White Bird Clinic’s Mobile Crisis Intervention CAHOOTS (Crisis Assistance Helping Out On The Streets)
White Bird Clinic
Eugene Oregon

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.
CAHOOTS

Crisis Assistance Helping Out On The Streets

- Formed in 1989 as a collaboration between the Eugene Police Department and White Bird Clinic to better address the needs of homeless, poverty-stricken, mentally distressed, and addicted people who have constant contact with 911 services but aren’t necessarily served effectively by them.

- An alternative or auxiliary to 911 for a variety of situations where a social service response is needed instead of, or in addition to, a 911 response.
WHO WE ARE

- WE ARE WHITE BIRD CLINIC EMPLOYEES CONTRACTED BY THE CITY OF EUGENE AND LANE COUNTY

- EVERY CAHOOTS TEAM CONSISTS OF AN EMERGENCY MEDICAL TECHNICIAN AND A MENTAL HEALTH CRISIS WORKER

- MENTAL HEALTH WORKERS MAY HAVE DEGREES BUT ALWAYS HAVE RELEVANT FIELD EXPERIENCE

- CAHOOTS EMTs MUST BE TRAINED AT LEAST AT A BASIC LEVEL, AND IDEALLY HIGHER, AND MUST BE CURRENTLY OREGON CERTIFIED

- WE ARE PAID STAFF BUT THIS IS A LABOR OF LOVE
CAHOOTS IS AN ALTERNATIVE TO 911 FOR PROBLEMS SUCH AS:

- Mental Health Issues: Anxiety, Depression, Psychosis, Suicidal Ideation, and/or thoughts of self harm.
  - Intoxication or substance abuse issues
- Welfare checks on intoxicated, disoriented, or vulnerable individuals.
  - Access/transport to emergency shelter
- Individuals requiring medical and/or mental health evaluation but not a paramedic level EMS response.
- Mediation of disputes between family members, roommates, or clients at group homes or agencies.
  - Diverse situations that do not involve emergent medical or criminal issues.
CAHOOTS IS AN AUXILIARY TO 911 SERVICES FOR SITUATIONS SUCH AS:

- Domestic violence and family dispute calls.

- Medical or Mental Health emergencies where bystanders and/or loved ones need support with coping and resources.

- Medical evaluations, treatment, and/or transport for minor injuries/illness where EMS is inappropriate or unavailable.

- Providing medical or mental evaluations and potential alternatives for individuals who chronically over utilize the Emergency Room and other social services.
CAHOOTS Responds to approximately 25 calls every day.

Approximately 60% of our calls involve the homeless, but CAHOOTS serves people from all walks of life. Everyone has bad days.
*Transports to social services excluding transports to detox and sobering*
Cahoots responds to 10,000 calls for service each year.

The team is a key component in the continuum of care as we network with human service agencies, hospitals, EMS, and police.

Cahoots also has weekly debrief and staffing of individuals who require a coordinated effort to serve and/or reduce inappropriate utilization of EMS, Police, or ED services.
Police/EMS Assists

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Number</th>
<th>Average Length (min)</th>
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<tbody>
<tr>
<td>EPD</td>
<td>1007</td>
<td>34</td>
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<tr>
<td>EMS</td>
<td>364</td>
<td>31</td>
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Law Enforcement Hours Saved

<table>
<thead>
<tr>
<th></th>
<th>Total # Calls</th>
<th># of hours</th>
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<tbody>
<tr>
<td>All Calls</td>
<td>10,283</td>
<td>5,362</td>
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<tr>
<td>Omit request transport</td>
<td>2418</td>
<td>802</td>
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<tr>
<td>CAHOOTS SAVED EPD ON ESTIMATE</td>
<td>7,865</td>
<td>4,560</td>
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## Emergency Room Diversion

<table>
<thead>
<tr>
<th>Call Demographic</th>
<th>Total #</th>
<th># to Hospital</th>
<th>% diverted</th>
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<tbody>
<tr>
<td>Medical calls</td>
<td>1490</td>
<td>741</td>
<td>50</td>
</tr>
<tr>
<td>Transports from jail</td>
<td>50</td>
<td>13</td>
<td>74</td>
</tr>
<tr>
<td>Housing crisis</td>
<td>365</td>
<td>71</td>
<td>81</td>
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<tr>
<td>Suicide</td>
<td>459</td>
<td>218</td>
<td>53</td>
</tr>
<tr>
<td>Homicide</td>
<td>35</td>
<td>25</td>
<td>29</td>
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<tr>
<td>Psychotic episode</td>
<td>211</td>
<td>106</td>
<td>50</td>
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<tr>
<td>Unsteady gait</td>
<td>443</td>
<td>67</td>
<td>85</td>
</tr>
<tr>
<td>AOx3</td>
<td>131</td>
<td>47</td>
<td>64</td>
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<tr>
<td>AOx2</td>
<td>89</td>
<td>33</td>
<td>63</td>
</tr>
<tr>
<td>AOx1</td>
<td>42</td>
<td>18</td>
<td>57</td>
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<tr>
<td><strong>Total</strong></td>
<td>2929</td>
<td>1112</td>
<td><strong>62</strong></td>
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</table>

*excluding UTL calls*
WHITE BIRD/CAHOOTS PRINCIPLES

- WE ARE CLIENT-CENTERED, AND STRIVE TO PROVIDE CARE TO ALL WITH NONJUDGEMENTAL, UNCONDITIONAL POSITIVE REGARD

- WE RELY ON CRISIS COUNSELING AND DEESCALATION, NOT FORCE OR COERCION, TO KEEP OURSELVES AND OTHERS SAFE & RESOLVE SITUATIONS.

- WE ARE PROCESS, NOT OUTCOME, ORIENTED; WE BELIEVE IN HARM-REDUCTION NOT “FIXING” PEOPLE OR IMPOSING AN AGENDA ON THEM

-- PEOPLE WILL CHANGE IF/WHEN THEY ARE READY; WE TRY TO KEEP OPTIONS OPEN FOR THEM AND TO MINIMIZE THE HARM THEY DO TO THEMSELVES OR OTHERS

- WE MAINTAIN A CONFIDENTIAL SERVICE
Empathy

We think we listen, but very rarely do we listen with real understanding, true empathy. Yet listening, of this very special kind, is one of the most potent forces for change that I know.

Carl Rogers
OTHER THINGS CAHOOTS DOES:

CRISIS INTERVENTION IS OUR FOCUS, BUT WE DO MANY OTHER THINGS, INCLUDING BUT NOT LIMITED TO:

- DIRTY NEEDLE PICK-UPS
- WELFARE CHECKS
- DEATH NOTIFICATIONS AND EMERGENCY MESSAGE DELIVERIES
- FIRST AID & MINOR MEDICAL CARE AND TRANSPORTATION TO MEDICAL FACILITIES OR APPROPRIATE SERVICES
- TRANSPORTATION TO SHELTERS & TREATMENT FACILITIES
WHAT CAHOOTS DOES NOT DO:

GENERALLY SPEAKING (THERE’S EXCEPTIONS TO EVERY RULE),

- WE DON’T RESTRAIN PEOPLE OR TAKE PEOPLE AGAINST THEIR WILL

- WE DON’T TAKE PEOPLE HOME, ONLY TO SERVICES

- WE DON’T VIOLATE CLIENT CONFIDENTIALITY, EXCEPT IN MANDATORY REPORTING SITUATIONS

- WE DON’T JUDGE; WE DON’T TRY TO “FIX” PEOPLE; WE ARE A HARM-REDUCTION SERVICE
Contact CAHOOTS:

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