

November 2024

Hear MeWA

Best Practices Toolkit

Guidance for HearMeWA Tip Responders

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List of Abbreviations

Abbreviation	Definition
ADA	Americans with Disabilities Act
AGO	Attorney General's Office
CPS	Child Protective Services
SHP	Sandy Hook Promise National Crisis Center

Glossary

AGO Youth Program Team	Washington State Attorney General Office's (AGO) staff involved in the development and implementation of HearMeWA.
HearMeWA crisis counselors	Crisis counselors from Sandy Hook Promise National Crisis Center (SHP) that receive tips through app, tip form and phone calls, and triage and connect youth to resources.
Disposition Report	A tab within the HearMeWA Tip Manager called "disposition." Tip responders and HearMeWA crisis counselors complete a disposition report to document the outcome of the tip referral process.
HearMeWA Advisory Committee	Advisory Committee that advises the AGO as it develops and implements policies and procedures for HearMeWA to function.
HearMeWA Tip Manager	The platform where HearMeWA crisis counselors and tip responders document and see information regarding tips sent to the program. The Tip Manager is also used to deliver tips to tip responders, submit disposition reports and close tips. To have access to the Tip Manager, tip responder agencies/organizations need to set up an account with HearMeWA. See the HearMeWA Tip Manager for more information.
HearMeWA Youth Advisory Group	A group of youth ages 12-25 across the state that provides input on various areas of the program, including branding, marketing, and advertising. Youth also use this platform to hold the AGO accountable to ensure the program is antiracist, youth-centered, and trauma-informed.
Recipient Contact Administrator	The recipient contact administrator is the primary point of contact for a tip responder agency/organization in the HearMeWA Tip Manager. The recipient contact administrator can add secondary points of contact in the Tip Manager, also known as "recipient contacts." HearMeWA crisis counselors notify both recipient contact administrator and recipient contact when there is a tip in the Tip Manager for their agency/organization.
Recipient Contact	Recipient contacts are the secondary points of contact for a tip responder agency/organization in the HearMeWA Tip Manager. There can be multiple recipient contacts in the HearMeWA Tip Manager, and HearMeWA crisis counselors notify all recipient contacts when there is a tip in the Tip Manager for their agency/organization.

Tipster	The person who submits a tip. Either youth submitting a tip about themselves or third-party reporters.
Tip Responders	Agencies/organizations that receive tips from HearMeWA. They include 911, education services, local law enforcement, behavioral health, and Child Protective Services (CPS). Tip responders are responsible for providing youth with the services they need.
Two-way Dialogue	A way of communication in which both parties involved share information. Examples include conversations between the tipster and HearMeWA crisis counselor by phone call and/or chat.
Warm transfer	A telecommunication mechanism in which HearMeWA crisis counselors transfer the call to tip responders and pass on relevant information regarding the report, while the youth is still on the phone. This process prevents youth from having to repeat their story to another person and allows HearMeWA crisis counselors to stay in contact with youth for as long as needed.

Engrossed Substitute Senate Bill 5092

The Washington State Attorney General's Office (AGO) developed this toolkit pursuant to Section 127 (17) (d) of the 2021 Legislative Operating Budget codified in Engrossed Substitute Senate Bill 5092 (ESSB 5092),¹ which requires the AGO to develop and maintain a Best Practices Toolkit, as outlined below:

(d) The YES tip line [sic] program must develop and maintain a reference and best practices tool kit [sic] for law enforcement and mental health officials that identifies statewide and community mental health resources, services, and contacts, and provides best practices and strategies for investigators to use in investigating cases and assisting youths and their parents and guardians.²

The Legislature developed the language in ESSB 5092 before the AGO created and implemented HearMeWA and did not provide a definition for “investigators”. Based on lessons learned from other states with tipline programs, the AGO interpreted “investigators” as the agencies and organizations that receive tips from HearMeWA, referred to in this toolkit as “tip responders”. Tip responders include 911 (police, fire and emergency medical services), education services (schools, colleges, and universities), local law enforcement (state, municipal, county, tribal, and regional law enforcement offices), behavioral health (Regional Crisis Lines and 988), and Child Protective Services (CPS).

Although ESSB 5092 specifies that the toolkit is intended for law enforcement and mental health officials, the AGO encourages all tip responders, including education services and CPS, to utilize the best practices outlined in this document.

This toolkit is a comprehensive guide for tip responders to utilize when investigating cases and assisting youth, parents, and guardians. It contains best practices and strategies throughout the document, including recommendations on how to provide support to youth while remaining antiracist, youth-centered and trauma-informed, youth preferences for engagement, and resources and training opportunities for tip responders. The toolkit also identifies a list of statewide and community mental health resources, services, and contacts (see [Appendix A](#)).

As this is a standalone document for tip responders, the toolkit also includes instructions on how to access the HearMeWA Tip Manager, complete a disposition report, and close a tip in the system.

Background and Guiding Principles

There are more than a dozen state tiplines across the country 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. Colorado was the first state to create a program of this nature in 2004 to prevent tragedies and protect schools and students from acts of violence, including school shootings.³

In 2021, the Washington State Legislature appropriated funds through ESSB 5092 for the AGO to create a statewide program for receiving and responding to tips from the public regarding risks or potential risks to the safety and well-being of youth. The Legislature also directed the AGO to convene an Advisory Committee (HearMeWA Advisory Committee)⁴ and consult with youth on the development and implementation of the program. Through consultation, youth named the program HearMeWA.⁵

Subject matter experts, best practices research, and youth informed this toolkit. While developing this document, the AGO considered:

- Recommendations from the HearMeWA Advisory Committee;
- Lessons learned from states that have similar programs across the country;⁶
- Input from online surveys and in-person workshops conducted with youth; and
- Input from the HearMeWA vendors Navigate360⁷ and Sandy Hook Promise National Crisis Center (SHP);⁸

Throughout this toolkit, there is reference to the four main participants in the tip submission, triage, referral and follow-up processes. They include:

1. The tipster – the person who submits a tip. It can either be:
 - A youth (self-report), or
 - A third-party reporter (tip about a youth).
2. HearMeWA crisis counselors – crisis counselors from SHP that receive tips through app, text, tip form and phone calls.
3. Tip responders – agencies/organizations that receive tips from HearMeWA. They are responsible for providing youth with the services that best fit their needs.

4. Recipient contact administrator and recipient contact – the points of contact for each tip responder agency/organization. HearMeWA crisis counselors notify both the recipient contact administrator and recipient contact when there is a tip in the HearMeWA Tip Manager for their agency/organization.

How to Use the HearMeWA Best Practices Toolkit

In addition to following their agency/organization's policies and procedures, the AGO encourages tip responders to use the following content as-is or customize it to address their audience's needs. The information in this toolkit should not be construed as legal advice. Rather, the best practices herein should serve as a supplement to existing processes and policies for providing support to youth.

This toolkit is a living document and the AGO will update the toolkit as the program evolves.

Contact InfoHearMeWA@atg.wa.gov if you have any questions or feedback. Tip responders can also provide feedback by completing this [form](#). For the most updated version of the HearMeWA Best Practices Toolkit, visit the [Tip Responder Resources](#) page.

An Antiracist, Trauma-Informed and Youth-Centered Program

The intent of HearMeWA is to provide a place of support and early intervention for youth who may have concerns about themselves or others. The referral and response framework aims to defer youth from the criminal justice system and into systems of support that are inclusive and respectful of all youths' needs.

