



Washington State Attorney General's Office



Washington Youth Safety and Well-being Tipline Report

November 2022

Letter from Attorney General Bob Ferguson



Dear Washingtonians,

We are seeing an alarming uptick in children and youth struggling with depression, anxiety, eating disorders, and self-harming behaviors. In addition, there is a surge in youth presenting with suicidal ideation and suspected suicide attempts to emergency departments statewide.¹ These are urgent concerns for young Washingtonians that we must address head on. The global pandemic exacerbated serious, ongoing mental health challenges impacting young people across Washington State.

My team is stepping up and taking action. We are preparing to launch the Washington Youth Safety and Well-being Tipline.² This program will respond to a wide range of tips related to youth safety and well-being, including bullying, suicide, violent threats, and sexual abuse.

In the last year, our team:

- Formed a multidisciplinary advisory committee representing organizations in the state that will receive and respond to tips;
- Engaged with approximately 600 youth boards and youth serving organizations;
- Conducted a survey of approximately 1,000 Washington youth up to the age of 25 years old; and
- Developed criteria and released a Request For Proposals (RFP) for a Tipline Vendor.

We commit to using an antiracist, trauma-informed, and youth-centered lens. Youth and youth-serving organizations are at the center of this work, and their expertise, needs, and experiences are supporting my office as we create this program.

This is our first annual report. We will continue to keep Washingtonians updated on the progress of this critical Tipline.

Sincerely,

A handwritten signature in black ink that reads "Bob Ferguson". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Bob Ferguson
Washington State Attorney General

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Background

There are approximately 18 state tiplines across the nation that receive anonymous or confidential reports of suspicious activity and threats to youth safety and well-being. These tiplines function as an early intervention tool to prevent tragedies by centering youth as the source of information about potential threats to them and their peers.³ The first state to create a program of this nature was Colorado in 2004 to prevent tragedies and protect schools and students from acts of violence, including school shootings.

In 2021, the Washington State Legislature appropriated funds through a proviso⁴ for the Washington State Attorney General's Office (AGO) to implement a statewide tipline program to support youth and convene the Washington Youth Safety and Well-being Tipline Advisory Committee to advise the agency as it develops the program. According to the proviso, this program must respond to tips 24/7/365, offer an app, text, chat, and phone line, and serve youth up to the age of 25. It also requires the AGO to include youth perspectives in the development, implementation, and marketing campaign of the program. Additionally, the AGO must conduct a competitive procurement for a vendor to run the program.



Vision for the Washington Youth Safety and Well-being Tipline

Youth's Vision for the Program

Between July and October 2022, the AGO Youth Program Team contracted with the Vida Agency (Vida) to launch two online surveys to gain input from youth on key features of the Washington Youth Safety and Well-being Tipline (Washington Tipline) including a youth vision for the program, branding, and marketing. The first survey had 722 respondents, and they provided input on topics such as a youth journey map,⁵ user interface design elements, understanding of safety and well-being,⁶ program name, and recommendations on engagement methods and branding. The second survey had 480 respondents and focused on an in-depth exploration into initial youth feedback from the first survey to narrow down options and ensure their concerns were understood. To incentivize participation, youth who shared their contact information were eligible for a \$15 gift card.

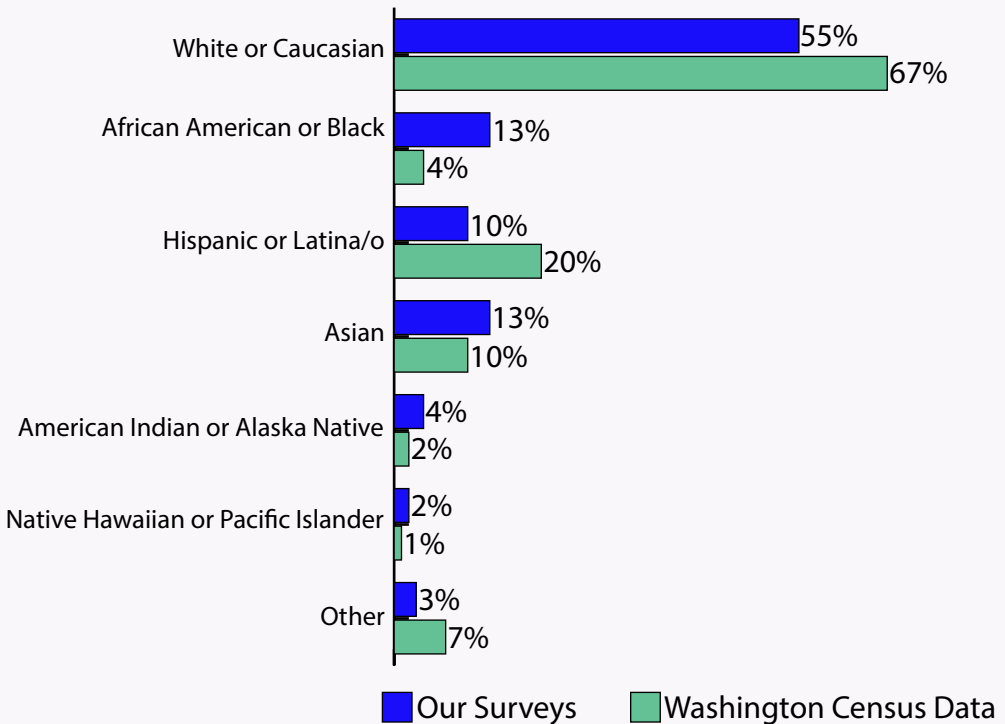


**Youth surveys
garnered a total of
1,202 responses.**

Youth Demographic Information

The survey heard from youth across the State of Washington who are 25 years old and younger. Of all survey participants, 58% were over the age of 18, and 42% were under the age of 18. The survey aimed to reach a diverse sample of youth by targeting urban and rural counties in Washington with high Black, Indigenous, and People of Color (BIPOC) populations. As a result, 44% of survey respondents who disclosed their race and ethnicity are BIPOC youth, while 56% identify as White only. Compared to statewide population data, there is an overrepresentation of BIPOC youth survey respondents. The focus on BIPOC youth is due to the high rates of behavioral health needs and adverse childhood experiences (ACEs)⁷ among this group compared to their White peers. For instance, American Indian or Alaska Natives account for the highest rates of suicide in the State of Washington,⁸ African Americans and Latinos have lower access to behavioral health services than Whites nationwide,⁹ and the prevalence of ACEs is higher among BIPOC children.¹⁰

Exhibit 1: Total Participants Race/Ethnicity vs Washington Race/Ethnicity



In terms of geographic reach, most of the respondents (71%) were from King, Pierce, Snohomish, Thurston, Spokane, and Clark Counties. Comparatively, these counties house approximately 70% of Washington's population. The survey, however, did not receive responses from youth living in less populated counties such as Okanogan, Ferry, Lincoln, Skamania, Wahkiakum, Columbia, Garfield, and Asotin Counties (see Appendix A). To fill this gap, the AGO Youth Outreach & Engagement Team is creating strategies to engage and receive input from youth living in counties where the survey failed to reach.

Of all survey respondents who shared their sexual orientation information, 66% identified as heterosexual or straight, while 34% identified as Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual, and Two-spirit (LGBTQIA2S+).¹¹ Gathering input from LGBTQIA2S+ youth is crucial for the Washington Tipline because this group faces high rates of poor mental health, bullying, unsafety and suicide attempts due to their sexual orientation and gender expression. According to the 2021 Healthy Youth Survey,¹² LGBTQIA2S+ students are nearly two times more likely to report feeling unsafe at school than their straight peers. Approximately 39% of 8th grade students who identify as gay, lesbian, or bisexual reported being bullied in the last 30 days compared to 17.5% of straight students. These factors can lead to low self-esteem and high levels of depression. For example, 65.9% of students in 10th grade who identify as LGBTQIA2S+ reported feeling sad and hopeless almost every day in the past year and 20.9% attempted suicide.

