



911 DIVERSION

Updates | BCBHC General Meeting 05.27.2025

911 DIVERSION GOALS

The goal of the 911 Diversion program is to match individuals to the most appropriate and available resources when they call for help. This is done by:

- Diverting certain behavioral health 911 calls from law enforcement to experienced mental health professionals through the 988 helpline
- Reducing unnecessary police and emergency personnel encounters with people in behavioral crisis
- Promoting the use of calling the 988 helpful through outreach, education, and promotion
- Exploring continued evaluation and expansion of diversion call types

OPERATING HOURS

- Clinicians are currently staffed 9a – 11p M-F
 - FTE: 9a – 5p
 - PTE: 5p – 11p
- Recruiting for Saturdays & Sundays
 - 8a – 4p
 - www.bcresponse.org/careers

CLINICIAN ACTIVITIES

- Education Sessions
 - In person
 - Short video clips
- 911 Call Taker Debriefings
- Quality Assurance Reviews
- Follow-ups from QA Reviews
- Identifying repeat callers & safety planning
- Answering calls, supporting triage & mobile response dispatch

UPCOMING TRAINING

- 911 Call Takers visiting 988 Call Center
- 988 Call Center staff visiting 911 Call Center
- 911 Call Takers participating in MCT ride a longs
- 911 & 988 Call Takers participating in joint training
- Embedded clinician trained to be a 911 Call Taker

For updates on 911 Diversion, please view the public-facing data dashboard below.

[BEHAVIORAL HEALTH 9-1-1 DIVERSION | CITY OF BALTIMORE CONSENT DECREE](#)