

Specialized Crisis Services

Volume Report by Region

October 2005



Region 1 Call Locations

- 1 Amherst Elementary School
- 3 Baptist Hospital Cocke County - ER
- 2 Baptist Hospital West - ER
- 1 Blount County Boys Home
- 2 Blount County Juvenile Detention Center
- 4 Blount Memorial Hospital - ER
- 1 Campbell County High School
- 1 Cherokee Health Systems - Farragut
- 1 Cherokee Health Systems - Jefferson City
- 1 Cherokee Health Systems - Knoxville
- 2 Cherokee Health Systems - Newport
- 1 Cherokee Health Systems - Seymour
- 1 Cherokee Health Systems - Tazewell
- 2 Child and Family
- 2 Children's Hospital
- 8 Children's Hospital - ER
- 2 Claiborne County Hospital - ER
- 15 Client's Home
- 1 Clinton High School
- 1 Complete Counseling North - Knoxville
- 1 Cooper House
- 1 DCS office - Blount Count
- 1 DCS Office - Loudon County
- 3 Florence Crittenton Group Home
- 4 Fort Sanders Medical Center - Loudon
- 5 Fort Sanders Medical Center - Sevier
- 2 Foster Home
- 1 Harriman Medical Plaza
- 1 Haslam Center
- 4 Jefferson Memorial Hospital - ER
- 1 Jefferson Middle School
- 2 Johnson Group Home
- 9 Knox County Juvenile Detention Center
- 2 Knoxville Adaptive Education Center
- 1 Knoxville Mission
- 1 Lake City Middle School
- 1 Loudon County Juvenile Detention Center
- 8 Methodist Medical Center of Oak Ridge
- 2 Morristown-Hamblen Hospital - ER
- 1 North Middle School
- 1 Northview Middle School
- 2 Parkwest Hospital - ER
- 2 Peninsula Hospital
- 1 Peninsula Outpatient - Maryville
- 1 Roane County High School
- 1 Roane County Juvenile Court
- 5 Roane County Medical Center ER
- 1 Scott County Hospital - ER
- 3 St. Mary's Hospital - ER (Knoxville)
- 3 St. Mary's Medical Center of Campbell County
- 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	125	Emergent	64	Diverted	94	DCS Custody	33
PHONE	77	Non-Crisis	34	Hospitalized	31	Not in DCS Custody	168
<i>Total</i>	<i>202</i>	Urgent	82	Phone	77	Unknown	1
				<i>Total</i>	<i>202</i>	<i>Total</i>	<i>202</i>

Regional Diversion Rate:
75.20%

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Region 2 Call Locations

- 2 Athens Regional Hospital - ER
- 1 Bradley County Juvenile Detention Center
- 4 Bradley Memorial Hospital - ER
- 2 Chamblis Home
- 1 Cleveland Community Hospital
- 1 Cleveland Community Hospital - ER
- 22 Client's Home
- 1 Erlanger Hospital - ER (Hamilton County)
- 2 Foster Home
- 2 Grandview Medical Center - ER
- 1 Meigs County Sheriff's Department
- 1 Memorial Northpark Hospital - ER
- 1 Niota Elementary School
- 2 North Valley Hospital - ER
- 1 Ooltewah High School
- 1 Orchard Knob Middle School
- 1 Parkridge Medical Center
- 2 Parkridge Medical Center - ER
- 1 Patton House Group Home
- 1 Relative's Home
- 1 Riceville Elementary School
- 1 Scholtz Center
- 5 Sweetwater Hospital - ER
- 1 T. C. Thompson Children's Hospital
- 4 T. C. Thompson Children's Hospital - ER
- 1 Teen Learning Center - Cleveland
- 1 The Childrens Doctors PC
- 7 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center
- 1 Walker Valley High School
- 1 Woods Memorial Hospital

Region 2 Stats

	Region 2
FF	74
PHONE	22
<i>Total</i>	96

Average Response Time in Minutes	Region 2
Emergent	68
Urgent	98

	Region 2	Region 2
Diverted	44	DCS Custody
Hospitalized	30	Not in DCS Custody
Phone	22	Unknown
<i>Total</i>	96	<i>Total</i>

Regional Diversion Rate:
59.46%

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Region 3 Call Locations

- 1 Americare Urgent Care
- 1 Baptist Memorial Hospital - Dekalb
- 3 Client's Home
- 2 Cookeville High School
- 5 Cookeville Regional Medical Center
- 2 Cumberland Regional Medical Center
- 1 DCS Office - Putnam County
- 1 Dekalb County High School
- 1 Family Medical Center
- 2 LifeCare Services (Outpatient Program)
- 1 Livingston Academy
- 1 Macon County Board of Education
- 3 Macon County Hospital
- 2 Putnam County Juvenile Detention Center
- 1 Relative's Home
- 1 Rickman Elementary School
- 1 River Park Hospital
- 1 Therapeutic Interventions Foster Care
- 3 White County Hospital