The youth survey also collected input from youth who reported they are low-income, are currently or have experienced homelessness, have a disability, have been in the foster care system, have interacted with the justice system, and are themselves or have family that are in the military. Based on the feedback received by the AGO Youth Outreach & Engagement Team, youth report there is a disparity of resources statewide when it comes to those who have entered into the foster care system, have interacted with the justice system, and military youth. These youth are often transient and need assistance navigating systems.

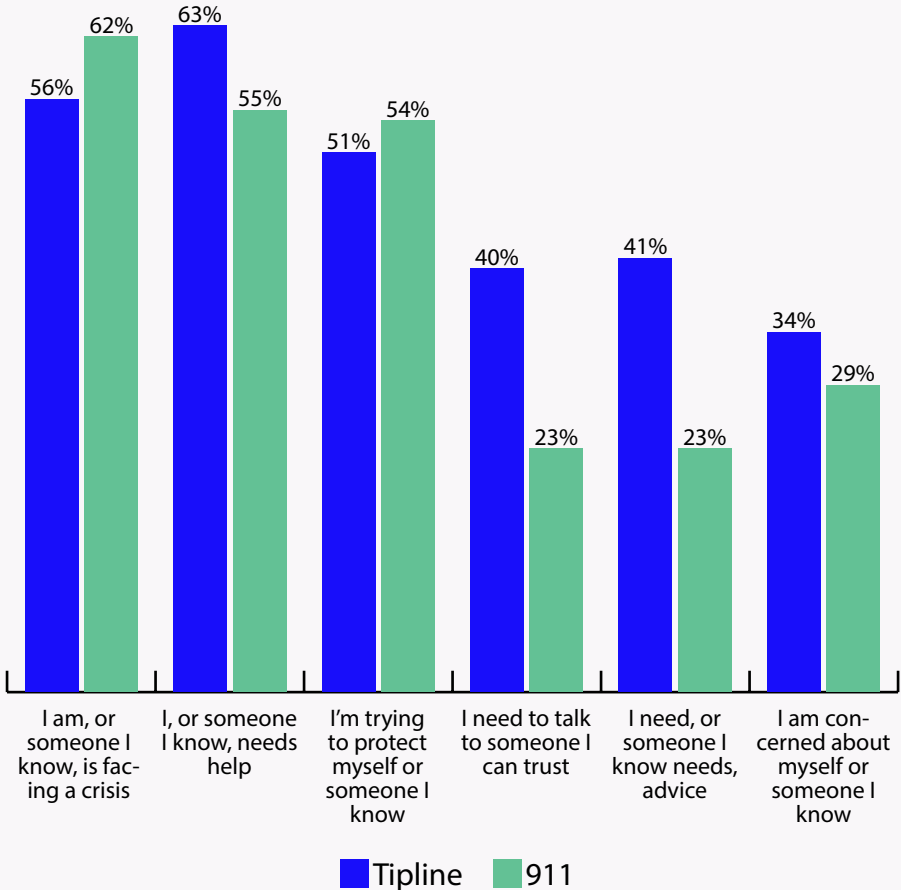
“Youth report there is a disparity of resources statewide when it comes to those who have entered into the foster care system, have interacted with the justice system, and military youth.”

Key Findings

1. Washington Tipline vs. 911

Youth reported being more likely to use the Washington Tipline when seeking non-emergency support. In order of priority youth would contact the Washington Tipline when they or someone they know needs help, when looking for advice, when they need to talk to someone they can trust, and when they are concerned about themselves or someone else. If there is a crisis or safety concern, youth reported being more likely to call 911.

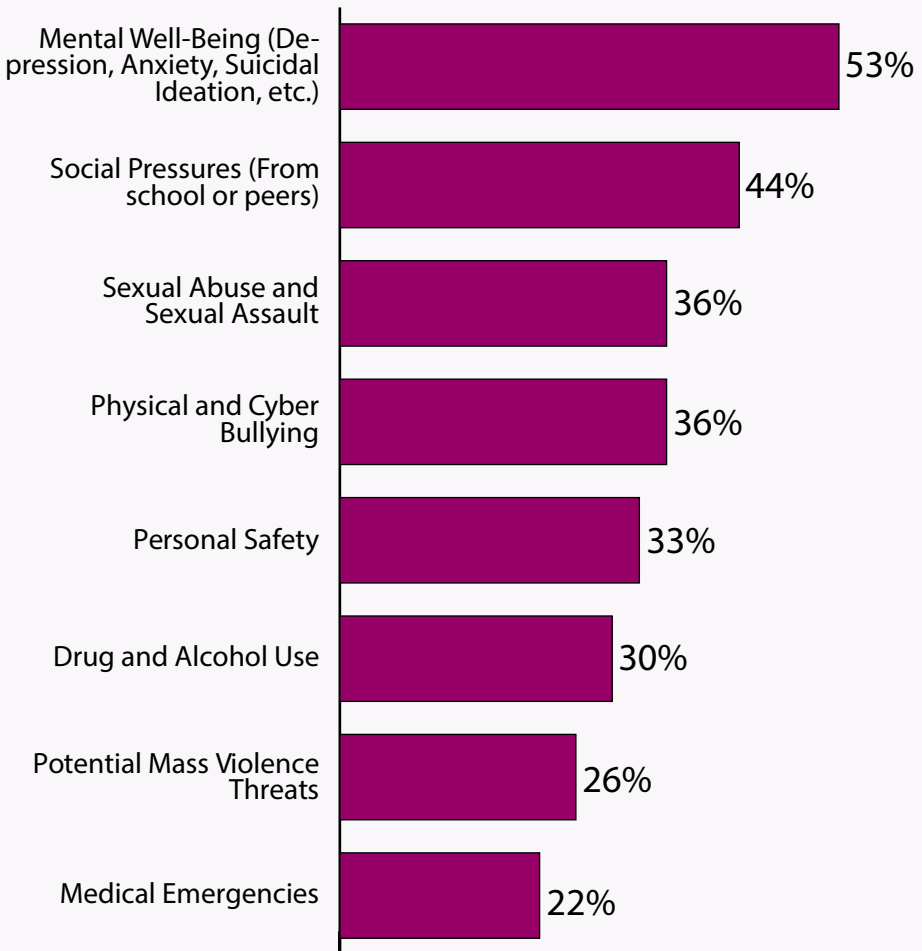
Exhibit 2: When Youth Would Call a Tipline vs 911



2. Needs Not Addressed By Other Resources

One of the goals of the youth surveys was to identify needs that are not adequately addressed by other resources. According to youth responses, the five most relevant needs are mental well-being, social pressures, sexual abuse and assault, and physical and cyberbullying. Additionally, in the open-ended section youth mentioned racism and hate crimes, LGBTQIA2S+ issues, abuse and neglect, housing, bills or food assistance, learning disability disparities, and non-criminal activities as relevant issues that other resources do not address.

