

# Many Voices, One Village

Building Hope in Tennessee



## TN Statewide Crisis Services and Suicide Prevention Conference

**August 28, 2025**

Embassy Suites by Hilton Nashville South Cool Springs Hotel  
Franklin, Tennessee

Sponsored by



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This project is funded under a Grant Contract with the  
State of Tennessee, Department of Mental Health and Substance Abuse Services.



# MANY VOICES, ONE VILLAGE | Building Hope in Tennessee



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## **TN Statewide Crisis Services and Suicide Prevention Conference**



# Office of Crisis Services and Suicide Prevention



**Presented by:**

**Jennifer Armstrong, LPC-MHSP**  
**TDMHSAS Director of Crisis Services and Suicide Prevention**

**Andy Lawrence, LPC-MHSP**

**TDMHSAS Assistant Director of Crisis Services and Suicide  
Prevention**



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

Newfound Gap in the Smoky Mountains



# Presentation Overview

- Achievements and Milestones
- Ongoing Initiatives
- Measuring Quality and Impact
- Looking Ahead: Plans and Priorities



Growth is never by mere chance; it is the result of forces working together.

- James Cash Penney

# Historic Growth in Crisis Funding



## Recurring State Funds for Crisis

TDMHSAS Funding for Provider Rate Increased from FY23 to FY25:

**\$7,757,207**

## Funds for new CSU sites

TennCare supported two new C & Y CSU sites:

**\$10,000,000**

American Rescue Plan Act (ARPA) supported four new adult WIC/CSU sites:

**\$35,850,075**

Program	FY20 Funding	FY26 Funding	% Increase in Funding: FY20-FY26
WIC/CSU/Respite	\$15,786,000	\$19,911,400	26%
Mobile Crisis	\$5,397,700	\$9,596,300	78%
TOTAL	\$21,183,700	\$29,507,700	39%



