

Multnomah County

Deflection Program Third Quarterly Report

4/1/2025 – 6/30/2025



1. Executive Summary

Reporting Schedule

This report covers the period of April 1, 2025 (4/1/2025) to June 30, 2025 (6/30/2025). This is the third of three reports that the County will publish covering fiscal year 2025. The next will be released in November 2025 and will cover the period of July 1, 2025 through September 30, 2025.¹

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. The legislation that establishes deflection also requires all programs to report monthly into a statewide database. The State will publish its own reporting based on that data.

This report is produced by Multnomah County's Deflection Program to provide insight into key metrics, will identify emerging trends, and provide a look at the demographics of those that engage with the deflection. 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 and the second report was published in May 2025.

Observations and Emerging Trends

During the reporting period, the number of referrals into the program by law enforcement substantially increased. As noted in previous reports, 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. During this period, Portland Police Bureau conducted missions that resulted in a high number of deflections during the month of May, resulting in 134 referrals to deflection and 31 completed deflections. Rather than decline again to pre-PPB mission levels, 59 referrals to deflection were made by law enforcement in June as compared to the 10 referrals to deflection that were made in April. It should still be expected that referral numbers may fluctuate periodically based on shifting law enforcement priorities and capacity in any given period.

The availability of voluntary sobering services at the Coordinated Care Pathway Center was another important development this quarter. Sobering services entail an initial medical screening, including urinalysis, followed by medical monitoring, and comfort medications for common side effects such as anxiety and nausea, if needed. This new option allows individuals deflected to remain at the Pathway Center for up to 24 hours where they are able to engage with peers and case management on site for a longer period while they get sober. After their period in sobering, individuals are offered assistance to access other services on their care plans and have the option to be transported directly to those services.

¹In fiscal year 2026, which began on July 1, 2025, the reports will 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.

Key metrics from this quarter depict consistent engagement rates and increased completion rates. The proportion of engagements that led to successfully completed deflections has remained consistent between reporting periods, ranging from 62-65% and averaging 64%. This stability in engagement rates will help to establish a baseline against which to measure the effectiveness of program operations. Although there is more observed variability in referrals into deflection and completion rates, this quarter shows increases in both. A trend analysis related to completion and referral rates will be done in the second year of the program.

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 – 6/30/2025

Completion Data: 9/1/2024 – 5/31/2025

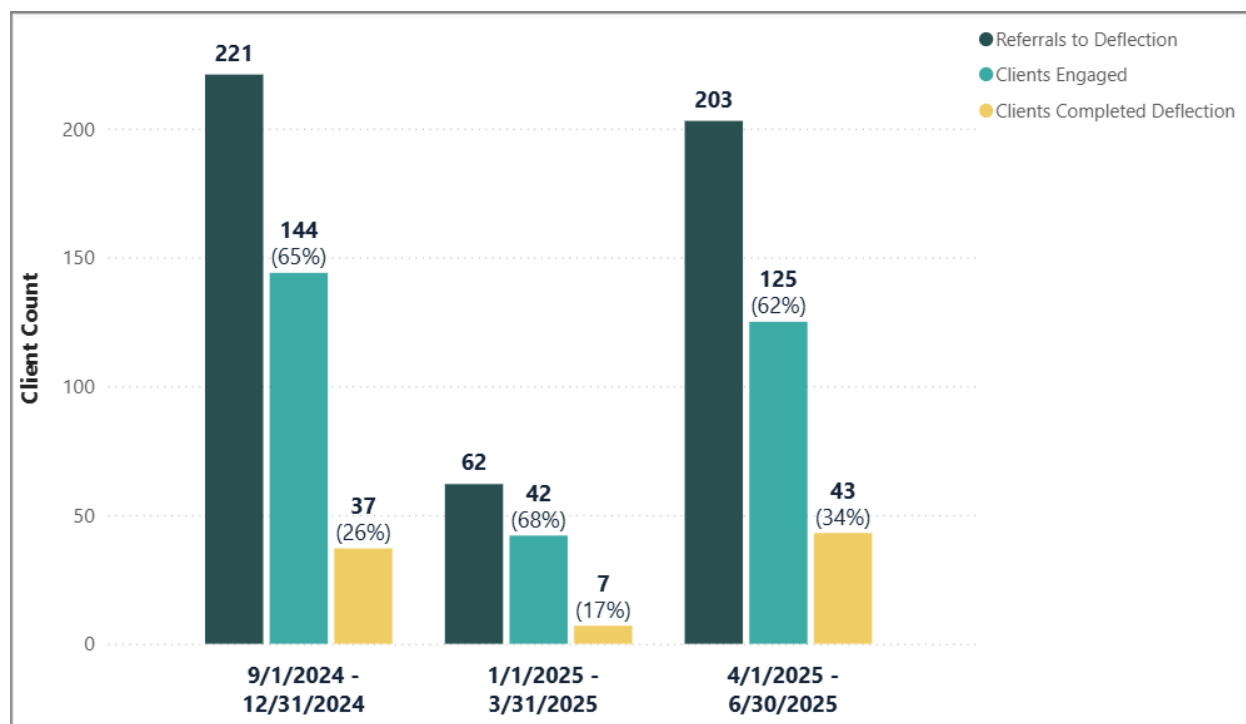
Program Metric	Reporting Period			
	9/1/2024 – 12/31/2024	1/1/2025 – 3/31/2025	4/1/2025 – 6/30/2025	Total
<i>Referrals from Law Enforcement</i>				
Referrals to Deflection	221	62	203	486
Unique Individuals Referred to Deflection	212	62	200	435 ²
<i>Engagements</i>				
Engaged Clients	144	42	125	311
% of Referrals to Deflection resulting in Client Engagement	65%	68%	62%	64%
<i>Completions</i>				
Completed Deflections ³	37	7	43	87
% of Engaged Clients that Completed Deflection	26%	17%	34%	28%
Engaged Clients with Pending Completion Status ⁴	0	0	0	0

²The quarterly Reporting Period column totals for unique individuals and does not add to the total for the full reporting period due to unique individual counts being calculated per quarter. For example, if Client A went twice in Q1, they would be counted as a unique client once. If Client A went again in Q2, they would be counted unique in that quarter as well, but only counted unique once across both quarters in the total for the full reporting period.

³1 additional client within the 1/1/2025 - 3/31/2025 time period has been verified to have completed deflection since the last quarterly report.