Region 3 Stats

	Region 3
FF	33
PHONE	16
<i>Total</i>	<i>49</i>

Average Response Time in Minutes	Region 3
Emergent	86
Urgent	68

	Region 3
Diverted	20
Hospitalized	13
Phone	16
<i>Total</i>	<i>49</i>

	Region 3
DCS Custody	4
Not in DCS Custody	45
<i>Total</i>	<i>49</i>

**Regional Diversion Rate:
60.61%**

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Region 4 Call Locations

- 1 Bradley Elementary School
- 1 Buena Vista Enhanced Option School
- 1 Cedar Grove Residential Treatment Center
- 1 Central Middle School
- 1 CHAD Youth Enhancement Center
- 8 Client's Home
- 2 Davidson County Juvenile Detention Center
- 1 DCS Office - Cheatham County
- 1 DCS Office - Williamson County
- 2 DCS Office - Wilson County
- 1 Foster Home
- 1 Glenclyff High School
- 1 Holloway High School
- 7 Institute for Learning Research (ILR)
- 1 Location Not Yet Entered
- 2 Lower Murrell School
- 1 Martha Obrien Community Center
- 1 Metro General Hospital - Nashville
- 3 Middle Tennessee Medical Center
- 1 Neely Bend Middle School
- 1 Paragon Mills Elementary School
- 1 Pearl Cohn High School
- 1 Riverside Lodge
- 1 Rutherford Academy
- 8 Rutherford County Juvenile Detention Center
- 1 Siegal High School
- 1 Skyline Medical Center
- 2 Southern Hills Medical Center
- 1 Stonecrest Medical Center
- 1 Stonecrest Medical Center - ICU
- 2 Summit Medical Center
- 4 Tennessee Christian Medical Center ER - Madison
- 1 TN Childrens Home
- 2 University Medical Center
- 4 Vanderbilt Children's Hospital
- 5 Vanderbilt Children's Hospital - ER
- 3 Vanderbilt Hospital
- 1 Vanderbilt Hospital - ER
- 10 Vanderbilt Hospital - Respond
- 1 White's Creek High School
- 2 Youth Emergency Services
- 1 YWCA Nashville

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Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	92		91	Diverted	52	DCS Custody	25
PHONE	38		195	Hospitalized	40	Not in DCS Custody	104
<i>Total</i>	<i>130</i>		96	Phone	38	Unknown	1
				<i>Total</i>	<i>130</i>	<i>Total</i>	<i>130</i>

Regional Diversion Rate:
56.52%

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Region 5 Call Locations

- 1 Beach High School
- 4 Client's Home
- 2 DCS Office - Montgomery County
- 1 Dr. Michael Lattel, Family Practitioner
- 1 Foster Home
- 2 Harton Regional Medical Center
- 2 Hendersonville Medical Center
- 1 Liberty School
- 1 Lincoln County Regional Hospital
- 1 Maury County Juvenile Detention Center
- 2 Maury County Regional Medical Center
- 5 Middle Tennessee Detention Center
- 1 New Directions Academy
- 5 North Crest Medical Center
- 1 Riverview Alternative School
- 1 Rucker Stewart Middle School
- 1 Schaeffer Middle School
- 1 Southern Tennessee Medical Center
- 1 Sumner County Courthouse
- 2 Sumner Regional Medical Center
- 1 Tennessee Christian Medical Center - Portland
- 1 Trace Group Home
- 1 Westmoreland Middle School

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	39	Emergent	126	Diverted	27	DCS Custody	10
PHONE	9	Non-Crisis	57	Hospitalized	12	Not in DCS Custody	38
<i>Total</i>	48	Urgent	141	Phone	9	<i>Total</i>	48
				<i>Total</i>	48		

**Regional Diversion Rate:
69.23%**

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Region 6 Call Locations

- 1 Anderson Elementary School
- 3 Baptist Memorial Hospital - Lauderdale
- 2 Baptist Memorial Hospital - Union City
- 1 Benton County Juvenile Court
- 1 Bolivar General Hospital
- 1 Carey Counseling Center - Camden
- 1 Carey Counseling Center - Huntingdon
- 1 Carey Counseling Center - Paris
- 19 Client's Home
- 1 DCS Office - Lauderdale County
- 1 DCS Office - Weakley County
- 2 Decatur County General Hospital
- 2 Dyer Elementary School
- 1 Dyersburg Middle School
- 4 Dyersburg Regional Medical Center
- 2 Foster Home
- 2 Gibson County Hospital - ER
- 1 Grove School
- 2 Hardin County General Hospital
- 1 Haywood Park Community Hospital
- 3 Henry County Medical Center
- 1 Hope House
- 2 Huntingdon Hospital - ER
- 1 Lexington High School
- 1 Madison County Juvenile Detention Center
- 2 Martin Hospital
- 1 Martin Middle School
- 1 McKenzie Regional Hospital
- 1 McNairy County Regional Hospital
- 1 McNairy Learning Alternative School
- 1 Milan General Hospital
- 1 Pathways Day Treatment
- 1 Professional Counseling Services - Ripley
- 1 Quinco Mental Health Agency
- 2 Regional Medical Center - Jackson
- 1 Trenton Elementary School
- 1 Weakley County Alternative School
- 1 Weakley County Sheriff's Department
- 2 West Tennessee Children's Home, Group Home
- 1 Youth Town, Residential

