

# Multnomah County

## Deflection Program Second Quarterly Report

1/1/2025 – 3/31/2025



# 1. Executive Summary

## Reporting Schedule

This report covers the period of January 1, 2025 (1/1/2025) to March 31, 2025 (3/31/2025). This is the second of three reports that the County will publish covering fiscal year 2025. The next will be released in July 2025 and will cover the period of April 1, 2025 through June 30 2025.<sup>1</sup>

## Report Scope

Since the start of deflection in Multnomah County on 9/1/2024, the deflection program has been collecting data related to how the deflection program works and who it serves. Data collection is required by state law, as is regular reporting to the State's Criminal Justice Commission (CJC)<sup>2</sup>. HB 4002, authorizes Oregon counties to offer deflection, envisions that the data will over time "inform best practices and improve outcomes for individual program participants."<sup>3</sup> The deflection program uses the data collected to inform deflection policy within Multnomah County, to guide program operations, and to keep the public informed of the impact of deflection on individuals in the program and on the community at large. The first quarterly report for deflection was published in February 2025.<sup>4</sup> This report will follow a similar format and include similar content to the last quarter's, presenting demographic data, key metrics, and emerging trends.<sup>5</sup>

## Observations and Emerging Trends

During the reporting period, the number of referrals into the program by law enforcement declined significantly. The number of referrals by law enforcement depends on a number of factors, including law enforcement priorities that may at times restrict the ability of those agencies to focus resources on deflection. It should be expected that referral numbers may fluctuate periodically based on those priorities and law enforcement capacity in a given period. Key metrics from this period will differ from those of the prior period, and do not provide enough data to determine long term trends about the program. Despite the lower referrals from law enforcement in the current reporting period, the proportion of referrals to deflection that subsequently resulted in client engagement remained consistent between the reporting periods at 64% and 68%, respectively. Likewise, the proportion of engagements that led to successfully completed deflections remained similar between reporting periods, at 26% and 21%, respectively. As more clients from this reporting period exit their 30-day deflection window, additional service referrals accessed by clients will be verified and captured in future quarterly

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<sup>1</sup> In fiscal year 2026, which begins on July 1, 2025, the reports are expected to cover the following periods, however, reporting frequency may be subject to change:

- Q1: 7/1/2025 – 09/30/2025
- Q2: 10/1/2025 – 12/31/2025
- Q3: 1/1/2026 – 3/31/2026
- Q4: 4/1/2026 – 6/30/2026

<sup>2</sup>Oregon HB 4002 § 76 (2004) available at <https://olis.oregonlegislature.gov/liz/2024R1/Downloads/MeasureDocument/HB4002>

<sup>3</sup>Id. § 37

<sup>4</sup>The last report covered the period of 9/1/2024 - 12/31/2024.

<sup>5</sup>This reporting period covers a three month period, while the last report covered a four month period. This misalignment makes it challenging to compare the two periods, so much of the reporting for this period looks at either only the most recent time period's data or cumulative data.

reports. Three additional clients have completed deflection within the 9/1/2024 - 12/31/2024 time period since the last quarterly report, increasing the percentage of engaged clients which completed deflection from 24% reported in our last issuance to 26% in this issuance. The consistency in engagement and completion rates will help to establish a baseline against which we can start to measure the effectiveness of program operations.

## 2. Program Overview

### Key Program Metrics

Definitions of Referrals to Deflection, Engaged Client, and Completed Deflections are located within the Appendix section of this report.

*Table 1: Key Program Metrics Overview*

*Referral Data: 9/1/2024 – 3/31/2025 | Completion Data: 9/1/2024 – 2/28/2025*

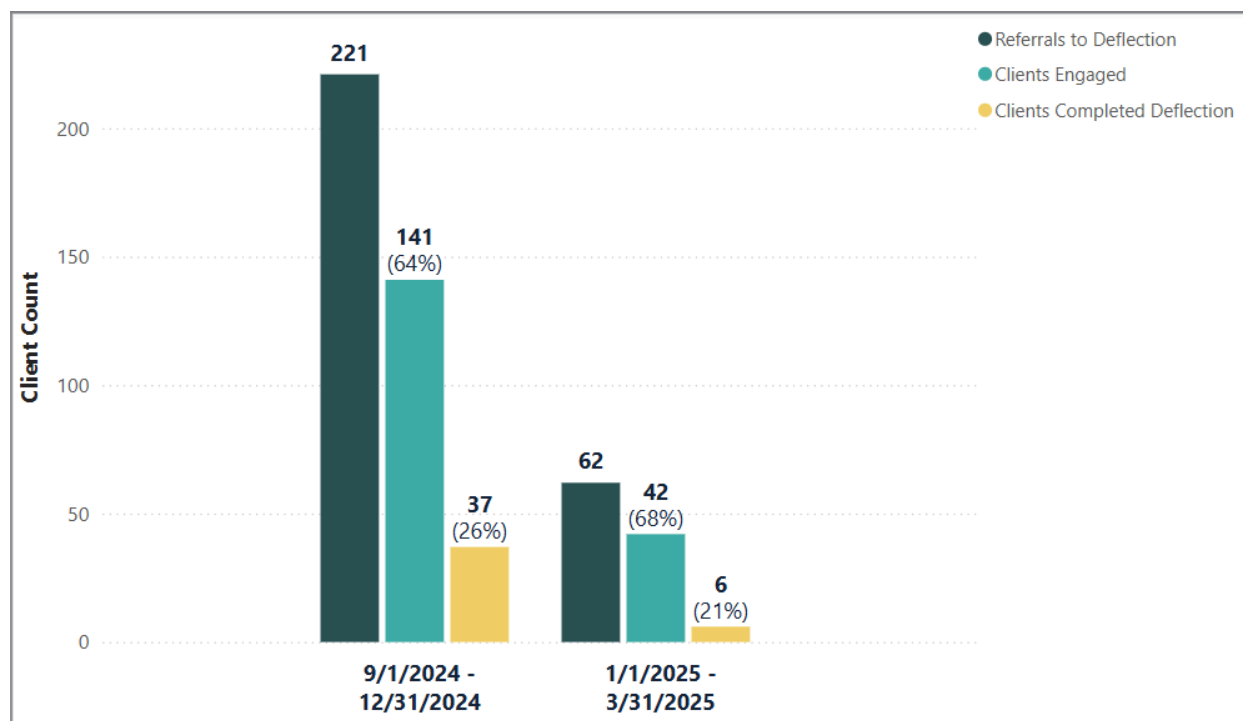
Program Metric	Reporting Period		
	9/1/2024 – 12/31/2024	1/1/2025 – 3/31/2025	Total
<i>Referrals from Law Enforcement</i>			
Referrals to Deflection	221	62	283
Unique Individuals Referred to Deflection	212	62	264
<i>Engagements</i>			
Engaged Clients	141	42	183
% of Referrals to Deflection resulting in Client Engagement	64%	68%	65%
Engaged Clients Referred before 2/28/2025 <sup>6</sup>	141	28	169
Engaged Clients within 30-day window to access service referrals	0	14	14
<i>Completions</i>			
Completed Deflections <sup>7</sup>	37	6	43
% of Engaged Clients Referred before 2/28/2025 that Completed Deflection	26%	21%	25%
Engaged Clients with Pending Completion Status <sup>8</sup>	6	5	11

