

Specialized Crisis Services

Volume Report by Region

September 2005



Region 1 Call Locations

- 1 Anderson County High School
- 2 Anderson County Juvenile Court
- 1 Baptist Hospital Cocke County - ER
- 2 Baptist Hospital West - ER
- 2 Blount County Juvenile Detention Center
- 2 Blount Memorial Hospital - ER
- 1 Campbell County High School
- 1 Carter High School
- 1 Central Middle School
- 1 Cherokee Health Systems - Newport
- 3 Cherokee Health Systems - Talbott
- 3 Children's Hospital
- 11 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 1 Claiborne County Hospital - ER
- 13 Client's Home
- 1 Complete Counseling North - Knoxville
- 2 East High School
- 1 Fort Sanders Medical Center - Knoxville
- 4 Fort Sanders Medical Center - Loudon
- 3 Fort Sanders Medical Center - Sevier
- 4 Foster Home
- 1 Fulton High School
- 1 Grainger County Police Department
- 1 Harriman Medical Plaza
- 4 Jefferson Memorial Hospital - ER
- 2 Kingswood School - Bean Station
- 4 Knox County Juvenile Detention Center
- 6 Lakeway Regional Hospital
- 1 Loudon County Juvenile Detention Center
- 1 Luttrell Elementary School
- 4 Methodist Medical Center of Oak Ridge
- 3 Morgan County Sheriff's Department
- 2 Morristown-Hamblen Hospital
- 2 Morristown-Hamblen Hospital - ER
- 1 Parkwest Hospital - ER
- 1 Pediatric Clinic
- 3 Peninsula Hospital
- 2 Peninsula Outpatient - Knoxville
- 1 Porter Elementary School
- 3 Ridgeview Outpatient Clinic
- 1 Roane County Medical Center ER
- 1 Scott County Hospital - ER
- 1 Sevier County Juvenile Court
- 1 Sevier County Juvenile Detention Center
- 1 South Doyle High School
- 1 St. Mary's Hospital - ER (Knoxville)
- 3 St. Mary's Medical Center of Campbell County
- 1 Union County Sheriff's Department
- 3 University of Tennessee Medical Center - ER
- 1 Vehicle
- 1 West High School

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Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	119	Emergent	58	Diverted	86	DCS Custody	19
PHONE	64	Non-Crisis	31	Hospitalized	33	Not in DCS Custody	164
<i>Total</i>	<i>183</i>	Urgent	68	Phone	64	<i>Total</i>	<i>183</i>
				<i>Total</i>	<i>183</i>		

Regional Diversion Rate:
72.27%

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Region 2 Call Locations

- 1 Alternative Counseling Center
- 2 Athens Regional Hospital - ER
- 1 Bradley County Juvenile Detention Center
- 5 Bradley Memorial Hospital - ER
- 1 Cherokee Health Systems - Knoxville
- 2 Cleveland Community Hospital
- 2 Cleveland Community Hospital - ER
- 23 Client's Home
- 1 Cumberland Hall Primary Treatment Center
- 2 East Ridge Hospital
- 1 East Ridge Hospital - ER
- 1 Erlanger Hospital - Chattanooga
- 3 Foster Home
- 1 Grandview Medical Center - ER
- 1 Grundy County High School
- 1 Hiwassee Mental Health - Cleveland
- 1 McMinn County High School
- 1 Meigs County Sheriff's Department
- 1 Memorial Northpark Hospital
- 1 Memorial Northpark Hospital - ER
- 2 Parkridge Medical Center
- 2 Parkridge Medical Center - ER
- 1 Relative's Home
- 1 Rhea County Juvenile Detention Center
- 1 Rhea County Medical Center - ER
- 1 Sequoyah Health Center
- 7 T. C. Thompson Children's Hospital - ER
- 1 Teen Learning Center - Cleveland
- 6 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center
- 1 Vehicle
- 1 Washington Alternative School

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	77	Emergent	65	Diverted	47	DCS Custody	13
PHONE	40	Non-Crisis	63	Hospitalized	30	Not in DCS Custody	104
Total	117	Urgent	77	Phone	40	Total	117
				Total	117		

Regional Diversion Rate:
61.04%

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Region 3 Call Locations

- 1 ADAPT
- 1 Chance Group Home
- 9 Client's Home
- 7 Cookeville Regional Medical Center
- 1 Cumberland County Juvenile Detention
- 1 Cumberland Mountain Mental Health Center
- 4 Cumberland Regional Medical Center
- 1 Cumberland River Hospital
- 1 Jamestown Regional Hospital
- 1 Livingston Academy
- 1 Livingston Regional Medical Center
- 1 Macon County High School
- 1 Macon County Hospital
- 1 Smith County Hospital
- 3 White County Hospital

