

Specialized Crisis Services

Volume Report by Region

June 2005



Region 1 Call Locations

- 1 Anderson County Juvenile Court
- 1 Baptist Hospital West - ER
- 3 Blount County Juvenile Detention Center
- 6 Blount Memorial Hospital - ER
- 1 Camelot Schools - Residential Facility
- 4 Children's Hospital
- 6 Children's Hospital - ER
- 2 Claiborne County Hospital - ER
- 16 Client's Home
- 1 DCS office - Blount Count
- 1 Fort Sanders Medical Center - Knoxville
- 1 Foster Home
- 1 Grainger County Police Department
- 2 Helen Ross McNabb Community Mental Health Center
- 5 Jefferson Memorial Hospital - ER
- 1 Johnson Group Home
- 4 Knox County Juvenile Detention Center
- 1 Knoxville Adaptive Education Center
- 1 Knoxville Mission
- 1 Methodist Medical Center of Oak Ridge
- 1 Morristown Detention Center
- 1 Morristown-Hamblen Hospital
- 1 Morristown-Hamblen Hospital - ER
- 2 Oak Ridge Pediatric Clinic
- 1 Parkwest Hospital - ER
- 1 Pediatric Clinic
- 3 Peninsula Hospital
- 1 Peninsula Outpatient - Maryville
- 3 Reflections Treatment Agency
- 1 Roane County Juvenile Court
- 2 Roane County Medical Center ER
- 1 Scott County Hospital - ER
- 1 Scott County Juvenile Detention Center
- 1 Sevier County Juvenile Detention Center
- 5 St. Mary's Hospital - ER (Knoxville)
- 1 University of Tennessee Medical Center - ER
- 1 Youth Emergency Shelter

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Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	86	Emergent	62	Diverted	61	DCS Custody	15
PHONE	46	Non-Crisis	67	Hospitalized	25	Not in DCS Custody	117
Total	132	Urgent	67	Phone	46	Total	132
				Total	132		

**Regional Diversion Rate:
70.93%**

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Region 2 Call Locations

- 4 Athens Regional Hospital - ER
- 5 Bradley Memorial Hospital - ER
- 2 Cleveland Community Hospital - ER
- 20 Client's Home
 - 1 Copperbasin Hospital
 - 1 Cumberland Hall (Hospital), Pine Breeze Building
 - 2 Cumberland Hall Main Hospital
 - 1 DCS Office - Hamilton County
 - 1 Erlanger Hospital - Chattanooga
 - 3 Erlanger Hospital - ER (Hamilton County)
 - 1 Erlanger Hospital North
 - 1 Foster Home
 - 2 Friend's Home
 - 4 Grandview Medical Center - ER
 - 1 Grundy County Jail
 - 2 Hamilton County Juvenile Detention Center
 - 1 Hiwassee Mental Health - Athens
 - 1 Madisonville Girls Group Home
 - 1 Memorial Northpark Hospital - ER
 - 1 Parkridge Medical Center
 - 4 Parkridge Medical Center - ER
 - 1 Relative's Home
 - 1 Rhea County Juvenile Detention Center
 - 2 Scholtz Center
 - 1 Sweetwater Hospital - ER
 - 6 T. C. Thompson Children's Hospital - ER
 - 2 Valley Hospital - RESPOND
 - 1 Womens Care Center
 - 1 Woods Memorial Hospital

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	74	Emergent	51	Diverted	42	DCS Custody	20
PHONE	17	Non-Crisis	38	Hospitalized	32	Not in DCS Custody	69
Total	91	Urgent	56	Phone	17	Unknown	2
				Total	91	Total	91

**Regional Diversion Rate:
56.76%**

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Region 3 Call Locations

- 3 ADAPT
- 1 Baptist Memorial Hospital - Dekalb
- 4 Client's Home
- 2 Cookeville Regional Medical Center
- 1 Cumberland Regional Medical Center
- 2 Foster Home
- 1 Omni Vision Foster Care - Upper Cumberland
- 1 Putnam County Juvenile Detention Center
- 1 River Park Hospital
- 1 Smith County Courthouse
- 1 Theresa Buck Urgent Care Clinic
- 1 White County Hospital

Region 3 Stats

	Region 3
FF	19
PHONE	6
<i>Total</i>	25

Average Response Time in Minutes		Region 3
Emergent		20
Urgent		37

	Region 3
Diverted	15
Hospitalized	4
Phone	6
<i>Total</i>	25

	Region 3
DCS Custody	10
Not in DCS Custody	15
<i>Total</i>	25

**Regional Diversion Rate:
78.95%**

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Region 4 Call Locations

- 1 A. A. Martin Residential Treatment Center
- 1 Bradford Health Services
- 5 Client's Home
- 2 Davidson County Juvenile Detention Center
- 1 Foster Home
- 1 Friend's Home
- 2 Institute for Learning Research (ILR)
- 2 Metro General Hospital - Nashville
- 3 Middle Tennessee Medical Center
- 1 Oasis
- 1 RASAC - Rape and Sexual Abuse Center
- 1 Riverside Lodge
- 1 Rutherford County Juvenile Detention Center
- 1 Stonecrest Medical Center
- 1 Summit Medical Center
- 2 Tennessee Christian Medical Center ER - Madison
- 2 Vanderbilt Children's Hospital
- 1 Vanderbilt Hospital
- 5 Vanderbilt Hospital - Respond
- 1 Williamson Medical Center

Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	35	Emergent	58	Diverted	20	DCS Custody	12
PHONE	28	Non-Crisis	80	Hospitalized	15	Not in DCS Custody	51
<i>Total</i>	<i>63</i>	Urgent	61	Phone	28	<i>Total</i>	<i>63</i>
				<i>Total</i>	<i>63</i>		

**Regional Diversion Rate:
57.14%**

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Region 5 Call Locations

- 1 Baptist Hickman Hospital
- 1 Bedford County Medical Center
- 3 Client's Home
- 1 Coffee County Courthouse
- 1 Hendersonville Medical Center
- 1 Highland Youth Center
- 1 Jackson Academy
- 2 Kings Daughter Academy
- 1 Lincoln County Regional Hospital
- 1 Middle Tennessee Detention Center
- 1 North Crest Medical Center
- 1 Perry Community Hospital
- 1 Tennessee Christian Medical Center - Portland
- 1 Youth Villages Office - Columbia

Region 5 Stats

	Region 5
FF	17
PHONE	16
<i>Total</i>	<i>33</i>

Average Response Time in Minutes	Region 5
Emergent	95
Non-Crisis	175
Urgent	93

	Region 5
Diverted	13
Hospitalized	4
Phone	16
<i>Total</i>	<i>33</i>

	Region 5
DCS Custody	14
Not in DCS Custody	19
<i>Total</i>	<i>33</i>

**Regional Diversion Rate:
76.47%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Union City
- 1 Camden General Hospital - ER
- 1 Carl Perkins Child Abuse Center
- 1 Chester County Sheriff's Department
- 1 Christian Family Medicine
- 10 Client's Home
- 2 DCS Office - Gibson County
- 1 DCS Office - Jackson
- 2 Foster Home
- 1 Gibson County Hospital - ER
- 1 Hardin County General Hospital
- 1 Haywood Park Community Hospital
- 2 Henderson County Hospital - ER
- 1 Henry County Medical Center
- 1 Hope House
- 1 Jackson Madison County Day Treatment
- 1 Jackson-Madison County General Hospital
- 2 Madison County Juvenile Detention Center
- 1 Milan General Hospital
- 1 Pathways Detention Center
- 1 Quinco Mental Health Agency
- 5 Turning Point Residential Facility
- 1 Volunteer Hospital
- 1 Youth Town, Residential

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	41	Emergent	14	Diverted	31	DCS Custody	13
PHONE	6	Non-Crisis	55	Hospitalized	10	Not in DCS Custody	33
Total	47	Urgent	96	Phone	6	Unknown	1
				Total	47	Total	47

**Regional Diversion Rate:
75.61%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - Covington
- 1 Baptist Memorial Hospital - Tipton
- 6 Client's Home
- 1 Family Link
- 1 Fayette County Juvenile Court
- 2 Foster Home
- 2 Lakeside Behavioral Health Systems
- 7 Lakeside Hospital
- 8 LeBonheur Children's Hospital
- 1 Professional Counseling Services - Millington
- 3 Shelby Training Center
- 5 St. Francis Hospital
- 5 The Memphis and Shelby County Juvenile Court - Detention Center
- 11 The Regional Medical Center (The MED) - Memphis
- 1 Youth Diagnostic Assessment Center (YDAC)
- 1 Youth Habilitation Center

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	56	Emergent	57	Diverted	33	DCS Custody	7
PHONE	11	Non-Crisis	17	Hospitalized	23	Not in DCS Custody	60
Total	67	Urgent	64	Phone	11	Total	67
				Total	67		

**Regional Diversion Rate:
58.93%**

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Region 8 Call Locations

- 1 Charlotte Taylor Center
- 1 Client's Home
- 1 DCS Office - Johnson County
- 1 East Tennessee Christian Children's Home
- 2 Foster Home
- 2 Indian Path Medical Center
- 2 Johnson City Juvenile Detention Center
- 6 Johnson City Medical Center
- 5 Johnson City Medical Center - ER
- 5 Johnson City Medical Center PICU
- 3 Laughlin Hospital
- 2 Northside Hospital
- 8 Sycamore Shoals Medical Center - ER

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	39	Emergent	56	Diverted	22	DCS Custody	5
PHONE	9	Non-Crisis	85	Hospitalized	17	Not in DCS Custody	42
Total	48	Urgent	67	Phone	9	Unknown	1
				Total	48	Total	48

**Regional Diversion Rate:
56.41%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	86	46	132	Region 1	61	25	46	132
Region 2	74	17	91	Region 2	42	32	17	91
Region 3	19	6	25	Region 3	15	4	6	25
Region 4	35	28	63	Region 4	20	15	28	63
Region 5	17	16	33	Region 5	13	4	16	33
Region 6	41	6	47	Region 6	31	10	6	47
Region 7	56	11	67	Region 7	33	23	11	67
Region 8	39	9	48	Region 8	22	17	9	48
Total	367	139	506	Total	237	130	139	506

Statewide Diversion Rate: 64.58%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	62	51	20	58	95	14	57	56
Non-Crisis	67	38	0	80	175	55	17	85
Urgent	67	56	37	61	93	96	64	67

Percent of calls within required timeframe: Emergent Calls - 70.0% (21 out of 30)
Urgent and Non-Crisis Calls - 98.8% (333 out of 337)

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	139	186	161	165	173	124	167	159

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	15	20	10	12	14	13	7	5	96
Not in DCS Custody	117	69	15	51	19	33	60	42	406
Unknown	0	2	0	0	0	1	0	1	4
Total	132	91	25	63	33	47	67	48	506