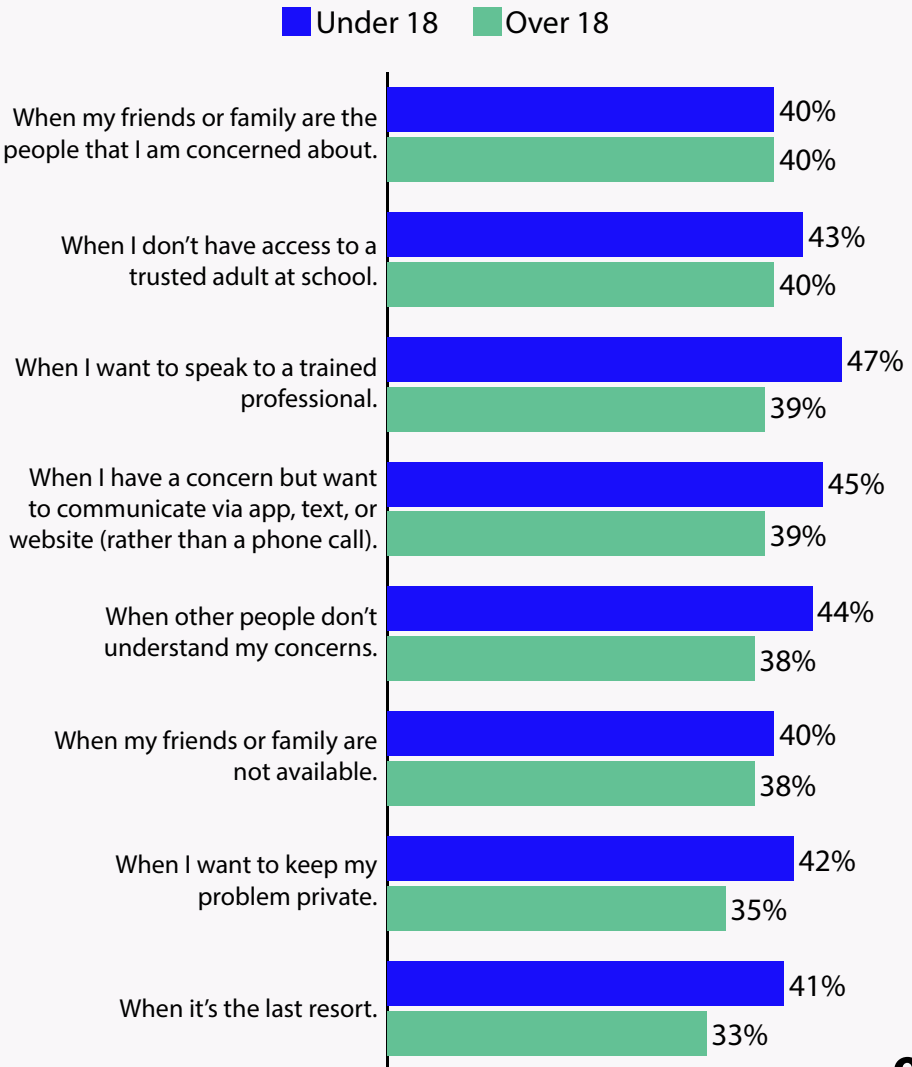
Exhibit 3: Most Relevant Issues That Are Not Adequately Addressed By Other Resources



3. When Youth Would Contact the Washington Tipline

Talking to a trained professional and being able to communicate concerns via app, text, or website are the main reasons youth under 18 would contact the Washington Tipline. Older youth, however, reported being more likely to reach out to the program when they are concerned about family and friends and do not have access to a trusted adult at school.

Exhibit 4: When Youth Are Most Likely To Call a Tipline



In the open-ended section youth provided examples of when they could have contacted a resource like the Washington Tipline to report concerns regarding family and friends.

“A time where I could have called a help line was when a person I knew tried killing themselves because they were stressed during school while it was finals week.”

“My mom has epilepsy, so it was scary when she would have seizures. If one’s parents has a medical condition that would be a great time for a helpline.”

“I have a friend who is not safe at home with her caregiver. They are having a hard time moving out and establishing themselves without help from an adult.”

Youth also provided examples of concerns about their safety and well-being that the Washington Tipline could address.

“If I’m having a panic attack or depressive episode at 2 AM.”

“When I don’t know what direction my life is going, maybe I turn to the hotline.”

“When I was in an abusive relationship at the age of 17, with a much older person.”

Youth also shared past situations when the resources available were not enough, and the Washington Tipline could have benefited them.

“When I didn’t have access to therapy.”

“In middle school, some kids threatened to beat me up and the school wouldn’t do anything, and they ignored my mom.”

“It could have definitely been helpful when I was getting sexually assaulted and was afraid to call 911 as I am a POC¹³ trans individual.”

“A family member had a mental breakdown and instead of getting him help he was sent to juvenile detention because there weren’t other resources for him.”

4. Building Trust

Because trust is critical for the effectiveness of the Washington Tipline, the survey asked youth what would make them trust and use the program. Youth reported they would trust the Washington Tipline if their personal information is kept private, the person they are speaking to addresses their concerns, and their conversation is not shared with third parties. Youth also expressed not involving the police as a factor for building trust between them and the program, especially for those over 18.

When asked what privacy means to them, youth highlighted the importance of having control over who has access to the information they are sharing, not sharing their information with third parties and law enforcement, and not sharing details of the conversation with people they know. More specifically, most respondents want their information to be kept private from the school, the people they know (including families and friends), and law enforcement.

LGBTQIA2S+ and BIPOC youth are particularly concerned about their privacy, as shown in the comments below.

“Please. Please no police. Having the police leads to LGBTQ+,¹⁴ BIPOC, and other marginalized communities to use these resources less, and they might need it the most.”

“LGBTQIA2S+ community needs/require privacy to prevent victimization.”

Youth also recognized that in some cases, sharing their information and contacting law enforcement will be necessary to prevent tragedies.

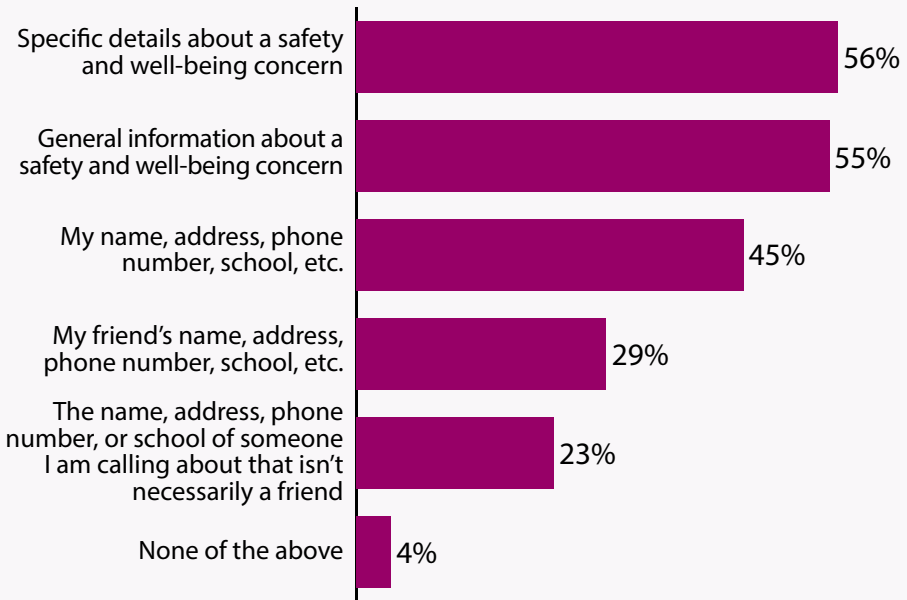
“Would prefer it to be untraceable unless there is a threat to others reported.”

“Not shared with others unless I am suicidal or threat to others.”

“I think that for the well-being line to be successful, privacy is important. However, I believe that if someone were in danger, it would be appropriate to contact law enforcement.”

While youth value privacy, nearly half of respondents expressed being comfortable sharing details about the incident and their personal information. However, fewer are comfortable sharing information about their friend or a third party.

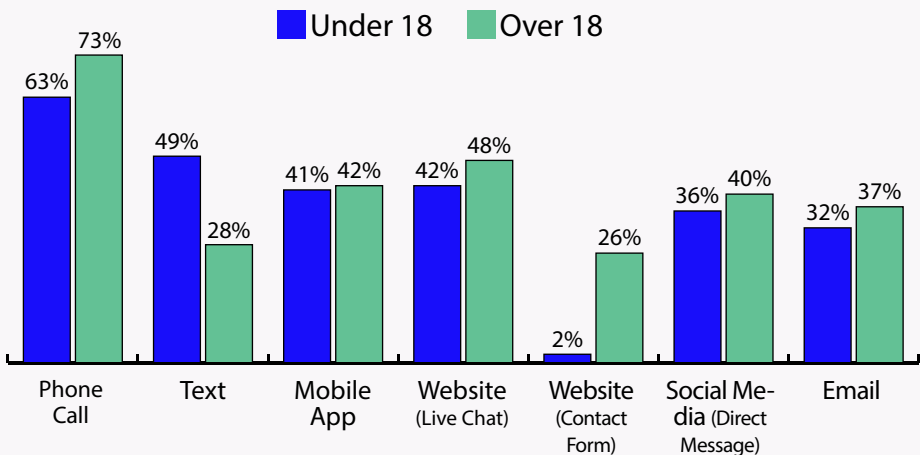
Exhibit 5: What Information Would Youth Feel Comfortable Sharing



5. Contacting the Tipline

Most youth reported calling as their preferred method for contacting the Washington Tipline. Other options are texting, live chat, or a mobile app. When it comes to features of the mobile app, simplicity, anonymity, and not having to speak verbally with someone are the top preferences. Overall, it is important for youth to know the program is acting to address their concerns, which they also mentioned as critical for trusting the program.

