

Specialized Crisis Services Volume Report by Region

September 2009



Region 1 Call Locations

- 1 Blount County Juvenile Detention Center
- 5 Blount Memorial Hospital - ER
- 1 Camelot Schools - Residential Facility
- 1 Cherokee Health Systems - Jefferson City
- 2 Child and Family
- 4 Children's Hospital
- 19 Children's Hospital - ER
- 4 Claiborne County Hospital - ER
- 20 Client's Home
- 1 Cumberland Gap High School
- 1 DCS Office - Roane County
- 1 Everett Learning Opportunity Center
- 1 Florence Crittenton Group Home
- 2 Fort Loudoun Medical Center
- 2 Fort Sanders Medical Center - Knoxville
- 2 Fort Sanders Medical Center - Sevier
- 3 Foster Home
- 1 Grassey Forks Middle School
- 1 Halls High School
- 1 Halls Middle School
- 1 Haslam Center
- 1 Helen Ross McNabb Community Mental Health Center
- 1 HY Livesay School
- 1 Jefferson County High School
- 1 Jefferson Memorial Hospital
- 3 Jefferson Memorial Hospital - ER
- 1 Karns Middle School
- 1 Kingswood School - Bean Station
- 1 Knox County Juvenile Detention Center
- 2 Lakebrook Academy
- 1 Lakeview Motel
- 2 Lakeway Regional Hospital
- 1 Lenoir City Middle School
- 3 Methodist Medical Center of Oak Ridge
- 1 Morristown Detention Center
- 1 New Center School
- 1 Oak Ridge High School
- 2 Parkwest Hospital - ER
- 1 Peninsula Hospital
- 1 Peninsula Mobile Crisis
- 1 Peninsula Outpatient - Knoxville
- 1 Pond Gap Elementary School
- 1 Powell High School
- 1 Relative's Home
- 1 Roane County Juvenile Detention Center
- 6 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 3 University of Tennessee Medical Center - ER
- 1 West High School
- 2 Youth Emergency Shelter

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Region 1 Stats

	Region 1
FF	118
PHONE	77
Total	195

Average Response Time in Minutes	Region 1
Emergent	38.39
Non-Crisis	29.00
Urgent	52.38

	Region 1
Diverted	83
Hospitalized	35
Phone	77
Total	195

	Region 1
DCS Custody	27
Not in DCS Custody	168
Total	195

**Regional Diversion Rate:
70.34%**

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Region 2 Call Locations

- 6 Athens Regional Hospital - ER
- 1 Bethel Bible Village- Group Home
- 1 Bledsoe County High School
- 1 Blythe-Bower Elementary School
- 1 Bradley Central High School
- 2 Bradley County Juvenile Detention Center
- 1 Brainerd High School
- 1 Cleveland City High School
- 1 Cleveland Middle School
- 22 Client's Home
- 1 Clifton Hills Elementary School
- 7 Cumberland Hall Main Hospital
- 1 Cumberland Hall OP Services
- 4 Cumberland Hall Primary Treatment Center
- 1 DCS Office - Hamilton County
- 2 East Hamilton Middle High School
- 1 East Lake Elementary School
- 1 Eastlake Academy
- 1 Erlanger Bledsoe Internal
- 1 Erlanger Hospital - ER (Bledsoe County)
- 1 Family Health Services-Dr. Willie Mae Hubbard
- 1 Fortwood Center (Mental Health Center)
- 2 Foster Home
- 1 Friend's Home
- 1 Grundy County High School
- 1 Jasper Middle School
- 2 McMinn County High School
- 1 Meigs County Middle School
- 1 Niota Elementary School
- 2 North Valley Hospital - ER
- 2 Parkridge Medical Center - ER
- 2 Parkridge Valley Hospital
- 1 Red Bank Middle School
- 1 Relative's Home
- 1 Rhea County Medical Center - ER
- 2 Scholtz Center
- 1 Sequatchie County Sheriff's Department
- 7 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 1 Soddy Daisy High School
- 6 Sweetwater Hospital - ER
- 5 T. C. Thompson Children's Hospital - ER
- 7 Valley Hospital - RESPOND
- 1 Woods Memorial Hospital

