

Frequently Asked Questions

Q: How does Youth Villages staff provide crisis services statewide?

A: Youth Villages has offices throughout Tennessee in Memphis, Nashville, Knoxville, Chattanooga, Jackson, Paris, Dyersburg, Columbia, Cookeville, Clarksville, Dickson, Johnson City and Morristown. Crisis counselors also work from strategically placed satellite locations in each region.

Q: What types of situations/problems are addressed by Specialized Crisis Services?

A: Specialized Crisis Services is designed to respond to psychiatric emergencies where they occur: in the home or in out-of-home placements such as foster homes, residential treatment centers, juvenile justice facilities, etc.

Q: What initial activities are conducted by crisis counselors?

A: The counselor gathers information from multiple perspectives, de-escalates the crisis and discusses the case with referral sources and services providers. Counselors will also assist families in safety planning based on individual needs.

Q: How do crisis counselors address safety issues in the home?

A: Establishing the child's safety is our most important task. Counselors interview parents or caregivers to assess safety concerns. If necessary, the child will be moved to the home of an approved family member or a crisis respite home referral for an out-of-home placement may be considered.

Q: After the crisis has been evaluated, what happens next?

A: Crisis counselors stay with the family for the duration of the crisis, focusing on de-escalating the situation and thoroughly assessing the child's history, factors that may have influenced the crisis and how future crises can be avoided. If the counselor determines that psychiatric hospitalization is most appropriate, the counselor will assist the parents in making a hospitalization referral and coordinating transportation to the hospital. If psychiatric hospitalization is not recommended, crisis counselors will assist the family in arranging for appropriate services, which may include Continuous Treatment Team (CTT), Comprehensive Child and Family Treatment (CCFT), case management, outpatient therapy, group counseling, alcohol and drug counseling or psychiatric services. When services are not immediately available, the crisis counselors will continue to provide therapeutic intervention to the family until the follow-up services begin.

Q: Does Specialized Crisis Services respond to crises when the child is in an out-of-home placement?

A: Yes. Specialized Crisis Services counselors respond to any psychiatric emergency involving children 17 and under in Tennessee in any setting. This includes foster homes, residential treatment centers, juvenile justice facilities, etc.

Q: How does Youth Villages Specialized Crisis Services staff interface with other mental health professionals?

A: Counselors consult other service providers currently involved with the child and family to gain insight into the family history, including successful interventions implemented in the past. Counselors serve as liaisons and share all records and assessments with individuals or organizations providing follow-up services to ensure continuity of care. Services are identified with the goal of empowering families to resolve conflicts independently.

Q: How do I refer a child or adolescent to Specialized Crisis Services?

A: To make a referral, simply call the toll-free number for your region as listed in this brochure.

Specialized Crisis Services Mission and Values

We help families discover their strengths and learn to resolve crises independently.

- We help children in crisis access services successfully.
- We respond to children and families in crisis immediately, compassionately and effectively.
- We provide the safest place in the most nurturing environment.
- We recognize and preserve the dignity of those we serve.
- We work cooperatively with the community.

Memphis Region: 1(866)791-9226

Rural West TN: 1(866)791-9227

Rural Middle TN: 1(866)791-9222

Nashville Region: 1(866)791-9221

Upper Cumberland: 1(866)791-9223

Southeast TN: 1(866)791-9225

Knoxville Region: 1(866)791-9224

Northeast TN: 1(866)791-9228

A Guide to Specialized Crisis Services



The Youth Villages **Specialized Crisis Services** program is designed to help children and youth 17 and under who experience acute psychiatric emergencies. Specially trained crisis counselors, strategically located throughout Tennessee, are available 24 hours a day to respond to crises effectively, wherever they occur.

When do I Call Specialized Crisis Services?

