



Tipline Advisory Committee

Meeting Minutes

November 9, 2022, 1:00 p.m. – 2:30 p.m.

Meeting started at 1:03pm	
1.	<p>Welcome</p> <ul style="list-style-type: none"> • Committee members were welcomed to the eleventh advisory meeting. • AGO staff began the meeting by reviewing the AGO’s commitment to dismantling systems of oppression through the Tipline’s vision of striving to create a program that is antiracist, trauma-informed, and youth-centered. • The meeting agenda was then reviewed.
2.	<p>Procedural Discussion</p> <ul style="list-style-type: none"> • Roll Call and Establishment of Quorum. Maik & Associates staff provided a brief reminder of the established Zoom meeting protocol and conducted the roll call. A quorum of the members was established. See roster below. For members of the public wishing to make comments, they were instructed to indicate so in the chat. • Approve Previous Meeting Notes: No comments or changes were received on the October 12th meeting minutes. October 12th meeting minutes approved.
3.	<p>Informational Session</p> <ul style="list-style-type: none"> • <i>Youth Outreach & Engagement Update</i> <u>Outreach</u>: Since November 2021, the AGO Youth Outreach & Engagement (O&E) Team has contacted over 600 Community-Based Organizations (CBOs), government agencies/programs, and youth groups that serve, influence, and/or impact youth. Out of the organizations they have contacted, they have scheduled and met with over 260 organizations via zoom/phone, and met with) 19 WA state helplines that offer services to youth, young adults, low-income families, etc. In addition, they have contacted 42 youth-led advisory committees, commissions, or boards operated by cities, counties, organizations, and nonprofits, and met with 23 of these groups, including 62 youth.

In addition to these meetings, the O&E team has also presented to 15 entities, reaching 284 attendees. Presentation recipients have included OSPI, Youth Action Board Reach – Tacoma, DCYF, Discover Center Youth Program – Gates Foundation, and Skagit Wellness Alliance stakeholders.

While outreach and engagement has been broad, the O&E team identified several gaps with outreach, including youth in Okanogan, Ferry, Lincoln, Skamania, Wahkiakum, Columbia, Garfield, and Asotin counties. It has also been challenging to find community partners and resources that serve rural youth, urban and rural indigenous communities, and teenage parents.

The committee was encouraged to reach out to the O&E team with any connections to these areas or populations.

Feedback: Common themes from what O&E has heard from meeting participants, and the youth survey, include issues around transparency, accessibility to resources, and how the tipline will handle follow-up and feedback. For example, privacy is a key concern for youth in engaging with a tipline and needs to be addressed for them to trust this program. This feedback aligns with what youth shared in the surveys that were presented last month. According to survey results, the top two (2) requests for youth to trust this tipline are related to privacy: "my information is kept private" and "my conversation is not shared with anyone else", at 66% and 45%, respectively. As the tipline is developed, youth and other stakeholders also encourage the AGO to think about the best way to share resources with youth and young adults using the program. The biggest need for a tipline, as identified by survey participants, is that more resources are needed that address mental well-being and social pressures, followed by safety concerns like sexual abuse, bullying, and general personal safety. While follow-up conversations are not vital to youth, acting on their concerns is. Half (50%) of respondents also agree that having their concerns addressed is important for them to trust this tipline.

Additional considerations should include accessibility, marketing, advertising, and training for call center staff as well as tip responders. For example, the tipline should aim to embrace simplicity and clarity in its functionality and branding. Consider language access (translations and interpretation services) and having multi-lingual staff. Youth would like to see a tipline that has clear messaging on what the tipline is used for, focuses on advertising privacy, and feels professional but also optimistic/positive, e.g., avoid a serious and educational tone. Participants also want to ensure that tip responders are well versed in trauma informed care and cultural competency, as well as training on terminology, the rights of queer youth, and coaching on creating an affirming space. One suggestion was made to train youth and young adults to volunteer for this program and offer their services, as well as to have youth ambassadors for the program.

Next Steps: Next for the O&E team is to use a Human-Centered Design (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. The O&E team will continue to build meaningful relationships with youth through outreach and engagement 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 program as a resource they can trust and refer to their friends.

See slides 8-13 for additional information.