<sup>6</sup>While referral data is available for all referrals to deflection issued between 9/1/2024 - 3/31/2025, completion data is only available for individuals referred to deflection through 2/28/2025. Of the 264 unique individuals referred to deflection, only 169 clients fall within the available completion data window. The additional 14 clients are still within their 30-day window from their date of referral into deflection.

<sup>7</sup>3 additional clients have Completed Deflection within the 9/1/2024 - 12/31/2024 time period since the last quarterly report, increasing the percentage of Engaged Clients which Completed Deflection from 24% reported in our last issuance to 26% in this issuance.

<sup>8</sup>These engaged clients have exited their 30-day window to access service referrals and have their service referral access status pending verification.

*Graph 1: Referrals to Deflection, Client Engagements, and Clients Completed Deflections, 9/1/2024 – 12/31/2024 vs 1/1/2025 – 3/31/2025*



42 clients, associated with 68% of the referrals to deflection between 1/1/2025 – 3/31/2025, engaged with the program. Although the number of referrals to deflection were down from the prior reporting period, client engagement rates remained consistent between the two reporting periods, increasing slightly from 64% to 68%.

Likewise there was only a small change in the completion rate in this reporting period compared to the last. 26% of engaged clients (37 individuals) in the last period completed deflection as compared to 21% of engaged clients (6 individuals) in the most recent reporting period. While it is still too early to establish trends in completion rate, the misalignment between the first reporting period capturing four months of data and this reporting period standardizing to three months makes comparison analysis premature.

14 clients are not yet eligible for completion, i.e. they are still within the 30-day window following their referral to deflection. It is during this 30-day window that clients have the opportunity to access a service referral provided to them on their care plan to complete the deflection process. When the 30-day window for these clients to access service referrals closes, they will have a pending completion status attributed to them until they are verified to have either successfully completed or not completed the process. At the time of this reporting, 5 engaged clients from the most recent reporting period have a pending completion status.

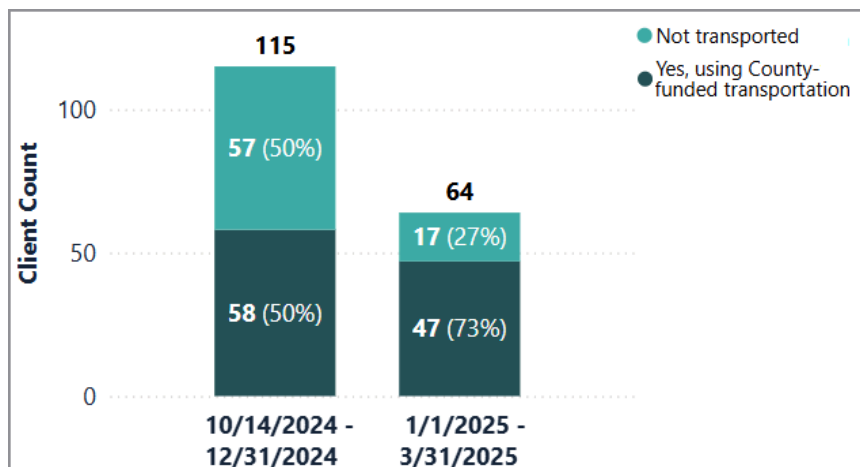
*Graph 2: Referrals to Deflection, Client Engagements, and Clients Completed Deflections, 9/1/2025 – 3/31/2025*



Since the beginning of deflection (9/1/2024) and through the end of this reporting period (3/31/2025), a total of 283 referrals to deflection were provided by law enforcement resulting in 183 (65%) client engagements. Of the clients that engaged and for which we have completion data (clients referred before 2/28/2025), 43 (25%) completed deflection.

