

Oregon Behavioral Health Deflection Program Pathways

The six pathways described below are adapted from PTACC.¹ To assist with interpreting these pathways with respect to the array of deflection models in use, they are presented as operational definitions to illustrate best practices for programs in Oregon. This resource also provides example scenarios and how each one would be captured in the REDCap database. Unless otherwise specified, 'first responder' refers to law enforcement, fire, and EMS.

- 1. Self-Referral:** An individual voluntarily initiates contact with a first responder agency/department, seeking treatment, without fear of arrest.
- 2. Active Outreach:** A first responder or non-law enforcement agency intentionally identifies or seeks to encounter known individuals in the community to offer engagement in treatment and services.
- 3. Naloxone Plus:** A first responder engages individuals as part of an opioid overdose response, with rapid engagement to treatment and services.
- 4. First Responder and Officer Referral (Officer Prevention):** A law enforcement officer or other first responder engages with individuals as a preventative measure and provides referrals to treatment or to a case manager. This occurs as part of duties on patrol or calls for service.
- 5. Officer Intervention:** A law enforcement officer makes an arrest or identifies a basis for a criminal charge, but no charges are filed if the deflection program requirements are met. This occurs as part of duties including on patrol or calls for service and can include arrests with a warm handoff to a community-based responder.
- 6. Community Response:** In response to a call for service, a community-based behavioral health team engages with individuals to de-escalate crises or resolve non-crisis situations and refer to treatment and services. Law enforcement may be involved when there are public safety or scene safety concerns.

¹ PTACC. 2023. The six pathways of deflection and pre-arrest diversion. <https://ptaccollaborative.org/wp-content/uploads/2023/01/PTACC-6-Pathways-of-Deflection-Onepager.pdf>



Deflection Pathway example scenarios and data entry guidelines

Self-Referral	
<ul style="list-style-type: none"> <i>This pathway refers specifically to a person initiating contact in a physical location that is identified as a point of referral to a <u>deflection program</u>. Examples include: fire station, deflection office, parole and probation office, or designated community partner.</i> <i>Some programs may utilize personnel outside of first responders, such as a deflection coordinator, as the first point of contact.</i> <i>Someone approaching a law enforcement officer on the street to request services would fall under the First Responder and Officer Referral pathway.</i> 	
Example scenarios:	REDCap® data entry:
An individual walks into a fire station and asks for assistance related to substance use. The fire station calls deflection peer support workers to come meet the individual on the scene for a warm handoff. The peer support worker assists the individual with program enrollment.	<u>First point of contact</u> - First responder (EMS, fire) <u>Location of contact</u> - Fire station <u>Handoff type</u> - Warm handoff to peer
An individual approaches the front desk receptionist at a local police department requesting help related to their substance use. The receptionist calls the assigned deflection case manager to come and speak with the individual to offer program enrollment and other services.	<u>First point of contact</u> - Law enforcement <u>Location of contact</u> - Police department <u>Handoff type</u> - Warm handoff on scene to deflection navigator/case manager



Active Outreach

- This pathway involves individuals or teams as the first point of contact, whose job includes actively seeking out individuals for referral into a deflection program.
- This does not include situations in which law enforcement first encounters an individual during routine duties or a call for service and sends a referral to deflection staff to reach out to the individual for program enrollment. That would be classified as the First Responder and Officer Referral pathway.

Example scenarios:	REDCap® data entry:
As part of their deflection duties, two peer support workers visit a cluster of unsheltered individuals with the intent of engaging individuals in treatment. Through the course of their work, they offer deflection services to an individual with behavioral health needs. The peer support workers transport the individual to a deflection drop-off center for intake and assessment.	<u>First point of contact</u> - Peer support worker/navigator <u>Location of contact</u> - Homeless camp <u>Handoff type</u> - Warm handoff at deflection drop-off center
A co-response team of a law enforcement officer and peer support worker visit an area known for drug-related activity. They offer deflection to an individual who is known to have previous involvement with drug-related crimes. The individual is transported to a deflection drop-off center for program enrollment.	<u>First point of contact</u> - Multi-disciplinary deflection response team <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Warm handoff at deflection drop-off center



