

Specialized Crisis Services Volume Report by Region

June 2009



Region 1 Call Locations

- 1 Baptist Hospital Cocke County - ER
- 2 Baptist Hospital West - ER
- 1 Blount County Juvenile Detention Center
- 3 Blount Memorial Hospital - ER
- 1 Cherokee Health Systems - Jefferson City
- 1 Cherokee Health Systems - Seymour
- 1 Cherokee Health Systems - Talbott
- 4 Children's Hospital
- 8 Children's Hospital - ER
- 2 Claiborne County Hospital - ER
- 15 Client's Home
- 1 DCS Claiborne County
- 1 DCS office - Blount Count
- 2 Florence Crittenton Group Home
- 2 Fort Loudoun Medical Center
- 1 Fort Sanders Medical Center - Knoxville
- 2 Fort Sanders Medical Center - Loudon
- 3 Fort Sanders Medical Center - Sevier
- 2 Foster Home
- 1 Friend's Home
- 1 Helen Ross McNabb Community Mental Health Center
- 2 Jefferson Memorial Hospital - ER
- 3 Johnson Group Home
- 1 Knox County Juvenile Court
- 2 Knox County Juvenile Detention Center
- 1 Knoxville Pediatrics
- 3 Methodist Medical Center of Oak Ridge
- 1 Morristown Detention Center
- 1 Morristown-Hamblen Hospital
- 6 Morristown-Hamblen Hospital - ER
- 1 Panera Bread
- 1 Parkwest Hospital - ER
- 1 Peninsula Outpatient - Maryville
- 3 Roane County Medical Center ER
- 2 Scott County Hospital - ER
- 2 Sevier County Juvenile Detention Center
- 1 Smoky Mountain Group Home
- 2 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 1 St. Marys North Hospital
- 1 Summit Medical Group
- 2 Youth Emergency Shelter

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Region 1 Stats

	Region 1
FF	93
PHONE	27
Total	120

Average Response Time in Minutes		Region 1
Emergent		45
Non-Crisis		72
Urgent		57

	Region 1
Diverted	56
Hospitalized	37
Phone	27
Total	120

	Region 1
DCS Custody	20
Not in DCS Custody	100
Total	120

**Regional Diversion Rate:
60.22%**

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Region 2 Call Locations

- 1 Alternative Counseling Consultants-House of Hope
- 2 Athens Regional Hospital - ER
- 3 Bradley County Juvenile Detention Center
- 1 Chamblis Home
- 21 Client's Home
- 9 Cumberland Hall Main Hospital
- 1 Cumberland Hall OP Services
- 1 Cumberland Hall Primary Treatment Center
- 1 DCS Office - Bradley County
- 1 Erlanger Hospital North - ER
- 1 Foster Home
- 1 Hamilton County Jail
- 1 Hamilton County Juvenile Court
- 2 Hamilton County Juvenile Detention Center
- 2 Parkridge Valley Hospital
- 1 Polk County Justice Center
- 1 Relative's Home
- 3 Rhea County Medical Center - ER
- 2 Scholtz Center
- 3 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 4 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 2 Sweetwater Hospital - ER
- 2 T. C. Thompson Children's Hospital
- 4 T. C. Thompson Children's Hospital - ER
- 2 Team Evaluation Center
- 2 The Partnership
- 2 Valley Hospital - RESPOND
- 2 Valley Residential Treatment Center

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	78	Emergent	57	Diverted	50	DCS Custody	12
PHONE	21	Non-Crisis	49	Hospitalized	28	Not in DCS Custody	87
Total	99	Urgent	82	Phone	21	Total	99
				Total	99		