### Transportation Utilization by Deflection Clients

*Graph 3: Client Transportation Use from the Pathway Center*

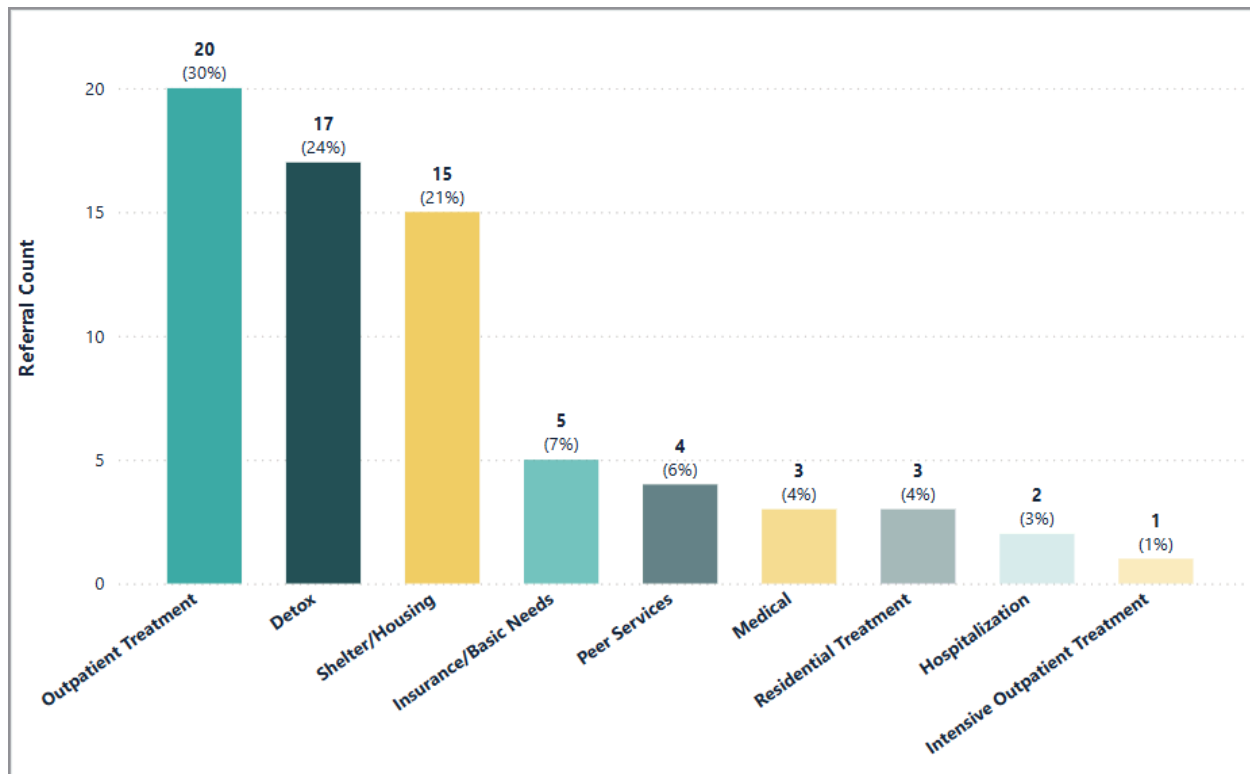


Transportation data is associated with the opening and operation of Coordinated Care Pathway Center (CCPC) and was collected from 10/14/2024 – 3/31/2025. Since eligible individuals can be referred to deflection more than once during a reporting period, some clients have been offered transportation services more than once.

Compared to the prior period, there has been an increase in the proportion of clients utilizing transportation services: 73% of clients offered transportation services in the current reporting period, compared to only 50% in the prior period. Additionally, there was a 23% increase in the proportion of clients transported directly to services rather than some other location.

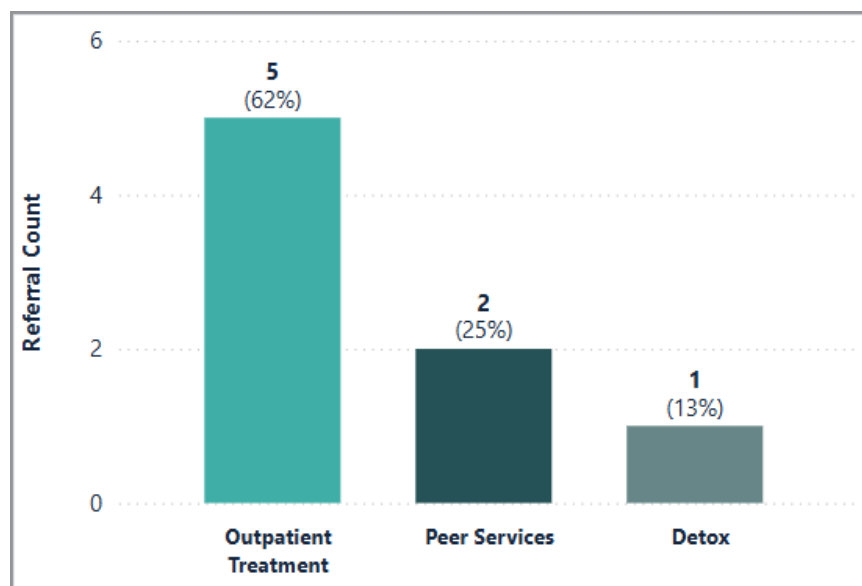
### **Service Referrals Provided to and Accessed by Engaged Deflection Clients**

*Graph 4: Service Referrals Provided to Engaged Clients, 1/1/2025 – 3/31/2025*



The breakdown by category of the 70 referrals to services provided to engaged deflection clients between 1/1/2025 – 3/31/2025 is shown above, with all clients receiving at least one referral. Since deflection began, 425 referrals to services have been made to engaged deflection clients from 9/1/2024 – 3/31/2025.