⁴These engaged clients have exited their 30-day window to access service referrals and their service referral access status is 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 vs 4/1/2025 – 6/30/2025

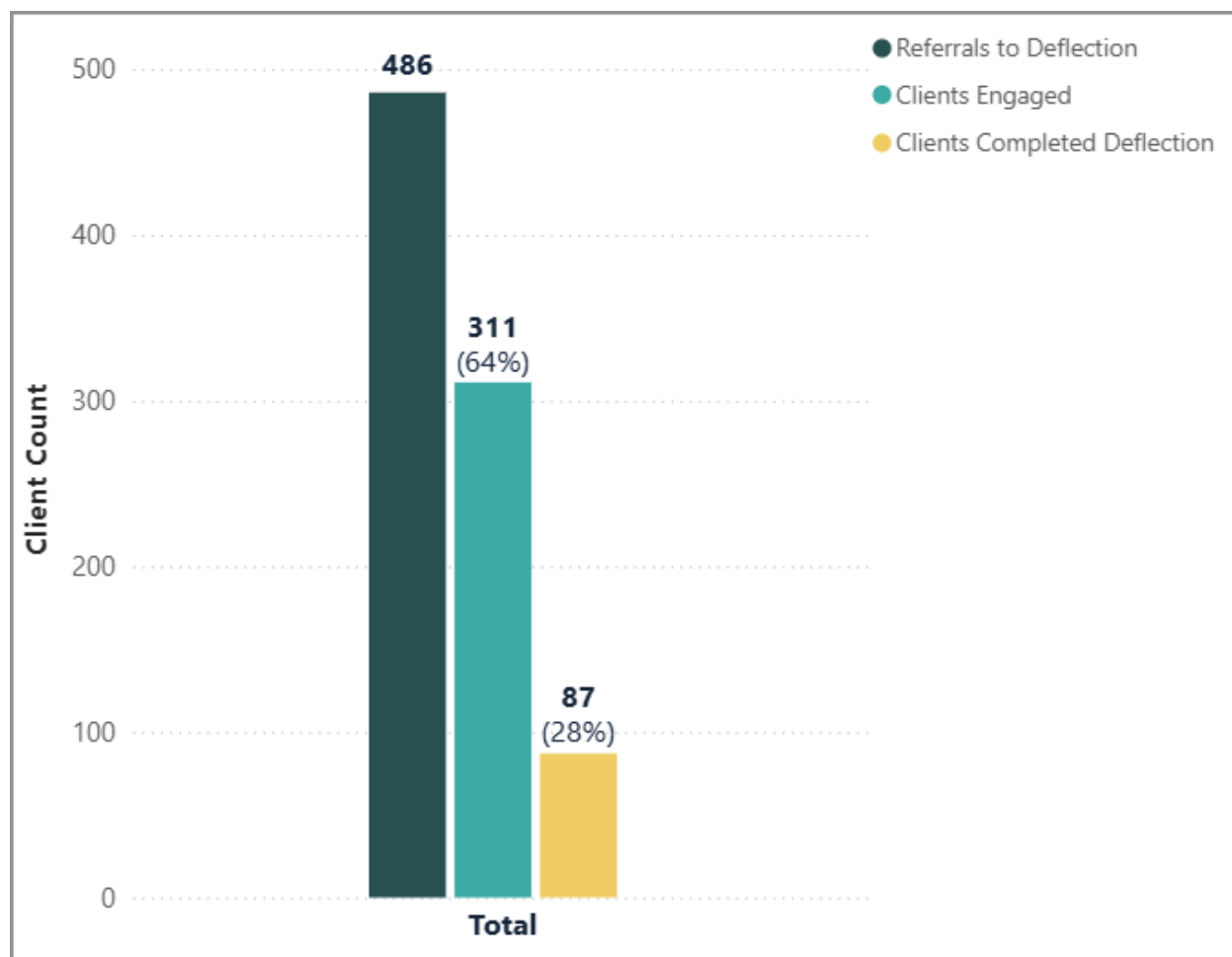


125 clients, associated with 62% of the referrals to deflection between 4/1/2025 – 6/30/2025, engaged with the program. The number of referrals to deflection and clients engaged both increased significantly compared to the last quarter, while client engagement rates slightly decreased from 68% to 62%.

Completion rate for the most recent quarter was observed to be the highest it has been since program start. 34% of engaged clients (43 individuals) in the last period completed deflection as compared to 17% of engaged clients (7 individuals) in the prior reporting period. Enhancements in our service referral verification process and ability to allow repeat-visits for deflection clients to meet with their PATH care coordinators are likely contributors to this increase in completed deflections.

All individuals referred to deflection within this reporting period have exited their 30-day window following their referral to deflection and none have pending completion status. When the 30-day window for a client to access service referrals closes, they have a pending completion status attributed to them until they are verified to have either successfully completed or not completed the deflection process. At the time of this reporting, all engaged clients from the most recent reporting period have a verified completion status.

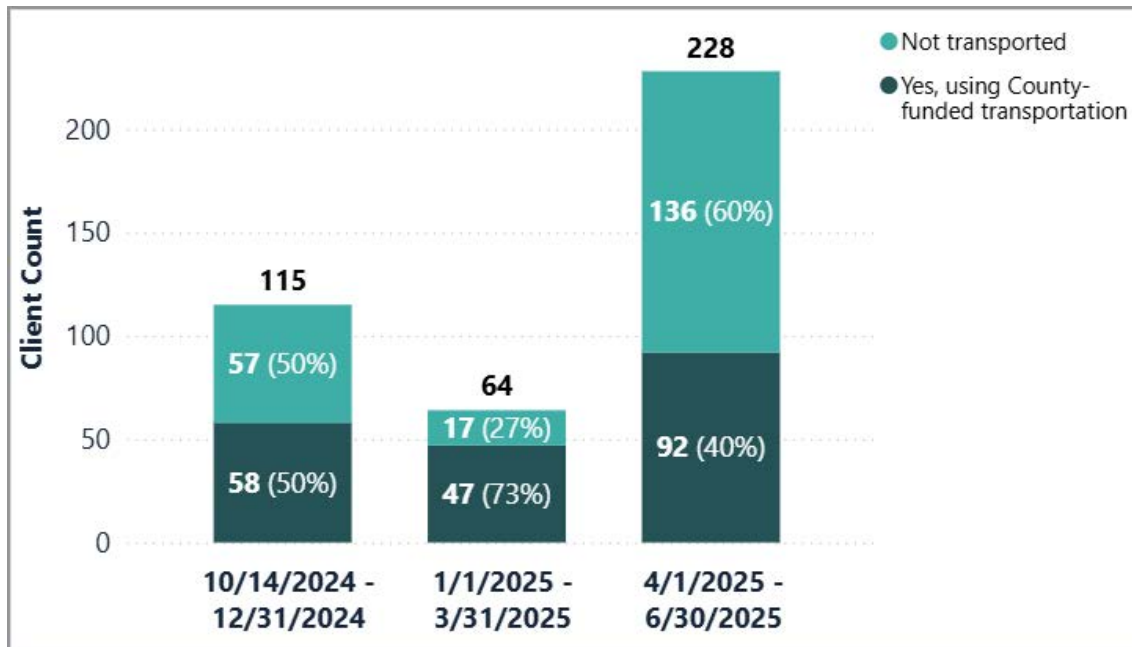
Graph 2: Referrals to Deflection, Client Engagements, and Clients Completed Deflections, 9/1/2025 – 6/30/2025



Since the beginning of deflection (9/1/2024) and through the end of this reporting period (6/30/2025), a total of 486 referrals to deflection were provided by law enforcement resulting in 311 (64%) client engagements. Of the clients that engaged and for whom completion has been verified, 87 (28%) completed deflection.