Call for psychiatric emergencies when a child or adolescent:

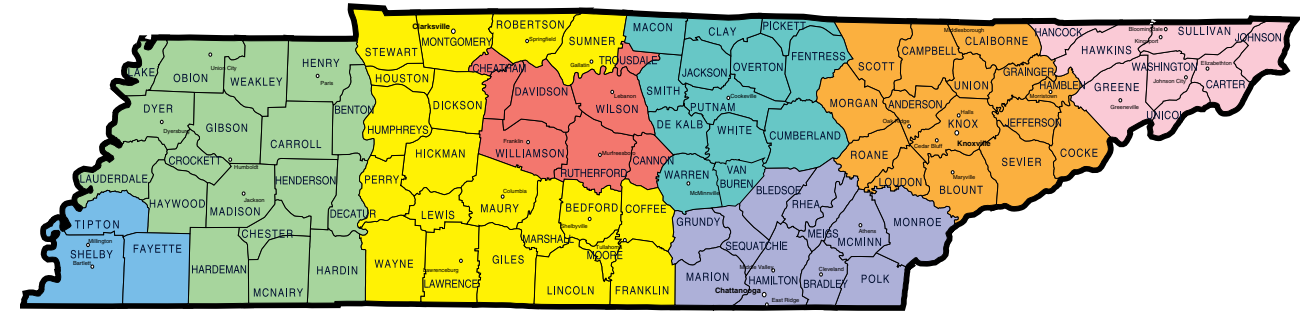
- Expresses serious suicidal or homicidal thoughts or behaviors
- Experiences severe depression
- Exhibits bizarre behavior, disorientation, confusion or hallucinations
- Acts in a destructive manner or is otherwise out of control









Always call when psychiatric hospitalization is being considered.



Our Regions of Service

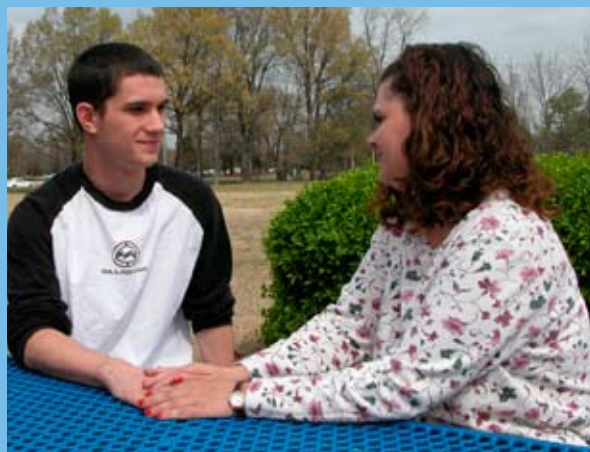
Youth Villages serves the entire state of Tennessee, divided into eight regions. Call the number for your region to get help for a child in crisis. Our counselors are ready to help 24-hours a day, 365 days a year.



 Memphis Region: 1(866)791-9226	 Rural West TN: 1(866)791-9227	 Rural Middle TN: 1(866)791-9222
 Nashville Region: 1(866)791-9221	 Upper Cumberland: 1(866)791-9223	 Southeast TN: 1(866)791-9225
	 Knoxville Region: 1(866)791-9224	 Northeast TN: 1(866)791-9228

If you have difficulty reaching someone in your region, you may call any number listed here for assistance.

A Mother's Wake-up Call



Tonia Draffin's first indication that anything was wrong with her son came in a shocking telephone call. Morgan had attempted suicide.

"All I could think was that he was only 17 and has so much more left of his life," Mrs. Draffin said.

Her son, despondent over a breakup with his girlfriend, had taken 60 prescription arthritis capsules. Hospital staff called Youth Villages' Specialized Crisis Services. Counselor Amber Richardson evaluated Morgan's condition and made a referral.

She determined that Morgan could be helped best through outpatient psychiatric treatment. But in order for Morgan to receive help while living at home, his family would have to commit to keeping him safe.

Richardson gave the Draffins a lockbox and helped the family recognize and lock up anything that Morgan could use to hurt himself.

Morgan got counseling and medication for depression through a community mental health center. He's feeling better and planning his future. His parents are grateful for the help their son received. "It got him on the right track," his mother said.

Satisfaction Data, June 2005 - May 2006



Referral Source Satisfaction

Accessibility	97%
Response time	91%
Crisis addressed	97%
Communication	98%
Referrals	97%
Professionalism	98%

Overall satisfaction 96%

538 referral sources responded to random surveys.

Parent Satisfaction

Quality of services	96%
Amount of help received	93%
Input you had in decisions	93%
Satisfaction with referrals/care	91%
Professionalism	97%
Staff listened to you	94%

Overall satisfaction 95%

811 parents responded to random surveys.