

# *Specialized Crisis Services Volume Report by Region*

January 2010



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## *Region 1 Call Locations*

- 1 Baptist Hospital Cocke County
- 1 Baptist Hospital West
- 5 Blount Memorial Hospital - ER
- 2 Camelot Schools - Residential Facility
- 5 Children's Hospital
- 17 Children's Hospital - ER
- 5 Claiborne County Hospital - ER
- 15 Client's Home
- 1 Cocke County High School
- 1 DCS Claiborne County
- 1 Florence Crittenton Group Home
- 1 Fort Loudoun Medical Center
- 1 Fort Sanders Medical Center - Loudon
- 6 Fort Sanders Medical Center - Sevier
- 1 Halls High School
- 1 Helen Ross McNabb Community Mental Health Center
- 5 Jefferson Memorial Hospital - ER
- 1 La Petite Academy
- 1 Lenoir City High School
- 1 Lenoir City Middle School
- 2 Loudon County Juvenile Detention Center
- 1 Maryville Academy
- 7 Methodist Medical Center of Oak Ridge
- 1 Midway High School
- 5 Morristown-Hamblen Hospital - ER
- 1 New Center School
- 1 Norwood Middle School
- 1 Oak Ridge Pediatric Clinic
- 1 Oliver Springs Elementary Scholl
- 2 Parkwest Hospital - ER
- 1 Peninsula Hospital
- 1 Peninsula Outpatient - Sevier County
- 1 Powell Elementary School
- 2 Relative's Home
- 1 Roane County High School
- 2 Roane County Medical Center ER
- 2 Robertsville Middle School
- 1 Sevier County Juvenile Detention Center
- 4 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 1 St. Marys North Hospital
- 2 The Village
- 3 University of Tennessee Medical Center - ER
- 1 Vine Middle School
- 1 Youth Emergency Shelter
- 1 Youth Villages

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**Region 1 Stats**

	Region 1
<b>FF</b>	119
<b>PHONE</b>	79
<b>Total</b>	198

Average Response Time in Minutes		Region 1
<b>Emergent</b>		40.35
<b>Non-Crisis</b>		53.25
<b>Urgent</b>		54.31

	Region 1
<b>Diverted</b>	73
<b>Hospitalized</b>	46
<b>Phone</b>	79
<b>Total</b>	198

	Region 1
<b>DCS Custody</b>	19
<b>Not in DCS Custody</b>	179
<b>Total</b>	198

**Regional Diversion Rate:  
61.34%**

# *Specialized Crisis Services*

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### *Region 2 Call Locations*

- 1 Arnold Elementary School
- 2 Athens Regional Hospital - ER
- 2 Bradley County Juvenile Detention Center
- 13 Client's Home
- 1 Cumberland Hall Main Hospital
- 2 Cumberland Hall OP Services
- 2 Cumberland Hall Primary Treatment Center
- 1 DCS Office - McMinn County
- 1 East Ridge Hospital - ER
- 1 Erlanger Hospital - Chattanooga
- 1 Erlanger Hospital North - ER
- 2 Foster Home
- 2 Hamilton County Jail
- 2 Hamilton County Juvenile Detention Center
- 1 Howard High School
- 1 Johnson Mental Health
- 1 Keese Cottage
- 1 Lake Forest Middle School
- 1 Madisonville Middle School
- 1 Meigs South Elementary School
- 1 Parkridge Medical Center - ER
- 5 Parkridge Valley Hospital
- 1 Red Bank High School
- 1 Red Bank Middle School
- 2 Relative's Home
- 1 Rhea County Juvenile Detention Center
- 1 Rhea County Medical Center - ER
- 1 Scholtz Center
- 4 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 1 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Sweetwater High School
- 5 Sweetwater Hospital - ER
- 2 T. C. Thompson Children's Hospital
- 8 T. C. Thompson Children's Hospital - ER
- 1 Tracy City Elementary School
- 1 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center
- 1 Washington Alternative School
- 2 Woods Memorial Hospital
- 2 Youth Villages Office - Chattanooga