HearMeWA receives and responds to tips 24/7/365, offers an app, text, chat, phone line, and website and serves youth up to the age of 25. HearMeWA strives to be antiracist, trauma-informed, and youth-centered.

This section contains HearMeWA's definitions of antiracism, trauma-informed and youth-centered, and provides examples of what it looks like to use this approach in practice.

Table 1: Antiracist, Trauma-Informed, and Youth-Centered Program Lens

Antiracism
<p>HearMeWA Definition</p> <p>Antiracism is a commitment to the learning and unlearning required to locate the problems, concerns, and policies that promote racism and doing one's best to eradicate and/or change them. HearMeWA is committed to recognizing, addressing, and eradicating all forms of racism within the scope of its work. HearMeWA acknowledges that racism and discrimination are embedded into organizational structures, policies, and systems, and that it must, at all times, utilize an antiracist lens to identify practices that perpetuate white supremacy and discrimination, and work to undo systemic racism.</p>
<p>What it means to be antiracist in practice</p> <p>The AGO expects tip responders to employ an antiracist response to all youth referred from HearMeWA. For example, when responding to tips, the AGO expects that tip responders will strive to:</p> <ol style="list-style-type: none">1. Acknowledge that biases exist and work towards change. One way to learn about implicit biases is by taking the Implicit Association Test (IAT).⁹2. Assess the impact of their actions on youth from diverse backgrounds, especially on youth from historically excluded communities.¹⁰3. Be open to feedback and embrace diverse perspectives.

4. Avoid unnecessarily involving the criminal justice system when other alternatives are appropriate and available.

See [Resources and Training Opportunities](#) for additional details.

Trauma-Informed

HearMeWA Definition

Trauma can be experienced on an individual and collective level both consciously and unconsciously. Trauma has no boundaries in regard to age, gender, sexual orientation, socio-economic status, race, ethnicity, or geography. HearMeWA strives to be trauma informed by acknowledging that every individual may have experienced trauma in their lives and being mindful to avoid re-traumatizing youth.

What it means to be trauma-informed in practice

According to the Substance Abuse and Mental Health Services Administration (SAMHSA) (2014, p. 9), "A program, organization, or system that is trauma-informed realizes the widespread impact of trauma and understands potential paths for recovery; recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; and responds by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively resist re-traumatization."¹¹

The AGO expects tip responders to use trauma-informed practices when engaging with youth referred to them from HearMeWA. For example, when responding to tips, the AGO expects that tip responders will strive to adopt the six guiding principles for a trauma-informed approach from SAMHSA:¹²

1. Safety: Create a safe space where youth feel heard and supported.
2. Trustworthiness and transparency: Be transparent with youth to the extent possible to create and maintain a culture of trust.
3. Peer support: Consider youth lived experience when providing support. Connect them to peers with similar lived experiences if applicable.
4. Collaboration and mutuality: Collaborate with staff to identify power imbalances that could be a barrier to create a safe space and build trust with youth.
5. Empowerment, voice and choice: Support shared decision-making as your agency/organization collaborates and provides support to youth.

6. Cultural, historical and gender issues: Provide services that are aligned with different racial, ethnic, gender, and cultural needs of youth. Recognize and address historical trauma.

See [Resources and Training Opportunities](#) for additional details.

Youth-Centered

HearMeWA Definition

A youth-centered approach means that youth can actively provide input in program planning, implementation, and evaluation. The focus must be on youth priorities and collaborating with their family, friends, stakeholders, and other experts.

What it means to be youth-centered in practice

The AGO expects tip responders to adopt a youth-centered approach when responding to tips that may come to them from HearMeWA. For example, when responding to tips, the AGO expects that tip responders will strive to:

1. Consider youth's perspectives and provide services that will meet their health and safety needs.
2. Be inclusive and provide accommodations whenever needed to make services accessible to all.
3. If communicating directly with youth:
 - a) Actively listen to youth and work in collaboration with them.
 - b) Respect youth's preferences for communication. To the extent possible, ask what their pronouns are and what name they want to be called.
 - c) Be respectful and professional, but also kind, welcoming, and compassionate.

See [Resources and Training Opportunities](#) and [Youth Preferences](#) sections for additional details.

Youth Preferences

The AGO regularly gathers input from a diverse array of youth voices through surveys, workshops, informal conversations, and the HearMeWA Youth Advisory Group¹³ to meet HearMeWA's goals to be youth-centered. This section summarizes recommendations the AGO collected from youth across the state regarding their preferences for HearMeWA, when they would contact the program, and what tip responders can do to gain their trust.¹⁴

Table 2: Youth Preferences for HearMeWA

When would youth contact HearMeWA?	HearMeWA versus 911
<p>Youth reported they would contact HearMeWA:</p> <ul style="list-style-type: none">• When they or someone they know needs help.• When looking for advice.• When they need to talk to a trained professional they can trust.	<ul style="list-style-type: none">• Youth reported being more likely to call HearMeWA than calling 911 when seeking non-emergency support.• Youth reported being more likely to call 911 when there is a crisis or safety concern.
Youth needs for HearMeWA	Building trust
<p>Youth identified the following needs:</p> <ul style="list-style-type: none">• Mental well-being.• Social pressures.• Sexual abuse and assault.• Bullying and cyberbullying.• Racism and hate crimes.• LGBTQIA2S+ issues.• Abuse and neglect.• Housing, bills, and food assistance.• Learning disability disparities.• Non-criminal activities.	<p>Youth recommendations for building trust include:</p> <ul style="list-style-type: none">• Keeping their personal information private.• Addressing their concerns while not sharing information with third parties.• Avoiding unnecessary police involvement.• Being able to opt out of being recorded, so they can speak more clearly and honestly.• Having mandatory reporting disclosures.

The AGO expects tip responders will follow youths' recommendations when practicable within their existing policies and procedures, while always prioritizing the safety and well-being of those contacting the program.

Technical Guidance for HearMeWA Tip Responders

HearMeWA Tip Response Flow

The AGO developed the policies in this section in partnership with the HearMeWA Advisory Committee. The AGO also consulted with HearMeWA vendor SHP and considered lessons learned from states with similar programs across the country.

