

CUYAHOGA COUNTY DIVERSION CENTER

2025 ANNUAL REPORT



Cuyahoga County Diversion Board
Diversion Center Annual Report 2025

The Cuyahoga County Diversion Center (CCDC) is a short-term facility for adults who need help to stabilize mental illness and/or addiction symptoms and connect to behavioral health treatment. Services include clinical assessment, stabilization, medication support, peer engagement, and care coordination to facilitate linkage to ongoing treatment and supports.

Statistics and Demographics

According to data submitted by Oriana House to the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County, the CCDC had 942 intakes for 2025, a 1% increase from 2024 (930). There were 1,785 contacts in 2025, which almost exactly matched the amount in 2024 (1,783).

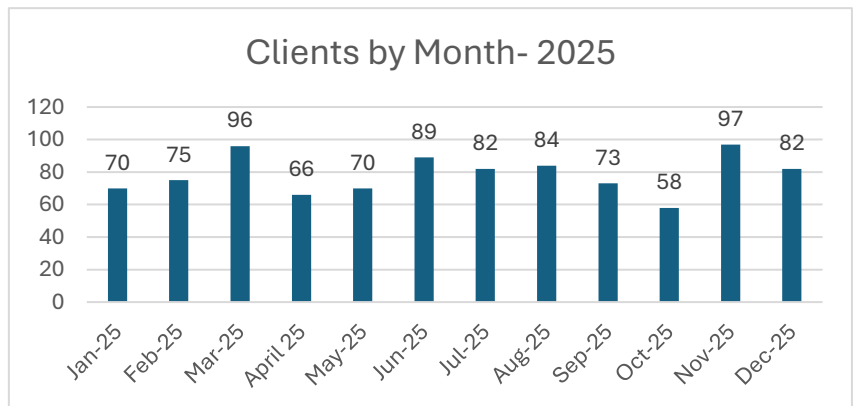
1. Client Counts

Total Intakes and Contacts in 2025

Month	Clients	Contacts
January	70	110
February	75	90
March	96	164
April	66	214
May	70	159
June	89	185
July	82	155
August	84	185
September	73	189
October	58	185
November	97	32
December	82	117
Totals	942	1,785

Client- those who completed the admission process

Contact-those who arrived at the CCDC but not admitted (due to ineligibility, choice, or left during 23hr observation)

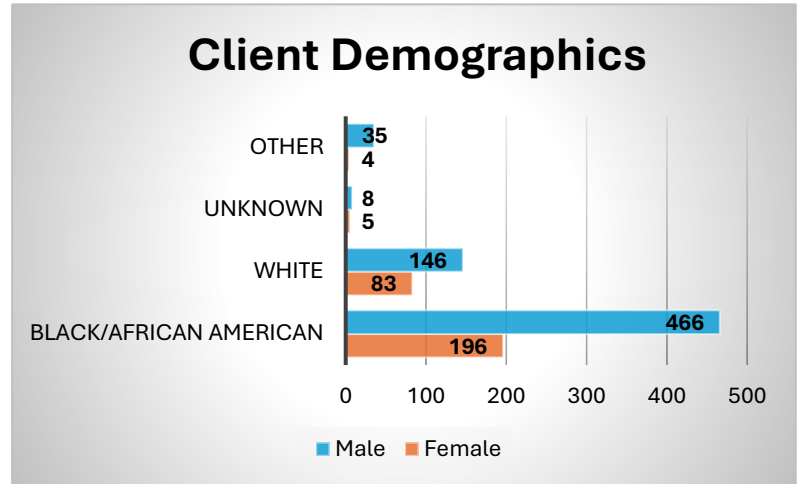


The numbers of clients and contacts remained consistent for most of the year. The number of clients only dipped below 70 in two months (April, October). The average number of clients per month was 79. The number of contacts only dipped below 100 in two months (February, November). The average number of contacts per month was 149.

2. Client Demographics (self-reported by clients)

Client Gender by Month in 2025

Month	Female	Male	Overall
January	21	49	70
February	22	53	75
March	30	66	96
April	18	48	66
May	20	50	70
June	30	59	89
July	32	50	82
August	28	56	84
September	20	53	73
October	18	40	58
November	23	74	97
December	25	57	82
Totals	287	655	942



69% clients are men
31% clients are women

The numbers of men and women clients remained consistent throughout the year. There were only two months when the number of females dipped below 20 (April, October), and only three months when the number of male clients was less than 50 (January, April, October).