Transportation Utilization by Deflection Clients

Graph 3: Client Transportation Use from the Pathway Center



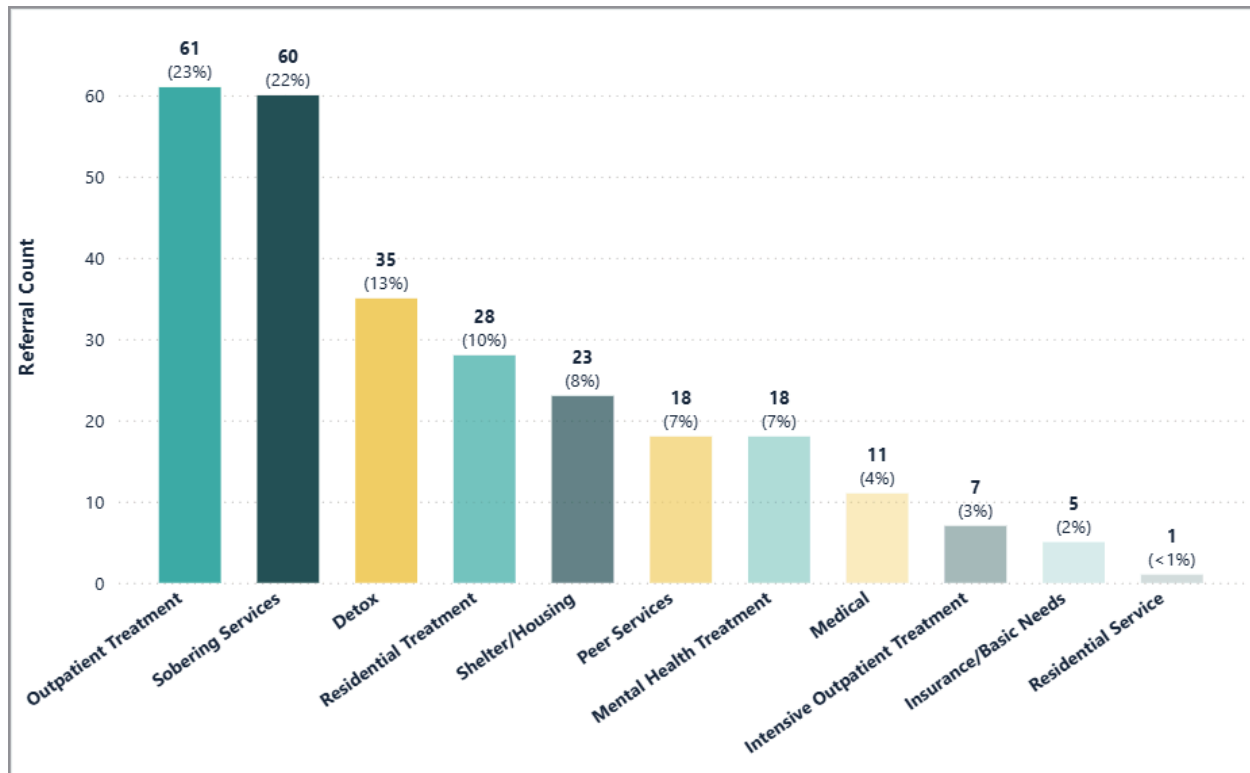
Transportation data is associated with the opening and operation of Coordinated Care Pathway Center (CCPC) and was collected from 10/14/2024 – 6/30/2025. Since eligible individuals can be referred to deflection more than once during a reporting period, some clients have been offered transportation services more than once.

Compared to the prior period, there has been an increase in the number of clients utilizing transportation services, though the proportion of clients has decreased: 92 (40%) of clients offered transportation utilized it in the current reporting period, compared to 47 (73%) in the prior period. Of note, this could be partially due to seasonality in the Portland-area.

Of the 92 clients that were transported, 6 (7%) were transported directly to services while the other 86 (93%) were transported elsewhere.

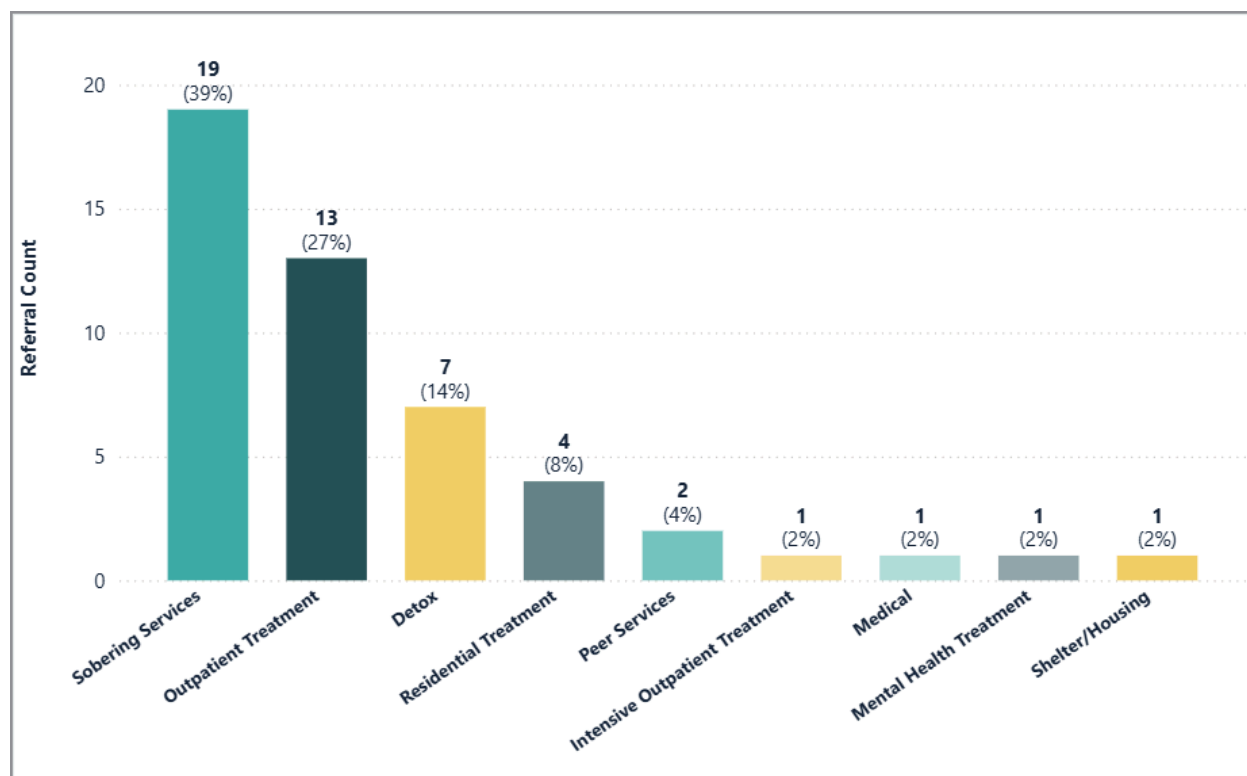
Service Referrals Provided to and Accessed by Engaged Deflection Clients

