

**From:** [Caroline OBrien](#)  
**To:** [CityRecorder](#)  
**Subject:** Cahoots response needed  
**Date:** Saturday, April 9, 2022 11:07:46 AM

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I join Councilor Nordyke and many, many others in our area in support of a Cahoots type response as a much better approach to some disturbances. The Eugene area response from Cahoots has saved the city millions of dollars and provided a better outcome for so many calls. There was a noted reduction in officer involvement in many calls received. I have been a registered nurse for 40 years. My work area covers a 60 mile radius from Salem. My work and experience is specific to certain kinds of needs of the population to whom I deliver care. That is what I received training for and that is what I am most successful doing. I am not the nurse you want in ICU or most fast pace emergency settings...I have worked in many areas of nursing over the years and in my current lane of Home Health I am very successful. I think that the different personalities and skills of officers are just as diverse? Not every officer has the skill, the understanding to read a situation and act in the best interest of each individual. That just isn't possible in my opinion. We are human.

Police officers provide a truly vital response and are trained to respond accordingly. Let's let them do what they are trained to do. We need a better way for a more successful handling of the kind of disturbances that do not need the traditional response of a police officer. The millions saved can be used in more reasonable and appropriate ways to provide safety for the public, the responding personnel as well as the person who is in crisis and provoked a call to 911. Safety for everyone present in these situations is improved and reduces risk of injury.

I understand the police department is seeking funds to hire more officers. The Cahoots program has saved Eugene millions...Salem could benefit in the same way with funds to balance the needs of the police department that provides more safety to all residents in the area.

In appreciation,  
Caroline O'Brien, BSN, MSN  
1692 Carilor Court NE  
Keizer, Oregon 97303

**From:** [Carolyn Thrasher](#)  
**To:** [CityRecorder](#); [citycouncil](#)  
**Subject:** Vote yes on Agenda Item 5.b: Motion from Councilor Vanessa Nordyke regarding directing staff to explore the creation of a request for proposals to operate a mobile crisis unit.  
**Date:** Sunday, April 10, 2022 11:07:17 AM

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As a small business owner, mom and caregiver; I am writing to urge you to take up this motion to investigate the possibility of a mobile response unit for Salem. It would alleviate pressure on our already busy law enforcement. Give people who are afraid to call on law enforcement for fear of an escalation of a mental health situation an alternative option. Furthermore, this will save us (the City of Salem) money in the long run as per Vanessa's outstanding research on this program which is running in other communities.

Sincerely,

Carolyn Thrasher

**From:** [Debbie Miller](#)  
**To:** [CityRecorder](#)  
**Subject:** Vote yes on Agenda item 5.b  
**Date:** Sunday, April 10, 2022 9:56:06 PM

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A mobile crisis unit in Salem would be a tremendous move forward to better address a logical response to crisis needs in Salem. The police need to police, not to try and solve every family and social crisis in our community.

**From:** [Evan Jones](#)  
**To:** [CityRecorder](#)  
**Subject:** Crisis Unit and CAP  
**Date:** Saturday, April 9, 2022 7:31:55 AM

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Please vote to proceed with a study or to move forward with a non police crisis response unit. The “ wheel has already been created” just south and now north of us. No excuse to not move forward.

Secondly, before we all burn up get the city moving forward on the CAP. The money will look a rounding error in a decade if we don't.

Evan Jones

Sent from my iPad

**From:** [Jennifer Carley](#)  
**To:** [citycouncil](#); [CityRecorder](#)  
**Subject:** Vote yes on Agenda Item 5, Mobile Crisis Service  
**Date:** Sunday, April 10, 2022 8:53:42 PM

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Dear City Councilors:

I am writing as a Psychiatric Mental Health Nurse Practitioner, urging you to vote yes on Agenda Item 5 at your April 11th meeting. The Agenda item is a motion directing city staff to explore the creation of a request for proposals to operate a mobile crisis unit in Salem.

The benefits of a mobile crisis unit have been well documented. A special mental health crisis response team can respond to the needs of people experiencing mental health crises in our community when police resources are not necessary. This type of response team saves money, lives, and resources at the police and emergency room level. There is a need for this type of service in Salem in order to free up needed police resources for higher acuity situations. People experiencing mental health crisis are best served by mental health professionals, who can provide on-site assessment, crisis management, treatment and referral, as well as educational services for patients, families and the community. A designated non-police team provides needed services with a less threatening presence than response by the police.

Escalation to a dangerous situation is less likely and needed services are immediately available.

Please support the formation of a Salem Mobile Crisis Response Team.

Sincerely,

Jennifer Carley, PMHNP-BC

**From:** [noreply@cityofsalem.net](mailto:noreply@cityofsalem.net) on behalf of [bjflaming@comcast.net](mailto:bjflaming@comcast.net)  
**To:** [citycouncil](mailto:citycouncil)  
**Subject:** Contact City Council  
**Date:** Sunday, April 10, 2022 7:55:24 PM  
**Attachments:** [ATT00001.bin](#)

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|            |  |
|------------|--|
| Your Name  | Jeanette Flaming   |
| Your Email | bjflaming@comcast.net  |
| Your Phone | 503-391-7329   |
| Street     | 1515 Chemeketa St. NE  |
| City       | Salem  |
| State      | OR   |
| Zip        | 97301  |
| Message    | Please support and fund the establishment of a mobile crisis unit similar to CAHOOTS in Eugene; we need this so very much- to be able to meet people in their place of need rather than arrest of worse. Many thanks to Vanessa Nordyke for her vision and insight to work for this hopeful approach to troubled people. |

This email was generated by the dynamic web forms contact us form on 4/10/2022.

