

White Bird Clinic



Brief History



White Bird Clinic began in 1970 as an ambulatory free clinic providing medical care and crisis intervention to members of alternative cultures in Eugene. By 1974, we had gained a permanent address, regular hours, paid staff, a laboratory and a dispensary. Also during those first four years, and as outgrowths of the drug crisis hotline, White Bird had developed a comprehensive crisis intervention team, outpatient drug detox, a general counseling program, an advocacy/legal referral service, and in-house staff training. A variety of administrative modes were tried, culminating in a collective structure that has served the agency well for 33 years.

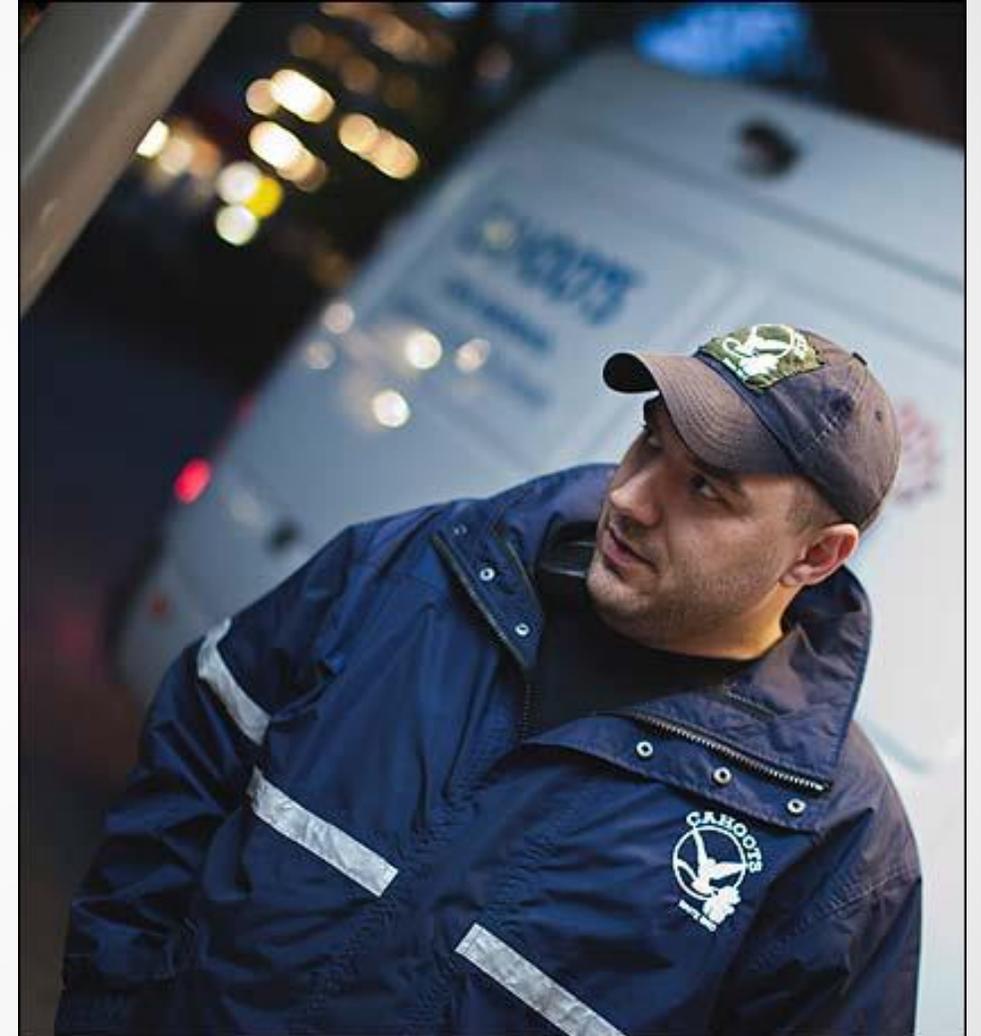
In the 80's White Bird began to play a more mainstream role in the community's human service network, expanding our medical services, and becoming the county's outpatient drug treatment provider and the crisis entry point for the State/county mental health system. We also initiated, with State help, a Special Transport service for the mentally disabled, assumed the human service information and referral service for Lane County, began a federally funded Homeless Health Care project, Anonymous HIV testing and counseling, published the first annual HELP Directory and started acupuncture detox clinics.

Brief History

During the 90's, we added the CAHOOTS team, a Vision Clinic, and the Community Dental Clinic as well as several short term projects: an outpost medical clinic in Springfield City Hall and the Centennial Homeless Car Camp.

During the first decade of this century, we have undertaken special projects, including INFORM – a database of mental health resources in Lane County, Benefits Assistance and Advocacy for Disable Homeless, Counseling and case management for homeless individuals with severe mental illness/co-occurring substance abuse disorder, a homeless case manager at the Medical/Dental facility, and we have just negotiated for an expansion of CAHOOTS services. We are also in the process of transitioning to electronic health records in both the medical and dental clinics.

Throughout our history, White Bird has used a holistic approach to provide an integrated safety net of health and human services to address the unmet needs of people in Lane County who are low-income, physically/mentally challenged, and have nowhere else to turn. That remains our mission.



Service Area Description & Definition



Lane County is the fourth most populated county in Oregon stretching over 100 miles from the Pacific Ocean to the Cascade mountains with a population of 369,519.

The Eugene-Springfield Metro Area contains over 60% of the County's population. Outside of this Metro area, Lane County is largely rural, including ten smaller cities.

Our service area is the Eugene-Springfield Metro Area. It is the only urban area in Lane County which, including adjacent communities has a population of over 265,000, with Eugene being the County seat.

Our target population is the medically underserved population of individuals who are homeless and living or seeking services primarily in the Eugene/Springfield Metro Area.

