

Specialized Crisis Services Volume Report by Region

September 2008



Region 1 Call Locations

- 1 Baptist Hospital Cocke County - ER
- 1 Blount County Juvenile Detention Center
- 11 Blount Memorial Hospital - ER
- 1 Central High School
- 1 Cherokee Health Systems - Knoxville
- 5 Children's Hospital
- 15 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 3 Claiborne County Hospital - ER
- 25 Client's Home
- 1 Clinton Family Physicians
- 1 Clinton High School
- 1 Cooper House
- 1 Cosby High School
- 1 DCS Campbell County
- 2 DCS Claiborne County
- 1 Florence Crittenton Group Home
- 3 Fort Loudoun Medical Center
- 5 Fort Sanders Medical Center - Sevier
- 1 Gateway Center
- 1 Gibbs High School
- 2 Helen Ross McNabb Community Mental Health Center
- 2 Jefferson Memorial Hospital - ER
- 1 Johnson Group Home
- 1 Kingswood School - Bean Station
- 1 Knox County Juvenile Detention Center
- 1 Knoxville Adaptive Education Center
- 1 Lakeway Regional Hospital
- 2 Loudon County Juvenile Detention Center
- 1 Maryville High School
- 1 Maury Middle School
- 4 Methodist Medical Center of Oak Ridge
- 1 Morristown West High School
- 1 Morristown-Hamblen Hospital
- 6 Morristown-Hamblen Hospital - ER
- 2 Oak Ridge High School
- 1 Oak Ridge Pediatric Clinic
- 5 Parkwest Hospital - ER
- 1 Peninsula Outpatient - Maryville
- 1 Relative's Home
- 3 Roane County Medical Center ER
- 1 Safe Haven Center
- 2 Scott County Hospital - ER
- 1 Sevier County Juvenile Detention Center
- 1 Spring Hill Elementary School
- 1 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 1 St. Marys North Hospital
- 1 University of Tennessee Medical Center - ER

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Region 1 Stats

	Region 1
FF	129
PHONE	82
Total	211

Average Response Time in Minutes	Region 1
Emergent	49
Non-Crisis	62
Urgent	55

	Region 1
Diverted	89
Hospitalized	40
Phone	82
Total	211

	Region 1
DCS Custody	19
Not in DCS Custody	192
Total	211

**Regional Diversion Rate:
68.99%**

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Region 2 Call Locations

- 3 Athens Regional Hospital - ER
- 3 Bradley County Juvenile Detention Center
- 1 Brown Intermediate School
- 1 Cleveland City High School
- 18 Client's Home
- 2 Cumberland Hall Main Hospital
- 1 Cumberland Hall OP Services
- 3 Cumberland Hall Primary Treatment Center
- 1 Dawn School
- 2 DCS Office - McMinn County
- 2 East Ridge Middle School
- 1 Eastlake Academy
- 1 Englewood Elementary School
- 1 Erlanger Hospital - ER (Bledsoe County)
- 2 Fortwood Center (Mental Health Center)
- 3 Foster Home
- 1 Gallen North Pediatrics-Dr. Ben Wiley
- 1 Grandview Medical Center - ER
- 1 Hamilton Pediatrics
- 1 Lookout Valley High School
- 1 McMinn County High School
- 1 Meigs County High School
- 3 Memorial Northpark Hospital - ER
- 1 North Valley Hospital - ER
- 1 Ocoee Middle School
- 1 Parkridge Medical Center - ER
- 4 Parkridge Valley Hospital
- 1 Relative's Home
- 1 Rhea County Juvenile Detention Center
- 2 Rhea County Medical Center - ER
- 1 Sale Creek High School
- 1 Scholtz Center
- 4 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 4 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Soddy Daisy Middle School
- 1 Soddy Daisy Pediatrics
- 5 Sweetwater Hospital - ER
- 1 T. C. Thompson Children's Hospital
- 2 T. C. Thompson Children's Hospital - ER
- 1 Tennessee Baptist Children's Home - Chattanooga
- 2 Valley Hospital - RESPOND
- 1 Valley Outpatient Services
- 1 Vonore Middle School
- 1 Walker Valley High School
- 1 Washington Alternative School
- 1 Woods Memorial Hospital

