



# Crisis Assistance Helping Out On The Streets

PROVIDING AN INNOVATIVE  
APPROACH TO MOBILE CRISIS  
INTERVENTION SINCE 1989

# WHITE BIRD CLINIC PHILOSOPHY



CLIENT-CENTERED SERVICES



HARM REDUCTION MODEL



TRAUMA-INFORMED CARE



CONSENSUS-BASED COLLECTIVE

- 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.



Photo credit: Brian Bull, KLCC Radio



Photo credit: Register Guard



Photo credit: Register Guard



# FUNDING

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.**

Eugene services are funded by the City of Eugene, with city limits as our jurisdictional boundary.

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.

# 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
- IPFV and Family Disputes



# DISPATCH INTERFACE

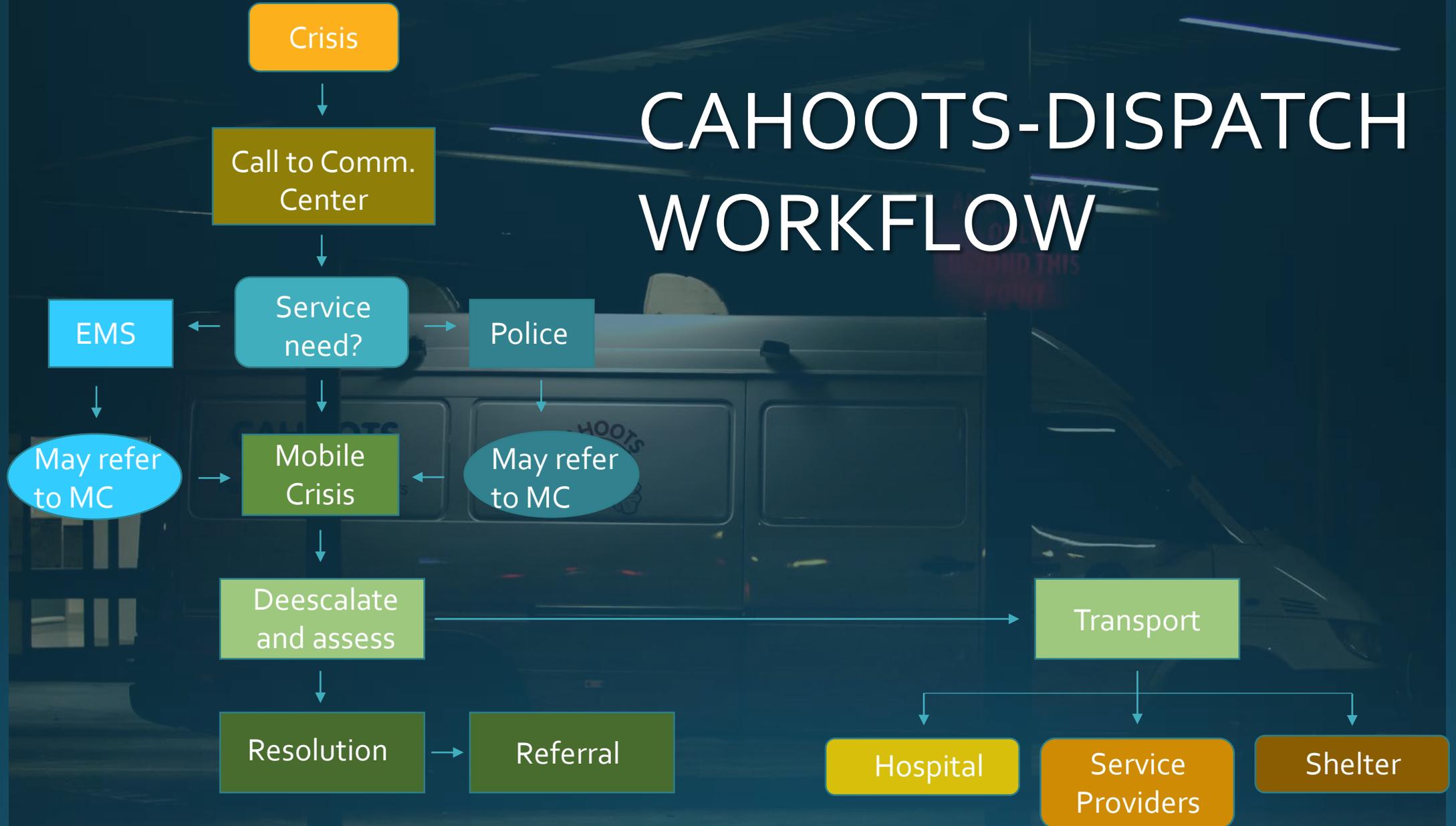
Requests for service are received via police non-emergency lines.

Calls are triaged by 911 call-takers and dispatchers.

