



DIVERSION CENTER PROJECT UPDATE

10.29.2025

	Restoration Center	Diversion Center
Hours of Operation	24 hours per day, 7 days per week, 365 days per year	24 hours per day, 7 days per week, 365 days per year
Purpose	Provide integrated care for adults and children with mental health conditions and/or addiction.	Decompression & diversion via short-term crisis stabilization services, then referral to community-based resources
Target Population(s)	County residents experiencing a mental health and/or substance use crisis	County residents ages 18+ experiencing mental health and/or substance use crisis who have been: <ul style="list-style-type: none"> • Transferred after release from Montgomery County Detention Center (MCDC) • Transported by public safety responders • Transferred and transported from a hospital via ambulance
Accessibility	Open to the general public, “no wrong door” policy	Open to county residents transported by MCPD, MCFRS, DOCR, DHHS, or hospitals

	Restoration Center	Diversion Center
Exclusion Criteria	None	<ul style="list-style-type: none"> • Walk-ins • Referrals from community-based behavioral health organizations • Non-county residents • Children/adolescents
Location	Geographic areas with greatest unmet need; highest number of crisis events (e.g., “hot spots”)	Centralized in the County with proximity to the MCDC/Central Processing Unit (CPU) to effectively divert prior to entry into the criminal justice system
Services	<ul style="list-style-type: none"> • Short-term behavioral health crisis stabilization • May include supported housing, residential and employment programs for walk-in clients • Discharge planning and referrals to community-based resources 	<ul style="list-style-type: none"> • Short-term behavioral health crisis stabilization for eligible clients • Discharge planning, referrals, & transportation to community-based resources

STAKEHOLDER ENGAGEMENT TEAM

- Began meeting in October 2023 and continues to meet several times a year
- Composition:
 - 3 members of neighboring community (Seven Locks Alliance)
 - 2 members of the recovery & those with lived experience communities (NAMI & STEER)
 - 1 member from the Department of Health & Human Services
 - 1 member from the Department of General Services
 - 1 member from the Department of Corrections & Rehabilitation
 - ACAO Stoddard
- Ad hoc participants have included Montgomery County Police Department, Fire Rescue Service, & Office of the State's Attorney.

STAKEHOLDER ENGAGEMENT TASKING

1. Facility Placement on Site
2. Fencing, Sidewalks, Lighting, Traffic, Buffers, Landscaping, Sound attenuation –
3. Signage at the facility
4. Post-Release Transport options for both diversion center and central processing
5. What happens when there isn't a referral and a client is approaching 72hrs
6. Legal processes if a client fails to complete diversion programming
7. What happens if there is a walk-in
8. Referrals from the Crisis Center or Mobile Crisis Outreach Teams (MCOTs)
9. Client flow through the site from arrival based on different points of origination (pre-arrest, arrest, ED, etc)
10. Visitor Policy
11. MOU between County and City of Rockville for Site Operations

SUMMARY OF 2025 PROGRESS

- Much of 2025 has been focused on Site Licensure requirements and iterative facility design review.
- Permit submitted to and approved by City of Rockville in September 2025.
 - Contingent upon MOU with City that includes specific requirements around buffering and client release.
- Continued review of SAO list of offenses appropriate for Diversion
- Regular review of Maryland accreditation requirements, including two site model (Piccard Dr. & Seven Locks Rd locations)
- Review of flow through the site.
- Ongoing discussions about admissions criteria, including client transport to and from the site.
- Updated Program of Requirements (POR) document
- Onboarding of Totally Linking Care in Maryland

MONTGOMERY COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

Diversion Center Program Updates

Background and Rationale for Diversion Center Development

National Context

- SAMHSA's National Guidelines for Behavioral Health Crisis Care established standard for person-centered, recovery-oriented crisis systems
- Federal 988 Suicide & Crisis Lifeline reinforced the need for community-based crisis alternatives
- The goal: create a “no wrong door” approach where anyone in crisis can access care – quickly and compassionately.

Best practice for crisis continuums is to have:

- Someone to Contact (988, Montgomery County Crisis Center hotline)
- Someone to Respond: Mobile Crisis and Outreach Teams (MCOTs)
- **A Safe Place for Help: Crisis Stabilization Facilities (Diversion Center)**

Goal of County's Behavioral Health Coordinated Systems of Crisis Care: To provide the right care, at the right time, in the right setting.

