



SAFEOREGON



Statewide School Safety Tip Line

June 13, 2017

Oregon Task Force on School Safety

established by House Bill 4087 during the 77th Oregon Legislative Assembly



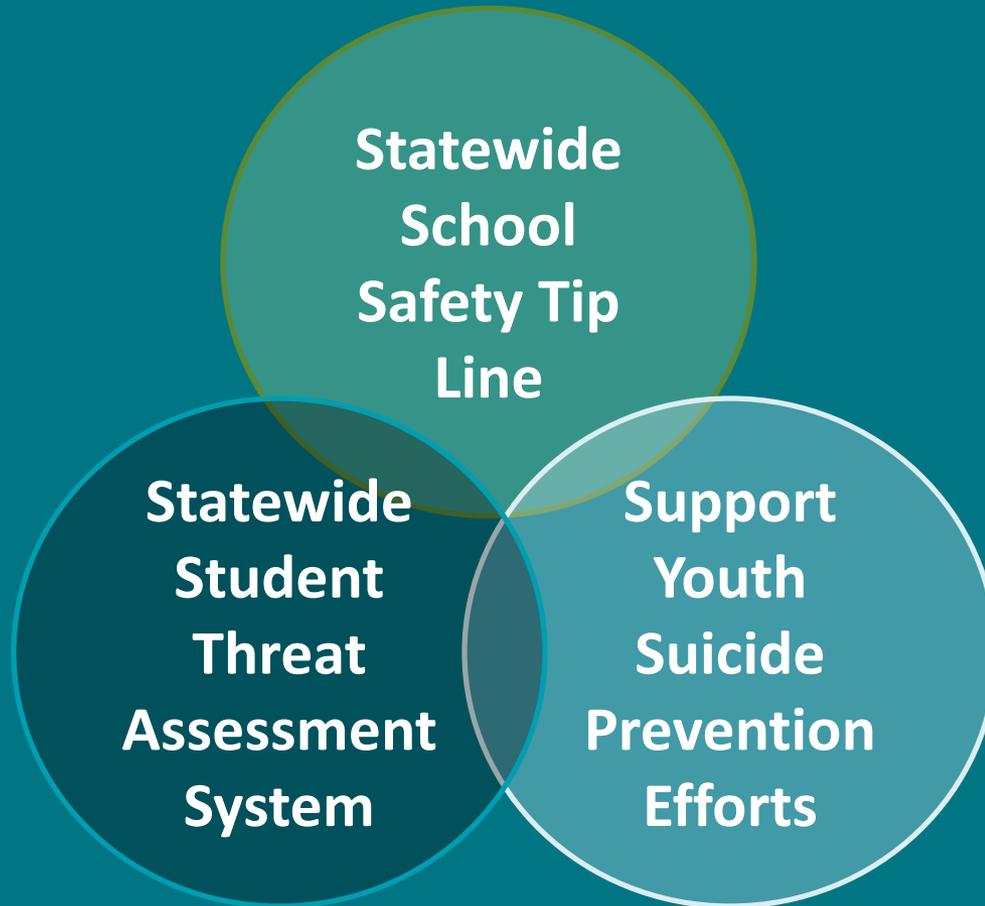
- Co-Chairs Clackamas County Sheriff Craig Roberts and Dr. David Novotney Willamette Education Service District.
- Task Force charged with improving safety and security at schools across the state.
- OTFSS information and meeting minutes can be found at <http://www.oregon.gov/osp/Pages/Task-Force-on-School-Safety.aspx>.



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



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](#)



EMAIL

tip@safeoregon.com



24 x 7 x 365

- Tip Line Technicians
- Operation Manual
- Central database
- Share everything with schools or law enforcement

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	
Definitions	
Tip Intake Guidelines	
Language	
Manual Updates and Training	
UAT Results and Recordkeeping	
Prank Tips	
Media Requests	
Parent Requests for information	
When to Involve Emergency Response Personnel/ 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 Attack	
Sample Workflow: Sexual Assault/Sexual Abuse	
Sample Workflow: Threat of Suicide or Self-Harm	
Sample Workflow: Threats of Violence	
Sample Workflow: Weapons and Explosives	



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 Sothern 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.