Exhibit 6: How Would Youth Like to Contact a Tipline



Finally, youth reported wanting to talk to a trained professional when contacting the Washington Tipline, as well as someone who has gone through a similar experience.

Future Outreach and Engagement Work

The survey also collected input from youth on marketing and branding, language accessibility, user interface design elements, and program name. Other data points collected include languages youth speak at home besides English, education status, and social media use. The AGO Youth Outreach & Engagement Team will use the data collected to inform future engagement and marketing decisions to ensure the program resonates with youth and is equally reaching them all over the state. Future steps for the AGO Youth Outreach & Engagement Team will also include using a Human-Centered Design (HCD)¹⁵ model to continue gathering input from youth, and revisit and refine some of the survey findings.

AGO's Vision for the Program

Considering the perspectives that youth shared in the surveys, the AGO's vision for the Washington Tipline is to build a holistic program that meets behavioral health needs by linking youth to existing systems of support. It will respond to a wide range of tips related to youth safety and well-being, especially concerning youth behavioral health needs, such as depression, anxiety, self-harm, and suicide. In addition to its youth-centered approach, the AGO Youth Program Team uses an antiracist, and trauma-informed program lens. Guiding definitions can be found in Appendix B.

“Research shows that youth who contact tiplines are most likely to report on issues related to bullying and behavioral health needs.”

The vision for the Washington Tipline also results from the 12 months of work the AGO Youth Program Team has done, which includes researching and meeting with other states that have developed tipline programs across the country. This research shows that youth who contact tiplines are most likely to report on issues related to bullying and behavioral health needs, primarily suicide,¹⁶ which aligns with concerns youth indicated in the surveys.

Because other states' tiplines center on preventing violence in schools, they depend heavily on the K-12 system for the program to function. To build a more inclusive program that will not solely serve youth enrolled in public schools and to avoid overwhelming the K-12 system, the AGO Youth Program Team is including public safety and behavioral health systems in the program development and implementation. For instance, systems such as the 988 Suicide & Crisis Lifeline, local behavioral health services, 911, local law enforcement, and Child Protective Services will have a role in responding to youth tips from the Washington Tipline.

In an effort to ensure the creation of a program with equitable outcomes across the state, the AGO Youth Program Team applies a racial equity lens to all areas of this project by analyzing its decision-making process and assessing recommendations from the Washington Youth Safety and Well-being Tipline Advisory Committee. Dialogues around reducing bias and avoiding unnecessary involvement with law enforcement are recurrent in advisory committee meetings. The AGO Youth Program Team is working with the committee to develop strategies to prevent unintended negative impacts on vulnerable youth, especially those who identify as BIPOC.

The AGO Youth Program Team's trauma-informed approach consists of creating strategies to prevent unintended harm. This includes learning from youth, youth programs, and state tiplines and using this knowledge to forecast and avoid situations that might traumatize or re-traumatize youth. Additionally, the AGO Youth Program Team and advisory committee work on policies and procedures that will guide the operationalization of this program to ensure youth are connected to the resources they need.

"The Washington Tipline strives to be antiracist, trauma-informed and youth-centered."

(Page 22)

To be youth-centered, in addition to collecting youth's input via surveys, the AGO Youth Outreach & Engagement Team does a significant amount of outreach to youth representing historically excluded communities.¹⁷ This includes communicating with youth about the program and collecting their feedback. Additionally, the AGO Youth Outreach & Engagement Team is proposing to use an HCD model to gather recommendations from youth on creating a shared-power model where their input concerning the program's development and implementation is incorporated into the program.

Activities of the AGO Youth Program Team



The AGO Youth Program Team. From left to right: Monserrat Jauregui, Erica Chang, Clarissa Lacerda, Camille Goldy.

The AGO Youth Program Team began the process of creating the Washington Tipline in August 2021. Camille Goldy, the Youth Program Manager, sets the vision and leads the team. Clarissa Lacerda, the Youth Policy Analyst, convenes the Washington Youth Safety and Well-being Tipline Advisory Committee. Monserrat Jauregui, the Youth Outreach Lead and Erica Chang, the Youth Outreach Coordinator, develop relationships with communities, including youth and youth-serving organizations, families, educators, behavioral health providers, and law enforcement.

AGO Youth Outreach & Engagement Work

The AGO Youth Outreach & Engagement Team is conducting a statewide scan of youth-serving organizations, particularly those that serve the most vulnerable and underserved youth. The team is meeting with these organizations and youth to initiate relationships and learn more about youth safety and well-being needs and desired tip responses. So far, the AGO Youth Outreach & Engagement Team has contacted 600 organizations and groups from various sectors, ranging from state agencies and community-based organizations to youth boards and commissions, and met with 260 of these organizations.

The work of the AGO Youth Outreach & Engagement Team:

- Builds relationships with diverse communities;
- Gathers community input for the design and execution of the Washington Tipline;
- Crafts policies that reflect the goals of the Legislature and the perspectives of communities;
- Creates a program with youth perspectives at the forefront; and,
- Listens to and uplifts the voices of vulnerable youth.

Beginning in March 2022, the AGO Youth Outreach & Engagement Team started meeting with youth boards, commissions, advisory committees, and coalitions working with government, city agencies, and non-profit organizations. They asked the youth about their governance structures, how they are involved in decision-making, if they are compensated for their participation, why they joined the group, and what they hoped to get out of the experience. The knowledge acquired from these meetings led the team to propose a plan for involving youth in the development and implementation of the Washington Tipline, which includes using an HCD model.

Washington Youth Safety and Well-being Tipline Advisory Committee

The AGO convenes the Washington Youth Safety and Well-being Tipline Advisory Committee as directed by the Legislature.¹⁸ The Committee has 18 members, representing health, behavioral health, public safety, law enforcement, school districts, higher education, legal aid, and child protective services. The current advisory committee membership roster can be found in Appendix C, page 13.

The purpose of the advisory committee is to advise the AGO as it develops processes for risk and threat assessment, referral and follow-up, data retention, and confidentiality for the Washington Tipline (see Appendix C). Although the committee provides recommendations to the AGO, it is not a policy or rule-making body.

“The Committee has 18 members, representing health, behavioral health, public safety, law enforcement, school districts, higher education, legal aid, and child protective services.”

The Washington Youth Safety and Well-being Tipline Advisory Committee is charged with:

- Assessing tips based on the level of severity, urgency, and assistance needed using best triage practices;
- Risk assessment for referral of persons contacting the program;
- Threat assessment that identifies circumstances requiring the Washington Tipline to alert law enforcement, mental health services, or other first responders immediately when immediate emergency response to a tip is warranted;
- Referral and follow-up on tips to schools or postsecondary institution teams, local crisis services, law enforcement, and other entities;
- Data retention and reporting requirements;
- Ensuring the confidentiality of persons submitting a tip and to allow for disclosure when necessary to respond to a specific emergency threat to life; and
- Systematic review, analysis, and reporting of Washington Tipline data including, but not limited to program utilization, and evaluating whether the program is implemented equitably across the state.

