



White Bird Clinic

CAHOOTS (Crisis Assistance Helping Out On The Streets) has services available in Eugene, Springfield, Glenwood, and at LCC. The CAHOOTS Metro (serving Springfield, Glenwood and LCC) van operates from noon to 11:30p.m, (541) 726-3714. In Eugene CAHOOTS operates from 11:00 am to 3:00 am, (541) 682-5111. CAHOOTS operates everyday of the year.

CAHOOTS was formed in 1989 by White Bird Clinic to support the Eugene Police Department with situations involving mental health crisis, substance abuse issues and shelter needs. For 25 years CAHOOTS has had two vans in Eugene, each staffed with a Mental Health Crisis Worker and an Emergency Medical Technician. Services have included crisis counseling, mental health interventions, and assistance with substance abuse problems, transportation to shelter and treatment, and first-aid, all at no cost to the client. A grant from the State of Oregon to Lane County will now allow White Bird's *CAHOOTS Metro* team to deliver these services in Springfield and Glenwood.

In 1970 White Bird Clinic started providing services to individuals in Lane County who were struggling with medical, mental health and substance use issues, and who felt alienated from mainstream systems. What began as a grassroots and largely volunteer effort over time went from being an experiment to a key agency in the local continuum of care.

Our mission statement was, and still is:

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 priority is to serve people who are otherwise unserved, low/no-income, underinsured, disabled and/or homeless – we see ourselves as operating below the safety net because we try to catch the people who fall through the holes in the net. However, CAHOOTS services are available for ALL people within the service areas, regardless of age and socioeconomic status.

Services provided by *CAHOOTS*, to both housed and homeless citizens, include:

Mental Health

- Welfare checks - on people who are possibly having issues/Mental illness/emotional disturbance/disorientation
- Crisis counseling
- Mental health evaluations - determine the need for resources
- Suicide prevention
- Grief and Loss
- Couples and family crisis counseling/mediation
- Resource referral
- Transportation to resources

Drug and Alcohol

- Welfare Checks - on people who are possibly intoxicated/disoriented
- Counseling
- Drug & Alcohol assessment - determine the need for resources
- Intervention
- Support - for friends and family members of people struggling with addiction
- Resource referral
- Transportation to resources

Emergency Shelter

- Welfare checks - on people who are possibly having issues with housing/shelter
- Crisis counseling
- Resource referral
- Transportation to resources

Minor Medical

- Evaluation on non-emergency medical situations
- Wound care/dressing changes
- Resource referral
- Transportation to resources

Police, Sheriff and EMS Assists

- Assist these other agencies with people experiencing any of the above situations
- Death notifications
- Emergency notifications/message delivery (particularly if a person's family member is in a hospital)
- Staging to assist after a scene has been cleared

What CAHOOTS Does Not Do:

Or... Generally CAHOOTS does not do (THERE'S EXCEPTIONS TO EVERY RULE)

- We do not restrain people or take them places against their will
- We do not take people home, only to staffed services
- We do not violate client confidentiality, except in mandatory reporting situations
- We do not judge; We do not try to "FIX" people; We are a harm-reduction service
- The Eugene vans do not leave the Eugene City Limits, but the CAHOOTS Metro van can cross into Eugene, Springfield and Glenwood

**• WHAT IS THE RELATIONSHIP
BETWEEN CAHOOTS METRO AND
THE SPRINGFIELD POLICE
DEPARTMENT?**

CAHOOTS Metro shares a central dispatch with the police department but **CAHOOTS Metro is a mobile social service, not a law enforcement agency.** The CAHOOTS Metro team is made up of crisis counselors and emergency medical technicians working for White Bird Clinic and contracted by Lane County.

CAHOOTS Metro may respond to assist the police with certain types of problems where a police response may not provide the most constructive outcome, and police sometimes assist CAHOOTS Metro in situations where danger may be present. **CAHOOTS Metro is designed to provide an alternative to police action whenever possible.** CAHOOTS Metro staff do not carry weapons and have no authority to arrest or detain people against their will.