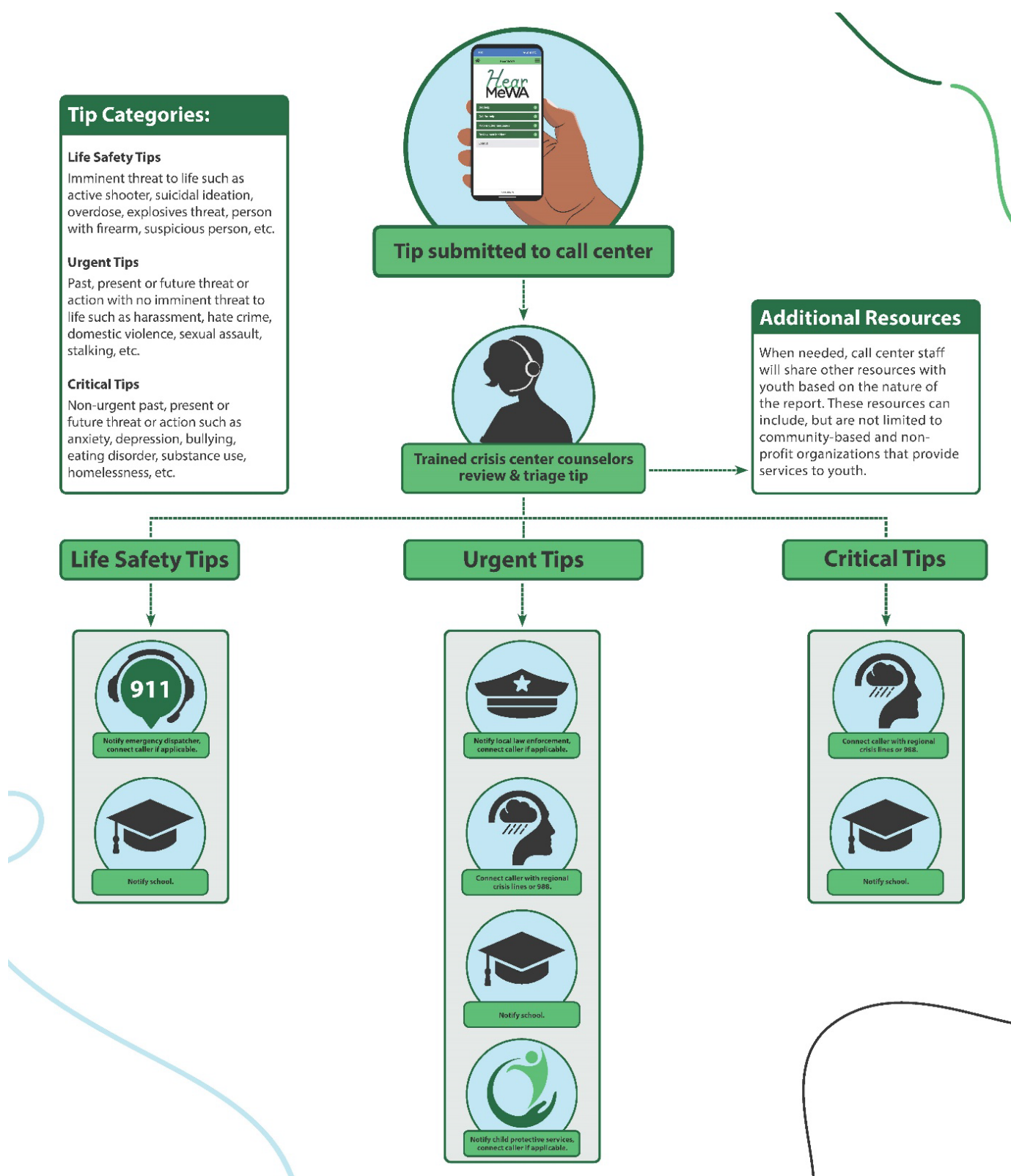
HearMeWA crisis counselors contact tip responder agencies/organizations through their points of contact with HearMeWA, also known as recipient contact administrators and recipient contacts.

Tip responders agencies/organizations include:

- **911** (police, fire and emergency medical services);
- **Education services** (schools, colleges, and universities);
- **Local law enforcement** (state, municipal, county, tribal, and regional law enforcement offices);
- **Behavioral health:** (regional crisis lines and 988); and
- **Child Protective Services** (CPS).

HearMeWA crisis counselors refer to the urgency levels in the HearMeWA Flowchart (See Figure 1) when triaging tips sent to the program. HearMeWA crisis counselors assess the tip category, urgency level, incident location, and who is involved when determining the appropriate tip responder recipient. The HearMeWA Flowchart also outlines which tip responder agency/organization receives referrals from HearMeWA based on the urgency level of the tip.¹⁵

Figure 1: HearMeWA Flowchart



Tip Triage and Referral Process

This section details the tip response process and contains the steps HearMeWA crisis counselors follow when responding to a tip.

Tipsters can submit tips through multiple platforms including an online form ([tip form](#)), text, phone call, or the HearMeWA app. All methods are available in multiple languages and fully compliant with the Americans with Disabilities Act (ADA) visual and hearing guidelines, as appropriate. HearMeWA crisis counselors use the information submitted in the tip to identify the appropriate tip category, and level of urgency before determining where to send the tip. Table 3 describes the components of the tip referral process.

Table 3: Components of the Tip Referral Process

Part One – Receiving the tip
<ul style="list-style-type: none">• HearMeWA crisis counselors receive tips from the public through the website (tip form) or by phone (app, text, and call);• HearMeWA crisis counselors attempt to conduct two-way dialogue with the tipster to collect additional information about the incident. This process could include the tipster providing information by chat or over the phone.
Part Two – Responding to the tip
<ul style="list-style-type: none">• Step 1) HearMeWA crisis counselors use the information collected in Part One to identify the tip category.• Step 2) HearMeWA crisis counselors determine the urgency level of the tip based on the event description, tip category and any additional information the tipster provides.• Step 3) HearMeWA crisis counselors conduct the referral based on the tip category and its urgency level. This process includes:<ul style="list-style-type: none">○ Identifying the type of referral that will best accommodate the tipster’s needs;○ Identifying the appropriate tip responder agency/organization to handle the tip; and○ Conducting the referral to the appropriate tip responder and sending instructions and a deadline for tip responders to complete the disposition report once the tip is resolved.

Part Three – Closing the tip

- HearMeWA crisis counselors and tip responders complete a disposition report indicating the outcome of a tip response and change the tip status* to “closed” in the HearMeWA Tip Manager.
 - Completion of the disposition report varies based on the tip responder’s access to the HearMeWA Tip Manager. See [Disposition Report](#) for more information.

*Tip status categories and definitions are:

- **Open** – Tips are “open” when HearMeWA crisis counselors are collecting information from the tipster to build a report. At this point, tip responders have not taken any action.
- **In progress** – This status indicates that HearMeWA crisis counselors delivered the tip to a tip responder and are waiting for a response.
- **Non-actionable** – A tip is deemed “non-actionable” when HearMeWA crisis counselors do not have access to enough information to investigate the incident and cannot communicate with the tipster.
- **Missing disposition report** – This status indicates that the tip responder did not complete or provide information to HearMeWA crisis counselors to finalize a disposition report.
- **Closed** – HearMeWA crisis counselors and tip responders change the tip status to “closed” after they submit disposition information describing how they resolved the case.

Best Practices and Strategies for Tip Responders

In addition to following their agency/organization's policies and procedures, the AGO encourages tip responders to use the best practices herein when engaging with HearMeWA crisis counselors and providing support to youth.

- ***HearMeWA Vision:*** The AGO encourages tip responders to strive to be antiracist, trauma-informed, and youth-centered when providing support to youth. See [An Antiracist, Trauma-Informed and Youth-Centered Program](#) for definitions and more information.
- ***Communication and Collaboration:*** HearMeWA crisis counselors notify tip responders whenever there is a tip for their agency/organization in the HearMeWA Tip Manager. The AGO expects tip responders to engage with HearMeWA crisis counselors, allowing both parties to exchange information to support youth. Communication can happen through the HearMeWA Tip Manager or over the phone. For more information about the Tip Manager, see [HearMeWA Tip Manager](#).
- ***Coordination:*** Effective adoption and implementation of HearMeWA requires coordination among tip responders. It is key that tip responders coordinate within their agency/organization to decide who the recipient contact administrators and recipient contacts are (See [HearMeWA Tip Manager](#) for more information). The AGO encourages coordination among tip responders from different agencies/organizations to help resolve cases (e.g., schools and local law enforcement).
- ***Promotion:*** Youth will be more inclined to use HearMeWA if they learn about the program from someone they trust. Educating youth on this new resource is crucial for the success of HearMeWA. The AGO encourages tip responders to spread the word among their networks and the youth they serve to increase awareness about HearMeWA.
- ***Training:*** The AGO encourages tip responders to use the resources available on the [Tip Responder Resources](#) page that cover the following topics:
 - How tip responders can set up their account and sign in to access the HearMeWA Tip Manager;
 - How to use the Tip Manager to receive and respond to a tip;
 - How to add additional contacts to an agency/organization's account, also known as "recipient contacts"; and
 - How HearMeWA crisis counselors will interact with tip responders using the HearMeWA Tip Manager.