*Graph 5: Service Referrals Accessed by Clients Resulting in Completed Deflection, 1/1/2025 – 2/28/2025*



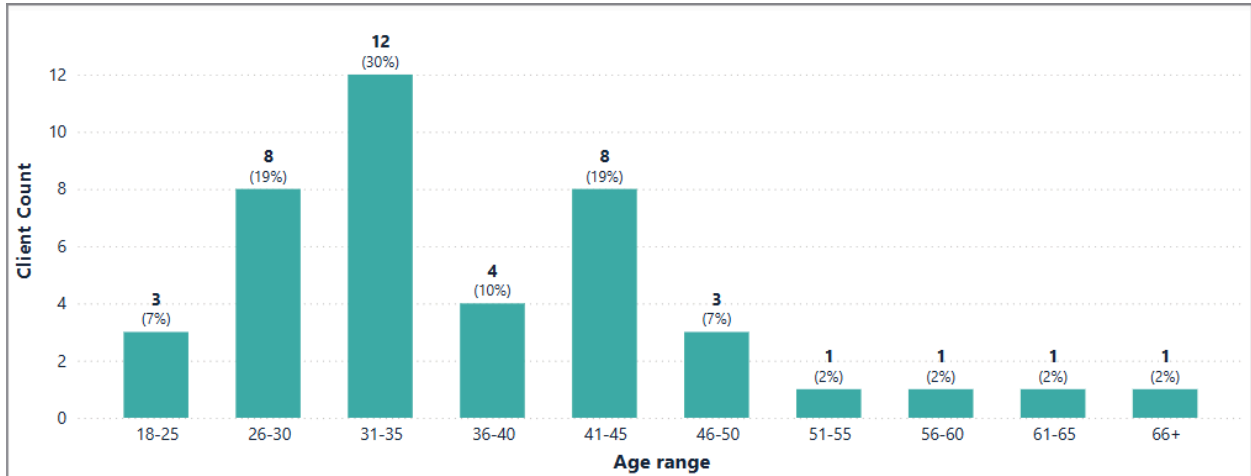
6 unique individuals were confirmed to have accessed 8 services referrals in the current reporting period for which we have completion data, i.e. clients referred 1/1/2025 – 2/28/2025. While clients need only access one referral within their 30-day deflection window in order to complete the program, some clients accessed more than one service referral, thus attributing to a greater amount of service referrals accessed than clients which have completed deflection.

Since the program's start on 9/1/2024, 59 service referrals have been accessed by 43 unique clients who have successfully completed deflection. 16 referrals (27%) were for Outpatient Treatment, 12 (20%) were for Peer Services, 11 (19%) were for Shelter/Housing, 7 (12%) were for Detox, 6 (10%) were for Medical, 3 (5%) were for Insurance/Basic Needs, 3 (5%) were for Mental Health Treatment, 1 (2%) were for Residential Treatment.

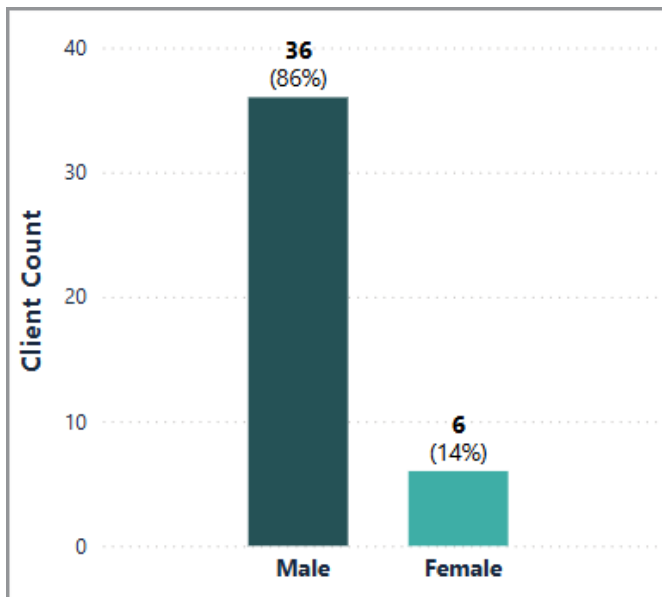
### 3. Demographics

The demographic data shown below is for individuals that were referred to deflection by law enforcement and subsequently engaged during the most recent reporting period, 1/1/2025 – 3/31/2025.

