



Best Practices Toolkit

Guidance for HearMeWA Tip Responder Agencies

April 2024

Table of Contents

Glossary	3
How to Use the HearMeWA Best Practices Toolkit	4
Background and Guiding Principles	5
An Antiracist, Trauma-Informed and Youth-Centered Program	7
Youth Preferences	10
Technical Guidance for HearMeWA Tip Responders	11
HearMeWA Flowchart.....	11
Tip Triage and Referral Process	13
Disposition Report	15
HearMeWA Tip Manager	17
Resources and Training Opportunities.....	19
Marketing Resources	26
Contact Page	27
Appendices.....	28
Appendix A - Statewide and Community Mental Health Resources, Services, and Contacts .	28
Endnotes.....	37

Glossary

AGO Youth Program Team	AGO staff involved in the development and implementation of HearMeWA.
Call Center Staff	Sandy Hook Promise Crisis Counselors that receive tips via app, tip form and phone calls, and connect/refer youth to resources.
Disposition Report	A form tip responders and/or call center staff fills out to report on how they responded to a tip received through HearMeWA.
HearMeWA Advisory Committee	Advisory Committee that advises the AGO as it develops and implements policies and procedures for HearMeWA to function. ¹
HearMeWA Tip Manager	The platform where call center staff and tip responder agencies will document and see information regarding tips sent to the program, send tips to the appropriate agency, close tips and submit disposition reports.
Public Safety Answering Points	Washington has 78 Public Safety Answering Points (911 centers) that cover all 39 counties within the State. Each Primary Public Safety Answering Point (PSAP) is connected to the statewide network, which delivers location information of the 911 caller as well as other data needed. ²
Tipster	The person who submits a tip. Either youth submitting a tip about themselves or third-party reporters.
Tip Responders	Entities or individuals that receive tips from call center staff. They are responsible for providing youth with the services they need.
Two-way Dialog	A way of communication in which both parties involved share information. Examples include conversations between the tipster and call center staff via phone call and/or chat.
Warm-transfer	A telecommunication mechanism in which the call center transfers the call to tip responders and passes on relevant information regarding the report, while youth is still on the phone. This process prevents youth from having to repeat their story to another person and allows call center staff to stay in contact with youth for as long as needed.

How to Use the HearMeWA Best Practices Toolkit

The Washington State Attorney General's Office (AGO) developed this toolkit to help tip responder agencies when responding to tips from HearMeWA and communicating about the program. In addition to following their own agency or organization's policies and procedures, we encourage tip responders to use the following content as-is or customize it to address their audience's needs.

Please note that the information in this toolkit should not be construed as legal advice. Rather, the best practices herein should serve as a supplement to other organization's existing processes and policies to providing support to youth.

This toolkit is a living document and is being piloted through August 31st. The AGO will update the toolkit as the program evolves.

Contact youthprogram@atg.wa.gov if you have any questions or feedback. Tip responders can also provide feedback by attending the virtual Learning Community. For information about the Learning Community and the most updated version of the HearMeWA Best Practices Toolkit, visit the [HearMeWA Resources Center](#).

Background and Guiding Principles

In 2021, the Washington State Legislature appropriated funds through a proviso³ 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 AGO was also required to convene an Advisory Committee and consult with youth on the development and implementation of the program. Through consultation with youth, the program was named HearMeWA.⁴

The proviso requires the AGO to develop and maintain a Best Practices Toolkit, as outlined below:

(d) [The] ... program must develop and maintain a reference and best practices tool kit 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.⁵

Although the proviso specifies that the Toolkit is intended for law enforcement and mental health officials, the AGO encourages all tip responder agencies, including education services and child protective services, to utilize the best practices outlined in this document.