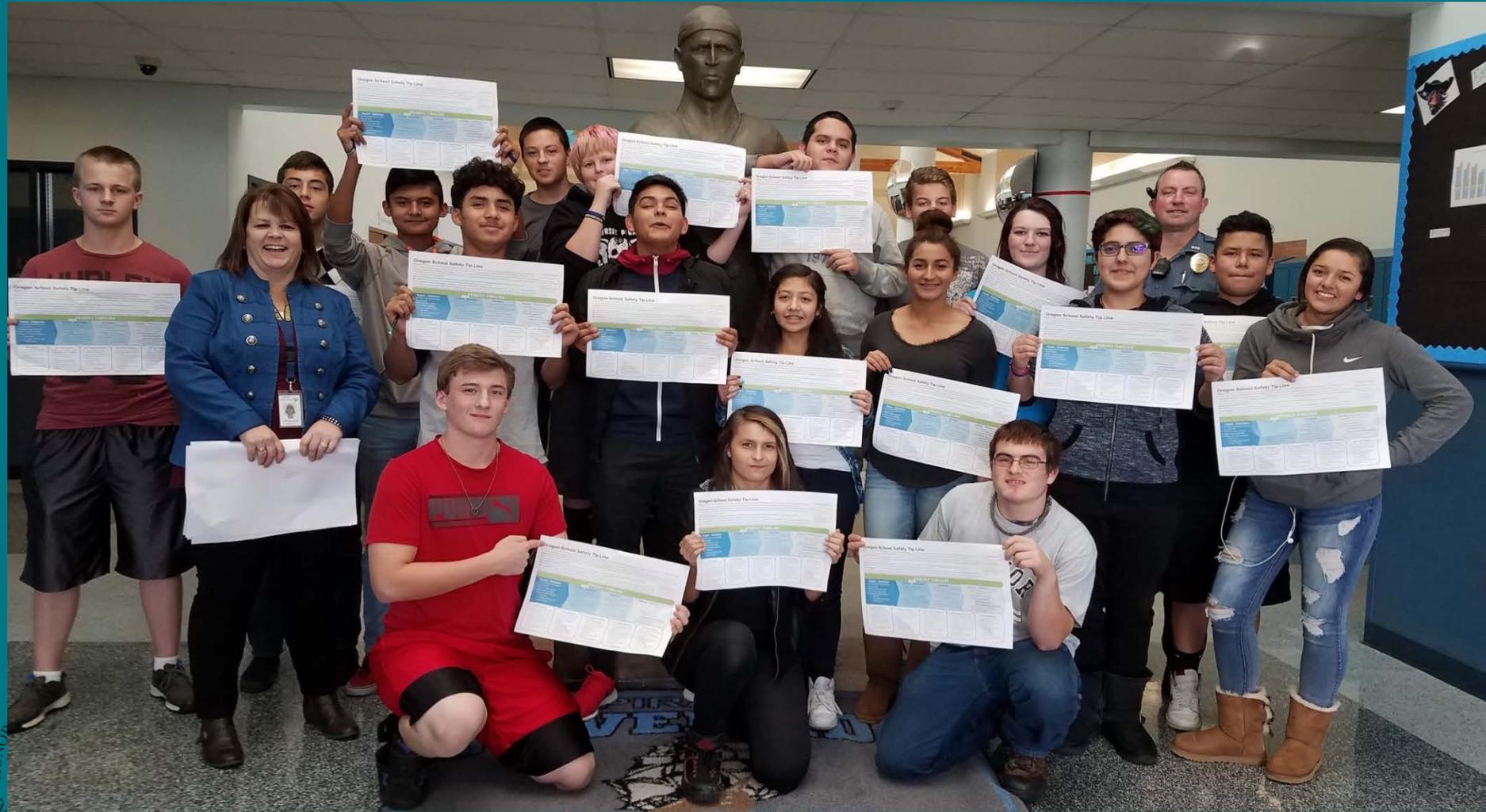
95%+

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.