**Regional Diversion Rate:
64.10%**

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Region 3 Call Locations

- 2 ADAPT
- 1 Chance Group Home
- 9 Client's Home
- 3 Cookeville Regional Medical Center
- 1 Cumberland River Hospital
- 3 Dekalb County ER
- 1 Friend's Home
- 1 Indian Mound Group Home
- 1 LifeCare Services (Outpatient Program)
- 2 Macon County Hospital
- 1 Putnam County Juvenile Detention Center
- 2 River Park Hospital
- 1 TRAC group home (Temporary Residence for Adolescents in Crisis)
- 1 Tullahoma Pediatrics
- 2 United Regional Medical Center
- 1 White County Hospital

Region 3 Stats

	Region 3
FF	32
PHONE	8
<i>Total</i>	<i>40</i>

Average Response Time in Minutes	Region 3
Emergent	41
Urgent	93

	Region 3
Diverted	17
Hospitalized	15
Phone	8
<i>Total</i>	<i>40</i>

	Region 3
DCS Custody	7
Not in DCS Custody	33
<i>Total</i>	<i>40</i>

**Regional Diversion Rate:
53.13%**

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Region 4 Call Locations

- 1 Ashland City Police Department
- 1 Bradford Health Services
- 2 Centennial Medical Center -- Ashland City
- 1 Centennial Medical Center -- Nashville
- 2 Centerstone Mental Health Center
- 32 Client's Home
- 3 Davidson County Juvenile Detention Center
- 1 DCS Office - Davidson County
- 1 DCS Office - Rutherford County
- 1 Foster Home
- 1 Hattie Cotton Elementary School
- 1 Metro General Hospital - Nashville
- 4 Middle Tennessee Medical Center
- 3 Relative's Home
- 7 Rutherford County Juvenile Detention Center
- 1 Sexual Assault Center
- 1 Skyline Medical Center
- 1 Southern Hills Medical Center
- 1 St. Thomas Hospital
- 4 Stonecrest Medical Center
- 1 Summit Medical Center
- 10 Vanderbilt Children's Hospital
- 7 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital
- 1 Vanderbilt Hospital - Respond
- 2 Vanderbilt Outpatient Services
- 2 Williamson County Juvenile Detention Center
- 2 Williamson Medical Center

Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	95	Emergent	51	Diverted	55	DCS Custody	8
PHONE	29	Non-Crisis	72	Hospitalized	40	Not in DCS Custody	116
Total	124	Urgent	66	Phone	29	Total	124
				Total	124		

**Regional Diversion Rate:
57.89%**

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Region 5 Call Locations

- 10 Client's Home
- 1 Crockett Hospital
- 1 Deer Valley Residential Treatment Center
- 1 Emerald Hodgson Hospital
- 1 Gallatin Civic Center in Sumner County
- 8 Gateway Emergency Room
- 2 Hendersonville Medical Center
- 2 Heritage Medical Center
- 1 Highland Youth Center
- 1 Hillside Hospital
- 4 Horizon Medical Center
- 1 Houston County Sheriff's Department
- 2 Lincoln County Regional Hospital
- 1 Magnolia Girls Home
- 2 Marshall County Medical Center
- 2 Maury County Juvenile Detention Center
- 4 Maury County Regional Medical Center
- 1 Middle Tennessee Detention Center
- 1 Montgomery County Courthouse
- 1 Montgomery County Juvenile Detention Center
- 7 North Crest Medical Center
- 1 Phoenix Homes-Main Office
- 2 Southern Tennessee Medical Center
- 1 Sumner County Juvenile Detention Center
- 7 Sumner Regional Medical Center
- 3 The Lodge Girls Home

Region 5 Stats

	Region 5
FF	68
PHONE	14
Total	82

Average Response Time in Minutes	Region 5
Emergent	59
Urgent	114

	Region 5
Diverted	40
Hospitalized	28
Phone	14
Total	82

	Region 5
DCS Custody	18
Not in DCS Custody	64
Total	82

**Regional Diversion Rate:
58.82%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 2 Bolivar General Hospital
- 19 Client's Home
- 1 Crockett County Juvenile Court
- 1 DCS Office - Gibson County
- 1 DCS Office - Henry County
- 2 DCS Office - Weakley County
- 2 Dyersburg Regional Medical Center
- 1 Family Care Clinic
- 3 Foster Home
- 1 Gibson County Hospital - ER
- 3 Hardin County General Hospital
- 1 Henry County Medical Center
- 3 Hope House
- 1 Humboldt General Hospital
- 1 Huntingdon Hospital - ER
- 1 Jackson-Madison County General Hospital
- 1 Madison County Juvenile Detention Center
- 6 Madison Oaks Academy
- 1 McDowell Center for Children, detention & residential
- 1 Professional Care Services
- 3 Relative's Home
- 1 West Tennessee Children's Home, Group Home