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**Region 2 Stats**

	Region 2
<b>FF</b>	81
<b>PHONE</b>	32
<b>Total</b>	113

Average Response Time in Minutes		Region 2
<b>Emergent</b>		56.17
<b>Non-Crisis</b>		77.33
<b>Urgent</b>		71.62

	Region 2
<b>Diverted</b>	48
<b>Hospitalized</b>	33
<b>Phone</b>	32
<b>Total</b>	113

	Region 2
<b>DCS Custody</b>	6
<b>Not in DCS Custody</b>	107
<b>Total</b>	113

**Regional Diversion Rate:  
59.26%**

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## Region 3 Call Locations

- 1 Cannon County High School
- 2 Client's Home
- 1 Coffee County Central High School
- 4 Cookeville Regional Medical Center
- 1 Cumberland Regional Medical Center
- 1 DeKalb County Courthouse
- 2 Foster Home
- 1 Harton Regional Medical Center
- 1 Healing Hearts
- 2 Indian Mound Group Home
- 1 Inman Group Home
- 2 Jamestown Regional Hospital
- 1 LifeCare Services (Outpatient Program)
- 2 Macon County Hospital
- 1 Physician Building Two
- 1 Putnam County Juvenile Detention Center
- 1 River Park Hospital
- 1 Riverview Hospital
- 2 Task Residential Treatment Center
- 1 United Regional Medical Center
- 1 University Medical Center
- 1 White County DCS Office
- 1 White County Hospital
- 1 Youth Impact Center

## Region 3 Stats

	Region 3
<b>FF</b>	33
<b>PHONE</b>	16
<b>Total</b>	49

Average Response Time in Minutes	Region 3
<b>Emergent</b>	45.80
<b>Urgent</b>	123.11

	Region 3
<b>Diverted</b>	18
<b>Hospitalized</b>	15
<b>Phone</b>	16
<b>Total</b>	49

	Region 3
<b>DCS Custody</b>	10
<b>Not in DCS Custody</b>	39
<b>Total</b>	49

**Regional Diversion Rate:  
54.55%**

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## *Region 4 Call Locations*

- 1 Black Fox Elementary School
- 1 Brick Church Middle School
- 1 Buena Vista Enhanced Option School
- 1 Cedar Grove Residential Treatment Center
- 3 Centerstone Mental Health Center
- 1 Cheatham County Central High School
- 19 Client's Home
- 1 Davidson County Juvenile Court
- 1 Dupont Tyler Middle School
- 1 Foster Home
- 1 Friend's Home
- 1 Genesis Learning Center
- 2 Glencliff High School
- 1 H G Hill Middle School
- 2 Hillwood High School
- 1 Hunter's Lane High School
- 1 John Early Middle School
- 1 Lavergne High School
- 1 Margaret Alan Middle School
- 2 McGavock High School
- 1 Mental Health Cooperative - Davidson County
- 2 Metro General Hospital - Nashville
- 6 Middle Tennessee Medical Center
- 1 Monroe Harding Children's Home
- 2 Overton High School - Nashville
- 1 Relative's Home
- 1 Rock Springs Middle School
- 2 Rolling Hills Hospital Psychiatric Solutions
- 3 Rutherford Academy
- 4 Rutherford County Juvenile Detention Center
- 1 Seigal Middle School
- 1 Shayne Elementary School
- 1 Siegal High School
- 2 Skyline Madison Campus
- 1 Skyline Medical Center
- 1 Smyrna High School
- 4 Stonecrest Medical Center
- 1 Stratford High School
- 4 Summit Medical Center
- 1 Tom Joy Elementary School
- 2 Vanderbilt Children's Hospital
- 13 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital
- 1 Vanderbilt Hospital - ER
- 3 Vanderbilt Hospital - Respond
- 4 Vanderbilt Outpatient Services
- 1 Westwood Elementary School
- 1 White's Creek High School
- 2 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center

