



WASCOP'S VIRTUAL CRISIS CARE NEWSLETTER

FRONTLINE FOCUS: Data collection with Derek Morrell, Lieutenant, Sweetwater County Sheriff's Office

Historically, we have not had an accurate count of calls for service involving individuals experiencing a mental health crisis. While our dispatchers categorize all 911 calls, they often have no way of knowing whether a situation involves mental health concerns without being on scene.

To better understand the volume and nature of these calls, we developed a new



tracking mechanism within our Computer-Aided Dispatch (CAD) system. Dispatchers will continue to code calls according to standard protocols, but responding deputies now have the ability to indicate whether a call includes a mental health-related component.

Accurately documenting crisis-related calls, whether they involve mental health or other types of crises, is essential for effective response and resource planning. This new data will allow us to determine, for example, how much time deputies spend on these calls and whether additional or specialized resources are needed to improve outcomes.

We have also integrated new functionality into the CAD system that enables deputies to record whether a Virtual Crisis Care tablet was available during the response and whether it was used. This enhancement will help us better coordinate and evaluate the Virtual Crisis Care program across the Sheriff's Office.

No two crises are the same. The more we learn about these calls through accurate data collection, the better equipped we are to tailor our responses to the needs of the people we serve. At the Sweetwater County Sheriff's Office, we are committed to ensuring that our deputies have the tools, training, and support necessary to respond with compassion, professionalism, and care, especially when our community members are facing difficult times.

WELLNESS RESOURCE

1-800-COPLINE
1-800-267-5463

COPLINE is a confidential crisis hotline answered by trained retired law enforcement personnel.

It is available 24/7/365 to active and retired officers and their families who are dealing with stressors on and off the job.

To learn more, visit
www.copline.org

Where is Virtual Crisis Care in Use?

Sheriff's Offices

Converse County SO *New*
Laramie County SO
Niobrara County SO
Park County SO *New*
Sublette County SO
Sweetwater County SO
Sheridan County SO *New*

Police Departments

Cody PD *New*
Douglas PD
Green River PD
Lusk PD
Powell PD *New*
Rock Springs PD



Service Spotlight: Critical Incident Stress Debriefing

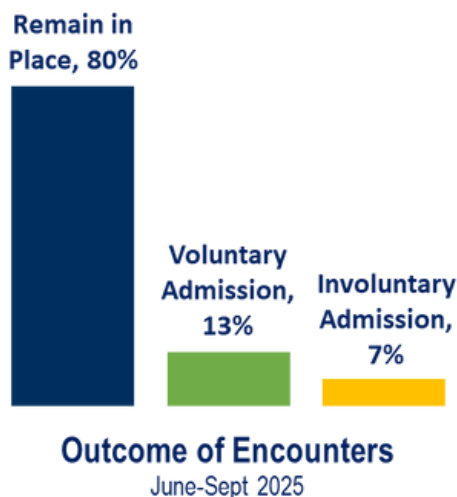
Critical Incident Stress Debriefing (CISD)

Avel eCare provides CISD free of charge to any police department or sheriff's office participating in Virtual Crisis Care. Impacted local partners can also participate.

This CISD review process focuses on the steps and processes that occurred, actions taken, and any feedback on the process. It's about understanding what happened from a procedural standpoint and identifying any improvements for future situations. It is designed to take care of the emotional well-being of the team in an environment where the team can talk about their feelings and reactions to the event. The focus is on the caregivers and their emotional responses, helping them process the incident and find ways to support each other moving forward.

To access the service, reach out to Senior Account Representative Lisa Cronin or call the phone number you use to initiate a Virtual Crisis Care assessment.

Data Highlight



- Virtual Crisis Care was deployed 15 times between June and September
- In 14 of the 15 instances, Title 25 was averted.