***HOW DOES SOMEBODY JOIN
CAHOOTS METRO?**

CAHOOTS Metro is a diverse collective of people committed to providing quality and compassionate care. CAHOOTS Metro staff are required to have an education and/or previous work experience in the fields of crisis counseling, social service, and emergency medicine. CAHOOTS Metro does not hire on a regular basis, but interested parties can contact the program to learn more about doing a ride along, the training process, and employment opportunities.

“CAHOOTS” (CRISIS ASSISTANCE HELPING OUT ON THE STREETS) WAS FORMED IN 1989 AS A COLLABORATION BETWEEN WHITE BIRD CLINIC, A LOCAL SOCIAL SERVICE AGENCY, AND THE CITY OF EUGENE, TO HELP ADDRESS THE NEEDS OF MARGINALIZED AND ALIENATED POPULATIONS; SPECIFICALLY THE HOMELESS, AND THOSE SUFFERING FROM ADDICTION, DEPRESSION AND/OR SEVERE AND PERSISTENT MENTAL ILLNESS. EACH TEAM CONSISTS OF AN EMERGENCY MEDICAL TECHNICIAN AND A MENTAL HEALTH CRISIS WORKER. FOR MORE THAN 25 YEARS, CAHOOTS HAS PROVIDED FREE CRISIS COUNSELING, MEDICAL CARE, AND OTHER SERVICES TO THE EUGENE COMMUNITY. IN 2014, WHITE BIRD CLINIC PARTNERED WITH LANE COUNTY TO FORM “CAHOOTS METRO” TO PROVIDE THESE SERVICES TO SPRINGFIELD AND GLENWOOD.

FOR MORE INFORMATION:

CAHOOTS METRO
c/o WHITE BIRD CLINIC
341 E. 12TH AVE.
EUGENE, OR 97401

DISPATCH: #541-726-3714.

BUSINESS: #541-342-8255

FAX: #541-342-7987

WEB: WWW.WHITEBIRDCLINIC.ORG

**FREQUENTLY ASKED
QUESTIONS ABOUT
CAHOOTS
METRO**



**A PROGRAM OF
WHITE BIRD CLINIC
AND LANE COUNTY**

#541-726-3714

A CONFIDENTIAL & FREE SERVICE

• WHAT IS CAHOOTS METRO?

CAHOOTS Metro is a mobile crisis intervention team. **Free response is available for a broad range of non-criminal crisis situations. Non-emergency medical care, first aid, and transportation to services is also provided.**

The CAHOOTS Metro van can be dispatched through the City of Springfield's non-emergency police call center. The service is confidential and voluntary. It is staffed and managed by White Bird Clinic.

The original program ("CAHOOTS") operates strictly in Eugene from 11 AM to 3 AM everyday and is reached through the Eugene non-emergency dispatchers at #541-682-5111.

• WHAT DOES CAHOOTS METRO DO?

CAHOOTS Metro provides a broad range of services, including but not limited to: crisis counseling, help accessing shelter and treatment resources, suicide prevention, dispute resolution and mediation, transportation to services and first aid and non-emergency medical care.

CAHOOTS Metro is designed to assist the Springfield community with minor medical problems and problems related to depression, mental illness, substance abuse, poverty, and homelessness. CAHOOTS Metro is not designed to respond to violent situations or life-threatening medical emergencies.

• WHEN IS CAHOOTS METRO AVAILABLE?

CAHOOTS Metro **operates from 12 PM to 11:30 PM every day of the year.** CAHOOTS Metro can be dispatched to anywhere in Springfield or Glenwood during that period.

• HOW DOES SOMEBODY CONTACT CAHOOTS METRO?

By calling the **Springfield non-emergency dispatchers at #541-726-3714.** You don't have to give your name to them if you don't want to. You may also request direct assistance if you see the van around town.

Any person reporting a crime in progress, violence, or a major medical emergency, may receive a response from the police or fire department instead of, or in addition to, CAHOOTS Metro.

If you wish to speak to a crisis worker by phone and do not want direct contact, your needs may be better served by calling White Bird Clinic's 24-hour crisis services at #541-687-4000.

• DO SERVICES PROVIDED BY CAHOOTS METRO COST MONEY?

