

Who We Are

Formed in 1989 as a collaboration between White Bird Clinic and the City of Eugene, CAHOOTS now serves the Eugene and Springfield area in a partnership with Eugene and Springfield Police and Lane County Health and Human Services.



Each CAHOOTS team consists of a Mental Health Crisis Worker and an Emergency Medical Technician. While CAHOOTS is dispatched through local police departments, we are a mobile mental health clinic, not a law enforcement agency.

CAHOOTS may respond to assist the police with certain situations; CAHOOTS is designed to provide an alternative to law enforcement whenever possible in crisis situations.

Any individual reporting a crime in progress, violence, or major medical emergency may receive a response from police or EMS. All services are free, voluntary and offered regardless of race, orientation, nationality, income, or housing status.



Our Mission

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.

In times of crisis, White Bird is key agency in the continuum of care for our community. We are Lane County's Crisis Intervention Service. We are the Mobile Crisis and Medic response team for Eugene-Springfield's Public Safety System. We are a member of Lane County Community Organizations Active in Disaster (COAD).

We operate a Medical and Dental Clinic at our office at 1400 Mill Street, a Drug and Alcohol Treatment Program at our office at 350 E. 11th, and ongoing Outpatient Mental Health services, Crisis intervention services, and information and referral at 341 E. 12th Avenue.

Our priority is to serve people who are unserved, underinsured, disabled and/or homeless. We offer assistance to help folks sign up for insurance, SSI/SSDI, Medicaid and Homeless Case Management at our office at 323 E. 12th Ave.

Mobile Crisis Services in Eugene and Springfield



24 hours a day, 7 days a week

Eugene: 541-682-5111

Springfield: 541-726-3714

White Bird Clinic
341 E 12th Ave,
Eugene, OR 97401
(541) 342-8255
whitebirdclinic.org



What is CAHOOTS?

CAHOOTS (Crisis Assistance Helping Out On The Streets) is a mobile crisis intervention program providing free, confidential services in the Eugene and Springfield area 24 hours a day, 7 days a week.

CAHOOTS offers a broad range of services, including but not limited to:

- Crisis Counseling
- Suicide Prevention, Assessment, and Intervention
- Conflict Resolution and Mediation
- Grief and loss
- Substance Abuse
- Housing Crisis
- First Aid and Non-Emergency Medical Care
- Resource Connection and Referrals
- Transportation to Services

Frequently Asked Questions

What does CAHOOTS do?

CAHOOTS (Crisis Assistance Helping Out On The Streets) is a mobile crisis intervention team integrated into the public safety system of the cities of Eugene and Springfield.

Free response is available for a broad range of non-criminal crises, including homelessness, intoxication, disorientation, substance abuse and mental illness problems, and dispute resolution.

Non-emergency medical care, first aid, and transportation to services is also provided. CAHOOTS is not designed to respond to violent situations or life-threatening medical emergencies.



How does somebody contact CAHOOTS?

CAHOOTS receives calls 24/7 through the Eugene police non-emergency dispatch: 541-682-5111. After calling, press 1 until you are able to speak with a dispatcher, then ask for CAHOOTS services. In Springfield, calls go through the non-emergency dispatch: 541-726-3714.

Any person who reports a crime in progress, violence, or a life-threatening emergency may receive a response from the police or emergency medical services instead of or in addition to CAHOOTS. Persons wishing to protect their identity need not give their full name. If you see CAHOOTS in the community, you may request direct

assistance. 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 line: 541-687-4000.

Will CAHOOTS take me home?

No. If appropriate, transportation may be provided to staffed services/resources within Eugene and Springfield. This does not include private residences.

How do I schedule an appointment with CAHOOTS?

Requests for CAHOOTS services are triaged by dispatch. Response times are dependent on call volume— do not expect CAHOOTS to arrive at an exact time or for immediate attention or transport to an appointment.

