

Specialized Crisis Services

Volume Report by Region

January 2007



Region 1 Call Locations

- 6 Blount Memorial Hospital - ER
- 1 Campbell County High School
- 1 Cedar Bluff Family Practice
- 1 Cherokee Health Systems - Newport
- 1 Cherokee Health Systems - Talbott
- 2 Children's Hospital
- 8 Children's Hospital - ER
- 2 Claiborne County Hospital - ER
- 19 Client's Home
- 1 DCS office - Blount Count
- 1 Fort Sanders Medical Center - Knoxville
- 2 Fort Sanders Medical Center - Sevier
- 1 Foster Home
- 1 Friend's Home
- 1 Helen Ross McNabb Community Mental Health Center
- 5 Jefferson Memorial Hospital - ER
- 1 Kingswood School - Bean Station
- 1 Knox County Juvenile Court
- 2 Knox County Juvenile Detention Center
- 2 Lakeway Regional Hospital
- 1 Lenoir City High School
- 1 Loudon County Juvenile Detention Center
- 1 Loudon County Juvenile Services
- 5 Methodist Medical Center of Oak Ridge
- 1 Morristown Detention Center
- 3 Morristown-Hamblen Hospital - ER
- 1 Northwest Elementary School
- 1 Parkwest Hospital - ER
- 1 Peninsula Hospital
- 1 Peninsula Intensive Outpatient Program - Knoxville
- 1 Peninsula Outpatient - Knoxville
- 2 Relative's Home
- 1 Roane County Juvenile Detention Center
- 1 Safe Haven Center
- 1 Scott County Hospital - ER
- 1 Sevier Middle School
- 8 St. Mary's Hospital - ER (Knoxville)
- 3 St. Mary's Medical Center of Campbell County
- 1 Sunbright High School
- 1 University of Tennessee Medical Center - ER
- 1 Whittle Middle School

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Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	96	Emergent	34	Diverted	85	DCS Custody	13
PHONE	34	Non-Crisis	78	Hospitalized	11	Not in DCS Custody	117
Total	130	Urgent	59	Phone	34	Total	130
				Total	130		

**Regional Diversion Rate:
88.54%**

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Region 2 Call Locations

- 4 Athens Regional Hospital - ER
- 1 Bledsoe County High School
- 1 Bledsoe County Sheriff's Department
- 1 Bradley County Juvenile Detention Center
- 2 Bradley Memorial Hospital - ER
- 2 Cleveland Community Hospital - ER
- 10 Client's Home
- 1 Coker Creek Elementary School
- 1 DCS Office - Hamilton County
- 1 DCS Office - McMinn County
- 1 Dr. Aslam Shariff
- 1 Dr. Wendy Saint-Robbins - Sweetwater
- 1 East Ridge Hospital - ER
- 1 Erlanger Hospital - Chattanooga
- 1 Erlanger Hospital North - ER
- 1 Grundy County Jail
- 1 Hamilton County Jail
- 4 Hamilton County Juvenile Detention Center
- 1 Hiwassee Mental Health - Athens
- 1 Howard Middle School
- 1 Johnson Mental Health
- 1 Lookout Valley High School
- 1 Memorial Northpark Hospital - ER
- 1 North Valley Hospital - ER
- 1 Parkridge Medical Center - ER
- 1 Parkridge Valley Hospital
- 2 Rhea County Juvenile Detention Center
- 4 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 4 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 2 Sweetwater Hospital - ER
- 7 T. C. Thompson Children's Hospital - ER
- 3 Valley Hospital - RESPOND

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	65	Emergent	48	Diverted	36	DCS Custody	14
PHONE	22	Non-Crisis	91	Hospitalized	29	Not in DCS Custody	73
Total	87	Urgent	65	Phone	22	Total	87
				Total	87		

**Regional Diversion Rate:
55.38%**

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Region 3 Call Locations

- 1 Bradford Alcohol/Drug Outpatient Clinic
- 2 Client's Home
- 1 Cookeville High School
- 1 Cookeville Regional Medical Center
- 1 Cornerstone Middle School
- 1 Cumberland Mountain Mental Health Center
- 2 Cumberland Regional Medical Center
- 1 Dale Hollow Mental Health - Spruce St. office
- 1 Dekalb County ER
- 1 Dr. Mark Clapp
- 1 Foster Home
- 1 Jamestown Regional Hospital
- 1 Livingston Regional Medical Center
- 1 Macon County Hospital
- 1 Plateau Mental Health Center
- 3 Putnam County Juvenile Detention Center
- 4 River Park Hospital
- 1 Vehicle
- 1 Warren County Middle School

Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	26	Emergent	47	Diverted	21	DCS Custody	3
PHONE	9	Non-Crisis	54	Hospitalized	5	Not in DCS Custody	32
<i>Total</i>	35	Urgent	47	Phone	9	<i>Total</i>	35
				<i>Total</i>	35		

**Regional Diversion Rate:
80.77%**

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Region 4 Call Locations

- 1 Alice Springs Elementary School
- 1 Amqui Elementary School
- 1 Anitoch High School
- 1 Bass Middle School
- 1 Cannon County High School
- 1 Center for Excellence - Davidson County
- 1 Central Middle School
- 1 CHAD Youth Enhancement Center
- 2 Christiana Middle School
- 29 Client's Home
- 1 Daniel McKee Alternative School
- 2 Davidson County Juvenile Detention Center
- 1 DCS Office - Wilson County
- 1 Dupont Hadley Middle School
- 1 Ewing Park School
- 1 Fairview Elementary School
- 1 Food Lion Grocery
- 3 Foster Home
- 1 Friend's Home
- 2 Genesis Learning Center
- 1 Glencliff High School
- 1 Gra-Mar Middle School
- 1 Hermitage Hall
- 1 Hillsboro High School
- 1 Hillwood High School
- 1 Hunter's Lane High School
- 1 Lavergne High School
- 1 Madison School
- 1 Map Academy
- 1 Marshall Middle School
- 1 McMurry Middle School
- 2 Metro General Hospital - Nashville
- 4 Middle Tennessee Medical Center
- 1 Mt. Juliet Middle School
- 1 Oasis
- 1 Relative's Home
- 1 Rutherford Academy
- 11 Rutherford County Juvenile Detention Center
- 1 Smyrna West Alternative School
- 3 St.Thomas Hospital
- 1 Stonecrest Medical Center
- 1 Stones River Hospital
- 1 Stratford High School
- 6 Summit Medical Center
- 3 Tennessee Christian Medical Center ER - Madison
- 1 The Guidance Center - Murfreesboro
- 5 University Medical Center
- 1 Vanderbilt Children's Hospital
- 6 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 7 Vanderbilt Hospital - Respond
- 2 Vanderbilt Outpatient Services

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Region 4 Call Locations

2 Wilson County Youth Ranch

Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	126	Emergent	49	Diverted	82	DCS Custody	12
PHONE	28	Non-Crisis	71	Hospitalized	44	Not in DCS Custody	142
Total	154	Urgent	62	Phone	28	Total	154
				Total	154		

**Regional Diversion Rate:
65.08%**

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Region 5 Call Locations

- 1 Beach High School
- 1 Bedford County Medical Center
- 4 Client's Home
- 1 DCS Office - Lawrence County
- 1 DCS Office - Maury County
- 2 Foster Home
- 3 Harton Regional Medical Center
- 1 Hickman Medical Clinic
- 1 Highland Youth Center
- 1 Horizon Medical Center
- 1 Kings Daughter Academy
- 2 Lincoln County Regional Hospital
- 1 Magnolia Girls Home
- 2 Marshall County Medical Center
- 1 Maury County Regional Medical Center
- 1 Mental Health Cooperative - Dickson
- 2 Middle Tennessee Detention Center
- 4 North Crest Medical Center
- 1 RT Fisher Alternative School
- 1 Sumner County Juvenile Detention Center
- 2 Sumner Regional Medical Center
- 1 Three Rivers Medical Center
- 1 TRAC group home (Temporary Residence for Adolescents in Crisis)
- 2 Trace Group Home
- 1 Turn Around Center
- 1 Wayne County Medical Center
- 1 Wayne Halfway House
- 1 Whitthorne Middle School

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	42	Emergent	89	Diverted	31	DCS Custody	17
PHONE	12	Urgent	122	Hospitalized	11	Not in DCS Custody	37
Total	54			Phone	12	Total	54
				Total	54		

