SAFEOREGON

Statewide School Safety Tip Line

July 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)

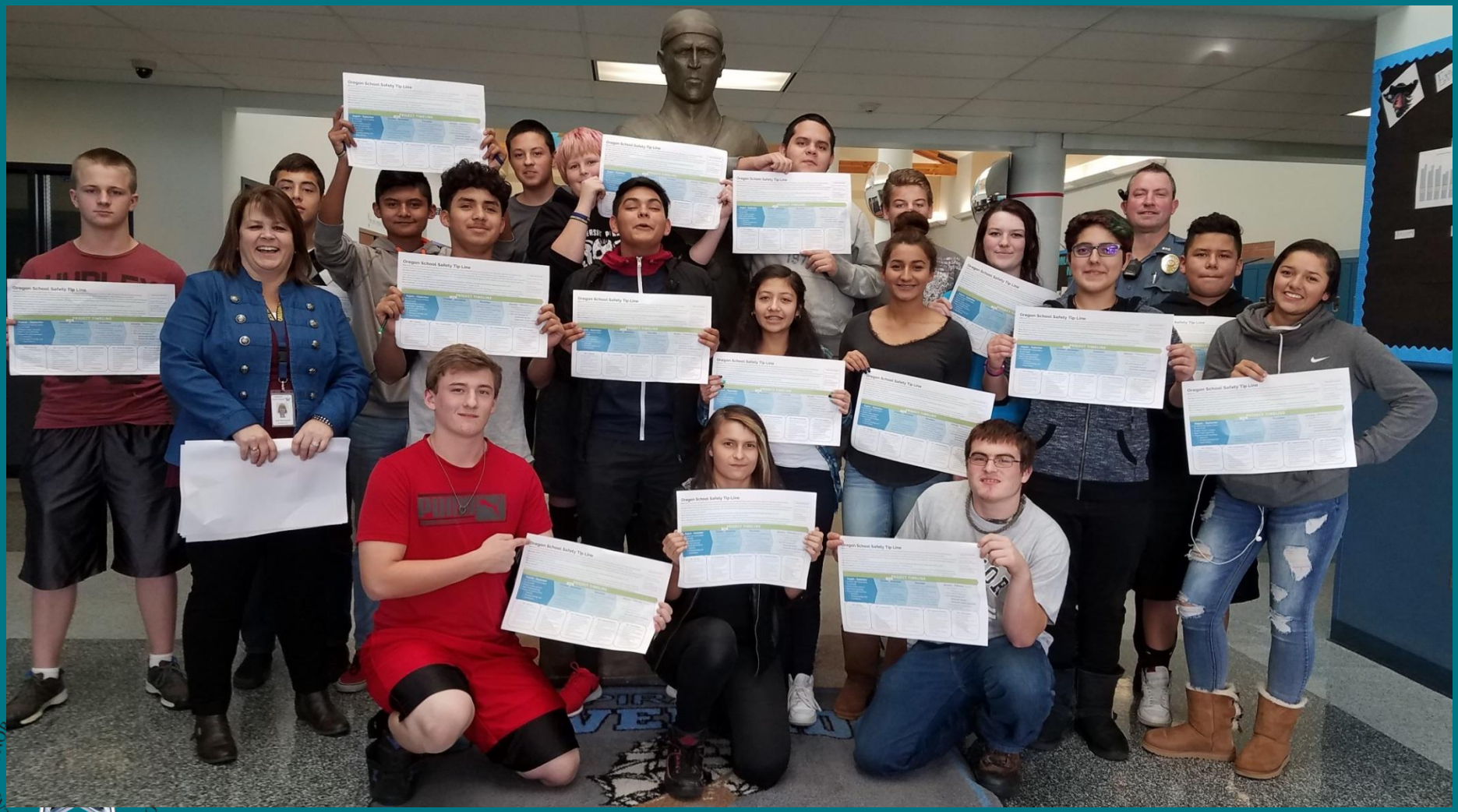
Goal: School Safety Tip Line

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.

