

**Wyoming Association of  
Sheriffs and Chiefs of Police**

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# **Virtual Crisis Care Year 1 Highlights**

**June 2025-May 2026**





# Message from WASCOP's Executive Director

In February 2025, thanks to the generous support of The Leona M. and Harry B. Helmsley Charitable Trust, WASCOP launched the planning phase for Virtual Crisis Care.

Virtual Crisis Care provides law enforcement with around-the-clock access to behavioral health professionals who can assist as officers respond to help people experiencing a mental health crisis. Through the use of telehealth, behavioral health professionals help law enforcement and support the person in crisis by providing de-escalation, stabilization, and safety assessment and planning. Following this crisis response, a referral is made for local follow-up care.

This report highlights the progress made and partnerships formed over the 12-month period beginning June 2025 when we began launching the service. By the end of May 2026, twenty law enforcement agencies across Wyoming, supported by four Community Mental Health Centers, had access to Virtual Crisis Care. The service was used to help 64 people experiencing mental health crises in our communities.



If you have questions or want to learn more after reading the report, you are welcome to reach out at [athompson@wascop.com](mailto:athompson@wascop.com) or 307-751-4488.

**Allen Thompson**  
WASCOP Executive Director



# Overview

Virtual Crisis Care is designed to assist Wyoming law enforcement, including jail staff and school resource officers, with challenging mental health crisis situations.

It allows the officer or deputy to connect an individual experiencing a crisis to a behavioral health professional in real time using a secure connection via tablet or cell phone. The clinician assesses the individual wherever they are at the time—at home, in the community, at school, or in a jail—and the clinician then provides guidance to help law enforcement determine an appropriate course of action.

Following these calls for service, a referral is sent to a local behavioral health provider, who reaches out to the individual within 24 to 48 hours to offer follow-up care.

## Goals

- Reduce the number of unnecessary involuntary hospital admissions
- Improve access and connection to local behavioral health services following a crisis
- Reduce law enforcement calls for service involving the same individuals in crisis
- Contribute to filling gaps in Wyoming's crisis care continuum
- Strengthen partnerships between local community mental health providers and law enforcement

# Pilot Law Enforcement Agencies

## June 2025

Green River Police Department  
Sweetwater County Sheriff's Office

## July 2025

Rock Springs Police Department

## August 2025

Lusk Police Department  
Sublette County Sheriff's Office  
Niobrara County Sheriff's Office  
Laramie County Sheriff's Office

## September 2025

Douglas Police Department

## October 2025

Converse County Sheriff's Office  
Cody Police Department  
Park County Sheriff's Office  
Powell Police Department  
Sheridan County Sheriff's Office

## November 2025

Glenrock Police Department

## December 2025

Weston County Sheriff's Office  
Newcastle Police Department

## January 2026

Carbon County Sheriff's Office  
Saratoga Police Department

## February 2026

Uinta County Sheriff's Office  
Evanston Police Department

# Community Mental Health Center Collaborators

Southwest Counseling  
High Country Behavioral Health  
Volunteers of America  
Oxbow Center

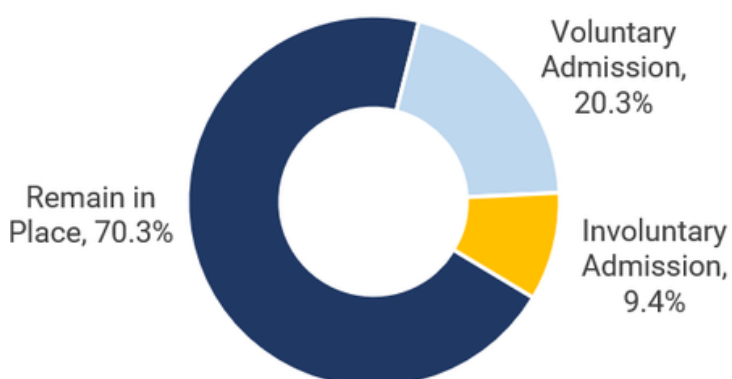
# Impacts



## Involuntary hospital admissions were averted in 91% of the cases

When Virtual Crisis Care is used, there are three possible recommendations: 1) the individual can remain at home or where they are at the time, 2) the individual chooses to admit themselves to a hospital, or 3) law enforcement initiates involuntary hospitalization pursuant to Title 25 and transports them to a medical facility for further evaluation.

