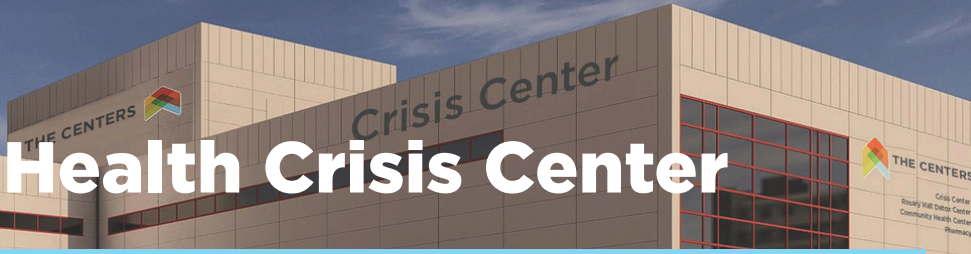




THE CENTERS' Behavioral Health Crisis Center



A Truly Comprehensive Behavioral Health Crisis Center

Executive Summary

The Centers is establishing a Comprehensive Behavioral Health Crisis Center (BHCC) to deliver immediate, 24/7 care for individuals experiencing acute mental health or substance use crises. The BHCC operates as a "no-wrong-door" facility, aiming to stabilize guests within 23 hours and redirect them from emergency departments and jails to appropriate community-based support. By housing multiple levels of care under one roof - from immediate crisis response to short-term stabilization and outpatient follow-up - the BHCC makes it easier for individuals to access the right level of support at the right time. This integrated model reduces handoffs, limits gaps in care, and supports a seamless transition from crisis to recovery.

Strategic goals of the BHCC include ensuring timely access to emergency behavioral health care, relieving pressure on hospitals, providing safe alternatives to incarceration, maintaining compassionate care with minimal restraint, helping most guests stabilize quickly and return home, connecting others to higher levels of care, and reducing overall community costs by lowering ER visits, jail admissions, and inpatient stays.

In alignment with national best practices outlined by SAMHSA, the BHCC ensures there is:

Someone to talk to. Someone to respond. A safe place for help.

Historical Context

The project emerged following significant shifts in Cleveland's behavioral health landscape:

2023

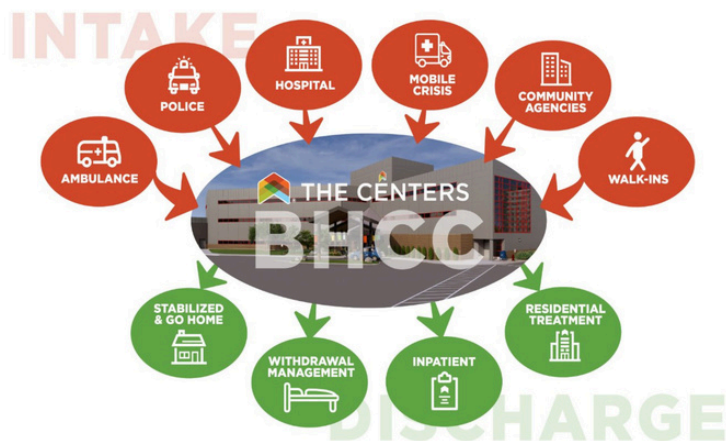
- **St. Vincent Closure (2022-2023):** In November 2022, the **Sisters of Charity Health System** announced the closure of inpatient services at St. Vincent Charity Medical Center. This included its critical psychiatric emergency department, one of only two such specialized units in the state at the time.
- The Cuyahoga County ADAMHS Board initially sought to partner with **St. Vincent** or **MetroHealth** to run a new crisis center, but these systems ultimately declined or pulled out of the lead role.

2024

- **The Centers' Pivot (2024):** In March 2024, The Centers purchased the former St. Vincent Medical Office Building (MOB) for \$1.9 million to serve as its new headquarters. Upon learning of the purchase, the ADAMHS Board requested that The Centers convert the building into a Crisis Center, and the two organizations aligned their visions.

2025

- **ADAMHS Board MOU:** In August 2025, the ADAMHS Board executes an MOU with The Centers committing to \$2.9M for CY26 operations; \$10 million total across CY27-29; and **making BHCC operational funding a priority in its budget "for the foreseeable future."**



Learn more: TheCentersOhio.org/BHCC

Three Floors of Compassionate Care

The BHCC will provide a full continuum of crisis response and stabilization in one coordinated location.

Floor 1 - Crisis Level of Care

The first floor of the BHCC will serve as the community's immediate front door to crisis care, welcoming individuals 24/7 in a safe, supportive environment where they can receive help without a referral, appointment, or barriers to entry.

- A **24/7 Recovery Center** will offer access to care at any hour, in a welcoming, home-like setting ("Living Room Model") with 40 chairs. Individuals will be triaged quickly and compassionately to determine the level of urgency and support they need.
- A **Behavioral Health Urgent Care** (BHUC) will provide same-day clinical services, including psychiatric evaluation, medication management, and therapy.
- An integrated onsite **pharmacy** will ensure fast, seamless access to medications so individuals can begin stabilizing without delay.

Floor 2 - Residential Level of Care

The second floor of the BHCC will provide short-term residential support in a safe and structured environment for individuals whose needs go beyond immediate stabilization. This level of care ensures that individuals have time to stabilize, begin recovery planning, and take meaningful steps toward wellness.

- A **16-bed stabilization unit** will offer 3-5 days of intensive support for individuals who need short-term residential care.
- A **12-bed withdrawal management unit**, operated in collaboration with Rosary Hall, will provide specialized short-term withdrawal support for individuals seeking recovery from addiction.
- Individuals will also have **access to daily provider visits, therapeutic services, and peer recovery support**, helping strengthen treatment engagement during a critical window of need.

Floor 3 - Outpatient Level of Care

Recovery does not end when a crisis passes. The third floor of the BHCC will focus on longer-term healing by connecting individuals to outpatient services that support stability, wellness, and ongoing recovery. By offering follow-up care in the same location where individuals receive crisis support, the BHCC strengthens continuity and reduces the risk that people will fall through the cracks.

- A **Federally Qualified Health Center (FQHC)/Integrated Care Clinic** will offer comprehensive outpatient services, including primary care, psychiatric treatment, counseling, case management, and specialized supports.

Together, these three levels of care ensure that when individuals in need come through the doors of the BHCC, they are met with dignity, stabilized safely, and connected to the next step in recovery, no matter where they are starting from.

Impact

The BHCC will fundamentally change what happens in the most vulnerable moments of a person's life. Instead of sirens and handcuffs, individuals in crisis will find a calm, home-like environment designed for healing. Instead of waiting hours in an emergency department, they will receive immediate clinical assessment and stabilization. Instead of being discharged without support, they will be connected to an integrated path toward recovery, all within one coordinated location.

And the BHCC will strengthen our entire community. By providing safer, more effective alternatives to traditional crisis responses, the BHCC will reduce the burden on hospital emergency departments and local law enforcement and will keep people with behavioral health needs out of jail. By diverting individuals from crowded ERs and the justice system, the BHCC will help decrease community costs and improve public safety. Most importantly, by offering timely, compassionate care and connecting people to ongoing support, the BHCC will foster a healthier, more resilient community where everyone can access the help they need when they need it most.

The BHCC is not simply a new building. It is a life-saving shift in how our community responds to behavioral health crises.



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