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Region 2 Stats

	Region 2
FF	107
PHONE	31
<i>Total</i>	<i>138</i>

Average Response Time in Minutes		Region 2
Emergent		54.75
Non-Crisis		92.33
Urgent		75.68

	Region 2
Diverted	59
Hospitalized	48
Phone	31
<i>Total</i>	<i>138</i>

	Region 2
DCS Custody	12
Not in DCS Custody	126
<i>Total</i>	<i>138</i>

**Regional Diversion Rate:
55.14%**

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Region 3 Call Locations

- 3 ADAPT
- 1 Cannon County High School
- 1 Carthage Elementary School
- 1 Centerstone Office - Tullahoma
- 5 Client's Home
- 1 Coffee County Middle School
- 1 Cookeville Regional Medical Center
- 1 Cumberland County High School
- 1 Fentress County Sheriff Department
- 2 Group Effort
- 1 Harton Regional Medical Center
- 2 Indian Mound Group Home
- 1 Jackson County High School
- 1 Livingston City Police Department
- 1 Livingston Middle School
- 1 Livingston Regional Medical Center
- 1 Manchester Medical Center
- 1 Mt. Juliet Middle School
- 1 Personal Growth and Learning Center (Outpatient Program)
- 1 Relative's Home
- 1 River Park Hospital
- 2 Riverview Hospital
- 1 Stones River Hospital
- 2 Task Residential Treatment Center
- 1 Trousdale Medical Center
- 1 University Medical Center
- 1 Walter J. Beard Middle School
- 2 White County Hospital
- 1 Wilson County Courthouse
- 1 York Agricultural Institute School
- 1 Youth Impact Center
- 1 Youth Villages Office - Cookeville

Region 3 Stats

	Region 3
FF	43
PHONE	16
<i>Total</i>	<i>59</i>

Average Response Time in Minutes		Region 3
Emergent		71.57
Urgent		97.17

	Region 3
Diverted	34
Hospitalized	9
Phone	16
<i>Total</i>	<i>59</i>

	Region 3
DCS Custody	13
Not in DCS Custody	46
<i>Total</i>	<i>59</i>

**Regional Diversion Rate:
79.07%**

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Region 4 Call Locations

- 1 Alex Green Elementary School
- 1 Bass Middle School
- 1 Brodeaux Elementary School
- 1 Buchanan Elementary School
- 2 Cheatham Middle School
- 31 Client's Home
- 1 Cumberland Heights
- 1 DCS Office - Cheatham County
- 1 DCS Office - Rutherford County
- 1 Donelson Middle School
- 1 Eagleville High School
- 4 Foster Home
- 6 Genesis Learning Center
- 1 Glenclyff High School
- 2 Hermitage Hall
- 1 Hillsboro High School
- 2 Hillwood High School
- 2 Hunter's Lane High School
- 1 Lifecare Family Services - Nashville
- 1 Maplewood High School
- 1 Metro General Hospital - Nashville
- 3 Middle Tennessee Medical Center
- 2 Murrell Elementary School
- 3 Neely Bend Middle School
- 1 Riverdale High School
- 1 Rock of Refuge
- 1 Rolling Hills Hospital Psychiatric Solutions
- 1 Rutherford Academy
- 3 Rutherford County Juvenile Detention Center
- 1 Safe Haven Family Shelter
- 1 Schawb Elementary School
- 1 Sexual Assault Center
- 1 Skyline Madison Campus
- 1 Smithson Craighead Academy Middle School
- 2 Smyrna High School
- 1 Southern Hills Medical Center
- 1 Stewartsboro Elementary School
- 4 Stonecrest Medical Center
- 3 Summit Medical Center
- 1 The Guidance Center of Smyrna
- 1 Tom Joy Elementary School
- 1 TT And S Family Foundation
- 6 Vanderbilt Children's Hospital
- 21 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital
- 2 Vanderbilt Hospital - Respond
- 1 W. A. Bass Middle School
- 1 Wallace Group Home
- 1 White's Creek High School
- 4 Williamson Medical Center