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**Region 4 Stats**

	Region 4
<b>FF</b>	112
<b>PHONE</b>	43
<b>Total</b>	155

	Average Response Time in Minutes	Region 4
<b>Emergent</b>		48.12
<b>Non-Crisis</b>		109.00
<b>Urgent</b>		79.58

	Region 4
<b>Diverted</b>	65
<b>Hospitalized</b>	47
<b>Phone</b>	43
<b>Total</b>	155

	Region 4
<b>DCS Custody</b>	5
<b>Not in DCS Custody</b>	150
<b>Total</b>	155

**Regional Diversion Rate:  
58.04%**

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### Region 5 Call Locations

- 2 Bedford County Juvenile Detention Center
- 14 Client's Home
- 2 Crockett Hospital
- 1 DCS Office - Sumner County
- 3 Foster Home
- 2 Franklin County High School Annex
- 10 Gateway Emergency Room
- 2 Hendersonville Medical Center
- 2 Heritage Medical Center
- 1 Hickman County Hospital
- 3 Horizon Medical Center
- 1 Knox Doss Middle School
- 1 Magnolia Girls Home
- 9 Maury County Regional Medical Center
- 1 Mental Health Co-Op - Gallatin
- 1 Moore County Sheriff's Department
- 2 New Life Lodge
- 6 North Crest Medical Center
- 1 North Middle School
- 1 North Stewart Elementary School
- 2 Perry Community Hospital
- 3 Southern Tennessee Medical Center
- 1 Station Camp High School
- 1 Stewart County Middle School
- 2 Sumner Regional Medical Center
- 1 Wayne County Medical Center

### Region 5 Stats

	Region 5
<b>FF</b>	75
<b>PHONE</b>	44
<b>Total</b>	119

Average Response Time in Minutes		Region 5
<b>Emergent</b>		57.13
<b>Non-Crisis</b>		71.00
<b>Urgent</b>		111.66

	Region 5
<b>Diverted</b>	42
<b>Hospitalized</b>	33
<b>Phone</b>	44
<b>Total</b>	119

	Region 5
<b>DCS Custody</b>	11
<b>Not in DCS Custody</b>	108
<b>Total</b>	119

**Regional Diversion Rate:  
56.00%**

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## Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City - Adolescent Unit
- 1 Bolivar General Hospital
- 2 Camden General Hospital - ER
- 21 Client's Home
- 1 Crockett County High School
- 1 Dyer County High School
- 1 Dyersburg Middle School
- 1 Dyersburg Regional Medical Center
- 2 Foster Home
- 1 Halls High School
- 1 Hardin County General Hospital
- 1 Haywood High School
- 1 Haywood Park Community Hospital
- 1 Henderson County Hospital - ER
- 1 Henderson County Juvenile Court
- 1 Henry County Health Department
- 1 Humboldt General Hospital
- 1 Madison County Juvenile Detention Center
- 4 Madison Oaks Academy
- 1 McKenzie Regional Hospital
- 1 McNairy County Regional Hospital
- 2 Milan Middle School
- 1 Obion Central High School
- 2 Pathways Mental Health Center - main office
- 2 Quinco Mental Health Agency
- 1 Relative's Home
- 1 Savannah Medical Center
- 1 Tyne Middle School
- 1 Volunteer Hospital
- 1 West Jackson Learning Center

## Region 6 Stats

	Region 6
<b>FF</b>	59
<b>PHONE</b>	32
<b>Total</b>	91

Average Response Time in Minutes		Region 6
<b>Emergent</b>		42.22
<b>Urgent</b>		87.24

	Region 6
<b>Diverted</b>	40
<b>Hospitalized</b>	19
<b>Phone</b>	32
<b>Total</b>	91

