

Using the Cuyahoga County Diversion Center

"My family and I believe the Diversion Center saved my brother's life. If he was never given this option he may have never taken the steps to get on the right path."

– sister of client who received substance use treatment

A GUIDE FOR FRIENDS, FAMILY MEMBERS AND INDIVIDUALS SEEKING CARE FOR A MENTAL ILLNESS AND/OR SUBSTANCE USE DISORDER



Family, friends or individuals seeking assistance with mental illness or substance use issues may call 216-623-6888 to connect with the Cuyahoga County Diversion Center.

The Diversion Center is an option when a person is struggling to manage behavioral health concerns, and symptoms are getting worse. Staff works with the individual to stabilize the symptoms and connect or reconnect to ongoing care. It is a voluntary option for adults 18 or older who are non-violent.

HOW TO ACCESS THE DIVERSION CENTER:

CALL the 24-Hour Help Line at 216-623-6888 (don't hang up if you get a recording).

- Answer questions from FrontLine Service staff about the situation.
- The call taker will complete a screening.
- If eligible, FrontLine will notify the Diversion Center. If not eligible, other options will be provided.

TO CONNECT TO THE DIVERSION CENTER, CALL FRONTLINE SERVICE:

216-623-6888

After calling and receiving clearance from FrontLine:

TRANSPORT yourself or the individual to 1804 East 55th Street in Cleveland. Walk into the building. Check-in takes about 15 minutes, and family members or friends are encouraged to stay during check-in.

The Center does NOT provide pick-up or drop-off transportation. The Center is unable to accept walk-ins. Each potential client must be screened by calling 216-623-6888.

What services are available?

The Diversion Center is a 50-bed facility for adults who need a short stay (usually 4–5 days) to help stabilize symptoms and connect to behavioral health treatment. Onsite services can include assessment, medical evaluation, case management, counseling, medication management, Medication Assisted Treatment (MAT), withdrawal management (detox), referral and linkage to other community services.

Is this a 24/7 facility?

Yes. The Diversion Center is staffed and ready to help every day and night. Call 216-623-6888.

What happens next?

Upon discharge, individuals are linked or relinked to appropriate treatment and recovery supports in the community. Just like all other services with the Diversion Center, the individual must choose voluntarily to pursue help.

"I came here lost and confused without hope or positive direction. In the short few days that I have been here, with your relentless help, your staff has instilled in me that there are still kind and caring people in this world. Today I leave with a new sense of hope and a positive attitude towards my life."

– Cuyahoga County Diversion Center client

Learn more: adamhsc.org/diversioncenter