Partnerships: Riverside Jr./Sr. High

School, Boardman Oregon (Name of the program/Look and feel and layout of website/Testing the system)



Submit Information:

5 ways to confidentially or anonymously report tips

CALL OR TEXT

844-472-3367

+

MOBILE APP

Get it on iTunes

GET IT ON Google Play

+

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

SAFEOREGON

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Sample Workflow: Threats of Violence
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HONOR ★ LOYALTY ★ DEDICATION ★ COMPASSION ★ INTEGRITY
OREGON STATE POLICE 1931

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.

HONOR ★ INT

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.

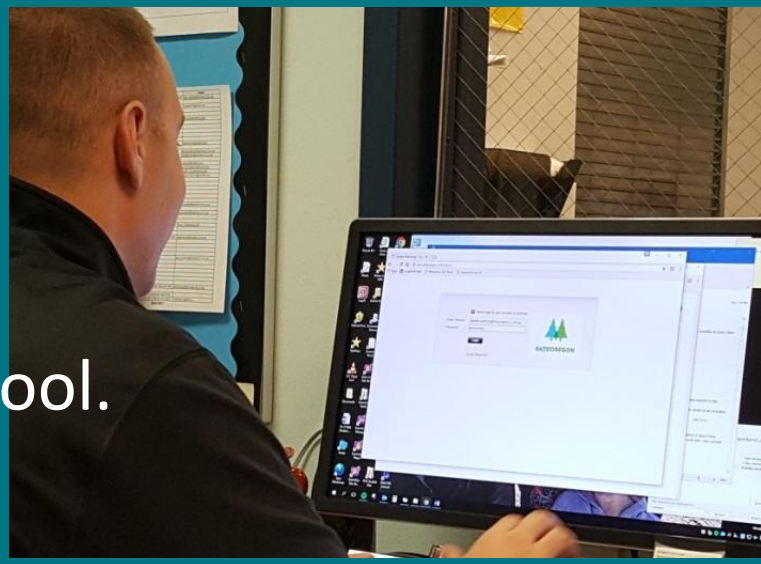
10 minute notification.

85% **STANDARD** peer to peer interactions that schools typically deal with (student arguments, school rule violations). 1 hour notification.

5% R Tips that don't meet the criteria above.