**Regional Diversion Rate:
73.81%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City
- 1 Bolivar General Hospital
- 1 Brownsville Police Department
- 2 Camden General Hospital - ER
- 1 Chester County Sheriff's Department
- 11 Client's Home
- 1 Crockett County Middle School
- 1 Crockett County Police Department
- 1 Dresden Middle School
- 2 Foster Home
- 1 Grove School
- 1 Hardin County General Hospital
- 1 Haywood Park Community Hospital
- 1 Henderson County Hospital - ER
- 1 Henderson House
- 1 Henry County High School
- 3 Henry County Medical Center
- 3 Huntingdon Hospital - ER
- 1 Jackson Central Merry High School
- 1 Jackson-Madison County General Hospital
- 1 Lauderdale County Juvenile Court
- 1 Lexington High School
- 1 Middleton High School
- 2 Pathways Mental Health Center - main office
- 1 Rose Hill Middle School
- 1 West Middle School

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	44	Emergent	56	Diverted	38	DCS Custody	5
PHONE	14	Non-Crisis	57	Hospitalized	6	Not in DCS Custody	53
<i>Total</i>	58	Urgent	72	Phone	14	<i>Total</i>	58
				<i>Total</i>	58		

**Regional Diversion Rate:
86.36%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - Tipton
- 1 Barrets Elementary School
- 22 Client's Home
- 2 Compass Intervention - Residential Facility
- 1 DCS Office - Shelby County
- 1 Foster Home
- 1 Humes Middle School
- 2 Lakeside Behavioral Health Systems
- 6 Lakeside Hospital
- 10 LeBonheur Children's Hospital
- 1 Memphis Police Department
- 1 Methodist Hospital - South
- 2 Midtown Mental Health Center
- 1 Professional Counseling Services - Covington
- 1 Reconation Academy
- 1 Sexual Abuse and Rape Center
- 1 Shannon Elementary School
- 4 St. Francis Hospital
- 1 Tennessee Baptist Children Home
- 11 The Memphis and Shelby County Juvenile Court - Detention Center
- 9 The Regional Medical Center (The MED) - Memphis
- 1 Youth Diagnostic Assessment Center (YDAC)
- 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	82	Emergent	50	Diverted	55	DCS Custody	4
PHONE	17	Non-Crisis	64	Hospitalized	27	Not in DCS Custody	95
Total	99	Urgent	73	Phone	17	Total	99
				Total	99		

**Regional Diversion Rate:
67.07%**

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Region 8 Call Locations

- 1 Adventure Program
- 1 Blountville Elementary School
- 1 Central Elementary School
- 1 Charlotte Taylor Center
- 1 Church Hill Middle School
- 13 Client's Home
- 4 Elizabethton Group Home
- 1 Free Will Baptist Group Home
- 3 Holston Home For Children
- 2 Indian Path Medical Center
- 1 Indian Path Medical Center - ER
- 1 Indian Path Pavillion
- 2 Johnson City Medical Center
- 5 Johnson City Medical Center - ER
- 1 Johnson City Medical Center PICU
- 9 Laughlin Hospital
- 1 Northside Hospital
- 1 Relative's Home
- 5 Sycamore Shoals Medical Center - ER
- 1 Unicoi County Hospital
- 1 Unicoi County Hospital - ER
- 1 Washington County Juvenile Court
- 1 Washington Elementary School
- 1 West Greene High School
- 2 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	61	Emergent	40	Diverted	37	DCS Custody	17
PHONE	5	Non-Crisis	64	Hospitalized	24	Not in DCS Custody	49
<i>Total</i>	<i>66</i>	Urgent	62	Phone	5	<i>Total</i>	<i>66</i>
				<i>Total</i>	<i>66</i>		

**Regional Diversion Rate:
60.66%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	96	34	130	Region 1	85	11	34	130
Region 2	65	22	87	Region 2	36	29	22	87
Region 3	26	9	35	Region 3	21	5	9	35
Region 4	126	28	154	Region 4	82	44	28	154
Region 5	42	12	54	Region 5	31	11	12	54
Region 6	44	14	58	Region 6	38	6	14	58
Region 7	82	17	99	Region 7	55	27	17	99
Region 8	61	5	66	Region 8	37	24	5	66
Total	542	141	683	Total	385	157	141	683

Statewide Diversion Rate: 71.03%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	34	48	47	49	89	56	50	40
Non-Crisis	78	91	54	71	0	57	64	64
Urgent	59	65	47	62	122	72	73	62

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	149	159	161	185	156	177	158	181

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	13	14	3	12	17	5	4	17	85
Not in DCS Custody	117	73	32	142	37	53	95	49	598
Total	130	87	35	154	54	58	99	66	683