

White Bird Clinic's

Mobile Crisis Intervention

CAHOOTS

(Crisis Assistance Helping
Out On The Streets)

CAHOOTS



White Bird Clinic



White Bird Clinic Eugene Oregon

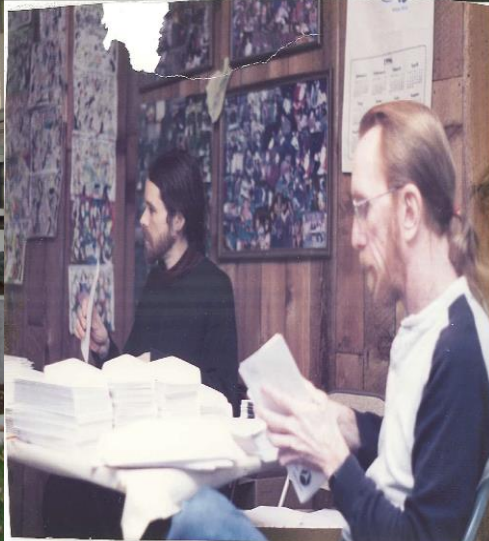


White Bird Clinic



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.**



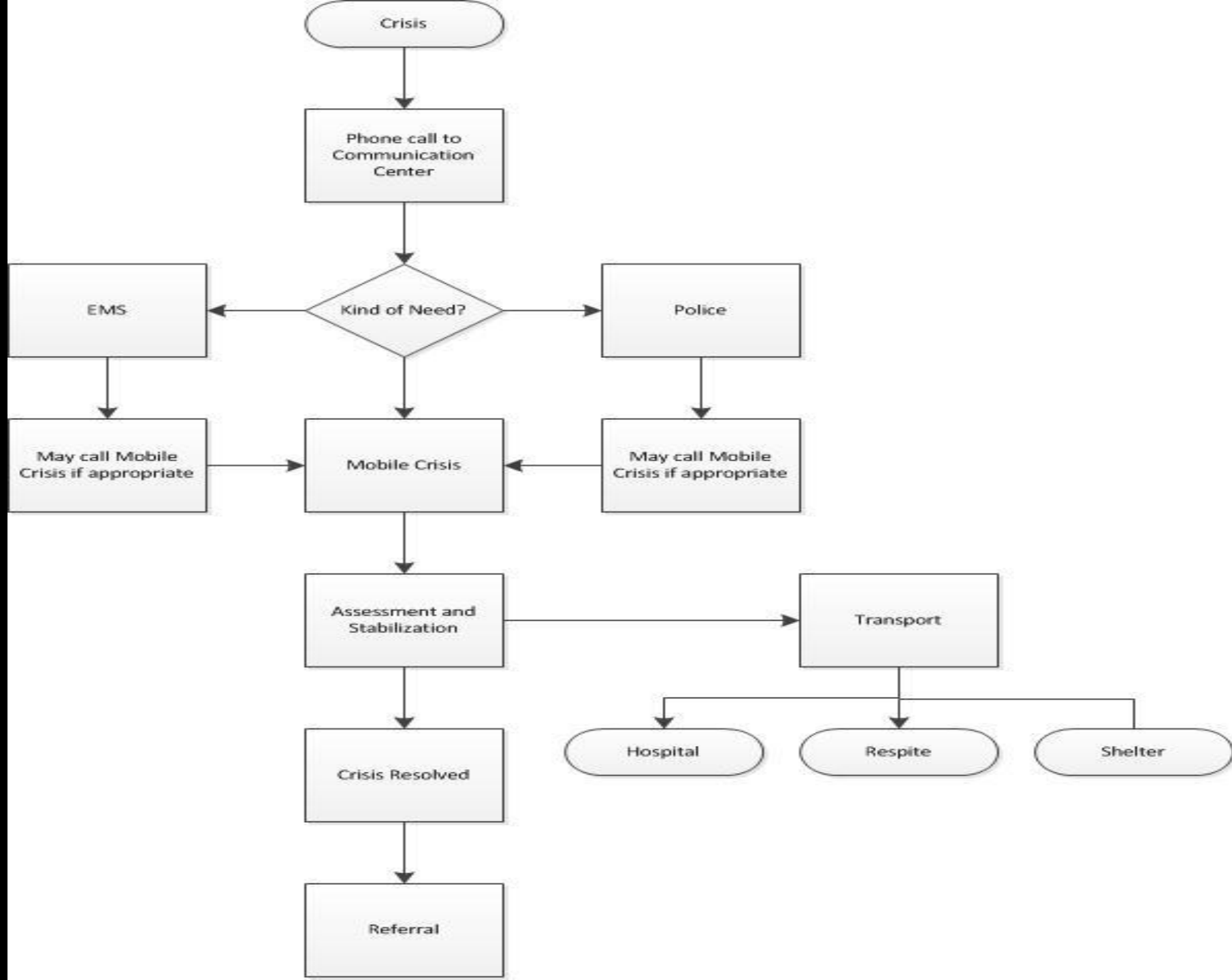
WHO WE ARE