Why Crisis Stabilization Facilities such as the Diversion Center?

Promotes dignity

- Align with national movement toward equitable, accessible, and humane behavioral health care
- Provide safe, therapeutic alternatives to emergency rooms and jails
- Treat behavioral health crises as health emergencies, not criminal acts - ensuring individuals in crisis are met by health professionals, not law enforcement alone

Reduce costs and system strain

- Reducing unnecessary hospitalizations and arrests diverts from high-cost emergency and correctional settings

Build trust

- Strengthen relationships between communities, providers, and public safety.

Improve outcomes

- Increase capacity to stabilize individuals and link them to long-term care



Diversion Center Update: Two-Site Model

Two-Site Model to meet lifespan and walk-in needs:

1. Expansion of services at the **Montgomery County Crisis Center at 1301 Piccard Ave.**, Rockville
 - Already a community walk-in site
 - After renovations, will be crisis stabilization and diversion facility for minors and continue serving walk-ins across the lifespan
 2. Construction of facility at **1301 Seven Locks Rd.**, Rockville.
 - This facility will **remain focused on** providing an **alternative to incarceration for adults** (18+) with minor, non-violent offenses experiencing behavioral health issues.
-

Diversion Center Update: Two-Site Model

BOTH facilities will offer **Behavioral Health Crisis Stabilization Center (BHCSC)** services

- Short-term intervention and stabilization to individuals experiencing a behavioral health emergency
- Designed to be least restrictive environment possible to divert individuals from emergency departments, hospitalization, and incarceration
- Must be open and staffed 24 hrs/day, 7 days/wk
- Maximum stay under 24 hrs
- Comprehensive care - services include:
 - Evaluation
 - Crisis de-escalation and stabilization
 - Observation
 - Safety and resource planning
 - Post-discharge care coordination

Diversion Center Update: Two-Site Model

BHCSC Services, Continued

BHCSC Treatment components:

- Medication-assisted treatment may be provided when clinically appropriate.
- Registered nurse must initiate an in-person assessment within 60 minutes of arrival.
- Mental health professional must perform a crisis assessment at the earliest opportunity.

Diverse crises addressed

- Manage a full range of behavioral health emergencies, including those related to mental illness, alcohol and substance abuse, and emotional distress.

Emergency petitions

- Centers equipped to accept and provide services to individuals under an emergency petition

@ Piccard – 4 adult recliners, 4 child/adolescent beds

@ Seven Locks – 16 adult recliners focused on diversion from criminal justice system

Diversion Center Update: Two-Site Model

BOTH facilities will also offer **Residential Crisis Services (RCS)** *for mental health* to adults

- Short-term, intensive services in a community-based, non-hospital setting
- Provided to individuals experiencing, or at risk of, a psychiatric crisis that could impair their ability to function in the community.
- Designed to prevent psychiatric inpatient admission, offer an alternative to inpatient admission, or shorten a hospital stay.
- Offered in a structured environment with residential features and 24/7 staff
- Services include medication management, counseling, skill-building groups, and help with creating recovery-related goals.
- **Multi-day, but still short-term**
- **@ Piccard** - 4 adult beds already in operation at Montgomery County Crisis Center
- **@ Seven Locks** – 16 adult beds focused on diversion from criminal justice system

Diversion Center Update: Two-Site Model

Discharge planning begins at admission

- Clients are discharged once clinically stable or referred to next level of care
- Release options include:
 - Return home or to safe housing
 - Connection to outpatient behavioral health services
 - Transfer to hospital or residential care if clinically indicated

Coordination of Care

- All arrivals and discharges are coordinated and monitored
- Collaboration between public safety, health, and behavioral health systems ensures safety for all
- Consultation across sites to ensure appropriate referral direction and admissions at each facility

Focus on Operations @ Seven Locks Site

- Available for pre-arrest diversion
- Residents must either be admitted involuntarily (via Emergency Evaluation Petition) to BHCSC services or otherwise be amenable to treatment; refusal after admission may result in transfer to Detention Center and charges applied.
- **No community referrals or self-presentations will be accepted** due to focus on diversion from criminal justice system
- **No walk-ins or walk-offs!** Clients referred AND transported in or out exclusively by:
 - Montgomery County Police Department (MCPD)
 - Fire and Rescue Services (MCFRS)
 - Department of Health & Human Services (DHHS)
 - Department of Correction and Rehabilitation (DOCR)
 - Hospitals
- No unsupervised releases. All arrivals and discharges will be coordinated to ensure safety, privacy, and clinical appropriateness.