### **Crisis Calls**

**326,050** crisis calls answered

**58%** resolved by phone

**42%** referred for mobile crisis

### **Mobile Crisis Assessments**

**108,104** mobile crisis assessments completed

### **Diversion Rate**

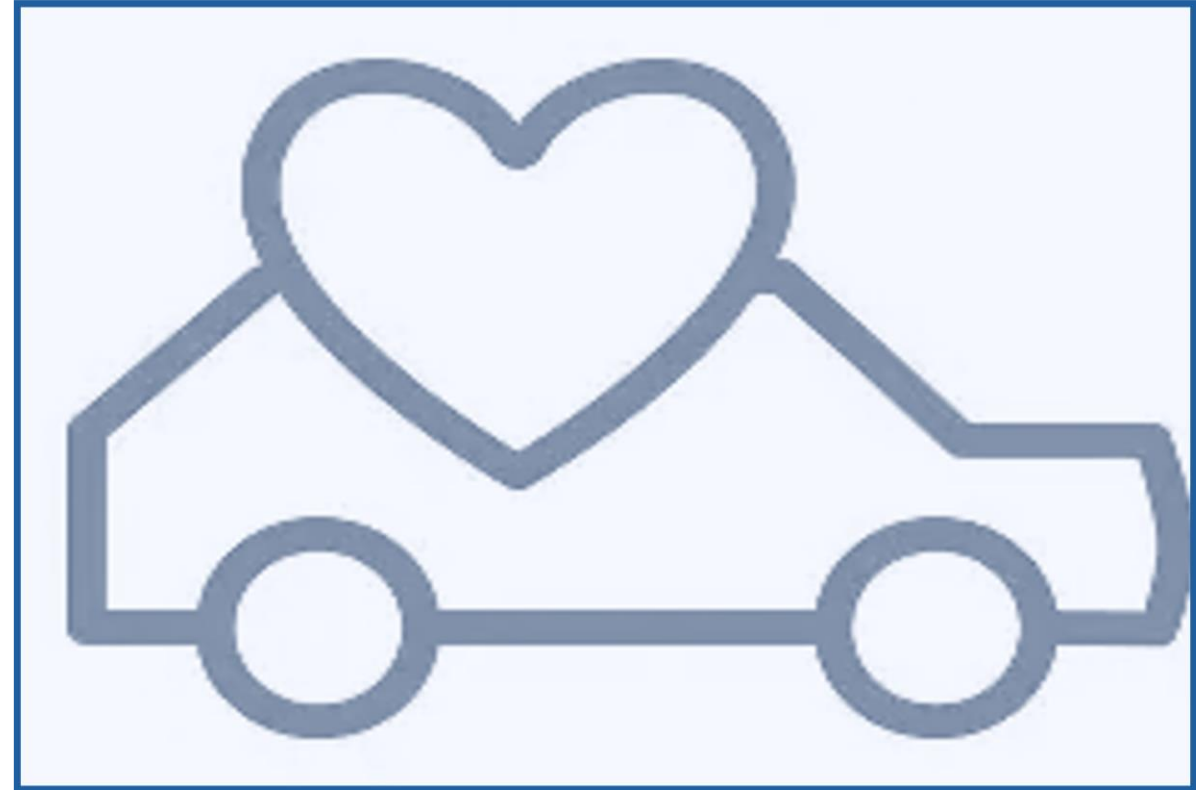
Average Mobile Crisis Diversion Rate

(In-Person):

**72%**

Average Mobile Crisis Diversion Rate  
(Telehealth):

**64%**



## **Mobile Crisis**

Over the last two Fiscal Years (FY24 and FY25):

# Walk-In Center (WIC) and Crisis Stabilization Units (CSU)

Over the last two Fiscal Years (FY24 and FY25):



## WIC

**37,823** Crisis Assessments Completed in a WIC

Average WIC Diversion Rate **79%**

**21,508** Admissions to 23-Hour Observation

## CSU

**14,262** Admissions to a CSU

Adult: **13,753**

Children/Youth: **460**

**7,429** Admissions to Respite





## **2020-2021**

**TN-4476** - 2020 Tornado Outbreak

**TN-4514** - 2020 COVID

**TN-4609** - 2021 Waverly Floods

**TN-4637** - 2021 Storms, Straight-line Winds, Tornadoes

## **2022-2023**

**TN-4701** - 2023 Storms, Straight-line Winds, Tornadoes

**TN-4751** - 2023 Storms and Tornadoes

## **2024-2025**

**TN-4832** - 2024 Tropical Storm Helene

**TN-4878** - 2025 Storms, Straight-line Winds,  
Tornadoes



# **Disaster Management**

From 2020-Present: **8 CCP Grants**



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# Responding to Disaster in Tennessee

Over the last two Fiscal Years (FY24 and FY25):



**18,869,034** reached through distribution of Mass Media

**30,423** materials distributed to impacted communities

**7,657** served with direct CCP services

**4,762** collaborations made through community networking



# Suicide Prevention

Over the last two Fiscal Years (FY24 and FY25):



