

Specialized Crisis Services

Volume Report by Region

January 2005



Region I Call Locations

- 1 Alternative Counseling Center
- 4 Baptist Hospital West - ER
- 4 Blount County Juvenile Detention Center
- 9 Blount County Memorial Hospital - ER
- 1 Campbell County High School
- 1 Campbell County Hospital - ER
- 1 Cherokee Health Systems
- 4 Children's Hospital
- 12 Children's Hospital - ER
- 12 Client's Home
- 1 DCS Office - Roane County
- 1 Dr. Meece
- 1 Florence Crittenton Group Home
- 2 Fort Sanders Medical Center - Loudon
- 3 Fort Sanders Medical Center - Sevier
- 4 Foster Home
- 1 Gateway Center
- 1 Hamblen County Hospital - ER
- 1 Hamblen County Hospital - ICU
- 1 Hamblen County Juvenile Court
- 1 Health Star Physician Center
- 2 Helen Ross McNabb Community Mental Health Center
- 3 Jefferson City Memorial Hospital - ER
- 2 Johnson Group Home
- 1 Kingston Elementary School
- 1 Kingswood School - Bean Station
- 7 Knox County Juvenile Detention Center
- 1 Knox County Runaway Shelter
- 2 Knoxville Adaptive Education Center
- 1 Lakeway Regional Hospital
- 1 Lenoir City High School
- 1 Midway High School
- 7 Oak Ridge Methodist Hospital
- 1 Oliver Springs High School
- 1 Parkwest Hospital - ER
- 1 Peninsula Lighthouse
- 2 Peninsula Outpatient - Maryville
- 1 Pleasant Ridge Elementary School
- 1 Ridgeview Outpatient Clinic
- 1 Roane County Juvenile Detention Center
- 2 Roane County Medical Center ER
- 2 Sarah Moore Greene School
- 2 Smoky Mountain Group Home
- 4 St. Mary's Hospital - ER
- 2 Sunnyview Elementary School
- 1 University of Tennessee Hospital - ER
- 1 William Blount Middle School

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Region I Stats

| | Region 1 | Average Response Time in Minutes | Region 1 | | Region 1 | | Region 1 |
|-------|----------|-------------------------------------|----------|--------------|----------|--------------------|----------|
| FF | 117 | Emergent | 37 | Diverted | 87 | DCS Custody | 23 |
| PHONE | 36 | Non-Crisis | 42 | Hospitalized | 30 | Not in DCS Custody | 130 |
| Total | 153 | Urgent | 52 | Phone | 36 | Total | 153 |
| | | | | Total | 153 | | |

**Regional Diversion Rate:
74.36%**

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Region 2 Call Locations

- 1 Athens Jr. High School
- 1 Athens Regional Hospital - ER
- 1 Big Ridge Elementary School
- 2 Bradley Memorial Hospital - ER
- 1 Brown Intermediate School
- 1 Children's Advocacy Center
- 2 Cleveland Community Hospital
- 4 Cleveland Community Hospital - ER
- 20 Client's Home
- 2 Cumberland Hall (Hospital), Pine Breeze Building
- 1 Cumberland Hall Main Hospital
- 1 Dawn School
- 2 East Ridge Hospital - ER
- 1 Erlanger Hospital - ER (Bledsoe County)
- 1 Erlanger Hospital North - ER
- 4 Foster Home
- 1 Gaylyn Pediatrics
- 1 Hamilton County Jail
- 1 Hamilton County Juvenile Court
- 1 Hamilton County Juvenile Detention Center
- 1 Hixon County High School
- 1 Livingston City Police Department
- 1 McMinn County High School
- 1 Meigs County Court House
- 1 Meigs County Middle School
- 1 Memorial Northpark Hospital
- 1 Memorial Northpark Hospital - ER
- 1 Monroe County Juvenile Detention Center
- 1 Orchard Knob Elementary School
- 2 Parkridge Medical Center - ER
- 2 Rhea County Medical Center - ER
- 1 Soddy Daisy High School
- 1 T. C. Thompson Children's Hospital - ER
- 6 Valley Hospital - RESPOND
- 1 Woods Memorial Hospital