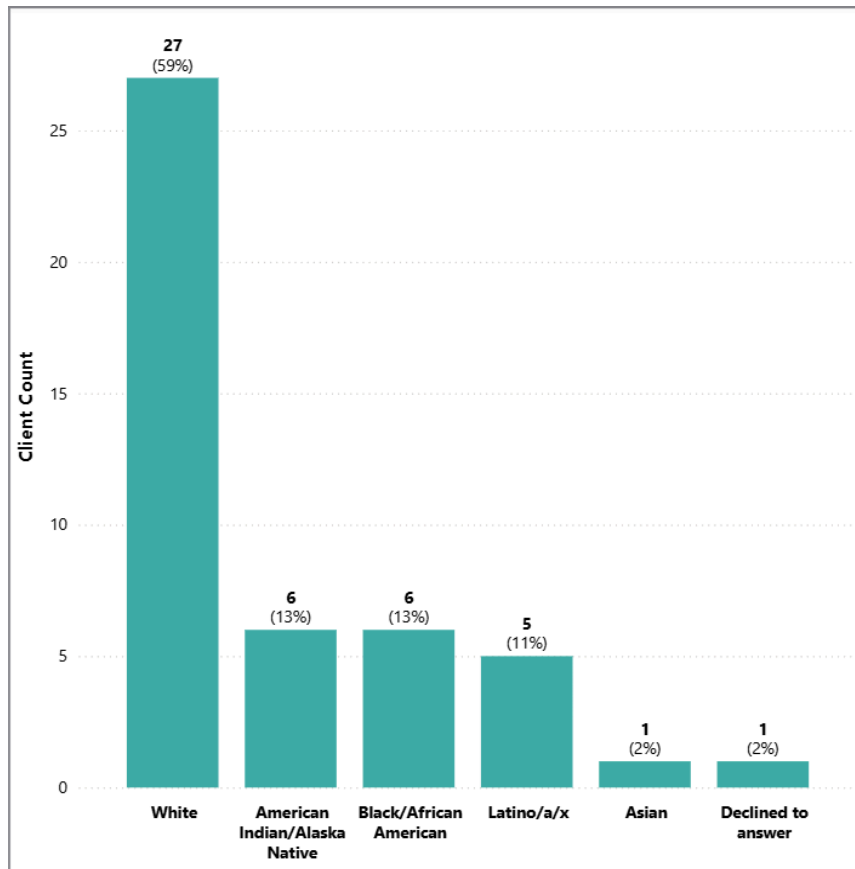
*Graph 6: Client Age*



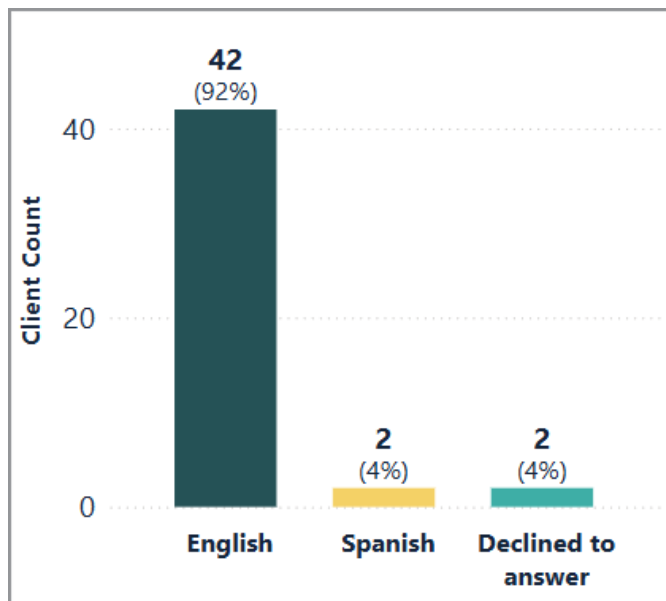
*Graph 7: Client Gender Identity*



Graph 8: Client Race



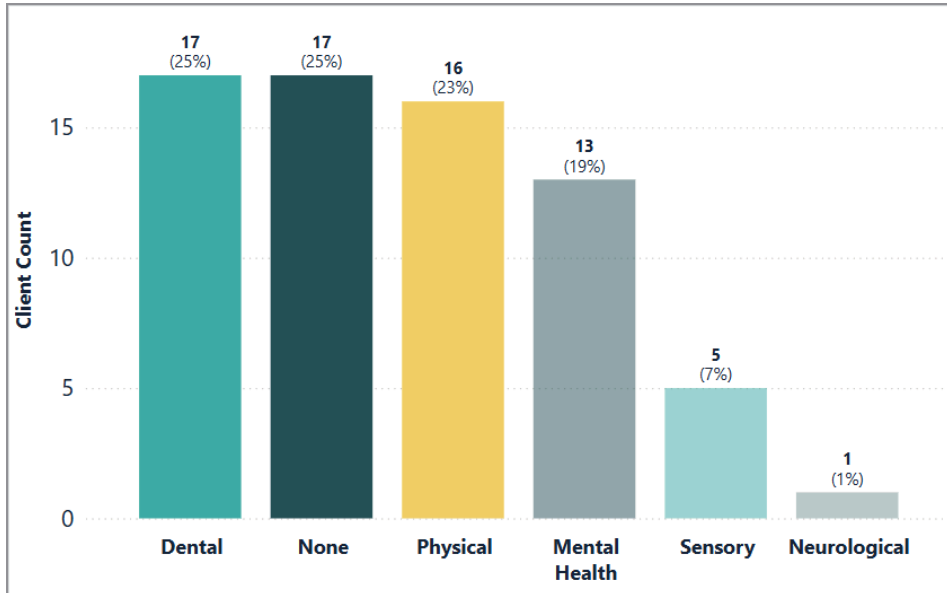
Graph 9: Client Primary Language



## 4. Medical and Dental Considerations

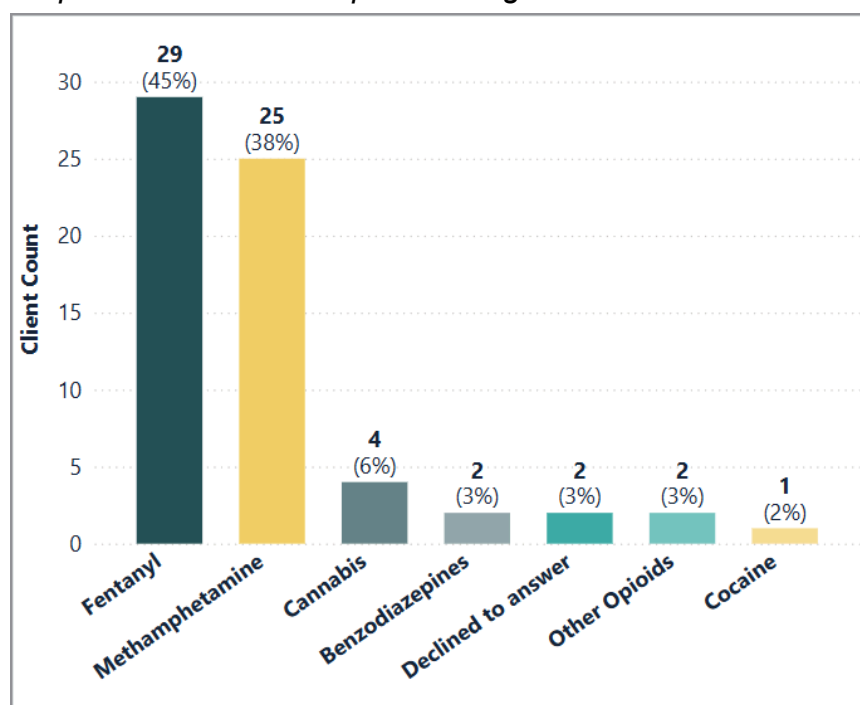
The medical and dental consideration data shown below is for individuals that were referred to deflection by law enforcement and subsequently engaged during the most recent reporting period, 1/1/2025 – 3/31/2025.