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

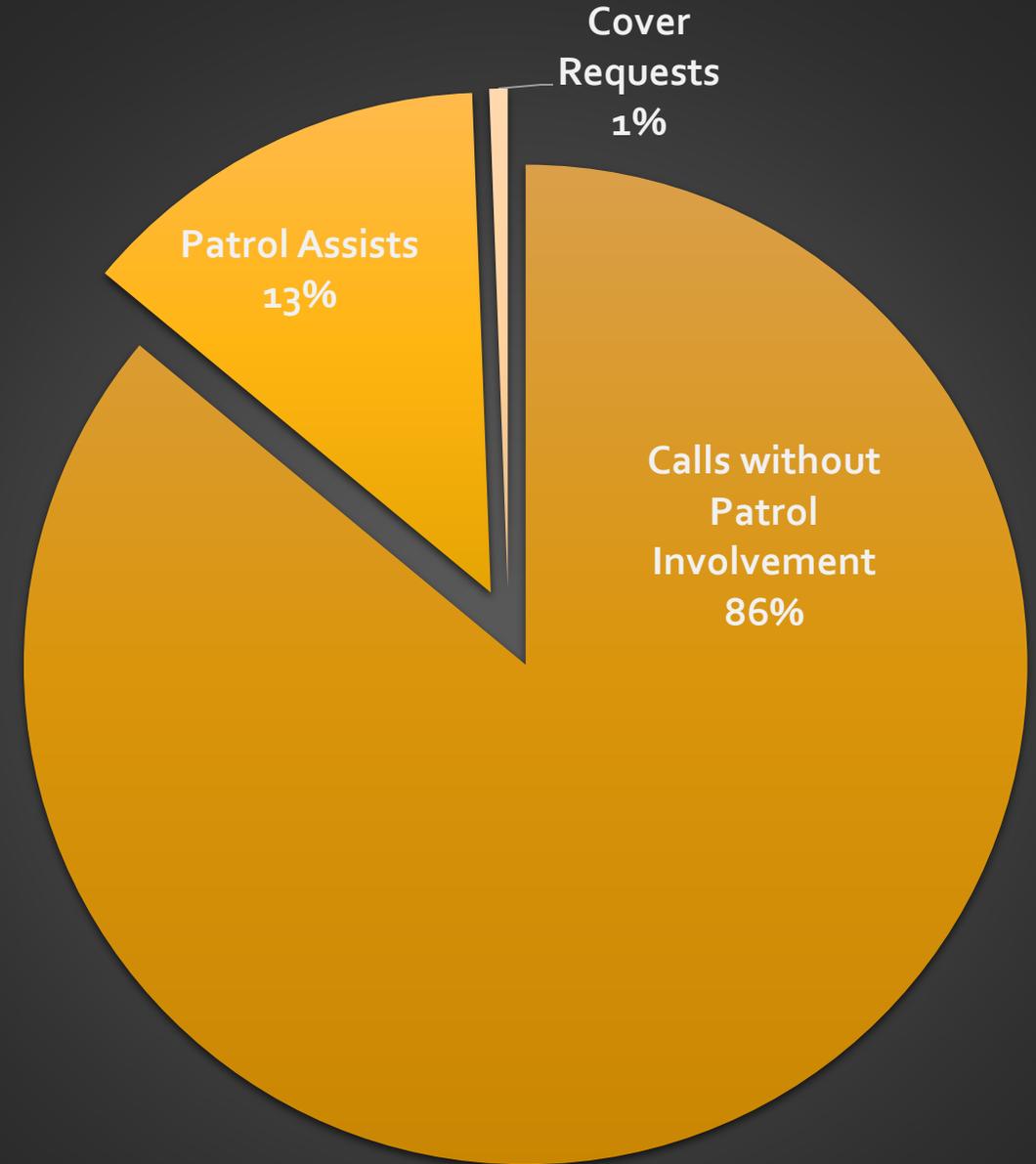


# CAHOOTS-DISPATCH WORKFLOW



# 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).



# WORKER SAFETY

Training emphasis on scene awareness

Clear communication with work partners

Radio communication

Defensive driving

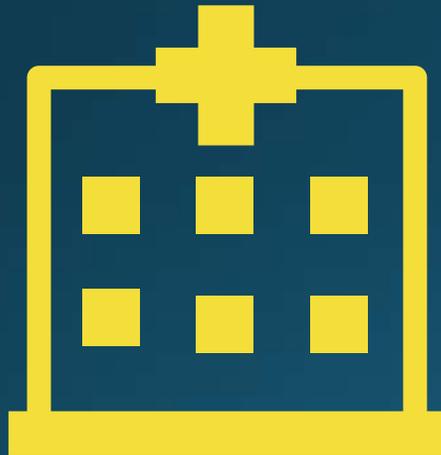
Appearance/Gear

Self Care/Clinical Debrief

Intuition

# EMERGENCY ROOM DIVERSION

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

# JAIL DIVERSION

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

# PATIENT ADVOCACY

CAHOOTS 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.

