

# *Specialized Crisis Services*

## *Volume Report by Region*

October 2007



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### ***Region 1 Call Locations***

- 1 Anderson County Juvenile Court
- 3 Baptist Hospital Cocke County - ER
- 1 Bearden High School
- 1 Blount County Boys Home
- 2 Blount County Juvenile Detention Center
- 8 Blount Memorial Hospital - ER
- 1 Campbell County High School
- 1 Campbell County Sheriff's Department
- 2 Cherokee Health Systems - Jefferson City
- 3 Cherokee Health Systems - Newport
- 3 Children's Hospital
- 13 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 1 Claiborne County Hospital - ER
- 10 Client's Home
- 1 Cocke County Juvenile Court
- 1 DCS Campbell County
- 1 Dogwood Elementary School
- 2 Florence Crittenton Group Home
- 1 Fort Loudoun Medical Center
- 2 Fort Sanders Medical Center - Knoxville
- 6 Fort Sanders Medical Center - Sevier
- 2 Foster Home
- 1 Fulton High School
- 1 Gateway Center
- 1 Grainger County Justice Center
- 1 Hardin Alternative Learning Center
- 1 Helen Ross McNabb Community Mental Health Center
- 1 Jefferson County Sheriff Department
- 1 Jefferson Memorial Hospital - ER
- 1 Jellico Community Hospital - ER
- 5 Knox County Juvenile Detention Center
- 3 Lakeway Regional Hospital
- 1 Mary Blount Elementary School
- 1 Methodist Medical Center of Oak Ridge
- 2 Morgan County Sheriff's Department
- 4 Morristown-Hamblen Hospital - ER
- 1 New Hopewell Elementary School
- 1 Oak Ridge High School
- 1 Parkwest Hospital - ER
- 3 Peninsula Hospital
- 2 Peninsula Intensive Outpatient Program - Knoxville
- 1 Peninsula Outpatient - Knoxville
- 1 Pigeon Forge Middle School
- 1 Relative's Home
- 1 Roane County High School
- 3 Roane County Medical Center ER
- 2 Scott County Hospital - ER
- 1 Sevier County High School - New Center Campus
- 1 Sevier County Juvenile Detention Center
- 1 Sevier Middle School
- 2 Smoky Mountain Group Home

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## Region 1 Call Locations

- 5 St. Mary's Hospital - ER (Knoxville)
- 2 St. Mary's Medical Center of Campbell County
- 1 The Runaway Shelter
- 3 University of Tennessee Medical Center - ER
- 1 William Blount High School
- 1 William Blount Middle School
- 1 Youth Emergency Shelter

## Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	127	Emergent	46	Diverted	95	DCS Custody	32
PHONE	36	Non-Crisis	52	Hospitalized	32	Not in DCS Custody	131
<i>Total</i>	<i>163</i>	Urgent	63	Phone	36	<i>Total</i>	<i>163</i>
				<i>Total</i>	<i>163</i>		

**Regional Diversion Rate:**  
**74.80%**

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### ***Region 2 Call Locations***

- 5 Athens Regional Hospital - ER
- 1 Bradley Adult Detention Center
- 2 Bradley County Juvenile Detention Center
- 1 Brainerd High School
- 12 Client's Home
- 1 Dawn School
- 1 DCS Office - Hamilton County
- 1 Erlanger Hospital - Chattanooga
- 1 Erlanger Hospital North
- 1 Erlanger Hospital North - ER
- 1 Fortwood Center (Mental Health Center)
- 2 Foster Home
- 1 Gardner House Group Home
- 1 Grandview Medical Center - ER
- 3 Hamilton County Juvenile Detention Center
- 1 Madisonville Girls Group Home
- 1 Memorial Northpark Hospital
- 1 Memorial Northpark Hospital - ER
- 1 Parkridge Medical Center - ER
- 6 Parkridge Valley Hospital
- 1 Peninsula Mental Health
- 1 Polk County High School
- 2 Restoration Counseling Center
- 1 Rhea County Juvenile Detention Center
- 2 Rhea County Medical Center - ER
- 1 Sequatchie County Sheriff's Department
- 1 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 4 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Soddy Daisy High School
- 1 Southside Medical Center
- 2 Sweetwater Hospital - ER
- 1 T. C. Thompson Children's Hospital
- 5 T. C. Thompson Children's Hospital - ER
- 1 Teen Learning Center - Cleveland
- 4 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center
- 1 Walker Valley High School
- 1 Washington Alternative School
- 3 Woods Memorial Hospital