*Graph 10: Client Self-Reported Medical and Dental Conditions*



Note, this graph is a non-unique client count due to 18 clients (43%) indicating that they had more than one type of condition.

*Graph 11: Client Self-Reported Drugs Used*



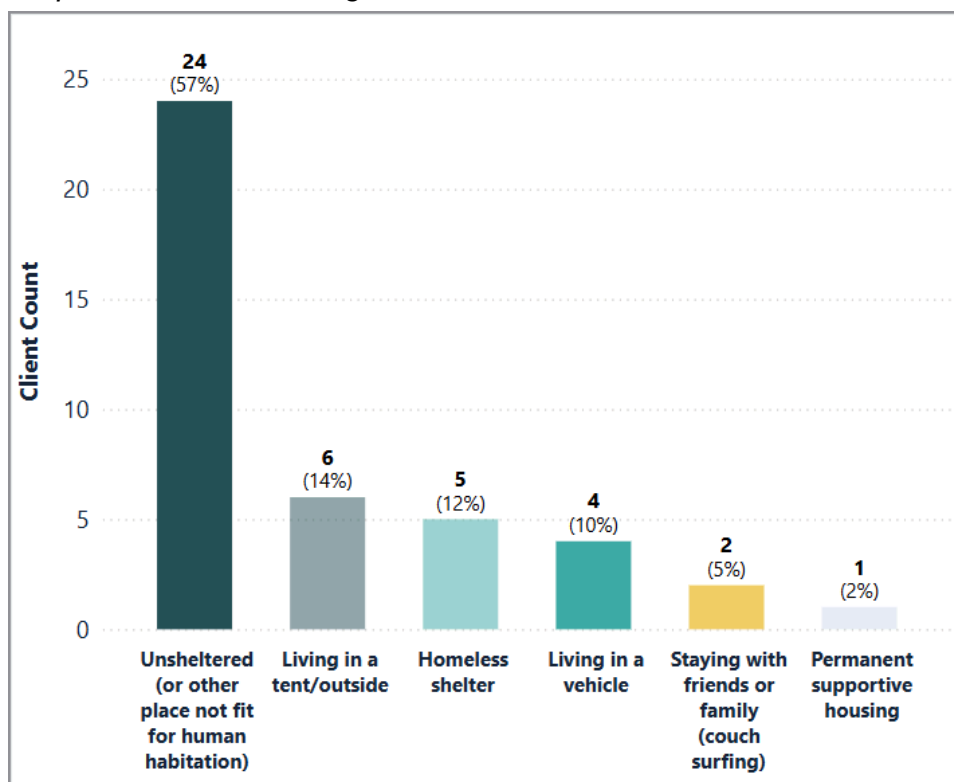
40 clients responded when asked about what drugs they have been using, accounting for 95% of the engaged clients within the reporting period. 20 clients (50%) reported using more than one drug.

8 clients (19%) self-reported at least one recent (within the last 90 days) Emergency Room visit, while 34 clients (81%) reported no recent ER visit(s).

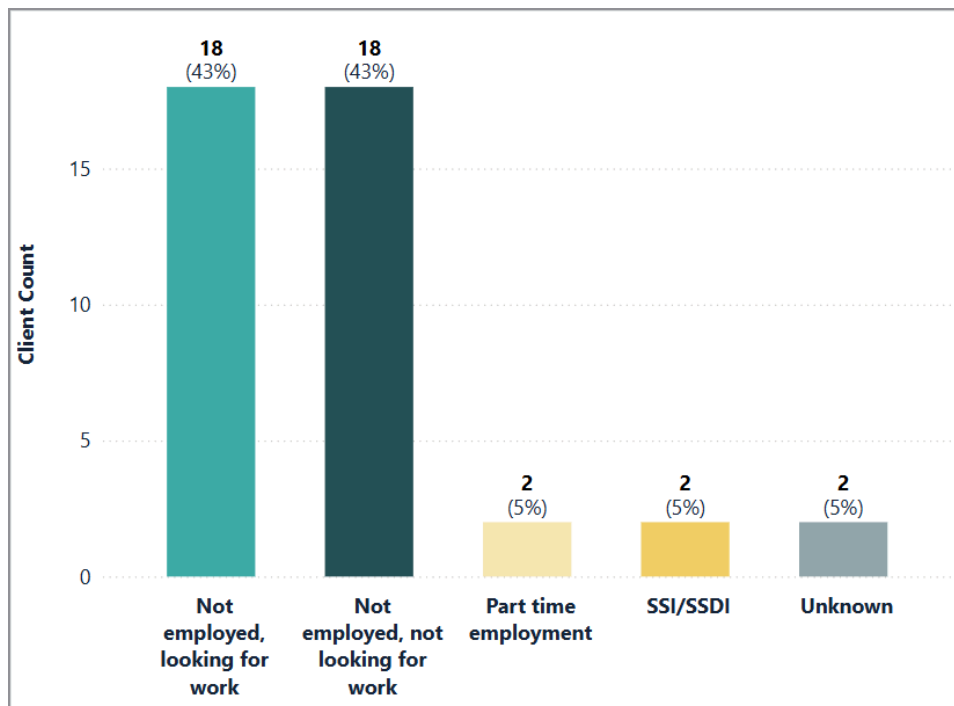
## 5. Social Determinants of Health Considerations

Social determinants of health are nonmedical factors that affect a person's health and longevity. Stable housing, gainful employment, food security, and access to timely and affordable healthcare all actively contribute to a person's overall wellbeing, including one's recovery journey. The following graphs demonstrate the needs of the current deflection population. The data shown below reflects that of individuals that were referred to deflection by law enforcement and subsequently engaged during the most recent reporting period, 1/1/2025 – 3/31/2025.

