



## Youth Safety and Well-being Tipline Advisory Committee

### Meeting Minutes

January 11, 2023, 1:00 p.m. – 2:30 p.m.

<b>Meeting started at 1:02pm</b>	
1.	<b>Welcome</b> <ul style="list-style-type: none"><li>• Committee members were welcomed to the twelfth advisory meeting.</li><li>• AGO staff began the meeting by reviewing the AGOs 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.</li><li>• The meeting agenda was then reviewed.</li></ul> <p><i>Opening remarks from Attorney General Ferguson who thanked the committee for their time, work, and dedication to this important project.</i></p>
2.	<b>Procedural Discussion</b> <ul style="list-style-type: none"><li>• Roll Call and Establishment of Quorum. Maike &amp; 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.</li><li>• Approve Previous Meeting Notes: No comments or changes were received on the November 9<sup>th</sup> meeting minutes. November 9<sup>th</sup> meeting minutes approved.</li></ul>
3.	<b>Informational Session</b> <ul style="list-style-type: none"><li>• <i>Youth Outreach &amp; Engagement Update</i><ul style="list-style-type: none"><li>• The Youth Outreach and Engagement Team is continuing outreach work, now focusing on connecting with cities statewide.</li><li>• The team recently attended the Tribal Leaders Roundtable as well as the Missing Murdered Indigenous Women and People Taskforce Summit to create visibility for the Youth Safety and Well-being Tipline and to collaborate with Tribal partners in the advancement of this work.</li><li>• Per a suggestion from Benton-Franklin Community Health Alliance (committee member), the team has also started to meet with Accountable Communities of Health across the state.</li></ul></li></ul>

Next Steps:

- The team has been responding to requests for informational presentations on the Washington Tipline and will be presenting to interested agencies about the upcoming work.
- The AGO is expecting to launch the human-centered design RFP in the next month to engage youth in the work moving forward.

Questions & Discussion: None.

4. **Informational Session**

- *Tipline Program Name Changes*  
The program has been going through several name changes, as it moves closer to a youth-centered platform. While the final name of the program will be chosen based on youth feedback, the current names for this work include:

- YES Tipline or Tipline = Youth Safety and Well-being Tipline (Washington Tipline)
- AGO Tipline team = AGO Youth Program Team
- Tipline Advisory Committee = Youth Safety and Well-being Tipline Advisory Committee

These are temporary changes. When a final name for the program is chosen, that information will be shared with the committee.

- *Youth Safety and Well-being Tipline Best Practices Toolkit*  
There is language in the budget proviso that requires the AGO to create a best practices toolkit. The goal of the toolkit is to provide guidance for Washington Tipline tip responders to ensure that an antiracist, trauma-informed, and youth-centered lens is used to respond to and support all youth that engage with this program.

The audience for the toolkit is the tip responders, which includes 911, behavioral health services, 988, child protective services, education services, non-emergency law enforcement and other resources if needed.

The AGO Youth Program Team has begun drafting this document. The proposed outline includes:

- Background information related to the program and guiding principles;
- Tip responder expectations that will include our definitions of antiracism, trauma-informed and youth-centered, as well as some recommendations of best practices;
- The Tipline framework, including the flowchart and urgency levels that we created together as a committee;
- Youth preferences for engagement, which includes the results from the youth surveys;

- Training and other resources that can support tip responders as they respond to tips;
- And technical guidance, such as the after action report, legal considerations and marketing and outreach.

The committee was asked for the following feedback: *As a tip responder, what other topics do you think should be included in the Toolkit?*

Comment: Under the “Youth preference for engagement” section, it would be helpful if there were distinctions between guidance/preferences from youth in rural, urban, & suburban areas, as these will likely vary by youth context/environment.

Question: Tip responder expectations – What do those things mean? How will we describe those in simple terms? How are we going to help folks at the local level understand what antiracist and trauma-informed means, and how it is operationalized?

Comment: Under “Tip responder expectations” we should also consider power dynamics in response protocol and communication, such as language spoken, immigrant and/or refugee status, and LGBTQ needs in regard to tip response. We should use an intersectional approach when addressing interconnected social categorizations.

Comment: It would be helpful to include behavioral health best practices in technical guidance, re: how conversations should be structured, technical and clinical approaches to those conversations.