The purpose of this toolkit is to provide best practices and strategies for agencies and/or organizations that receive tips from HearMeWA (referred to in this toolkit as “tip responder agencies”). The best practices in this toolkit include recommendations from the AGO on how to provide support to youth while remaining antiracist, youth-centered and trauma-informed. It contains youth’s preferences for engagement, resources and training opportunities for tip responders, and instructions on how to access the HearMeWA Tip Manager and close a tip in the system. The toolkit also identifies a list of statewide and community mental health resources, services, and contacts (see Appendix A).

This toolkit was developed by the AGO and informed by subject matter experts, best practices research, and youth. The development process of this toolkit took into account:

- Recommendations from the HearMeWA Advisory Committee;
- Lessons learned from states that have similar programs across the country;
- Input from online surveys and in-person workshops conducted with youth;
- Input from the HearMeWA vendors Navigate360 and Sandy Hook Promise National Crisis Center (SHP); and
- Research.

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

1. The tipster – the person who is submitting a tip. It can either be:
 - A youth (self-report), or
 - A third-party reporter (tip about a youth).
2. The youth who is the subject of the tip.
3. Call center staff – Sandy Hook Promise Crisis Counselors that receive tips via app, text, tip form and phone calls.
4. Tip responders – entities or individuals that receive tips from call center staff. They are responsible for providing youth with the services they need.

Tip responder agencies include 911 (police, fire and emergency medical services), Education Services (schools, educational service districts, colleges, and universities), Local Law Enforcement (state, municipal, county, tribal, and regional law enforcement offices), Regional Crisis Lines/988, and Child Protective Services.



911



Education
Services



Law
Enforcement



Regional Crisis
Lines / 988



Child Protective
Services

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 supports that are inclusive and respectful of all youths' needs.

This program 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 your agency or organization will strive to:</p> <ol style="list-style-type: none">1. Acknowledge that biases exist and work towards change. One way to learn about our own implicit biases is to take the Implicit Association Test (IAT).⁶2. Assess the impact of your actions on youth from diverse backgrounds, especially on youth from historically excluded communities.⁷3. Be open to feedback and embrace diverse perspectives.4. Avoid unnecessarily involving the criminal justice system when other alternatives are appropriate and available. <p style="text-align: center;"><i>See Resources and Training Opportunities for additional details.</i></p>

Trauma-Informed

HearMeWA Definition

Trauma can be experienced on an individual and collective level both consciously and unconsciously. Trauma has no boundaries in regards to age, gender, socio-economic status, race, ethnicity, geography, or sexual orientation. 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 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.”⁸

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 your agency or organization will strive to adopt the six guiding principles for a trauma-informed approach from SAMHSA:⁹

1. Safety.
2. Trustworthiness and transparency.
3. Peer support.
4. Collaboration and mutuality.
5. Empowerment and choice.
6. Cultural, historical and gender issues.

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

Youth-Centered

HearMeWA Definition

Having youth actively provide input in program planning, implementation, evaluation and focusing on what is important to youth now and acting upon this in alliance with their family, friends, stakeholders, and other experts.

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 your agency or organization 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 is constantly gathering input from a diverse array of youth voices through surveys, workshops, informal conversations, and the HearMeWA Youth Advisory Group to ensure HearMeWA is striving to be youth-centered. This section summarizes recommendations the AGO collected from youth across the state regarding their preferences for the program, when they would contact HearMeWA, and what tip responders can do to gain their trust.¹⁰

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. • If there is a crisis or safety concern, youth reported being more likely to call 911.
Youth needs for HearMeWA	Building trust
<p>Needs identified by youth include:</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’s recommendations for building trust include:</p> <ul style="list-style-type: none"> • Keeping their personal information private. • Having their concerns addressed while not sharing information with third parties. • Not involving the police when not necessary. • Being able to opt out of being recorded, so they can speak more clearly and honestly. • Having mandatory reporting disclosures.

The AGO expects tip responder agencies will follow youth's recommendations when practicable within their agency or organization’s existing policies and procedures, always prioritizing the safety and well-being of those contacting the program.