## Tennessee Suicide Prevention Network

Provided gatekeeper trainings to **32,134** individuals

**Expanded to 10 regions**, adding an additional regional director in Middle TN

## Mental Health 101

**172** middle & high schools across the state participated in program

**56,390** youth reached through program

## Project TN

**143,479** teachers/school staff trained

**451,233** students impacted

## Mental Health America Screening

**72,617** individuals screened

## School and Communities Youth Screen

**1,609** adults trained in Mental Health First Aid

**378** students screened

## Youth and Young Adult Suicide Prevention Program

**28,869** individuals reached through awareness and outreach

**858** individuals trained in suicide prevention







# 988: Success in Tennessee

**Celebrated the 3 Year Anniversary of 988:** July 17, 2025

**Eight** 988 Call Centers

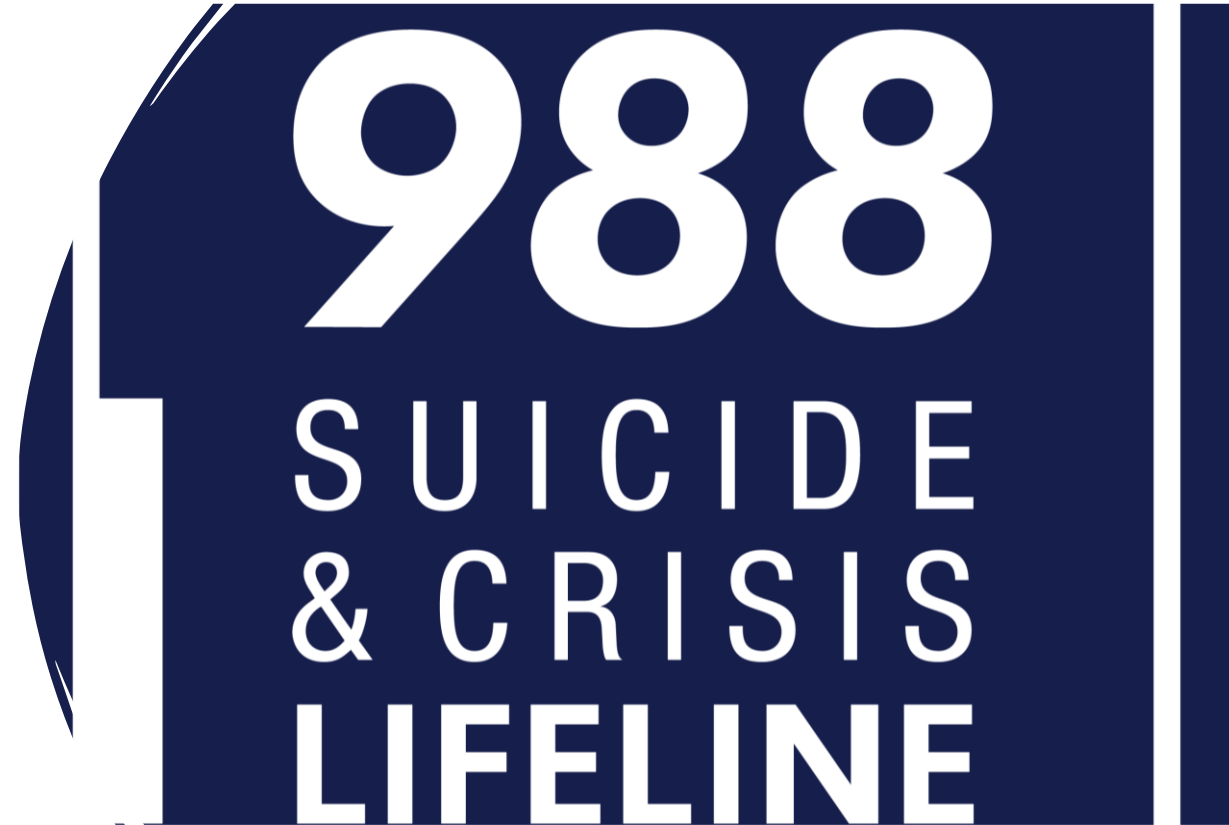
**Four** 988 Chat/Text Centers

## Additional Support:

Evaluation Team

Marketing Team

988 Advisory Coalition



# TN 988 Accomplishments

(since Go-Live on July 16, 2022)



## Increased Capacity and Workforce

Added 2 new call centers

Added 4 new chat/text centers

## Enhancing Follow-up

Added 7 follow-up specialists to 988 system

## Warm Transfers

Collaboration with:

- 911
- Tennessee Bureau of Investigations





# 988 Call Volume and Outcomes



Over the last two Fiscal Years (FY24 and FY25):