Community Needs Summary

Lane County's Medicaid population has increased dramatically in recent years, from approximately 49,677 members (December 2013) to 90,606 (February 2015). Most of this increase was in the adult population; the bulk of the members are now adults. Of the respondents to our homeless survey, 91.3% reported having Oregon Health Plan (Medicaid).

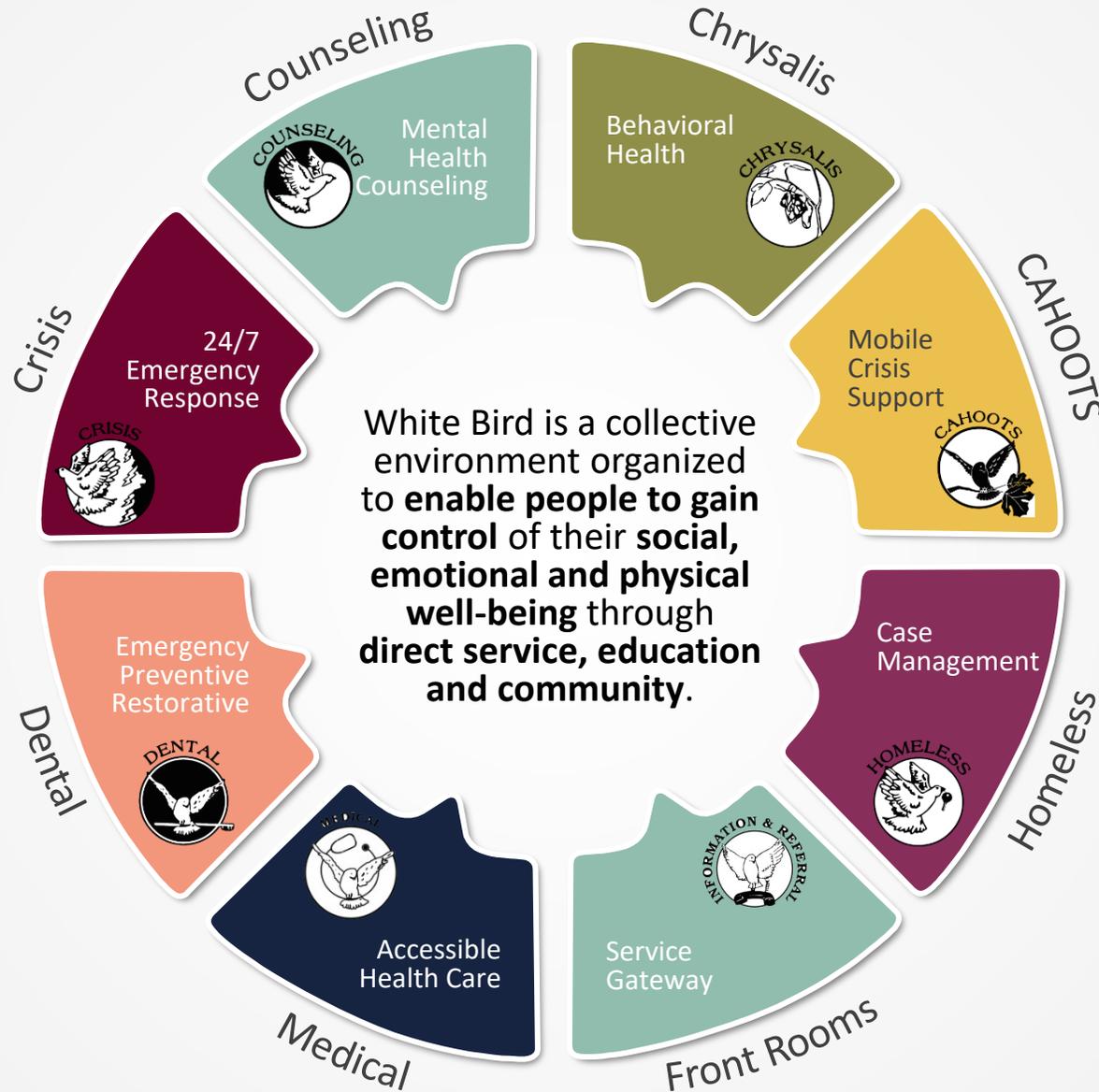
The County's shortage of Primary Care Physicians (PCPs) has resulted in access barriers that are especially difficult for the homeless community. Insurance is now less of a barrier, but increased demand for services has created new challenges. PCPs have little motivation to accept patients with public insurance due to lower reimbursement rates. In 2015, 69% of

Medicaid enrollees in Lane County had been assigned PCPs, up from just over 60% in 2014. However, not all patients have had the opportunity to establish care with their assigned PCP. People who are unassigned and people insured by traditional Medicare find few PCPs are open to new patients. Homeless patients may be even less likely to be welcomed due to their limited access to hygiene, experiences of altered reality, or medical complexity.

Homeless patients seeking other types of care experience similar barriers. Specialists may also place caps on the number of patients with public insurance, decline referrals, or have waiting lists months long. Our homeless survey showed that 47.6% of those interviewed indicated the need for dental care; 60.1% needed medical care.

The lack of immediate service response is a relevant factor impacting access to care for homeless individuals who often delay treatment until the need is urgent. This often results in additional medical complications and a proportionate increase in associated medical expenses and unnecessary suffering.

Additionally, the all too common prevalence of drug and alcohol abuse and/or mental health issues further impacts their ability to make and keep appointments. These factors combine and lead to an overuse of hospital emergency rooms that is often not appropriate for homeless individuals' on-going health care needs.