Technical Guidance for HearMeWA Tip Responders

HearMeWA Flowchart

To build an inclusive program that does not solely serve youth enrolled in schools and to avoid overwhelming the K-12 education system, the AGO included public safety, behavioral health, and child protective services (CPS) in the tip response process. For instance, systems such as the 988 Suicide and Crisis Lifeline, regional crisis lines, 911, local law enforcement, and CPS will have a role in receiving tips from HearMeWA.

The call center will contact tip responders through the points of contact for their agency or organization, as shown in Table 3. Please contact the AGO if you would like to know who is your agency or organization’s point of contact with HearMeWA.

Table 3: HearMeWA Tip Responders

Tip Responders	Agency/Organization
 911	Public Safety Answering Points (PSAPs).
 Education Services	Schools, Educational Service Districts, Colleges, and Universities.
 Law Enforcement	State, municipal, county, tribal, and regional law enforcement offices.
 Regional Crisis Lines	Washington Regional Crisis Lines.
 988	988 Suicide and Crisis Lifeline.
 Child Protective Services	Local CPS



Other
Resources

When needed, call center staff will share other resources with youth based on the nature of the report. These resources can include, but are not limited to community-based and non-profit organizations that provide services to youth. Call center staff will not send tips to these organizations, rather youth will be provided with information on how to reach out to these resources on their own.

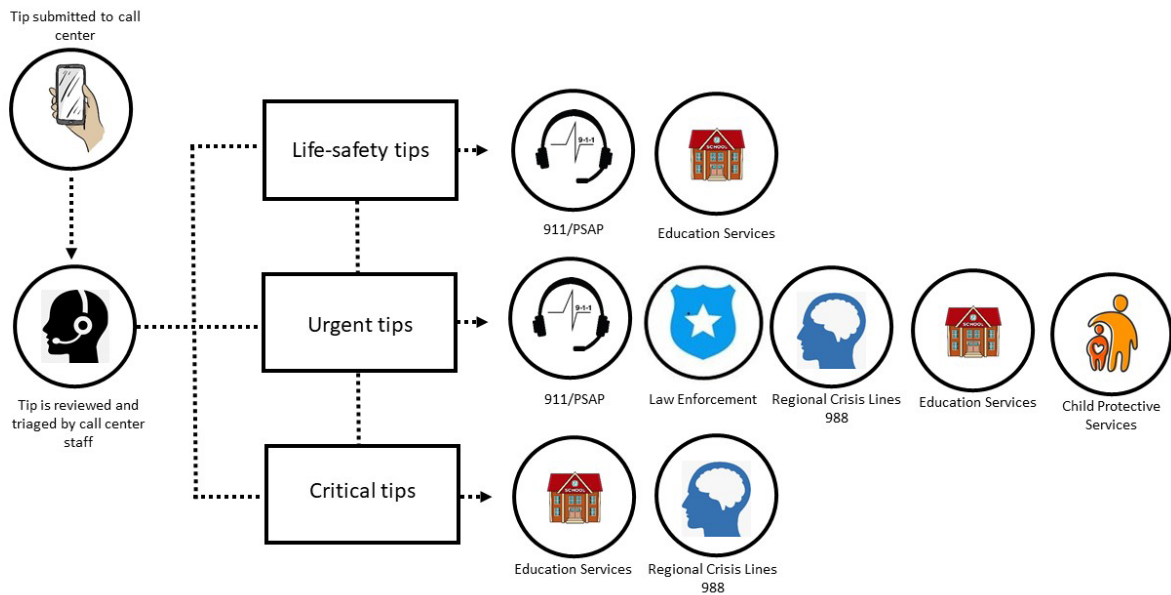
The call center will refer to the urgency levels in Table 4 when triaging tips sent to HearMeWA. Factors such as the tip category, urgency level, where the incident occurred, and who is involved must be considered and will influence where tips will be sent to.