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Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	75	Emergent	87	Diverted	53	DCS Custody	18
PHONE	42	Non-Crisis	276	Hospitalized	22	Not in DCS Custody	99
<i>Total</i>	<i>117</i>	Urgent	167	Phone	42	<i>Total</i>	<i>117</i>
				<i>Total</i>	<i>117</i>		

**Regional Diversion Rate:
70.67%**

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Region 7 Call Locations

- 1 Airways Middle School
- 1 Avon Lennox School
- 1 Baptist Memorial Hospital - Collierville
- 1 Baptist Memorial Hospital - Tipton
- 11 Client's Home
- 1 Craigmont Middle School
- 1 Family Link
- 3 Lakeside Behavioral Health Systems
- 1 Lakeside Day Treatment
- 3 Lakeside Hospital
- 1 LeBonheur Center for Children and Parents
- 7 LeBonheur Children's Hospital
- 1 Methodist Hospital -- Germantown
- 1 Methodist Hospital - North
- 1 Overton High School - Memphis
- 2 Shelby Training Center
- 2 Southside Alternative School
- 1 St. Francis - Bartlett
- 2 St. Francis Hospital
- 10 The Memphis and Shelby County Juvenile Court - Detention Center
- 7 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Juvenile Court
- 1 Tipton County Teen Learning Center
- 1 Youth Diagnostic Assessment Center (YDAC)
- 1 Youth Habilitation Center
- 1 Youth Villages Center for Intensive Residential Treatment

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	64	Emergent	66	Diverted	46	DCS Custody	8
PHONE	44	Urgent	183	Hospitalized	18	Not in DCS Custody	100
Total	108			Phone	44	Total	108
				Total	108		

Regional Diversion Rate: 71.88%
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Region 8 Call Locations

- 2 Bristol Regional Counseling Center
- 1 Charlotte Taylor Center
- 2 Cherokee Park Youth Center
- 2 Client's Home
- 1 Crossing Point
- 2 DCS office - Greene County
- 1 DCS Office - Hawkins County
- 1 DCS Office - Sullivan County
- 1 Elizabethton Group Home
- 1 First Assist Urgent Care North
- 1 Gunnings Elementary School
- 1 Holston Children and Youth
- 2 Holston Home For Children
- 5 Indian Path Medical Center - ER
- 1 Indian Path Pavillion
- 1 Indian Trail Middle School
- 2 Johnson City Juvenile Detention Center
- 7 Johnson City Medical Center
- 4 Johnson City Medical Center - ER
- 3 Johnson County Health Center
- 4 Laughlin Hospital
- 2 Northside Hospital
- 1 Observation and Assessment Center - Johnson City
- 1 Sullivan Central High School
- 6 Sycamore Shoals Medical Center - ER
- 2 T A Dugger Middle School
- 3 Unicoi County Hospital - ER
- 1 Washington County Juvenile Court
- 1 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8	Region 8	Region 8
FF	62	Emergent	92	Diverted	39
PHONE	31	Non-Crisis	76	Hospitalized	23
<i>Total</i>	<i>93</i>	Urgent	108	Phone	31
				<i>Total</i>	<i>93</i>
				DCS Custody	17
				Not in DCS Custody	75
				Unknown	1
				<i>Total</i>	<i>93</i>

**Regional Diversion Rate:
62.90%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	125	77	202	Region 1	94	31	77	202
Region 2	74	22	96	Region 2	44	30	22	96
Region 3	33	16	49	Region 3	20	13	16	49
Region 4	92	38	130	Region 4	52	40	38	130
Region 5	39	9	48	Region 5	27	12	9	48
Region 6	75	42	117	Region 6	53	22	42	117
Region 7	64	44	108	Region 7	46	18	44	108
Region 8	62	31	93	Region 8	39	23	31	93
Total	564	279	843	Total	375	189	279	843

Statewide Diversion Rate: 66.49%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	64	68	86	91	126	87	66	92
Non-Crisis	34	0	0	195	57	276	0	76
Urgent	82	98	68	96	141	167	183	108

Percent of calls within required timeframe: Emergent Calls - 44.8% (120 out of 268)
Urgent and Non-Crisis Calls - 90.9% (269 out of 296)

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	128	197	173	167	172	168	163	162

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	33	12	4	25	10	18	8	17	127
Not in DCS Custody	168	83	45	104	38	99	100	75	712
Unknown	1	1	0	1	0	0	0	1	4
Total	202	96	49	130	48	117	108	93	843