

# Tennessee's Mental Health Crisis Services Continuum

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

**126,645  
Calls for Help**

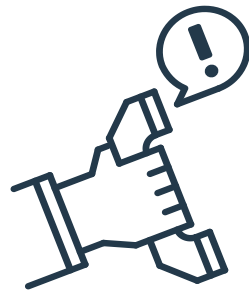
**55% Resolved** on the phone  
**44% Referred** to mobile crisis  
1% Directed to ED for medical concerns

**70,452** crisis  
assessments  
completed

**65% Diverted**  
from hospitalization



Person  
in Crisis



Statewide  
Crisis Line



Face to Face  
Assessments



Community-Based  
Resources

On top of the above crisis call volume, **19,443 additional crisis calls** were handled through the National Suicide Prevention Lifeline which became 988 on 7/16/22.



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

Data from state fiscal year 2022

*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