

**POLICY
C410**

**EFFECTIVE
DATE
3/20/2017**

**Central Lane
Communications**



CAHOOTS (Crisis Assistance Helping Out on the Streets)

CAHOOTS is a mobile crisis intervention service with two teams that are integrated into the City of Eugene's Police Department system. Free, confidential response is available for a broad range of non-criminal services.

CAHOOTS is staffed and managed by the White Bird Clinic under a contract paid for by EPD. Requests for their services are taken by communications specialists on EPD's non-emergency lines and are dispatched by Station-2 dispatchers.

C410.1 Service Area

- Inside the Eugene city limits only.
- Metro CAHOOTS is a similar service available to citizens in Springfield and inside the Springfield UGB. While both CAHOOTS programs are operated by White Bird and are very similar, they are different programs and operate separately.
- On rare occasions, the on-duty EPD watch commander may approve CAHOOTS, responding outside the Eugene city limits. Check with the on-duty Communications Supervisor before contacting the watch commander.

C410.2 Scope of Services

- Persons who are intoxicated or under the influence of controlled substances
- Persons needing immediate care, custody or treatment of mental illness
- Persons in need of immediate shelter
- Requests for non-emergency medical evaluation and transports, including prescription drug refill transports.
- Transportation of juveniles, over 11 years old, without a parent being present and without parental permission. Law enforcement does not need to be involved in these requests.
- Transportation of juveniles, over 11 years old, from Serbu Juvenile Justice Center to Looking Glass's Station 7 Program if there is no need for law enforcement involvement.

C410.3 Service Exclusions/Restrictions:

- CAHOOTS employees are not armed and do not perform any law enforcement duties.
- CAHOOTS will not be sent on any service call that involves a crime, a potentially hostile person, a potentially dangerous situation to the citizen or the public in general or an emergency medical problem.
- Delivery of supplies such as water, blankets, or dog food.

- CAHOOTS will only offer citizens supplies if they are flagged down on the street or if it's secondary to the reason they're responding in the first place.
- CAHOOTS is not dispatched to someone who specifically asks for these items with no other reason for assistance.
- Transportation to the Food for Lane County Dining Room or from the Dining Room when the request does not meet regular CAHOOTS criteria.
- Transportation of juveniles from Looking Glass's Station 7 Program to Serbu Juvenile Justice Center.

C410.4 Confidentiality

- Confidential police only information, such as information obtained from RMS, DMV, LEDS or NCIC cannot be released to CAHOOTS. If you are unsure what information can be released, check with an on-duty Communications Lead or Communications Supervisor.
- On occasion, a citizen will request a welfare check on a family member or friend and be unable to provide the persons home address. Addresses obtained from law enforcement databases cannot be released to the caller/requestor. If you obtain the address from law enforcement databases be sure to note in the CAD details where you obtained the information to ensure that the address and source are kept confidential.

Glossary: See C9900 Glossary and References

##END##

Revision Date	Section	Change