Graph 4: Service Referrals Provided to Engaged Clients, 4/1/2025 – 6/30/2025



The breakdown by category of the 267 service referrals provided to engaged deflection clients between 4/1/2025 – 6/30/2025 is shown above, with all clients receiving at least one referral. Since deflection began, 692 referrals to services have been made to engaged deflection clients from 9/1/2024 – 6/30/2025.

Graph 5: Service Referrals Accessed by Clients Resulting in Completed Deflection, 4/1/2025 – 6/30/2025



43 unique individuals were confirmed to have accessed 49 services referrals in the current reporting period for which completion data is available, i.e. clients referred 4/1/2025 – 6/30/2025. 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 from their care plan, thus attributing to a greater amount of service referrals accessed than clients which have completed deflection.

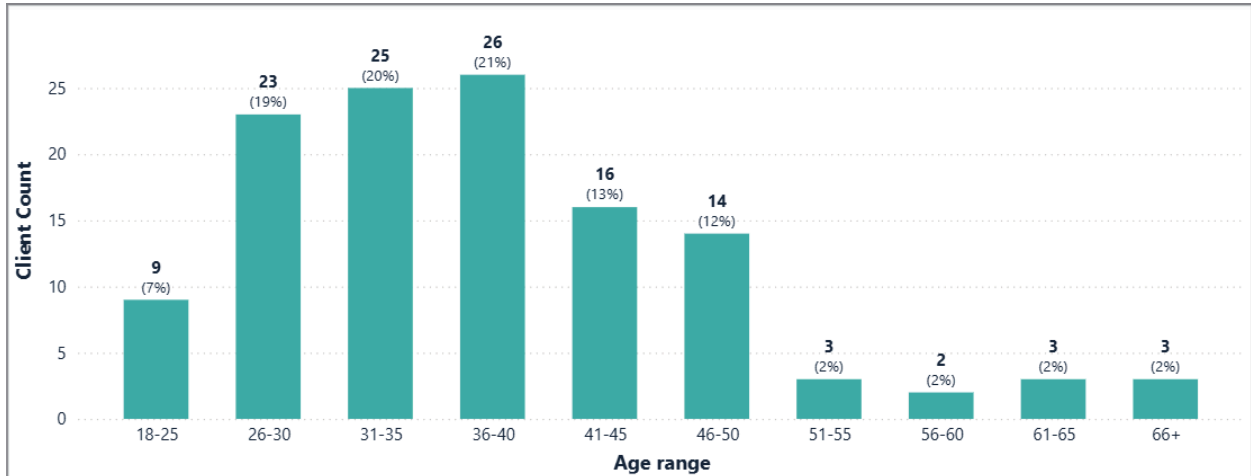
Since the program's start on 9/1/2024, 108 service referrals have been accessed by 87 unique clients who have successfully completed deflection. 29 service referrals (26%) were for Outpatient Treatment, 19 (18%) were for Sobering, 14 (13%) were for Detox, 14 (13%) were for Peer Services, 12 (11%) were for Shelter/Housing, 7 (6%) were for Medical, 5 (5%) were for Residential Treatment, 4 (4%) were for Mental Health Treatment, 3 (3%) were for Insurance/Basic Needs, and 1 (1%) was for Intensive Outpatient Treatment.

Sobering services began at the Pathway Center on 4/28/25. Of the 19 individuals that were referred to and accessed sobering while at the Pathway Center, 2 (11 %) also accessed other service referrals.

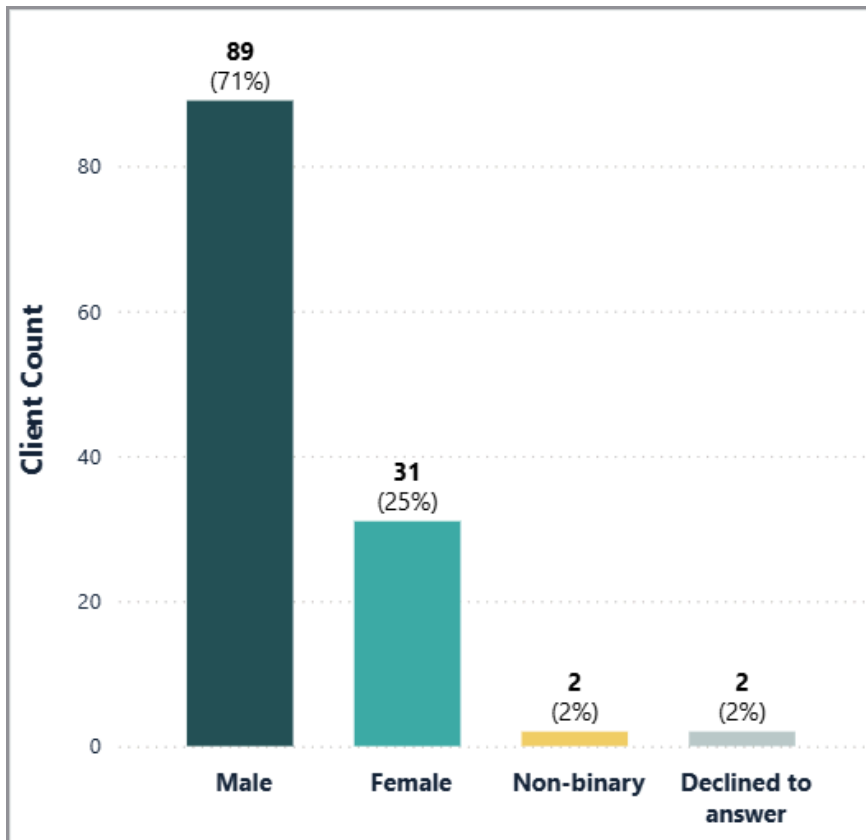
3. Demographics

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, 4/1/2025 – 6/30/2025.