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Region 4 Stats

	Region 4
FF	134
PHONE	57
<i>Total</i>	<i>191</i>

Average Response Time in Minutes	Region 4
Emergent	47.76
Non-Crisis	65.25
Urgent	75.09

	Region 4
Diverted	99
Hospitalized	35
Phone	57
<i>Total</i>	<i>191</i>

	Region 4
DCS Custody	14
Not in DCS Custody	177
<i>Total</i>	<i>191</i>

**Regional Diversion Rate:
73.88%**

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Region 5 Call Locations

- 1 Achievement Academy Alternative School
- 1 Centerstone Office - Springfield
- 20 Client's Home
- 3 Crockett Hospital
- 1 DCS Office - Maury County
- 1 Deer Valley Residential Treatment Center
- 1 Dover Medical Center
- 1 East Hickman Elementary School
- 1 East Hickman High School
- 1 Family Health Group
- 1 Franklin County High School Annex
- 1 Gallatin Childrens Clinic
- 9 Gateway Emergency Room
- 1 Giles County Sheriff's Department
- 1 Hendersonville High School
- 2 Hendersonville Medical Center
- 4 Heritage Medical Center
- 2 Hillside Hospital
- 9 Horizon Medical Center
- 2 Knox Doss Middle School
- 1 Life Care Family Services
- 1 Lincoln County Regional Hospital
- 1 Marshall County Medical Center
- 7 Maury County Regional Medical Center
- 1 Mental Health Co-Op - Gallatin
- 1 Montgomery County Courthouse
- 1 New Directions Academy
- 2 New Life Lodge
- 4 North Crest Medical Center
- 1 Northwest High School
- 2 Perry Community Hospital
- 1 Phoenix Homes
- 1 Phoenix Homes-Main Office
- 1 Providence Medical Clinic
- 1 Relative's Home
- 1 Southern Tennessee Medical Center
- 2 Sumner Regional Medical Center
- 1 Wayne County High School
- 1 Weems Academy
- 1 White House Middle School

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Region 5 Stats

	Region 5
FF	95
PHONE	39
<i>Total</i>	<i>134</i>

	Average Response Time in Minutes	Region 5
Emergent		70.84
Non-Crisis		83.00
Urgent		110.29

	Region 5
Diverted	59
Hospitalized	36
Phone	39
<i>Total</i>	<i>134</i>

	Region 5
DCS Custody	11
Not in DCS Custody	123
<i>Total</i>	<i>134</i>

**Regional Diversion Rate:
62.11%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 3 Baptist Memorial Hospital - Union City
- 1 Bradford Police Department
- 1 Camden Central High School
- 1 Chester County High School
- 16 Client's Home
- 1 Dyersburg Primary School
- 2 Dyersburg Regional Medical Center
- 1 East Intermediate School
- 3 Foster Home
- 1 Gleason High School
- 1 Hardin County General Hospital
- 1 Hardin County High School
- 1 Hardin County Library
- 1 Henderson County Hospital - ER
- 4 Henry County Medical Center
- 2 Humboldt General Hospital
- 1 Huntingdon Hospital - ER
- 1 Jackson Juvenile Intensive Detention Center
- 1 Jackson Preparatory School
- 1 Liberty Technology Magna High School
- 2 Madison County Juvenile Detention Center
- 2 Madison Oaks Academy
- 1 McDowell Center for Children, detention & residential
- 1 McNairy County Regional Hospital
- 1 Middleton High School
- 1 Milan Middle School
- 1 Pathways Mental Health Center - main office
- 2 Quinco Mental Health Agency
- 2 Relative's Home
- 1 Ripley Elementary School
- 1 Southside Elementary School
- 1 Trenton Elementary School
- 1 Urgent Care Clinic
- 1 Volunteer Physicians Center
- 2 Weakley County Sheriff's Department
- 1 Youth Town, Residential