The number of female clients in 2025 (287) was slightly higher than 2024 (284). The number of male clients in 2025 (655) was slightly higher than 2024 (646). Males consisted of 69% of all clients in 2024 and 2025, while females were 31% in both years.

3. Race and Gender

Client Race and Gender Totals in 2025

Race	Female	Male	Overall
Black/African American	196	466	662
White	83	146	229
Unknown	5	8	13
Other	4	35	39
Totals	288	655	943

Race	Female	Male	Overall
Black/African American	68%	71%	70%
White	29%	22%	24%
Unknown	2%	1%	1%
Other	1%	5%	4%

Black/African American clients make up 70% of intakes. White clients are next with 24%. All other races make up 5% of clients.

4. Age of Clients

Age	2025	
18-24	40	4%
25-34	170	18%
35-44	239	25%
45-54	214	23%
55-64	196	21%
65+	83	9%
Total	942	

The ages of clients continue to be spread out relatively evenly between 25–64-year-olds. These age groups account for 87% of all clients.

5. Client Diagnoses

Client Type by Month in 2025

Month	SMI	SMI/SUD	SUD	Overall
January	2	65	3	70
February	6	63	6	75
March	7	70	19	96
April	1	57	8	66
May	5	64	1	70
June	2	77	10	89
July	2	75	5	82
August	6	55	23	84
September	7	46	20	73
October	4	44	10	58
November	11	72	14	97
December	12	59	11	82
Total	65	747	130	942

SMI- Serious Mental Illness
SUD-Substance Use Disorder

79% clients receive SMI/SUD diagnosis
14% clients receive SUD diagnosis
7% clients receive SMI diagnosis

Client diagnoses for SMI remained consistent for the first ten months before rising during November and December. Dual diagnoses (SMI and SUD) stayed consistent, only dropping below 55 twice (September, October). SUD diagnoses remained low for the first half of the year, with only two months at ten or higher (March, June). Second half of the year saw only one month below ten (July).

6. Client Admissions in 2025

Month	New Client	Returning Client	Unknown	Overall
January	24	46	0	70
February	25	50	0	75
March	28	68	0	96
April	21	44	1	66
May	28	42	0	70
June	35	54	0	89
July	30	52	0	82
August	34	50	0	84
September	24	49	0	73
October	20	38	0	58
November	37	60	0	97
December	24	58	0	82
Total	330	611	1	942

65% are returning clients
35% are new clients

New clients remained steady throughout the year. April saw the fewest new clients (21), and the most in November (37). March saw the most returning clients (68), with October having the fewest (38).

The average number of new clients per month was 28. Average returning clients was 51 per month.

7. Referral Source in 2025

Month	Agency	Self/Family	Police	Fire/EMS	Overall
January	38	24	3	0	65
February	39	20	8	0	67
March	53	31	4	0	88
April	44	37	5	1	87
May	35	28	5	0	68
June	38	48	3	0	89
July	24	45	5	0	74
August	37	41	4	0	82
September	12	20	7	0	39
October	25	13	5	0	43
November	101	35	3	0	139
December	55	27	3	0	85
Total	501	369	55	1	926*

54% referred by family/friends
40% referred by an agency
6% referred by police/fire/EMS

**Total number of client referrals is fewer than total number of clients in 2025. This may be due to the way records were shared for this Annual Report.*

Referrals from other agencies were highest source of intakes for most of the year, except for four months (June-September). During those months, self and family referrals were more frequent.

8. Client Discharge Reasons in 2025

Month	Left AMA	Completed Successfully	Discharged-Rules Violation	Transferred-Health Reasons	Overall
January	56	7	2	1	66
February	56	5	0	5	66
March	79	9	0	0	88
April	42	39	2	4	87
May	44	21	4	1	70
June	33	48	4	4	89
July	42	29	1	3	75
August	39	42	2	2	85
September	4	34	0	4	42
October	21	17	0	4	42
November	88	48	2	5	143
December	41	42	1	5	89
Total	545	341	18	38	942

AMA-Against
Medical Advice

58% left AMA
36% completed program successfully
2% involuntarily discharged due to rules violation
4% transferred to another facility for medical reasons

The most common reason for client discharge was those leaving on their own without successfully completing their full treatment program. However, in four months (June, August, September, December) more clients successfully completed the program than not.