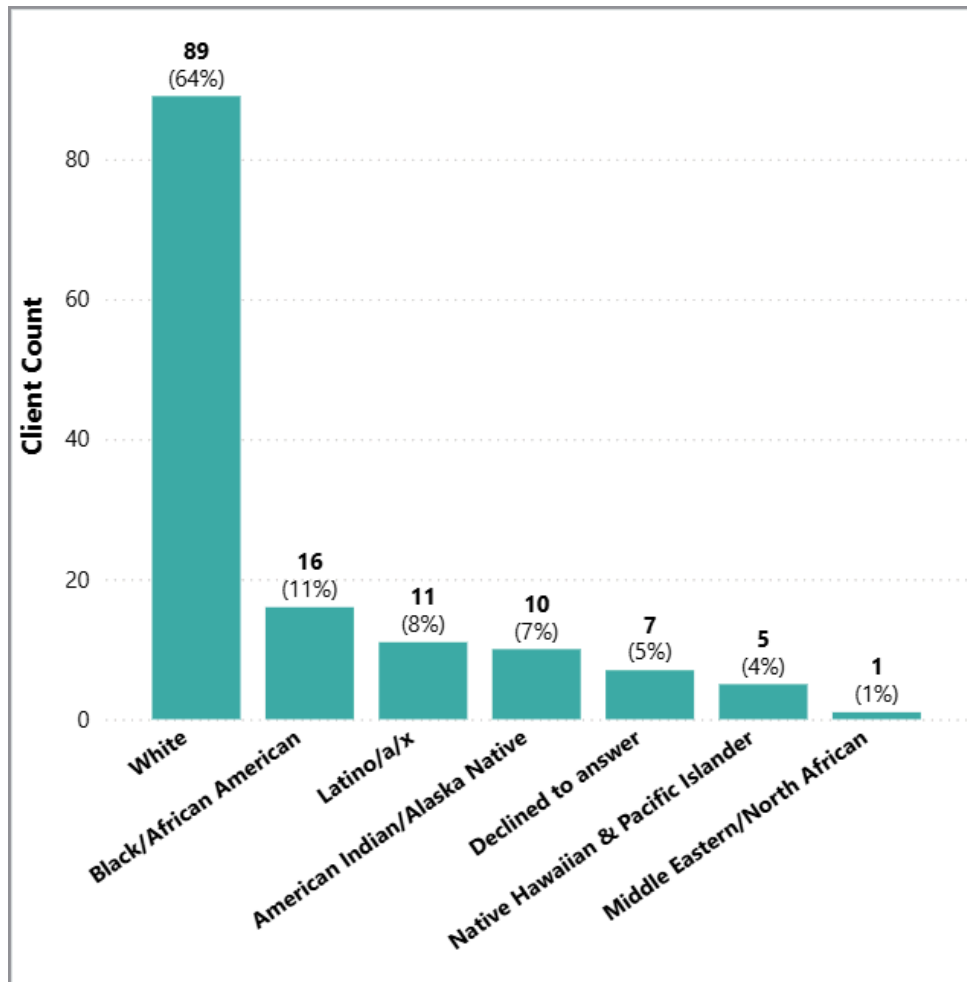
Graph 6: Client Age



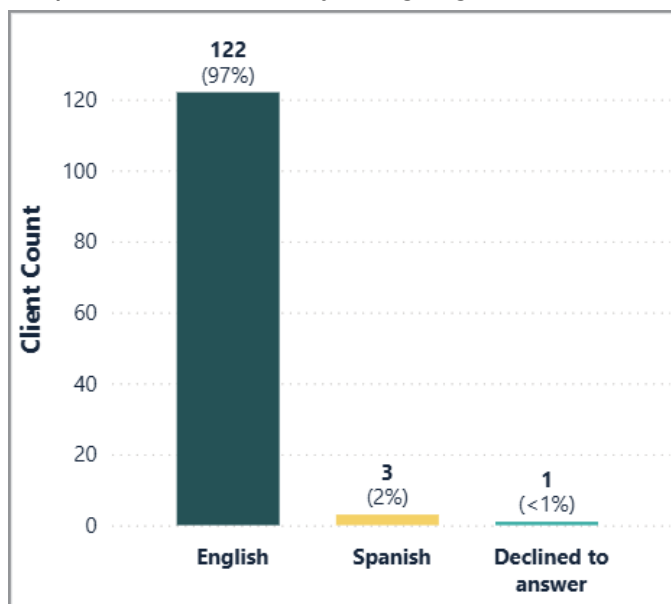
Graph 7: Client Gender Identity



Graph 8: Client Race



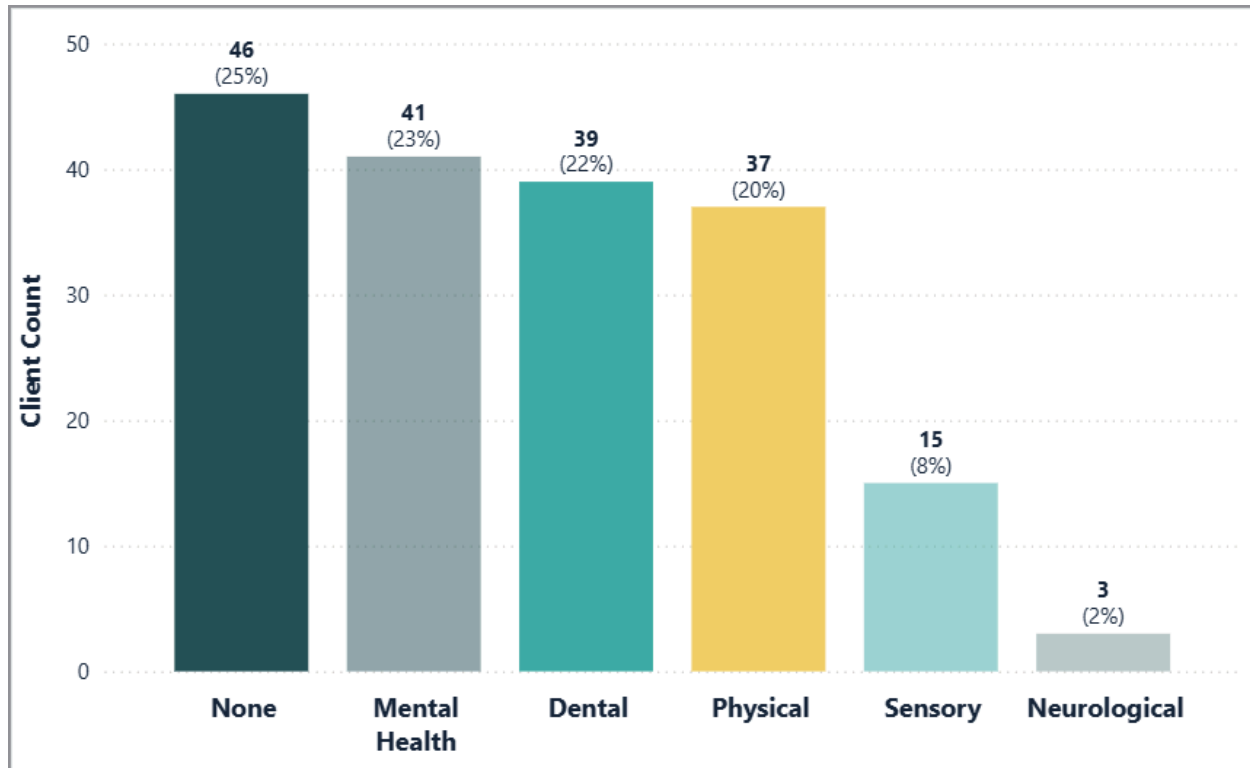
Graph 9: Client Primary Language



4. Medical and Dental Considerations

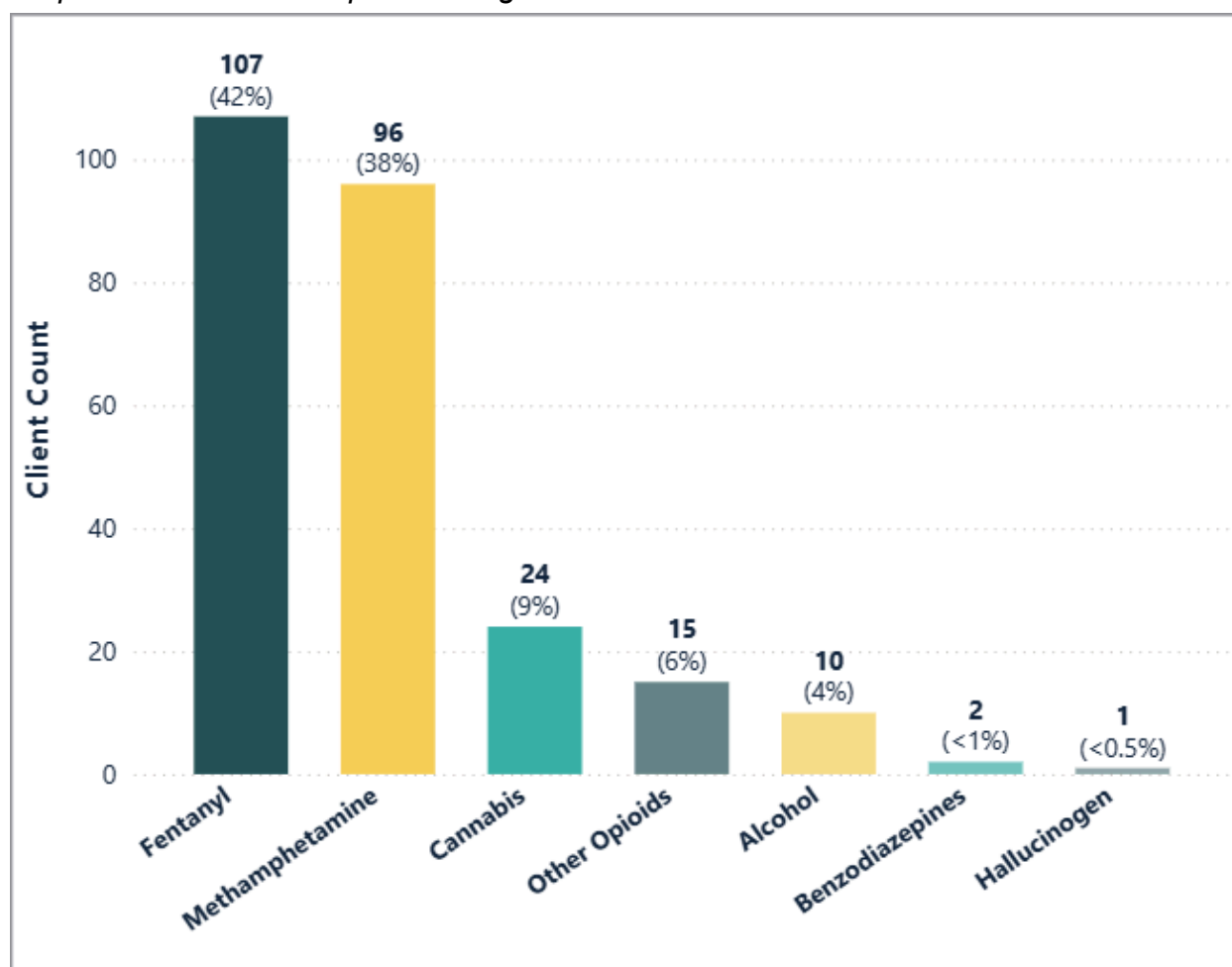
The medical and dental consideration data shown below is for individuals that were referred to deflection by law enforcement and subsequently engaged during the most recent reporting period, 4/1/2025 – 6/30/2025.

Graph 10: Client Self-Reported Medical and Dental Conditions



Note, this graph is a non-unique client count due to 43 clients (34%) indicating that they had more than one type of condition.