Table 4: Tip Urgency Levels

Tip Urgency Level	Definition
Life-Safety	<i>Imminent threat.</i> Actions in progress and/or that require immediate intervention.
Urgent	Actions, past, present and future that can put someone in danger but does not meet the threshold of a life-safety threat.
Critical	Actions, past and present that do not present imminent risk/danger nor meet the criteria for urgent.
Other	Pranks and false reports

The flowchart on page 13 outlines tip responder agencies, and based on the urgency level of the tip, which of these agencies the HearMeWA may refer youth to. The AGO, with the support of the HearMeWA Advisory Committee, created a list with contact information for the agencies listed in the flowchart. This list will provide call center staff with the information it needs to route tips to the appropriate point of contact.

Figure 1: HearMeWA Flowchart



Tip Triage and Referral Process

This section details the tip response process and contains the steps call center staff will follow when responding to a tip.

Tips are submitted via multiple platforms including an online form (tip form), text, phone, or app. All methods are available in multiple languages and fully compliant with the Americans with Disabilities Act (ADA) visual and hearing guidelines, as appropriate. Call center staff uses the information submitted in the tip to identify the appropriate tip category, and level of urgency before determining where to send the tip to.

The components of the tip referral process is described in Table 5.

Table 5: Components of the Tip Referral Process

Part One – Receiving the tip
<ul style="list-style-type: none"> • HearMeWA will receive tips from the public via website (tip form) and/or phone (app, text, and call); • Call center staff will attempt to conduct two-way dialog with the tipster to collect additional information about the incident. This process could include the tipster providing information via chat or over the phone.

Part Two – Responding to the tip

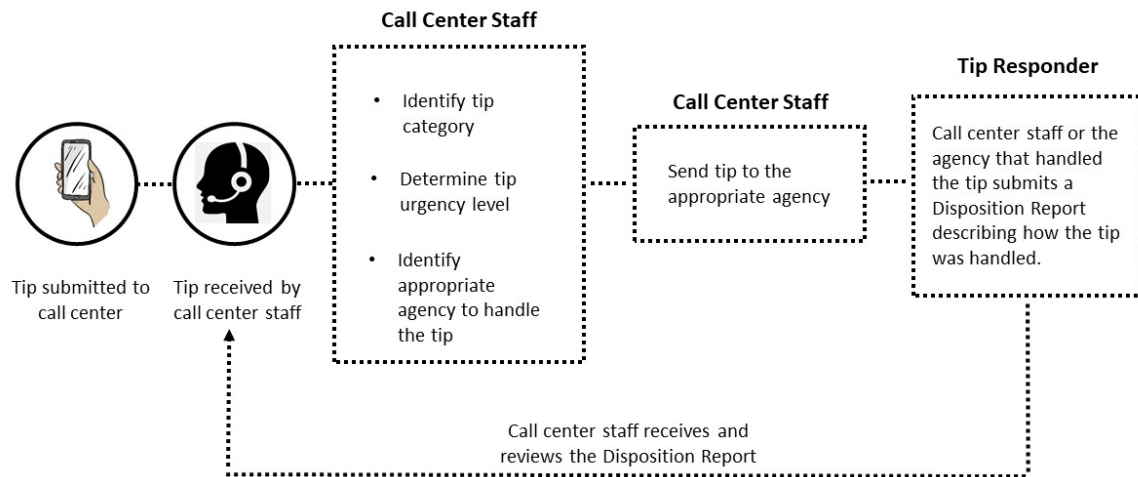
- **Step 1)** Call center staff will use the information collected in Part One to identify the tip category.
- **Step 2)** Call center staff will determine the urgency level of the tip based on the event description, tip category and any additional information the tipster provides.
- **Step 3)** Call center staff will conduct the referral based on the tip category and its urgency level.
 - Call center staff will identify the type of referral that will best accommodate tipster’s needs; and
 - Call center staff will identify the appropriate agency (tip responder) to handle the tip; and
 - Call center staff will conduct the referral to the appropriate agency and send instructions and a deadline for tip responders to complete the disposition report once the tip is resolved. Completion of the disposition report will vary based on the tip responder agency. For more information, visit the [Disposition Report](#) section.