Priority Focus

Our priority is to serve people who are unserved, underinsured, disabled and/or homeless

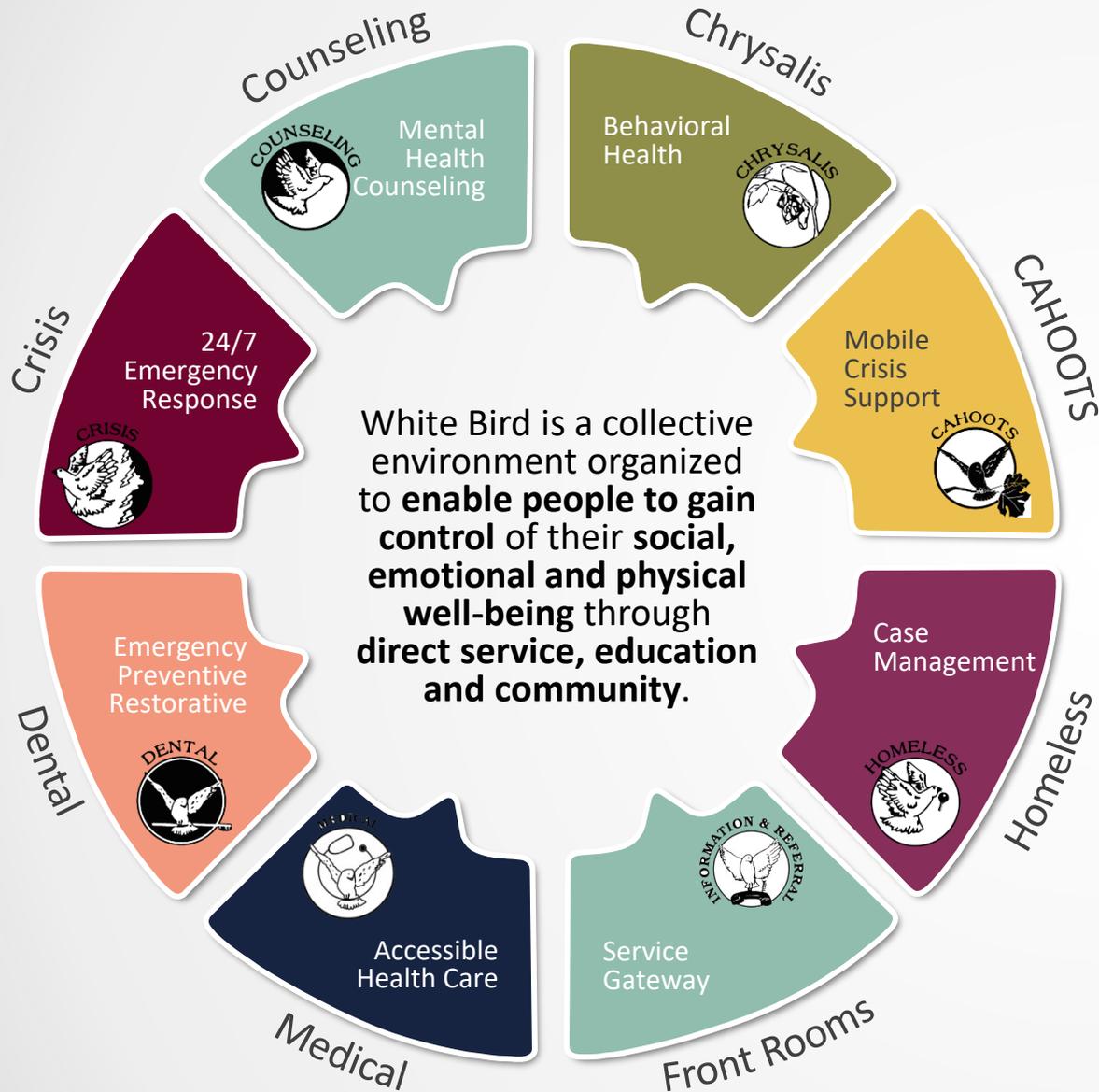
Services

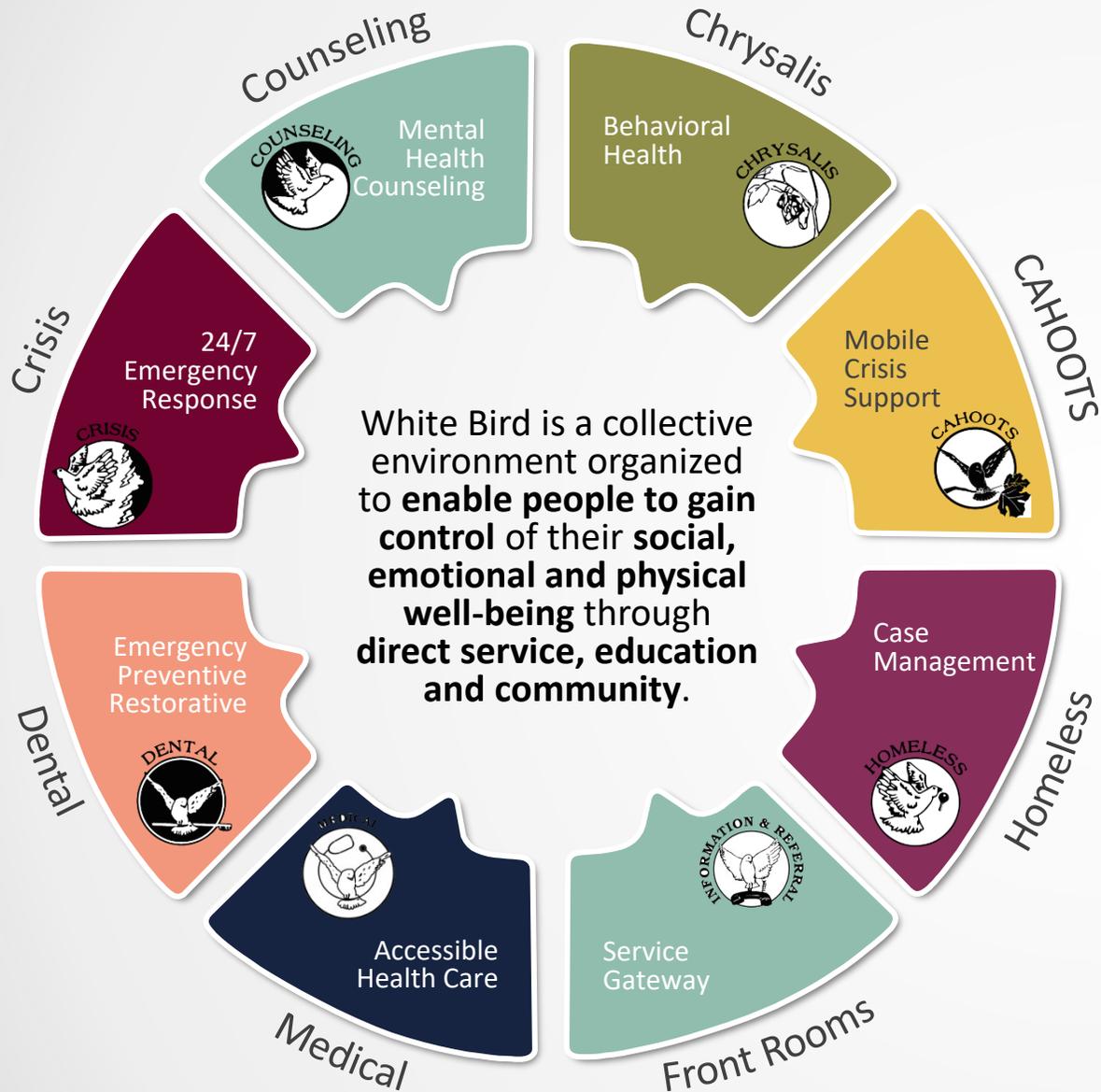
White Bird Clinic offers a wide range of programs and services that are committed to providing client-centered and humanistic approaches to human services.