Questions & Discussion:

Comment: Are staff aware that the HCA is promoting a community hub system statewide? This is a good resource for other CBOs. Also want the TAC to be aware of mission creep. We can’t solve all the problems but can serve to identify problems and coordinate problem solvers.

Question: Is the use of youth ambassadors an approach that youth are comfortable with, or just a suggestion of adults? Answer: The suggestion to have youth ambassadors did come from adults. O&E has not yet had the opportunity to vet the idea with youth but does plan to do so in the next phase of work.

4. **Informational Session**

- *Training Needs for Tipline Staff*

In lieu of a TAC meeting in September, AGO staff spent time meeting one-on-one with TAC members to gather information and resources on the types of training that call center staff should receive. Participants included 911, Fusion Center, Health Care Authority, the Office of Superintendent of Public Instruction, the Department of health, Forefront Suicide Prevention Center, and the Association of Washington School Principals. AGO staff then summarized the suggestions.

Overall, these training included four broad categories of training. These are: 1) trauma-informed (including training on sexual assault, active listening, compassion fatigue and stress management), 2) behavioral health centered training (including awareness, and signs and symptoms of youth mental health, suicide prevention/intervention/post suicide trauma, and de-escalation), 3) training centered on cultural awareness (such as understanding demographics, cultural differences in language, communication and tradition, and bias training), and 4) for the program to be inclusive, tipline call center staff should receive training on ADA compliance, LGBTQIA+ training, and language support training.

Other skills and knowledge that TAC members identified as of value for call center staff to have include understanding threat and risk assessment, geographic resources (and differences), school safety planning and protocols, and confidentiality requirements, such as mandatory reporting and FERPA/HIPAA.

See slides 16-17 for additional information. The TAC was then asked to engage in a discussion based on the following questions.

TAC Discussion prompt: *What other types of training should be included?*

Suggestions:

- School safety plans
- Diffusion/de-escalation
- Harm reduction training
- Active listening/motivational interviewing
- Self-care to avoid compassion fatigue
- Compassion fatigue training for call center staff (possibly connected through Benton/Franklin Community Health Center)
- Training for supervisors to identify signs and symptoms of secondary trauma among their staff

TAC Discussion prompt: *Who offers these trainings?*

Suggestion: ESD Safety Center trainings: 13 topics required by statute; SSOCC would most likely be able to provide training for free; training could be available in multiple formats (e.g., in-person & virtual).

Suggestion: 911 Centers have provided training on active listening and compassion fatigue - this may be a training resource.

Comment: Support for utilizing similar/existing training that potential tip responders (e.g., 911/EMS, school personnel, etc.) receive could benefit multiple systems & ensure everyone is working from the same understanding and language for response. Utilize safety training through ESD, ensuring that same trainings are provided for the sake of continuity.

- *Measures of Success*
AGO staff then transitioned to data collection and evaluation of the tipline through measures of success. The desired outcomes of the tipline, as identified by the AGO team, include the expectation that the program should be able to provide timely response to youth; should connect youth to needed services and resources; and that youth should be satisfied with their experience utilizing the tipline. These three desired outcomes should be equitable across the state of Washington.

After this introduction, AGO Staff asked the TAC to respond to the following question:
What does success look like to you?

All committee members were asked to share a response. Success, as identified by the TAC, are summarized as follows:

- Effective early intervention that harms no one.
- Successful resolution of the issue, according to the people involved (recognizing limitations of the systems).
- Seamless communication loops regardless of the outcome of the tip.
- Retention of staff.

- Users (youth) experience is comfortable, and they report trust in the app/website.
- That this effort compliments safety and well-being already going on in schools and communities.
- That 99% of tips submitted are appropriately categorized and referred within X amount of time (e.g., 5, 10, 1 minute).
- That X% of tips receive an after-action report (e.g., closing the loop), confirming resolution.
- Widespread and pervasive awareness of the availability of the tipline.
- High tipline utilization.
- Gathering feedback from the users, looking for positive feedback, correcting from negative feedback.
- Limiting harm.
- Equitable access that proportionally represents demographics to be served.
- Successful interventions in mass threat situations.
- See improvement in youth reporting that they feel safe.
- Building bridges with work being done in schools and other state agencies.
- Not overburdening systems.
- Equitable access.
- That the tone is caring, responsive, supportive, flexible, adaptable, easy to use, high youth buy-in.
- Positive reviews from youth who appreciate that the tipline exists.
- Staff retention, demonstrating that they like their work and feel appreciated.
- Widespread awareness of what the purpose of the tipline is.
- Do no harm, equitable response/support.
- Equitable response to tips.
- Measuring equitable outcomes based on definitions for types of tips and defined responses to ensure equitable response.
- Having staff that reflect the demographics of the youth being served – by race/ethnicity, gender identity, sexual orientation, geography, disability status, etc.,