**From:** [Justin Lomax](#)  
**To:** [citycouncil](#); [Chuck Bennett](#)  
**Cc:** [Virginia Stapleton](#); [Tom Andersen](#); [Trevor Phillips](#); [Jackie Leung](#); [Jose Gonzalez](#); [Chris Hoy](#); [Vanessa Nordyke](#); [Micki Varney](#)  
**Subject:** Monday's vote on street response unit  
**Date:** Sunday, April 10, 2022 4:10:58 PM  
**Attachments:** [CAHOOTS Program Analysis Final8\\_25\\_20\(002\).pdf](#)

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Hello, Mayor Bennett and Salem City Councilors. On Monday, the Council is expected to vote on whether to create a mobile crisis unit modeled after Eugene's CAHOOTS program. Supporters of the program cite impressive results in Eugene. However, those claims are largely exaggerated or unsupported by data. For example, a recent Statesman Journal Op-Ed by a Marion County District Attorney candidate claimed that, "Of the 24,000 calls that CAHOOTS handled in 2019, only 150 required police backup." In fact, the Eugene Police Department (EPD) published a Cahoots Program analysis that found CAHOOTS called for backup from EPD in 311 instances in 2019. The analysis noted that CODE 3 Cover, or an immediate police emergency response with lights and siren, was required in approximately 8% of those backup calls. Regarding the number of calls that CAHOOTS handled in 2019, the EPD analysis documented 13,864 instances where CAHOOTS was the only unit dispatched and arrived on scene, not the 24,000 instances cited in the Statesman Journal Op-Ed. Per the EPD analysis, CAHOOTS divert rates are likely between approximately 5% to 8% of EPD's calls for service, significantly below the 17% figure frequently cited by CAHOOTS advocates. Attached for your reference is copy of the EPD analysis.

It has also been claimed that CAHOOTS saves the city of Eugene an estimated \$8.5 million each year in public safety spending. The sole source of that figure appears to be the White Bird Clinic, the organization through which CAHOOTS is operated. There is no independent data supporting the amount of savings claimed. Implementation of a street response unit may offer some benefits to Salem. However, it is concerning that public discourse has been clouded in misinformation and exaggeration. Another concern is that CAHOOTS informed Eugene officials last year that it would take another \$1.8 million annually to implement changes to stabilize the program and allow for expansion, on top of an existing \$2.1 million budget. Exactly how much is Salem willing to spend and where will the money come from long-term? What will be cut to pay for it? I encourage the Council to be cautious and seek more clarification before committing taxpayer funds to copy the CAHOOTS program here in Salem.

Sincerely,

Justin Lomax

Salem, OR

## **EUGENE POLICE DEPARTMENT CRIME ANALYSIS UNIT**

**300 County Club Road, Eugene, OR 97401**



### **CAHOOTS Program Analysis**

#### **PURPOSE:**

To gain a clear understanding of the CAHOOTS program regarding the nature and levels of activity CAHOOTS personnel are involved with, both in conjunction with, and independent of, other emergency services.

There has been significant visibility and discussion, even nationwide, of the CAHOOTS program in recent months, highlighting the important role this program has in our community by offering critical crisis intervention services. The coverage has shared a variety statistics and figures based on different information sources. In order to provide more consistent and up to date information, EPD Crime Analysis Unit has conducted analysis to accurately gauge the the impact the CAHOOTS program has on the Eugene Police Department's (EPD) activity levels.

#### **EXECUTIVE SUMMARY:**

- CAHOOTS divert rates are likely between approximately 5% to 8% of EPD Calls For Service (CFS)
- CAHOOTS called for backup from EPD in 311 instances in 2019
  - CODE 3 Cover, or an immediate police emergency response with lights and siren, was needed in ~8% of the backup calls
  - Backup rates are higher in natures of calls that are traditionally dispatched to police, like Criminal Trespass

#### **METHOD:**

Two tools have been created by the EPD Crime Analysis Unit to help examine data from the Computer Aided Dispatch (CAD) system. Anecdotally, these two tools are referred to as the "CAHOOTS tool," and the "Annual Stats tool." Both are interactive and reside on a closed EPD system, they pull their data from the Eugene CAD system.

Due to the complexities and numerous variables, every effort will be made to be as thorough as possible when describing various filters applied to the data to better understand the nature of CAHOOTS involvement in the public safety system.

The examined data is inclusive from January 1, 2019 through December 31, 2019.



## DISCUSSION:

CAHOOTS is a partner organization with the City of Eugene and is run through the White Bird Clinic. It is currently dispatched via the same system as EPD and Eugene Springfield Fire (ESF) to a variety of calls, diverting some from EPD and other emergency services, as well as handling a subset of unique calls that wouldn't normally be responded to by law enforcement. Calls for CAHOOTS come in through either the emergency 911 system or the non-emergency line. Additionally, there are some calls that are self-initiated, or calls where CAHOOTS vans are flagged down by individual members of the community. The initial step in this analysis is to look at the nature and frequency of Calls for Service (CFS) within the CAD system as they relate to CAHOOTS.

### Calls For Service (CFS):

#### ALL CAHOOTS ASSOCIATIONS:

In 2019 CAHOOTS had some level of activity in 20,746 public-initiated CFS. This number is not indicative of a response, dispatch or arrival, simply an association between a CAHOOTS unit designator and an event in CAD. Figure 1 shows all CAHOOTS associations by call nature. This chart includes calls that may also have an association with other emergency services

Figure 1 – 2019 total CAHOOTS CAD associations

| Rank  | Nature                 | Count | Percent | Include ▾                           |
|-------|------------------------|-------|---------|-------------------------------------|
| 1     | Check Welfare          | 5806  | 28.0%   | <input checked="" type="checkbox"/> |
| 2     | Assist Public- Police  | 5555  | 26.8%   | <input checked="" type="checkbox"/> |
| 3     | Transport              | 4583  | 22.1%   | <input checked="" type="checkbox"/> |
| 4     | Suicidal Subject       | 1442  | 6.95%   | <input checked="" type="checkbox"/> |
| 5     | Disorderly Subject     | 529   | 2.55%   | <input checked="" type="checkbox"/> |
| 6     | Intoxicated Subject    | 421   | 2.03%   | <input checked="" type="checkbox"/> |
| 7     | Found Syringe          | 347   | 1.67%   | <input checked="" type="checkbox"/> |
| 8     | Traffic Hazard         | 307   | 1.48%   | <input checked="" type="checkbox"/> |
| 9     | Criminal Trespass      | 288   | 1.39%   | <input checked="" type="checkbox"/> |
| 10    | Dispute                | 225   | 1.08%   | <input checked="" type="checkbox"/> |
| 11    | Other (106 Categories) | 1243  | 5.99%   | <input checked="" type="checkbox"/> |
| Total |                        | 20746 |         |                                     |

Nature ▾

Summary Table Grouping.

