympia’s crisis response team coming in January: ‘Our goal is to divert people from jail’

More than a year after Olympia voters approved a public safety levy to address conditions in downtown Olympia, the city’s new crisis response team is preparing to launch in January.

The Crisis Response Unit, or CRU, will be made up of nurses and behavioral health specialists who will respond to certain 911 calls — incidents such as mental disturbances or intoxication — that aren’t always appropriate for police and fire crews.

CRU staff will be trained to de-escalate situations and could provide counseling, mediation, first aid or referrals to urgent care, treatment centers or social services providers, said Anne Laves, Olympia police’s outreach services coordinator.
MOBILE CRISIS PROGRAM CONSULTATION

- Stakeholder presentations
- Systems Analysis and Community Needs Assessment
- Technical Advisory Assistance
- Policy and Program Development
- Field Training

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GETTING INVOLVED

Rock Medicine

New Volunteer Training

Community Events

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Requests for service can be made via non-emergency police dispatch.

- Eugene city limits: (541)682-5111
- Springfield and Glenwood area: (541)726-3714

**CAHOOTS services are available 24/7.**

*All services are free, voluntary, and confidential.*
Thank you!

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