### Virtual Crisis Care Outcomes



By the end of the first year of Virtual Crisis Care:

- 43% of Sheriff's Offices and 23% of Police Departments had access to Virtual Crisis Care
- The service was available to 30% of Wyoming residents
- 64 people were assessed and referred to local community mental health services

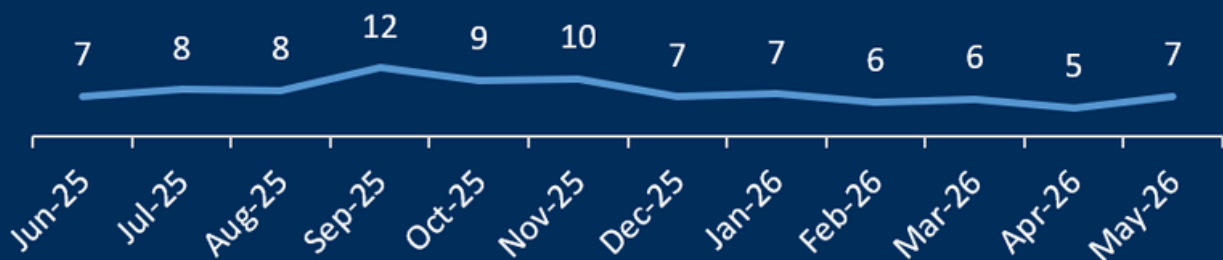
# Impacts



**Law enforcement was typically able to connect people in crisis with a mental health professional in 5 to 12 minutes**

Once an officer or deputy determined that Virtual Crisis Care would be appropriate and helpful and activated the service, it took only minutes to have the person in crisis speaking with a clinician.

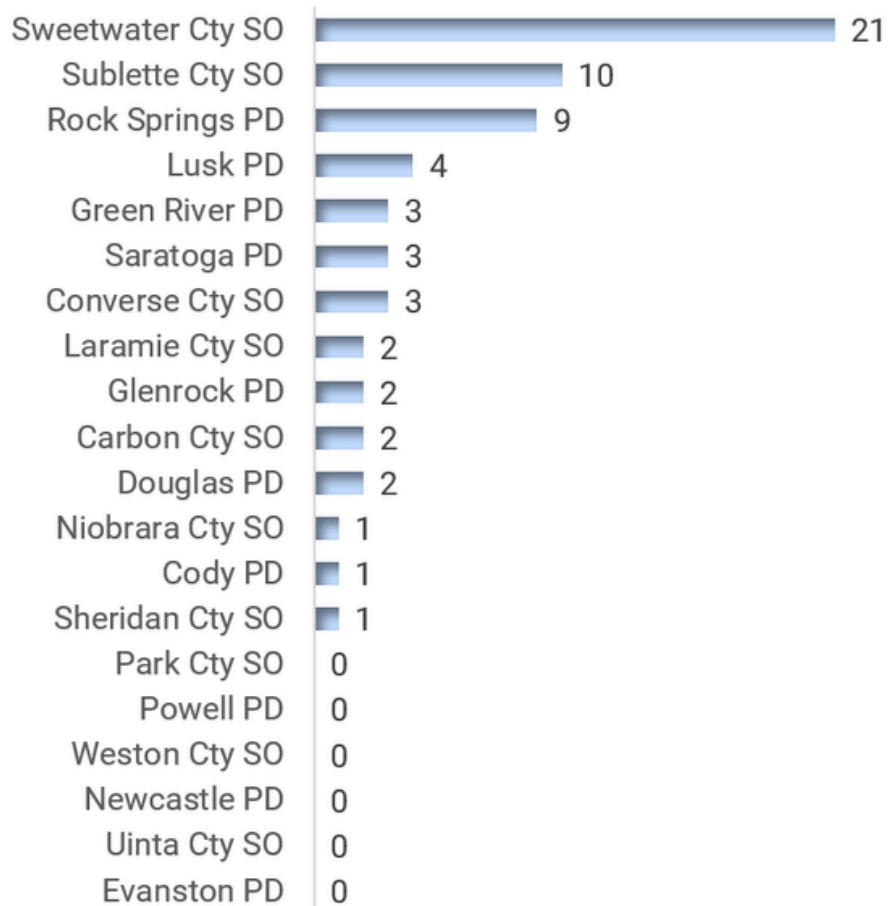
**Median Response Time**  
(in minutes)