10

Top N from one through 116

### ALL CAHOOTS DISPATCHED CFS:

In 2019 CAHOOTS was dispatched to 17,700 public-initiated CFS. This includes calls that are both CAHOOTS only and a joint response with other emergency services. It is a subset of the calls in Figure 1. Lack of dispatch can be for a variety of reasons ranging from a call not requiring a response, to a caller not providing complete information, or a caller calling back and canceling a call. CAHOOTS dispatch rates are higher than EPD due to the nature of the calls they receive. CAHOOTS calls are generally not for information only or calls to report crimes, those types of calls, which are common for EPD are often not dispatched.

Figure 2 – 2019 total CAHOOTS dispatched CFS

| Rank  | Nature                | Count | Percent | Include <input type="checkbox"/>    |
|-------|-----------------------|-------|---------|-------------------------------------|
| 1     | Check Welfare         | 5083  | 28.7%   | <input checked="" type="checkbox"/> |
| 2     | Assist Public- Police | 4547  | 25.7%   | <input checked="" type="checkbox"/> |
| 3     | Transport             | 3756  | 21.2%   | <input checked="" type="checkbox"/> |
| 4     | Suicidal Subject      | 1389  | 7.85%   | <input checked="" type="checkbox"/> |
| 5     | Disorderly Subject    | 457   | 2.58%   | <input checked="" type="checkbox"/> |
| 6     | Intoxicated Subject   | 356   | 2.01%   | <input checked="" type="checkbox"/> |
| 7     | Found Syringe         | 310   | 1.75%   | <input checked="" type="checkbox"/> |
| 8     | Traffic Hazard        | 298   | 1.68%   | <input checked="" type="checkbox"/> |
| 9     | Criminal Trespass     | 215   | 1.21%   | <input checked="" type="checkbox"/> |
| 10    | Dispute               | 214   | 1.21%   | <input checked="" type="checkbox"/> |
| 11    | Other (95 Categories) | 1075  | 6.07%   | <input checked="" type="checkbox"/> |
| Total |                       | 17700 |         |                                     |

Nature ☐

Summary Table Grouping.

10

Top N from one through 105

### ALL CAHOOTS ARRIVED CFS:

In 2019 there were 15,879 public-initiated CFS (Figure 3) where CAHOOTS was both dispatched and arrived. This number is a sub-set of Figure 2 and includes CAHOOTS-only activity as well as CAHOOTS activity in conjunction with other emergency services. A variance in dispatch and arrival rates is common with service calls. It is often caused by the call being canceled after dispatch and is not indicative of a non-availability of services. Due to the delay between a call being received, dispatched, and resources arriving on scene, a caller may call back and report the subject of the call is no longer on scene.

Figure 3 – 2019 total CAHOOTS response

| Rank  | Nature                | Count | Percent | Include <input type="checkbox"/>    |
|-------|-----------------------|-------|---------|-------------------------------------|
| 1     | Check Welfare         | 4609  | 29.0%   | <input checked="" type="checkbox"/> |
| 2     | Assist Public- Police | 4085  | 25.7%   | <input checked="" type="checkbox"/> |
| 3     | Transport             | 3341  | 21.0%   | <input checked="" type="checkbox"/> |
| 4     | Suicidal Subject      | 1294  | 8.15%   | <input checked="" type="checkbox"/> |
| 5     | Disorderly Subject    | 402   | 2.53%   | <input checked="" type="checkbox"/> |
| 6     | Intoxicated Subject   | 320   | 2.02%   | <input checked="" type="checkbox"/> |
| 7     | Traffic Hazard        | 257   | 1.62%   | <input checked="" type="checkbox"/> |
| 8     | Found Syringe         | 254   | 1.60%   | <input checked="" type="checkbox"/> |
| 9     | Criminal Trespass     | 190   | 1.20%   | <input checked="" type="checkbox"/> |
| 10    | Dispute               | 190   | 1.20%   | <input checked="" type="checkbox"/> |
| 11    | Other (92 Categories) | 937   | 5.90%   | <input checked="" type="checkbox"/> |
| Total |                       | 15879 |         |                                     |

Nature ☐

Summary Table Grouping.













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Top N from one through 102

## ALL CAHOOTS ONLY CFS ASSOCIATIONS:

Figure 4 shows all 2019 Public-initiated CFS where only CAHOOTS has an association to the call in the CAD system. There are no other emergency services associated to the call. These calls are a subset of Figure 1 (All CAHOOTS Associations). This does not indicate either dispatch or arrival.

Figure 4 – 2019 CAHOOTS only CAD associations

| Rank  | Nature                 | Count | Percent | Include  |
|-------|------------------------|-------|---------|---|
| 1     | Assist Public- Police  | 5435  | 30.2%   |          |
| 2     | Check Welfare          | 5226  | 29.0%   |          |
| 3     | Transport              | 4533  | 25.2%   |          |
| 4     | Suicidal Subject       | 982   | 5.46%   |          |
| 5     | Intoxicated Subject    | 393   | 2.18%   |          |
| 6     | Found Syringe          | 328   | 1.82%   |          |
| 7     | Traffic Hazard         | 241   | 1.34%   |          |
| 8     | Disorderly Subject     | 230   | 1.28%   |          |
| 9     | Assist Fire Department | 161   | 0.89%   |          |
| 10    | Disoriented Subject    | 111   | 0.62%   |          |
| 11    | Other (59 Categories)  | 355   | 1.97%   |          |
| Total |                        | 17995 |         |   |

Nature 

Summary Table Grouping.













10

Top N from one through 69

## CAHOOTS ONLY ARRIVED CFS:

Figure 5 indicates 2019 public-initiated CFS where CAHOOTS was the only unit that was both dispatched and arrived on scene. There were 13,854 CFS that fit these criteria. The difference between dispatch (15,356) and arrival is 1,502. The ARRIVED calls are a subset of Figure 3 (all CAHOOTS arrived). These numbers do not include calls where CAHOOTS called for backup from other emergency services after arriving on scene. Divert rate will be discussed later, however 13,851 should be the baseline number for beginning any divert calculations. It indicates a call that may have gone to emergency services but was diverted to CAHOOTS, without intervention or support from emergency services.