Homeless

Access and information about a wide range of options for homeless individuals may be obtained by contacting the Homeless Department. Services offered may include assistance in accessing primary medical care, case management and advocacy, outpatient drug and alcohol treatment, group therapy, drug detox, mental health counseling and evaluation, and transportation to appointments. Assistance with applications for the Oregon Health Plan and direction for successfully using health insurance is also available.





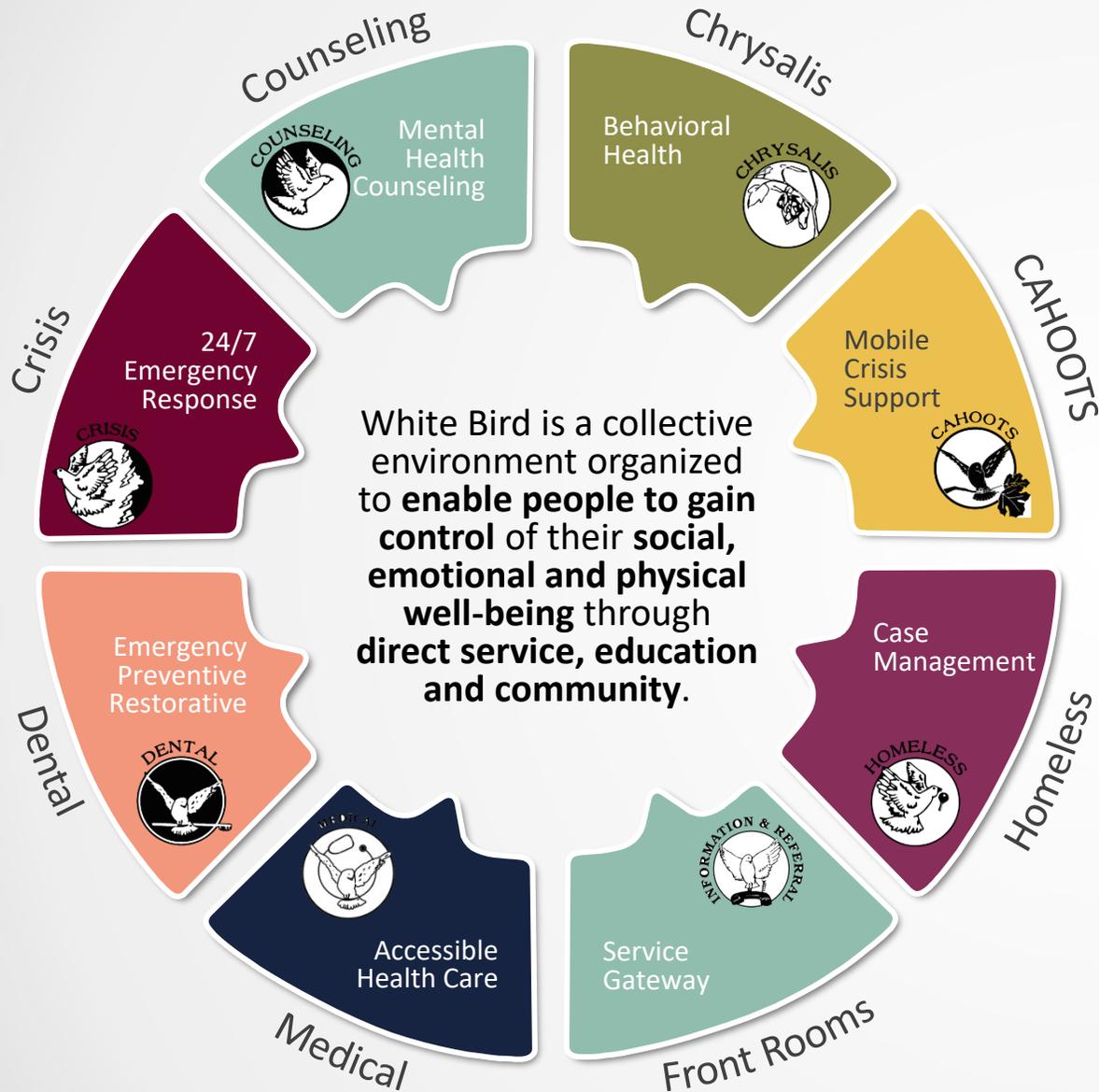
Crisis

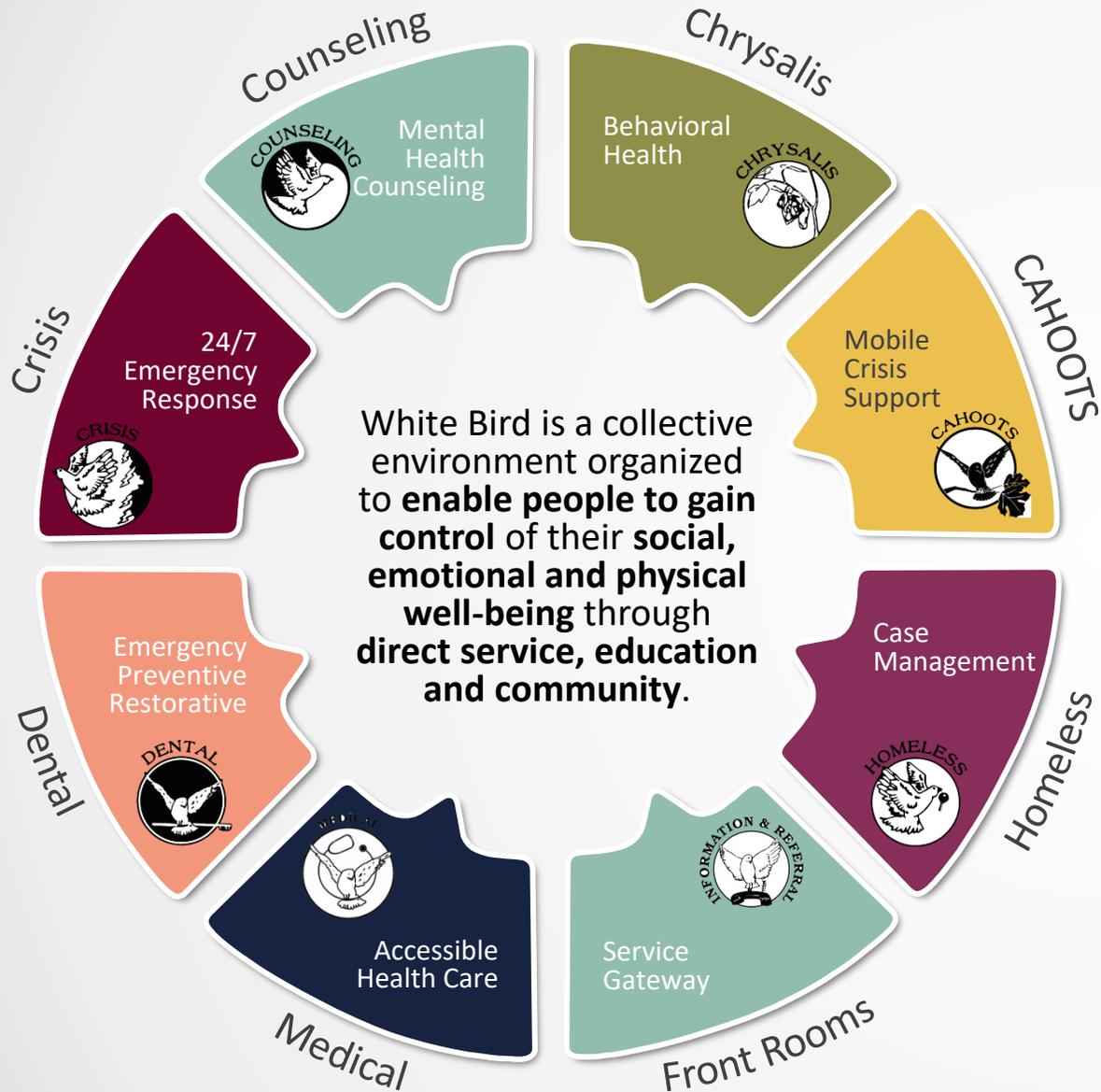
White Bird's Crisis Center provides 24-hour response for anyone in crisis, including a phone hotline and walk-in crisis counseling. The center is an entry point for the Lane County Mental Health System, providing mental health screening, and information and referral to community mental health and counseling resources. It is also the screening center for special transportation services for the mentally disabled. Crisis services are open to individuals, couples, families and groups.



Counseling

Provides individual, couples and family counseling. This therapy is for adults wanting to clarify and explore issues in their lives or for more in-depth healing and growth. Call for a screening interview and review of counseling options. Weekly counseling is provided by licensed/supervised mental health counselors. We serve adults on Oregon Health Plan (Medicaid) as well as homeless individuals or those at risk of becoming homeless.





