

# *Specialized Crisis Services Volume Report by Region*

January 2009



---

## *Region 1 Call Locations*

- 1 Baptist Hospital Cocke County - ER
- 1 Baptist Hospital West - ER
- 1 Bearden High School
- 1 Blount County Juvenile Detention Center
- 10 Blount Memorial Hospital - ER
- 1 Carter Middle School
- 1 Cherokee Health Systems - Newport
- 7 Children's Hospital
- 14 Children's Hospital - ER
- 1 Claiborne High School
- 15 Client's Home
- 1 DCS Office - Anderson County
- 1 DCS Office - Hamblen County
- 2 Florence Crittenton Group Home
- 1 Fort Loudoun Medical Center
- 3 Fort Sanders Medical Center - Sevier
- 4 Foster Home
- 1 Friend's Home
- 1 Grainger County Justice Center
- 1 Health Star Physician Center
- 1 Helen Ross McNabb Community Mental Health Center
- 1 Horace Maynard Middle School
- 2 Jefferson Memorial Hospital - ER
- 1 Kingswood School - Bean Station
- 2 Knoxville Adaptive Education Center
- 2 Loudon County Juvenile Detention Center
- 1 Mary Blount Elementary School
- 2 Methodist Medical Center of Oak Ridge
- 1 Morgan County Sheriff's Department
- 1 Morristown Detention Center
- 1 Morristown-Hamblen Hospital
- 1 Morristown-Hamblen Hospital - ER
- 1 North Middle School
- 1 Northwest Middle School
- 2 Oak Ridge High School
- 5 Parkwest Hospital - ER
- 2 Peninsula Hospital
- 1 Peninsula Outpatient - Knoxville
- 1 Powell High School
- 2 Relative's Home
- 3 Roane County Medical Center ER
- 1 Robertsville Middle School
- 1 Scott County Hospital - ER
- 2 Smoky Mountain Group Home
- 4 St. Mary's Hospital - ER (Knoxville)
- 2 St. Marys North Hospital
- 1 Tennessee School for the Deaf
- 1 The Runaway Shelter
- 1 University of Tennessee Medical Center - ER
- 1 West High School
- 1 West Hill Elementary

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
<b>FF</b>	117	<b>Emergent</b>	47	<b>Diverted</b>	80	<b>DCS Custody</b>	20
<b>PHONE</b>	43	<b>Non-Crisis</b>	58	<b>Hospitalized</b>	37	<b>Not in DCS Custody</b>	140
<b>Total</b>	160	<b>Urgent</b>	52	<b>Phone</b>	43	<b>Total</b>	160
				<b>Total</b>	160		

**Regional Diversion Rate:  
68.38%**

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 2 Call Locations

- 1 Bradley Memorial Hospital - ER
- 1 Central High School
- 1 Cleveland Pediatrics-Dr. Summer Ross
- 13 Client's Home
- 4 Cumberland Hall Main Hospital
- 6 Cumberland Hall OP Services
- 1 Cumberland Hall Primary Treatment Center
- 1 DCS Office - McMinn County
- 2 Erlanger Hospital North
- 2 Foster Home
- 1 Grandview Medical Center - ER
- 1 Hamilton County Jail
- 1 Lakeside Behavioral Health Systems
- 1 Memorial Northpark Hospital - ER
- 1 Normal Park Upper School
- 1 Parkridge Medical Center - ER
- 3 Parkridge Valley Hospital
- 1 Polk County High School
- 1 Polk County Justice Center
- 1 Relative's Home
- 1 Scholtz Center
- 5 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 7 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Soddy Daisy Elementary School
- 1 Soddy Daisy High School
- 1 Summit Counseling
- 4 Sweetwater Hospital - ER
- 4 T. C. Thompson Children's Hospital - ER
- 1 Tyner High School
- 2 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center

## Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
<b>FF</b>	72	<b>Emergent</b>	43	<b>Diverted</b>	46	<b>DCS Custody</b>	7
<b>PHONE</b>	23	<b>Non-Crisis</b>	87	<b>Hospitalized</b>	26	<b>Not in DCS Custody</b>	88
<b>Total</b>	95	<b>Urgent</b>	81	<b>Phone</b>	23	<b>Total</b>	95
				<b>Total</b>	95		

**Regional Diversion Rate:  
63.89%**

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 3 Call Locations

- 1 Brighter Paths Group Home
- 1 Client's Home
- 4 Cookeville Regional Medical Center
- 1 Cumberland County Juvenile Detention
- 3 Cumberland Regional Medical Center
- 1 DCS Office-Overtown County
- 2 Dekalb County ER
- 1 Jamestown Regional Hospital
- 1 Livingston Medical Clinic
- 4 Livingston Regional Medical Center
- 1 Monterey High School
- 1 Morrison Elementary School
- 1 Pickett County Courthouse
- 1 Putnam County Juvenile Detention Center
- 2 River Park Hospital
- 2 White County Hospital