Figure 5 – 2019 CAHOOTS only response

| Rank  | Nature                 | Count | Percent | Include  |
|-------|------------------------|-------|---------|---|
| 1     | Check Welfare          | 4220  | 30.5%   |          |
| 2     | Assist Public- Police  | 3996  | 28.8%   |          |
| 3     | Transport              | 3303  | 23.8%   |          |
| 4     | Suicidal Subject       | 889   | 6.42%   |          |
| 5     | Intoxicated Subject    | 301   | 2.17%   |          |
| 6     | Found Syringe          | 252   | 1.82%   |          |
| 7     | Traffic Hazard         | 210   | 1.52%   |          |
| 8     | Disorderly Subject     | 196   | 1.41%   |          |
| 9     | Assist Fire Department | 116   | 0.84%   |          |
| 10    | Disoriented Subject    | 87    | 0.63%   |          |
| 11    | Other (48 Categories)  | 284   | 2.05%   |          |
| Total |                        | 13854 |         |   |

Nature 

Summary Table Grouping.

10

Top N from one through 58

## JOINT CAHOOTS / EPD CFS:

Figure 6 shows the 2,018 joint CFS where both CAHOOTS and EPD dispatched and arrived at the call. These calls are a subset of calls figure 3 (all CAHOOTS arrived) and include CFS where CAHOOTS called for backup from EPD. These gross joint CFS numbers do not differentiate which units arrived on scene first.

Figure 6 – 2019 Joint EPD / CAHOOTS CFS

| Rank  | Nature                | Count | Percent | Include <input type="checkbox"/>    |
|-------|-----------------------|-------|---------|-------------------------------------|
| 1     | Suicidal Subject      | 405   | 20.1%   | <input checked="" type="checkbox"/> |
| 2     | Check Welfare         | 385   | 19.1%   | <input checked="" type="checkbox"/> |
| 3     | Disorderly Subject    | 206   | 10.2%   | <input checked="" type="checkbox"/> |
| 4     | Dispute               | 185   | 9.17%   | <input checked="" type="checkbox"/> |
| 5     | Criminal Trespass     | 128   | 6.34%   | <input checked="" type="checkbox"/> |
| 6     | Assist Public- Police | 88    | 4.36%   | <input checked="" type="checkbox"/> |
| 7     | Suspicious Conditions | 51    | 2.53%   | <input checked="" type="checkbox"/> |
| 8     | Disorderly Juveniles  | 48    | 2.38%   | <input checked="" type="checkbox"/> |
| 9     | Traffic Hazard        | 47    | 2.33%   | <input checked="" type="checkbox"/> |
| 10    | Overdose              | 44    | 2.18%   | <input checked="" type="checkbox"/> |
| 11    | Other (76 Categories) | 431   | 21.4%   | <input checked="" type="checkbox"/> |
| Total |                       | 2018  |         |                                     |

Nature ☐

Summary Table Grouping.

10

Top N from one through 86

## CAHOOTS BACKUP CALLS:

Figure 7 illustrates 311 CFS where CAHOOTS called for backup from law enforcement. The calls are a subset of Figure 6 (joint calls).

To be included in the backup category, **ALL** of the following criteria had to be met:

- The call was dispatched to CAHOOTS ONLY
- CAHOOTS arrived on scene
- EPD was dispatched and arrived after CAHOOTS arrived on scene

The percentage of calls beginning as a CAHOOTS ONLY response and then requiring backup was 2% overall. However, when you look at calls outside of CAHOOTS normal top 4 CFS, the percentage of calls requiring

Figure 7 – 2019 CAHOOTS calls requiring backup

| Rank  | Nature                | Count | Percent | Include <input type="checkbox"/>    |
|-------|-----------------------|-------|---------|-------------------------------------|
| 1     | Check Welfare         | 116   | 37.3%   | <input checked="" type="checkbox"/> |
| 2     | Suicidal Subject      | 42    | 13.5%   | <input checked="" type="checkbox"/> |
| 3     | Assist Public- Police | 34    | 10.9%   | <input checked="" type="checkbox"/> |
| 4     | Criminal Trespass     | 23    | 7.40%   | <input checked="" type="checkbox"/> |
| 5     | Transport             | 20    | 6.43%   | <input checked="" type="checkbox"/> |
| 6     | Disorderly Subject    | 16    | 5.14%   | <input checked="" type="checkbox"/> |
| 7     | Traffic Hazard        | 14    | 4.50%   | <input checked="" type="checkbox"/> |
| 8     | Intoxicated Subject   | 9     | 2.89%   | <input checked="" type="checkbox"/> |
| 9     | Missing Person        | 5     | 1.61%   | <input checked="" type="checkbox"/> |
| 10    | Suspicious Conditions | 4     | 1.29%   | <input checked="" type="checkbox"/> |
| 11    | Other (21 Categories) | 28    | 9.00%   | <input checked="" type="checkbox"/> |
| Total |                       | 311   |         |                                     |

Nature ☐

Summary Table Grouping.

10

Top N from one through 31



backup climbs. With "Criminal Trespass," backup was requested 23 times out of 69 CAHOOTS responses where they arrived and located the subject. That equates to CAHOOTS requesting backup in 33% of the CAHOOTS ONLY Criminal Trespass CFS. For the top 4 natures that make up the bulk of CAHOOTS dispatches, the backup rate is as follows: Transport (>1%), Assist Public (1%), Check Welfare (4%), and Suicidal Subject (5%). The term backup does not indicate an emergency response, it simply indicates that after CAHOOTS arrived on scene it was determined additional police response was required. We were able to isolate 25 instances (8% of backup calls) where the terms "C3" or "CODE 3" were used in the call notes, this would indicate an immediate and emergency police response to the call.

