

# Tennessee's Mental Health Crisis Services Continuum

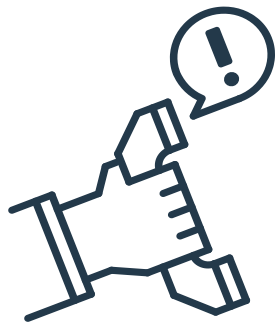
Connecting people to the right treatment, in the right place, at the right time.

≈128,000 Calls for help annually

58% Resolved on the phone  
41% Referred to mobile crisis  
1% Directed to ED for medical concerns

72,000+ crisis assessments completed

63% Diverted from hospitalization



Person in Crisis

Statewide Crisis Line

Face to Face Assessments

Community-Based Resources

*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

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

Data from state fiscal year 2021