The advisory committee meets on the second Wednesday of each month from 1:00 p.m. to 2:30 p.m. Meeting agendas and notes are available on the Washington Tipline web page.¹⁹ See Appendix D for a summary of the meeting notes.

Washington Youth Safety and Well-being Tipline Advisory Committee Progress Report

The AGO Youth Program Team conducts research, drafts, and presents materials to the advisory committee related to the various components of the Washington Tipline program. Advisory committee members routinely provide feedback from the perspectives of their respective constituencies. The materials the advisory committee and the AGO Youth Program Team have put together between January and November 2022 are below.

- **Systems Inventory:** An initial inventory of systems at the local, regional, and state levels that can support or partner in the Washington Tipline referral and response process. The AGO Youth Program Team and advisory committee divided these systems into behavioral health, education, and public safety fields.
- **Urgency Levels and Tip Categories Table:** This table contains definitions of urgent, critical, non-critical, and other tips, as well as tip categories that fall into those groups.
- **Proposed Tipline Flowchart:** A diagram delineating the steps for a tip response. It outlines tip responder organizations and when Washington Tipline should refer youth to them based on the urgency level of the tip.
- **Tip Category Glossary:** This documents clear definitions for each tip category. These definitions align with state statutes and other services. The Tip Category Glossary will guide Washington Tipline call center staff as they triage tips and refer youth to appropriate services and supports. The AGO Youth Program Team and advisory committee worked together to develop this glossary.
- **Tip Category Flowchart:** A diagram detailing the tip response process. It contains four steps the call center will take when responding to a tip:
 1. Identify tip category – call center staff will ask youth to describe the incident and provide as much detail as possible;
 2. Determine tip urgency level – call center staff will ask additional questions to youth to identify tip urgency level;
 3. Referral – call center staff will contact, refer or transfer youth to appropriate resources; and
 4. Close the tip – the agency that received the tip submits an After Action Report²⁰ describing how they handled the situation.

Next Steps

Vendor Updates and Launch of the Program

As required by the proviso, the AGO must conduct a competitive procurement process to contract with a vendor to develop and run the technology, tip receipt, and triage process for the program. The AGO conducted a Request For Information (RFI) on February 14, 2022 to learn more from potential vendors about the marketplace for this type of work. Using the information from the RFI and the process developed by the advisory committee, the AGO launched a Request For Proposals (RFP) on November 8, 2022. The AGO anticipates naming an Apparent Successful Bidder in spring 2023 based on the results of the competitive procurement.

Once the Washington Tipline goes live, the AGO Youth Program Team will conduct an ongoing evaluation to assess whether the program is aligned with the AGO's vision, is implemented equitably across the state, and achieving its desired outcomes. Data collected through the implementation of this program will help the AGO continuously improve the program and experience for youth.

Washington Youth Safety and Well-being Tipline Advisory Committee

In 2023, the advisory committee plans to focus its efforts on:

- Developing a Best Practices Toolkit for tip responders, including behavioral health services, law enforcement, and schools;
- Reviewing and analyzing tips received and responded to by the program;
- Evaluating whether the program is being implemented equitably across the state;
- Proposing solutions for challenges that arise in regards to program utilization and tip responses;
- Working with tip responders and other stakeholders to ensure tip responses are appropriate and proportional;
- Promoting the program; and
- Researching and creating recommendations about necessary changes to the program.

Outreach and Engagement

The AGO envisions that a diverse group of youth will co-design²¹ with the AGO Youth Program Team a process for ongoing youth input in shaping the program development, implementation, and evaluation.

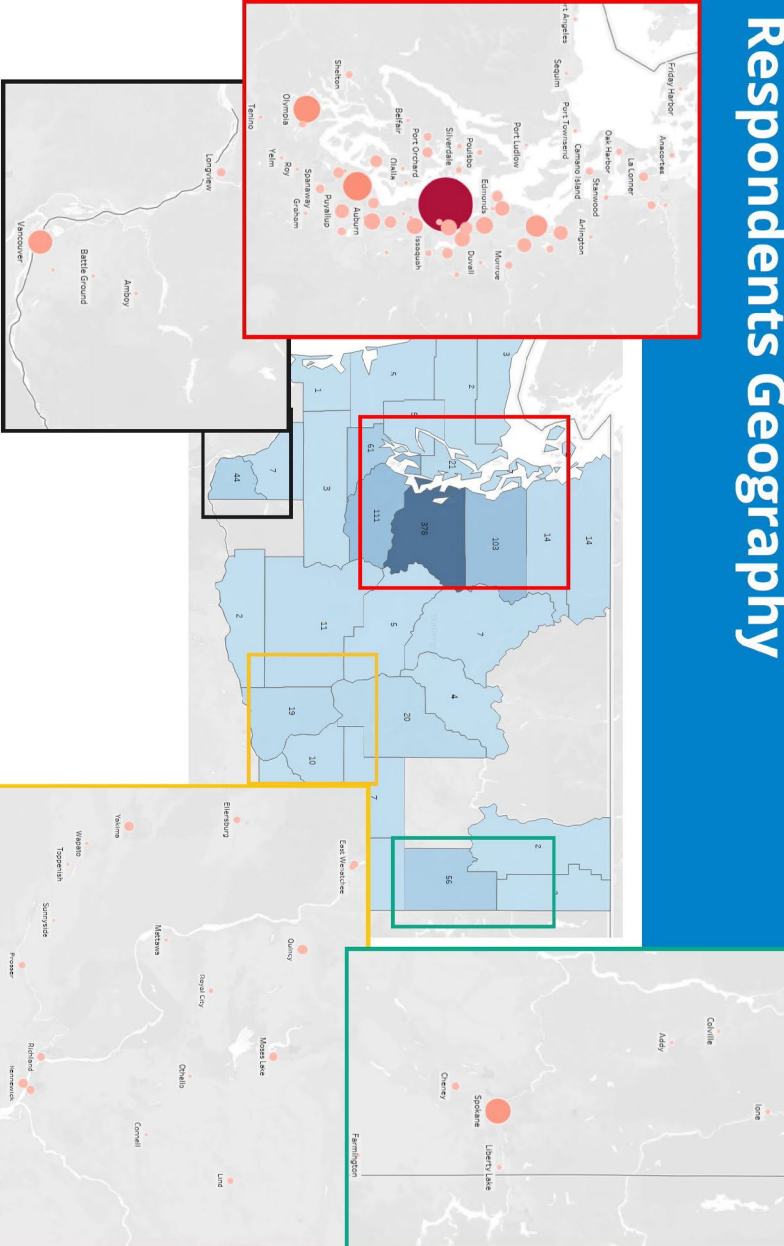
The AGO Youth Program Team seeks to build meaningful relationships with youth so they can see the outcomes of their recommendations operationalize and inform policy. Additionally, youth will obtain new knowledge, skills, and abilities through training and participation, and receive an honorarium for their work and lived expertise. The goal is for youth to see the Washington Tipline as a resource they can trust and refer to their friends. The AGO Youth Outreach & Engagement Team will receive ongoing input from youth and work with the AGO and the Washington Youth Safety and Well-being Tipline Advisory Committee to incorporate their recommendations into the program.



APPENDICES

Appendix A – Participants by Washington County of Residence

Respondents Geography



Appendix B – Tipline Antiracism, Youth-centered and Trauma-informed Vision

The Washington Tipline strives to be antiracist, trauma-informed and youth-centered. The definitions below were crafted by the AGO Youth Program Team and are used in internal decision-making and for communicating to stakeholders about the vision of the program.

Antiracism
Antiracism is an individual commitment to the learning and un-learning required to locate the problems, concerns, and policies that promote racism and doing one’s best to eradicate and/or change them. We are committed to recognizing, addressing, and eradicating all forms of racism within the scope of our work. We acknowledge that racism and discrimination are embedded into organizational structures, policies, and systems, and that we must, at all times, utilize an anti-racist lens to identify practices that perpetuate white supremacy and discrimination.
Youth-centered
Re-orienting the way we think and see things by having youth actively participate in program planning, implementation, evaluation and focusing on what is important to youth now and acting upon this in alliance with their family, friends, stakeholders and other experts.
Trauma-informed
Trauma can be experienced on an individual and collective level both consciously and unconsciously. The Washington Tipline program strives to be trauma-informed by acknowledging that every individual may have experienced trauma in their lives and using this knowledge to avoid re-traumatizing and doing more harm to youth. Awareness of lingering symptoms of trauma and helping youth identify and reduce distress and problems related to that trauma is how we can be trauma-informed.