Resources and Training Opportunities

To ensure tip responders have the tools available to meet the expectations of the HearMeWA program, the AGO created a list of trainings (See [Appendix B](#)) and other resources for tip responders that include knowledge in trauma-informed responses, behavioral health, and how to support and engage with people from different backgrounds while being inclusive of all.

While developing the list of trainings and resources in Appendix B, the AGO considered recommendations from the HearMeWA Advisory Committee, SHP, and other stakeholders. The AGO divided training recommendations and other resources into four areas: training and other resources for law enforcement, educators, behavioral health providers and child protective services. Appendix B also includes a table with additional resources and trainings that tip responders can utilize when providing services to youth, especially youth from historically excluded communities.

The AGO assumes no responsibility for the content in the resources and training opportunities listed in this toolkit, nor has it participated in these trainings as a collaborator or attendee. The AGO will update the list of resources and training opportunities annually.

HearMeWA Tip Manager

The HearMeWA Tip Manager is the platform where HearMeWA crisis counselors and tip responders see and document information regarding tips sent to the program. Tip responders can use the Tip Manager to see tip information, communicate with HearMeWA crisis counselors, submit a disposition report and close tips.

To access the Tip Manager, tip responders need to set up an account with HearMeWA, which includes signing up for [Secure Access Washington](#) (SAW) and adding points of contact to their account, also known as recipient contact administrators and recipient contacts. HearMeWA crisis counselors notify tip responders through their points of contact in the Tip Manager when there is a tip for them in the system.

Secure Access Washington (SAW)

Users are required to sign up for SAW before logging into the HearMeWA Tip Manager. This is a requirement of the Washington State Office of the Chief Information Officer (OCIO).¹⁶ For more information on how to create a SAW account and login to the HearMeWA Tip Manager, please follow the instructions in [this](#) document or watch the “[Access HearMeWA Tip Manager Instructions](#)” video.

Instructions for Recipient Contact Administrators and Recipient Contacts

Recipient contact administrators and recipient contacts are the points of contact for the tip responder agency/organization in the HearMeWA Tip Manager. They are notified whenever there is a tip for their agency/organization in the Tip Manager, unless otherwise requested.

In case of a “life-safety” or “urgent tip,” HearMeWA crisis counselors call the recipient contact administrator to provide a verbal intake of the tip. If the urgency level of the tip is “critical,” HearMeWA crisis counselors notify the recipient contact administrator and recipient contacts simultaneously by email and/or text message.

Table 4 shows the different roles and permissions of the recipient contact administrator and recipient contact.

Table 4: Recipient Contact Administrator and Recipient Contact Roles and Permissions

Recipient	Role	Permissions
Recipient Contact Administrator	Primary point of contact for their agency/organization. The first person HearMeWA crisis counselors notify in case of a “life-safety” and “urgent” tip.	Can add and delete recipient contacts in the HearMeWA Tip Manager for their agency/organization. Can enable/disable email and text notifications for themselves and their agency/organization’s recipient contacts.
Recipient Contact	Secondary point of contact for their agency/organization. HearMeWA crisis counselors notify recipient contacts via email and/or text.	Can enable/disable email and text notifications for themselves.

Notifications

HearMeWA crisis counselors notify tip responders when they receive a tip from a youth in their community. The notification method varies depending on the urgency level of the tip and whether the tip responder has access to the HearMeWA Tip Manager. Most of the time, HearMeWA crisis counselors call tip responders to provide a verbal intake of the tip, but if the tip responder has access to the HearMeWA Tip Manager, HearMeWA crisis counselors also notify them by email and/or text. Email and text notifications do not include details about the tip. Rather, this type of notification is to alert the tip responder that there is a tip for their agency/organization in the HearMeWA Tip Manager.

Recipient contact administrators and recipient contacts can change their notification preferences in the HearMeWA Tip Manager. For instructions on how to change notification preferences, please watch the [“Adding a New Recipient Contact”](#) video. See Table 5 below for more information about notification methods.














Table 5: Notification Methods by Tip Responder Agencies/Organizations

Tip responder	Notification Method
911 (police, fire and emergency medical services)	<ul style="list-style-type: none"> Phone call. HearMeWA crisis counselors only notify 911 in the event of an imminent threat.
Education services (schools, colleges and universities)	<ul style="list-style-type: none"> Phone call for “life-safety” and “urgent” tips. Email and text notification for “critical” tips.
Local law enforcement (state, municipal, county, tribal, and regional law enforcement offices)	<ul style="list-style-type: none"> Phone call for “life-safety” and “urgent” tips. Email and text notification for “critical” tips.
Behavioral health (regional crisis lines and 988)	Phone call, regardless of the tip urgency level.
Child Protective Services	Phone call, regardless of the tip urgency level.

HearMeWA Tip Manager Icons

When in the HearMeWA Tip Manager, tip responders can see all tips assigned to their agency/organization. The Tip Manager displays all tips at the bottom of the page and contains icons and written information as shown in Figure 2.








Figure 2: Tip Queue

Report ID 	Event 	Source 	Status 	Created 	Delivered 
 6007-W158 	Assault	Web	Open	2024/04/23 04:13 PM	
 6007-W92 	Hazing	Web	Open	2024/03/19 02:14 PM	2024/03/19 02:18 PM 
 6007-W79 	Active Shooter	Web	Open	2024/03/17 04:55 PM	

The tip queue documents the following categories:

- Report ID: Each tip has a unique report identification number (ID).
- Event: This is the event type that the tipster needs to select from a pre-populated list that best describes the reported concern when submitting a tip through the tip form. If the tipster calls HearMeWA, the crisis counselor manually selects the event type based on the information provided.
- Source: Tipsters can submit tips to HearMeWA through different platforms and their chosen method shows under “source.” Examples include:
 - Web/mobile web: tips submitted through the online tip form;
 - Mobile app: tips submitted through the app; and
 - Call center: tips submitted by phone call.
- Status: These are the same tip statuses defined in [Tip Triage and Referral Process](#) (Table 3 - Components of the Tip Referral Process: Part Three - Closing the Tip).
- Created: This captures the time and date the tipster contacted HearMeWA crisis counselors through the tip form or by phone.
- Delivered: This captures the date and time HearMeWA crisis counselors delivered the tip to the tip responder.

The icons displayed in the tip queue are defined below:

-  New Tip
-  Updated Tip
-  Read by me
-  Read by another user
-  Life Safety
-  Urgent
-  Critical

Tip responders are encouraged to click on the red or yellow dots to mark a tip as **read**. Doing so will ensure that the HearMeWA Tip Manager logs the tip receipt in the Audit tab.

Note: Tip responders can enable “*Automatically Mark Tips as Read*” in *My Account* under the *Settings* menu. It is best to keep this setting disabled for accounts with multiple users.