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Region 2 Stats

	Region 2
FF	93
PHONE	38
<i>Total</i>	<i>131</i>

Average Response Time in Minutes

	Region 2
Emergent	37
Non-Crisis	66
Urgent	84

	Region 2
Diverted	60
Hospitalized	33
Phone	38
<i>Total</i>	<i>131</i>

	Region 2
DCS Custody	8
Not in DCS Custody	123
<i>Total</i>	<i>131</i>

Regional Diversion Rate: 64.52%
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Region 3 Call Locations

- 1 Avery Trace Middle School
- 1 Baptist Memorial Hospital - Dekalb
- 8 Client's Home
- 1 Cookeville High School
- 9 Cookeville Regional Medical Center
- 1 Cornerstone Middle School
- 1 Dekalb County ER
- 1 DeKalb Middle School
- 4 Indian Mound Group Home
- 1 Jamestown Regional Hospital
- 1 Livingston Medical Clinic
- 1 Livingston Middle School
- 1 Livingston Regional Medical Center
- 1 Pickett County High School
- 2 Plateau Mental Health Center
- 3 River Park Hospital
- 1 White County Hospital

Region 3 Stats

	Region 3
FF	38
PHONE	24
Total	62

Average Response Time in Minutes	Region 3
Emergent	32
Urgent	69

	Region 3
Diverted	27
Hospitalized	11
Phone	24
Total	62

	Region 3
DCS Custody	12
Not in DCS Custody	50
Total	62

**Regional Diversion Rate:
71.05%**

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Region 4 Call Locations

- 1 Alex Green Elementary School
- 1 Antioch Middle School
- 1 Bailey Middle School
- 1 Binkley Group Home
- 1 Bradford Health Services
- 1 Brick Church Middle School
- 1 Cannon County High School
- 2 Centennial Medical Center -- Ashland City
- 2 Centerstone Mental Health Center
- 3 Christiana Middle School
- 10 Client's Home
- 3 Davidson County Juvenile Detention Center
- 2 DCS Office - Davidson County
- 2 DCS Office - Rutherford County
- 1 Ewing Park School
- 1 Fairview High School
- 3 Foster Home
- 1 Genesis Learning Center
- 1 Gra-Mar Middle School
- 1 Lifecare Family Services - Nashville
- 1 Madison School
- 1 McMurry Middle School
- 7 Middle Tennessee Medical Center
- 1 Middle Tennessee Mental Health Institute
- 1 Monroe Harding Children's Home
- 1 Northfield Elementary School
- 1 Oasis
- 1 Pittard Elementary School
- 5 Rutherford County Juvenile Detention Center
- 1 Rutland Elementary School
- 1 Sam Ridley Airport/Military Base
- 2 Skyline Madison Campus
- 1 Skyline Medical Center
- 2 Southern Hills Medical Center
- 4 Stonecrest Medical Center
- 4 Summit Medical Center
- 1 Tennessee Christian Medical Center
- 1 The Guidance Center - Murfreesboro
- 1 The Guidance Center of Franklin
- 1 The Guidance Center of Smyrna
- 1 Trousdale Medical Center
- 2 University Medical Center
- 1 Upper Murrell School
- 8 Vanderbilt Children's Hospital
- 11 Vanderbilt Children's Hospital - ER
- 2 Vanderbilt Hospital - Respond
- 3 Vanderbilt Outpatient Services
- 1 Vine Hill Community Clinic
- 1 Williamson Medical Center
- 1 Wilson County Courthouse

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Region 4 Stats

	Region 4
FF	108
PHONE	48
<i>Total</i>	<i>156</i>

Average Response Time in Minutes		Region 4
Emergent		47
Non-Crisis		53
Urgent		64

