

# 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 helpline 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.bcreponse.org/careers](http://www.bcreponse.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](#)