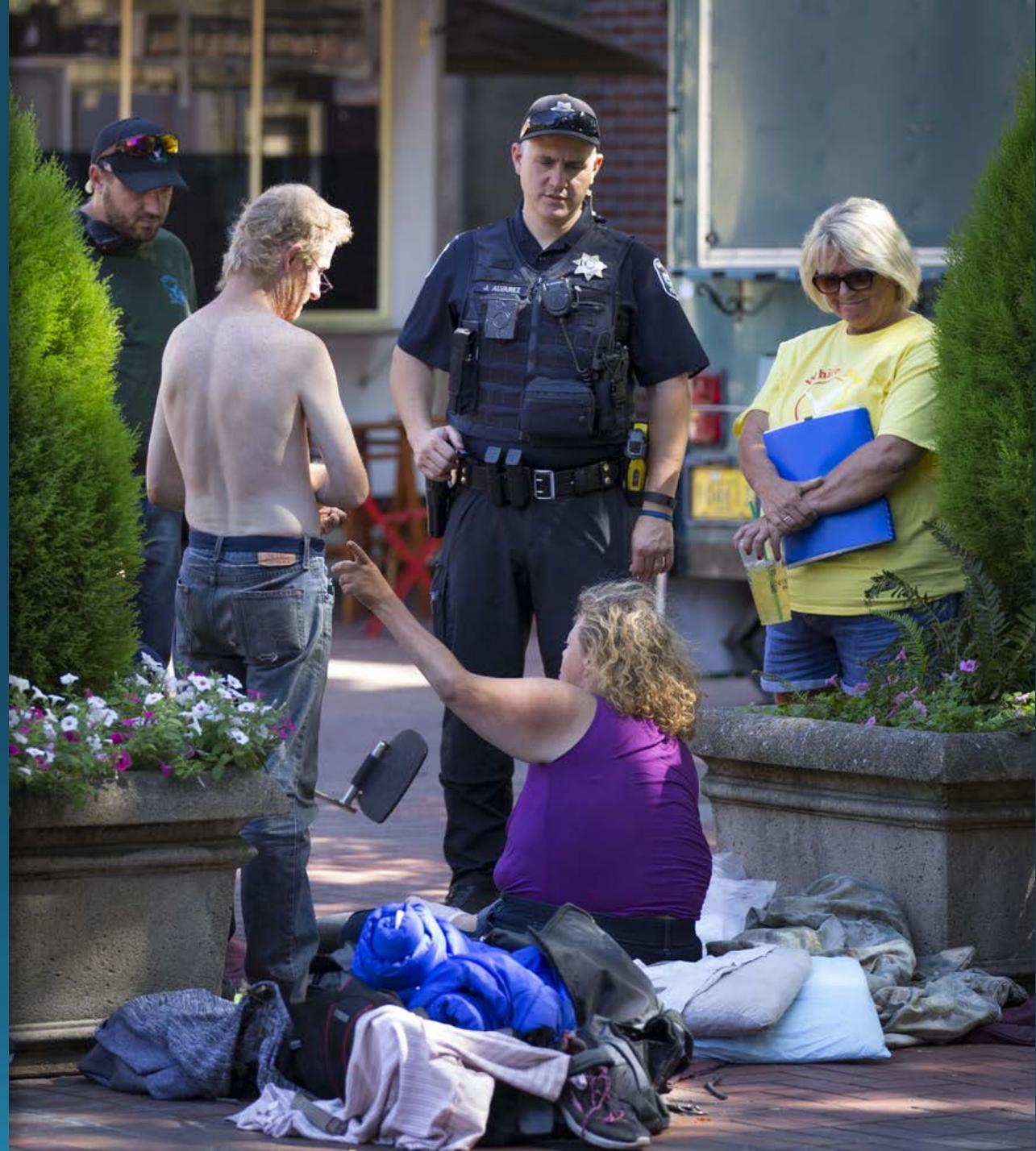


- High Risk Team
- Frequent User Systems Engagement
- Downtown Care Team
- Acute Care Council
- Mental Health Summit
- Lane County Poverty and Homelessness Board
- Service Provider Advisory Boards

# COMMUNITY OUTREACH RESPONSE TEAM



Photo credit: Register/Guard



# CREATIVE SOLUTIONS FOR HOUSING CRISES

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



# MOBILE CRISIS PROGRAM CONSULTATION

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



LOCAL

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

BY ABBY SPEGMAN

DECEMBER 07, 2018 07:00 AM, UPDATED DECEMBER 07, 2018 10:07 AM

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 service providers, said Anne Larsen, Olympia police's outreach services coordinator.

## Community groups will begin taking on 911 calls and low-level cases from the Denver DA

A pilot project that will likely begin within a year aims to dispatch civilian-led teams to handle cases involving mental health crises and addiction.



Portland **MERCURY** THINGS TO READ - THINGS TO DO -

## BLOGTOWN

NEWS

## Mayor Wheeler Considers Eugene's Model of Mental Health First Response

by Alex Zielinski · Jan 28, 2019 at 1:27 pm

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