## **EXPLANATION OF CAHOOTS TOP NATURES:**

- 1. CHECK WELFARE (4,615 dispatched):** The CAHOOTS Welfare Check nature is generally separate from the EPD Welfare Check. Dispatch makes the determination at the time of the call that the caller does not appear to require a law enforcement response, or the caller specifically requests CAHOOTS. CAHOOTS arrived at 4,220 of the Welfare Checks. They make up 30% of the total call volume CAHOOTS is dispatched to.
- 2. ASSIST PUBLIC- POLICE (4,448 dispatched):** This nature is not considered a traditional police call. It generally involves non-emergency service requests from the public, from counseling, to injury evaluation after a person declined to be evaluated by a medic, to providing general services. CAHOOTS arrived at 3,996 of the Assist Public calls. They make up 29% of the total call volume that CAHOOTS is dispatched to.
- 3. TRANSPORT (3,712 dispatched):** A CAHOOTS transport call generally involves moving an individual, often unhoused and in need, or dealing with mental health issues, from one location to another for non-emergency services. For example: an individual may need to get from a dusk-to-dawn site to a hospital for non-emergency issues. CAHOOTS arrived at 3,303 of the Transport calls. Transport calls make up 24% of the total call volume CAHOOTS is dispatched to.

To better understand the natures, the following are random samples from the calls of these natures, which were dispatched to CAHOOTS personnel. These calls are indicative of those in the nature, although not all inclusive.

### **1. Check Welfare:**

- (19283789) LOC/ SOUTH OF THE INTERSECTION, ON THE OVERPASS FEMALE WALKING BAREFOOT AND NOT WEARING MUCH CLOTHING -- REQ CAHOOTS TO GO AND CHECK ON HER LAST SEEN 5 AGO NO WEAPONS OBS
- (19250067) LOC/NE CORNER OF 2ND AND VAN BUREN. C/ADVI THERE IS POSSIBLY A PERSON SLEEPING ON SIDEWALK, OR POSSIBLY ITEMS COVERED BY TARP. HASN'T MOVED IN 5 HOURS. C/IS CONCERNED THE PERSON MAY NEED A WELFARE CHECK

### **2. Assist Public:**

- (19062532) C/ REQ CAHOOTS FOR COUNSELING AND ASSISTANCE C/ HAVING SUICIDAL THOUGHTS NO PLANS OR MEANS AT THIS TIME
- (19310041) C/ REQ TRAN FOR HERSELF AND HER SON TO A MEAL THIS MORNING

### 3. Transport:

- (19222410) INV/UNK, NAME NEEDS XPORT TO SERVICE STATION - WAITING IN ED LOBBY
- (19080551) LOC/ LOBBY I/ UNK, MARK WM. 57. 600. MED. BALD LSW/ UNK TRAN TO HOURGLASS

## CAHOOTS DIVERTS

*Divert Criteria:* For a call to be considered a divert, ALL of the following criteria must be true:

1. The call is received by dispatch
2. Police are *normally* dispatched to the call nature
3. The call is dispatched to, and arrived at by, an outside agency
4. No EPD resources are dispatched to the call

*Dispatch versus non-dispatched calls:* This is one area where CAHOOTS and EPD numbers differ significantly. The term “dispatched” indicates that physical resources (individuals) have been sent to the scene of activity in order to render assistance or investigate activity.

For CAHOOTS, a non-dispatched call indicates there is no activity that occurs, or no response. A typical example of this is when a member of the public calls in, the call is placed in the queue waiting for available resources, and due to a time lapse from the initial call, the caller calls back and states the subject is no longer there, or no longer in need of assistance. The call is never dispatched to CAHOOTS.

For EPD a non-dispatched call often still carries a burden of activity, including the filing of reports, the gathering of information and possible future activity. A typical example of this is a call for Theft From Vehicle. In 2019 there were 2,559 CFS to EPD of this nature and the agency dispatched personnel to approximately 101 (~4%) of those calls. Officers are generally not needed on scene to file a report. Despite personnel not being physically sent to the scene, the agency still has multiple individuals and staff-hours dedicated to these events.

The distinction between the two agency responses becomes important when calculating diverts. We must look first at all CFS dispatched, and arrived at, by CAHOOTS only (Fig. 5: 13,854); that number must be compared to the total CFS volume for both agencies (Fig. 8 below). In 2019 there were 105,402 Public CFS placed to the call center.

*Figure 8 – ALL EPD public-initiated CFS in 2019*

Calculating the divert rate of CAHOOTS for EPD activity is not as simple as removing all calls associated to CAHOOTS from the total number of CFS received by the call center. It needs to be capable of answering the question: “If CAHOOTS services weren’t available, how many additional calls would EPD need to handle?” To address that specific question, the four divert criteria listed at the beginning of this section must be met.

| Nature                | Count         | % of All CFS  | Freq Pri | Freq Desig    | % Disp'd     |
|-----------------------|---------------|---------------|----------|---------------|--------------|
| CHECK WELFARE         | 8469          | 8.0%          | 7        | CAHOOTS       | 87.1%        |
| CRIMINAL TRESPASS     | 7007          | 6.6%          | 3        | PATROL        | 72.1%        |
| DISPUTE               | 6364          | 6.0%          | 3        | PATROL        | 94.2%        |
| ASSIST PUBLIC- POLICE | 6245          | 5.9%          | 7        | CAHOOTS       | 78.7%        |
| TRANSPORT             | 4664          | 4.4%          | 7        | CAHOOTS       | 81.6%        |
| BEAT INFORMATION      | 4455          | 4.2%          | 5        | PATROL        | 82.7%        |
| ILLEGAL CAMPING       | 4313          | 4.1%          | 5        | PATROL        | 9.8%         |
| THEFT                 | 4264          | 4.0%          | 4        | PATROL        | 28.7%        |
| DISORDERLY SUBJECT    | 3832          | 3.6%          | 3        | PATROL        | 84.1%        |
| THEFT FROM VEHICLE    | 2559          | 2.4%          | 9        | CSO           | 3.9%         |
| ALL OTHER (241 Cats)  | 53231         | 50.5%         | 3        | PATROL        | 52.5%        |
| <b>TOTAL</b>          | <b>105403</b> | <b>100.0%</b> | <b>3</b> | <b>PATROL</b> | <b>60.5%</b> |

If we incorrectly assume that ALL calls associated with (Figure 1: 20,746), dispatched to (Figure 2: 17,700), or handled by only CAHOOTS (Figure 5: 13,854) would be dispatched to police if CAHOOTS services were not available, then we have gross divert rates of: ~20%, ~17%, or ~13% respectively.