## Region 3 Stats

	Region 3
<b>FF</b>	27
<b>PHONE</b>	7
<b>Total</b>	34

Average Response Time in Minutes	Region 3
<b>Emergent</b>	42
<b>Urgent</b>	75

	Region 3
<b>Diverted</b>	20
<b>Hospitalized</b>	7
<b>Phone</b>	7
<b>Total</b>	34

	Region 3
<b>DCS Custody</b>	4
<b>Not in DCS Custody</b>	30
<b>Total</b>	34

**Regional Diversion Rate:**  
74.07%

# *Specialized Crisis Services Volume Report by Region*

January 2009



---

## *Region 4 Call Locations*

- 1 Centerstone Mental Health Center
- 1 Charlotte Elementary School
- 1 Cheatham County Central High School
- 10 Client's Home
- 1 Davidson County Juvenile Detention Center
- 1 Department of Human Services
- 1 Developmental Learning Center
- 1 District Attorney's Office - Trousdale County
- 1 Eagleville High School
- 3 Foster Home
- 1 Glenclyff High School
- 1 Heritage Middle School
- 3 Hermitage Hall
- 2 Lavergne High School
- 1 Mental Health Cooperative - Davidson County
- 1 Middle Tennessee Medical Center
- 1 Mt. Juliet Middle School
- 1 Murrell Elementary School
- 1 Poplar Grove School
- 1 Relative's Home
- 2 Rock of Refuge
- 1 Rutherford Academy
- 3 Rutherford County Juvenile Detention Center
- 2 Skyline Madison Campus
- 1 Skyline Medical Center
- 1 Smyrna West Alternative School
- 2 Southern Hills Medical Center
- 3 Stonecrest Medical Center
- 2 Stonecrest Medical Center - ICU
- 1 Stones River Hospital
- 3 Summit Medical Center
- 1 Trousdale Medical Center
- 1 Tucker Crossroad Elementary School
- 5 Vanderbilt Children's Hospital
- 15 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 3 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 1 Warner Enhanced Options School
- 1 West End Middle School
- 1 Williamson County Juvenile Court
- 1 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center
- 1 Wilson Central High School

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 4 Stats

	Region 4
<b>FF</b>	88
<b>PHONE</b>	38
<i>Total</i>	<i>126</i>

<b>Average Response Time in Minutes</b>
---

	Region 4
<b>Emergent</b>	50
<b>Urgent</b>	68

	Region 4
<b>Diverted</b>	58
<b>Hospitalized</b>	30
<b>Phone</b>	38
<i>Total</i>	<i>126</i>

	Region 4
<b>DCS Custody</b>	16
<b>Not in DCS Custody</b>	110
<i>Total</i>	<i>126</i>

<b>Regional Diversion Rate: 65.91%</b>
--

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 5 Call Locations

- 1 Bradford Health Services - Addiction Treatment and Mental Health Services
- 14 Client's Home
- 1 College Hill Alternative School
- 1 Columbia Pediatrics
- 3 Crockett Hospital
- 1 DCS Office - Franklin County
- 1 DCS Office - Maury County
- 1 DCS Office - Montgomery County
- 2 Dickson Recovery Center
- 1 East Hickman High School
- 1 Express Meds
- 1 Family Health Group
- 1 Foster Home
- 10 Gateway Emergency Room
- 2 Hendersonville Medical Center
- 1 Heritage Medical Center
- 1 Hickman County Hospital
- 1 Hillside Hospital
- 5 Horizon Medical Center
- 1 Kenwood Middle School
- 1 Knox Doss Middle School
- 12 Maury County Regional Medical Center
- 1 Middle Tennessee Detention Center
- 1 New Directions Academy
- 3 North Crest Medical Center
- 2 Oak Grove Elementary School
- 1 Southern Tennessee Medical Center
- 1 Stewart County Middle School
- 1 Sumner County Juvenile Detention Center
- 4 Sumner Regional Medical Center
- 1 Watertown High School
- 1 Wayne County Technical Center
- 1 West Creek Middle School

## Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	80	Emergent	57	Diverted	58	DCS Custody	11
PHONE	32	Non-Crisis	89	Hospitalized	22	Not in DCS Custody	101
<i>Total</i>	<i>112</i>	Urgent	105	Phone	32	<i>Total</i>	<i>112</i>
				<i>Total</i>	<i>112</i>		

