

Specialized Crisis Services

Volume Report by Region

September 2010



Region 1 Call Locations

- 1 Alternative Learning Center
- 1 Austin East High School
- 1 Baptist Hospital Cocke County
- 2 Blount County Juvenile Detention Center
- 5 Blount Memorial Hospital - ER
- 2 Camelot Schools - Residential Facility
- 1 Child and Family
- 1 Children's Hospital
- 13 Children's Hospital - ER
- 1 Claiborne County Hospital - ER
- 15 Client's Home
- 1 East Ridge Middle School
- 1 Florence Crittenton Group Home
- 3 Fort Loudoun Medical Center
- 3 Fort Sanders Medical Center - Loudon
- 3 Foster Home
- 1 Grainger County Justice Center
- 1 Harriman Middle School
- 3 Helen Ross McNabb Community Mental Health Center
- 1 Jefferson Memorial Hospital
- 1 Karns High School
- 2 Knox County Juvenile Detention Center
- 1 Laneer Elementary
- 1 LeConte Emergency Room
- 1 Loudon County Juvenile Detention Center
- 1 Maynardville Elementary School
- 4 Methodist Medical Center of Oak Ridge
- 1 Morristown-Hamblen Hospital - ER
- 1 Mountain View Juvenile Prison
- 1 Oak Ridge High School
- 1 Oak Ridge Pediatric Clinic
- 2 Oakdale High School
- 1 Parkwest Hospital - ER
- 1 Ridgeview Outpatient Clinic
- 1 Roane County Juvenile Detention Center
- 3 Roane County Medical Center ER
- 1 Robertsville Middle School
- 3 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 2 St. Marys North Hospital
- 1 Union County High School
- 2 University of Tennessee Medical Center - ER
- 2 West High School
- 1 Youth Emergency Shelter

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Region 1 Stats

	Region 1
FF	96
PHONE	69
Total	165

Average Response Time in Minutes	Region 1
	54.96

	Region 1
Diverted	67
Hospitalized	29
Phone	69
Total	165

	Region 1
DCS Custody	15
Not in DCS Custody	150
Total	165

**Regional Diversion Rate:
69.79%**

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Region 2 Call Locations

- 3 Athens Regional Hospital - ER
- 1 Blythe-Bower Elementary School
- 1 Bradley County Juvenile Detention Center
- 1 Brainerd High School
- 4 Central High School
- 10 Client's Home
- 1 Clifton Hills Elementary School
- 1 Dawn School
- 2 Foster Home
- 1 Grandview Medical Center - ER
- 1 Hamilton County Juvenile Detention Center
- 1 Hixon County High School
- 1 Howard High School
- 1 Johnson Mental Health
- 3 Madisonville Girls Group Home
- 1 Marion County Juvenile Center
- 1 Marion High School
- 1 Meigs South Elementary School
- 3 Parkridge East Hospital
- 1 Parkridge Valley Hospital
- 1 Polk County Justice Center
- 3 Relative's Home
- 1 Rhea Central Elementary School
- 1 Scholtz Center
- 8 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 2 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Soddy Daisy High School
- 4 Sweetwater Hospital - ER
- 1 T. C. Thompson Children's Hospital
- 11 T. C. Thompson Children's Hospital - ER
- 5 Valley Hospital - RESPOND
- 1 Valley Outpatient Services
- 4 Woods Memorial Hospital

Region 2 Stats

	Region 2
FF	82
PHONE	39
Total	121

Average Response Time in Minutes	Region 2
	79.52

	Region 2
Diverted	53
Hospitalized	29
Phone	39
Total	121

	Region 2
DCS Custody	8
Not in DCS Custody	113
Total	121

**Regional Diversion Rate:
64.63%**

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Region 3 Call Locations

- 1 Algood Middle School
- 1 Centertown Elementary School
- 1 Chance Group Home
- 4 Client's Home
- 1 Cookeville High School
- 2 Cookeville Regional Medical Center
- 1 Cornerstone Middle School
- 1 Cumberland Mental Health - Wilson County
- 1 Cumberland Regional Medical Center
- 1 DCS Office - Wilson County
- 1 Fentress County Sheriff Department
- 2 Harton Regional Medical Center
- 1 Indian Mound Group Home
- 1 Inman Group Home
- 1 Jackson County Sheriff's Department
- 1 Jamestown Regional Hospital
- 1 LifeCare Services (Outpatient Program)
- 2 Macon County Hospital
- 2 Mt. Juliet High School
- 1 Mt. Juliet Middle School
- 1 Plateau Pediatrics
- 1 Putnam County Juvenile Detention Center
- 4 River Park Hospital
- 1 Riverview Hospital
- 1 Task Residential Treatment Center
- 1 United Regional Medical Center
- 1 University Medical Center
- 1 Walter J. Beard Middle School
- 4 White County Hospital
- 1 York Agricultural Institute School