Comment: In the technical guidance, it would also be helpful to include an overview of currently established school responses and protocols for emergency responders to know to avoid confusion in a joint response (i.e., education and LE) and to clarify standard protocols.

Comment: A training syllabus would be helpful when it is prepared; looking forward to having the trainings as resource.

Comment: In addition to/under the tip responder expectations section, you might also consider including a set of overarching goals, such as creating a safe and welcoming space of all youth (e.g., youth in special education, etc.).

Question: How will accountability be measured, evaluated, and information shared?

Comment: It may be beneficial to include a section that clearly outlines guidance for the process in between when a tip comes in to the Tipline and the transition period/time from primary to secondary responses.

After this discussion, the committee was then asked: *Do you know of other toolkits that we could use as a reference?*

None noted. Members were asked to email potential resources if they have/know of them.

After this discussion, AGO staff asked the TAC to respond to the following question: *How does your agency employ an antiracist and trauma-informed approach when providing services?*

All committee members were asked to respond. Answers are summarized below:

- These values/approaches are embedded in preventative measures (e.g., onboarding of new staff and training), evaluating trainings and materials through this lens, hiring practices that include a request for Diversity, Equity, and Inclusion (DEI) statements, asking how job candidates are engaging in antiracist work, and including interview questions asking about people's familiarity with antiracist work.
- Our agency has an equity statement; all meetings are started this way with outward-facing groups. We also employ hiring processes for broader geographic areas and ask about the DEI work they do/are familiar with. We are also working as an agency on DEI modules as well as within our different divisions, departments, and programs.
- Our entity is developing training for all school board members in these areas (as this training is mandated by legislation). However, we know that training is not enough, this is not “check box” work that can be one and done. Along with training, it’s necessary to highlight the ways that this is lifelong learning and individual work.
- We have trauma informed training for clinicians and crisis responders, as well as how to develop a trauma-informed agency. Resource available here: [Trauma-informed approach | Washington State Health Care Authority](#). Other resources include: [Pro-Equity Anti-Racism \(PEAR\) | Washington State Health Care Authority](#), and [Guide for Addressing Disparities and Promoting Racial Equity in the Behavioral Health Field.pdf \(mcusercontent.com\)](#)
- Our divisions and offices have equity and social justice managers. The tension between statements and how actions impact the community create space for the ongoing work that is required to fully realize antiracist systems. When adding these best practices to the toolkit, we need to consider that overworked and understaffed healthcare systems are also struggling to realize their ability to be trauma-informed and antiracist. We also need to acknowledge the spectrum where folks are at with antiracism. People's willingness to engage in this work varies widely, as people are at different levels of readiness to “hear” this type of training. This is not one-sized fits all. This is ongoing work.
- Equity and antiracist work are embedded differently among departments. We focus on trying to identify equity gaps at the research and policy level, and then work with stakeholders to gain a broader understanding. By identifying policy steps to reduce the gaps, we can begin to create a common equity definition and statement. We also strive to have these values embedded into recruitment and hiring processes that promote equitable representation in the workforce.
- This is an important question. I am going to start asking it in collaborative meetings about how other partners are putting into action antiracist and trauma-informed practices and identify where more training might be needed.