Graph 12: Client Housing Status

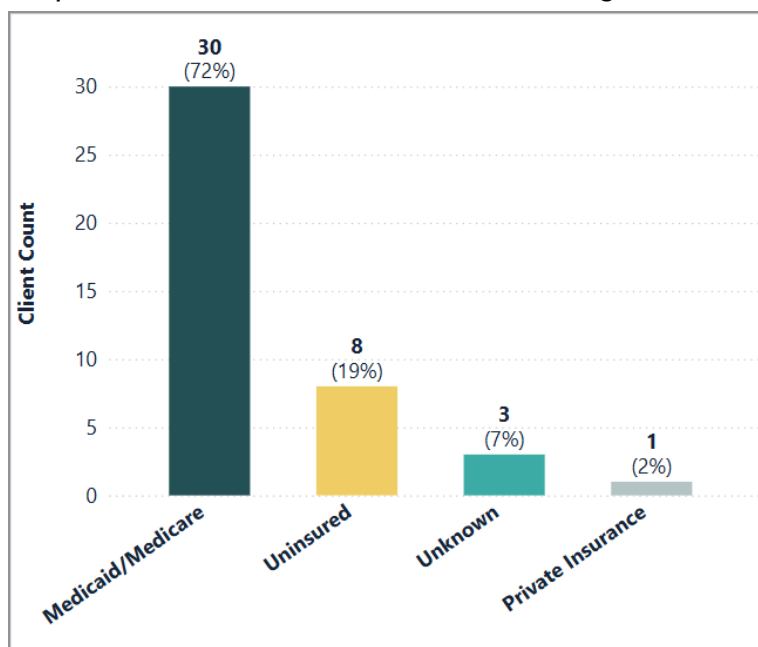


Graph 13: Client Employment Status

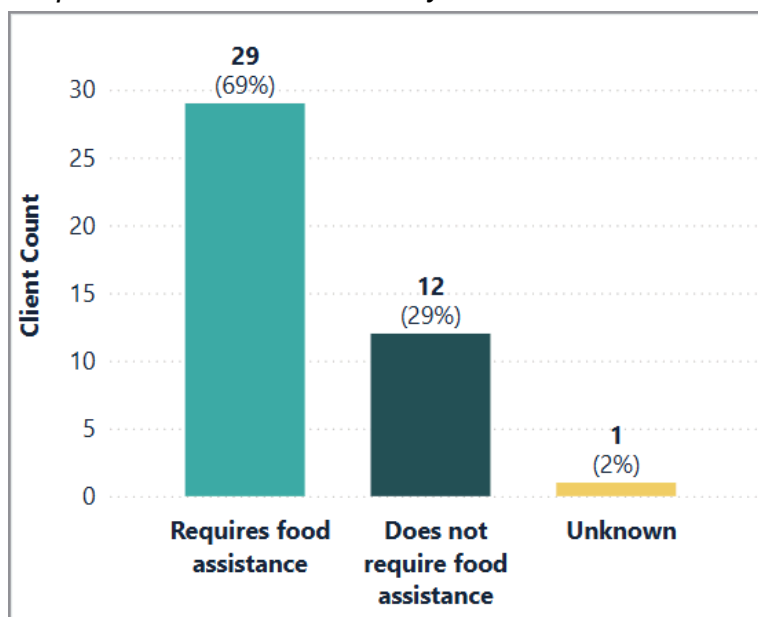


Note, the graph above is a non-unique client count as some clients indicated multiple employment statuses.

*Graph 14: Client Health Insurance Coverage*



*Graph 15: Client Food Security Status*



## 6. Illustrations of Positive Impact

Below are three stories about clients who have completed deflection during this reporting period. These stories demonstrate that deflection can offer people a pathway to ongoing connections with the care coordinators that they work with through deflection so that they can continue to receive support towards recovery, well after their deflection window closes.

*Client 1: At time of initial contact with deflection, client was experiencing severe depression related to physical ailments causing chronic pain and leading to him self-medicating with opioids. PATH<sup>9</sup> staff working in the deflection program client to enroll in medication assisted treatment and have weekly check-ins with a SUD counselor to satisfy deflection requirements. As the client was living in his vehicle, PATH was able to help the client to pay for gas to ensure that he could get to his appointments. PATH also supported him to enroll in primary care to address his physical ailments and obtained a in locating a PCP office that is most appropriate to address his medical concerns and was able to support the client to get on several waitlists for permanent housing. The client remains connected to PATH and expresses his gratitude for PATH's involvement and ongoing support, as well as sharing his experience with other people he encounters in the community.*

*Client 2: At the client's initial contact with deflection, client shared that she had utilized several community support over the years, but struggled with consistent engagement due to barriers such as limited duration of services and losing touch with providers after being forced to move campsites and having her belongings stolen. PATH was able to get the client connected to MAT services and supported her in getting to and from provider appointments. PATH has also successfully referred her to several permanent housing waitlists and supported her in meeting her basic needs. PATH continues to provide support to the client through weekly, in-person check-ins to address basic needs, provide emotional support, and complete referrals that specifically address her individual needs. The client recently shared that she often tells others about the support she has received through the deflection program/PATH and has expressed gratitude for the program being low barrier and client centered.*

*Client 3: At the time of the client's contact with deflection, he was enrolled in MAT services for several months and on a waitlist to enter a shelter bridge program. PATH was able to collaborate with his current providers and make adjustments to the care plan already in place, without causing any disruption to his placement on the waitlist or changing current providers. PATH was able to support him in retrieving his bicycle and attached carriage from PPB, which he uses to travel to provider appointments. Members of the client's care team have expressed gratitude for the additional support and collaboration with PATH and for how quickly the client's needs are being addressed in support of his recovery.*

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<sup>9</sup>Care Coordination, follow-up, and referral validation for deflected individuals is completed by MultCo's PATH (Promoting Access to Hope) team. Additionally, PATH Care Coordinators provide custom care plans for a subset of deflection clients that arrive at CCPC between 8am - 5pm, Monday - Friday.