Appendix C – Washington Youth Safety and Well-being Tipline Advisory Committee Charter

TIPLINE ADVISORY COMMITTEE

CHARTER

I. AUTHORITY, PURPOSE & SCOPE OF WORK

Authority: The Advisory Committee is established pursuant to Engrossed Substitute Senate Bill 5092 (2021).

The legislature appropriated funds in the 2021 legislative session for the Office of the Attorney General to (1) convene an Advisory Committee; and (2) develop and implement a statewide Tipline Program. The Tipline is a program for receiving and responding to tips from the public regarding risks or potential risks to the safety and well-being of youth. The program will empower youth to learn about local resources available to them and to share their concerns about individuals that could be at risk to harm themselves or others. The Tipline Program as well as the Advisory Committee will strive to be trauma-informed, anti-racist, and informed by youth voice.

Purpose: The purpose of the Advisory Committee is to advise the Office of the Attorney General as it develops processes for risk assessment, threat assessment, referral and follow-up, data retention, and confidentiality of the Tipline Program.

Scope: The Advisory Committee will provide recommendations to the Office of the Attorney General, but is not a policy or rule-making body. The Advisory Committee is charged with:

- Researching, reviewing, and making recommendations for best practice protocols for coordinated community responses to youth safety and well-being as they contact the Tipline, including but not limited to:
 - Access to behavioral health, education services, and law enforcement services;
 - Data retention and information-sharing among responding professionals and service providers, while

- maintaining youth confidentiality;
- Processes for risk and threat assessment of tips received; and
- Processes for referral and follow-up to ensure youth will receive timely assistance as they provide tips.

The Advisory Committee’s recommendations will be reviewed by Assistant Attorneys General and taken into consideration as the agency develops a Request for Proposals and negotiates terms with a Tipline vendor.

Duration: The Advisory Committee must hold a minimum of one meeting monthly and submit initial findings and recommendations to the Office of the Attorney General by June 2022. The work of the Advisory Committee concludes January 31st, 2023. However, additional meetings may be scheduled as the work unfolds, and committee representatives will be informed one month in advance. The Office of the Attorney General may determine that the Advisory Committee continues meeting beyond January 2023 and will communicate this with members by November 2022.

II. MEMBERSHIP

Composition: The Advisory Committee has 18 members, representing health, law enforcement, school districts, higher education, legal aid, and child protective services.

Name	Affiliation	Appointed by the State Legislature
Health		
Diana Cockrell	Washington State Health Care Authority	Yes
Kallie Kurtz	Washington State Department of Health	Yes
Kirk Williamson	Benton Franklin Community Health Alliance	No
Larry Wright	UW Forefront Suicide Prevention Center	No

Maithri Sarangam	Seattle Indian Health Board	No
Education		
Abigail Westbrook	Washington State School Directors' Association	No
Chris Weedin	Washington Association of Educational Service Districts	Yes
Ella DeVerse	Washington Office of Superintendent of Public Instruction	Yes
Liz Pray	Washington Education Association	No
Roz Thompson	Association of Washington School Principals	No
Sam Loftin	Washington Student Achievement Council	Yes
Tanya Aggar	Washington State Parent and Teacher Association	No
Law Enforcement		
Adam Wasserman	Washington Emergency Management Division	No
Brian George	Washington State Fusion Center	No
Carri Gordon	Washington State Patrol	Yes
Kevin Fuhr	Washington Association of Sheriffs & Police Chiefs	No
Civil Rights		
Karen Pillar	TeamChild	No
Child Protective Services		
Gavyn Tann	Washington State Department of Children, Youth, & Families	No
Committee Staff and Contractors (non-voting)		
Camille Goldy	Office of the Attorney General, Policy Division	N/A

Clarissa Lacerda	Office of the Attorney General, Policy Unit	N/A
Erica Chang	Office of the Attorney General, Policy Unit	N/A
Monserrat Jauregui	Office of the Attorney General, Policy Unit	N/A
Sahar Fathi	Office of the Attorney General, Policy Unit	N/A
Linda Hoage	Office of the Attorney General, Information Services	N/A
Megan Osborne	Maike & Associates	N/A
Michelle Maike	Maike & Associates	N/A

It is intended that the Advisory Committee will leverage the expertise and insights of its membership and respective stakeholder constituencies. Advisory Committee members are not directly responsible for managing project activities, but will assist the project by:

- Playing an active role by attending meetings (remotely) and participating in discussions;
- Communicating information and positions openly, respectfully, and in a timely fashion;
- Offering specific expertise when appropriate, including identifying emerging issues or points of concern;
- Providing thoughtful ideas for consideration by the Advisory Committee;
- Listening to and evaluating ideas with an open mind and an interest in multiple and diverse perspectives;
- Relaying information to their respective constituencies about Advisory Committee activities and gathering information from their constituencies to share with the Advisory Committee;
- Maintaining a cooperative disposition that demonstrates the belief that the Advisory Committee work together is better than any individual member could do on their own;
- Working toward consensus by including and connecting diverse ideas; and
- Contributing in good faith to final recommendations that reflect the shared purpose and common interests of the Advisory Committee.

Non-Members: Meetings will be open to the public. The Advisory Committee may allow for comments from non-member attendees, time permitting. Comments must be relevant to the subject under consideration, may be temporally limited, and may not be disruptive, as determined by the meeting facilitator.

III. MEETINGS

Meetings are expected to last 90 minutes and will not extend past the time as stated on the agenda without the consent of the majority of the members attending that meeting.

Notification: The Office of the Attorney General will send notices that include the date, time, and place of the meeting, and will create agendas indicating the business to be transacted. The Office of the Attorney General will endeavor to send meeting agendas 2 days in advance, and will send agendas no later than 24 hours in advance.

Voting Process: The Office of the Attorney General will facilitate Advisory Committee meetings, soliciting votes as follows:

- Solicit proposals for recommendations.
- Open discussion on the topic, soliciting opinions from all members.
- Use facts and issues raised in discussion to generate potential alternatives.
- At the conclusion of the discussion, allow for feedback on unresolved issues related to the topic.
- Solicit final comments.
- Each member will be asked to vote openly on the proposed recommendations. No secret ballots will be allowed.

Meeting Decorum: For video conferences, group members are asked to use these meeting practices:

1. Mute yourself when you are not talking;
2. Be on camera if possible;
3. Use the rename function to post the name you prefer to be called and your representing entity in the meeting;
4. Limit background distractions to the extent possible;
5. Let the speaker finish their thought; and
6. Use the raised hand function to request a turn to talk.

Additionally, these social practices will help ensure our productivity:

1. Seek multiple perspectives;
2. Maintain a flexible and open mind;
3. Listen from the speaker's point of view;
4. Confront ideas not people;
5. Pose questions rather than disagreements;

6. Respect time limitations; and
7. Work toward consensus and our shared purpose and common interests.

Statement of Position: Advisory Committee members wishing to establish a position in writing may do so. Statements of position received prior to or during a meeting will be shared with the Advisory Committee by the facilitator. The facilitator has the responsibility to share the statements of position expressed by members during relevant discussion. However, the role of the facilitator is not to support or defend the positions expressed.

Location: Advisory Committee meetings will be held virtually using a video conference platform. If public health conditions allow for meeting in person, meetings will generally be held at the offices of the Attorney General, but may also be held at other sites as deemed appropriate. Participation by video and teleconference will also be provided.

