



# 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



- CAHOOTS Behavioral Health First Response teams are staffed with a Crisis Intervention Worker and EMT.
- New staff go through an average of over 500 hours of field training and over 30 hours in the classroom.
- Team members are unarmed and rely on verbal de-escalation.
- Emphasis on support and stabilization in the field—*least intervention necessary*.



Photo credit: Brian Bull, KLCC Radio



Photo credit: Register Guard





The background of the slide is a photograph of a street scene. On the left, there is a brick building. In the center, a rainbow is visible in the sky. On the right, a white van with 'CAWBOOTS' and 'Helping On The Streets' written on its side is parked. The van also has a logo of a bird with spread wings. The overall scene is a city street with a sidewalk and some trees.

# FUNDING

Annual cost of operations for 24/7 coverage (60 service hours/day) in the Eugene-Springfield Metro Area totals approx. **\$2.2 Million.**

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

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Springfield services are funded by the City of Springfield and Lane County Health and operate within the urban growth boundary.

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# BUDGET BREAKDOWN

- **Total Revenue for FY 19-20: \$2.2 Million**

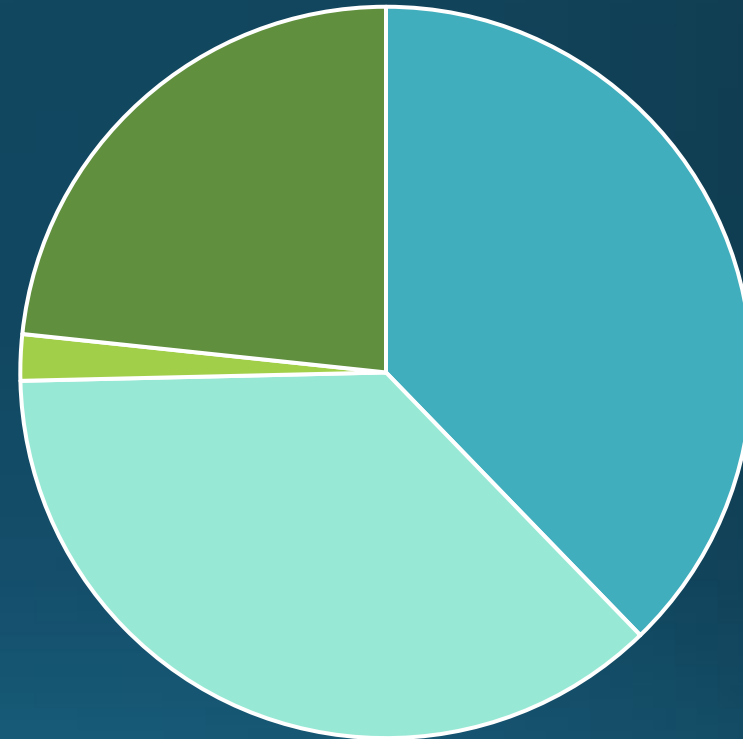
Cities of Eugene and Springfield: \$850,000

Lane County: \$830,000

Medicaid Wraparound: \$46,000

Other Revenue and Donations: \$525,000

\*An estimated additional indirect cost of \$250-300,000 covers CAHOOTS use of public fleet vehicles and PSAP for service delivery.



City County Wraparound Other Revenue and Donation



# 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 Co-Response





# DISPATCH INTERFACE

Requests for service are received via Public Safety Answering Points (PSAP) in Eugene and Springfield.



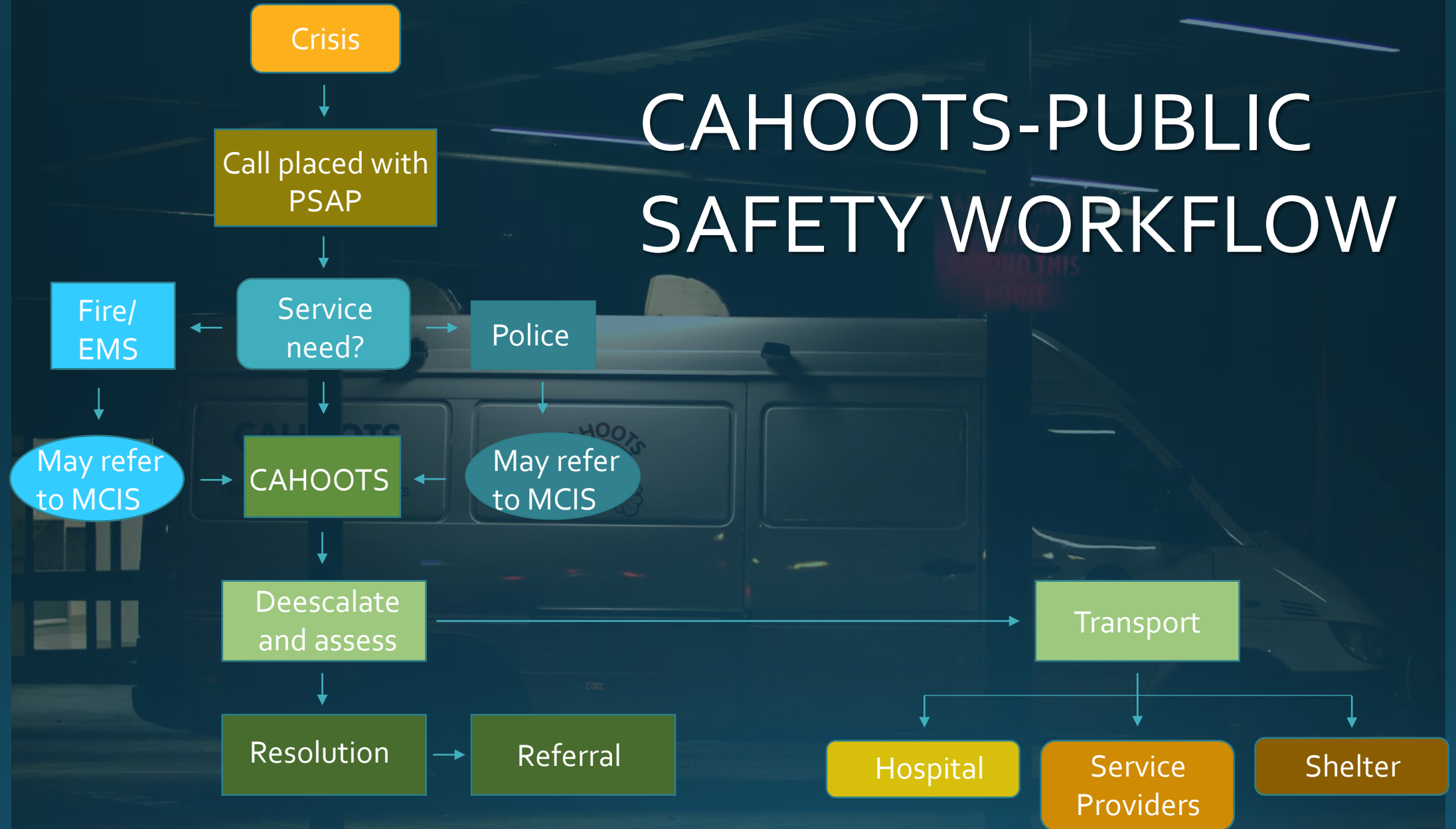
Calls are triaged by call-takers and dispatchers.