Region 3 Stats

	Region 3
FF	34
PHONE	13
<i>Total</i>	<i>47</i>

Average Response Time in Minutes	Region 3
Emergent	55
Urgent	48

	Region 3
Diverted	23
Hospitalized	11
Phone	13
<i>Total</i>	<i>47</i>

	Region 3
DCS Custody	6
Not in DCS Custody	41
<i>Total</i>	<i>47</i>

Regional Diversion Rate:
67.65%

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Region 4 Call Locations

- 1 A. A. Martin Residential Treatment Center
- 1 Anitoch High School
- 1 Call from Cell Phone-location not otherwise identified
- 4 Cedar Grove Residential Treatment Center
- 1 Centennial Counseling Center
- 2 CHAD Youth Enhancement Center
- 2 Christiana Middle School
- 10 Client's Home
- 1 Crieveewood Baptist Church
- 1 Cumberland Mental Health - Wilson County
- 4 Davidson County Juvenile Detention Center
- 1 Donelson Middle School
- 1 Father Ryan High School
- 4 Genesis Learning Center
- 1 Gra-Mar Middle School
- 1 Haynes Middle School
- 1 Kindred Spirit Group Home
- 2 Lavergne High School
- 1 Lebanon High School
- 1 Map Academy
- 1 McGavock High School
- 1 McMurry Middle School
- 1 Mental Health Cooperative - Davidson County
- 1 Metro General Hospital - Nashville
- 4 Middle Tennessee Medical Center
- 1 Monroe Harding Children's Home
- 1 Murrell Elementary School
- 2 Pearl Cohn High School
- 1 Relative's Home
- 3 Riverside Lodge
- 1 Rutherford Academy
- 4 Rutherford County Juvenile Detention Center
- 3 Skyline Medical Center
- 1 Smyrna High School
- 3 Southern Hills Medical Center
- 1 St. Thomas Hospital
- 1 Stonecrest Medical Center
- 2 Summit Medical Center
- 5 Tennessee Christian Medical Center ER - Madison
- 1 TN Childrens Home
- 3 University Medical Center
- 1 Upper Murrell School
- 2 Vanderbilt Children's Hospital
- 11 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital
- 4 Vanderbilt Hospital - ER
- 9 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 2 Williamson Medical Center
- 2 Wilson County Youth Ranch
- 1 Youth Emergency Services

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Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	116	Emergent	83	Diverted	68	DCS Custody	41
PHONE	39	Non-Crisis	107	Hospitalized	48	Not in DCS Custody	113
<i>Total</i>	<i>155</i>	Urgent	92	Phone	39	Unknown	1
				<i>Total</i>	<i>155</i>	<i>Total</i>	<i>155</i>

Regional Diversion Rate:
58.62%

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Region 5 Call Locations

- 1 Bedford County Juvenile Detention Center
- 1 Centerstone Office - Fayetteville
- 6 Client's Home
- 1 DCS Office - Robertson County
- 2 Foster Home
- 1 Giles County Juvenile Detention Center
- 2 Harton Regional Medical Center
- 2 Horizon Medical Center
- 1 Houston County Middle School
- 1 Jackson Academy
- 1 Kings Daughter Academy
- 1 Lincoln County Regional Hospital
- 1 Marshall County Medical Center
- 4 Maury County Regional Medical Center
- 3 Middle Tennessee Detention Center
- 2 New Directions Academy
- 7 North Crest Medical Center
- 1 Paris Middle School
- 1 Portland High School
- 1 RT Fisher Alternative School
- 1 Rucker Stewart Middle School
- 1 Sumner County Juvenile Detention Center
- 2 Sumner Regional Medical Center
- 1 Tennessee Christian Medical Center - Portland
- 1 Tennessee Christian Medical Center ER - Madison
- 1 Three Rivers Medical Center
- 1 White House Middle School

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	48	Emergent	103	Diverted	36	DCS Custody	15
PHONE	14	Urgent	124	Hospitalized	12	Not in DCS Custody	47
<i>Total</i>	<i>62</i>			Phone	14	<i>Total</i>	<i>62</i>
				<i>Total</i>	<i>62</i>		

Regional Diversion Rate: 75.00%	
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Region 6 Call Locations

