Statewide School Safety Tip Line

June 13, 2017
Co-Chairs Clackamas County Sheriff Craig Roberts and Dr. David Novotney Willamette Education Service District.

Task Force charged with improving safety and security at schools across the state.

OTFSS information and meeting minutes can be found at http://www.oregon.gov/osp/Pages/Task-Force-on-School-Safety.aspx.
Oregon Task Force on School Safety

- 2015 OTFSS Report to the Oregon State Legislature
- Recommendations:
  - Statewide threat assessment system
  - Statewide school floor plan database
  - Standardized terminology
- Statewide safety tip line (HB 4075 2016)
Oregon Task Force on School Safety Systems Integration

Statewide School Safety Tip Line

Statewide Student Threat Assessment System

Support Youth Suicide Prevention Efforts
Goal: School Safety Tip Line

Allow students, and other members of the public to use voice, text, phone, photos and videos to confidentially or anonymously transmit messages and information regarding potential harmful or criminal acts against students, school employees, or school property.

- Focus started with public schools PK-12
  - 570,857 students
  - 19 Education Services Districts
  - 211 School Districts
  - 1,200+ schools
- Open to private schools PK-12 now.
Submit Information: 5 ways to confidentially or anonymously report tips

CALL OR TEXT
844-472-3367

MOBILE APP

WEB PORTAL
REPORT A TIP ONLINE
tip@safeoregon.com

EMAIL
Sequential Interview Workflow for general reports

In addition to the questions who, what, where, why, when and how, Technicians should attempt to gain as much information as possible.

The Technician shall ask if the caller is alone or in immediate danger. If the caller is in immediate danger, emergency protocols shall be followed (refer to Emergency Calls starting on page 5).

Procedure

SafeOregon
School Safety Tip Line
Call Center Operations and Policies and Procedures Manual

Table of Contents

Introduction and General Information
Tip Intake Guidelines
Language
Manual Updates and Training
URG Results and Recordkeeping
Press Tips
Media Requests
Parent Requests for Information
When to Involves Emergency Response Personnels/911
Step by Step Process for Connecting Callers with either local 911 or the National Suicide Hotline
Tip Levels and Response
Quality Assurance and Audits
Overview
Basic Service Workflow Attributes
Time Stamp for Acknowledgment of Receipt
Ensuring Consistency in the Handling of Interactions
Sequential Interview Workflow for general reports
Sample Workflow: Assaults and Fighting
Sample Workflow: Bullying/cyber-bullying and harassment
Sample Workflow: Child Abuse/Neglect
Sample Workflow: Domestic Violence/Dating Violence
Sample Workflow: Drugs/Alcohol
Sample Workflow: Gang activity
Sample Workflow: Human Trafficking/Runaway
Sample Workflow: Planned School Attacks
Sample Workflow: Sexual Assault/Sexual Abuse
Sample Workflow: Threat of Suicide or Self-Harm
Sample Workflow: Threats of Violence at
Tip Line Technicians:

- Experience or training in call taking, crisis management, recognizing mental illness and emotional disturbance.

- Training in privacy, FERPA, HIPAA, state specific statutes, telephone operations and social media monitoring, etc.

- Licensed social workers and counselors in addition to skilled non-licensed/non-clinical health service representatives. Licensed staff provide oversight, training and handle escalated calls.

- Provide other services across Oregon: Intake and dispatch for Lane county Community Health Services, Oregon Department of Human Services (District 2), with their nurse triage partner they deliver medical advice and call intake services for clients such as CareOregon, Oregon's Health Co-Op, Multnomah county Health Centers, and Southern Oregon Pediatrics.
Tip Levels: When local dispatch is notified.

Tips are triaged and assessed for level of severity, timeliness, and assistance needed.

**CRITICAL** immediate or imminent threat of violence, potential self-harm, potential harm or criminal acts.
*2 minute notification.*

**URGENT** ongoing or past incidents of violence, self-harm, or criminal acts. High potential for occurring again.
*10 minute notification.*

**STANDARD** peer to peer interactions that schools typically deal with (student arguments, school rule violations). 1 hour notification.