9. Length of Stay (days)

Number of days clients stay at Diversion Center

Month	SMI	SMI/SUD	SUD	All
January	3.29	3.77	2.36	3.69
February	7.02	5.51	6.26	5.67
March	5.58	4	6.75	4.64
April	5.04	5.05	5.45	5.1
May	4.51	5.35	3.83	5.26
June	2.46	4.79	4.01	4.65
July	1.41	4.15	7.38	4.29
August	2.80	4.51	4.58	4.42

September	5.42	4.52	5.09	4.76
October	1.98	4.73	4.49	4.56
November	6.21	13.78	6.25	11.85
December	6.99	5.44	4.25	5.51

Program Success

The Greater Cleveland Regional Transit Authority (GCRTA) honored the Cuyahoga County Diversion Center with its 2025 Partner of the Year Award. GCRTA Police Chief Deirdre Jones nominated the Diversion Center for the award which was presented at the Transit Authority's annual awards dinner.

The RTA Partner of the Year Award is presented to an organization that has made outstanding contributions to community mobility and strategic partnerships. Criteria for winning the award includes exceptional collaboration with the RTA; positive impact on the community and its transit riders; and excellence in leadership and innovation.



(L to R) Oriana House Executive Vice President Mike Randle, Cuyahoga County Diversion Center Clinical Manager Sarah Tkac, and Cuyahoga County Diversion Center Clinical Coordinator Sheena Cameron

See full details here: <https://www.orianahouse.org/about/announcements/greater-cleveland-rta-honors-cuyahoga-county-diversion-center-as-2025-partner-of-the-year/>

Client Success Stories

CCDC staff shared several stories highlighting how they have successfully supported individuals in crisis.

Client #1

Ms. S presented to the CCDC through a call center referral under Project SOAR seeking dual diagnosis treatment. Her case was particularly complex due to heightened community attention: local law enforcement had active inquiries regarding her whereabouts, and she had been widely publicized on social media as a missing person. Throughout her stay, CCDC staff adhered strictly to federal confidentiality requirements under 42 CFR part 2, prioritizing Ms. S's safety and privacy while ensuring trauma-informed care.

With support from CCDC staff, Ms. S made an informed decision to notify a trusted family member—using a CCDC phone with caller id blocked—that she was safe and voluntarily seeking treatment. Following a comprehensive clinical assessment, Ms. S met criteria for level 3.5 residential treatment. She expressed insight into her recovery needs and determined that leaving Cuyahoga County and distancing herself from triggering social and physical environments would best support her recovery. CCDC successfully linked Ms. S to an appropriate residential treatment facility 60+ miles away, which coordinated her transportation. Ms. S expressed gratitude for the supportive and confidential handling of her case.

Client #2

Mr. H presented to CCDC as a call center referral seeking support for cooccurring behavioral health needs. He reported multiple prior unsuccessful treatment attempts and disclosed experiencing homelessness, few possessions, and estrangement from family. Mr. H described using street-based income activities to obtain substances and expressed a desire for comprehensive treatment with wraparound services that could help him rebuild stability, including assistance obtaining identification, clothing, and other basic needs. A clinical assessment determined that Mr. H met criteria for level 3.1 residential treatment. Mr. H identified B. Riley House as a treatment center where he felt safe. CCDC coordinated his discharge, including ensuring continuity of care through a bridge prescription, and facilitated placement at his preferred treatment center.

Client #3

Mr. H was referred to CCDC by law enforcement following an incident in which he experienced a panic response and ran away from a group home attendant while in a public setting. Mr. H has a diagnosed developmental disability and required mental health stabilization related to heightened paranoia. At presentation, he was fearful and believed that returning to his group home would result in incarceration, leading him to initially refuse discharge back to that setting.

CCDC staff collaborated closely with the Cuyahoga County Board of Developmental Disabilities, arranging for Mr. H's caseworker to come to the CCDC. Through coordinated discussions involving Mr. H, his caseworker, and CCDC staff, the client was reassured that no criminal charges would result from the incident. Following medication stabilization, Mr. H's paranoia decreased, and he was able to make an informed decision to return to his group home. He was discharged successfully back to his residence with ongoing supports in place.