Rationale for Facility Design Revisions



Maryland COMAR Regulations for BHCSC finalized in 2024



Lessons learned from behavioral health operators nationwide

SAMSHA 2025 updated Behavioral Health Coordinated Systems of Crisis Care guidelines



Ensuring facility designs not only meet compliance standards but also create a safe, trauma-informed, and healing environment that supports operational excellence and sustainability



Ensuring design is operational - every choice impacts safety, flow, and outcomes

Key Drivers for Change

Safety and Visibility

- Adjusted floor layouts allow for enhanced monitoring and rapid staff response, reducing risk for staff and residents

Trauma-Informed Environment

- Open design to allow for living-room style spaces, natural light, and calm design elements that promote comfort and reduce agitation

Operational Efficiency

- Relocated or repurposed rooms to improve accessibility, staff workflow, and daily operations

Regulatory and Clinical Alignment

- All updates align with SAMHSA's Crisis Services Guidelines and Maryland COMAR standards

Sustainability and Flexibility

- Design adjustments anticipate future programmatic needs and evolving best practices

Impact

Updates result in a model crisis stabilization facility that is safe, efficient, and reflective of national best practices.



Reinforce Maryland and Montgomery County's commitment to delivering care that is compassionate, clinically sound, and operationally sustainable, setting a standard for other communities to follow.

We welcome your questions, feedback, and insights as we shape the future of Montgomery County's Behavioral Health Systems of Crisis Care

Thank you!

Behavioral Health & Crisis Services Diversion Center
Project Team:

- Monica A. Martin, Chief
- Carlos Mackall, Consultant
- Dorné Hill, Sr. Administrator, Crisis, Intake & Trauma Services
- Arnechia Moody, Sr. Administrator, Treatment Services
- Monir Khanjani, Manager, Adult Forensic Services

Department of Health & Human Services





Montgomery County Diversion Center

Public Presentation

October 29, 2025



County Property

**County Office Building
(old 1st Police District)**

**MCDC
Processing
Center**

**County Facility
Maintenance
Office**



Location of the New Diversion Center & Justice Center

Factors for the decision:

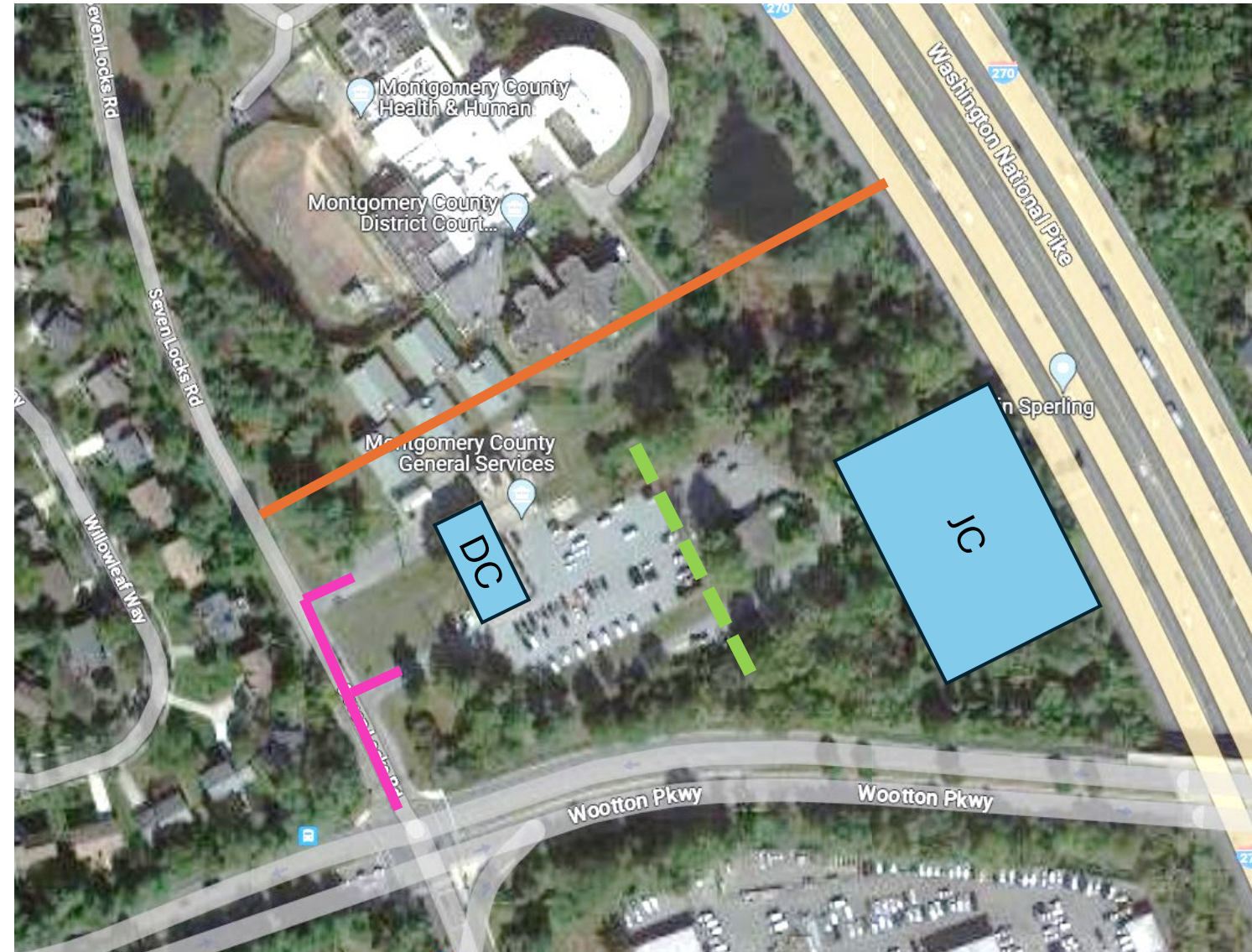
- 1- Larger area needed
- 2- Avoid deep traffic in 7 Locks
- 3- Closer access to the bus stop on Wootton
- 4- Better visual barrier from the community-Diversion Center
- 5- Better visual barrier from the community-Justice Center