Graph 11: Client Self-Reported Drugs Used



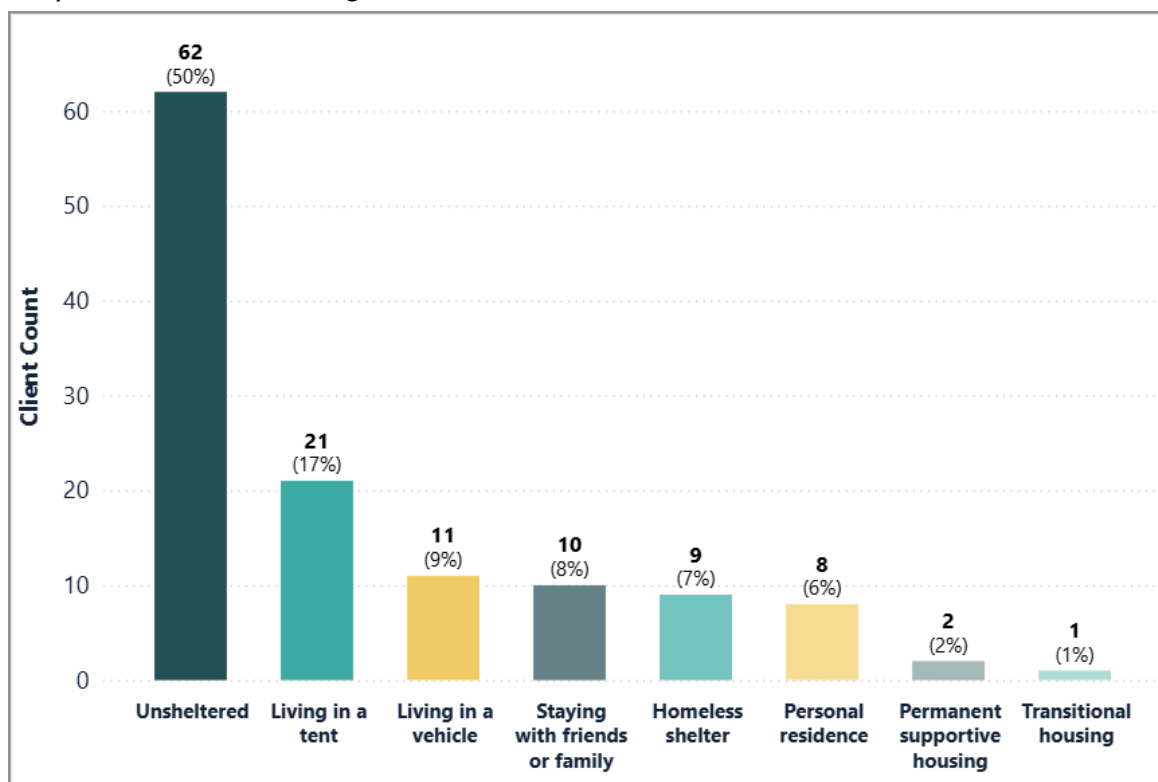
125 clients responded when asked about what drugs they have been using, accounting for 100% of the engaged clients within the reporting period. 88 clients (70%) reported using more than one drug.

25 clients (20%) self-reported at least one recent (within the last 90 days) Emergency Room visit, while 99 clients (80%) reported no recent ER visit(s).

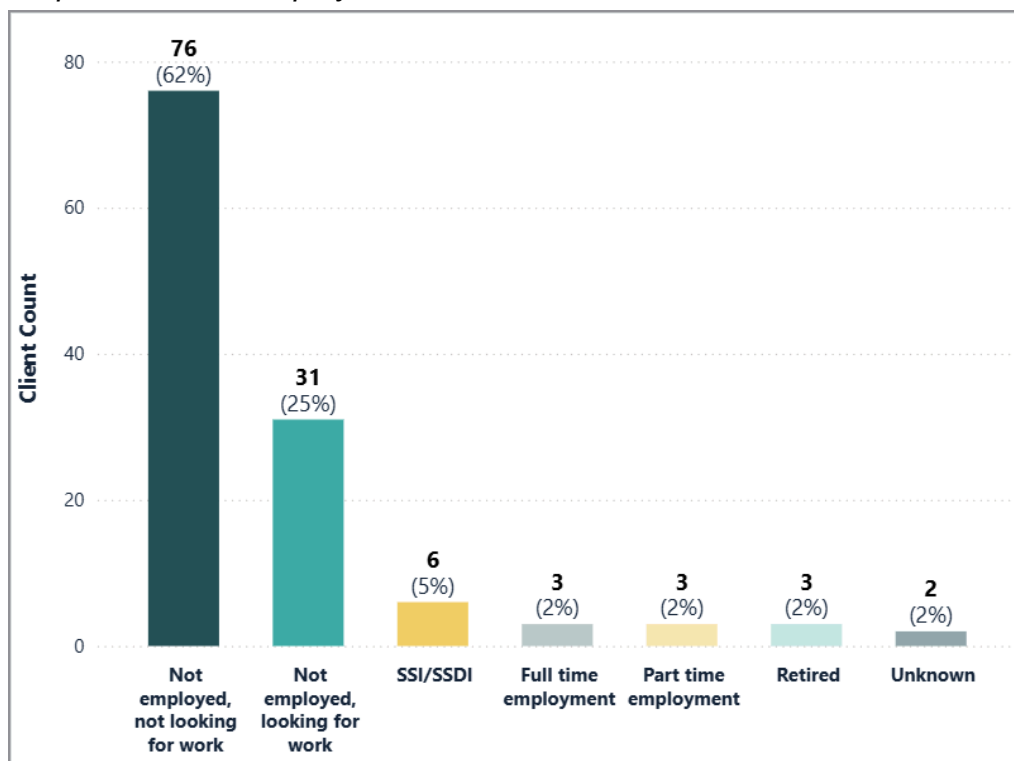
5. Social Determinants of Health Considerations

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, 4/1/2025 – 6/30/2025.

Graph 12: Client Housing Status

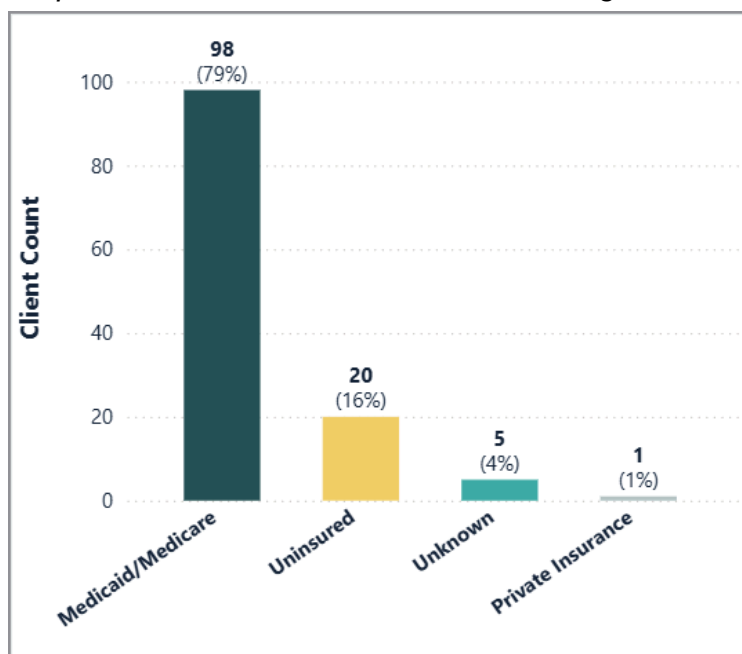


Graph 13: Client Employment Status

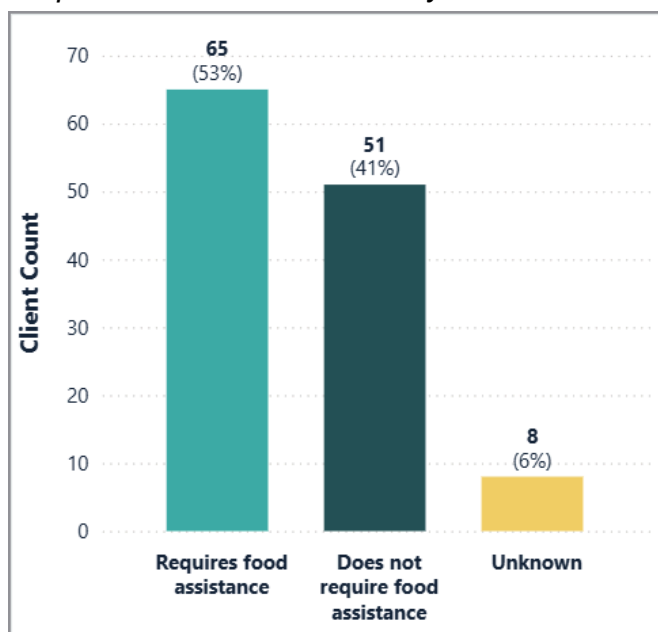


Note, the graph above is a non-unique client count as some clients indicated multiple employment statuses.

