

Tennessee's Mental Health Crisis Services Continuum

Connecting people to the right treatment, in the right place, at the right time.

≈124,000 Calls
for help annually

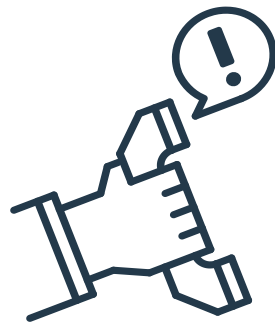
54% Resolved on the phone
45% Referred to mobile crisis
1% Directed to ED for medical concerns

75,000+ mobile
crisis assessments
completed

64% Diverted
from hospitalization



Person
in Crisis



Statewide
Crisis Line



Face to Face
Assessments



Community-Based
Resources



Department of
**Mental Health &
Substance Abuse Services**

Data from state fiscal year 2020

For individuals not meeting commitment criteria

Less Restrictive Environment:
Better Option for Patient and Lower Cost Intervention

Decreased Usage:
Inpatient Hospitalization, Jail, and Emergency Room

Less-Restrictive Alternatives:

- Crisis Respite Services
- Crisis Walk-In Services
- Crisis Stabilization Units
- Outpatient Community-Based Programs and Services