

FREQUENTLY ASKED QUESTIONS from Public Safety and Law Enforcement

Can other agencies refer people to the Diversion Center?

Cuyahoga County fire departments and Emergency Medical Services (EMS) can use the Center in the same way as police departments. The criteria that a person have a low-level offence is not required.

Can family, friends or those seeking care call?

Yes, they can call for a screening for the Diversion Center or other treatment options.

Will a pre-admission phone call be required for officers or public safety personnel to bring someone to the facility?

Yes, a call to the 24/7 Help Line at 216-623-6888 is required.

Will the Cuyahoga County Diversion Center also take residents who have already been charged, or are currently in jail?

Yes, as long as someone meets all intake criteria, they can be admitted.

Is this a 24/7 facility?

Yes, it is 24/7.

How many individuals can be processed at once?

Multiple. Call 216-623-6888 as required.

What happens when the Diversion Center is at capacity (full)?

The Diversion Center always reserves beds for police referrals even when it may need to close to the community. Although it is rare for the Center's beds to be full, community referrals will contact the Helpline at Frontline 216-623-6888 for assistance.

What services are available at the Cuyahoga County Diversion Center?

Specific services can include Diagnostic Assessment, Medical Evaluation, Case Management, Individual Counseling, Group Counseling, Medication Management, Medication Assisted Treatment (MAT), Withdrawal Management (Detox), Referral and Linkage.

Can an individual be admitted to the Cuyahoga County Diversion Center multiple times?

People experiencing mental illnesses and substance use disorders may be in recovery for a time, relapse or experience a challenge that increases their likelihood of interacting with an officer. It is possible that someone may be connected to the Cuyahoga County Diversion Center more than once. The staff is ready to help as often as necessary within their abilities and resources. They can provide guidance on protocols for these situations.

Can officers or public safety personnel bring non-voluntary clients?

No. The Center is a voluntary option. For other situations, officers and others should continue to use their existing crisis response resources.

More FAQs answered at:
adamhsc.org/diversioncenter

See website for new or updated information.

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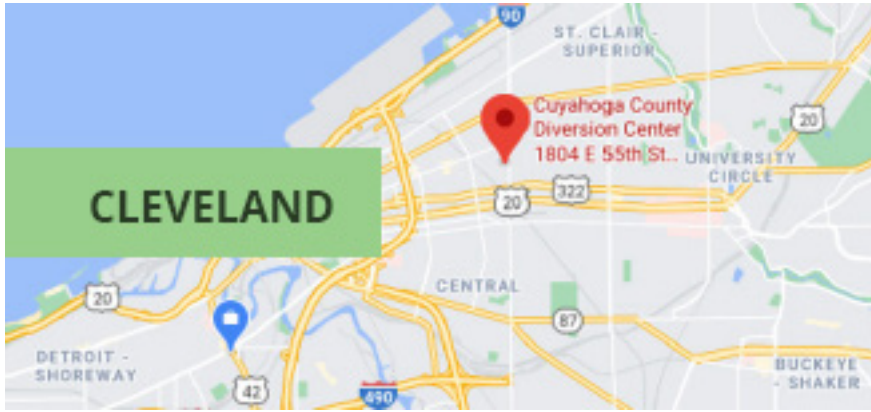


Cuyahoga County Diversion Center



Guide for Public Safety & Law Enforcement





What is the

Cuyahoga County

Diversion Center?

24-Hour Help Line:
216-623-6888

FrontLine Service will be available 24/7 to all law enforcement officers other public safety workers within the county who interact with an individual showing signs of mental health and/or substance misuse issues.

1804 East 55th Street
Cleveland

What is the drop-off process like?

Quick. The goal is
10 minutes or less:

- Walk the resident in.
- Sign in.
- Handoff to staff.
- Sign out.



A primary goal of the Cuyahoga County Diversion Center is to provide an alternative to incarceration for people living with mental illness and/or addiction, who have an interaction with law enforcement or other public safety personnel. This is a VOLUNTARY option for non-violent individuals, to connect to treatment. It and is a tool for police and public safety officers, and individuals with whom they interact.

To qualify for the Diversion Center, a person must meet certain criteria: they are an adult (male or female aged 18+); they appear to be or disclose that they are affected by a mental illness or substance use disorder; they must be a Cuyahoga County resident; and a law enforcement officer or a public safety worker has called the Help Line to have a screening conducted on their behalf.

What to expect when you call

Call 216-623-6888. After a brief recorded message (don't hang up!), you will be connected to a mental health professional who will ask you to provide:

- Your name, badge number (if applicable) and your community/district
- The name and date of birth of the individual in question
- A brief description of why you were called to the scene
- A brief description of your observations or understanding of what is going on with the individual

Once the mental health professional has gathered the necessary information, they will advise you to take one of the following actions:

- > Transport to the Diversion Center (1804 East 55 St.)
- > Transport to the Crisis Stabilization Unit (8315 Detroit Ave.)
- > Transport to the nearest hospital Emergency Dept.
- > Another option that fits the situation