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## Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	78	Emergent	32	Diverted	50	DCS Custody	11
PHONE	18	Urgent	64	Hospitalized	28	Not in DCS Custody	85
<i>Total</i>	<i>96</i>			Phone	18	<i>Total</i>	<i>96</i>
				<i>Total</i>	<i>96</i>		

**Regional Diversion Rate:  
64.10%**

## Region 3 Call Locations

- 1 Brighter Paths Group Home
- 1 Byrdstown Medical Center
- 1 Clay County High School
- 2 Client's Home
- 3 Cookeville Regional Medical Center
- 2 Cumberland Regional Medical Center
- 2 DCS Office Macon County
- 2 Dekalb County ER
- 1 Jackson County Alternative School
- 1 Jamestown Regional Hospital
- 1 LifeCare Services (Outpatient Program)
- 2 Macon County Hospital
- 1 Plateau Mental Health Center
- 1 Putnam County Juvenile Detention Center
- 2 River Park Hospital
- 1 River Park Medical Suites

## Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	24	Urgent	53	Diverted	19	DCS Custody	2
PHONE	10			Hospitalized	5	Not in DCS Custody	32
<i>Total</i>	<i>34</i>			Phone	10	<i>Total</i>	<i>34</i>
				<i>Total</i>	<i>34</i>		

**Regional Diversion Rate:  
79.17%**

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### ***Region 4 Call Locations***

- 1 A Safe Place (part of YMCA)
- 1 Antioch Middle School
- 1 Binkley Group Home
- 2 Centennial Medical Center -- Ashland City
- 1 Centerstone Mental Health Center
- 1 Cheatham County Central High School
- 20 Client's Home
- 1 Davidson County Juvenile Court
- 3 Davidson County Juvenile Detention Center
- 1 DCS Office - Wilson County
- 1 Donelson Middle School
- 1 Family Care - PCP
- 2 Foster Home
- 1 Genesis Learning Center
- 1 Gladeville Elementary School
- 1 Glencliff High School
- 1 Gra-Mar Middle School
- 1 Hermitage Hall
- 1 Hillsboro High School
- 1 Hobgood Elementary School
- 1 John Early Middle School
- 1 Metro General Hospital - Nashville
- 3 Middle Tennessee Medical Center
- 1 My Friend's House Residential Treatment Center
- 1 Neely Bend Middle School
- 1 Riverdale High School
- 6 Rutherford County Juvenile Detention Center
- 1 Seigal Middle School
- 3 Skyline Medical Center
- 1 Southern Hills Medical Center
- 1 St. Thomas Hospital
- 3 Stonecrest Medical Center
- 1 Stones River Hospital
- 1 Stratton Elementary School
- 2 Summit Medical Center
- 2 The Guidance Center - Murfreesboro
- 1 Therapeutic Interventions
- 1 University Medical Center
- 1 Vanderbilt Children's Hospital
- 19 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 1 Vanderbilt Hospital - Physician's Office
- 5 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 1 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center

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## Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	104	Emergent	43	Diverted	70	DCS Custody	15
PHONE	45	Non-Crisis	49	Hospitalized	34	Not in DCS Custody	134
<i>Total</i>	<i>149</i>	Urgent	61	Phone	45	<i>Total</i>	<i>149</i>
				<i>Total</i>	<i>149</i>		

