

Specialized Crisis Services

Volume Report by Region

January 2006



Region 1 Call Locations

- 3 Baptist Hospital of East Tennessee
- 1 Baptist Hospital West - ER
- 4 Blount County Juvenile Detention Center
- 4 Blount Memorial Hospital - ER
- 1 Campbell County High School
- 1 Campbell County Sheriff's Department
- 2 Central High School
- 1 Cherokee Health Systems - Newport
- 1 Cherokee Health Systems - Talbott
- 2 Child and Family
- 2 Children's Hospital
- 11 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 4 Claiborne County Hospital - ER
- 22 Client's Home
- 1 Clinton Family Physicians
- 1 Clinton High School
- 1 Family Services Counseling
- 3 Fort Sanders Medical Center - Sevier
- 1 Fulton High School
- 2 Grainger County Police Department
- 1 Hamblen County Juvenile Court
- 2 Helen Ross McNabb Community Mental Health Center
- 4 Jefferson Memorial Hospital - ER
- 1 Kingswood School - Bean Station
- 7 Knox County Juvenile Detention Center
- 1 Knoxville Adaptive Education Center
- 3 Lakeway Regional Hospital
- 1 Loudon County Juvenile Detention Center
- 1 Maryville Middle School
- 2 Methodist Medical Center of Oak Ridge
- 2 Morristown-Hamblen Hospital - ER
- 1 Oak Ridge Pediatric Clinic
- 1 Oliver Springs High School
- 2 Parkwest Hospital - ER
- 1 Pediatric Consultants North
- 3 Peninsula Hospital
- 1 Peninsula Intensive Outpatient Program - Knoxville
- 1 Peninsula Outpatient - Maryville
- 1 Piedmont Elementary School
- 2 Reflections Treatment Agency
- 1 Ridgeview Elementary School
- 1 Ridgeview Outpatient Clinic
- 4 Roane County Medical Center ER
- 2 Scott County Hospital - ER
- 3 St. Mary's Hospital - ER (Knoxville)
- 2 The Runaway Shelter
- 1 University of Tennessee Medical Center - ER
- 1 West Hill Elementary
- 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	123	Emergent	54	Diverted	90
PHONE	53	Non-Crisis	61	Hospitalized	33
<i>Total</i>	<i>176</i>	Urgent	62	Phone	53
				<i>Total</i>	<i>176</i>

DCS Custody	14
Not in DCS Custody	162
<i>Total</i>	<i>176</i>

Regional Diversion Rate:
73.17%

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Region 2 Call Locations

- 1 Arnold Elementary School
- 1 Athens Regional Hospital - ER
- 3 Bethel Bible Village- Group Home
- 1 Bledsoe County Sheriff's Department
- 1 Bradley County Courthouse
- 1 Bradley County Juvenile Detention Center
- 4 Bradley Memorial Hospital - ER
- 1 Central High School
- 23 Client's Home
- 1 Cumberland Hall (Hospital), Pine Breeze Building
- 2 DCS Office - Hamilton County
- 1 Dr. Wendy Saint-Robbins - Sweetwater
- 1 East Lake Elementary School
- 1 Eastside Elementary School
- 1 Erlanger Hospital - Chattanooga
- 2 Erlanger Hospital North - ER
- 2 Fortwood Center (Mental Health Center)
- 1 Grandview Medical Center - ER
- 2 Hamilton County Juvenile Detention Center
- 1 Madisonville Girls Group Home
- 1 McMinn County High School
- 1 Meigs County Sheriff's Department
- 1 Memorial Hospital - ER (Chattanooga)
- 2 Monroe County Middle School
- 1 Monroe Police Department
- 1 Ooltewah High School
- 1 Patton House Group Home
- 1 Rhea County Medical Center - ER
- 2 Sweetwater Hospital - ER
- 1 T. C. Thompson Children's Hospital
- 4 T. C. Thompson Children's Hospital - ER
- 5 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center
- 1 Vehicle
- 2 Woods Memorial Hospital