# Agency Utilization and Reasons for Use

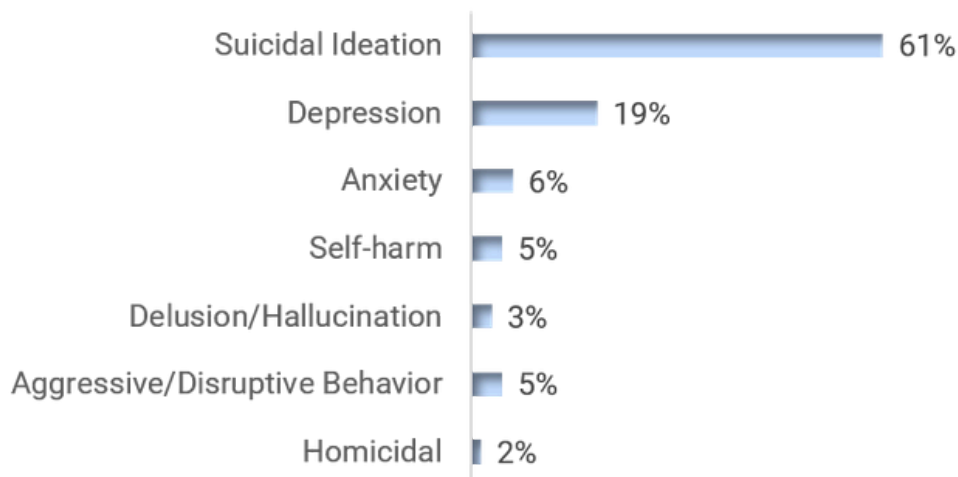
## Law enforcement used Virtual Crisis Care to assist 64 people in the first 12 months

67% of the utilization was by the three agencies in Sweetwater County and Sublette County Sheriffs Office.



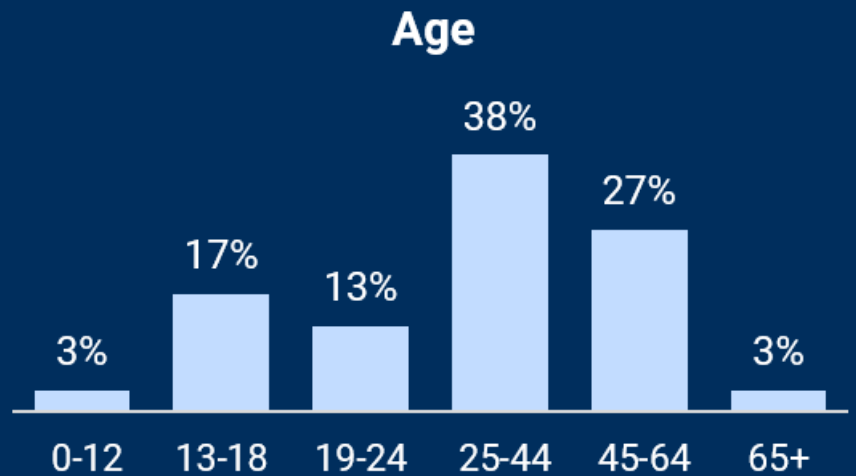
## Suicidal ideation was the most common reason for Virtual Crisis Care use

Together, suicidal ideation and depression prompted 80% of Virtual Crisis Care deployments.

