

Specialized Crisis Services

Volume Report by Region

June 2006



Region 1 Call Locations

- 1 Blount County Juvenile Detention Center
- 6 Blount Memorial Hospital - ER
- 1 Blount Memorial Hospital - ICU
- 1 Cherokee Health Systems - Seymour
- 1 Cherokee Health Systems - Talbott
- 3 Children's Hospital
- 4 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 3 Claiborne County Hospital - ER
- 9 Client's Home
- 1 DCS Office - Anderson County
- 1 Dr. Catherine Martin - Oneida
- 1 Fort Loudoun Medical Center
- 2 Fort Sanders Medical Center - Knoxville
- 1 Fort Sanders Medical Center - Loudon
- 8 Fort Sanders Medical Center - Sevier
- 1 Foster Home
- 1 Jefferson Memorial Hospital - ER
- 2 Lakeway Regional Hospital
- 5 Methodist Medical Center of Oak Ridge
- 1 Morgan County Sheriff's Department
- 1 Oak Ridge Pediatric Clinic
- 1 Peninsula Hospital
- 1 Peninsula Intensive Outpatient Program - Knoxville
- 1 Peninsula Outpatient - Knoxville
- 1 Pigeon Forge Middle School
- 1 Sevier County Juvenile Detention Center
- 5 St. Mary's Hospital - ER (Knoxville)
- 2 St. Mary's Medical Center of Campbell County
- 2 University of Tennessee Medical Center - ER
- 1 Youth Emergency Shelter

Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	70	Emergent	44	Diverted	50	DCS Custody	9
PHONE	56	Non-Crisis	266	Hospitalized	20	Not in DCS Custody	117
Total	126	Urgent	88	Phone	56	Total	126
				Total	126		

**Regional Diversion Rate:
71.43%**

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Region 2 Call Locations

- 2 Athens Regional Hospital - ER
- 5 Bradley Memorial Hospital - ER
- 4 Cleveland Community Hospital - ER
- 8 Client's Home
- 1 Dawn School
- 1 East Ridge Hospital - ER
- 4 Foster Home
- 1 Grandview Medical Center - ER
- 1 Hamilton County Juvenile Court
- 2 Hamilton County Juvenile Detention Center
- 1 Memorial Northpark Hospital - ER
- 1 Relative's Home
- 1 Scholtz Center
- 1 Sweetwater Hospital - ER
- 1 T. C. Thompson Children's Hospital
- 1 T. C. Thompson Children's Hospital - ER
- 5 Valley Hospital - RESPOND

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	40	Emergent	47	Diverted	22	DCS Custody	5
PHONE	15	Urgent	90	Hospitalized	18	Not in DCS Custody	50
<i>Total</i>	55			Phone	15	<i>Total</i>	55
				<i>Total</i>	55		

**Regional Diversion Rate:
55.00%**

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Region 3 Call Locations

- 3 Client's Home
- 1 Cookeville Regional Medical Center
- 1 DCS Office - Smith County
- 1 DCS Office-Warren County
- 1 Foster Home
- 3 Indian Mound Group Home
- 1 Jackson County Sheriff's Department
- 1 Jamestown Regional Hospital
- 1 LifeCare Services (Outpatient Program)
- 1 New Frontiers Group Home
- 2 Putnam County Juvenile Detention Center
- 3 River Park Hospital
- 1 Smith County Hospital
- 1 Smithville Hospital - ER

Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	21	Emergent	38	Diverted	15	DCS Custody	10
PHONE	2	Urgent	56	Hospitalized	6	Not in DCS Custody	13
<i>Total</i>	<i>23</i>			Phone	2	<i>Total</i>	<i>23</i>
				<i>Total</i>	<i>23</i>		

Regional Diversion Rate: 71.43%
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Region 4 Call Locations

- 1 Baptist Hospital - Nashville
- 1 Cedar Grove Residential Treatment Center
- 1 Centennial Medical Center
- 1 CHAD Youth Enhancement Center
- 16 Client's Home
- 2 Davidson County Juvenile Detention Center
- 3 Foster Home
- 2 Hermitage Hall
- 1 Metro General Hospital - Nashville
- 5 Middle Tennessee Medical Center
- 1 Oasis
- 1 Relative's Home
- 5 Riverside Lodge
- 5 Rutherford County Juvenile Detention Center
- 1 Southern Hills Medical Center
- 1 Stonecrest Medical Center
- 3 Summit Medical Center
- 1 Tennessee Christian Medical Center
- 1 Therapeutic Interventions
- 4 Vanderbilt Children's Hospital
- 5 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 7 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 1 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center
- 1 Wilson County Youth Ranch

Region 4 Stats

	Region 4	Average Response Time in Minutes			Region 4		Region 4
FF	73	Emergent	50	Diverted	54	DCS Custody	19
PHONE	18	Urgent	61	Hospitalized	19	Not in DCS Custody	72
<i>Total</i>	<i>91</i>			Phone	18	<i>Total</i>	<i>91</i>
				<i>Total</i>	<i>91</i>		