**Regional Diversion Rate:  
72.50%**

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 6 Call Locations

- 1 Academic and Justice Academy
- 4 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City
- 1 Bethel Springs Elementary School
- 1 Bolivar General Hospital
- 2 Camden General Hospital - ER
- 6 Client's Home
- 1 Decatur County General Hospital
- 2 Dyersburg Regional Medical Center
- 2 Foster Home
- 1 Griffey Clinic
- 1 Hardin County General Hospital
- 1 Hardin County High School
- 1 Henderson County Hospital - ER
- 2 Henry County Medical Center
- 1 Jackson Juvenile Intensive Detention Center
- 1 Lexington High School
- 1 Madison County Juvenile Detention Center
- 3 Madison Oaks Academy
- 1 McDowell Center for Children, detention & residential
- 1 McNairy County Regional Hospital
- 2 Milan General Hospital
- 1 North Parkway Elementary School
- 1 Pathways Mental Health Center - Dyersburg
- 2 Relative's Home

## Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
<b>FF</b>	41	<b>Emergent</b>	70	<b>Diverted</b>	34	<b>DCS Custody</b>	9
<b>PHONE</b>	24	<b>Non-Crisis</b>	65	<b>Hospitalized</b>	7	<b>Not in DCS Custody</b>	56
<b>Total</b>	65	<b>Urgent</b>	89	<b>Phone</b>	24	<b>Total</b>	65
				<b>Total</b>	65		

**Regional Diversion Rate:  
82.93%**

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 7 Call Locations

- 2 Baptist Memorial Hospital - Tipton
- 1 Blooming Scholar
- 1 Camelot - Memphis
- 5 Client's Home
- 1 Covington High School
- 1 Delta Medical Center
- 10 Lakeside Behavioral Health Systems
- 11 Lakeside Day Treatment
- 6 Lakeside Hospital
- 5 LeBonheur Children's Hospital
- 1 Memphis Counseling Center
- 1 Methodist Hospital - Fayette County
- 2 Methodist Hospital - North
- 1 Methodist Hospital - South
- 1 Munford High School
- 1 Professional Care Center
- 1 Relative's Home
- 1 Southeast Mental Health Center
- 1 St. Augustine
- 1 St. Francis - Bartlett
- 1 St. Francis Day Treatment
- 3 St. Francis Hospital
- 4 The Memphis and Shelby County Juvenile Court - Detention Center
- 10 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Juvenile Court

## Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
<b>FF</b>	73	<b>Emergent</b>	55	<b>Diverted</b>	50	<b>DCS Custody</b>	4
<b>PHONE</b>	26	<b>Non-Crisis</b>	49	<b>Hospitalized</b>	23	<b>Not in DCS Custody</b>	95
<b>Total</b>	99	<b>Urgent</b>	63	<b>Phone</b>	26	<b>Total</b>	99
				<b>Total</b>	99		

**Regional Diversion Rate:  
68.49%**

# Specialized Crisis Services Volume Report by Region

January 2009



## Region 8 Call Locations

- 6 Client's Home
- 1 Foster Home
- 2 Free Will Baptist Group Home
- 1 Holston Home For Children
- 1 Indian Trail Middle School
- 1 John Sevier Middle School
- 2 Laughlin Hospital
- 1 Omni Vision
- 1 Tennessee High School
- 1 Unicoi County Hospital - ER
- 1 Washington County Juvenile Court
- 1 West Greene High School
- 1 Woodland Elementary School

## Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	20	Emergent	42	Diverted	13	DCS Custody	11
PHONE	10	Non-Crisis	43	Hospitalized	7	Not in DCS Custody	19
<i>Total</i>	<i>30</i>	Urgent	65	Phone	10	<i>Total</i>	<i>30</i>
				<i>Total</i>	<i>30</i>		

**Regional Diversion Rate:  
65.00%**

# Specialized Crisis Services Volume Report by Region

January 2009



## Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	117	43	160	Region 1	80	37	43	160
Region 2	72	23	95	Region 2	46	26	23	95
Region 3	27	7	34	Region 3	20	7	7	34
Region 4	88	38	126	Region 4	58	30	38	126
Region 5	80	32	112	Region 5	58	22	32	112
Region 6	41	24	65	Region 6	34	7	24	65
Region 7	73	26	99	Region 7	50	23	26	99
Region 8	20	10	30	Region 8	13	7	10	30
<b>Total</b>	<b>518</b>	<b>203</b>	<b>721</b>	<b>Total</b>	<b>359</b>	<b>159</b>	<b>203</b>	<b>721</b>

Statewide Diversion Rate: 69.31%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	47	43	42	50	57	70	55	42
Non-Crisis	58	87	0	0	89	65	49	43
Urgent	52	81	75	68	105	89	63	65

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	171	171	210	164	177	178	156	195

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	20	7	4	16	11	9	4	11	82
Not in DCS Custody	140	88	30	110	101	56	95	19	639
<b>Total</b>	<b>160</b>	<b>95</b>	<b>34</b>	<b>126</b>	<b>112</b>	<b>65</b>	<b>99</b>	<b>30</b>	<b>721</b>