Region 2 Stats

| | Region 2 | Average Response Time in Minutes | Region 2 | Region 2 | Region 2 |
|--------------|------------|-------------------------------------|----------|--------------------|------------|
| FF | 71 | Emergent | 48 | Diverted | 49 |
| PHONE | 37 | Non-Crisis | 49 | Hospitalized | 22 |
| Total | 108 | Urgent | 55 | Phone | 37 |
| | | | | Total | 108 |
| | | | | DCS Custody | 15 |
| | | | | Not in DCS Custody | 93 |
| | | | | Total | 108 |

Regional Diversion Rate:
69.01%

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Region 3 Call Locations

- 1 ADAPT
- 8 Client's Home
- 3 Cookeville Regional Medical Center
- 1 Cumberland Mountain Mental Health Center
- 2 Cumberland Regional Medical Center
- 1 Dibrell School
- 2 Eckard Youth Camp
- 1 Foster Home
- 1 Kristopher Wayne House
- 2 Macon County Hospital
- 2 Putnam County Juvenile Detention Center
- 4 River Park Hospital
- 1 Valley Ridge Mental Health Center
- 1 White County Juvenile Detention Center
- 1 York Agricultural Institute School

Region 3 Stats

| | Region 3 |
|--------------|-----------|
| FF | 31 |
| PHONE | 14 |
| <i>Total</i> | <i>45</i> |

| Average Response Time in Minutes | | Region 3 |
|-------------------------------------|--|----------|
| Non-Crisis | | 40 |
| Urgent | | 72 |

| | Region 3 |
|--------------|-----------|
| Diverted | 20 |
| Hospitalized | 11 |
| Phone | 14 |
| <i>Total</i> | <i>45</i> |

| | Region 3 |
|--------------------|-----------|
| DCS Custody | 7 |
| Not in DCS Custody | 37 |
| Unknown | 1 |
| <i>Total</i> | <i>45</i> |

Regional Diversion Rate:
64.52%

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Region 4 Call Locations

- 1 Cannon County High School
- 1 Centennial Medical Center -- Nashville
- 2 Centerstone Mental Health Center
- 7 Client's Home
- 3 Davidson County Juvenile Court
- 3 Davidson County Juvenile Detention Center
- 2 DCS Office - Davidson County
- 1 DCS Office - Wilson County
- 1 Foster Home
- 1 Hunter's Lane High School
- 1 Lebanon High School
- 3 Map Academy
- 1 McGavock High School
- 1 Mental Health Cooperative - Davidson County
- 1 Metro General Hospital - Nashville
- 3 Middle Tennessee Medical Center
- 2 Murrell Elementary School
- 1 Nashville Transition Center
- 1 Oasis
- 3 Riverside Lodge
- 4 Rutherford County Juvenile Detention Center
- 1 Skyline Medical Center
- 1 Stonecrest Medical Center
- 6 Summit Medical Center
- 1 Tennessee Christian Medical Center
- 5 Tennessee Christian Medical Center ER - Madison
- 2 University Medical Center
- 1 Vanderbilt (Psychiatric Hospital)
- 3 Vanderbilt Children's Hospital
- 4 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 9 Vanderbilt Hospital - Respond
- 2 Warner Enhanced Options School
- 1 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center

Region 4 Stats

| | Region 4 |
|--------------|------------|
| FF | 81 |
| PHONE | 61 |
| Total | 142 |

| Average Response Time in Minutes | |
|-------------------------------------|----------|
| | Region 4 |
| Non-Crisis | 81 |
| Urgent | 48 |

| | Region 4 |
|--------------|------------|
| Diverted | 43 |
| Hospitalized | 38 |
| Phone | 61 |
| Total | 142 |

| | Region 4 |
|--------------------|------------|
| DCS Custody | 23 |
| Not in DCS Custody | 118 |
| Unknown | 1 |
| Total | 142 |

Regional Diversion Rate:
53.09%

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Region 5 Call Locations

- 3 Baptist Hickman Hospital
- 1 Bedford County Juvenile Detention Center
- 4 Client's Home
- 1 Columbia Police Department
- 2 Crossroads Primary Treatment Center
- 1 DCS Office - Maury County
- 1 DCS Office - Sumner County
- 1 Family Guidance Training Institute
- 2 Gallatin High School
- 1 Hillside Hospital
- 2 Horizon Medical Center
- 1 Ingram Group Home
- 1 Kings Daughter Academy
- 1 Liberty School
- 5 Lincoln County Regional Hospital
- 1 Magnolia Girls Home
- 1 Maury County Regional Medical Center
- 1 Natchez Trace Academy
- 8 North Crest Medical Center
- 2 Perry Community Hospital
- 1 Portland Middle School
- 1 Sumner County Courthouse
- 2 Sumner Regional Medical Center
- 2 Tennessee Christian Medical Center - Portland
- 1 Three Rivers Medical Center
- 1 TRAC group home (Temporary Residence for Adolescents in Crisis)
- 1 Turn Around Center