Region 2 Stats

	Region 2
FF	76
PHONE	30
Total	106

Average Response Time in Minutes	Region 2
Emergent	74
Non-Crisis	263
Urgent	126

	Region 2
Diverted	44
Hospitalized	32
Phone	30
Total	106

	Region 2
DCS Custody	17
Not in DCS Custody	89
Total	106

**Regional Diversion Rate:
57.89%**

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Region 3 Call Locations

- 2 ADAPT
- 1 Clay County High School
- 1 Client's Home
- 4 Cookeville Regional Medical Center
- 1 Cumberland County High School
- 1 Cumberland Regional Medical Center
- 1 DCS Office-Jackson County
- 1 DCS Office-Warren County
- 2 Indian Mound Group Home
- 1 Jamestown Regional Hospital
- 3 Livingston Regional Medical Center
- 1 Macon County Court House
- 4 Putnam County Juvenile Detention Center
- 4 River Park Hospital
- 1 Smithville Hospital - ER
- 1 Valley Ridge Mental Health Center
- 1 Warren Academy
- 1 White County Hospital

Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	31	Emergent	50	Diverted	22	DCS Custody	9
PHONE	13	Non-Crisis	159	Hospitalized	9	Not in DCS Custody	35
Total	44	Urgent	75	Phone	13	Total	44
				Total	44		

**Regional Diversion Rate:
70.97%**

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Region 4 Call Locations

- 1 Anitoch High School
- 1 Blackman High School
- 1 Bridges to Care Program (Catholic Charities)
- 1 Cannon County High School
- 1 Cannon County Sheriff's Department
- 1 Cedar Grove Residential Treatment Center
- 2 Centennial Medical Center -- Nashville
- 2 Centerstone Mental Health Center
- 2 Central Middle School
- 3 CHAD Youth Enhancement Center
- 1 Cheatham County Juvenile Court
- 6 Client's Home
- 1 Davidson County Juvenile Detention Center
- 1 DCS Office - Davidson County
- 3 DCS Office - Wilson County
- 1 District Attorney's Office - Trousdale County
- 1 Dupont Hadley Middle School
- 1 Genesis Learning Center
- 1 Gra-Mar Middle School
- 4 Institute for Learning Research (ILR)
- 1 Joelton Middle School
- 1 Kittrell Elementary School
- 1 Luton Mental Health Agency
- 1 Madison School
- 1 Mental Health Cooperative - Davidson County
- 1 Metro General Hospital - Nashville
- 7 Middle Tennessee Medical Center
- 1 Riverside Lodge
- 16 Rutherford County Juvenile Detention Center
- 2 Skyline Medical Center
- 1 Southern Hills Medical Center
- 1 St. Thomas Hospital
- 2 Stonecrest Medical Center - ICU
- 5 Summit Medical Center
- 3 Tennessee Christian Medical Center ER - Madison
- 1 TN Childrens Home
- 4 University Medical Center
- 3 Vanderbilt Children's Hospital
- 12 Vanderbilt Children's Hospital - ER
- 9 Vanderbilt Hospital - Respond
- 2 Vanderbilt Outpatient Services
- 1 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center
- 1 Wilson Central High School
- 1 Wilson County Youth Ranch

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Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	114	Emergent	69	Diverted	63	DCS Custody	33
PHONE	46	Non-Crisis	67	Hospitalized	51	Not in DCS Custody	127
Total	160	Urgent	72	Phone	46	Total	160
				Total	160		

**Regional Diversion Rate:
55.26%**

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Region 5 Call Locations

- 2 Baptist Hickman Hospital
- 1 Bedford County Juvenile Detention Center
- 5 Client's Home
- 1 Coffee County Juvenile Detention Center
- 1 DCS Office - Dickson County
- 2 DCS Office - Sumner County
- 1 Harton Regional Medical Center
- 8 Hendersonville Medical Center
- 1 Hickman Medical Clinic
- 2 Highland Youth Center
- 2 Lincoln County Regional Hospital
- 1 Marshall County Medical Center
- 2 Maury County Regional Medical Center
- 1 Middle Tennessee Detention Center
- 1 New Directions Academy
- 7 North Crest Medical Center
- 1 Schaeffer Middle School
- 2 Sumner County Juvenile Detention Center
- 4 Sumner Regional Medical Center
- 3 Tennessee Christian Medical Center - Portland
- 1 The Counseling Centers
- 1 Three Rivers Medical Center
- 2 Trace Group Home
- 1 Westmoreland High School