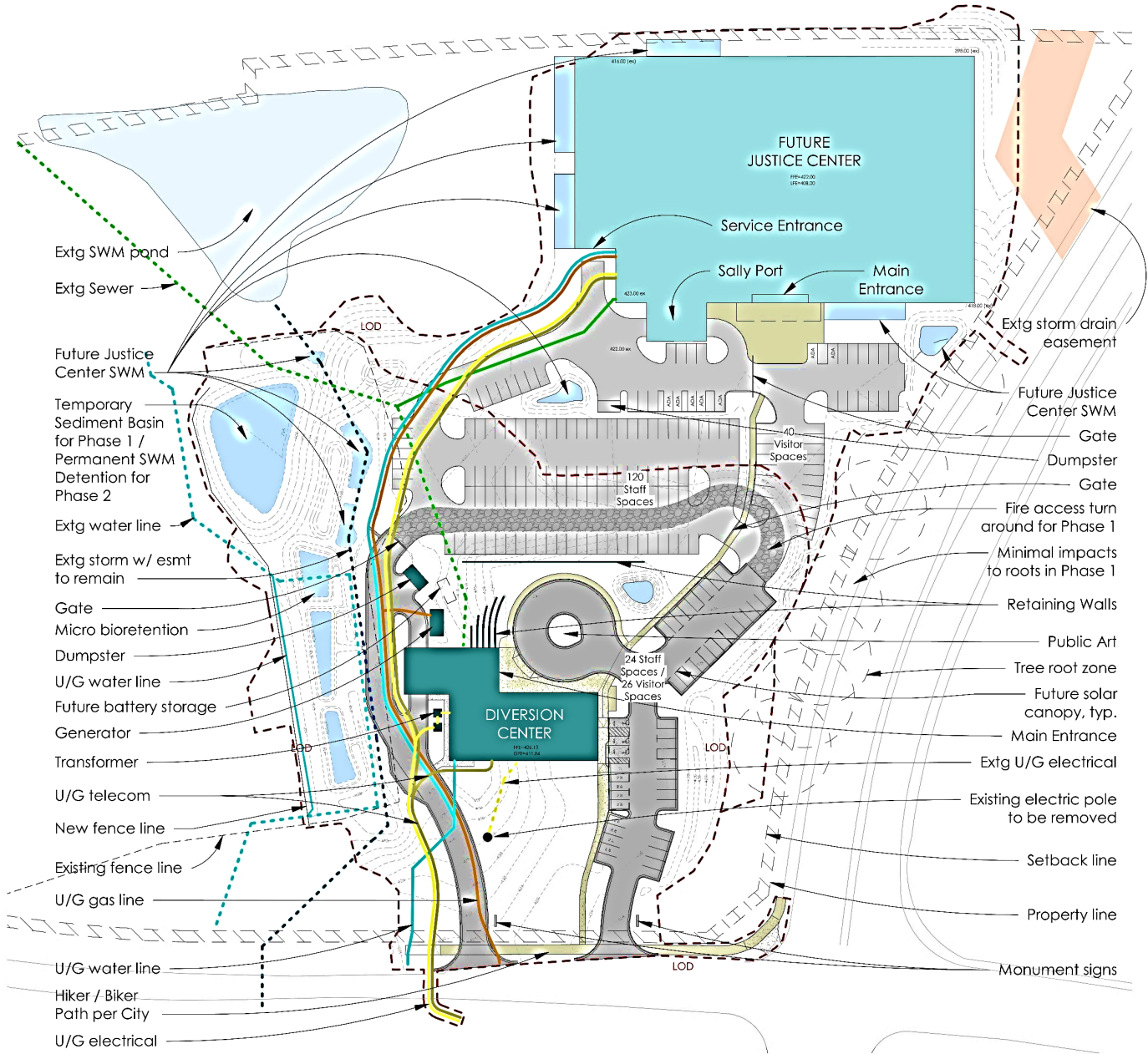
Location of the New Diversion Center & Justice Center