However, as discussed when examining call natures, the top 3 CAHOOTS CFS natures: Check Welfare (4,220), Assist Public (3,996), and Transport (3,303) are not traditionally law enforcement calls, and would likely not be dispatched to police. The majority of these calls are received by the call center because of the partnership with CAHOOTS; the public is aware that CAHOOTS services are accessed through calling 911 or the non-emergency number and it artificially inflates the total call volume to emergency services.

If all calls in the top three CFS, which are CAHOOTS-centric, are removed from the total of CAHOOTS only responses (11,519), we are left with 2,335 CFS, which are likely diverts. This equates to an overall divert rate of ~2%

If we look only at dispatched calls for both agencies (63,738) and subtract out the removed CAHOOTS natures (11,519) we are left with 52,219 total dispatched CFS, of which 2,335 were handled by CAHOOTS, which would equate to ~5% divert rate of dispatched calls.

The calls in the Check Welfare nature, handled solely by CAHOOTS, are the most challenging call nature to differentiate from traditional law enforcement calls. Following further analysis of a random sample group of 200 of these calls by dispatchers, we estimate that approximately 74% (148 of 200) of the Welfare Check calls would *likely* be dispatched to police if CAHOOTS resources weren't available. If we apply this percentage to the larger group of Check Welfare calls dispatched to CAHOOTS (4,220), we are left with 3,123 CFS that may be sent to police. Using this methodology, the number of divert calls for CAHOOTS becomes 6,346: the overall divert rate is ~6%. Additionally, this would make the divert rate of all dispatched calls ~10%.

#### **SUMMARY:**

CAHOOTS is a valued partner within the city of Eugene and provides a needed service within the community. In examining interplay between EPD and CAHOOTS, they are partner organizations where they both meet specific and unique needs. Additionally, CAHOOTS and EPD are often jointly dispatched to CFS to meet those needs.

CAHOOTS does divert calls from EPD, however it is not the 17-20% reported by just looking at the total number of CAHOOTS calls compared to EPD calls. Even with a full and comprehensive study of calls responded to by CAHOOTS, it is not possible to find an exact divert rate for a specified time period. **It is likely that the true divert rate falls between approximately 5% - 8%.**

Additionally, EPD does provide backup for some CFS where CAHOOTS was the only unit initially assigned. **EPD rates of CAHOOTS requesting backup are higher than what has previously been reported in the news media.** It should be noted that backup rates for more "traditional" CAHOOTS-centric calls: Check Welfare, Assist Public and Transport are relatively low. It is when CAHOOTS is dispatched to a traditionally police-centric call, like Criminal Trespass, that the instances of CAHOOTS requiring backup from the police jumps significantly.

Compiled by: Eugene Police Crime Analysis Unit

Current as of: August 21<sup>st</sup>, 2020

Contact: Ryan Skiles, CAU Manager // [rskiles@eugene-or.gov](mailto:rskiles@eugene-or.gov)

**From:** [morrisnj](#)  
**To:** [CityRecorder](#)  
**Subject:** Support a mobile crisis unit  
**Date:** Saturday, April 9, 2022 6:47:49 AM

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I support a mobile crisis unit. We need several different strategies to address our homeless situation. It is more appropriate, saves money and frees up our police force to address situations that they are trained for. Definitely a win win situation and deserves our tax money.

Jane Morris.

Sent from my Verizon, Samsung Galaxy smartphone



**From:** [Jim Scheppke](#)  
**To:** [CityRecorder](#)  
**Subject:** Testimony on Agenda Item 5b  
**Date:** Sunday, April 10, 2022 12:13:23 PM

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Mayor and City Council:

I strongly support the motion brought forward by Councilor Vanessa Nordyke to explore the creation of a Request for Proposals to operate a mobile crisis response unit in Salem.

This should have been done many months ago when funds were included in the adopted budget for this fiscal year to begin this much needed service. My neighbors and I have been asking, why the delay? What is holding us back?

If you believe in evidence-based decision making you are aware that all of the evidence points to the fact that civilian mobile crisis response works. It has worked in Eugene for 30 years and it now works in Portland. With the opening of the Navigation Center just a few months away there is no longer an excuse that “there is no place to take them.” That was always a red herring because the data shows that most mobile crisis response calls are handled at the scene.

The needless death of Richard Meyers just over two months ago should serve as a reminder to everyone in Salem that we need to do better. We can do better. Passing this motion will be the first step to finally begin to get us there.

Jim Scheppke, Ward 2  
[jscheppke@comcast.net](mailto:jscheppke@comcast.net)  
503-269-1559

**From:** [J Stemberge](#)  
**To:** [CityRecorder](#)  
**Subject:** Mobile Crisis Unit  
**Date:** Saturday, April 9, 2022 7:24:19 AM

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Dear City Council,

Please DO approve funding a Mobile Crisis Unit for Salem. Such a program would provide people experiencing mental health and homelessness crises with improved opportunities to have their issues resolved in a non-violent manner.

Please DO model such a Mobile Crisis Unit after successful programs in other communities such as CAHOOTS in Eugene, OR, and tailor the program to the specific needs here in Salem.

Finally, please DO provide for adequate funding for those who serve on such a Mobile Crisis Unit team. The work they will be doing will be challenging and difficult and requires exceptional public service skills. Those doing such delicate work deserve to be paid appropriately.

Thank you for your consideration of this needed improvement in our public service sector for the City of Salem!  
Please vote "YES"!

Sincerely,  
Joan and Jim Stemberge  
1695 Winter St. SE  
Salem, OR 97302

**From:** [Kathie Best](#)  
**To:** [citycouncil](#)  
**Cc:** [Kathie Best](#)  
**Subject:** Yes on agenda item 5.b  
**Date:** Saturday, April 9, 2022 10:20:17 AM

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Please support Councilor Vanessa Nordyke's motion for a mobile crisis unit. These units save lives and money, and by diverting folks from the Salem Hospital emergency room, care providers are available to serve other Salem citizens in need of emergency care. It would also free up our police officers and firefighters for higher acuity calls.