- We have a commitment that everyone on staff and board would attend the People's Institute for Survival and Beyond (<https://pisab.org/>) which helps individuals think about antiracism from a structural perspective, and how to dismantle institutions of white power. Another resource: The Professional Youth Worker YIPA on how to work with young people developmentally (<https://yipa.org/>). We have a lot of undoing to do when we think about who has power and what systems need to be dismantled. It's also important to recognize the quick changes that are happening with each sub-generation of youth, and to stay nimble and willing to learn from youth; things are so different for youth now that when (committee members) were young.
- These values are integral to our agency, and we keep them at the forefront of our work. It is vital to practice cultural humility, and we are always trying to see from others' perspectives. Trainings are incorporated into regular meetings on how to provide care. Onboarding to acknowledge history of native people, and we are thoughtful about signage and wording; to be deliberate about the values the leadership is voicing or prioritizing.
- Training for 911 tele-communicators covers cultural bias, and the impact of implicit biases on how they might treat a call. 911 plays a very important role in how police show up to a call in the community, so we strive to ensure 911 responders receive bias training.
- We provide onboarding training at state patrol and an audit process with interactions with the public. We have hired a DEI officer that supports onboarding and training at the Fusion Center. However, it is also important to be mindful of training fatigue (e.g., agencies have their own internal training about these approaches, in addition to state mandated training). It would be nice if training is consistent and not contradictory with one another.
- All school safety staff (including SROs) are required to take 13 classroom units, one of which is trauma-informed. Schools have different ways of implementing these, and are particularly dominated by Adverse Childhood Experiences (ACES) and Trauma-informed approaches. Handle with Care is an example of a trauma-informed program that schools are using.
- We strive to create a department that reflects the demographics of the community they serve, and we strive to hire folks from the local community who are invested in their community. As a result, we hope that translates to/reflects an antiracist approach to the work.
- It's important to acknowledge that social change is slow and hard, and we are trying to employ a trauma-informed and antiracist approach, but we are not there yet; the gap between where we are and where we need to be is a chasm. It will take a lot of time to change our culture that has implicit bias embedded into it. Hiring practices, meeting people where they are, using trusted community members to deliver messages and collect feedback are some approaches we take. We don't come in and assume we know what everybody needs, so we seek out the guidance of those we try to serve.
- Washington Education Association has some excellent training and resources available for members in the school setting on these topics. We strive to put forth policy efforts to support youth that filters to the local level. This includes recruiting

diverse candidates that represent the community. In addition, the training document that is a part of this work should be a “living” document that can reflect continuous improvement and evolves with the journey and the learnings. We know there will always be learning, and correction needed [in practice] to move this work forward.

5. **Next Steps & Wrap Up**

The TAC just completed its first cycle of meetings (The committee charter specified meeting from January 2022 – January 2023) and this is the TAC’s last meeting.

As was mentioned in November, the Tipline Advisory Committee will continue meeting in 2023, but it will have a different structure, different goals, a new charter, and new members.

In this new cycle, the meetings will be held quarterly. The first meeting will take place in late March/early April 2023. More information will be shared as it becomes available.

The purpose of the new 2023 Youth Safety and Well-being Tipline Advisory Committee will be to:

- Develop a Best Practices Toolkit for tip responders;
- Review and analyze tips received and responded to by the program to ensure tip responses are appropriate and proportional;
- Evaluate whether the program is being implemented equitably across the state;
- Propose solutions for challenges that arise in regard to program utilization and tip responses;
- Promote the program.

New Committee membership process:

- Agencies appointed by legislature to serve on this committee will be asked to complete and sign an appointment letter indicating who from your agency will serve on the committee.
- Non-appointed members: If you wish to continue serving on this committee, you will need to renew your membership. The AGO will provide more details on that process in February. A notification of that process will be sent out when it goes live.

Comments about meeting minutes, or additional feedback:

- Email Clarissa at [Clarissa.debarroslacerda@atg.wa.gov](mailto:Clarissa.debarroslacerda@atg.wa.gov)

Public Comments – None.

Thanked everyone for their time and commitment to this work.

**The meeting adjourned at 2:21 P.M.**

## **Member List**

<b>Name</b>	<b>Affiliation</b>	<b>Present</b>
Abigail Westbrook	Washington State School Directors' Association	Yes
Adam Wasserman	Washington Emergency Management Division	Yes
Brian George	Washington State Fusion Center	Yes
Carri Gordon	Washington State Patrol	No
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	Yes
Karen Pillar	TeamChild	Yes
Kevin Fuhr (Chief)	Washington Association of Sherriff's & Police Chiefs	Yes
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	No
Sam Loftin	Washington Student Achievement Council	Yes
Tanya Aggar	Washington State Parent and Teacher Association	Yes

## **Committee Staff and Contractors**

<b>Name</b>	<b>Affiliation</b>
Camille Goldy	Office of the Attorney General, Policy Unit
Clarissa Lacerda	Office of the Attorney General, Policy Unit
Erica Chang	Office of the Attorney General, Policy Unit
Monserrat Jauregui	Office of the Attorney General, Policy Unit
Sahar Fathi	Office of the Attorney General, Policy Unit
Linda Hoage	Office of the Attorney General, Information Services
Megan Osborne	Maike & Associates
Michelle Maike	Maike & Associates