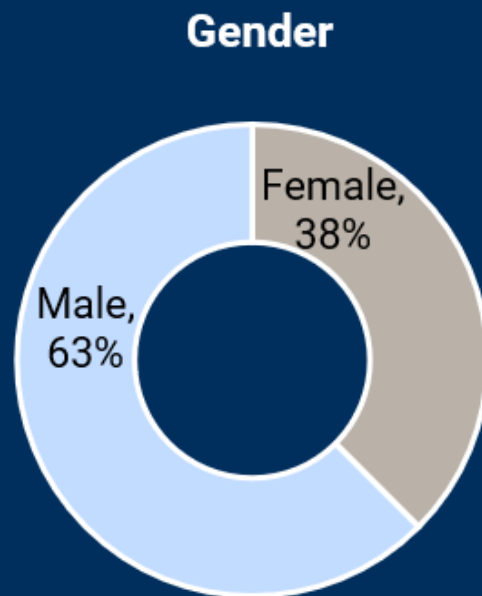


# Key Characteristics

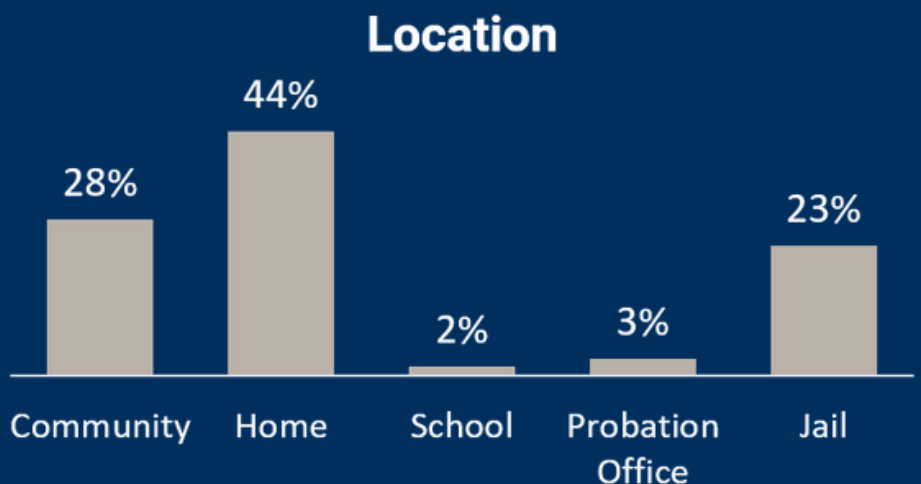
Individuals with whom Virtual Crisis Care was used tended to be in the 25 to 44 and 45 to 64 age ranges, but it was used across all groups



Virtual Crisis Care was deployed more often for males than females



Law enforcement used Virtual Crisis Care most often in the home of individuals in crisis



# Thank you for your contributions to Virtual Crisis Care!

## **Pilot Agency Leaders and Site Coordinators**

Chief Shaun Sturlaugson and Sgt. Lars Nandrup

Sheriff John Grossnickle and Lt. Derek Morrell

Chief Bill Erspamer and Officer Clinton Baker

Chief Jacob Gordon

Sheriff KC Lehr

Sheriff Randy Starkey

Sheriff Brian Kozak and Lt. Robert Gaskins

Chief Todd Byerly and Lt. Avery Cowardin

Sheriff Clint Becker and Lt. Sara Tiensvold

Sheriff Darrell Steward

Chief Jason Stafford and Lt. Beau Egger

Chief James Rhea

Sheriff Levi Dominguez and Lt. Doug Sanders

Chief Colter Felton

Sheriff Bryan Colvard and Undersheriff Dan Fields

Chief Derek Thompson

Sheriff Alex Bakken

Chief John Moore and Lt. Mike Morris

Sheriff Andy Kopp

Chief Mike Vranish

## **Community Mental Health Center Representatives**

Southwest Counseling: Mike Bauer

High Country Behavioral Health: Kipp Dana, Kelsie Young, Jared Bingham,  
Rebecca Ertle, Robin Whitmore

Volunteers of America (VOA): Essie McCall

Oxbow Center: Dey Lynn Stebner, Mary Johnson, Kristi Vigil

## **WASCOP Subcontractors**

Avel eCare: Amber Reints, Erin Theis, Olga Cooperson, Lisa Cronin, Aaron Koehler

ChangeUP Justice: Barbara Pierce

## **WASCOP Executive Board**

Chief Travis Koltiska, Sheriff KC Lehr, Chief Mark Francisco,  
Sheriff Shane Johnson, Sheriff John Grossnickle, Chief Shane Chaney,  
Sheriff Darrell Steward, Sheriff Jeff Hodge, Lori Emmert

# Acknowledgments



# About Us

WASCOP is a nonprofit organization dedicated to advancing public safety through education, collaboration, and service. Formed for educational and charitable purposes, WASCOP's primary mission is to support its membership—Wyoming's law enforcement leaders—through high-quality training programs and strategic partnerships with local, state, and federal agencies.

## Contact Us

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