Primary Community Requests

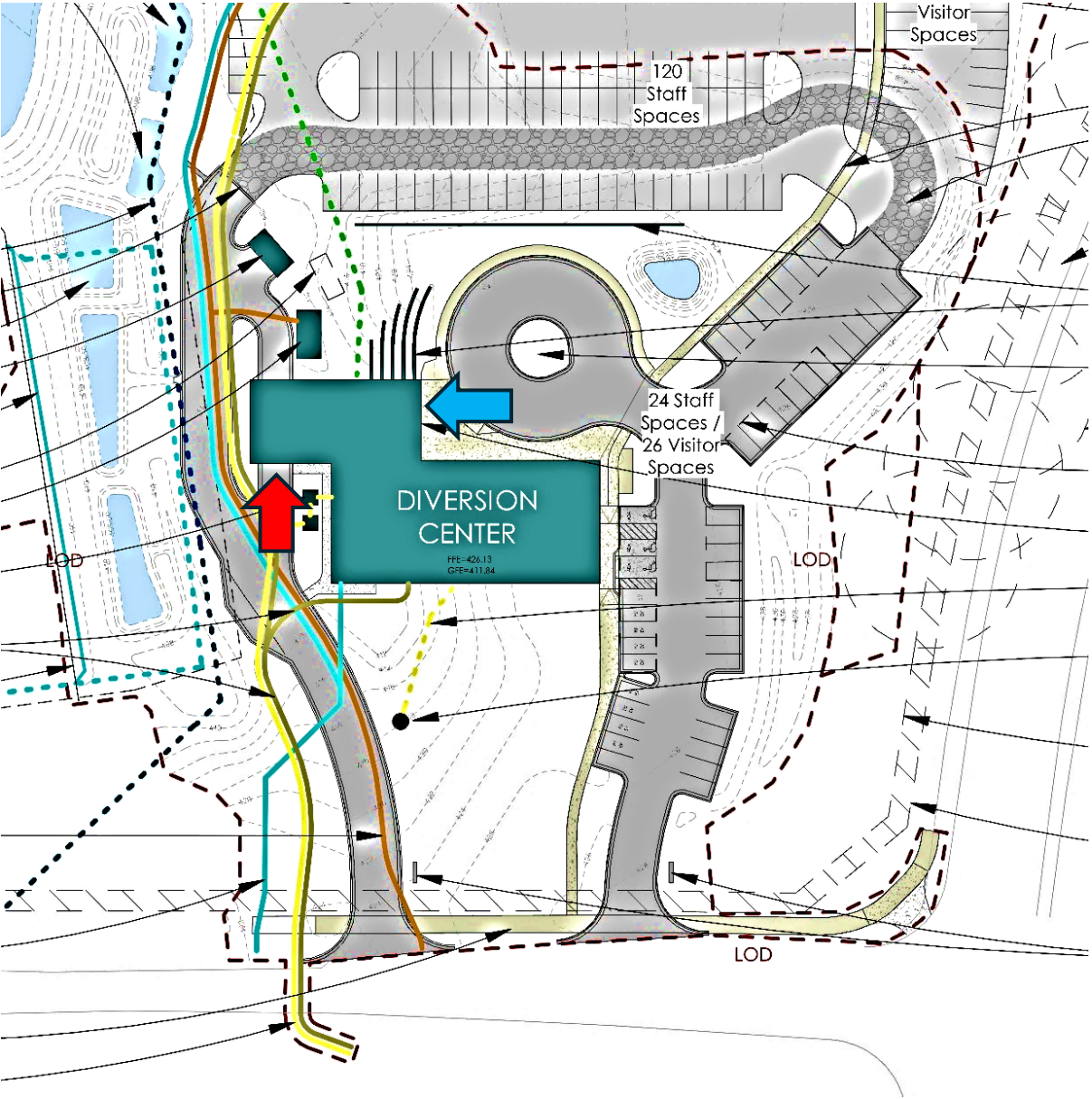
- 1- Building the new Diversion Center at the location of the existing DGCS Facility.
- 2- Maintain 2 existing entrance driveways.
- 3- Locate future Judicial Center in the back/East, far from the view from Seven Locks.
- 4- Provide a visual barrier between DC and JC.
- 5- Provide more residential façade for the new Diversion Center.