**From:** [Lorie Fontaine](#)  
**To:** [citycouncil](#); [CityRecorder](#)  
**Subject:** Vote yes on Agenda Item 5.b: Motion from Councilor Vanessa Nordyke regarding directing staff to explore the creation of a request for proposals to operate a mobile crisis unit  
**Date:** Sunday, April 10, 2022 5:58:35 PM

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Dear Mayor and City Councilors,

First, thank you to Councilor Nordyke for continuing to bring this critical issue forward. I support the motion for a staff report on a mobile crisis unit pilot project because I believe in public safety for ALL of our citizens. I know people in my own neighborhood who fear for the safety of their precious loved ones with mental illness if the police are called.

When my sister suffered terrifying hallucinations and delusions she repeatedly called 911 for help. Instead of receiving help she was arrested and had to go to court, a humiliating and frightening experience for this former nun who ALWAYS did the best she could, adding more trauma to the experience of severe schizophrenia. Donna was a gentle soul who deserved treatment, support and kindness from mental health professionals, not arrest. I am also very aware that when police officers make mistakes in these situations, our loved ones die.

Let's use the right tools for the job and not inflict further trauma on our families. Our community needs a trusted response when our vulnerable citizens are in crisis. Please support this study.

Thank you,  
Lorie Fontaine  
Ward 7

Sent from my iPad

**From:** [noreply@cityofsalem.net](mailto:noreply@cityofsalem.net) on behalf of [Lois.stark@comcast.net](mailto:Lois.stark@comcast.net)  
**To:** [citycouncil](#)  
**Subject:** Contact City Council  
**Date:** Sunday, April 10, 2022 11:50:23 AM  
**Attachments:** [ATT00001.bin](#)

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|            |   |
|------------|---|
| Your Name  | Lois Stark  |
| Your Email | Lois.stark@comcast.net  |
| Your Phone | 503-585-7215  |
| Street     | 440 21st ST SE  |
| City       | Salem   |
| State      | OR  |
| Zip        | 97302   |
| Message    | Hello mayor and councilors, The city of Eugene with their CAHOOTS program has shown that responding to mental health crisis with mental health professionals is better than responding with police. Also, this method saves money and allows police to have more time to deal with the real criminals. Please vote to have staff look into how to fund this program. I think it will be a win/win for all involved.<br>Lois Stark |

This email was generated by the dynamic web forms contact us form on 4/10/2022.

**From:** [noreply@cityofsalem.net](mailto:noreply@cityofsalem.net) on behalf of [mbackoh@yahoo.com](mailto:mbackoh@yahoo.com)  
**To:** [citycouncil](mailto:citycouncil)  
**Subject:** Contact City Council  
**Date:** Saturday, April 9, 2022 8:10:54 PM  
**Attachments:** ATT00001.bin

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|            |   |
|------------|---|
| Your Name  | Mary Ann Baclawski  |
| Your Email | mbackoh@yahoo.com   |
| Your Phone | 503-884-4192  |
| Street     | 385 Forest Hills Way, NW  |
| City       | Salem   |
| State      | OR  |
| Zip        | 97304   |
| Message    | <p>Subject-Vote yes on Agenda Item 5.b: Motion from Councilor Vanessa Nordyke regarding directing staff to explore the creation of a request for proposals to operate a mobile crisis unit.” I have personally experienced what a great job a mobile crisis unit can do. Mayor Bennett and a few of the older city councilors may remember when a malicious narcissist accused my husband of stealing his cat (he had abandoned it in Eugene). He reported my husband as being suicidal, hoping to get him committed to a mental institution. In response the city sent a mobile crisis unit containing several police officers, a psychologist and an EMT. We ended up having a good time kibbutzing for an hour or so. My husband obviously did not need this team, but we got to experience how effective they can be. Please support this effort. I certainly do.</p> |

This email was generated by the dynamic web forms contact us form on 4/9/2022.

**From:** [Robert Gonzalez](#)  
**To:** [CityRecorder](#); [citycouncil](#)  
**Subject:** Salem needs a Mobile Crisis Unit  
**Date:** Monday, April 11, 2022 10:28:59 AM

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Good Morning,

My name is Robert Gonzalez. I have been a resident of Salem since 2014.

In January, the City of Salem had a Budget Committee meeting in which they found the police consumed a huge portion of the budget. They also found that this was unsustainable. In five years, Salem would be in the red.

In short, using police to respond to mental health crises results in violence, does nothing to solve the issue, and consumes vast amounts of resources.

A mobile crisis unit is efficient, as evidenced by the city of Eugene who has already implemented this measure. It is more effective at solving the problems because it is the correct tool for the job.

[I made an entire video segment devoted to this issue.](#)

I support the establishment of the mobile crisis unit, and the funds should come out of the budget for the Salem Police.



Jim Scheppke

Admin

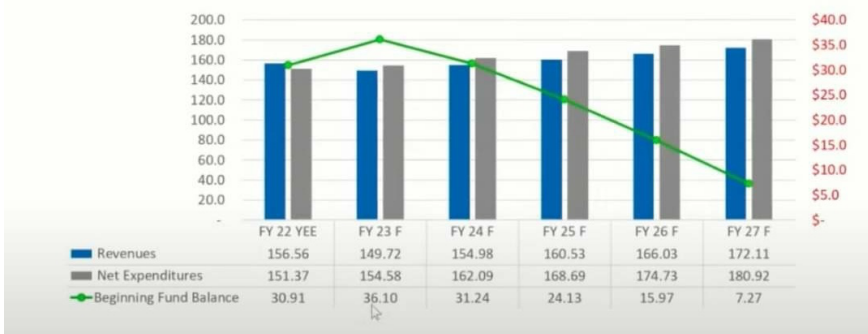
• 46m •



...

And here is the second big takeaway from the Budget Committee meeting. Salem has a long term structural deficit with projected costs outpacing projected revenue. If nothing changes our city could be heading into the red in five years. And yet despite this our Police Chief wants a dramatic increase to his (already largest per capita in the state) staff and our Fire Chief wants to open two new fire stations. Go figure.