Part Three – Closing the tip

- Call center staff or tip responder agency will close the tip in the system (depending on who responded) by completing a disposition report indicating the outcome of a tip response.
- Tip status definitions are below.
 - **Open** - Call center staff is still in the process of collecting more information from youth to build a report and no actions have been taken yet.
 - **In progress** – Tip was sent to tip responder agency. Tips will be in progress until the disposition report is completed by call center staff or received from the tip responder agency.
 - **Non-actionable** – A tip is deemed “non-actionable” when call center staff does not have access to enough information to investigate the incident and cannot communicate with the tipster.
 - **Closed** – A tip is closed after call center staff receives or submits the disposition report. If the referral process only included providing youth with a list of resources, the tip can be considered closed after that.

The flowchart below illustrates the conceptual framework for the tip referral process.

Figure 2: HearMeWA Framework



Disposition Report

The disposition report is a tab within the HearMeWA Tip Manager called “disposition”. Tip responders and call center staff will 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.

The AGO gathered information from other states’ tiplines that collect disposition information from tip responders to learn about their process, the questions they ask, and how they enforce this policy. The HearMeWA Advisory Committee also advocated to a disposition report for closing the loop on tips. The policies in this section were developed in partnership with Navigate360, based on research, lessons learned from other states, and input from the HearMeWA Advisory Committee.

See below for more information about the disposition report and tip responder’s role in this process.

Tip Responder Agencies with Access to the HearMeWA Tip Manager

To access the disposition report, tip responders must follow the steps described in the [HearMeWA Tip Manager](#) section. Tip responder agencies that would like to access to the HearMeWA Tip Manager will be provided with login credentials that allow them to receive and respond to tips, and complete the disposition report via the system. Tip responder agencies will only have access to tips that were assigned to them by the call center.

The disposition report contains two tabs: 1) Internal Disposition Notes, and 2) Details. Tip responders are encouraged to use the “Internal Disposition Notes” section to document the tip response process, including a description of the intervention and outcomes. In the “Details” section, tip responders will be prompted with questions about who responded to the tip, actions taken, and feedback.

Internal Disposition Notes	Details
<i>*Tip responders are expected to use this tab to provide a brief description of the investigation/intervention with outcome.</i>	Description of who submitted the tip (if applicable). Who completed the disposition report. If the tip was handled by more than one tip responder agency. Actions taken/outcome. Suicide or threat assessment (if applicable). Feedback on the quantity of information received and recommendations for improvements.

In addition to providing the information above, tip responders are required to select a tip status before submitting the disposition report. Tip status options can be found in [Table 5 - Components of the Tip Referral Process, Part Three – Closing the tip](#).

Tip responders have seven days to complete and submit a disposition report. If tip responders miss the deadline, call center staff will send a reminder every day for 30 days or until the report is submitted. If a disposition report is not received after 30 days, call center staff will notify the AGO.

Once the AGO is notified about a non-response to the disposition report, they will contact the tip responder agency to get a status update on the tip response process. If no response is provided

within 30 days, AGO staff will document the process and mark the tip in the system as “missing disposition report” from tip responder agency.

Call center staff will review all tips that were closed by tip responders to ensure the tip was properly responded and the response is aligned with the [AGO’s vision for HearMeWA](#).

Tip Responder Agencies without Access to the HearMeWA Tip Manager

Call center staff are responsible for completing and submitting a disposition report regarding tips sent to tip responder agencies that decline to enroll in the HearMeWA Tip Manager. The referral or warm-transfer to these agencies will be documented in the system and the tip marked as closed by call center staff.