Regional Diversion Rate: 73.97%	
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Region 5 Call Locations

- 1 Bedford County Juvenile Detention Center
- 6 Client's Home
- 1 Coffee County Courthouse
- 1 Foster Home
- 1 Hendersonville Medical Center
- 1 Inman Group Home
- 1 Maury County Regional Medical Center
- 3 Middle Tennessee Detention Center
- 3 North Crest Medical Center
- 1 Portland Medical Center
- 1 Southern Tennessee Medical Center
- 1 Wayne County Medical Center
- 1 Wayne Halfway House

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	22	Emergent	65	Diverted	19	DCS Custody	9
PHONE	2	Non-Crisis	249	Hospitalized	3	Not in DCS Custody	15
<i>Total</i>	<i>24</i>	Urgent	123	Phone	2	<i>Total</i>	<i>24</i>
				<i>Total</i>	<i>24</i>		

Regional Diversion Rate: 86.36%
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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City
- 1 Bolivar General Hospital
- 8 Client's Home
- 1 Decatur County Juvenile Court
- 2 Dyersburg Regional Medical Center
- 1 Henry County Medical Center
- 1 Hope House
- 2 Huntingdon Hospital - ER
- 1 Kamp Kiwani - Girl Scout Camp
- 1 Lauderdale County Juvenile Court
- 1 Martin Police Department
- 1 McDowell Center for Children, detention & residential
- 1 McNairy County Regional Hospital
- 1 Pathways Mental Health Center - Dyersburg
- 2 Youth Town, Residential

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	26	Emergent	57	Diverted	22	DCS Custody	2
PHONE	9	Non-Crisis	103	Hospitalized	4	Not in DCS Custody	33
Total	35	Urgent	122	Phone	9	Total	35
				Total	35		

**Regional Diversion Rate:
84.62%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - Tipton
- 7 Client's Home
- 1 East Junior High School
- 1 Foster Home
- 8 Lakeside Behavioral Health Systems
- 2 Lakeside Day Treatment
- 8 Lakeside Hospital
- 5 LeBonheur Children's Hospital
- 1 Memphis Boys Town
- 1 Memphis Job Corps
- 2 Midtown Mental Health Center
- 1 Paidia's Place Group Home
- 3 Shelby Training Center
- 1 St. Francis - Bartlett
- 2 St. Francis Hospital
- 3 The Memphis and Shelby County Juvenile Court - Detention Center
- 4 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Juvenile Court
- 1 Youth Diagnostic Assessment Center (YDAC)

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7	Region 7	Region 7
FF	53	Emergent	45	Diverted	30
Phone	14	Non-Crisis	33	Hospitalized	23
<i>Total</i>	<i>67</i>	Urgent	63	Phone	14
				<i>Total</i>	<i>67</i>

**Regional Diversion Rate:
56.60%**

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Region 8 Call Locations

- 7 Client's Home
- 2 Crossing Point
- 1 DCS Office - Washington County
- 1 Elizabethton Group Home
- 2 Foster Home
- 1 Free Will Baptist Group Home
- 1 Holston Home For Children
- 1 Indian Path Medical Center - ER
- 1 Indian Path Pavillion
- 2 Johnson City Medical Center
- 3 Johnson City Medical Center - ER
- 1 Johnson City Medical Center PICU
- 1 Laughlin Hospital
- 5 Northside Hospital
- 1 Observation and Assessment Center - Johnson City
- 1 Stepping Stones Treatment Center
- 4 Sycamore Shoals Medical Center - ER
- 1 Tennessee Baptist Children's Home - Johnson City
- 2 Unicoi County Hospital - ER

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	38	Emergent	65	Diverted	20	DCS Custody	15
PHONE	13	Non-Crisis	52	Hospitalized	18	Not in DCS Custody	36
<i>Total</i>	<i>51</i>	Urgent	58	Phone	13	<i>Total</i>	<i>51</i>
				<i>Total</i>	<i>51</i>		

**Regional Diversion Rate:
52.63%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	70	56	126	Region 1	50	20	56	126
Region 2	40	15	55	Region 2	22	18	15	55
Region 3	21	2	23	Region 3	15	6	2	23
Region 4	73	18	91	Region 4	54	19	18	91
Region 5	22	2	24	Region 5	19	3	2	24
Region 6	26	9	35	Region 6	22	4	9	35
Region 7	53	14	67	Region 7	30	23	14	67
Region 8	38	13	51	Region 8	20	18	13	51
Total	343	129	472	Total	232	111	129	472

Statewide Diversion Rate: 67.64%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	44	47	38	50	65	57	45	65
Non-Crisis	266	0	0	0	249	103	33	52
Urgent	88	90	56	61	123	122	63	58

Percent of calls within required timeframe: Emergent Calls - 84.6% (88 out of 104)
Urgent and Non-Crisis Calls - 96.6% (231 out of 239)

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	147	156	140	165	170	151	163	156

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	9	5	10	19	9	2	9	15	78
Not in DCS Custody	117	50	13	72	15	33	58	36	394
Total	126	55	23	91	24	35	67	51	472