Site Plan for Both the Diversion Center and the Justice Center



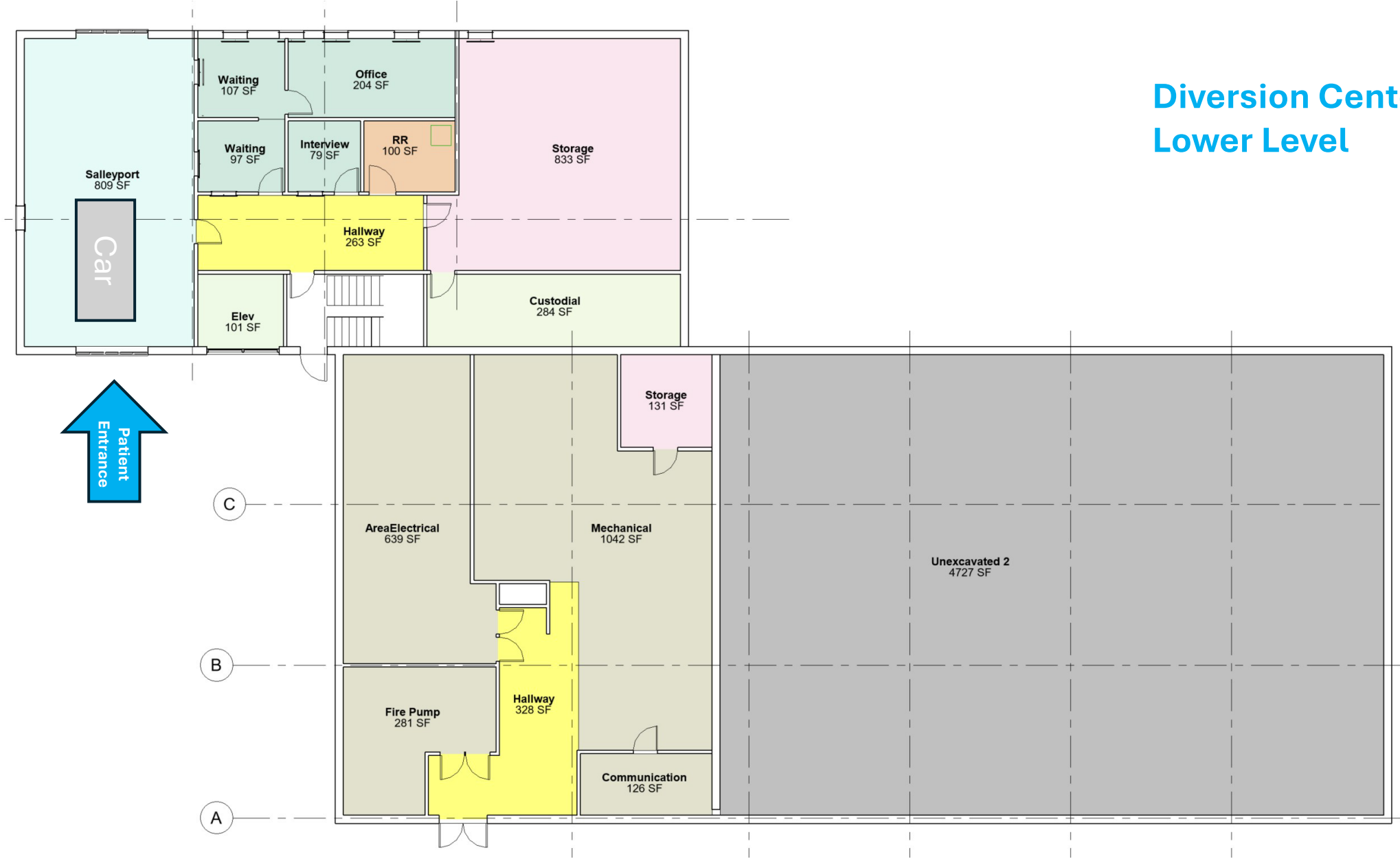
Site Plan for Both the Diversion Center



Diversion Center
Main Level



Diversion Center
Lower Level



MATERIAL PALETTE

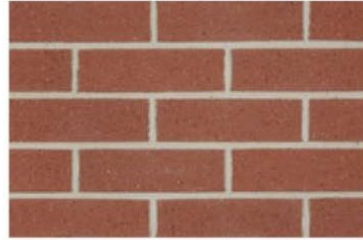
BRICK OPTIONS



8521 Coarse Velour



8523 Coarse Velour



Admiral Red Velour



Blanco Textured



English Gray Velour

PANEL OPTIONS



LIGHT MIST



BOOTHBAY BLUE



EVENING BLUE















IRON GRAY

Diversion Center Northwest View Concept Design



Diversion Center West Elevation Concept Design

MATERIAL LEGEND

	VM-1	FACE BRICK - BELDEN - RED STONEWARE		FSDG-3	FIBER CEMENT PANEL - JAMES HARDIE - NIGHT GRAY
	VM-2	FACE BRICK - BELDEN - 691-693 SMOOTH		CMU-1	CMU VENEER - TRENDSTONE - GROUND FACE BLOCK - BRICK RED
	VM-3	FACE BRICK - BELDEN - 8533 VELOUR		CMU-2	CMU VENEER - TRENDSTONE - GROUND FACE BLOCK - LIMESTONE
	VM-4	FACE BRICK - BELDEN - ANCHOR GRAY VELOUR		CMU-3	CMU VENEER - TRENDSTONE - GROUND FACE BLOCK - COUNTY GRAY
	FSDG-1	FIBER CEMENT PANEL - JAMES HARDIE - IRON GRAY		CS-1	CAST STONE - ARRISCRAFT - ARRIS-CAST
	FSDG-2	FIBER CEMENT PLANK SIDING - JAMES HARDIE - PEARL GRAY		MP-1	ARCHITECTURAL BRAKE METAL - 0.050" - CHARCOAL



Project Schedule

- . Design Completed..... 5/2026**
- Bid 6/2026**
- Start Construction 10/2026**
- Construction Completed 6/2027**
- Facility Open 9/2027**

Note: Dates are tentative

Thank You

Montgomery County Diversion Center