Region 3 Stats

	Region 3
FF	43
PHONE	17
Total	60

Average Response Time in Minutes	Region 3
	83.56

	Region 3
Diverted	31
Hospitalized	12
Phone	17
Total	60

	Region 3
DCS Custody	10
Not in DCS Custody	50
Total	60

**Regional Diversion Rate:
72.09%**

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Region 4 Call Locations

- 2 Alex Green Elementary School
- 1 Antioch Middle School
- 1 Bailey Middle School
- 1 Beach High School
- 1 Centennial Medical Center -- Ashland City
- 1 Centennial Medical Center -- Nashville
- 11 Client's Home
- 2 Cockrill Elementary School
- 1 Creekwood High School
- 1 DCS Office - Davidson County
- 1 Dupont Hadley Middle School
- 1 Dupont Tyler Middle School
- 1 East Literature Magnet School
- 9 Gateway Emergency Room
- 1 Genesis Learning Center
- 1 Goodlettsville Middle School
- 1 Guild Elementary School
- 1 Hendersonville High School
- 1 Hendersonville Medical Center
- 2 Hermitage Hall
- 1 Hillwood High School
- 6 Horizon Medical Center
- 1 Joelton Elementary School
- 1 Johnson Middle School
- 1 Knox Doss Middle School
- 1 Matthew Walker Comprehensive Health, Inc
- 1 Monroe Harding Children's Home
- 1 Montgomery County Courthouse
- 1 Montgomery County Juvenile Detention Center
- 1 Moore Magnet School
- 1 Murrell Elementary School
- 1 Neelys Bend Elementary School
- 4 North Crest Medical Center
- 2 North Stewart Elementary School
- 1 Northwest High School
- 2 Oak Plains Academy
- 1 Park Avenue Enhanced Options School
- 2 Richview Middle School
- 1 RT Fisher Alternative School
- 1 Skyline Medical Center
- 1 Southside Elementary School
- 2 Station Camp High School
- 1 Summit Medical Center
- 4 Sumner Regional Medical Center
- 2 Three Rivers Medical Center
- 1 Tom Joy Elementary School
- 3 Vanderbilt Children's Hospital
- 16 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 1 Woodland Hills Youth Development Center
- 1 YWCA Nashville

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Region 4 Stats

	Region 4
FF	106
PHONE	58
Total	164

Average Response Time in Minutes	Region 4
	68.92

	Region 4
Diverted	63
Hospitalized	43
Phone	58
Total	164

	Region 4
DCS Custody	6
Not in DCS Custody	158
Total	164

**Regional Diversion Rate:
59.43%**

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Region 5 Call Locations

- 1 Bradley Elementary School
- 1 Centerstone-Lawrenceburg
- 13 Client's Home
- 5 Crockett Hospital
- 1 David Crockett Elementary School
- 1 DCS Office - Maury County
- 1 Dr. David Ours, MD
- 1 East Hickman High School
- 5 Foster Home
- 1 Franklin County High School Annex
- 1 Heritage Medical Center
- 4 Hillside Hospital
- 1 Lawrence County Juvenile Detention Center
- 1 Lincoln County Courthouse
- 1 Lincoln County Regional Hospital
- 1 Lincoln Medical Center
- 2 Marshall County Medical Center
- 5 Maury County Regional Medical Center
- 1 Middle Tennessee Medical Center
- 1 Mt. Pleasant High School
- 1 North Middle School
- 1 Perry Community Hospital
- 1 Relative's Home
- 1 Rolling Hills Hospital Psychiatric Solutions
- 3 Rutherford County Juvenile Detention Center
- 1 Siegal High School
- 1 Smyrna High School
- 1 Smyrna West Alternative School
- 1 Southern Tennessee Medical Center
- 1 Stewartsboro Elementary School
- 1 The Guidance Center of Smyrna
- 1 TN Childrens Home
- 1 Winchester Urgent Care