	Region 6
<b>DCS Custody</b>	5
<b>Not in DCS Custody</b>	86
<b>Total</b>	91

**Regional Diversion Rate:  
67.80%**

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## Region 7 Call Locations

- 1 Avon Lennox School
- 2 Baptist Memorial Hospital - East
- 1 Baptist Memorial Hospital - Tipton
- 1 Bethel Groves Elementary School
- 10 Client's Home
- 13 Crisis Assessment Center
- 2 Foster Home
- 1 Humes Middle School
- 1 Kipp Diamond Academy
- 21 Lakeside Behavioral Health Systems
- 1 LeBonheur Children's Hospital
- 2 Methodist Hospital - South
- 1 Oakhaven Middle School
- 2 Professional Counseling Services - Covington
- 1 Promise Academy
- 1 Relative's Home
- 1 Scenic Hills Elementary School
- 1 Southeast Mental Health Center
- 1 St. Francis - Bartlett
- 9 St. Francis Hospital
- 5 The Memphis and Shelby County Juvenile Court - Detention Center
- 5 The Regional Medical Center (The MED) - Memphis
- 7 Varangon Academy

## Region 7 Stats

	Region 7
<b>FF</b>	90
<b>PHONE</b>	26
<b>Total</b>	116

Average Response Time in Minutes	Region 7
<b>Emergent</b>	45.91
<b>Non-Crisis</b>	64.00
<b>Urgent</b>	66.70

	Region 7
<b>Diverted</b>	53
<b>Hospitalized</b>	37
<b>Phone</b>	26
<b>Total</b>	116

	Region 7
<b>DCS Custody</b>	15
<b>Not in DCS Custody</b>	101
<b>Total</b>	116

**Regional Diversion Rate:  
58.89%**

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### Region 8 Call Locations

- 8 Client's Home
- 1 Foster Home
- 1 Hawkins County Mental Health Clinic
- 1 Henry Johnson High School
- 1 Holston Home For Children
- 5 Indian Path Medical Center - ER
- 1 Johnson City Juvenile Detention Center
- 1 Johnson City Medical Center - ER
- 2 Johnson City Medical Center-Childrens ER
- 1 Justice Center
- 4 Laughlin Hospital
- 2 Northside Hospital
- 1 Sycamore Shoals Medical Center - ER
- 2 Unicoi County Hospital - ER
- 1 Unicoi County Middle School

### Region 8 Stats

	Region 8
FF	32
PHONE	11
<i>Total</i>	<i>43</i>

Average Response Time in Minutes	Region 8
<b>Emergent</b>	44.25
<b>Non-Crisis</b>	58.00
<b>Urgent</b>	65.19

	Region 8
<b>Diverted</b>	19
<b>Hospitalized</b>	13
<b>Phone</b>	11
<i>Total</i>	<i>43</i>

	Region 8
<b>DCS Custody</b>	5
<b>Not in DCS Custody</b>	38
<i>Total</i>	<i>43</i>

**Regional Diversion Rate:  
59.38%**

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## Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	119	79	198	Region 1	73	46	79	198
Region 2	81	32	113	Region 2	48	33	32	113
Region 3	33	16	49	Region 3	18	15	16	49
Region 4	112	43	155	Region 4	65	47	43	155
Region 5	75	44	119	Region 5	42	33	44	119
Region 6	59	32	91	Region 6	40	19	32	91
Region 7	90	26	116	Region 7	53	37	26	116
Region 8	32	11	43	Region 8	19	13	11	43
<b>Total</b>	<b>601</b>	<b>283</b>	<b>884</b>	<b>Total</b>	<b>358</b>	<b>243</b>	<b>283</b>	<b>884</b>

Statewide Diversion Rate: 59.57%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	40	56	46	48	57	42	46	44
Non-Crisis	53	207	0	109	71	0	64	58
Urgent	54	72	123	80	112	87	67	65

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	185	178	220	161	195	202	163	217

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	19	6	10	5	11	5	15	5	76
Not in DCS Custody	179	107	39	150	108	86	101	38	808
<b>Total</b>	<b>198</b>	<b>113</b>	<b>49</b>	<b>155</b>	<b>119</b>	<b>91</b>	<b>116</b>	<b>43</b>	<b>884</b>