IV. COMMUNICATIONS

All email and other electronic communication to the Advisory Committee are subject to relevant public records laws and disclosure. To help ensure compliance with the retention requirements for public records, all non-transitory email correspondence should be cc'd or forwarded to Clarissa Lacerda (clarissa.debarroslacerda@atg.wa.gov). In addition, although the Advisory Committee is primarily advisory in nature, all “decisions” of the Advisory Committee must be made in the open during working group meetings.

Meeting Minutes: Meeting notes summarizing the highlights of the previous meeting will be prepared by the Office of the Attorney General and distributed to the Advisory Committee members. Meeting notes will be provided for consideration in the meeting following. Meeting notes shall include, at a minimum, the following information:

- i. Date, time, location of the meeting, and a list of members in attendance;
- ii. A summary of discussion topics; and
- iii. The outcome of proposals and recommendations.

**Appendix D - Meeting Schedule and Committee Progress Report
2022**

January 12
<ul style="list-style-type: none">• Reviewed Tipline history in Washington and presented AGO’s vision for the program.• Outlined the Tipline Advisory Committee Charter describing how the group would operate and asked committee members to provide feedback via email.• Presented Open Public Meetings Act (OPMA) & Public Records Laws.
January 26
<ul style="list-style-type: none">• Advisory committee members adopted the charter.• AGO staff presented an overview of the development of tiplines nationwide, including most reported tip categories, referral process, and lessons learned.• Department of Health (DOH) updated the committee on the development of 988 in Washington.• AGO team introduced the concept of Systems Inventory and asked Committee members to list systems that exist statewide and can support/be a partner in the Tipline process. The meeting ended with a group discussion.
February 9
<ul style="list-style-type: none">• AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including their mission, vision, and values. The presentation also included AGO’s youth engagement strategy for the Washington Tipline.• AGO staff presented a summary of the Systems Inventory committee members populated during the January 26th meeting.• The committee engaged in an initial review and discussion on the proposed Tip Categories & Urgency Levels Table and Flowchart.

March 9

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including the Tipline Outreach Two-pager (Appendix E) that contains information about the Washington Tipline, its intended outcomes, goals for community outreach, guiding principles, strategies in the process of conducting outreach, and topics for input from community-based organizations and youth.
- AGO staff presented an overview of the Washington Tipline RFI process and reviewed changes to the proposed Tip Categories & Urgency Levels Table and Flowchart reflective of feedback from February 9th meeting.
- Committee members were divided into small groups to brainstorm and document how their collective systems would respond to a critical and a non-critical tip based on tip scenarios.

April 13

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work and the process to contract with a vendor to launch the youth surveys that will collect input from youth regarding the Washington Tipline.
- AGO staff updated the committee on the RFI process for the Washington Tipline call center vendor.
- The meeting also included a summary of steps the committee has taken since March, key takeaways from the Tip Urgency Level Sub-group, and next steps.

May 11

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including information about the youth surveys and research to learn more about youth-led advisory committees, commissions, and boards.
- AGO staff presented a summary of changes to the Tip Categories & Urgency Levels Table reflective of feedback from the April 13th meeting.
- The committee engaged in a discussion regarding the Tip Category Glossary and Tip Category Flowchart.

June 8

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including a presentation about alternative approaches to engage with youth. The concept of Human-Centered Design (HCD) for youth engagement was introduced and explained how the team hopes to use this model to gather input from youth on the development and implementation of the Washington Tipline.
- AGO staff briefly summarized changes to the Tip Category Glossary, reviewed the Tip Process discussed in the May 11th meeting and summarized overall tip process development to date.
- Committee members completed a Zoom poll informing the AGO of the pieces of information they want to see in a Tip Form²² and shared their perspectives on the After Action Report.

July 13

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including the first youth survey and outreach efforts to youth, communities, and other stakeholders.
- AGO staff briefly reviewed materials and discussion from the June 8th meeting, including the proposed Tip Process, proposed Tip Flowchart, Tip Form poll results and discussion, After Action Report, and Severity Assessment Questions.²³
- Committee members completed the Referral Pathways Survey indicating their recommended primary, secondary, and tertiary (as appropriate) referral entities for each tip category.

August 10

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including information related to the first youth survey (which launched in July).
- AGO staff updated the committee on the RFP development process for a vendor.
- The meeting included a review of the discussion from the July 13th meeting, presentation of the results from the Referral Pathways Survey, and an initial discussion of potential training for the Washington Tipline call center.

September 14

- The September meeting was canceled. The AGO Youth Program Team met with advisory committee members individually to discuss training recommendations and resources for the call center.

October 12

- The Vida Agency (Vida) presented the results from the youth surveys.
- AGO staff presented the Tipline Advisory Committee Progress Report, which documents the process and progress of the committee for the period of January to August 2022. The report was completed by contractor Maike & Associates, LLC. The presentation included a summary of the steps the committee has taken on the development of a tipline framework, and highlighted the questions, concerns, and discussions that have occurred as part of the committee's work since January.
- AGO staff also updated the committee on the RFP development process for a vendor.

November 9

- AGO Youth Outreach & Engagement Team updated the advisory committee on their work, including the number of organizations they have contacted over the past 12 months, where they are located, and what regions they are having difficulty reaching.
- AGO staff summarized the conversations held in September regarding training needs for the call center. The presentation included the types of training committee members and other stakeholders suggested and other skills and knowledge expected from individuals who will be receiving tips from youth.
- The meeting also included a discussion about data collection, evaluation, and what success looks like for this program.

Appendix E – Tipline Outreach Two-pager

Introduction

Following the publication of the report²⁴ from the 2020 Youth Safety and Well-being Statewide Reporting Tool Workgroup and authorized by a budget proviso,²⁵ the Office of the Attorney General is required to develop a statewide youth safety and well-being tipline that will be accessible 24 hours a day, seven days a week. Youth (ages 0-25) identified through the Washington State Tipline will be provided with the appropriate resources or triaged to appropriate interventions within the state. The AGO will be contracting with a vendor through a competitive procurement process. The identified vendor will run the Washington Tipline with oversight from the AGO.

Intended Outcomes

We envision that the Washington Tipline will provide ways to report safety and well-being concerns to help prevent tragedies and violence. In particular, it will:

- Receive and respond to tips regarding risks or potential risks to the safety and well-being of youth 24 hours a day, seven days a week, 365 days a year;
- Will be available for youth to reach out via text, app, web form or phone call;
- Will be for reports about one's own safety or well-being, or reports of other individuals who could be at risk to harm themselves or others; and,
- Will strive to be trauma-informed, anti-racist, and youth centered.

Goals for Community Outreach

- Build relationships;
- Gather community input for the design and execution of the Washington Tipline;
- Craft policies that reflect the goals of the Legislature and the perspectives of our communities;
- Create a program with youth perspectives at the forefront; and,
- Listen to and uplift the voices of impacted, vulnerable, and Black, Indigenous and People of Color (BIPOC) communities.

Guiding Principles and Strategies in our Process

- Support community members to voice their needs, concerns, questions, and suggestions;
- Integrate the experiences and expertise of disproportionately harmed communities, including BIPOC groups, as well as people with disabilities and behavioral health needs; and,
- Engage in follow-up conversations and maintain community relationships.

Topics for Input (non-exhaustive list)

- 1) Strategies for Washington Tipline interactions with vulnerable and marginalized youth.
- 2) Strategies to create, sustain, and continue relationships with those who identify as underrepresented and/or historically excluded.
- 3) Common understanding for the following words: “safety,” “safe space,” “harm,” “self-harm,” “threat,” “risk,” and “warm handoff.”
- 4) Strategies for stakeholder trainings on the topics of equity, biases, and anti-racism.

Guiding Questions (non-exhaustive list)

We are in the early stages of developing the Washington Tipline and we would like your input:

- 1) What is most important to your work and your organization right now?
- 2) How have you stayed engaged with other organizations/communities during the pandemic?
- 3) Does your organization offer services in other languages or translate documents into other languages?
- 4) What are your goals for the Tipline policies? What are your concerns about the development process, final result, and outcomes of the policies?
- 5) How can the Tipline policies help make everyone in the community safer, especially youth?
- 6) In what ways can our policies address anti-racism, equity, inclusion, safety and mental health concerns?
- 7) Whom else should we be talking to in your network?

