

About Us

For over 30 years, **Baltimore Crisis Response, Inc.** (BCRI) has helped individuals overcome mental health and substance use disorders, regardless of ability to pay or time of day. BCRI envisions a world where every person in need of assistance receives the most appropriate and least restrictive response. BCRI aims to provide high-quality, mission-focused services through holistic and trauma-informed care and resources to individuals, working closely with community partners to create a caring behavioral health ecosystem, and advocating for investments within the crisis services system.

Regional 988 Helpline

- **Call 988** to access the regional 988 Helpline servicing Central Maryland, which provides emotional support, safety planning, counseling, and resource linkage.
- Trained counselors provide substance use information and referrals, supportive counseling, suicide and crisis intervention, and adolescent crisis intervention.
- Dispatches Mobile Response Teams and links callers with intensive services as needed.

Mobile Crisis Response

- Clinicians, peers, and nurses work with call center staff to respond to individuals in the community.
- **The Crisis Response Team (CRT)** is a co-responder model with a clinician and police officer to support responses to high-acuity crises.
- Providing **hospital step-downs** for individuals who may be best cared for in BCRI's residential programs as opposed to a hospital.
- **Available 24/7** to provide the least restrictive alternative to assist people in crisis. Helps reduce ER wait times and police involvement.



Residential Services

• Crisis Residential Unit (CRU)

- Max Occupancy: 21
- Serves individuals experiencing mental health crises who are in need of support and stabilization.
- Nurses, psychiatrists, caseworkers, and counselors are available daily to assist individuals, including through group and individual sessions.
- To access the Crisis Residential Unit, contact us at 410-433-5175 or reach the CRU directly at 410-433-5255 x 316.

• Detox & 3.7 Withdrawal Management

- Max Occupancy: 18
- Can treat individuals facing substance use disorders relating to benzodiazepines, opiates, and alcohol.
- Nurses, psychiatrists, caseworkers, and counselors are available daily to assist individuals, including through group and individual sessions.
- Care coordinators provide follow-up services for 30 days post-discharge.
- To access the Detox and Addiction Treatment Unit, contact us at 410-433-5175 or reach the Detox Unit directly at 410-433-5255 x 333.

Police Trainings

- We work directly with BPD to provide **Crisis Intervention Trainings** and workshops for continuing education and strategies on handling crisis situations in the field.
- Allows officers to better assess the needs of the community and how to provide best first responder services to individuals in crisis without escalation.

Law Enforcement Assisted Diversion (LEAD)

- Pre-booking diversion program that redirects low-level offenders to community-based services instead of prosecution. Reduces recidivism rates for low-level offenders, improves participants' overall quality of life, and helps them maintain housing and behavioral health recovery.
- Case managers and peer specialists offer trauma-informed care from a harm reduction perspective.
- We connect individuals to social services such as housing assistance, mental healthcare, and substance use disorder treatment.
- Contact: **LEAD@bcreponse.org**