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Region 6 Stats

	Region 6
FF	66
PHONE	30
<i>Total</i>	96

Average Response Time in Minutes	Region 6
Emergent	41.07
Non-Crisis	109.67
Urgent	85.88

	Region 6
Diverted	49
Hospitalized	17
Phone	30
<i>Total</i>	96

	Region 6
DCS Custody	5
Not in DCS Custody	91
<i>Total</i>	96

**Regional Diversion Rate:
74.24%**

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Region 7 Call Locations

- 1 Alternative Learning Center - Covington
- 1 Baptist Memorial Hospital - Collierville
- 1 Baptist Memorial Hospital - Tipton
- 6 Client's Home
- 1 Comprehensive Counseling Network (formerly Frayser Family Counseling)
- 1 Cordova High School
- 11 Crisis Assessment Center
- 1 Humes Middle School
- 29 Lakeside Behavioral Health Systems
- 4 Lakeside Day Treatment
- 2 LeBonheur Children's Hospital
- 1 Methodist Hospital - South
- 1 Millington High School
- 1 Munford High School
- 1 Overton High School - Memphis
- 1 Peabody Residential Treatment Center
- 1 Power Center Academy
- 2 St. Francis - Bartlett
- 15 St. Francis Hospital
- 15 The Memphis and Shelby County Juvenile Court - Detention Center
- 4 The Regional Medical Center (The MED) - Memphis
- 3 Varangon Academy
- 1 White Station Middle School

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	104	Emergent	44.40	Diverted	67	DCS Custody	13
PHONE	27	Non-Crisis	46.80	Hospitalized	37	Not in DCS Custody	118
Total	131	Urgent	65.84	Phone	27	Total	131
				Total	131		

**Regional Diversion Rate:
64.42%**

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Region 8 Call Locations

- 1 Bristol Regional Counseling Center
- 3 Client's Home
- 2 Daniel Boone High School
- 1 DCS office - Greene County
- 1 ETSU Physicians and Associates
- 2 Foster Home
- 1 Free Will Baptist Group Home
- 3 Indian Path Medical Center - ER
- 5 Johnson City Medical Center - ER
- 2 Johnson City Medical Center-Childrens ER
- 1 Kathy Cannon Private Therapist
- 1 Lake Ridge Elementary School
- 1 Northside Hospital
- 2 Stepping Stones Treatment Center
- 1 Sycamore Shoals Medical Center - ER

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	27	Emergent	55.86	Diverted	18	DCS Custody	8
PHONE	21	Non-Crisis	74.00	Hospitalized	9	Not in DCS Custody	40
Total	48	Urgent	44.68	Phone	21	Total	48
				Total	48		

**Regional Diversion Rate:
66.67%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	118	77	195	Region 1	83	35	77	195
Region 2	107	31	138	Region 2	59	48	31	138
Region 3	43	16	59	Region 3	34	9	16	59
Region 4	134	57	191	Region 4	99	35	57	191
Region 5	95	39	134	Region 5	59	36	39	134
Region 6	66	30	96	Region 6	49	17	30	96
Region 7	104	27	131	Region 7	67	37	27	131
Region 8	27	21	48	Region 8	18	9	21	48
Total	694	298	992	Total	468	226	298	992

Statewide Diversion Rate: 67.44%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	38	55	72	48	71	41	44	56
Non-Crisis	29	92	0	104	83	110	47	74
Urgent	52	76	97	75	110	86	66	45

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	181	178	191	174	201	231	182	218

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	27	12	13	14	11	5	13	8	103
Not in DCS Custody	168	126	46	177	123	91	118	40	889
Total	195	138	59	191	134	96	131	48	992