Disposition Report

The disposition report is a tab within the HearMeWA Tip Manager called “disposition.” The AGO gathered information from other states’ tiplines that collect disposition information from tip responders to learn about their processes and policies. The HearMeWA Advisory Committee advocated for a disposition report to close the loop on tips. The AGO developed the policies in this section in partnership with Navigate360, based on research, lessons learned from other states, and input from the HearMeWA Advisory Committee.

Tip responders and HearMeWA crisis counselors complete a disposition report to document the outcome of the tip referral process. The disposition report is a useful and necessary feedback mechanism that ensures tips are closed, thus ensuring that youth are referred to appropriate services. This process allows the program to collect data to identify strengths and report gaps, as needed.

Figure 3 – Disposition Tab

Tip ID	P3 ID	Other ID	Case ID	Status	Print Type
6007-W235	7346721		Open	Open	Text Tip

Main
Dialing
Attachments
Deliver To
Disposition
Notes
Map
More
Query
Audit

Internal Disposition Notes
Stat Date

Reporter Information

Description

If Other, please specify:

Disposition Reporter

This disposition was completed by (check all that apply):

☐ Sandy Hook Promise

☐ Education Center

☐ Law Enforcement

Was the tip handled by more than one tip responder agency?

If yes, please specify:

Actions Taken / Outcomes

☐ Warm transfer to a RCL

☐ Instructed youth to call 988

☐ Tip sent to education services

☐ School Disciplinary Action

☐ The situation is being monitored by the school.

☐ Tip sent to 911

☐ Tip sent to local law enforcement agency

☐ Tip sent to CPS

☐ Call center provided youth a list of resources

☐ Ongoing investigation

☐ Other (Please specify below)

Other Action/Outcome:

Non-Action Outcome:

☐ Unfounded - Information is offered in good faith, but it either cannot be corroborated or is determined to be a non-issue

☐ Non-Actionable / Insufficient Detail - Cannot be investigated due to a lack of information provided by tipster

☐ Non Credible / Prank - Clearly false or contains inappropriate language/content; immediately discernible as non-credible

☐ Deliberate Abuse of System - Seemly credible information yet proven untrue upon investigation; information provided with the intention to harm or disrupt

☐ Duplicate / Already Known - More than one tip regarding the same incident with the same outcome; original tip dispositioned

☐ Test Tip - Submitted for practice or diagnostic purposes, not containing a legitimate concern

Assessment

☐ Suicide Assessment Completed (if applicable)

Suicide Assessment Outcome

☐ Threat Assessment Completed (if applicable)

Threat Assessment Outcome

Tip Responder Feedback

Feedback on the quantity of information received and recommendations for improvements (tip responders only):

New
Cancel
Save
Print
Query
Define
Run
Show
Filters
Life Safety
25
Unread
10
Date Sort
100+
Open Tips
100+
Not Delivered
Last
Unread
More...
Line Chat is Off

Tip Responder Agencies/Organizations with Access to the HearMeWA Tip Manager

To access the disposition report, tip responders must create an account with HearMeWA (See [HearMeWA Tip Manager](#) for more information). Once in the HearMeWA Tip Manager, tip responders can receive and respond to tips and complete the disposition report. Tip responders only have access to tips that HearMeWA crisis counselors assigned to their agency/organization.

The AGO encourages tip responders to use the “Internal Disposition Notes” section (See Figure 3) to document the tip response process, including a description of the intervention and outcomes. On the right side of the disposition tab, tip responders can respond to questions about who handled the tip, actions taken, and feedback.

In addition to providing the information above, the AGO expects tip responders to close the tip before submitting the disposition report (See [Table 3 - Components of the Tip Referral Process, Part Three – Closing the tip](#)). After tip responders complete the disposition report and update the tip status, they must click “save” to ensure the information is documented in the Tip Manager.

Tip responders have seven days to complete and submit a disposition report. If tip responders miss the deadline, HearMeWA crisis counselors will send a reminder every day for 30 days or until they submit a disposition report. If HearMeWA crisis counselors do not receive a disposition report after 30 days, they will notify the AGO.

Once the AGO receives a notification about a non-response to the disposition report, the AGO will contact the tip responder agency/organization to get a status update on the tip response process. If the tip responder does not respond within 30 days, AGO staff will document the process and mark the tip in the system as “missing disposition report” from tip responder agency.

Tip Responder Agencies/Organizations Without Access to the HearMeWA Tip Manager

HearMeWA crisis counselors complete and submit a disposition report regarding tips sent to tip responders that are not enrolled in the HearMeWA Tip Manager. HearMeWA crisis counselors document the referral or warm transfer to these agencies/organizations in the HearMeWA Tip Manager, and mark the tip as closed.

Contact Page

For questions, contact:

HearMeWA Contacts	Reasons for Contacting	Contact Information
AGO Youth Program Team	Programmatic inquiries, feedback, and recommendations.	<ul style="list-style-type: none"> Email: youthprogram@atg.wa.gov Phone: 833-398-0179
HearMeWA Helpdesk	Account support, and verification of recipient contact within HearMeWA Tip Manager system.	<ul style="list-style-type: none"> Email: infoHearMeWA@atg.wa.gov Phone: 833-398-0179
Navigate360 Helpdesk	Technical support related to issues when using the HearMeWA Tip Manager (e.g., reports not generating, broken links, problems with translation, typos, etc.).	Phone: 330-661-0106
Secure Access Washington (SAW) Helpdesk	Account registration, and password reset.	<ul style="list-style-type: none"> Email: support@watech.wa.gov Contact Form.
Sandy Hook Promise National Crisis Center (HearMeWA)	For questions about the Sandy Hook Promise National Crisis Center.	<ul style="list-style-type: none"> Phone: (206) 333-2492 Email: info@sandyhookpromise.org

Appendices

Appendix A - Statewide and Community Mental Health Resources, Services, and Contacts

The AGO created this list with the support of the HearMeWA Advisory Committee. This list contains both statewide and regional resources based on the existing regions of the [Behavioral Health Administrative Services Organizations](#) (BH-ASOs). This list is constantly changing and will be updated annually.

Please contact the AGO at InfoHearMeWA@atg.wa.gov if you would like to add a new resource to the list or update any information regarding the resources already listed.

Table A1 - Statewide Resources

Statewide Resources			
Resource Name	Brief Description	Eligibility	Contact Information
Washington's Mental Health Referral Service for Children and Teens	Connects families with mental health providers in their community.	The service is accessible to children and teens 17 and under living in Washington state.	<ul style="list-style-type: none">Phone: 833-303-5437Family online request form
Wraparound with Intensive Services (WISe)	Provides intensive mental health care at home and community settings.	WISe is available to youth age 20 or younger with complex behavioral health needs who are eligible for coverage under WAC 182-	Email: wisesupport@hca.wa.gov

Statewide Resources			
Resource Name	Brief Description	Eligibility	Contact Information
		505-0210 and meet medical necessity criteria for WISe services.	
New Journeys	Meets the needs of those experiencing a first episode of psychosis with treatment services.	Services available for people 15-40 years old that meet certain eligibility criteria. More information can be found here .	<ul style="list-style-type: none"> • Phone: 360-704-7170 • Email: klabranche@bhr.org
The Center of Parent Excellence (COPE) Project	Support to parents and caregivers of children experiencing behavioral and mental health challenges.	Available to parents and caregivers who are raising children and youth (ages 2-22) experiencing behavioral and mental health challenges.	<ul style="list-style-type: none"> • Email: contact@acommonvoice.org • Phone: 253-537-2145
Department of Health (DOH) Green Book	Provides contact information for behavioral health agencies/organizations by county.	Everyone.	Phone: 1-800-525-0127
988 Suicide & Crisis Lifeline	Provides 24/7, free and confidential support for people in distress.	Everyone.	<ul style="list-style-type: none"> • Phone: 988 • Email: 988ProgramInfo@doh.wa.gov