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	57	Emergent	56	Diverted	39	DCS Custody	20
PHONE	17	Non-Crisis	218	Hospitalized	18	Not in DCS Custody	54
Total	74	Urgent	94	Phone	17	Total	74
				Total	74		

**Regional Diversion Rate:
68.42%**

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Region 7 Call Locations

- 1 Advanced Horizon
- 1 Baptist Memorial Hospital - Tipton
- 13 Client's Home
 - 1 Comprehensive Counseling Network (formerly Frayser Family Counseling)
- 13 Crisis Assessment Center
- 19 Lakeside Behavioral Health Systems
 - 4 LeBonheur Children's Hospital
 - 1 Memphis Recovery Center
 - 1 Methodist Hospital - Fayette County
 - 1 Methodist Hospital - South
 - 1 Porter-Leath Children's Home
 - 1 Professional Care Center
- 2 Relative's Home
- 3 Southeast Mental Health Center
 - 1 St. Francis - Bartlett
- 8 St. Francis Hospital
- 4 The Memphis and Shelby County Juvenile Court - Detention Center
- 4 The Regional Medical Center (The MED) - Memphis

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	79	Emergent	40	Diverted	46	DCS Custody	7
PHONE	23	Non-Crisis	86	Hospitalized	33	Not in DCS Custody	95
Total	102	Urgent	58	Phone	23	Total	102
				Total	102		

**Regional Diversion Rate:
58.23%**

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Region 8 Call Locations

- 4 Client's Home
- 2 Foster Home
- 1 Holston Home For Children
- 1 Indian Path Medical Center
- 3 Indian Path Medical Center - ER
- 1 Johnson City Medical Center
- 3 Johnson City Medical Center - ER
- 1 Johnson City Medical Center PICU
- 1 Johnson City Medical Center-Niswonger Childrens Hospital
- 1 Johnson County Health Center
- 1 Laughlin Hospital
- 1 Northside Hospital
- 2 Sycamore Shoals Medical Center - ER
- 1 Washington County Juvenile Court
- 1 Watauga Children and Youth

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	24	Emergent	34	Diverted	15	DCS Custody	8
PHONE	9	Non-Crisis	29	Hospitalized	9	Not in DCS Custody	25
<i>Total</i>	<i>33</i>	Urgent	57	Phone	9	<i>Total</i>	<i>33</i>
				<i>Total</i>	<i>33</i>		

**Regional Diversion Rate:
62.50%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	93	27	120	Region 1	56	37	27	120
Region 2	78	21	99	Region 2	50	28	21	99
Region 3	32	8	40	Region 3	17	15	8	40
Region 4	95	29	124	Region 4	55	40	29	124
Region 5	68	14	82	Region 5	40	28	14	82
Region 6	57	17	74	Region 6	39	18	17	74
Region 7	79	23	102	Region 7	46	33	23	102
Region 8	24	9	33	Region 8	15	9	9	33
Total	526	148	674	Total	318	208	148	674

Statewide Diversion Rate: 60.46%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	45	57	41	51	59	56	40	34
Non-Crisis	72	49	0	72	0	218	86	29
Urgent	57	82	93	66	114	94	58	57

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	186	180	205	167	188	189	163	222

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	20	12	7	8	18	20	7	8	100
Not in DCS Custody	100	87	33	116	64	54	95	25	574
Total	120	99	40	124	82	74	102	33	674