OTHER Tips that don’t meet the criteria above.
Partnerships: Riverside Jr./Sr. High School, Boardman Oregon

(Name of the program/Look and feel and layout of website/Testing the system)
School Role and Responsibility

- Schools must sign up for students to use the system in your school.
- Schools designate a primary contact to work with SafeOregon, with secondary back-ups in case the primary is unavailable; all receive access to a dashboard.
  - More options available.
- Follow-up on tips and information received.
- Champion SafeOregon in your school.
Web Based Dashboard

- Back-end process
- Record of all tips
- Track follow-up on tips
- Charts/data
- Toolkits
- Marketing
  - How to launch to your school
- Training
- Best practice on response to tips

System follow-up is a click of a box or typed in if it’s important to do so.

Welcome to the SafeOregon Dashboard. The Dashboard gives you access to preferences, individual tip details, creating data reports and reviewing charts, as well as access to toolkits and marketing.

Click the "Incidents" tab to the left to view a list of individual tips associated with the "Incidents" screen. Click the orange "view" link to view individual tips, and additional notes during the resolution process.

Take a moment to view the dashboard overview video here: [https://video](https://video)

Don’t hesitate to contact tech support ([support@safeoregon.com](mailto:support@safeoregon.com)) with any questions.

Regards,
The SafeOregon Team
School Sign-up Triggers Marketing Packet in the Mail

Posters and Stickers

If you see or hear about bullying, violence, drugs, or harm to your school or a student, report a tip using SafeOregon.

You can report a tip in the following ways:

Online: safeforegon.com
Text or Email: tips@safeforegon.com
Call: 844-4SAFE or (844-472-3367)

Spanish: Si ves o escuchas sobre el acoso, violencia, drogas o daño a tu escuela o estudiantes, reporta la información usando SafeOregon.

Vietnamese: Nếu bạn thấy hay nghe về chuyện hiếp dâm, bạo động, ma túy hay làm hại trường học, hãy báo cáo bằng cách dùng SafeOregon.

Russian: Если вы увидели или услышали об издевательстве (буллинге), насилии, наркотиках или о вреде, причиненном вашей школе или учащемуся, сообщите, используя SafeOregon.

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Received over 200 tips overall:

Trend:
- Majority reports from students about other students with concerns of safety:
  - Depression
  - Bullying
  - Harassment
- Students may report more than once, with different report methods
- Parents starting to use
Real Tip (specifics removed)

- “He said he is going to kill himself on Christmas”
- Named Student
- Viewed on Social Media
  - Screenshot provided
- Multiple Reports (all anonymous)
Real Tip (specifics removed)

“She was talking to me in the hallway and I notice that she has cuts on her wrist and I have seen it before, she says she's depressed and she says she sad all the time”

- Named Student
- Anonymous Tip
Real Tip (specifics removed)

- Two named students.
- “They are fighting and I don't know what to do because they are both my friend and I don't want them to hate me because I don't wanna choose sides and I don't want them to get mad because I'm trying to fix things but idk.”

Named Reporter
“Melissa was crying after class because a group of boys were saying things like "I'm gonna rape you" and doing motions behind her that were inappropriate. She says that she felt very uncomfortable but was afraid to tell anyone. I am unsure of whether or not they will actually do anything but that doesn't mean they should still be able to tell her those things and make her feel uncomfortable or worried. Melissa has also mentioned that they might have been going behind her and doing inappropriate motions for a couple of weeks, she just didn't realize what they were doing until recently.”
Follow-up and handling tips

- Short Term Actions
- Long Term Results
- Fidelity
  - Reliable
  - Trust
  - Committed to effort
“In the two weeks [...] since our launch of SafeOregon we received 20 reports, 18 have been legitimate including bullying [...], suicidal feelings, sexual harassment, and drug use. Action taken has ranged from consultation with law enforcement, suspensions, or counseling the student or group of students.

In one particular instance, a student reported a girl posting suicidal thoughts on social media. SafeOregon called school administration, and the police were involved. The girl was taken to the hospital for evaluation, potentially saving her life. Another student reported her friend was being bullied. [...] The victim came up to me later, gave me a hug and thanked me for protecting and supporting him.

During lunch, students can be heard casually talking about SafeOregon. [...] Students don’t always have the maturity or support to navigate a situation alone. SafeOregon has provided our students the opportunity to feel safe so they can be ready to learn at high levels and be a contributing member of our school community.”
Contact OSP

For more information:
Jodi Sherwood 503-509-2669
Dominique Millette 503-934-0012
Reach both at:
SSTLProject@state.or.us

To sign-up visit SafeOregon.com see “about” page or “School Resource” page.