All three Client Success Stories were used with permission from Case Western University Begun Center for Violence Prevention Research and Education's *Cuyahoga County Diversion Center Program Evaluation Findings*.

Below is a list of clients and zip codes they come from (listed numerically by zip). Note that 65 clients provided addresses outside Cuyahoga County, including four in different states (NV, NY, PA).

Typically, the Diversion Center only accepts clients from Cuyahoga County and those who provide an address outside of Cuyahoga County at the point of screening with FrontLine Services will be denied admission. However, there may be several exceptions to this guideline. Most commonly, clients may provide a county address to FrontLine and then a different address once they arrive at CCDC. In this circumstance:

- If client is an Ohio resident with Medicaid, CCDC staff proceed as normal.
- If client is an Ohio resident without Medicaid, CCDC staff assist them with applying for Medicaid and conduct a quick disposition.
- If client is from out of state, CCDC staff bring them into the 24-hour observation program and link them somewhere in the community that could serve them.

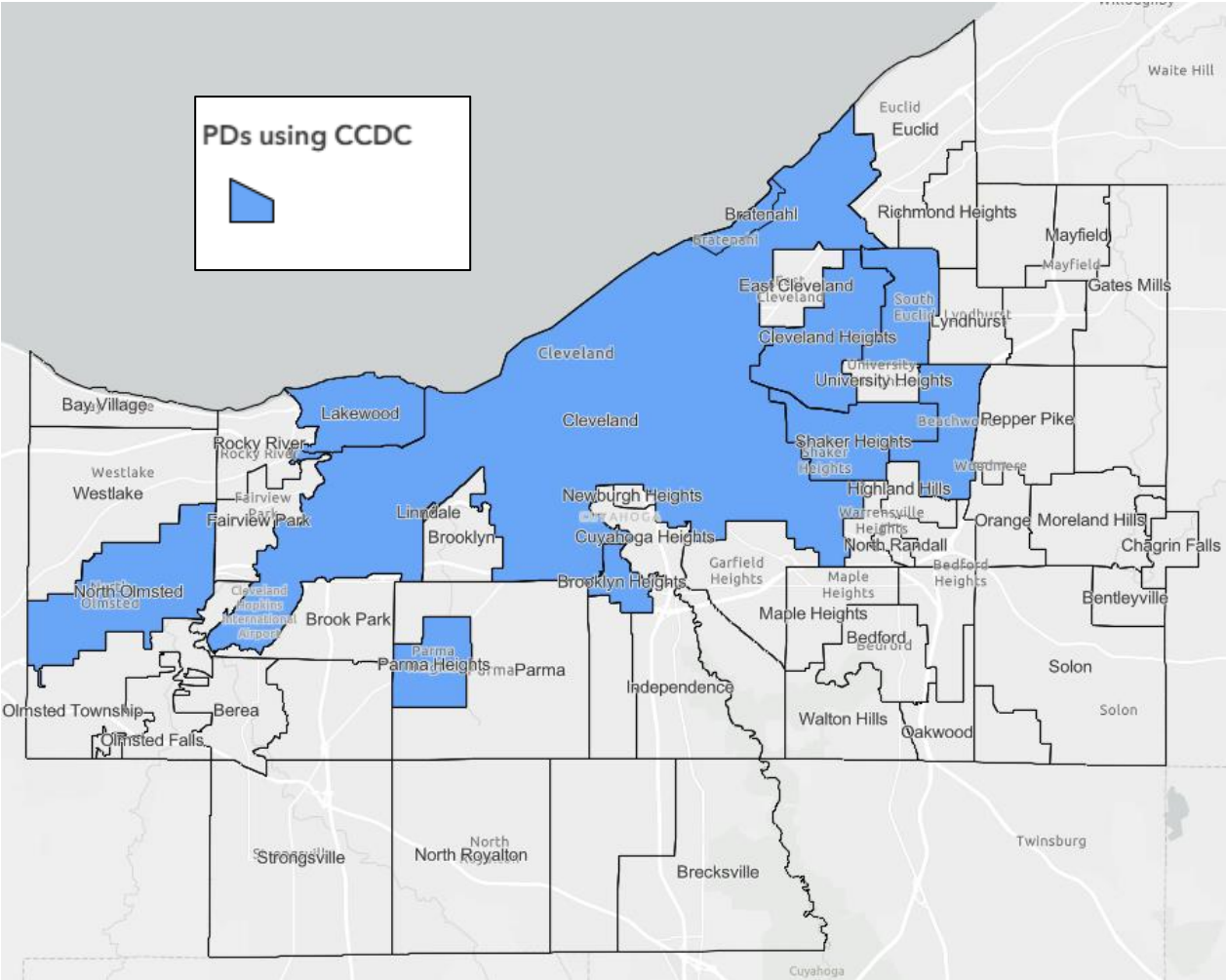
City	Zip Code	# of Clients
Berea, Middleburg Hts	44017	4
North Olmsted	44070	9
Cleveland	44102	80
Cleveland	44103	210
Cleveland	44104	259
Cleveland	44105	332
Cleveland	44106	48
Lakewood	44107	9
Bratenahl, Cleveland	44108	11
Cleveland	44109	210
Bratenahl, Cleveland	44110	149
Cleveland	44111	26
Cleveland, Cleveland Hts, East Cleveland	44112	53
Cleveland	44113	87
Cleveland	44114	210
Cleveland	44115	19
Cleveland, Rocky River	44116	1
Euclid	44117	17
Cleveland, Cleveland Hts, East Cleveland, University Hts	44118	19
Cleveland, Euclid	44119	14
Cleveland, Cleveland Hts, Shaker Hts	44120	55
Cleveland, Cleveland Hts, South Euclid	44121	33
Beachwood, Lyndhurst, Orange, Pepper Pike	44122	36
Euclid	44123	16
Cleveland, Lyndhurst, Mayfield Hts, pepper Pike	44124	23
Cleveland, Cuyahoga Hts, Garfield Hts, Valley View	44125	16
Brook Park, Cleveland, Fairview Park	44126	4