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



# CAHOOTS-PUBLIC SAFETY WORKFLOW







# CAHOOTS CALLS FOR SERVICE

- 105,000 CFS requested through Eugene Police Dispatch in 2019
  - Approx. 18,000 involved CAHOOTS Response
  - 15,000 dispatched to CAHOOTS as sole response
    - Of these, 13,000 CFS would have required Patrol or Fire/EMS Response
- Estimated rate of diversion from arrest/criminal legal involvement: 5-8%
- Total of only 311 requests for patrol cover (includes aggressive patients and assists for POH).

# 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



### CAHOOTS Reduces Ambulance and Emergency Department Costs

Call Type	Patient Calls	% Diverted	Patients Diverted	Ambulance Cost	ED Cost	Total Savings
Medical	3180	67%	2131	\$1,859	\$2,818	\$9,964,816
Behavioral Health	1,362	73%	994	\$1,859	\$2,818	\$4,650,154
All Calls	4,542	70%	3,179			\$14,870,054

- CAHOOTS services reduce population health spending, increase efficacy of medical treatment, and reduce hospitalizations.
- Total savings to the community in 2018 is estimated at \$14.8 Million; of that total, approx. \$4.1 Million came in the form of savings to Medicaid

# COST SAVINGS FROM ER DIVERSION





# JAIL DIVERSION

CAHOOTS services divert patients from the criminal legal 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/Prohibited Camping
- Secure Sobering



# WORKER SAFETY

Scene awareness

Clear communication with work partners

Radio communication

Defensive driving

Appearance/Gear

Self Care/Clinical Debrief

Intuition

Verbal De-Escalation

# PATIENT ADVOCACY

CAHOOTS and White Bird Clinic staff facilitate resource connection and individual patient advocacy and support of marginalized communities by amplifying voices and opening avenues of communication.

These groups include representatives from local law enforcement, municipal government, hospital systems, service providers, public health, and Behavioral Health Authority.



- 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



# CREATIVE SOLUTIONS FOR HOUSING CRISES

- Short-term Respite for Housing Crises
- Collaborative Partnerships
  - Community Supported Shelters: Organized, Self-Governed Transitional Camps
  - ShelterCare: Housing and Support
  - Collaboration with Public Safety on complex cases





# MOBILE CRISIS PROGRAM CONSULTING

- Stakeholder Presentations
- Technical Advisory Assistance
- Program Design and Implementation
- Field Training
- Legislation



## VICE NEWS

### These Cities Are Stopping Police From Responding to Homelessness, Drug Use, and Mental Health Issues

Los Angeles proposed the change Tuesday. San Francisco and Albuquerque have already made it.

By [Emma Ockerman](#)

## NEWS

### Sen. Wyden visits White Bird Clinic's CAHOOTS, drafting national policing reform

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Sen. Ron Wyden, left, talks to media during a visit to CAHOOTS with executive coordinator Chris Hecht, Eugene Mayor Lucy Vinis and Oregon Sen. Floyd Prozanski in Eugene Thursday. [Chris Pietsch/The Register-Guard] - [registerguard.com](http://registerguard.com)  
[Chris Pietsch](#)

As the nation debates the role of policing, the spotlight is on White Bird Clinic's CAHOOTS, Lane County's unarmed crisis response team.

## NEWS

### The STAR Van Offers an Alternative to Police

Caring for Denver's STAR van sends a paramedic and clinician to non-criminal 911 calls. The goal is to avoid unnecessary officer involvement—and to find gaps in Denver's support systems.



# Contact us!

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To request more information on  
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<https://whitebirdclinic.org/services/cahoots/info/>