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: Client experienced his first relapse (after four years of sobriety) following a fight with his girlfriend. Client reports he is grateful that Pathway Center was an option for early intervention and prevented him from jail time and/or his relapse escalating further. Although Client was let go from his position as a first responder, thanks to his engagement with the deflection program, he continues to attend weekly dual-diagnosis counseling and will begin paramedic school in the upcoming weeks.

Client 2: Client has struggled with substance use the majority of his adult life which negatively affected his personal and familial relationships, ability to keep a job, and contributed to him becoming houseless. During his deflection encounter, Client was willing to complete phone screening for withdrawal management and transferred directly from the Pathway Center to Recovery Works NW. His engagement with services continued after his completion of withdrawal management at Recovery Works NW. Upon completion, Client was referred to an Intensive Outpatient Program (IOP) program. When client experienced some challenges in the IOP, without any prompting, Client returned to Pathway Center and advocated for referrals to similar programs because he did not want to jeopardize the progress he made. Client began engaging with local recovery groups to build his support network and is on the waitlist for a residential program.

Client 3: Client was brought to Pathway Center and was very distressed because she had been mugged earlier in the day. This Client also has health concerns that are exacerbated by extreme stress. The care coordinator at the Pathway Center provided brief interventions to help regulate her emotions while nursing staff monitored her vitals and provided her with the appropriate medication. The Client rested through the evening and overnight on the Sobering Unit. The following day, PATH supported Client in completing a residential referral for NARA and arranged for a peer from Fora Health to transfer Client directly to their withdrawal management program.

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:

Current Quarter Data: 04/01/2025 – 06/30/2025

Prior Quarter Data: 01/31/2025 – 03/31/2025

Same Quarter Prior Year Data: 04/01/2024 – 06/30/2024

Table 2: PPB Provided Aggregate Data Analysis

Metric	Current Quarter	Prior Quarter	% Change from Prior	Same Quarter	% Change from Same Quarter
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			Quarter	Prior Year	Prior Year
Dispatched Calls for Service	599	561	+7%	509	+18%
Reported Offenses	143	161	-11%	120	+19%

The data provided suggests that there has been an increase in criminal activity based on aggregate data analysis of dispatched calls for service and reported offenses within a ¼ mile radius of the Pathway Center compared to the prior year. Data on how the neighborhood surrounding the CCPC compares to Portland's city-wide metrics was not included in PPB's analysis.

The three most frequent categories of dispatched calls for service include Unwanted Person (+72% from the same quarter, prior year time period), Welfare Check (+4%), and Disturbance (+44%).

8. Additional Criminal Justice Data

Data from Oregon Circuit Courts has provided data on Drug Enforcement Misdemeanor (DEM) cases. During the reporting period, a total of 114 DEM cases were filed with the Court, of which 62 (54%) cases contained DEM charges only. The Court's data doesn't include information on how many of the DEM-only cases had pre-existing warrants (making them ineligible for deflection), but cases with DEM charges only could have potentially been deflection eligible. In the next grant year the program aims to begin collecting data that may provide insight into why those being arrested on PCS charges may either not be offered or do not accept deflection in lieu of arrest. it.

52 (46%) cases filed also contained non-DEM charges and 11 (10%) 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 Programmatic Improvements

During this reporting period, the program continued to strengthen partnerships with law enforcement, expanded deflection operations to be 24/7, made on-site sobering services available, and continued to improve upon workflows and processes, particularly as they relate to client follow-up and referral verification.

- 1) **Law enforcement engagement:** Especially while law enforcement remains the sole referral source into deflection, this quarter's data show the potential impact a proactive and mission-driven approach led by local law enforcement can have; the deflection-focused missions PPB conducted in May 2025 resulted in an immediate increase in referrals to deflection. The resulting use of the program by officers may have also contributed to sustaining the increase in referrals compared to pre-May levels in the months after the missions concluded. Additional deflection-focused missions and

feedback solicitation from mission-participating officers will be crucial in identifying additional process improvement and training opportunities.

- 2) **Expansion of operating hours to 24/7:** From September 14, 2024 - April 13th, 2025, referrals to deflection were limited by the Pathway Center's operating hours of Monday - Friday between 7am - 11pm and Saturday - Sunday between 7am - 3pm. This means that individuals that would otherwise be eligible for deflection were not able to be referred to the program if law enforcement encountered them outside of these operating hours. As of April 14, 2025, deflection programming is available 24 hours a day, 7 days a week, year round through the Coordinated Care Pathway Center, increasing the ability to engage individuals regardless of the timing of their identification by referring partners.
- 3) **On-site sobering:** As of April 28, 2025, voluntary sobering services are available at the Coordinated Care Pathway Center in tandem with the deflection program. While individuals may be referred to sobering through law enforcement, first responders, and a select few community providers, deflection clients may also enter sobering through referral in their deflection care plan. This allows the opportunity for deflection clients experiencing acute intoxication to remain at the Center for up to 24 hours, have additional touch points with their care coordinator and peer mentor, and receive comfort medications, if appropriate.
- 4) **Procedural changes improving client engagement and data validation:** The PATH team has implemented procedural changes to allow clients to re-engage with their care coordinator through follow-up, in-person appointments. Additionally, through increased partnerships with community providers and process improvements, the program has been able to substantially reduce the time it takes to verify that clients have accessed service referrals, and therefore successfully complete the program, within the 30 day period of deflection. Although lags in service access verification are likely to happen, especially considering quarter to quarter variances in utilization, these improvements will hopefully continue to allow for close to real-time completion verification.
- 5) **Referral pathway pilots:** While law enforcement agencies remain the largest referral partner for deflection, the program recognizes the potential for increased deflection referrals through non-law enforcement partners, including first responders and community providers. Planning is currently underway for additional referral pathway pilots, set to begin in October 2025, which would allow select first responders and community providers to identify and refer appropriate individuals to the deflection program.

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 5/31/2025).