	Region 4
Diverted	70
Hospitalized	38
Phone	48
<i>Total</i>	<i>156</i>

	Region 4
DCS Custody	18
Not in DCS Custody	138
<i>Total</i>	<i>156</i>

**Regional Diversion Rate:
64.81%**

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Region 5 Call Locations

- 1 Achievement Academy Althernative School
- 1 Bedford County Medical Center
- 1 Beech Elementary School
- 1 Bradford Health Services - Addiction Treatment and Mental Health Services
- 1 Centerstone - Centerville Office
- 1 Centerstone Office - Columbia
- 1 Centerstone Office - Dickson
- 1 Centerstone Office - Tullahoma
- 9 Client's Home
- 1 College Hill Alternative School
- 3 Crockett Hospital
- 1 DCS Office - Robertson County
- 2 Deer Valley Residential Treatment Center
- 1 Dickson County High School
- 1 Dickson Recovery Center
- 1 East Hickman High School
- 1 East Hickman Intermediate School
- 1 Ethridge Elementary School
- 1 Gallatin High School
- 13 Gateway Emergency Room
- 2 Hendersonville Medical Center
- 1 Heritage Medical Center
- 1 Hillside Hospital
- 2 Horizon Medical Center
- 2 Inman Group Home
- 2 Lincoln County Regional Hospital
- 3 Marshall County Medical Center
- 7 Maury County Regional Medical Center
- 1 McEwen High School
- 1 Minglewood Elementary School
- 1 Montgomery Central High School
- 1 Moore County Sheriff's Department
- 1 Mt. Pleasant High School
- 2 New Life Lodge
- 11 North Crest Medical Center
- 1 North Stewart Elementary School
- 2 Oak Plains Academy
- 1 Portland Medical Center
- 1 RT Fisher Alternative School
- 1 Santa Fe Unit School
- 1 Schaeffer Middle School
- 2 Southern Tennessee Medical Center
- 3 Sumner Regional Medical Center
- 1 TAC Academy
- 1 TRAC group home (Temporary Residence for Adolescents in Crisis)
- 5 United Regional Medical Center
- 1 Westmoreland High School

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Region 5 Stats

	Region 5
FF	101
PHONE	54
<i>Total</i>	<i>155</i>

Average Response Time in Minutes

	Region 5
Emergent	55
Urgent	115

	Region 5
Diverted	75
Hospitalized	26
Phone	54
<i>Total</i>	<i>155</i>

	Region 5
DCS Custody	22
Not in DCS Custody	133
<i>Total</i>	<i>155</i>

Regional Diversion Rate: 74.26%
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Region 6 Call Locations

- 2 Baptist Memorial Hospital - Union City
- 1 Baptist Memorial Hospital - Union City - Adolescent Unit
- 1 Camden General Hospital - ER
- 1 Carey Counseling Center - Huntingdon
- 1 Carroll Academy
- 6 Client's Home
- 1 Decatur County General Hospital
- 1 East End Magnet Academy
- 2 Foster Home
- 2 Hardin County General Hospital
- 1 Hardin County High School
- 1 Hope House
- 1 Humboldt Junior High School
- 1 Huntingdon Hospital - ER
- 1 Jackson-Madison County General Hospital
- 1 Lauderdale County Alternative School
- 1 Lauderdale Middle School
- 4 Madison Oaks Academy
- 1 McDowell Center for Children, detention & residential
- 1 McKenzie Regional Hospital
- 1 McNairy County Regional Hospital
- 1 Milan General Hospital
- 1 North Parkway Elementary School
- 1 Pathways - Brownsville
- 1 Pathways Mental Health Center - main office
- 1 Professional Counseling Services - Dyersburg
- 2 Quinco Mental Health Agency
- 1 Ripley High School
- 1 Rutherford School (K-8)
- 1 Southside High School
- 2 Volunteer Hospital