Statewide Resources			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Teen Link</u>	Offers a confidential helpline answered by professionally trained youth volunteers, ranging in age from 15 to 20.	Youth in Washington State 21 and younger.	Phone: 866-833-6546 (call or text)
<u>School Behavioral Health Navigators</u>	Provides access to behavioral health services and supports for students and families.	Public school students and their families.	For more information, please contact your regional coordinator.
<u>Seattle Children's Online Mental and Behavioral Health Hub</u>	Provides resources for families and caregivers to reference for their child's mental and behavioral health.	Everyone.	<ul style="list-style-type: none"> • Phone: 206-987-2000 • Toll-free: 866-987-2000
<u>Child Mind Institute Family Resource Center</u>	Online resources that help families find information to support children struggling with mental health, behavior or learning challenges.	Everyone.	<ul style="list-style-type: none"> • Phone: 212-308-3118 • Email: <u>info@childmind.org</u>
<u>Washington Recovery Help Line</u>	Offers an anonymous, confidential 24-hour help line for those experiencing substance use disorder, and mental health challenges.	Washington State residents 18 and up.	<ul style="list-style-type: none"> • Phone: 866-789-1511 (call or text) • Email: <u>recovery@crisisclinic.org</u>

Table A2 - Resources Available in More than one Region

Resources Available in More than one Region				
Resource Name	Brief Description	Eligibility	Counties	Contact Information
<u>Parent Child Assistance Program (PCAP)</u>	Provides services to mothers with substance use disorders and children diagnosed with Fetal Alcohol Spectrum Disorder.	Women who engage in at-risk use of alcohol/drugs during pregnancy, are pregnant or up to 24 months postpartum, need help connecting to recovery supports and/or have a child diagnosed with Fetal Alcohol Spectrum Disorder.	Benton, Chelan, Clallam, Clark, Cowlitz, Franklin, Grays Harbor, Jefferson, King, Kitsap, Lewis, Pacific, Pierce, Skagit, Snohomish, Spokane, Thurston, Whatcom, and Yakima.	Contact information varies based on the county. Visit <u>this</u> page for more information.
<u>Catholic Community Services (CCS)</u>	Provides mental health services to children, youth and families in need.	Services available to children, youth and families. Eligibility criteria may change depending on the program and county. Contact CCS for more information.	King, Whatcom, Skagit, Snohomish, Island, Clallam, Jefferson, Kitsap, Pierce, Mason, Thurston, Lewis, Grays Harbor, Pacific, Wahkiakum, Cowlitz, Clark, Skamania.	<ul style="list-style-type: none"> • Phone: 800-566-9053 • <u>Contact information by county.</u>

Resources Available in More than one Region				
Resource Name	Brief Description	Eligibility	Counties	Contact Information
<u>Lutheran Community Services Northwest (LCS)</u>	Offers counseling services, drug and alcohol treatment and prevention programs.	Children and families. Eligibility criteria may change depending on the program and county. Contact LCS for more information.	King, Snohomish, Benton, Franklin, Spokane.	<ul style="list-style-type: none"> Phone: 206-901-1685 Fax: 206-244-7547 <u>Contact information by county.</u>
<u>Kids Mental Health Washington</u>	Supports youth with behavioral health needs and their families.	Eligibility requirements may vary depending on the region. Contact Kids Mental Health Washington for more information.	Pierce, Clark, Klickitat, Skamania, Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima, Clallam, Jefferson, Kitsap, Chelan, Douglas, Grant, Okanogan, Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens.	<ul style="list-style-type: none"> Email: <u>info@kidsmentalhealthwa.org</u> <u>Contact information by region.</u>
<u>Sea Mar Community Health Centers</u>	Provides behavioral health services to youth, specializing in services to Latinos.	Eligibility criteria may change depending on the program. Contact Sea Mar Community	Clark, Cowlitz, Grays Harbor, Island, King, Pierce, Skagit, Snohomish, Thurston, Whatcom.	<ul style="list-style-type: none"> Phone: 1-855-289-4503 To find a list of all clinics click <u>here.</u>

Resources Available in More than one Region				
Resource Name	Brief Description	Eligibility	Counties	Contact Information
		Health Centers for more information.		
<u>Youth Mobile Crisis Stabilization Teams</u>	Provides home- and community-based crisis intervention to children, youth, young adults, and their families.	Children, youth, young adults, and their families.	Whatcom, Skagit, Chelan, Douglas, Grant, Kitsap, Thurston, Mason, Pierce, Yakima, Clark, Benton, Franklin, Spokane, Garfield, Asotin.	<u>Contact information by county.</u>
<u>Children's Long-term Inpatient Program (CLIP)</u>	Provides intensive inpatient psychiatric treatment.	Washington State residents, ages 5-17.	Spokane, Yakima, Pierce.	<ul style="list-style-type: none"> • Phone: 206-588-2985 • Email: <u>contactclip@clipadministration.org</u>
<u>Washington Therapy Fund Foundation</u>	Provides free mental health services, education, and advocacy.	Youth who identify as Black.	Kitsap, Snohomish, King, Pierce, Thurston, Spokane.	<ul style="list-style-type: none"> • Phone: 253-951-9990 • Email: <u>admin@therapyfundfoundation.org</u> • <u>Locate a mental health provider.</u>

Resources Available in More than one Region				
Resource Name	Brief Description	Eligibility	Counties	Contact Information
<u>ImHurting Crisis Chat</u>	Provides 24/7 online emotional support during times of crisis.	Anyone.	Island, San Juan, Snohomish, Skagit, Whatcom, Clallam, Jefferson, Kitsap.	Phone: 800-584-3578
<u>Children's Advocacy Centers (CACs) in Washington</u>	Offers support and healing services for child victims of sexual and physical abuse and their families.	Children and families. Eligibility criteria may change depending on the program and county. Contact your local CAC for more information.	Adams, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Ferry, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Wahkiakum, Walla Walla, Whatcom, Yakima	<u>Contact information by county.</u>

Table A3 - Southwest Region

Southwest Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Teen Talk Clark County</u>	Warmline offering nonjudgmental peer-to-peer support for a variety of topics.	Youth in Clark County.	<ul style="list-style-type: none"> • Call: 360-397-2428 • Text: 360-984-0936 • Email: ccteentalk1@hotmail.com

Table A4 – King County Region

King County Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>King County Children's Crisis Outreach Response System (CCORS)</u>	CCORS provides quick support and access to long-term services, helping youth and families achieve stability and avoid future crises.	Children and youth ages 3-18 and their families who are having emotional or behavioral problems, and are currently located in King County.	<ul style="list-style-type: none"> • Phone: 206-461-3222 • Fax: 206-382-4967 • Email: <u>DCHS@kingcounty.gov</u>
<u>Harborview Abuse and Trauma Center (Seattle)</u>	Provides a variety of services, including counseling for children and families affected by child maltreatment, sexual assault, crime and other traumas.	The first counseling appointment is free. Call Harborview for more information.	Phone: 206-744-1600