Following this discussion AGO staff presented three main sources of data that the tipline will use to measure success. This includes the tip submission (e.g., information from the “tip form”) such as tip volume, most common tip category and urgency level, who is using the program, where tips are coming from and the most frequent reporting method (e.g., app, phone, text). A second data source will be the after-action report, in which AGO staff will be able to review how many youth have received support, where tips were sent to, the outcomes of tips, whether needs were met, and feedback from tip responders on the process from their perspective. The third data source will be a youth/tip user follow-up survey which would allow AGO staff to ask questions to determine satisfaction with the tip experience, whether needs were met, and general feedback from those interacting with the tipline.

The TAC was then asked, *What other data do we need to collect to assess if the program is achieving the desired outcomes?*

Suggestion: Periodic survey of local responders (EMS, police, sheriffs, education/schools) on their satisfaction with the process, ideas for improvement.

	<p><u>Suggestion</u>: Internal quality assurance: measure average length of call time, number of dropped calls, auditing calls for quality of response.</p> <p><u>Suggestion</u>: Surveying call center staff for compassion fatigue, turnover.</p> <p><u>Suggestion</u>: Collect demographics of call center staff.</p>
5.	<p>RFP for Vendor Update: AGO staff announced that RFP was released on November 8th. Will be shared with committee members. RFP will close on January 20, 2023, which will determine timing of next steps. Anticipate approximately 6 months (at minimum) from now to have a vendor in place.</p>
6.	<p>Next Steps & Wrap Up</p> <ul style="list-style-type: none"> • Tipline Advisory Committee will continue meeting in 2023 (AGO staff will provide more information in January) • December meeting is canceled • Next meeting: Wednesday, January 11th, 2023 <ul style="list-style-type: none"> ○ Best Practices Toolkit • Comments about meeting minutes: <ul style="list-style-type: none"> ○ Email Clarissa at Clarissa.debarroslacerda@atg.wa.gov • Public Comments – None. • Thanked everyone for their time and commitment to this work. <p>The meeting adjourned at 2:11 P.M.</p>

Member List

Name	Affiliation	Present
Abigail Westbrook	Washington State School Directors' Association	Yes
Adam Wasserman	Washington Emergency Management Division	No
Brian George	Washington State Fusion Center	No
Carri Gordon	Washington State Patrol	Yes
Chris Weedin	Washington Association of Educational Service Districts	Yes
Diana Cockrell	Washington State Health Care Authority	Yes
Ella DeVerse	Washington Office of Superintendent of Public Instruction	Yes
Gavyn Tann	Washington State Department of Children, Youth, & Families	Yes
Kallie Kurtz	Washington State Department of Health	(Sent Christy Hoff as designee)
Karen Pillar	TeamChild	No
Kevin Fuhr (Chief)	Washington Association of Sherriff's & Police Chiefs	No
Kirk Williamson	Benton Franklin Community Health Alliance	Yes
Larry Wright (Dr.)	UW Forefront Suicide Prevention Center	Yes
Liz Pray	Washington Education Association	Yes
Maithri Sarangam	Seattle Indian Health Board	Yes
Roz Thompson	Association of Washington School Principals	Yes
Tanya Aggar	Washington State Parent and Teacher Association	Yes
Sam Loftin	Washington Student Achievement Council	Yes

Committee Staff and Contractors

Name	Affiliation
Camille Goldy	Office of the Attorney General, Policy Division
Clarissa Lacerda	Office of the Attorney General, Policy Division
Erica Chang	Office of the Attorney General, Policy Division
Linda Hoage	Office of the Attorney General, Information Services
Monserrat Jauregui	Office of the Attorney General, Policy Division
Megan Osborne	Maike & Associates
Michelle Maike	Maike & Associates