Crisis Services History

- Crisis response teams were established in 1991
- Contract with 13 providers across the state to deliver mobile crisis services 24/7/365
- Statewide hotline number routes caller to nearest provider based on area code and defaults to one provider if does not route due to unknown area code.
- TDMHSAS is also proud to participate in the National Suicide Prevention Lifeline with 6 TN providers assisting in answering the calls across the nation
- Respite services were established in 1992 to allow a community based option that offers a temporary reprieve from an environmental stressor
- Crisis Stabilization Units and Walk-in Centers were added in 2008
- Contract with 7 providers to provide 8 CSUs and Walk-in Centers to operate 24/7/365

March 31, 2020
Where we are today – 124,878 Calls FY19

STATEWIDE CRISIS PHONE CALLS

<table>
<thead>
<tr>
<th>Adult</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>103,000+</td>
<td>125,000+</td>
</tr>
<tr>
<td>125,000+</td>
<td>22,000+</td>
</tr>
</tbody>
</table>

THE RIGHT TREATMENT AT THE RIGHT TIME IN THE RIGHT PLACE

- 42% Hospital Referrals
- 58% Community Referrals

WHEN POSSIBLE, CRISIS SERVICES PROVIDES MENTAL HEALTH SERVICES AND REFERRALS TO RECEIVE TREATMENT IN THE COMMUNITY.

Crisis Walk-In Centers

- Cookeville
- Morristown
- Nashville
- Knoxville
- Memphis
- Jackson
- Chattanooga

25% OF FACE-TO-FACE ASSESSMENTS OCCURRED AT WALK-IN CENTERS

Face-To-Face Assessments

- Adult 67,000+
- Youth 11,000+
- Most face-to-face assessments occurred within 2 HOURS

Mobile CRISIS TEAMS

- Adult 88%
- Youth 89%
- 13 Serving Teams

March 31, 2020
Funding Model

- **Statewide Crisis Hotline** – Funded with state dollars - $50,000
- **Mobile Crisis** – Blended funding with Medicaid and state dollars. Rates based on a PMPM (per member per month) model as determined by TennCare with state dollars contributing approx. 20% of total. Funded to ensure firehouse model.
  State $5,061,206 Medicaid - $20,751,041
- **Respite** – State pays at cost not to exceed 1/12 of total maximum liability per month while TennCare (Tennessee Medicaid Waiver) pays a fee for service.
  State - $507,567  Medicaid - $163,241
- **CSU/WIC** – State pays at cost not to exceed 1/12 of total maximum liability per month while TennCare pays a fee for service.
  State- $15,051,033 combined Medicaid - $3,720,978

**TOTAL CRISIS INVESTMENT: $45,305,066**