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	53	Emergent	83	Diverted	35	DCS Custody	18
PHONE	18	Non-Crisis	309	Hospitalized	18	Not in DCS Custody	53
Total	71	Urgent	106	Phone	18	Total	71
				Total	71		

**Regional Diversion Rate:
66.04%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - Tipton
- 7 Client's Home
- 1 Collierville Middle School
- 1 Comprehensive Counseling Network (formerly Frayser Family Counseling)
- 2 Covington High School
- 1 Crestview Elementary School
- 1 Cummings Elementary School
- 1 DCS Office - Shelby County
- 1 DCS Office - Tipton County
- 1 East High School
- 1 Lakeside Behavioral Health Systems
- 3 Lakeside Day Treatment
- 7 Lakeside Hospital
- 9 LeBonheur Children's Hospital
- 2 Memphis Boys Town
- 1 Memphis Recovery Center
- 2 Methodist Hospital - Fayette County
- 1 Sexual Abuse and Rape Center
- 4 Shelby Training Center
- 1 Southside Alternative School
- 1 St. Francis - Bartlett
- 8 St. Francis Hospital
- 3 The Memphis and Shelby County Juvenile Court - Detention Center
- 9 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Teen Learning Center
- 1 Vance Middle School
- 1 Wooddale High School

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	72	Emergent	68	Diverted	41	DCS Custody	7
PHONE	33	Non-Crisis	84	Hospitalized	31	Not in DCS Custody	98
Total	105	Urgent	97	Phone	33	Total	105
				Total	105		

**Regional Diversion Rate:
56.94%**

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Region 8 Call Locations

- 1 Bristol Courthouse
- 4 Cherokee Park Youth Center
- 2 Church Hill Middle School
- 11 Client's Home
- 1 Crossing Point
- 2 DCS Office - Sullivan County
- 2 Foster Home
- 1 Frontier Health Counseling Center
- 1 Gunnings Elementary School
- 2 Indian Path Medical Center
- 6 Indian Path Medical Center - ER
- 2 Indian Path Pavillion
- 1 Johnson City Juvenile Detention Center
- 3 Johnson City Medical Center
- 7 Johnson City Medical Center - ER
- 1 Johnson City Medical Center PICU
- 2 Johnson County Health Center
- 5 Laughlin Hospital
- 1 Link House
- 1 Love Chapel Elementary School
- 1 Nolachuckey Mental Health
- 1 Northside Hospital
- 1 Observation and Assessment Center - Johnson City
- 1 Roosevelt Elementary School
- 4 Sycamore Shoals Medical Center - ER
- 2 T A Dugger Middle School
- 2 Unicoi County Hospital - ER
- 2 Unicoi County Juvenile Court

Region 8 Stats

	Region 8
FF	70
PHONE	11
Total	81

Average Response Time in Minutes	Region 8
Emergent	62
Non-Crisis	95
Urgent	73

	Region 8
Diverted	40
Hospitalized	30
Phone	11
Total	81

	Region 8
DCS Custody	11
Not in DCS Custody	70
Total	81

**Regional Diversion Rate:
57.14%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	123	53	176	Region 1	90	33	53	176
Region 2	76	30	106	Region 2	44	32	30	106
Region 3	31	13	44	Region 3	22	9	13	44
Region 4	114	46	160	Region 4	63	51	46	160
Region 5	53	18	71	Region 5	35	18	18	71
Region 6	55	27	82	Region 6	33	22	27	82
Region 7	72	33	105	Region 7	41	31	33	105
Region 8	70	11	81	Region 8	40	30	11	81
Total	594	231	825	Total	368	226	231	825

Statewide Diversion Rate: 61.95%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	54	74	50	69	83	78	68	62
Non-Crisis	61	263	159	67	309	171	84	95
Urgent	62	126	75	72	106	118	97	73

Percent of calls within required timeframe: Emergent Calls - 66.2% (135 out of 204)
Urgent and Non-Crisis Calls - 96.9% (378 out of 390)

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	136	180	146	165	157	149	172	142

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	14	17	9	33	18	11	7	11	120
Not in DCS Custody	162	89	35	127	53	71	98	70	705
Total	176	106	44	160	71	82	105	81	825