Region 5 Stats

| | Region 5 | Average Response Time in Minutes | Region 5 | Region 5 | Region 5 |
|-------|----------|-------------------------------------|----------|--------------------|----------|
| FF | 49 | Emergent | 74 | Diverted | 36 |
| PHONE | 25 | Non-Crisis | 41 | Hospitalized | 13 |
| Total | 74 | Urgent | 98 | Phone | 25 |
| | | | | Total | 74 |
| | | | | DCS Custody | 20 |
| | | | | Not in DCS Custody | 52 |
| | | | | Unknown | 2 |
| | | | | Total | 74 |

**Regional Diversion Rate:
73.47%**

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Region 6 Call Locations

- 2 Baptist Memorial Hospital - Union City
- 1 Benton County Career and Technical Center
- 1 Bolivar General Hospital
- 1 Brownsville Police Department
- 1 Chester County High School
- 19 Client's Home
- 1 Decatur County Middle School
- 1 Dyer Alternative School
- 4 Dyersburg Regional Medical Center
- 1 Gleason High School
- 1 Grove School
- 1 Henderson County Hospital - ER
- 4 Henry County Medical Center
- 1 Jackson Madison County Day Treatment
- 4 McKenzie Elementary School
- 3 McNairy County Regional Hospital
- 1 New Jerusalem Hope House Group Home
- 2 Obion Central High School
- 1 Pathways Detention Center
- 1 Pathways Mental Health Center - main office
- 1 Pathways Primary Treatment Center
- 1 Quinco Mental Health Agency
- 1 Three Oaks Middle School
- 1 Trenton Elementary School
- 1 Weakley County Sheriff's Department
- 1 West Jackson Learning Center
- 1 Youth Villages Office - Jackson

Region 6 Stats

| | Region 6 | Average Response Time in Minutes | Region 6 | Region 6 | Region 6 |
|--------------|-----------|-------------------------------------|----------|--------------------|-----------|
| FF | 58 | Non-Crisis | 30 | Diverted | 46 |
| PHONE | 15 | Urgent | 77 | Hospitalized | 12 |
| <i>Total</i> | <i>73</i> | | | Phone | 15 |
| | | | | <i>Total</i> | <i>73</i> |
| | | | | DCS Custody | 8 |
| | | | | Not in DCS Custody | 65 |
| | | | | <i>Total</i> | <i>73</i> |

Regional Diversion Rate:
79.31%

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Region 7 Call Locations

- 1 Alternative Learning Center - Covington
- 1 Avon Lennox School
- 3 Baptist Memorial Hospital - Covington
- 2 Baptist Memorial Hospital - Tipton
- 1 Beclair Elementary School
- 1 Chimneyrock Elementary School
- 21 Client's Home
- 1 Crestview Middle School
- 2 Kingsbury Elementary School
- 2 Lakeside Hospital
- 1 Latino Memphis
- 9 LeBonheur Children's Hospital
- 3 Memphis Boys Town
- 1 Memphis Recovery Center
- 1 Methodist Hospital - Fayette County
- 1 Midtown Mental Health Center
- 1 Primary Care Clinic - UT Pediatric Residency
- 1 Raleigh Egypt High School
- 10 Reconciliation Academy
- 1 Riverdale Elementary School
- 15 Shelby Training Center
- 1 South Park Elementary School
- 2 Southside Alternative School
- 4 St. Francis Hospital
- 16 The Memphis and Shelby County Juvenile Court - Detention Center
- 8 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Teen Learning Center
- 1 Westside Elementary School - Memphis