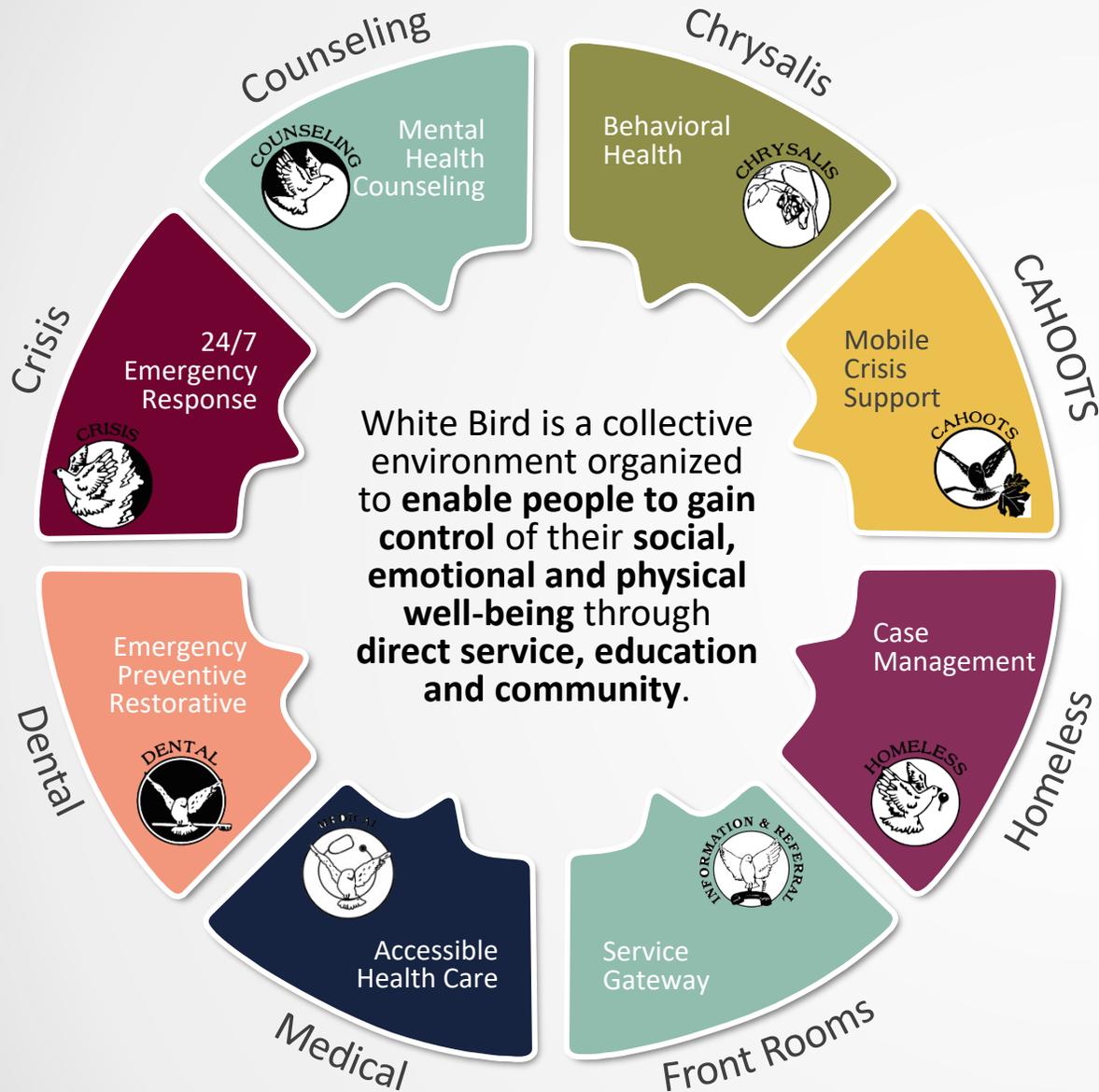
Chrysalis

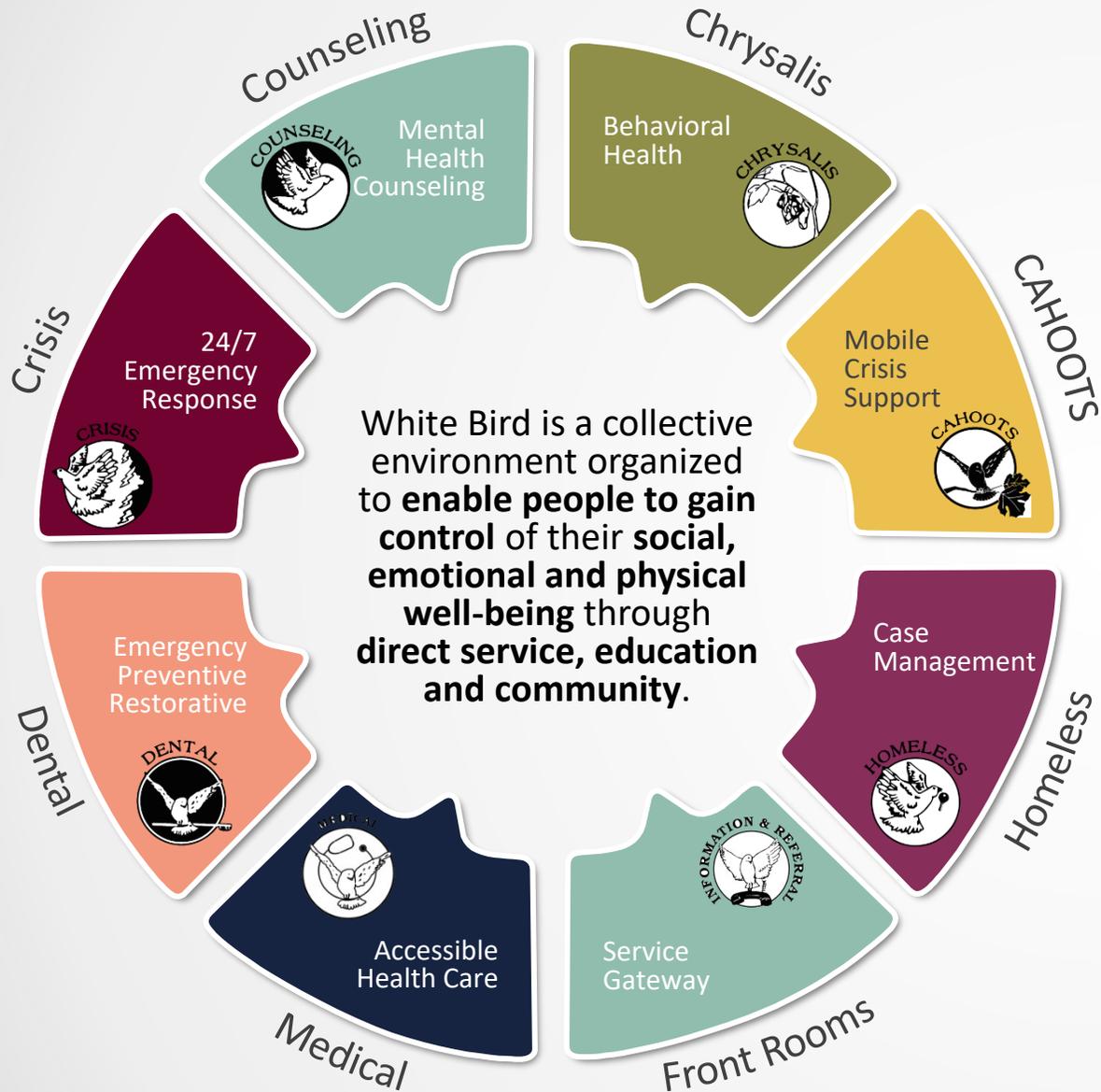
Chrysalis is a client-centered, humanistic treatment program based on the belief that all people can develop a healthy, drug-free lifestyle. We provide innovative outpatient services for adults over 18 who need alcohol and/or drug abuse treatment as well as mental health services. The program consists of groups, drug education classes, couples and individual counseling, medical reviews, drug screening and aftercare. Chrysalis is fully licensed by the State of Oregon and provides DUII services that meet the State requirements.