Naloxone Plus

- *This pathway differs from Community Response as it specifically involves individuals who have experienced an opioid overdose.*
- *Crisis workers who are not medically trained could be part of an overdose response team to provide behavioral health and/or peer support.*
- *Outreach to individuals after an overdose event would also be included in this pathway.*

Example scenarios:	REDCap® data entry:
A paramedic is on scene at a residence in response to an opioid overdose. The paramedic offers deflection to the individual. A peer navigator is not available to arrive on scene, so the paramedic sends a referral to the deflection team to attempt outreach to the participant within 24 hours.	<u>First point of contact</u> - First responder (EMS, fire) <u>Location of contact</u> - Residence <u>Handoff type</u> - Referral to deflection team for outreach to participant
A deflection coordinator receives notifications about overdose cases. After reviewing a case they decide the individual is a candidate for deflection and contact the individual via telephone to offer program enrollment. The individual agrees and is instructed to report to the partnering behavioral health organization for intake.	<u>First point of contact</u> - Deflection coordinator <u>Location of contact</u> - Other: Over the phone/virtual <u>Handoff type</u> - Instructions to report to BH provider for screening/assessment



First Responder and Officer Referral (Officer Prevention)

- There are no charges or potential charges present when using this pathway.
- This differs from the Active Outreach pathway as it is in response to a call for service or occurs during normal duties. Individuals are not actively identified by law enforcement officers or first responders.

Example scenarios:	REDCap® data entry:
While on patrol, a law enforcement officer encounters an individual who appears to be houseless and under the influence of a substance but there is no probable cause to charge the individual with possession. The officer offers deflection services to the individual and calls a peer support worker to the scene for a warm handoff.	<u>First point of contact</u> - Law enforcement <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Warm handoff to peer
During an EMS encounter that is <u>not an overdose</u> , an individual asks EMS workers to assist with connecting to treatment. EMS sends a referral to the deflection coordinator. The coordinator conducts outreach to the individual to enroll them in the program.	<u>First point of contact</u> - First responder (EMS, fire) <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Referral to deflection team for outreach to participant



Officer Intervention

- *This is the only pathway that must involve a law enforcement officer and charges or potential charges. Charges may involve standalone PCS, PCS and co-charges (usually “low-level quality of life” offense types), or standalone low-level offenses.*
- *Some programs may have peer support workers ride along with officers while on calls for service to assist with potential deflection cases but are not actively seeking individuals as with the Active Outreach pathway.*

Example scenarios:	REDCap® data entry:
On a call for service for trespassing, a law enforcement officer encounters someone in possession of a controlled substance. They offer the individual deflection instead of arrest. The officer calls a peer support worker to the scene to assist the individual with program enrollment.	<u>First point of contact</u> - Law enforcement <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Warm handoff to peer
While on patrol, a law enforcement officer encounters an individual with user amounts of a controlled substance. They issue the individual a citation with instructions to report to a community-based behavioral health provider within 14 days to receive an assessment and to enroll in deflection.	<u>First point of contact</u> - Law enforcement <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Instructions to report to BH provider for screening/assessment



Community Response

- *This pathway occurs in response to a call for service for situations other than an opioid overdose and usually involves a crisis response team.*
- *Teams could also be called to resolve non-crisis situations where there is a conflict.*

Example scenarios:	REDCap® data entry:
A mobile response team is called to intervene in a situation where an individual is in crisis and offers them deflection services. The response team on scene facilitates transportation to a sobering center and follows up with ongoing case management to refer to needed treatment and services.	<u>First point of contact</u> - Mobile Crisis/Crisis Response Team <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Warm handoff at stabilization/sobering center
A mobile response team is called to mediate a situation where a houseless individual is blocking access to a business which results in a conflict with the business owner. The response team de-escalates the minor conflict and refers the individual to the deflection coordinator for program enrollment.	<u>First point of contact</u> - Mobile Crisis/Crisis Response Team <u>Location of contact</u> - On the street (on view) <u>Handoff type</u> - Referral to deflection team for outreach to participant