**Regional Diversion Rate:  
67.31%**

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### *Region 5 Call Locations*

- 1 Ann Marie Bryant LPC
- 1 Baptist Hickman Hospital
- 1 Bedford County Medical Center
- 1 Centerstone Office - Clarksville
- 1 Centerstone Office - Columbia
- 1 Centerstone Office - Springfield
- 2 CHAD Youth Enhancement Center
- 13 Client's Home
- 2 Crockett Hospital
- 2 Crossroads Primary Treatment Center
- 1 DCS Office - Franklin County
- 1 DCS Office - Hickman County
- 1 Deer Valley Residential Treatment Center
- 1 Dr. Kaczmarska - PCP Office
- 1 Dr. Tidmore Primary Care Physician
- 7 Gateway Emergency Room
- 5 Harton Regional Medical Center
- 2 Hendersonville Medical Center
- 2 Hillside Hospital
- 2 Horizon Medical Center
- 1 Kings Daughter Academy
- 2 Knox Doss Middle School
- 2 Lewis Ambulatory Care Center
- 1 Manchester Medical Center
- 4 Marshall County Medical Center
- 8 Maury County Regional Medical Center
- 2 Middle Tennessee Detention Center
- 1 New Life Lodge
- 6 North Crest Medical Center
- 2 Southern Tennessee Medical Center
- 1 Sumner County Juvenile Detention Center
- 2 Sumner Regional Medical Center
- 1 United Regional Medical Center
- 1 Watt Hardison Elementary School
- 2 Wayne Halfway House
- 1 Westmoreland High School

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## Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	85		57	Diverted	62	DCS Custody	26
PHONE	27		95	Hospitalized	23	Not in DCS Custody	86
<i>Total</i>	<i>112</i>			Phone	27	<i>Total</i>	<i>112</i>
				<i>Total</i>	<i>112</i>		

**Regional Diversion Rate:  
72.94%**

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## Region 6 Call Locations

- 2 Baptist Memorial Hospital - Lauderdale
- 2 Baptist Memorial Hospital - Union City
- 1 Baptist Memorial Hospital - Union City - Adolescent Unit
- 1 Beech Bluff Elementary School
- 2 Bolivar General Hospital
- 1 Chester County Juvenile Court
- 14 Client's Home
- 1 Crockett County Juvenile Court
- 1 DCS Office - Hardeman County
- 1 Decatur County General Hospital
- 1 Dresden Police Department
- 3 Dyersburg Regional Medical Center
- 1 Gibson County Jail
- 1 Hardeman County Sheriffs Department
- 2 Hardin County General Hospital
- 1 Hardin County Middle School
- 1 Haywood Park Community Hospital
- 1 Henry County Medical Center
- 1 Hope House
- 4 Huntingdon Hospital - ER
- 1 Jackson Central Merry High School
- 1 Jackson Madison County Day Treatment
- 1 McDowell Center for Children, detention & residential
- 1 Medina Medical Center
- 1 Paris Elementary School
- 2 Pathways Mental Health Center - main office
- 1 Phoenix Foster Homes
- 1 Weakley County Juvenile Court
- 1 West Jackson Learning Center
- 2 Youth Villages Office - Jackson