Region 7 Stats

| | Region 7 | Average Response Time in Minutes | Region 7 | Region 7 | Region 7 |
|-------|----------|-------------------------------------|----------|--------------------|----------|
| FF | 112 | Emergent | 48 | Diverted | 78 |
| PHONE | 32 | Non-Crisis | 52 | Hospitalized | 34 |
| Total | 144 | Urgent | 43 | Phone | 32 |
| | | | | Total | 144 |
| | | | | DCS Custody | 13 |
| | | | | Not in DCS Custody | 131 |
| | | | | Total | 144 |

Regional Diversion Rate:
69.64%

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Region 8 Call Locations

- 1 Bluff City Middle School
- 1 Cherokee Park Youth Center
- 14 Client's Home
- 1 Colonial Heights Middle School
- 1 DCS office - Greene County
- 1 Foster Home
- 1 Holston Children and Youth
- 1 Holston Home For Children
- 1 Holston Point Group Home
- 1 Indian Path Medical Center
- 4 Indian Path Pavillion
- 1 John Sevier Middle School
- 4 Johnson City Juvenile Detention Center
- 2 Johnson City Medical Center
- 4 Johnson City Medical Center - ER
- 2 Johnson County Health Center
- 5 Laughlin Hospital
- 2 Nolachuckey Mental Health
- 1 Northside Elementary School
- 1 Northside Hospital
- 2 Sycamore Shoals Medical Center - ER
- 2 Unaka Elementary School
- 1 Unicoi County Hospital
- 4 Unicoi County Hospital - ER
- 6 Woodridge Hospital
- 1 Youth Villages Office - Johnson City

Region 8 Stats

| | Region 8 | Average Response Time in Minutes | Region 8 | | Region 8 | | Region 8 |
|-------|----------|-------------------------------------|----------|--------------|----------|--------------------|----------|
| FF | 65 | Emergent | 36 | Diverted | 39 | DCS Custody | 13 |
| PHONE | 5 | Non-Crisis | 70 | Hospitalized | 26 | Not in DCS Custody | 56 |
| Total | 70 | Urgent | 58 | Phone | 5 | Unknown | 1 |
| | | | | Total | 70 | Total | 70 |

Regional Diversion Rate:
60.00%

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Statewide stats

| | FF | PHONE | Total | | Diverted | Hospitalized | Phone | Total |
|--------------|------------|------------|------------|--------------|------------|--------------|------------|------------|
| Region 1 | 117 | 36 | 153 | Region 1 | 87 | 30 | 36 | 153 |
| Region 2 | 71 | 37 | 108 | Region 2 | 49 | 22 | 37 | 108 |
| Region 3 | 31 | 14 | 45 | Region 3 | 20 | 11 | 14 | 45 |
| Region 4 | 81 | 61 | 142 | Region 4 | 43 | 38 | 61 | 142 |
| Region 5 | 49 | 25 | 74 | Region 5 | 36 | 13 | 25 | 74 |
| Region 6 | 58 | 15 | 73 | Region 6 | 46 | 12 | 15 | 73 |
| Region 7 | 112 | 32 | 144 | Region 7 | 78 | 34 | 32 | 144 |
| Region 8 | 65 | 5 | 70 | Region 8 | 39 | 26 | 5 | 70 |
| Total | 584 | 225 | 809 | Total | 398 | 186 | 225 | 809 |

Statewide Diversion Rate: 68.15%

| Average Response Time in Minutes | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 | Region 7 | Region 8 |
|----------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| Emergent | 37 | 48 | 0 | 0 | 74 | 0 | 48 | 36 |
| Non-Crisis | 42 | 49 | 40 | 81 | 41 | 30 | 52 | 70 |
| Urgent | 52 | 55 | 72 | 48 | 98 | 77 | 43 | 58 |

| Average Contact Time in Minutes | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 | Region 7 | Region 8 |
|---------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| | 138 | 189 | 182 | 182 | 201 | 148 | 159 | 159 |

| | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 | Region 7 | Region 8 | Total |
|--------------------|------------|------------|-----------|------------|-----------|-----------|------------|-----------|------------|
| DCS Custody | 23 | 15 | 7 | 23 | 20 | 8 | 13 | 13 | 122 |
| Not in DCS Custody | 130 | 93 | 37 | 118 | 52 | 65 | 131 | 56 | 682 |
| Unknown | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 1 | 5 |
| Total | 153 | 108 | 45 | 142 | 74 | 73 | 144 | 70 | 809 |