CAHOOTS

CAHOOTS (Crisis Assistance Helping Out On The Streets) provides mobile crisis intervention within the city limits of Eugene, dispatched through the Eugene police-fire-ambulance communications center, and within the Springfield urban growth boundary, dispatched through the Springfield non-emergency number. Each team consists of a medic (either a nurse or an EMT) & a crisis worker (who has at least several years experience in the mental health field).

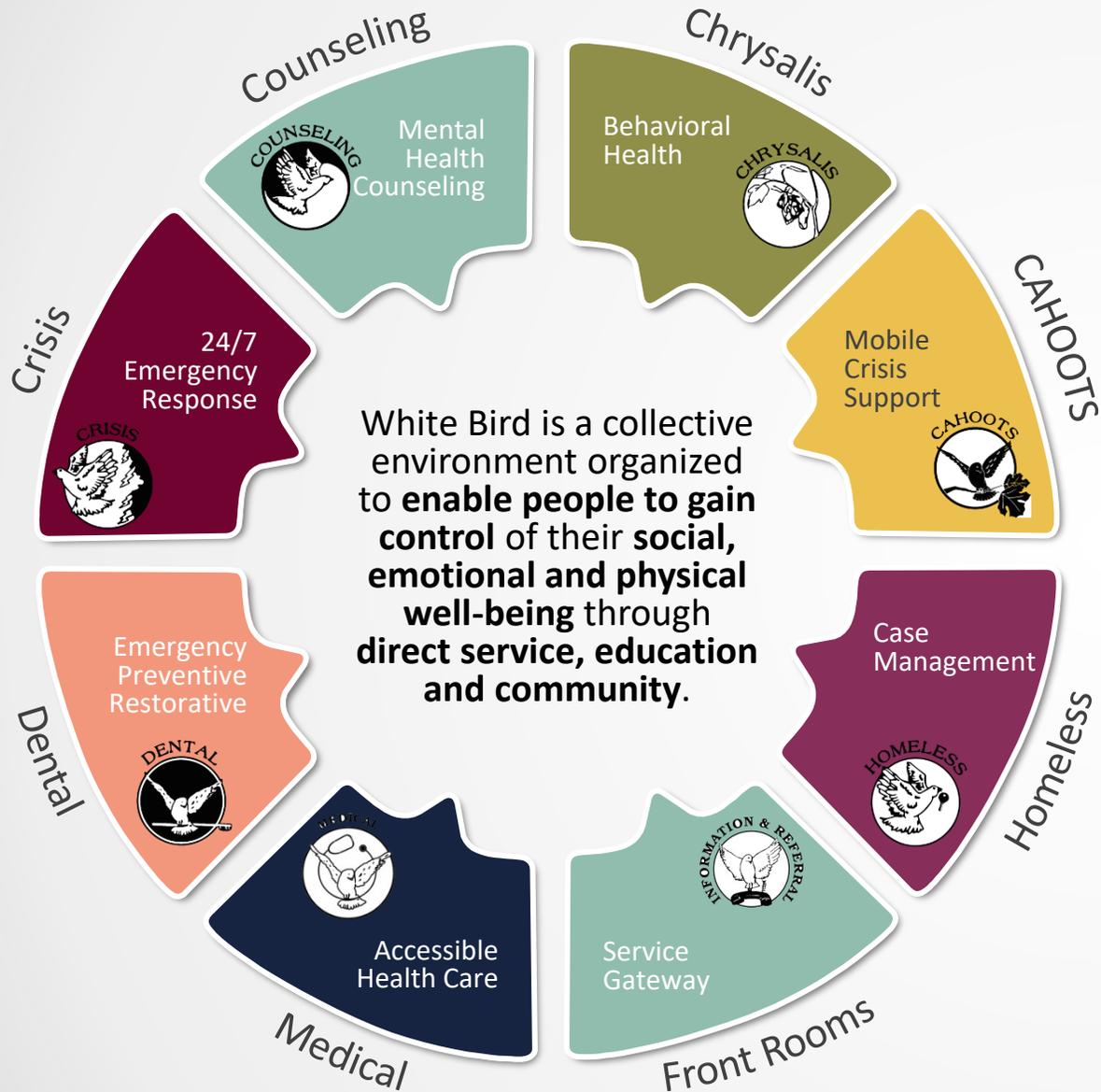




Front Rooms

Gateway to services including information and referral concerning human services in Lane County available to all, with a focus on assistance to people with low incomes or special needs. Phone and walk-in assistance is available from 8am to 10pm.

