



Outpatient Behavioral Health & Specialized Foster Care

Phone: 541-743-4340
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1170 Pearl St. Eugene, OR 97401

www.oregoncommunityprograms.org

Welcome to Oregon Community Programs!

We're excited to work with you and your child to build upon your strengths and make progress on your family's goals. Our clinicians support you through a variety of treatment models that focus on healthy family functioning. **Typically services last between 3 and 12 months, and vary by program and family's unique circumstances.**

As a parent, we see you as the expert of your family and your active involvement in your child's therapy will influence successful therapy outcomes. **Regardless of the program you enroll in, a family therapist (FT) will be assigned to meet with you weekly. Participation in family therapy is required.** The information you share with us during family therapy meetings help us develop more effective treatment plans that result in positive behavior change and healthy family functioning for the long term.

OCP therapists maintain full caseloads and are expected to attend multiple meetings every week to ensure they are delivering the most effective services possible to children and families. Their schedules are often very crowded.

We understand that sometimes barriers arise that prevent you or your child from making your appointment. Your clinician may also have a mandatory training or schedule conflict. Whenever possible, they will provide ample notice before cancelling your appointment and attempt to reschedule.

When and if you need to cancel an appointment, we request that you communicate directly with the clinician via phone or text a minimum of 24 hours in advance. Your therapist will attempt to reschedule you within the same week if possible.

If an appointment is cancelled same-day or missed without prior notice ("no-show"), clinicians are trained to respond as follows:

- ***Infrequent late cancellations/no shows:***
Your therapist will attempt to reach you and reschedule within the week, if possible. They will ask questions to better understand if there are barriers to making scheduled appointments, and work with you to problem solve solutions.
- ***If a pattern of late-cancelled or no-show appointments develops:***
Your child's individual therapy or skills training may be placed on hold until consistent FT sessions resume. Our services are most effective when combined with caregiver involvement.
- ***If we are unable to reach you, or are unsuccessful in resolving a pattern or late cancellations/no-shows:*** Individual therapy and/or skills training services will be placed on hold. Your FT will mail you a reengagement letter to the home address we have on file. If we do not hear back within 10 business days, we will assume you are no longer interested in services, and your family's case will be closed.

We understand families have many responsibilities which demand time and energy. Families who have graduated from services, or whose case has been closed may always contact the agency if they wish to reenroll in services.



24/7 Crisis Support

OUR STAFF ARE HERE TO SUPPORT YOU, AND DO OUR VERY BEST TO RESPOND TO YOUR NEEDS WHEN IN CRISIS.

IF YOU NEED SUPPORT FOR YOUR CHILD NOW:

During business hours (Monday-Friday 9am-6pm):

1. Text or call your family therapist (FT).

Briefly describe your need and indicate if it's urgent. If you don't hear back in a reasonable time frame, your FT may be in an appointment or out of the office. Proceed to next step.

2. Contact OCP reception at 541-743-4340 and inform them your child is enrolled at OCP and you're calling for crisis-support. Our reception staff may ask questions to best connect you with the appropriate staff member.

OUTSIDE OF BUSINESS HOURS: (DAILY, 6PM-9AM)

Call and leave a message about the nature of your crisis. The on-call therapist will return your call ASAP. After-hours calls are to manage specific situations and staff will provide coaching to address the current stressor, and then inform your FT to follow up with you.

**CONNECTIONS
After-Hours Support Line:
541-246-2400**

**EARLY CHILDHOOD
After-Hours Support Line:
541-393-7798**

Lane County Resource List

Crisis Services & Supports

Youth Crisis Response Team (CRT)	Support to help parents, foster parents, and other caregivers when their child is experiencing a mental health crisis. 24/7/365. <ul style="list-style-type: none"> Families are asked first to contact OCP Program Supervisor or Connections after-hours crisis line. 	1-888-989-9990
National Suicide Prevention Lifeline	24-7, free and confidential support for people in distress, prevention and crisis resources.	(800) 273-8255 (toll free)
Station 7	Emergency shelter, family reconciliation and 24-hour crisis hotline for runaway and homeless youth, ages 11-17	(541) 689-3111
Trevor Life Line	Crisis intervention and suicide prevention services to LGBTQ+ young people under 25.	Call (866) 488-7386 Text START to 678678.
Sexual Assault Support Services (SASS)	Support for survivors of sexual violence and their families	1-844-404-7700 (toll-free) 541-343-7277
Hourglass Community Crisis Center	Adults in need of short-term, mental health crisis assessment and stabilization. 24-7	(541) 505-8426
Womenspace	Support for survivors of intimate partner violence	1-800-281-2800 (toll-free) 541-485-6513
White Bird Crisis Services	24-7 Crisis intervention, referrals to local resources, and after-hours point of contact for local youth experiencing homelessness	1-800-422-7558 (toll free) 541-687-4000

Substance Use

Emergence Addiction and Behavioral Therapies: 1461 Oak St Eugene, OR 97401 (541) 344-2237 (Eugene) - 541-687-9141 (Springfield) - 541-746-4041 Drug Court - 541-342-6987

Looking Glass Adolescent Recovery Program: 20 E 13th Ave Eugene, OR 97401 (541) 485-8448

Center for Family Development: 261 E 12th Ave., Eugene 97401 (541)-342-8437

Adolescent and Family Services (contingency management):

CLA location- (541) 687-2667, OSLC location -541-284-7560

Al-Anon & Alateen: 541-741-2841

Adult Counseling Services

Options Counseling Services	(541) 687-6983
Sexual Assault Support Services (SASS)	(541) 484-9791
Center for Family Development	(541) 342-8437
Lane County Behavioral Health	(541) 682-3608
Center for Community Counseling	(541) 344-0620
HEDCO Clinic at University of Oregon	(541) 346-0923
Christians as Family Advocates- CAFA	(541) 686-6000
Centro Latino	(541) 687-2667

Housing

Housing Authority & Community Services Agency (HACSA:) 541-682-3755 /541-682-4090

Egan Warming Centers: <http://eganwarmingcenter.com/hostsites.html>

Eugene Mission: 1542 W 1st Ave. Eugene, OR 97402 (541) 344-3251

St. Vincent de Paul: (541) 687-5820

Hosea Youth Services: (541) 344-5583

Department of Human Services

Human Services Department: 2885 Chad Dr Eugene (541) 687-7373

Senior and Disabled Services: 1015 Willamette St, Eugene (541) 682-4038

Human Services Commission: 125 E 8th Ave, Eugene (541) 682-3798

Child protective services through DHS:

Adult and Family Services: 2101 W 11th Ave, Eugene (541) 686-7722

Adult and Family Services: 2885 Chad Dr., Eugene (541) 686-7878

Department of Human Services: 1899 Willamette St Eugene (541) 686-7557

Tobacco & Gambling Addictions

Meridian/Emergency Addiction and Behavior Therapies: 1040 Oak St, Eugene (541) 342-6987

Oregon Quit Line 1-800-QUIT-NOW (1-800-784-8669), Spanish (1-800-266-3863)

Prevention Lane: www.Preventionlane.org/tobacco.htm

Oregon Problem Gambling Helpline: 877-MYLIMIT (877-695-4648)

Looking Glass Youth & Family Services: 72 B Centennial Loop, Suite#2, Eugene, (541) 686-2688