## Region 6 Stats

	Region 6
FF	54
PHONE	9
<i>Total</i>	<i>63</i>

Average Response Time in Minutes		Region 6
Emergent		60
Urgent		95

	Region 6
Diverted	48
Hospitalized	6
Phone	9
<i>Total</i>	<i>63</i>

	Region 6
DCS Custody	10
Not in DCS Custody	53
<i>Total</i>	<i>63</i>

**Regional Diversion Rate:  
88.89%**

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## Region 7 Call Locations

- 1 Anna Davis Private Psychologist
- 1 Baptist Memorial Hospital - Tipton
- 1 Barrets Elementary School
- 1 Brighton Medical Center
- 9 Client's Home
- 2 E.E. Geeter Elementary School
- 1 Fairley High School
- 2 Highland Oaks Elementary School
- 1 Hill Crest High School
- 10 Lakeside Behavioral Health Systems
- 3 Lakeside Hospital
- 6 LeBonheur Children's Hospital
- 1 Midtown Mental Health Center
- 1 Munford Elementary School
- 1 Reconciliation Academy
- 1 Relative's Home
- 1 Ridgeway Middle School
- 1 Salvation Army Shelter - Memphis
- 4 Shelby Training Center
- 1 St. Francis - Bartlett
- 9 St. Francis Hospital
- 1 Tennessee Baptist Children's Home - Boy's Ranch
- 7 The Memphis and Shelby County Juvenile Court - Detention Center
- 10 The Regional Medical Center (The MED) - Memphis
- 1 Youth Dimensions
- 1 Youth Habilitation Center
- 1 Youth Villages Office - Memphis

## Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	79	Emergent	43	Diverted	61	DCS Custody	13
PHONE	26	Non-Crisis	47	Hospitalized	18	Not in DCS Custody	92
Total	105	Urgent	74	Phone	26	Total	105
				Total	105		
<b>Regional Diversion Rate: 77.22%</b>							

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## Region 8 Call Locations

- 1 Bristol Regional Medical Center
- 1 Church Hill Middle School
- 8 Client's Home
- 1 East Tennessee Christian Children's Home
- 1 Foster Home
- 1 Free Will Baptist Group Home
- 1 Holston Home For Children
- 1 Holston Homes Outpatient - Greeneville
- 1 Indian Path Medical Center
- 5 Indian Path Medical Center - ER
- 1 Indian Path Pavillion
- 1 Johnson City Juvenile Detention Center
- 5 Johnson City Medical Center
- 6 Johnson City Medical Center - ER
- 1 Johnson City Medical Center - Fast Track
- 1 Johnson County Health Center
- 3 Johnson County Health Center - ER
- 6 Laughlin Hospital
- 1 Medical Care Offices - Elizabethton
- 3 Northside Hospital
- 1 Place Center Nursery School
- 2 Sullivan East High School
- 1 Sullivan House
- 4 Sycamore Shoals Medical Center - ER
- 1 T A Dugger Middle School
- 1 Unicoi County High School
- 1 Unicoi County Hospital
- 1 Unicoi County Hospital - ER
- 1 Woodridge Hospital

## Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	62	Emergent	49	Diverted	38	DCS Custody	6
PHONE	4	Non-Crisis	47	Hospitalized	24	Not in DCS Custody	60
Total	66	Urgent	65	Phone	4	Total	66
				Total	66		
<b>Regional Diversion Rate: 61.29%</b>							

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## Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
<b>Region 1</b>	127	36	163	<b>Region 1</b>	95	32	36	163
<b>Region 2</b>	78	18	96	<b>Region 2</b>	50	28	18	96
<b>Region 3</b>	24	10	34	<b>Region 3</b>	19	5	10	34
<b>Region 4</b>	104	45	149	<b>Region 4</b>	70	34	45	149
<b>Region 5</b>	85	27	112	<b>Region 5</b>	62	23	27	112
<b>Region 6</b>	54	9	63	<b>Region 6</b>	48	6	9	63
<b>Region 7</b>	79	26	105	<b>Region 7</b>	61	18	26	105
<b>Region 8</b>	62	4	66	<b>Region 8</b>	38	24	4	66
<b>Total</b>	613	175	788	<b>Total</b>	443	170	175	788

Statewide Diversion Rate: 72.27%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	46	32	0	43	57	60	43	49
Non-Crisis	52	0	0	49	0	0	47	47
Urgent	63	64	53	61	95	95	74	65

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	152	149	170	182	162	185	135	196

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	32	11	2	15	26	10	13	6	115
Not in DCS Custody	131	85	32	134	86	53	92	60	673
<b>Total</b>	163	96	34	149	112	63	105	66	788