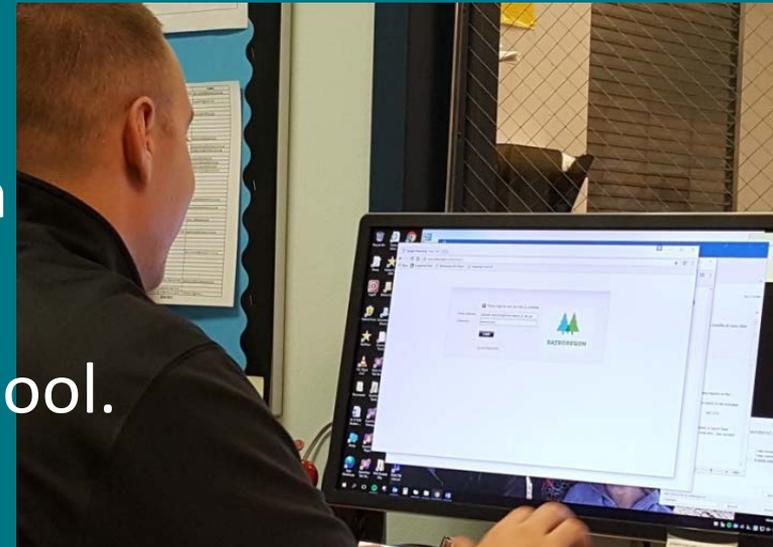
Partnerships: Riverside Jr./Sr. High School,

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



Dashboard

Dashboard

Incidents

Graphs

Schools

Users

Resources

Quick information for getting started with SafeOregon!

Welcome to the SafeOregon Dashboard. The Dashboard gives you access to preferences, individual tip details, creating data reports and reviewing o

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 tip details and additional notes during the resolution process.

Take a moment to view the dashboard overview video here: <https://vimeo.com/100000000>

Don't hesitate to contact tech support (support@safeoregon.com) with o

Regards,
The SafeOregon Team

Status

Confirmed

Notes (optional)

Unconfirmed

Confirmed

Action Taken

Resolved

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



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.



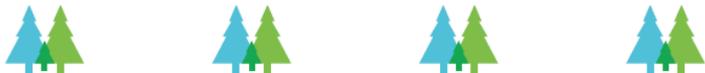
You can report a tip in the following ways:

ONLINE
safeoregon.com

TEXT OR EMAIL
tip@safeoregon.com

CALL
844-4SAFE or
(844-472-3367)

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SIVES O ESCUCHAS SOBRE EL ACOSO, VIOLENCIA, DROGAS O DAÑO A TU ESCUELA O ESTUDIANTES, REPORTA LA INFORMACIÓN USANDO *SAFEOREGON*.



Tú puedes reportar la información de las siguientes maneras:

NẾU BẠN THẤY HAY NGHE VỀ CHUYỆN HIẾP ĐÁP, BẠO ĐỘNG, MA TUỖ HAY LÀM HẠI TRƯỜNG HAY HỌC SINH, XIN HÃY BÁO CÁO BẰNG CÁCH DÙNG SAFEOREGON.



Bạn có thể báo cáo bằng những cách sau đây:

TRỰC TUYẾN
safeoregon.com

GỬI TEXT HAY ĐIỆN THƯ
tip@safeoregon.com

GỌI SỐ
844-4SAFE or
(844-472-3367)

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ЕСЛИ ВЫ УВИДЕЛИ ИЛИ УСЛЫШАЛИ ОБ ИЗДЕВАТЕЛЬСТВЕ (BULLYING), НАСИЛИИ, НАРКОТИКАХ ИЛИ О ВРЕДЕ, ПРИЧИНЕННОМУ ВАШЕЙ ШКОЛЕ ИЛИ УЧАЩЕМУСЯ, СООБЩИТЕ, ИСПОЛЬЗУЯ *SAFEOREGON*



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Вы можете предоставить сведения следующим образом:

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



Real Tip (specifics removed)

“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



From a Principal of one School using SafeOregon today

“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.