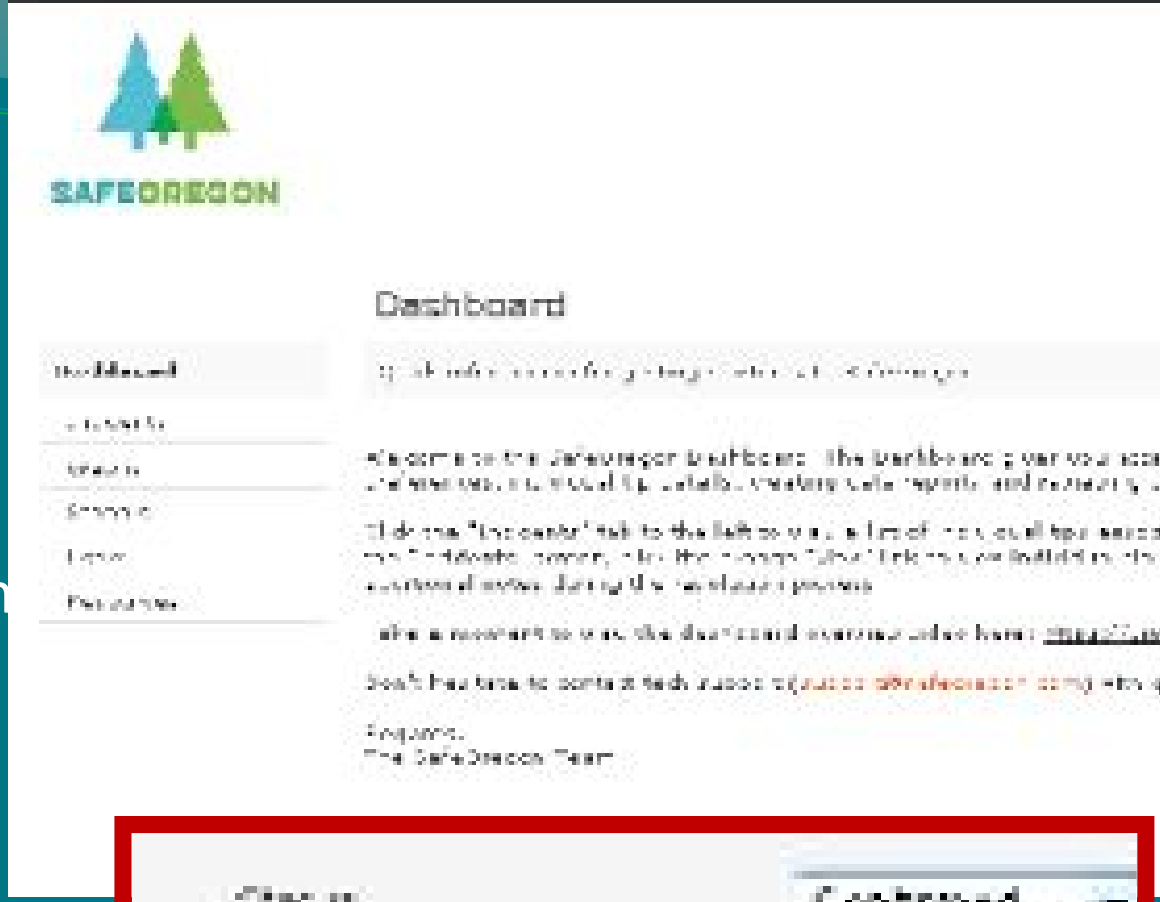
School Role and Responsibility

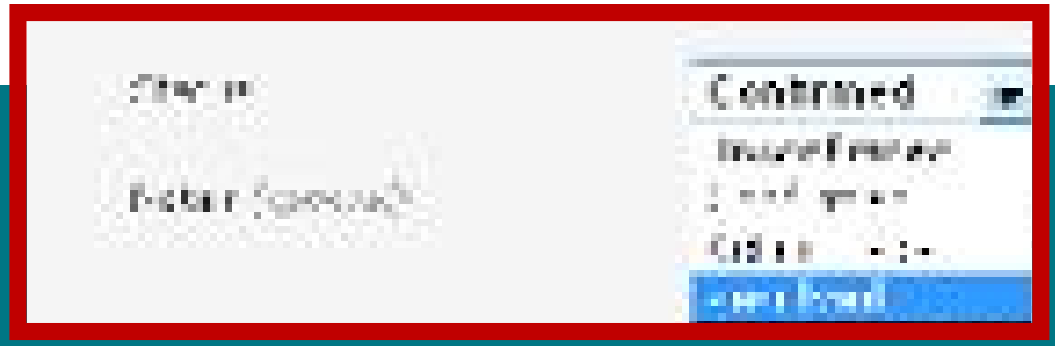
- Schools must sign up for students to use the system in your school.
- Schools designate a primary contact to work with SafeOregon, with secondary back-ups in case the primary is unavailable; all receive access to a dashboard.
  - More options available.
- Follow-up on tips and information received.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