- 3 Baptist Memorial Hospital - Union City
- 1 Camden Central High School
- 3 Camden General Hospital - ER
- 19 Client's Home
- 1 Dyer County High School
- 1 Dyer Elementary School
- 1 Dyersburg High School
- 5 Dyersburg Regional Medical Center
- 1 Foster Home
- 2 Gibson County Hospital - ER
- 3 Hardin County General Hospital
- 2 Haywood Park Community Hospital
- 5 Henderson County Hospital - ER
- 1 Henry County High School
- 3 Henry County Medical Center
- 1 Humboldt Junior High School
- 1 Lexington High School
- 1 Madison County Juvenile Detention Center
- 2 McNairy County Regional Hospital
- 1 North Parkway Elementary School
- 2 Northview Middle School Interim Placement School
- 1 Pathways Mental Health Center - main office
- 1 Puryear Elementary School
- 2 Quinco Mental Health Agency
- 1 Regional Medical Center - Jackson
- 1 Ripley High School
- 4 Rutherford School (K-8)
- 1 Southwest CSA/DCS
- 1 Turning Point Residential Facility
- 2 Volunteer Hospital

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	73	Emergent	115	Diverted	58	DCS Custody	7
PHONE	23	Non-Crisis	97	Hospitalized	15	Not in DCS Custody	89
Total	96	Urgent	126	Phone	23	Total	96
				Total	96		

**Regional Diversion Rate:
79.45%**

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Region 7 Call Locations

- 2 Baptist Memorial Hospital - East
- 1 Baptist Memorial Hospital - Tipton
- 1 Client's Home
- 1 Corry Middle School
- 1 Crestview Middle School
- 1 Dogwood Village
- 1 Frayser High School
- 1 Frazier Elementary School
- 1 Friend's Home
- 1 Kate Bond Elementary School
- 1 Lakeside Behavioral Health Systems
- 11 Lakeside Hospital
- 9 LeBonheur Children's Hospital
- 1 Methodist Hospital - Fayette County
- 1 Methodist Hospital - North
- 1 Paidia's Place Group Home
- 1 Porter-Leath Children's Home
- 2 Shelby Training Center
- 1 Southwind Middle School
- 1 St. Francis - Bartlett
- 4 St. Francis Hospital
- 9 The Memphis and Shelby County Juvenile Court - Detention Center
- 12 The Regional Medical Center (The MED) - Memphis

Region 7 Stats

	Region 7
FF	65
PHONE	31
<i>Total</i>	<i>96</i>

Average Response Time in Minutes		Region 7
Emergent		92
Urgent		102

	Region 7		Region 7
Diverted	35	DCS Custody	6
Hospitalized	30	Not in DCS Custody	89
Phone	31	Unknown	1
<i>Total</i>	<i>96</i>	<i>Total</i>	<i>96</i>

Regional Diversion Rate:
53.85%

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Region 8 Call Locations

- 1 Cherokee Park Youth Center
- 1 Church Hill Middle School
- 8 Client's Home
- 1 Crossing Point
- 1 DCS Office - Sullivan County
- 1 DCS Office - Washington County
- 1 East Tennessee Christian Children's Home
- 1 Erwin Mental Health Center
- 1 Foster Home
- 1 Hawkins County Hospital - ER
- 1 Holston Point Group Home
- 1 Holston United Methodist Home
- 2 Indian Path Medical Center - ER
- 2 Indian Path Pavillion
- 3 Johnson City Medical Center
- 1 Johnson City Medical Center - ER
- 1 Johnson City Medical Center PICU
- 6 Laughlin Hospital
- 1 Love Chapel Elementary School
- 1 Omni Vision - Foster Care Program
- 5 Sycamore Shoals Medical Center - ER
- 1 Sycamore Shoals Medical Center - ICU
- 1 Unaka High School
- 1 Woodland Elementary School
- 2 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	46	Emergent	87	Diverted	23	DCS Custody	12
PHONE	9	Non-Crisis	101	Hospitalized	23	Not in DCS Custody	43
Total	55	Urgent	67	Phone	9	Total	55
				Total	55		

**Regional Diversion Rate:
50.00%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	119	64	183	Region 1	86	33	64	183
Region 2	77	40	117	Region 2	47	30	40	117
Region 3	34	13	47	Region 3	23	11	13	47
Region 4	116	39	155	Region 4	68	48	39	155
Region 5	48	14	62	Region 5	36	12	14	62
Region 6	73	23	96	Region 6	58	15	23	96
Region 7	65	31	96	Region 7	35	30	31	96
Region 8	46	9	55	Region 8	23	23	9	55
Total	578	233	811	Total	376	202	233	811

Statewide Diversion Rate: 65.05%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	58	65	55	83	103	115	92	87
Non-Crisis	31	63	0	107	0	97	0	101
Urgent	68	77	48	92	124	126	102	67

Percent of calls within required timeframe: Emergent Calls - 48.4% (137 out of 283)
Urgent and Non-Crisis Calls - 95.6% (282 out of 295)

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	137	184	140	197	185	178	161	166

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	19	13	6	41	15	7	6	12	119
Not in DCS Custody	164	104	41	113	47	89	89	43	690
Unknown	0	0	0	1	0	0	1	0	2
Total	183	117	47	155	62	96	96	55	811