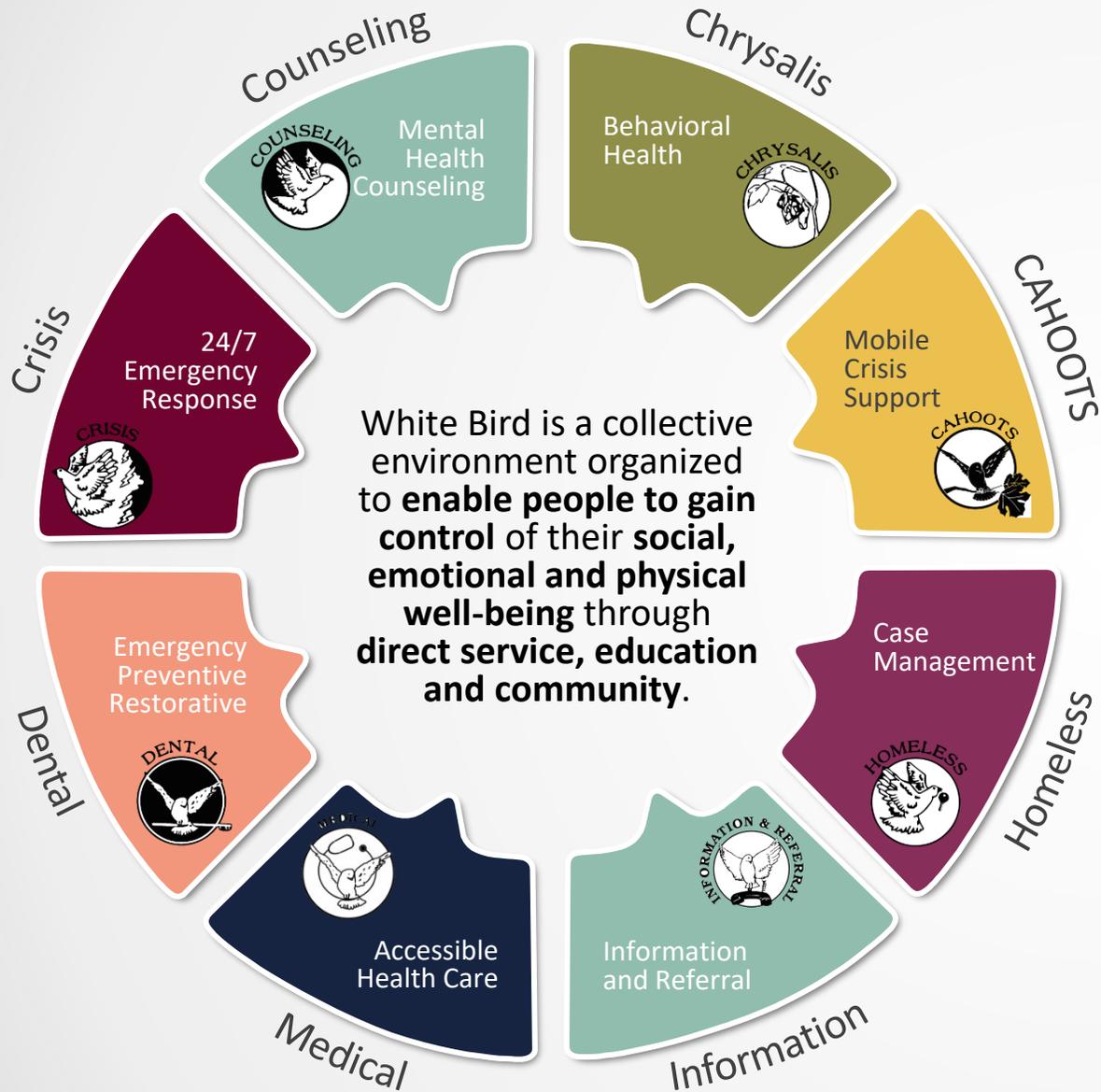
Adjunct services include message and mail drop, vision services including exam, lenses and frames, 1st aid, over the counter medications, contraception, hygiene access, cold weather supplies (clothing, blankets, socks, etc), and assistance with basic needs.



Medical

We offer high quality, affordable medical care as a recognized Patient-Centered Primary Care Home. Our emphasis is on integrated, wrap-around primary care, but we also offer access to acute care to meet the needs of our population.

We accept Medicaid, Medicare, and offer sliding fee discounts to our insured patients. Uninsured homeless patients are seen for free.



Dental

Our dental clinic offers emergency, preventive and restorative dental care to Lane County Residents. We accept OHP and private dental insurance. Uninsured patients are charged on a sliding-scale based on income. We partner with the Arizona School of Oral Medicine, Oregon Health and Science University, and Lane Community College to provide low-cost care.

Successes

Lane County Medical Society **Presidential Citation for 2016**

Eugene Weekly Best of Eugene **Best Thing on Four Wheels 2015**

Serenity Lane **Community Service Award 2015**

Serenity Lane **Community Service Award 2016** for our CORT partnership with Eugene Police Department

Laurel Hill **Community Service Award 2016** for Community Service

Saint Vincent De Paul **Ripple of Hope Award 2016** for training and support to Egan Warming Center staff

Eugene Weekly Best of Eugene **Stitching Holes in the Social Net Award 2014**



Community Partnerships

Community partnerships include connections, collaborative projects, and relationships that support White Bird Clinic's mission and include the following:

- Eugene Police Department
- Sacred Heart University District Hospital (UDH/Riverbend)
- Trillium Behavioral Health Care providers,
- ShelterCare
- Centro Latino Americano
- Lane Transit District, Eugene Public Safety
- Springfield Public Safety
- Community Supported Shelters
- Eugene Mission
- Laurel Hill
- Lane County Behavioral Health
- Willamette Family Treatment
- Options
- NAMI
- Center for Community Counseling
- Center for Family Development
- Womenspace
- Sexual Assault Support Services
- Community Out Reach Team (CORT)
- Trauma Healing Project
- Transponder
- Bethel School District
- Eugene 4J School District
- Saint Vincent De Paul
- Egan Warming Centers
- Occupy Medical
- Coalition for Organizations Active in Disaster Response



Questions and Answers