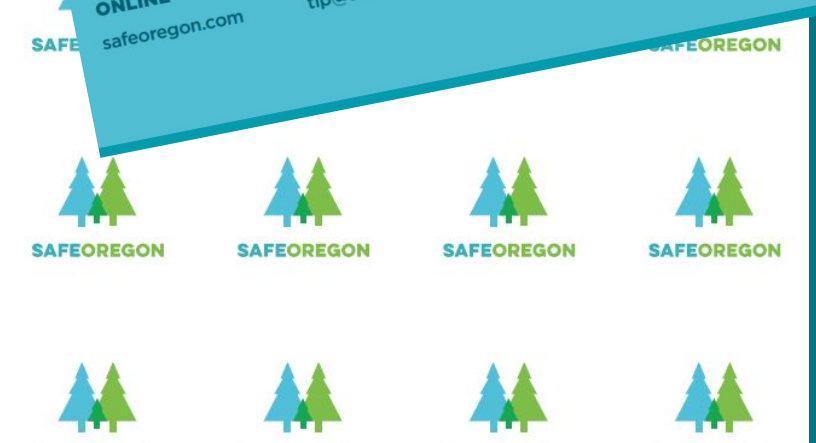




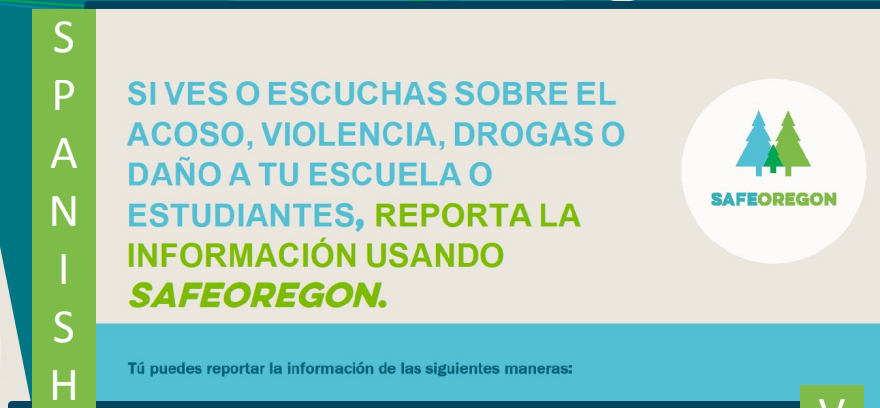
System follow-up is a click of a box or typed in if it's important to do so.

School Sign-up Triggers Marketing Packet in the Mail

Posters and Stickers

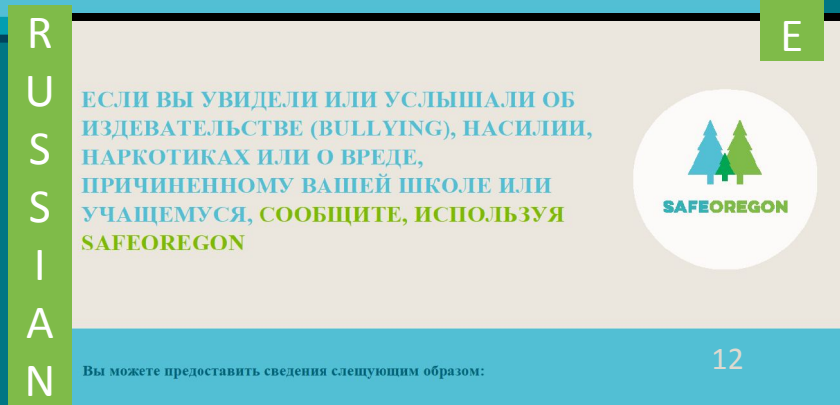


SPANISH



VIETNAMESE

RUSSIAN



Incidents

https://tips.safeoregon.com/incidents/

SAFEOREGON

Incidents

- Dashboard
- Incidents
- Graphs
- Schools
- Users
- Resources

All Levels

2 Record(s) | Page 1 of

Search

School OSP High School

Report Individual Incidents

Status All

Date

All Dates

3/18/2017 to 4/18/2017

Update Report

Download Displayed Data to CSV

ID	Submitted	Location	City	Target	Status	Upload File Link	Action
29380	4/18/2017 9:27:50 AM	On Facebook	Salem	TEST ONLY no further action needed	Resolved		View
29379	4/18/2017 9:24:35 AM	In the parking lot	Salem	Test - Who was or will be harmed?	Action Taken	Download	View

INTEGRITY ★ COMPASSION

(29380) A SafeOregon Report - Message (HTML)

File | Message

Ignore | Junk | Delete | Reply | Reply All | Forward | Meeting | More | OSP Staff Extern... | Team E-mail | Reply & Delete | To Manager | Done | Create New | Move | Rules | OneNote | Actions | Mark Unread | Categorize | Follow Up | Translate

Delete | Respond | Quick Steps | Move | Tags | Editing

From: SafeOregon <tip@safeoregon.com>
To: Sherwood, Jodi L
Cc:
Subject: (29380) A SafeOregon Report

This report contains confidential information from the reporting party. Please make every effort to keep the identity of the reporter confidential. SafeOregon en

A report has been submitted through the Safe Oregon web site:

Direct Link: http://tips.safeoregon.com/incidents/?rid=xdbi
Reporter's State: Not Set
Reported by: TEST ONLY no further action needed
School: OSP High School

Location of the incident: On Facebook
When the incident occurred: 3/8/2017 @10:00 PM
Has incident been reported to an adult: No
How many times has this situation happened: Not Set
Target of bullying, harassing, intimidating or harm: TEST ONLY no further action needed
Person(s) causing harm: TEST ONLY no further action needed
Type of person sending in the report: Student
Tip Level: Other
Type Of Incident:
Not Set
Optional contact information for the reporter: Test - Optional space to add your contact information

Additional Comments: Not Set

Description of the incident: Description - unlimited characters

Incidents

https://tips.safeoregon.com/incidents/?rid=29380

Search

Status

Resolved

- Unconfirmed
- Confirmed
- Action Taken
- Resolved

Notes *(optional)*

od - *4/18/2017 9:29:13 AM* (X)
for review at a presentation.
Status was changed to: Resolved
Tip Level was changed to: Other

Tip Line Technician - *4/18/2017 9:31:21 AM*
Test Tip received via web. Status changed to confirmed and tip level changed to other. Sent to POC 1, Tip line Admin, Safe Oregon Admin. NJG
Status was changed to: Confirmed
report forwarded to:
sstlproject@state.or.us (1 POC 503-569-5101 Principal Jodi Sherwood)
Jodi.L.Sherwood@state.or.us (OSP Jodi Sherwood)
davidpdeveloper2@gmail.com (SafeOregon Admin)
lharrison@callsplus.net (Tip Line Technician)

OSP Jodi Sherwood - *4/18/2017 9:39:26 AM* (X)

Incident Type Other was changed to: 1

OSP Jodi Sherwood - *4/18/2017 9:39:49 AM* (X)

Status was changed to: Resolved

Incidents

https://tips.safeoregon.com/incidents/?rid=29380

Search

Action Taken

- [ ] After school detention
- [ ] During recess
- [ ] In school detention
- [ ] Investigation ongoing
- [ ] Lunch detention
- [ ] Medical attention was necessary for any parties involved
- [ ] Recess privileges revoked
- [ ] Referral written
- [ ] Referred to Disciplinary Panel for hearing
- [ ] Technology privileges revoked
- [ ] The parents of student causing harm were informed
- [ ] The police were called regarding the incident
- [ ] The student met with a psychologist
- [ ] The student met with an administrator
- [ ] The student met with his/her social worker
- [ ] The student was disciplined by school officials
- [ ] The student was expelled
- [ ] The student was suspended
- [ ] The student was suspended out of school
- [ ] The student(s) met with his/her counselor
- [ ] The target's parents were informed

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

School Example: Adding conversation to health curriculum

To Get Help for Depression and Suicide

EXAMPLE

Local

Parents

Suicide contact – Your school counselor

Nurse at school – Nurse Kira

Mental Health Specialist – REACH program, ask your school counselor

Hospital – Good Shepherd Medical Center 541-667-3400

Umatilla County Crisis Line

541-240-8030

National Hotlines (Free Calls)

NATIONAL SUICIDE PREVENTION LIFELINE 1-800-273-TALK www.suicidepreventionlifeline.org

Native Youth Crisis HOTLINE

1-877-209-1266

The Trevor Project – GLBTQ Youth

1-866-4-U-TREVOR

SafeOregon.com – report student safety threats

Email tip@safeoregon.com

Mobile App or web portal

Call or text 844-472-3367

School Example: Notification to Parents

EXAMPLE

Chenowith Elementary School

Making Life-Long Learners

We are a community of dedicated and supportive individuals that collaborate and implement best practices to motivate students and each other to become successful.

Anne Shull, Principal

Student Growth and Achievement | Effective Instructional Strategies | Community and Family Engagement

SAFE OREGON

SafeOregon is a way for students, staff or other members of the public to anonymously report and share confidential information of a threat or a potential threat to student or school safety.

Oregonians are encouraged to share anything that threatens the safety of others, anything that makes a student feel unsafe of if a student knows someone who feels unsafe.

