

# CA:tCH Plan Use

Ashland County Sheriff's Department - Dispatch



### Before

Facilitator creates, reviews and updates plan with Participant then uploads the plan into the WISHIN CA:tCH Portal.

After a crisis, the facilitator will review, with the participant, what worked in the plan and how support could be improved.

### During a Call/Crisis

**Decision**

Dispatch, when possible, will look for a plan in the WISHIN CA:tCH Portal if:

- A patrol officer requests assistance in accessing a plan.

or a person involved:

- appears to have mental health component,
- has a history mental health calls,
- is known to have a plan,
- requests that their plan be used.

**If Plan exists:**

- Officer is alerted to existence of plan for download.
- If officer is unable to download plan, Dispatch may give plan details via phone (never over public radio transmission)

If needed, dispatch will be able to contact officers to facilitate communication with participant supports.

Dispatch will not always have capacity to assist with plan look up, and will assist when feasible.

### After

If a plan has been downloaded for viewing from the WISHIN CA:tCH Portal, dispatch personnel who downloaded the plan will document use in the Portal.

**Decision**

If needed facilitator contacts Dispatch to connect with officer who used plan with the participant for follow up call.