Region 5 Stats

	Region 5
FF	63
PHONE	30
Total	93

Average Response Time in Minutes	Region 5
	82.94

	Region 5
Diverted	41
Hospitalized	22
Phone	30
Total	93

	Region 5
DCS Custody	10
Not in DCS Custody	83
Total	93

**Regional Diversion Rate:
65.08%**

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Region 6 Call Locations

- 1 Beech Bluff Elementary School
- 1 Bolivar General Hospital
- 3 Camden General Hospital - ER
- 22 Client's Home
- 4 Crockett County Police Department
- 1 DCS Office - Henry County
- 1 Decatur County General Hospital
- 1 Dyer County High School
- 5 Dyersburg Regional Medical Center
- 1 Gibson County Hospital - ER
- 2 Hardin County General Hospital
- 1 Hardin County High School
- 1 Hardin County Middle School
- 1 Hardin County Sheriff's Department
- 1 Huntington High School
- 1 Jackson Central-Merry Academy of Medical Technology
- 9 Jackson-Madison County General Hospital
- 4 Madison Oaks Academy
- 1 Martin Elementary School
- 1 McDowell Center for Children, detention & residential
- 1 Medina Middle School
- 1 Milan Middle School
- 1 Pathways Day Treatment
- 3 Pathways Mental Health Center - main office
- 1 Quinco Mental Health Agency
- 1 Relative's Home
- 1 Youth Villages Office - Jackson

Region 6 Stats

	Region 6
FF	71
PHONE	26
Total	97

Average Response Time in Minutes	Region 6
	76.90

	Region 6
Diverted	55
Hospitalized	16
Phone	26
Total	97

	Region 6
DCS Custody	1
Not in DCS Custody	96
Total	97

Regional Diversion Rate:
77.46%

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Region 7 Call Locations

- 1 Airways Middle School
- 2 Baptist Memorial Hospital - Tipton
- 1 Bolton High School
- 1 Case Management
- 1 Centro Salud
- 15 Client's Home
- 5 Compass Intervention - Residential Facility
- 2 Foster Home
- 1 Germantown Elementary School
- 1 Hope Primary Care Center
- 1 Kirby Middle School
- 26 Lakeside Behavioral Health Systems
- 1 Lakeside Day Treatment
- 3 LeBonheur Children's Hospital
- 2 Memphis Recovery Center
- 1 Methodist Hospital -- Germantown
- 1 Methodist Hospital - North
- 1 Mt. Pisgah Middle School
- 1 Munford High School
- 1 Power Center Academy
- 1 Sherwood Elementary School
- 1 St. Francis - Bartlett
- 18 St. Francis Hospital
- 6 The Memphis and Shelby County Juvenile Court - Detention Center
- 1 UT Medical Group Inc. Family
- 1 Willow Oaks Elementary School
- 1 Youth Villages Center for Girls

Region 7 Stats

	Region 7
FF	97
PHONE	52
Total	149

Average Response Time in Minutes	Region 7
	58.79

	Region 7
Diverted	55
Hospitalized	42
Phone	52
Total	149

	Region 7
DCS Custody	7
Not in DCS Custody	142
Total	149

**Regional Diversion Rate:
56.70%**

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Region 8 Call Locations

- 1 Abic School
- 2 Client's Home
- 1 DCS Office - Washington County
- 1 Elizabethton High School
- 1 Greeneville Middle School
- 2 Holston Home For Children
- 1 Holston Medical Group
- 1 Indian Path Medical Center - ER
- 1 Indian Trail Middle School
- 1 Johnson City Juvenile Court
- 2 Johnson City Medical Center - ER
- 3 Johnson City Medical Center-Childrens ER
- 4 Laughlin Hospital
- 1 Science Hill High School
- 2 Sycamore Shoals Medical Center - ER
- 2 Watauga Children and Youth
- 1 West View Elementary School
- 1 Woodridge Hospital

Region 8 Stats

	Region 8
FF	28
PHONE	17
Total	45

Average Response Time in Minutes	Region 8
	54.79

	Region 8
Diverted	19
Hospitalized	9
Phone	17
Total	45

	Region 8
DCS Custody	5
Not in DCS Custody	40
Total	45

**Regional Diversion Rate:
67.86%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	96	69	165	Region 1	67	29	69	165
Region 2	82	39	121	Region 2	53	29	39	121
Region 3	43	17	60	Region 3	31	12	17	60
Region 4	106	58	164	Region 4	63	43	58	164
Region 5	63	30	93	Region 5	41	22	30	93
Region 6	71	26	97	Region 6	55	16	26	97
Region 7	97	52	149	Region 7	55	42	52	149
Region 8	28	17	45	Region 8	19	9	17	45
Total	586	308	894	Total	384	202	308	894

Statewide Diversion Rate: 65.53%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	55	80	84	69	83	77	59	55

Standard for Response Time = 120 minutes

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	170	162	176	173	184	167	149	204

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	15	8	10	6	10	1	7	5	62
Not in DCS Custody	150	113	50	158	83	96	142	40	832
Total	165	121	60	164	93	97	149	45	894