Examples are: safety threats, violence, threats of violence, fights, drugs, alcohol, weapons, bullying, talk of self-harm

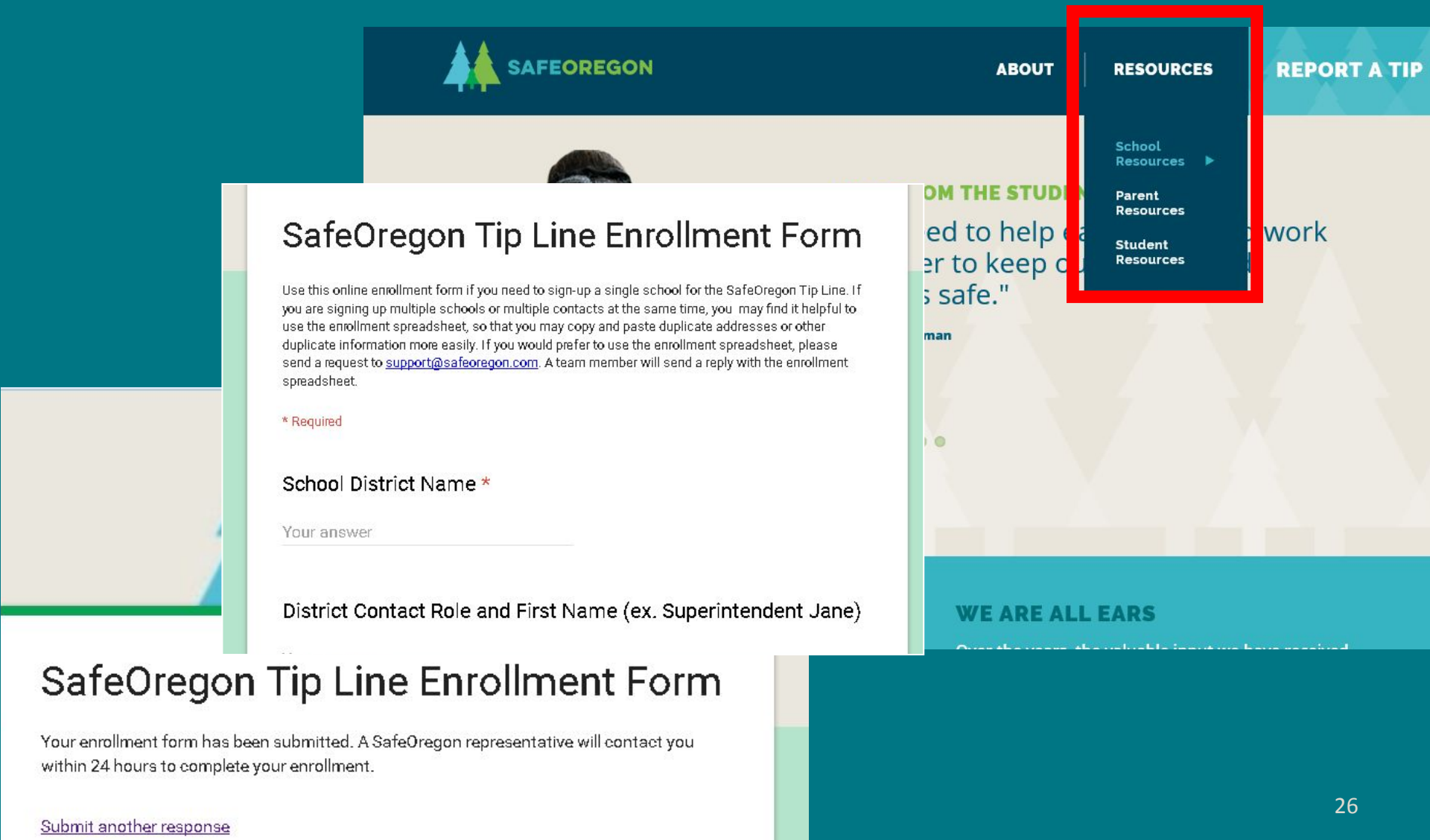
From a Principal of one School using SafeOregon today

"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."

Web Sign Up Form: Options for Multiple Sign Ups



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 your school visit SafeOregon.com see “about” page or “School Resource” page.