## 7. Safety and Security Near the Coordinated Care Pathway Center Pre- and Post-Opening

Portland Police Bureau has provided the following statistics to provide insights into the impact of the CCPC's opening and operations on the safety and criminal activity in the neighborhood surrounding the CCPC.

The time periods used for the PPB's analysis include:

*Pre-CCPC Data: 05/18/2024 – 10/23/2024*

*Post-CCPC Data: 10/24/2024 – 05/31/2025*

*Table 2: PPB Provided Aggregate Data Analysis*

<b>Metric</b>	<b>Pre-CCPC Metric Count</b>	<b>Post-CCPC Metric Count</b>	<b>Pre- vs Post- CCPC Change</b>
Dispatched Calls for Service	1,053	920	-12.6%
Reported Offenses	287	283	-1.4%
Arrests	33	51	+54.5%

The data provided suggests that there has been an overall decline of criminal activity based on aggregate data analysis of dispatched calls for service and reported offenses within a ¼ mile radius of the Pathway Center. While arrests have increased between the two reporting periods, the majority of this increase in arrests is related to warrant service (11 arrests in the pre-CCPC report period as compared to 21 in the post-CCPC reporting period).

## 8. Additional Criminal Justice Data

Oregon Circuit Courts has provided data on Drug Enforcement Misdemeanor (DEM) cases. During the reporting period, a total of 78 DEM cases were filed with the court, of which 25 (32%) cases contained DEM charges only. These cases with DEM charges only were individuals that could potentially have been deflection eligible. At this time, the reasons for why these individuals were not deflected is unknown. The program is considering ways to implement operational changes that can allow for more to be learned about why individuals who may be eligible for deflection may not yet be receiving it.

53 (68%) cases filed also contained non-DEM charges and 4 (5%) cases contained multiple DEM charges. The program is considering ways to expand eligibility criteria to include DEM cases with non-DEM charges.

## 9. Lessons Learned and Recommendations

During this reporting period, the program has been able to settle into center-based operations, with all those deflected being brought by law enforcement to the Coordinated Care Pathway Center where they were greeted by peers, provided medical screenings and case management.

The program also had the opportunity to begin implementing workflow adjustments that improved services for clients in deflection. For example, refining intake and screening processes allowed people to spend most of their time at the pathway center engaged in case management and planning follow-up. Additionally, towards the end of the reporting period, individuals that were motivated to make change and stay connected with staff were offered return appointments with Multnomah County PATH staff for ongoing care coordination.

- 1) **Referrals to deflection and transportation into the program:** With the experience of the first two quarters of the program's implementation and continued exploration of how additional referral pathways may increase the accessibility of the deflection program informing our recommendations, the program is working with the HB 4002 Leadership Team to identify ways to expand referral pathways into the program for a potential expansion of eligibility criteria by the end of the program's first year. Options under consideration would all maintain the critically important connection with law enforcement partners while expanding support to those partners to offer and bring eligible individuals to the Pathway Center. Additionally, the program is expanding pilots for active engagement models and in East County.
- 2) **Improvements to care:** In order to make it more likely that individuals access their care plan referrals, the program started offering follow-up appointments with the PATH team. The program also aims by the end of the first year of programming to implement additional outreach, increase follow-up, and create more pathways to services. To help accomplish this, sobering services have been added to the care model (after the close of this reporting period), which will allow a seamless transition for those in deflection for whom it is an appropriate option.
- 3) **Transportation to services for improved referral accessibility:** This quarter the program continued to explore options to support assisting with transport both into deflection and to referrals. The options that continue to be under consideration include non-emergency transport available on site at the Center as well as working with partner organizations that are contracted with the County and other City agencies to expand transportation to services. Progress has been made and it is expected that additional transport options will be available by the end of year one of programming.
- 4) **Data:** Improvements to the verification process for determining if clients have accessed service referrals from their care plan and subsequently have completed deflection have been implemented within this reporting period. We anticipate more timely and efficient verification of client completion status going forward. Additionally, a priority among deflection implementation partners and justice system partners is to obtain greater clarity around why individuals who may be eligible are not offered deflection and to look at downstream involvement with the criminal justice system over time for those who do receive deflection. This work will involve developing new processes for collecting additional data from partners and determining how to share available data across deflection system partners. The program expects to make substantial progress on these efforts by the end of the first year.

## 10. Appendix

Referral to Deflection occurs when an individual that is encountered by law enforcement opts for deflection instead of arrest and is connected by the officer to the deflection program. Once the Pathway Center opened on 10/1/2024, all those referred to deflection had agreed to be dropped off at the Pathway Center to access the program. Referrals to deflection between 9/1/2025 – 10/13/2024 were made by law enforcement connecting deflected individuals to a peer in the field. That field model remains in place in Gresham.

Client Engagement occurs when a client referred to deflection accepts to complete the deflection process upon arriving at the Pathway Center. Engagement includes signing a release of information to allow for future verification of access to services, completing the screening process, and receiving a care plan with referrals to services.

Completed Deflection is defined by the Multnomah County HB 4002 Leadership Team as an individual accessing at least one service referral in a deflected individual's care plan within 30 days from the date of their referral to deflection. Clients have 30 days from the date of referral into deflection to access referrals. After that, the program needs to verify access with service providers. Accordingly, completion-related data in this report covers a subset of deflections only (those referred to deflection on or before 2/28/2025).