



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

State of Tennessee's Crisis Delivery Model

Marie Williams, LCSW
Commissioner

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



Where we are today – 124,878 Calls FY19

STATEWIDE CRISIS PHONE CALLS



THE RIGHT TREATMENT AT THE RIGHT TIME IN THE RIGHT PLACE



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

Crisis Walk-In Centers



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

Mobile CRISIS TEAMS



13 SERVING TEAMS

79,000+
Face-To-Face Assessments

ADULT
67,000+
YOUTH
11,000+

MOST FACE-TO-FACE ASSESSMENTS OCCURRED WITHIN
2 HOURS

A **88%**
Y **89%**

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

TENNESSEE STATEWIDE CRISIS LINE
There is hope.
855-CRISIS-1 (855-274-7471)



**Do you feel like you are
experiencing a mental health crisis?**

**Our Statewide Crisis Line is here to help individuals
struggling with a mental health emergency.**

This phone line is free and operated by caring, trained
mental health professionals, 24 hours a day, 7 days a week.

Confidential help from anywhere in Tennessee is only a phone call away.

tn.gov/behavioral-health/crisis-services

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