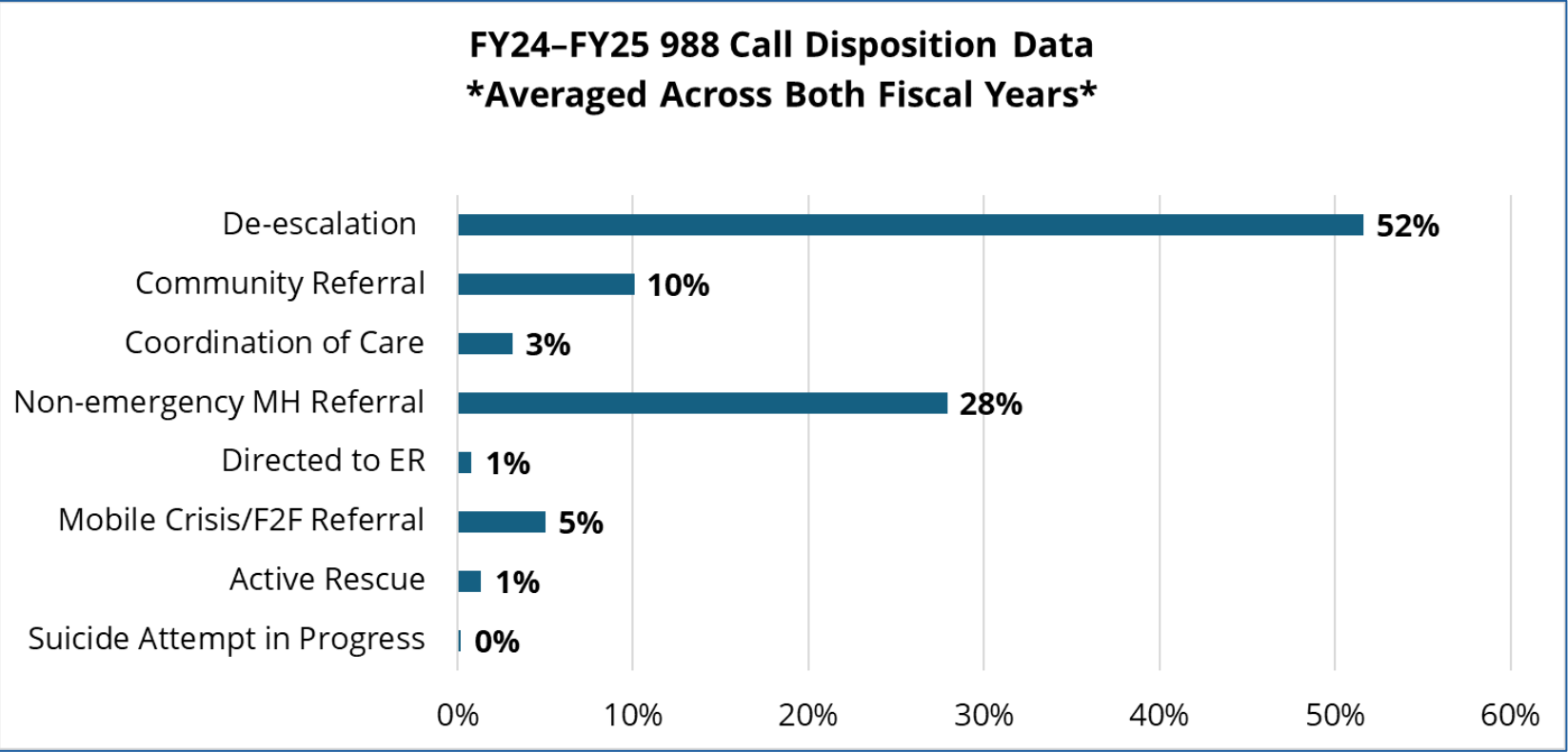
95,567 calls answered by 988 providers in TN

Average In-State Answer Rate:

88%

Average Time to Answer:

27 seconds

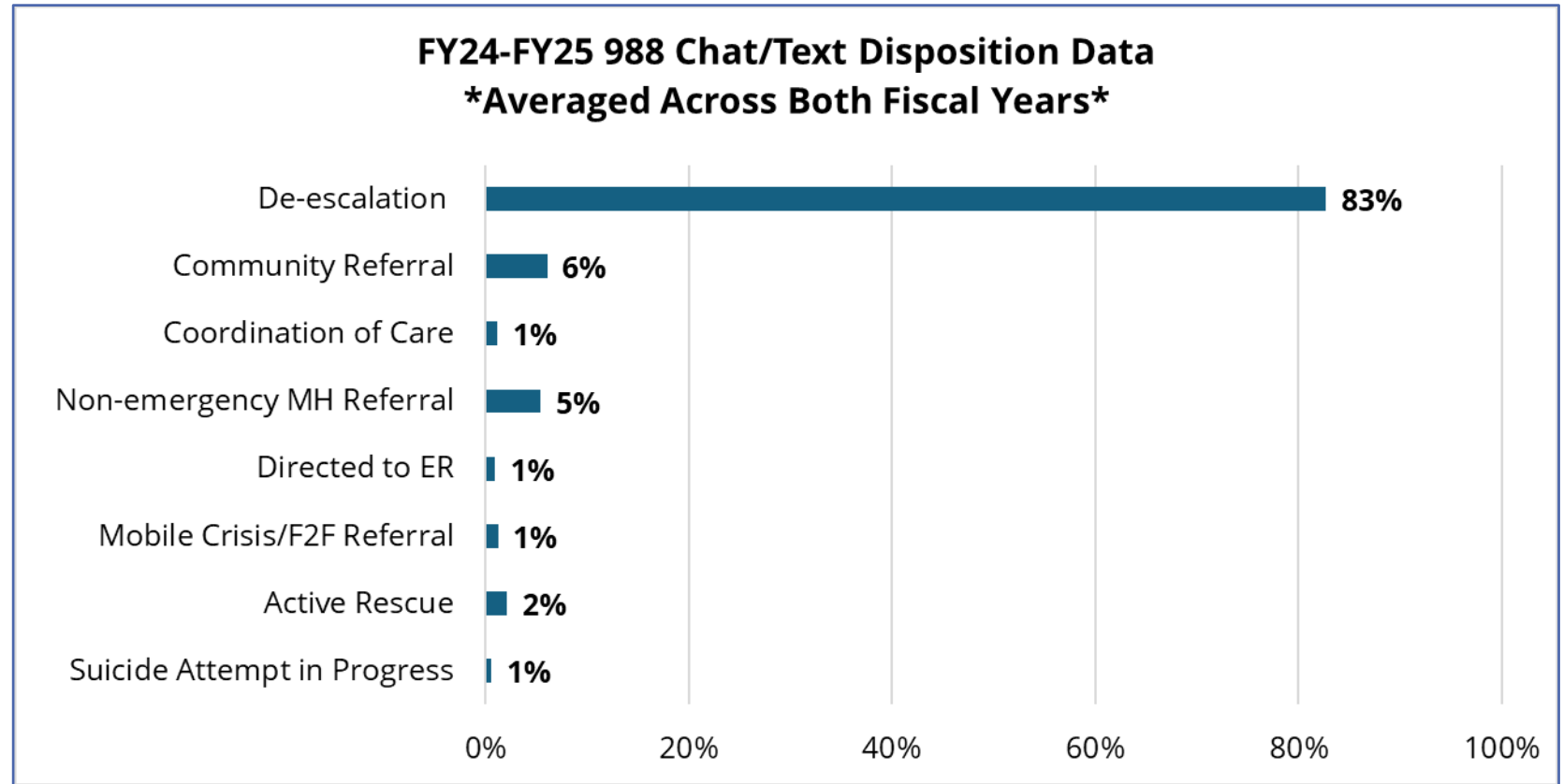


# 988 Chat/Text Volume and Outcomes



Over the last two Fiscal Years (FY24 and FY25):

**27,877** chat/text answered by 988 providers in TN





# Connecting Tennesseans to the Right Care at the Right Time

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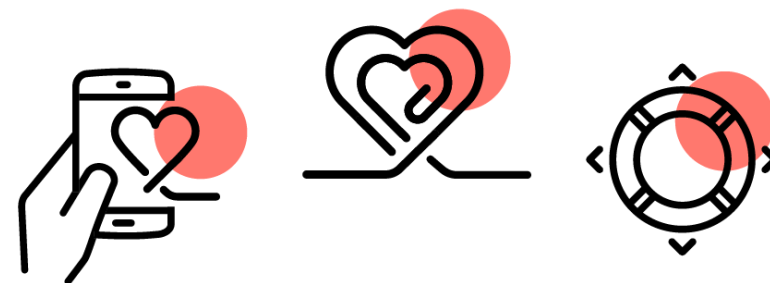
## Crisis Assessments Completed in Emergency Room

5% decrease from FY20 to FY25 (1,567 fewer clients presented to an ER in FY25)

## Law Enforcement Involvement

21% decrease from FY20 to FY25 (3,186 fewer clients transported by LE in FY25)

*Be the lifeline.*





**Increased Collaboration with Law Enforcement**

- Revised mobile crisis protocol
- Virtual Training around robust crisis services and law enforcement collaboration

**Streamlining MPA Program**

- Conducted 13 Mandatory Prescreening Agent (MPA) trainings,
- Designated 178 Qualified Mental Health Professionals

**Mental Health Resource Awareness for First Responders**

- 9.5 million impressions across digital platforms
- 9,100+ unique webpage visitors



**Ongoing Initiatives**

Over the last two Fiscal Years (FY24 and FY25):

# A Look Inside: Expanding Crisis Services Footprint

→ Opened March 2025

Opening September 2025 ←

→ Opened June 2025

Opened April 2024 ←



**Alliance's  
Adult  
WIC/CSU**



**Centerstone's  
Adult  
WIC/CSU**



**Carey's Adult  
WIC/CSU**



**Volunteer's  
Adult  
WIC/CSU**



# Expanding our Footprint

## Opening **TWO** new adult WIC/CSU sites

### 1. **Centerstone**

September 2025- Clarksville, TN

### 2. **Pathways of Tennessee**

December 2026- Dyersburg, TN.