No, CAHOOTS Metro services are **offered at no cost.**

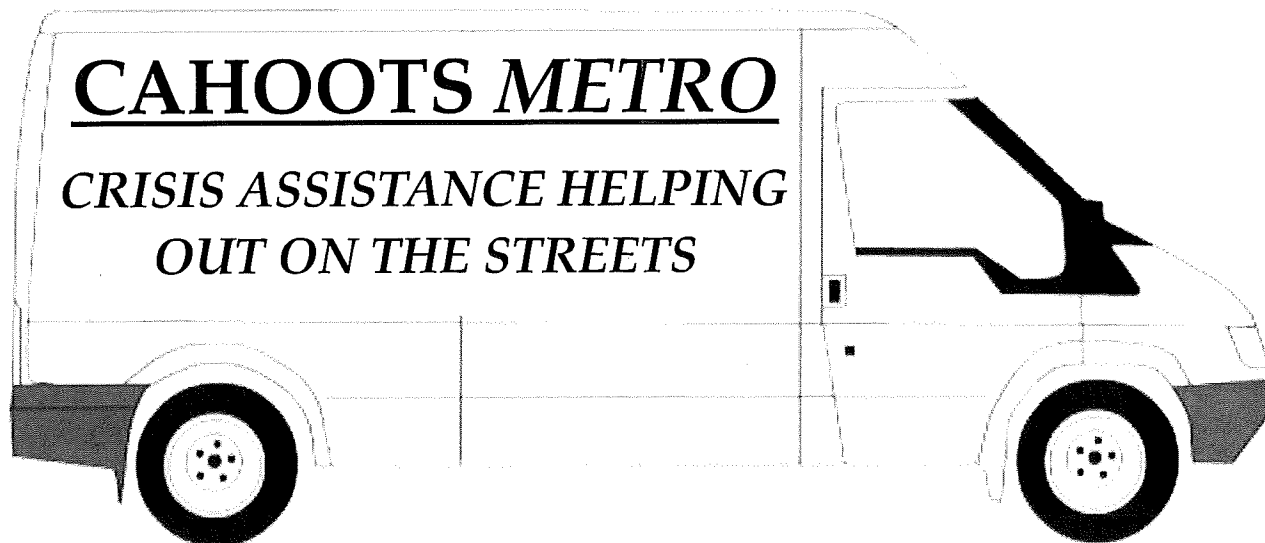
• DOES CAHOOTS METRO TAKE PEOPLE TO PRIVATE RESIDENCES?

No, CAHOOTS Metro is not a taxi service. **CAHOOTS Metro will only provide transportation to services.** For example, local hospitals, Buckley Detoxification and Sobering Center, Eugene Mission, Catholic Community Services, White Bird Clinic, Looking Glass Station #7, etc.

• DOES CAHOOTS METRO SCHEDULE APPOINTMENTS?

No, CAHOOTS Metro responds to calls in the order they are dispatched, with priority given to assisting the police and fire departments. CAHOOTS Metro strives to respond as promptly as possible to all calls, but delayed response times may occur due to call volume.

No person should ever expect CAHOOTS Metro to arrive at an exact time or depend on CAHOOTS Metro for immediate attention or transportation for an appointment.



***CRISIS COUNSELING *TRANSPORTATION TO SERVICES *BASIC MEDICAL CARE
AVAILABLE EVERY DAY FROM 12 PM TO 11:30 PM FROM #541-726-3714.**



TRAININGS

Volunteers play an important role in creating and delivering White Bird's services. For over four decades, we have trained thousands of community workers. Please join us in making our community a better place for all.

Courses and experiential training are offered in various areas of human services. Fees are waived in return for volunteer time commitments. Classes start quarterly. Current courses include:

- Community Service (New Volunteers)
- Basic Crisis Intervention
- Advanced Crisis Intervention
- Counseling Theory and Practice
- Drug Counseling Internship

Contact Ben for more info (541) 342-8255.

DONATIONS

Please support our efforts by making a donation in person, by mail, or online through our website. All gifts are tax-deductible and may be earmarked for a specific purpose. Your contribution will be turned into direct service for people in need. In person donations can be dropped off at 341 East 12th Avenue.