Cleveland, Cuyahoga Hts, Newburgh Hts	44127	26
Bedford Hts, Cleveland, North Randall, Warrensville Hts	44128	342
Cleveland, Parma	44129	3
Cleveland, Middleburg Hts, Parma, Parma Hts	44130	15
Cleveland, Independence, Parma, Seven Hills	44131	1
Euclid	44132	5
North Royalton	44133	1
Cleveland	44134	22
Brook Park, Cleveland, Fairview Park	44135	22
Strongsville	44136	8
Maple Heights	44137	25
North Olmsted, Olmsted Falls, Olmsted Township	44138	3
Bentleyville, Solon	44139	2
Brook Park	44142	4
Cleveland	44143	8
Brooklyn, Cleveland	44144	12
Bedford, Bedford Hts, Oakwood, Walton Hills	44146	35
Broadview Heights	44147	1
Strongsville	44149	1
Outside Cuyahoga County		
Long Island, NY	11101	1
Philadelphia, PA	19132	1
Urbana	43078	2
Avon	44011	1
Elyria	44035	2
North Ridgeville	44039	2
Lorain	44052	4
Macedonia	44056	1
Newbury	44065	3
Oberlin	44074	1
Painesville	44077	3
Stow	44224	1
Medina	44256	18
Akron	44301	1
Akron	44305	1
Akron	44307	1
Akron	44310	2
Akron	44312	1
Akron	44313	1
Lisbon	44432	1
Youngstown	44506	2
Bellevue	44811	1
Cincinnati	45206	1
Troy	45373	4
Marietta	45750	6

Henderson, NV	89169	1
Reno, NV	89506	1

Law Enforcement Usage:

Below is a map showing the police departments who used the CCDC in 2025. See full list on next page. The list also includes non-municipal departments whose coverage area does not follow municipal boundaries (e.g. Sheriff Department, RTA Police, etc.)



Law Enforcement Referrals in 2025

Department	total in 2025
Beachwood Police Department	1
Brooklyn Heights Police Department	1
Cleveland Division of Police	27
Cleveland Heights Police Department	1
Cleveland State University Police Department	3
CMHA Police Department	3
Cuyahoga County Sheriff Department	2
Greater Cleveland RTA Police Department	10
Lakewood Police Department	1
North Olmsted Police Department	1
Parma Heights Police Department	3
Shaker Heights Police Department	1
South Euclid Police Department	1
total	55