HearMeWA Tip Manager

Secure Access Washington

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














Instructions for Recipient Contact Administrators and Recipient Contacts

Each tip responder agency will have a recipient contact administrator that can add additional points of contact for their agency, known as “recipient contacts”. Both recipient contact administrators and recipient contacts will be notified when there is a tip in the Tip Manager that belongs to their agency or organization. Notifications can happen via text and/or email. Notification preferences can be changed by recipient contact administrators and recipient contacts. For instructions on how to change notification preferences, please watch the [Tip Responder User Training](#).

HearMeWA Tip Manager Icons

When in the HearMeWA Tip Manager, tip responders will have access to the tips that were assigned to their agency. All tips will be listed at the bottom of the page and will contain icons and written information as shown in Figure 3.







Figure 3: 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 written information in the tip queue include the following:

- Report ID: Each tip will have a different report ID that can be used when searching for a tip in the HearMeWA Tip Manager.
- Event: Event is the same as “tip category” or “tip type”. When submitting a tip via the tip form, tipsters will be asked to select an event that best describes the concern they are reporting. If the tip is revived via phone call, call center staff will manually select the event type.
- Source: Tipsters can send tips to HearMeWA through different ways, and this is reflected under “source”. Examples include web/mobile web (tips sent via the tip form), mobile app (tips sent via the app), and call center (tips sent via phone call).
- Status: These are the same tip status defined in the [Tip Triage and Referral Process](#) section (Table 5 - Components of the Tip Referral Process: Part Three - Closing the Tip)
- Created: This includes the time and date the tipster submitted the tip form or called the call center.
- Delivered: Date and time the tip was sent to the tip responder agency.

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: *Automatically Mark Tips as Read in My Account* under the *Settings* menu, can be enabled as alternative method to marking tips as read. It is best to keep this setting to "No" for accounts with multiple users.

Resources and Training Opportunities

To ensure that tip responder agencies have the tools available to meet the expectations of the HearMeWA program, we recommend trainings and other resources 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. The list of trainings and resources in this section was developed by the AGO and took into consideration recommendations from the HearMeWA Advisory Committee, SHP, and other stakeholders.

Training recommendations and other resources are listed below and divided into four areas: training and other resources for law enforcement, educators, behavioral health providers and child protective services.

Table 6: 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	Office of Superintendent of Public Instruction	State laws on gangs in schools.
	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.
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).

	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	Trainings that were developed and facilitated in partnership with youth with lived experience.
	Strategies for Youth	Training program that provides officers with information and skills to effectively interact with youth.

Table 7: 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	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	This webinar reviews research on the relationship between bullying and suicide, and 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	HealtheKnowledge	Trauma informed training on school mental health.
	Health Care Authority (HCA)	Training on trauma-informed approach (TIA) 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	Trainings that were developed and facilitated in partnership with youth with lived experience.

Table 8: 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.
Compassion Fatigue	Crisis Connections	Training on compassion fatigue and professional sustainability.
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 disorder.
Mental Health	Seattle Children's	First Approach Skills Training (FAST) Program.
	Seattle Children's	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 (TIA) 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	Trainings that were developed and facilitated in partnership with youth with lived experience.

Table 9: Training 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.
Compassion Fatigue	Crisis Connections	Training on compassion fatigue and professional sustainability.
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	Training on trauma-informed approach for child welfare workers.
	Health Care Authority (HCA)	Training on trauma-informed approach (TIA) and other resources.
Youth-Centered Approaches	The Mockingbird Society	Trainings that were developed and facilitated in partnership with youth with lived experience.

Table 10 contains a list of additional resources and trainings that tip responders can use when providing services to youth, especially youth from historically excluded communities.

Table 10: 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 • Racial Equity and Cultural Diversity • Improving Mental Health Outcomes for Vulnerable Black Children and Youth • Suicide-related risk in Latinx/Hispanic Youth
Disabled	<ul style="list-style-type: none"> • Positive, Proactive Approaches to Supporting Children With Disabilities: A Guide for Stakeholders • Creating ADA Compliant Documents • Support Services for Youth in Transition: Youth With Disabilities
Formerly incarcerated (interacted with justice system)	<ul style="list-style-type: none"> • The National Reentry Resource Center • TeamChild
Foster care	<ul style="list-style-type: none"> • Support Services for Youth in Transition: Youth With Disabilities • 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 (asylees)	<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"> • Training on Engaging Working With American Indian and Alaska Native Families • 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

Marketing Resources

More information to come here soon!