Donate through PayPal (Include a "ship to" address for your tax receipt)



Find us on Facebook
www.facebook.com/whitebirdclinic



White Bird

341 East 12th Avenue
 Eugene, Oregon 97401
 (541) 342-8255
 (800) 422-7558
 Fax (541) 342-7987
www.whitebirdclinic.org
info@whitebirdclinic.org

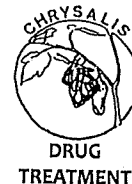
Medical Clinic: Quality low-cost medical care. Provides both acute and ongoing treatment. Assistance with lab work, diagnostic testing, medications and gynecological exams. All ages served. Accepts public insurance. Call for walk in hours or for an appointment. 1400 Mill St (541) 484-4800



Dental Clinic: Quality low-cost full service dental care. Restorative and preventative treatment. Offers regular urgent care clinics. Accepts public and private insurance. Call for walk-in hours or for an appointment. 1400 Mill St (541) 344-8302



Chrysalis Behavioral Health Outpatient Services for substance abuse and mental health care. Offering individual and group counseling, drug education, DUII, and acupuncture treatment. Accepting OHP, Private Insurance, and sliding scale fees. Call for an appointment. Open to anyone 18 or older. 350 E 11th Ave (541) 683-1641



Front Rooms: Lane County's local human service information and referral center with information on food, clothing, shelter, transportation, legal, health care, and other community resources. M-F, 8am – 10pm, 24-hr backup. Services include homeless message and mail drop service and eligibility screening for free eye exams and eyeglasses. 341 E 12th Ave (541) 342-4357



Counseling: On-going client-centered counseling for low-income individuals and families. We accept Oregon Health Plan, and offer grant-funded mental health services for the homeless, with limited indigent slots. 341 E 12th Ave (541) 342-8255



Crisis Service Center: Lane County's free 24-hr crisis intervention including telephone and walk-in response. Services include mental health information and referral, transportation assistance for people with mental health-related disabilities. An entry point and screener for local mental health systems. 341 E 12th Ave (541) 687-4000



CAHOOTS: Free mobile crisis intervention van responding in Eugene and Springfield to non-criminal crisis situations including substance abuse, mental/emotional crisis, welfare checks, and facilitation. The team provides assessment, crisis intervention, and transport to services. Eugene: (541) 682-5111 11am - 3am daily; Springfield: (541) 726-3714 12pm-11:30pm daily

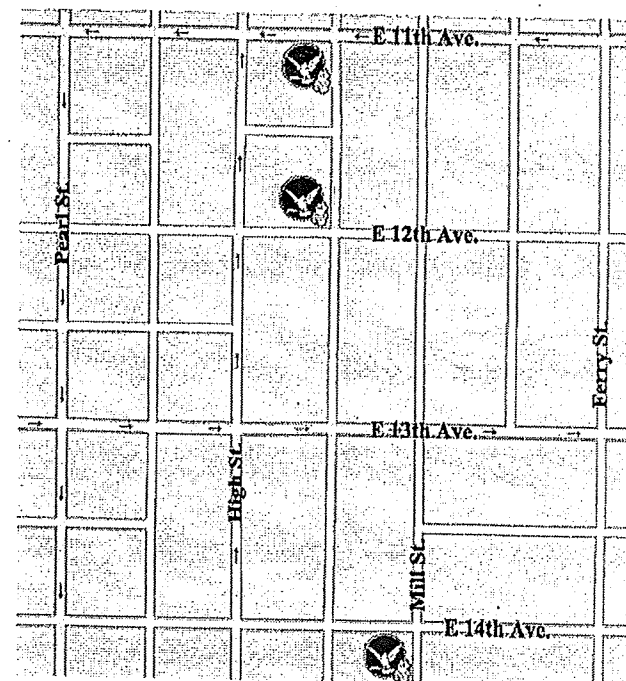


Homeless Case Management: Case-management with counseling, advocacy, enrollment services to Cover Oregon, transportation assistance and assistance in applying for benefits. Walk-ins 12-2 M-TH 323 E. 12th Ave. (541) 342-1295



SHOP: Free information and enrollment assistance for the new health insurance options available through Cover Oregon including OHP. Call to set up an appointment. 341 E 12th Ave (541) 342-4357

White Bird Clinic is a non-profit human service agency that has been serving the people of Lane County for over 45 years. We have a broad range of services and respond to over 85,000 service requests annually. Our staff is familiar with most community resources. If we can't help directly, we'll refer you to available options.



OUR MISSION

White Bird 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.