Region 6 Stats

	Region 6
FF	44
PHONE	32
Total	76

Average Response Time in Minutes	Region 6
Emergent	45
Urgent	99

	Region 6
Diverted	33
Hospitalized	11
Phone	32
Total	76

	Region 6
DCS Custody	12
Not in DCS Custody	64
Total	76

**Regional Diversion Rate:
75.00%**

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Region 7 Call Locations

- 1 Alcy Elementary School
- 1 Baptist Memorial Hospital - Tipton
- 7 Client's Home
- 1 Comprehensive Counseling Network (formerly Frayser Family Counseling)
- 2 Evans Elementary School
- 1 Focus Group Home
- 1 Houston High School
- 1 Klondike Elementary School
- 6 Lakeside Behavioral Health Systems
- 2 Lakeside Day Treatment
- 8 Lakeside Hospital
- 2 LeBonheur Children's Hospital
- 1 Med Plex
- 1 Melrose High School
- 1 Memphis City Schools - Bond Administration Building
- 1 Methodist Hospital - North
- 1 Midtown Mental Health Center
- 1 Relative's Home
- 1 Southeast Mental Health Center
- 2 St. Francis Day Treatment
- 10 St. Francis Hospital
- 12 The Memphis and Shelby County Juvenile Court - Detention Center
- 6 The Regional Medical Center (The MED) - Memphis
- 1 Winchester Elementary School
- 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	72	Emergent	36	Diverted	57	DCS Custody	6
PHONE	37	Non-Crisis	45	Hospitalized	15	Not in DCS Custody	103
Total	109	Urgent	66	Phone	37	Total	109
				Total	109		
Regional Diversion Rate: 79.17%							

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Region 8 Call Locations

- 1 Appalacian Medical Center
- 1 Avoca Elementary School
- 1 Call from Cell Phone-location not otherwise identified
- 10 Client's Home
- 1 DCS Office - Washington County
- 1 Educational Center
- 3 Elizabethton Group Home
- 2 Free Will Baptist Group Home
- 1 Holston Home For Children
- 1 Holston United Methodist Home
- 1 Indian Path Medical Center
- 9 Indian Path Medical Center - ER
- 3 Johnson City Juvenile Detention Center
- 2 Johnson City Medical Center
- 4 Johnson City Medical Center - ER
- 1 Johnson City Medical Center PICU
- 1 Johnson County Health Center - ER
- 6 Laughlin Hospital
- 1 Nolachuckey Mental Health
- 3 Northside Hospital
- 1 Omni Vision - Foster Care Program
- 1 Relative's Home
- 4 Sycamore Shoals Medical Center - ER
- 1 Unicoi County Middle School
- 5 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	65	Emergent	39	Diverted	40	DCS Custody	12
PHONE	20	Non-Crisis	47	Hospitalized	25	Not in DCS Custody	73
Total	85	Urgent	60	Phone	20	Total	85
				Total	85		

**Regional Diversion Rate:
61.54%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	129	82	211	Region 1	89	40	82	211
Region 2	93	38	131	Region 2	60	33	38	131
Region 3	38	24	62	Region 3	27	11	24	62
Region 4	108	48	156	Region 4	70	38	48	156
Region 5	101	54	155	Region 5	75	26	54	155
Region 6	44	32	76	Region 6	33	11	32	76
Region 7	72	37	109	Region 7	57	15	37	109
Region 8	65	20	85	Region 8	40	25	20	85
Total	650	335	985	Total	451	199	335	985

Statewide Diversion Rate: 69.38%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	49	37	32	47	55	45	36	39
Non-Crisis	62	66	0	53	0	0	45	47
Urgent	55	84	69	64	115	99	66	60

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	168	172	189	158	183	205	153	169

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	19	8	12	18	22	12	6	12	109
Not in DCS Custody	192	123	50	138	133	64	103	73	876
Total	211	131	62	156	155	76	109	85	985