Incorporating Input from the Community

How we plan to go forward with your input:

- Request feedback on tip urgency levels and tip category language;
- Report input to the advisory committee;
- Produce a best practice toolkit informed by youth on their recommendations for responding to tips that aligns with an antiracist, trauma-informed, and youth-informed lens;
- Communicate input to youth crisis response systems;
- Collect data on tips and tip responses to inform a continuous improvement process; and,
- Revisit conversations with stakeholders and partners for continuous improvement.

Endnotes

1: Washington State Department of Health. (2022). *COVID-19 Behavioral Health Support Guidance for Children, Youth, and Teens in Crisis* [Press release]. <https://doh.wa.gov/sites/default/files/2022-03/821-164-BehavioralHealthGuidanceYouthInCrisis.pdf>

2: For the purpose of this report, this program is being referred to as Washington Youth Safety and Well-being Tipline. However, this is not the final name of the program and it will change based on feedback provided by youth.

3: Washington State Office of the Attorney General Bob Ferguson. (2021, July). *Youth Safety and Well-being Statewide Reporting Tool Work Group*. <https://agportal-s3bucket.s3.amazonaws.com/uploadedfiles/2020%20Tip%20Line%20Report.pdf>

4: ESSB 5092 – 67th Legislature (2021-2022): *Making 2021-2023 fiscal biennium operating appropriations*. <https://lawfilesexternal.wa.gov/biennium/2021-22/Pdf/Bills/Senate%20Passed%20Legislature/5092-S.PL.pdf?q=20220824093727>

5: A journey map is a visualization of the process that youth will go through to contact the Tipline and receive the services they need. It includes when youth would use the program, how they will contact the program, who they wish to talk to, and what they hope to get from it.

6: 82% of survey respondents agreed with the following definition of Safety and well-being: Safety and well-being together is your overall sense of security and satisfaction with your life. It includes all your different perceptions and feelings about the world and how you fit into it (like a sense of security and happiness) as well as your social attributes (like getting your basic needs met).

7: According to the Association of State and Territorial Health Officials “Adverse childhood experiences (ACEs) are household traumas (e.g., being physically or sexually abused, having a caregiver with a substance use or mental health problem) and community adversities (e.g., inter-personal discrimination, witnessing community violence) experienced before age 18.” See <https://www.astho.org/globalassets/report/policy-considerations-for-preventing-aces.pdf>

8: *Healthy Youth Survey and Youth Suicide Facts*. (n.d.). Washington State Department of Health. <https://doh.wa.gov/you-and-your-family/injury-and-violence-prevention/suicide-prevention/youth-suicide-prevention/youth-suicide-faqs>

9: Substance Abuse and Mental Health Services Administration. (n.d.). *Double Jeopardy: COVID-19 and Behavioral Health Disparities for Black and Latino Communities in the U.S.* <https://www.samhsa.gov/sites/default/files/covid19-behavioral-health-disparities-black-latino-communities.pdf>

10: Ford, D. C., Ports, K. A., & Guinn, A. S. (2018). Prevalence of Adverse Childhood Experiences From the 2011-2014 Behavioral Risk Factor Surveillance System in 23 States. *JAMA Pediatrics*, 172(11), 1038. <https://doi.org/10.1001/jama.2018.1038>

[org/10.1001/jamapediatrics.2018.2537](https://doi.org/10.1001/jamapediatrics.2018.2537)

11: 14% identified as bisexual, 10% identified as gay or lesbian, 7% identified as another sexual orientation, and 3% identified as queer.

12: Office of the Superintendent of Public Instruction, Department of Health, & Health Care Authority. (2022). *Healthy Youth Survey 2021* [Dataset]. <https://www.askhys.net/FactSheets>

13: POC stands for Person of Color.

14: The acronym LGBTQ+ stands for Lesbian, Gay, Bisexual, and Transgender.

15: Human-Centered Design is a theoretical model that develops solutions to make processes and systems more usable and useful. It focuses on the users, their needs and requirements, understanding their community and environment, and creating options to eliminate obstacles.

16: For more information, see the following reports:

- Safe2Tell Colorado: https://coag.gov/app/uploads/2021/12/Safe2Tell_Annual_Report_2020-2021.pdf
- Safe Schools Maryland: <https://schoolsafety.maryland.gov/Documents/Reports-Docs/School%20Safety%20Annual%20Report-2021.pdf>
- OK2SAY Michigan: https://www.michigan.gov/documents/ok-2say/2020_AnnualReport_MSP_ADA_ver13_724455_7.pdf
- Safe2Say Something Pennsylvania: <https://www.safe2saypa.org/wp-content/uploads/2021/08/2020-2021-Annual-Report-FINAL.pdf>
- SafeUT Utah: <https://safeut.org/sites/g/files/zrelqx271/files/media/documents/2021/2021%20SafeUT%20Annual%20Report%20-%20Optimized.pdf>
- Safe2Tell Wyoming: https://www.safe2tellwy.org/files/ugd/91152c_37d1ee65236c44d29d28b8f421b5e6ac.pdf
- Safe Oregon: <https://2a92d64405.nxcli.net/wp-content/uploads/2021/11/SafeOregonAnnualReport20202021.pdf>
- SafeVoice Nevada: <https://www.leg.state.nv.us/App/InterimCommittee/REL/Document/16089>

17: Identified youth categories: BIPOC, disabled, formerly incarcerated (interacted with justice system), foster care, homeless, immigrant, LEP, LGBTQIA2S+, low-income, military, neuro-divergent, refugees (asylees), rural, urban and rural indigenous communities, federally recognized tribes, and teen-age parents.

18: ESSB 5092 – 67th Legislature (2021-2022): *Making 2021-2023 fiscal biennium operating appropriations*. <https://lawfilesexternal.wa.gov/biennium/2021-22/Pdf/Bills/Senate%20Passed%20Legislature/5092-S.PL.pdf?q=20220824093727>

19: *Tipline Advisory Committee (TAC)*. (2021). Washington State Office of the Attorney General. <https://www.atg.wa.gov/Tipline-Advisory-Committee>

20: The After Action Report is a form tip responders fill out to report on how they handled a tip received through the Tipline. Examples from other states:

- Safe2Tell Wyoming: <https://www.p3tips.com/DispoForm.aspx?ID=334>
- OK2SAY: <https://www.michigan.gov/ok2say/panel-square-images/outcome/ok2say-outcome-report>

21: Co-design is the act of creating with stakeholders within the development process to ensure that not only the development and execution are suitable, but also the end results. It embraces shared power, participation, and refining and discovering various approaches without negating the process.

22: “Tip Form” or “Web Form” is a form tipsters fill out to report a tip to tiplines. Examples from other states:

- Safe2Tell Colorado: <https://www.p3campus.com/tipform.aspx?ID=789>
- Safe Oregon: <https://app.safeoregon.com/>
- OK2SAY Michigan: <https://ok2say.state.mi.us/>
- FortifyFL: <https://getfortifyfl.com/Tip.html>
- SafeUT: <https://safeut.med.utah.edu/tip>

23: Questions used by tiplines in other states and the Washington School-based Threat Assessment program to assess whether the youth is at imminent risk or poses a threat to others.

24: Washington State Office of the Attorney General Bob Ferguson. (2021, July). *Youth Safety and Well-being Statewide Reporting Tool Work Group*. <https://agportal-s3bucket.s3.amazonaws.com/uploadedfiles/2020%20Tip%20Line%20Report.pdf>

25: ESSB 5092 – 67th Legislature (2021-2022): *Making 2021-2023 fiscal biennium operating appropriations*. <https://lawfilesexternal.wa.gov/biennium/2021-22/Pdf/Bills/Senate%20Passed%20Legislature/5092-S.PL.pdf?q=20220824093727>