<u>Seattle YMCA</u>	Provides counseling services and substance use disorder program.	Ages 6 to 106+.	<ul style="list-style-type: none"> • Phone: 206-382-5340 • Email: <u>counseling@seattleyymca.org</u>
<u>Kent Youth and Family Services</u>	Provides professional therapeutic services to children, youth, and their families.	Infant to 25 years old and their families.	<ul style="list-style-type: none"> • Phone: 253-859-0300 • Fax: 253-859-0745 • Email: <u>info@kyfs.org</u>
<u>Navos' Child, Youth, & Family Services</u>	Provides mental health services to children and their families.	Children and youth (3 to 18) and families. Eligibility requirements may vary from program to program. Contact Navos for more information.	Phone: 206-248-8226

Table A5 – Spokane Region

Spokane Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Pend Oreille County Counseling Services</u>	Provides a variety of behavioral health services, including crisis intervention, mental health, and substance use disorder.	Residents of Spokane, Adams, Ferry, Grant, Lincoln, Okanogan, and Stevens counties.	Phone: <ul style="list-style-type: none"> • 509-447-5651 • 800-404-5151

<u>Children, Youth, Family Mobile Crisis Team (CYFMC)</u>	A 24/7 mobile outreach team that provides behavioral health support as well as referral to other services.	Individuals 0 to 20 years old.	Phone: 877-266-1818
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Table A6 – Thurston-Mason Region

Thurston-Mason Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Crisis Clinic of Thurston and Mason Counties</u>	24/7 youth crisis line (staffed by youth volunteers between 4pm to 8pm).	Youth residing in Thurston and Mason counties.	Phone: 360-586-2800

Table A7 – North Sound Region

North Sound Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>SoundCareKids</u>	Provides support for families with children who have experienced the death of a significant person in their lives.	Youth 5 to 18 and their parents/caregivers.	Phone: 360-493-5928

Appendix B – Training and Other Resources for Tip Responders

Table B1: Training and Other Resources for Law Enforcement

Topics	Entity	Brief Description
Antiracism	People's Institute for Survival and Beyond	Undoing racism workshops.
	Washington State Department of Social and Health Services	Unconscious bias training.
De-escalation	Crisis Connections	De-escalation training.
Domestic Violence	Washington State Coalition Against Domestic Violence	Training on topics that intersect with domestic violence, and tips for working with survivors.
Gang Violence and Prevention	National Gang Center	Training on protecting youth from gangs on social media.
Mental Health	Substance Abuse and Mental Health Services Administration	National guidelines for child and youth behavioral health crisis care.
Missing and Exploited Children	National Center for Missing and Exploited Children	On-demand trainings, resources and best practices related to missing and exploited children.
	Office of Juvenile Justice and Delinquency Prevention	Training on human trafficking prevention.
Sexual Assault	Washington State Criminal Justice Training Commission	Training for investigators of child sexual and physical abuse in WA.
	End Violence Against Women International	Training and other materials to support a “Start by Believing” response and prevention framework.
Stress Management	Harvard University	Training on stress management.

Suicide Awareness, Prevention, Intervention and Postvention	University of Washington Forefront Suicide Prevention	LEARN training. More information on the LEARN model can be found here .
	LivingWorks Education	Applied Suicide Intervention Skills Training (ASIST).
	Safer Homes Suicide Aware	Training on firearms safety and suicide awareness.
Trauma-Informed	Health Care Authority (HCA)	Training on trauma-informed approach (TIA) and other resources.
Youth-Centered Approaches	The Mockingbird Society	Youth-centered trainings on different topics including homelessness, foster care, gender and sexuality.
	Strategies for Youth	Training program that provides officers with information and skills to effectively interact with youth.

Table B2: Training and Other Resources for Educators

Topics	Entity	Brief Description
Antiracism	People's Institute for Survival and Beyond	Undoing racism workshops.
	Washington State Department of Social and Health Services	Unconscious bias training.
Comprehensive School Safety Preparedness and Response	Office of Superintendent of Public Instruction	Resources on school safety preparedness and response.
	National Center for School Safety	Crisis navigation resources for educators, students, caregivers, and community members.
	Cybersecurity and Infrastructure Security Agency	Bombing prevention assistance for K-12 schools.
	Readiness and Emergency Management	Overview on how a positive school climate can help schools and

		communities prevent emergencies and enhance school safety.
Digital/Internet Safety	Office of Superintendent of Public Instruction	Resources on cyberbullying and digital/internet safety.
	Cybersecurity and Infrastructure Security Agency	Social media threat guidance for school staff and authorities.
Eating Disorders	The Emily Program	Training on eating disorders and related topics.
	National Institute of Mental Health	Conversation about eating disorder.
Gang Violence and Prevention	Office of Superintendent of Public Instruction	State laws on gangs in schools.
	National Gang Center	Training on protecting youth from gangs on social media.
Harassment, Intimidation and Bullying	Office of Superintendent of Public Instruction	Resources for school districts about harassment, intimidation and bullying.
	Children's Safety Network	Strategies for using social and emotional learning to prevent bullying.
Hazing	Office of Superintendent of Public Instruction	Resources on hazing.
Mental Health	Seattle Children's Hospital	Youth Mental Health First Aid for adults who interact with youth.
	Substance Abuse and Mental Health Services Administration	National guidelines for child and youth behavioral health crisis care.
Sexual Assault	Office of Superintendent of Public Instruction	Resources for supporting survivors of sexual assault in K–12 schools.

Suicide Awareness, Prevention, Intervention and Postvention	University of Washington Forefront Suicide Prevention	LEARN training.
	LivingWorks Education	Applied Suicide Intervention Skills Training (ASIST).
	Suicide Prevention Resource Center	Provides strategies that schools and youth-serving organizations can implement to increase protective factors for youth.
	Office of Superintendent of Public Instruction	Resources and support to help inform ESDs, school districts, and schools in the development of Suicide Prevention Plans.
Threat Assessment	Association of Educational Service Districts	Training, resources, and consultation to schools to implement the Salem-Kaiser Threat Assessment System.
	Office of Superintendent of Public Instruction	Resources on school-based threat assessment.
Trauma-Informed	Health Care Authority (HCA)	Training on trauma-informed approach and other resources.
	National Center on Safe Supportive Learning Environments	Resources on trauma and its effects on students, families, and staff.
	Readiness and Emergency Management for Schools	Webinar on trauma-informed care for schools.
Youth-Centered Approaches	The Professional Youth Worker	Learning opportunities for individuals who support youth.
	The Mockingbird Society	Youth-centered trainings on different topics including homelessness, foster care, gender and sexuality.

Table B3: Training and Other Resources for Behavioral Health Providers

Training Topics	Entity	Brief Description
Antiracism	People's Institute for Survival and Beyond	Undoing racism workshops.
	Washington State Department of Social and Health Services	Unconscious bias training.
	African American Behavioral Health Center of Excellence	Training and resources to help behavioral health and allied fields eliminate health disparities among African Americans.
Domestic Violence	Washington State Coalition Against Domestic Violence	Training on topics that intersect with domestic violence, and tips for working with survivors.
Eating Disorders	The Emily Program	Training on eating disorders and related topics.
	National Institute of Mental Health	Conversation about eating disorders.
Mental Health	Seattle Children's Hospital	First Approach Skills Training (FAST) Program.
	Seattle Children's Hospital	Youth Mental Health First Aid for adults who interact with youth.
	Substance Abuse and Mental Health Services Administration	National guidelines for child and youth behavioral health crisis care.
Suicide Awareness, Prevention, Intervention and Postvention	Zero Suicide Institute	Counseling on access to lethal means.
	University of Washington Forefront Suicide Prevention	LEARN training.
	LivingWorks Education	Applied Suicide Intervention Skills Training (ASIST).

