Tennessee Crisis Calls

Tennessee Statewide Crisis Line
855-274-7471

Crisis staff assesses caller's needs and determines mode of response

Person is in need of a referral to other services and risk is not imminent
Appropriate resources are provided.

Phone counselor has determined that a face to face evaluation is needed in order to recommend the level of intervention
A crisis responder is dispatched to conduct a face-to-face evaluation.

Harm or death could occur if there is not an immediate intervention
Police/EMS is called. A crisis responder may also be dispatched to conduct a face-to-face evaluation.