

Tennessee's Mental Health Crisis Services Continuum

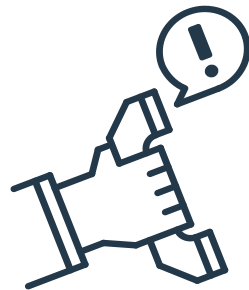
Connecting people to the right treatment, in the right place, at the right time.

**117,586
Calls for Help**

49% Resolved on the phone
50% Referred to mobile crisis
1% Directed to ED for medical concerns

72,603 crisis
assessments
completed

63% Diverted
from hospitalization



Person
in Crisis

Statewide
Crisis Line

Face to Face
Assessments

Community-Based
Resources

On top of the above crisis call volume, 42,619 additional crisis calls and 9,287 chats and texts were handled through the 988 Suicide and Crisis Lifeline.



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

Data from state fiscal year 2024

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