Trauma-Informed	Health Care Authority (HCA)	Training on trauma-informed approach and other resources.
	Office for Victims of Crime	Trauma-informed training for professionals who assist victimized children and adolescents.
Youth-Centered Approaches	The Mockingbird Society	Youth-centered trainings on different topics including homelessness, foster care, gender and sexuality.

Table B4: Training and Other Resources for Child Protective Services

Training Topics	Entity	Brief Description
Antiracism	People's Institute for Survival and Beyond	Undoing racism workshops.
	Washington State Department of Social and Health Services	Unconscious bias training.
Domestic Violence	Washington State Coalition Against Domestic Violence	Training on topics that intersect with domestic violence, and tips for working with survivors.
Mental Health	Substance Abuse and Mental Health Services Administration	National guidelines for child and youth behavioral health crisis care.
Missing and Exploited Children	National Center for Missing and Exploited Children	On-demand trainings, resources and best practices related to missing and exploited children.
Stress Management	Harvard University	Training on stress management.
Suicide Awareness, Prevention, Intervention and Postvention	University of Washington Forefront Suicide Prevention	LEARN training.
	LivingWorks Education	Applied Suicide Intervention Skills Training (ASIST).

Trauma-Informed	Office for Victims of Crime	Trauma-informed training for professionals who assist victimized children and adolescents.
	Health Care Authority (HCA)	Training on trauma-informed approach (TIA) and other resources.
Youth-Centered Approaches	The Mockingbird Society	Youth-centered trainings on different topics including homelessness, foster care, gender and sexuality.

Table B5: Additional Resources for Tip Responders by Youth Category

Youth Category	Resources/Trainings
BIPOC	<ul style="list-style-type: none"> • Pro-Equity Anti-Racism (PEAR) Plan and Playbook • Racial Equity Toolkit • Improving Mental Health Outcomes for Vulnerable Black Children and Youth
Disabled	<ul style="list-style-type: none"> • Positive, Proactive Approaches to Supporting Children With Disabilities: A Guide for Stakeholders • Creating ADA Compliant Documents
Formerly incarcerated (interacted with justice system)	<ul style="list-style-type: none"> • The National Reentry Resource Center • TeamChild • Youth Access to Counsel Program
Foster care	<ul style="list-style-type: none"> • Independent Living and Transitioning From Foster Care • Foster Care Resources and Training • Supporting Expectant, Pregnant, and Parenting Youth in Foster Care • Independent Youth Housing Program
Houseless or unsheltered	<ul style="list-style-type: none"> • Office of Homeless Youth • Independent Youth Housing Program • Providing Emergency Preparedness Supports for Students Experiencing Homelessness

Immigrants and refugees	<ul style="list-style-type: none"> • Kids in Need of Defense • Bridging Refugee Youth and Children's Services (BRYCS)
Emergent Multilingual Learners	<ul style="list-style-type: none"> • Washington State Multilingual English Learners: Policies and Practices Guide
LGBTQIA2S+	<ul style="list-style-type: none"> • Glossary of Terms: LGBTQ • Washington LGBTQ Resources • Rainbow Alliance and Inclusion Network (RAIN) • How to Support LGBTQ Victims and Survivors of Sexual Violence
Low-income	<ul style="list-style-type: none"> • Washington 211
Military	<ul style="list-style-type: none"> • Military Connected Students • Legal Assistance for Veterans & Military Personnel • Returning Veterans Project
Neurodivergent	<ul style="list-style-type: none"> • University of Washington Autism Center • Neurodiversity and the Gender-diverse Experience
Indigenous youth (urban, rural and federally recognized tribes)	<ul style="list-style-type: none"> • Tribal Child Welfare • Tribal Sovereignty and the Indian Health Care System Webinar Series • Healthy Native Youth • Best and Promising Practices for the Implementation of Zero Suicide in Indian Country
Teenage parents	<ul style="list-style-type: none"> • Supporting Expectant, Pregnant, and Parenting Youth in Foster Care

Endnotes

¹ 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>.

² Id. at 1.

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

<https://agportal-s3bucket.s3.amazonaws.com/uploadedfiles/2020%20Tip%20Line%20Report.pdf>

⁴ The AGO convenes the HearMeWA Advisory Committee (formerly the Youth Safety and Well-being Tipline Advisory Committee) as directed by Engrossed Substitute Senate Bill 5092. The advisory committee started meeting in January 2022 and has subject matter experts from different fields including health, behavioral health, public safety, education (K-12 and higher education), social services, child protective services, and youth with lived experience. For more information about the HearMeWA Advisory Committee, please visit

<https://www.atg.wa.gov/HearMeWA>.

⁵ Washington State Attorney General's Office. (2024). *2023 HearMeWA Annual Report*. https://agportal-s3bucket.s3.us-west-2.amazonaws.com/uploadedfiles/2023%20HearMeWA%20Annual%20Report.pdf?VersionId=x_4pJDFkt6PBAV2nBmbALLoxvYU5cV6.

⁶ The AGO consulted with other states with tiplines when developing this toolkit, including Colorado, Florida, Illinois, Kentucky, Maryland, Michigan, Minnesota, Missouri, Nebraska, Nevada, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, Utah, Virginia, West Virginia, Wyoming.

⁷ For more information about Navigate360, please visit <https://navigate360.com/>.

⁸ For more information about Sandy Hook Promise National Crisis Center, please visit

<https://www.sandyhookpromise.org/>.

⁹ For more information, visit <https://implicit.harvard.edu/implicit/takeatest.html>.

¹⁰ “Historically excluded communities” refers to a group of individuals who are disproportionately impacted by a combination of social, racial, economic, and health disparities. These groups historically suffer from inequalities in the system that perpetuate social and economic disparities, discrimination, and white supremacy. For the purpose of this toolkit, the term “historically excluded communities” refers to youth who identify as BIPOC, disabled, formerly incarcerated (interacted with the justice system), youth in foster care, houseless/unsheltered, immigrant, English Language Learner (ELL), LGBTQIA2S+, low-income, military, neurodivergent, refugees/asylees, urban and rural indigenous communities, federally recognized tribes, teenage parents, and rural youth.

¹¹ Substance Abuse and Mental Health Services Administration. (2014). *SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach*. https://ncsacw.acf.hhs.gov/userfiles/files/SAMHSA_Trauma.pdf.

¹² Infographic: *6 Guiding Principles To A Trauma-Informed Approach* | CDC. (n.d.).

<https://www.samhsa.gov/resource/dbhis/infographic-6-guiding-principles-trauma-informed-approach>.

¹³ The Youth Advisory Group began meeting in February 2024 and has members ages 12-25 across the state. The group provides input on various areas of the program, including branding, marketing, and advertising. Youth also use this platform to hold the AGO accountable to ensure the program is antiracist, youth-centered, and trauma-informed.

¹⁴ Washington State Attorney General's Office. (2022). *2022 Washington Youth Safety and Well-being Tipline Report*. <https://agportal-s3bucket.s3.amazonaws.com/2022%20Tipline%20Annual%20Report.pdf>.

¹⁵ Please contact the AGO if you would like to know your agency/organization's point of contact with HearMeWA.

¹⁶ For more information, visit https://watech.wa.gov/sites/default/files/2022-12/141.10_SecuringITAssets_201711_Approved.pdf.