

Tennessee's Mental Health Crisis Services Continuum

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

184,435

Crisis Contacts

988 Calls, Chat & Text, Statewide
and Provider Crisis Lines

60% Resolved on the phone

39% Referred to mobile crisis

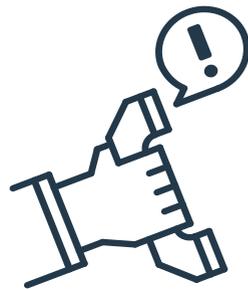
1% Directed to ED for medical concerns

72,784 crisis
assessments
completed

64% Diverted
from hospitalization



Person
in Crisis



988 and
Crisis Lines



Face to Face
Assessments



Community-Based
Resources



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

Data from state fiscal year 2025

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