## General





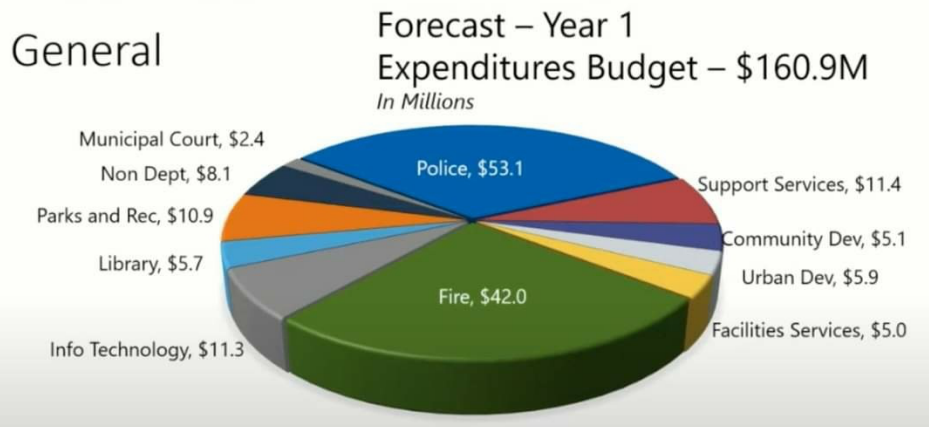


**Jim Scheppke**

Admin • 3h • 🌐



If you didn't watch the first Budget Committee meeting last night here is the first of two key takeaways from the presentation by the Acting Chief Budget Officer. This is what the General Fund looks like. The police and fire departments consume nearly 60% of all GF revenue (and they both want more). They put the squeeze on everything else. It's called "opportunity cost."



**From:** [Sarah Rohrs](#)  
**To:** [CityRecorder](#)  
**Subject:** "Vote yes on Agenda Item 5.b: Motion from Councilor Vanessa Nordyke regarding directing staff to explore the creation of a request for proposals to operate a mobile crisis unit."  
**Date:** Saturday, April 9, 2022 5:07:30 PM

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## Mayor and City Councillors

I am a Salem resident and live in District 2. I am writing in support of Agenda Item 5.b, and Councilor Vanessa Nordyke's motion to direct city staff to explore RFPs for a local community partner to operate a mobile crisis unit.

I support mobile crisis units. They save lives and save money, and are a more humane way to help people experiencing mental health issues, homelessness and other challenges. Such teams have proved effective in Eugene for handling a wide-range of mental-health related crises, including conflict resolutions, welfare checks, substance abuse, suicide attempts and similar issues. We can experience similar benefits in Salem by people from costly trips to the Salem Hospital ER, and freeing up police and firefighters.

Mobile crisis unit teams save lives and promote a healthier response to those in crisis. Studies have shown that fatal encounters with police officers often involve someone experiencing a mental health crisis. In February Salem police shot and killed a man with a history of mental illness during an attempted traffic stop and chase. Perhaps he might still be alive today had a mobile crisis unit been on hand to respond.

Please support Agenda Item 5.b and the motion to take necessary steps to create a Mobile Crisis Unit in Salem.

Thank you,

Sarah Rohrs  
Northeast Salem

**From:** [Stacey Vieyra-Braendle](#)  
**To:** [CityRecorder](#)  
**Subject:** Vote yes on Agenda Item 5.b: Motion from Councilor Vanessa Nordyke regarding directing staff to explore the creation of a request for proposals to operate a mobile crisis unit  
**Date:** Monday, April 11, 2022 6:58:00 AM

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Good morning!

I am writing to you today to share why I believe our city needs a mobile crisis unit. Namely, because it will save lives. Having a disability, and especially being BIPOC and having a disability, vastly increases your chances of being killed by the police. Having a team of professionals specially trained in non-violent de-escalation and mental health crisis response will ensure that our neighbors get the help they need, rather than face a death they don't deserve.

Additionally, a mobile crisis unit saves dollars and places far less strain on overwhelmed systems. The majority of calls to existing systems in the state do not result in the need for neighbors to be transported anywhere: needs are met in the field. Salem only has one emergency room: less unnecessary transports here greatly reduce the burden on our already overwhelmed healthcare system. Individuals experiencing mental illness are disproportionately overrepresented in prison populations: preventing even a few from entering our system, and then likely entering our State Hospital, saves us tens of thousands of dollars.

Finally, there have been calls to implement the mobile crisis unit, but to staff it with police officers. I strongly advocate against this. Our police force itself has stated how overwhelmed it is, and pulling officers out of other rotations for this would only increase their burden. Officers also do not have the specific training needed to adequately respond to mental health crisis: this is outside their scope. We wouldn't send a psychologist to put out fires, so why would we send a law enforcement official to respond to this?

Thank you for your time, consideration of my statements, and please, vote yes on Agenda Item 5.b.

Stay well,

--

**Dr. Stacey Vieyra-Braendle, OTD, OTR/L, MT-BC**

Pronouns: she/her/hers

(480)529-4506 | [Stacey.Vieyra-Braendle@gmail.com](mailto:Stacey.Vieyra-Braendle@gmail.com)

**From:** [Thomas Ellis](#)  
**To:** [CityRecorder](#); [citycouncil](#)  
**Subject:** Mobile Crisis Unit--YES!  
**Date:** Thursday, April 7, 2022 10:12:17 PM

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Dear City Councilors,

Please vote YES on Agenda Item 5.b: Motion from Councilor Vanessa Nordyke regarding directing staff to explore the creation of a request for proposals to operate a mobile crisis unit. This is an excellent proposal that provides a compassionate and timely response to the ongoing crisis of homelessness in our community.

Sincerely,

Thomas I. Ellis, Ph.D.  
4553 Fir Dell Dr SE  
Salem, OR 97302

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Thomas I. Ellis, Ph.D.  
4553 Fir Dell Dr SE  
Salem, OR 97302

(H) 971-701-6965  
(C) 503-385-5594  
Email: [tiellis@gmail.com](mailto:tiellis@gmail.com)

"Everything that lives is Holy." --William Blake