- 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.**



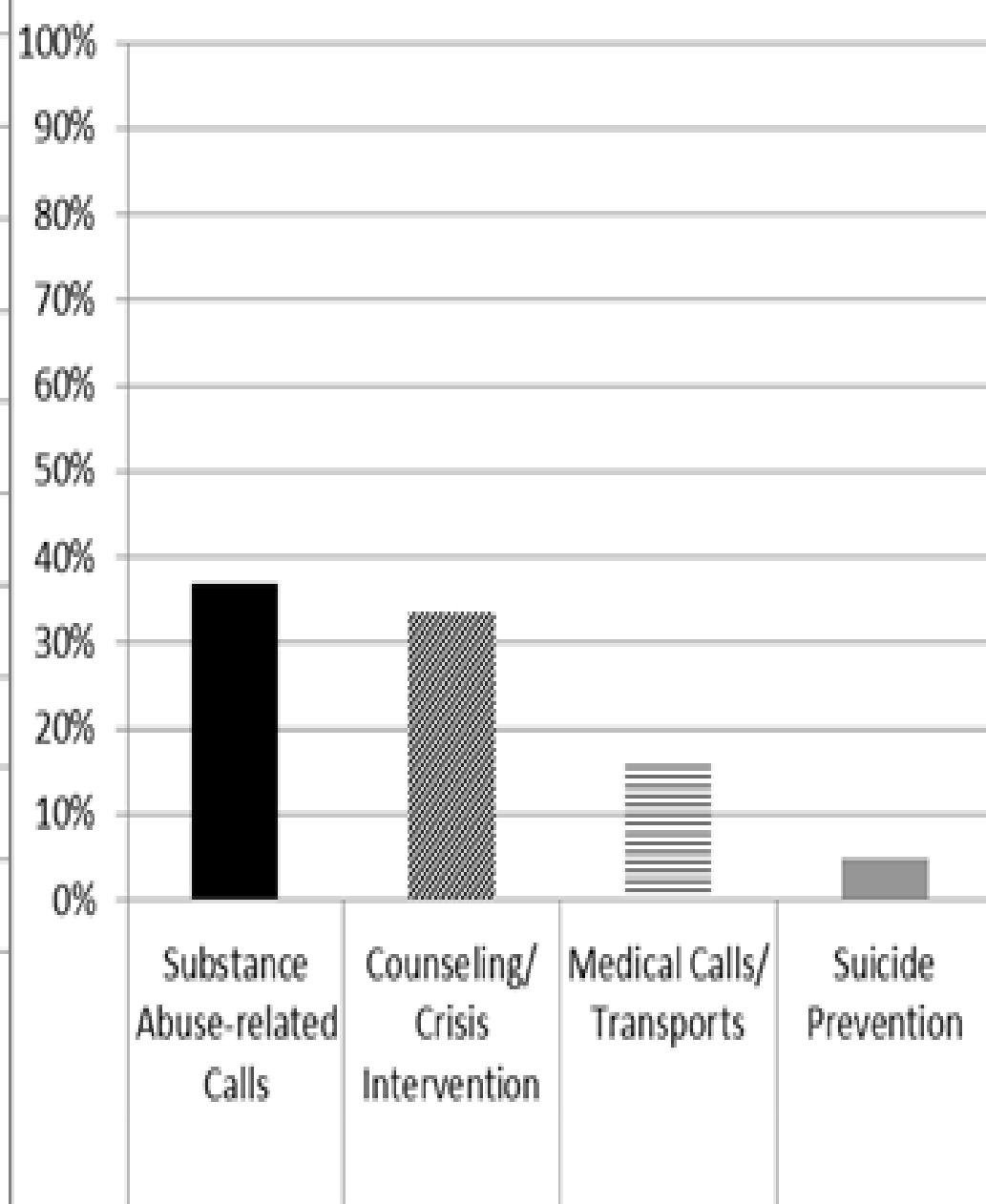
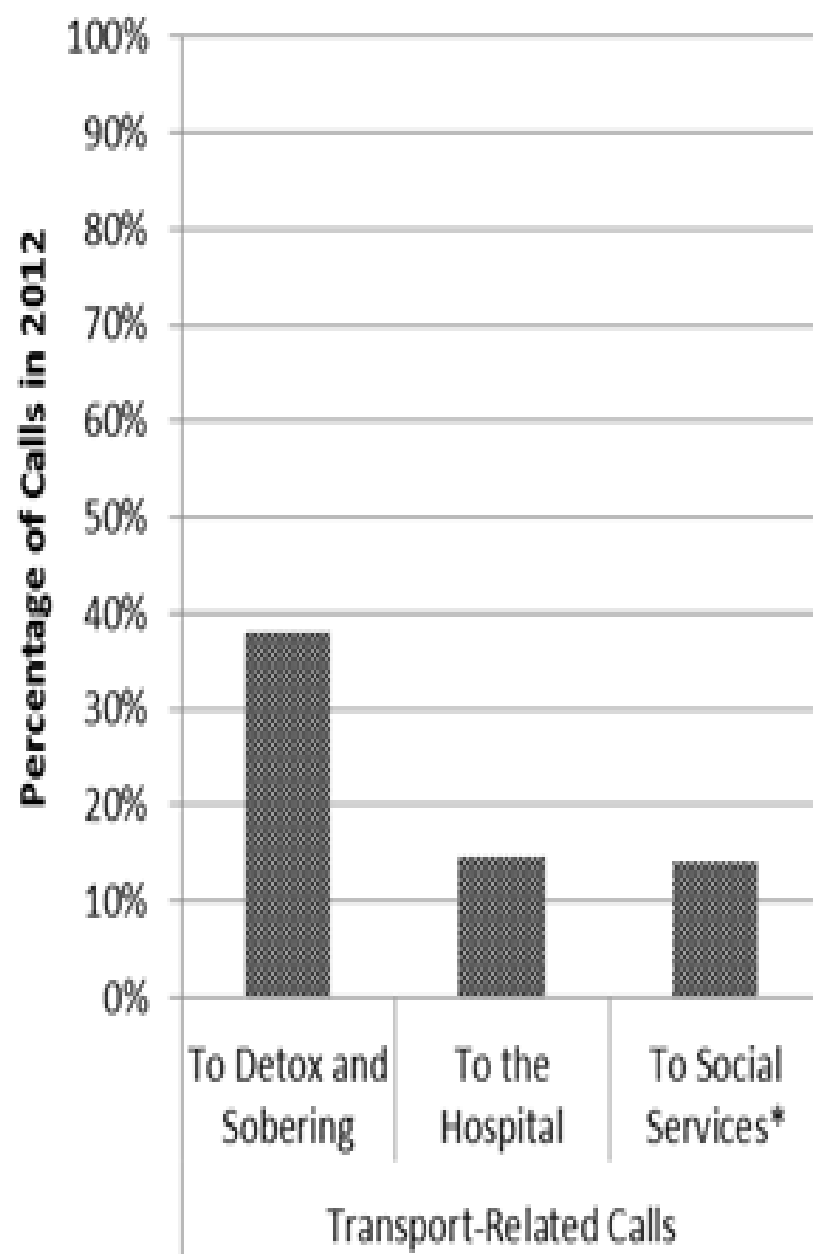
CAHOOTS IS AN AUXILIARY TO 911 SERVICES FOR SITUATIONS SUCH AS:

- 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

Type of Call	Number	Average Length (min)
EPD	1007	34
EMS	364	31

Law Enforcement Hours Saved

	Total # Calls	# of hours
All Calls	10,283	5,362
Omit request transport	2418	802
CAHOOTS SAVED EPD ON ESTIMATE	7,865	4,560

Emergency Room Diversion

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

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

www.brainworksrehab.com

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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