## Opening **TWO** new children/youth CSU sites

### 1. **Mental Health Cooperative**

October 2025- Nashville, TN

### 2. **Alliance Healthcare**

April 2026- Memphis, TN.

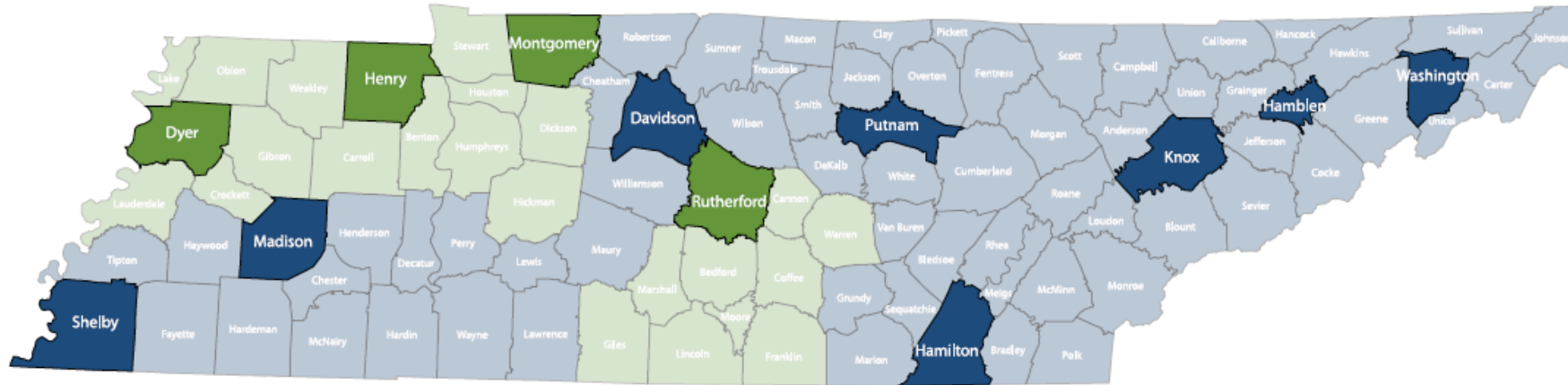


## Expansion Adult CSU and Walk-In Centers



Dyer: Pathways Behavioral Health  
Henry: Carey Counseling Center

Montgomery: Centerstone of Tennessee  
Rutherford: Volunteer Behavioral Health



## Current Adult CSU and Walk-In Centers



Shelby: Alliance Healthcare Services  
Madison: Pathways Behavioral Health  
Davidson: Mental Health Cooperative  
Putnam: Volunteer Behavioral Health

Hamilton: Volunteer Behavioral Health  
Knox: McNabb Center  
Hamblen: McNabb Center  
Washington: Frontier Health

# CHILDREN AND YOUTH CRISIS SERVICES

Call or Text 988 and Press 0 for a Crisis Counselor



Two additional Children's Walk-In Centers and Crisis Stabilization Units are being added in Nashville and Memphis with new funding in the current state fiscal year budget.



Youth Villages



Mental Health Cooperative



McNabb Center



Frontier Health



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# Looking Ahead



## Increasing CSU Referrals and Utilization

- Standardize operations
- Enhanced census reporting
- Marketing campaign
- Middle TN Pilot Project

## Developing new Crisis Management System

- Focus on episodes of care
- Integration of 988 data
- Focus on quality outcome measures
- Ensure standardized, consistent data capture

## Analyzing Suicide Death Data

- Dissemination plan to providers for internal QA
- Utilization of data to inform barrier and access to services
- Utilization of data to inform outreach and implementation strategies



## Let's Connect

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## COMPLETE CONFERENCE EVALUATION FORMS AND THE REQUEST FOR DOCUMENTATION OF CEs EARNED

Up to 4.75 contact / clock  
hours available for this event.

QUESTIONS?

Email: [tamho@tamho.org](mailto:tamho@tamho.org)

### EVALUATION FORMS



<https://www.surveymonkey.com/r/CrisisEval25>

### CE DOCUMENTATION



<https://www.surveymonkey.com/r/CrisisCE25>

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