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	Sign in 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 P3 system.	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 (Call center)	For questions about their work.	<ul style="list-style-type: none"> Phone: (206) 333-2492 Email: Jessica.jackson@sandyhookpromise.org

Appendices

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

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 the AGO Youth Program Team will do their best to keep this list updated.

Please contact the Youth Program Team at youthprogram@atg.wa.gov, if you would like to add a new resource to the list, or update any information regarding the resources already listed.

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: 833-303-5437 Family online request form
Wraparound with Intensive Services (WISe)	WISe helps children, youth, and their families by providing intensive mental health care. Services are available in home and community settings and offer a system of care based on the individualized need of the child or youth.	WISe is available to youth age 20 or younger with complex behavioral health needs who are eligible for coverage under WAC 182-505-0210 and meet medical necessity criteria for WISe services.	Email: wisesupport@hca.wa.gov
New Journeys	A treatment to meet the needs of those experiencing a first episode of psychosis with treatment services of a higher	Services available for people 15-40 years old that meet certain eligibility criteria.	<ul style="list-style-type: none"> Phone: 360-704-7170

Statewide Resources			
Resource Name	Brief Description	Eligibility	Contact Information
	intensity than those offered in regular outpatient settings.	More information can be found here .	<ul style="list-style-type: none"> Email: klabranche@bhr.org
<u>The Center of Parent Excellence (COPE) project</u>	Support to parents and caregivers of children experiencing behavioral and mental health challenges.	COPE is 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
<u>Department of Health Green Book</u>	The DOH Green Book includes contact information for behavioral health agencies by county for certified mental health, substance use disorder, and problem and pathological gambling services, along with the services they are certified to provide.	Everyone.	Phone: 1-800-525-0127
<u>988 Suicide & Crisis Lifeline</u>	The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.	Everyone.	<ul style="list-style-type: none"> Dial 988 For questions: 988ProgramInfo@doh.wa.gov
<u>Teen Link Where to Turn for Teens</u>	Resource guide that contains a list of youth-friendly resources in Washington.	Youth in Washington State.	<ul style="list-style-type: none"> 6pm – 10pm: 1.866.833.6546 After Hours: 866.789.1511

Statewide Resources			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Teen Link</u>	Teen Link is a helpline answered by professionally-trained youth volunteers, ranging in age from 15 to 20. Teen volunteers are trained to listen to youth's concerns and talk with them about whatever's on their mind – bullying, drug and alcohol concerns, relationships, stress, depression or any other issues they are facing. Calls and chats are confidential.	Youth in Washington State.	<ul style="list-style-type: none"> • 6pm – 10pm: 1.866.833.6546 • After Hours: 866.789.1511
<u>School Behavioral Health Navigators</u>	Provide access to behavioral health services and supports for students and families. Each Education Service District (ESD) employs a Behavioral Health Navigator.	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 and wellness. It includes information about common mental and behavioral health problems in children and teens, how to recognize the signs of a problem and crisis, how to help children or teens, and what services are available to them.	Everyone.	<ul style="list-style-type: none"> • 206-987-2000 • 866-987-2000 (toll-free)
<u>Child Mind Institute Family Resource Center</u>	Online resources that help families find information to support children who are struggling with mental health, behavior or learning challenges.	Everyone.	<ul style="list-style-type: none"> • Phone: 212.308.3118 • Email: info@childmind.org

Statewide Resources			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Washington Recovery Help Line</u>	Offers an anonymous, confidential 24-hour help line for those experiencing substance use disorder, problem gambling, and/or a mental health challenge. They provide emotional support and can also connect callers with local treatment resources or more community services.	Washington State residents 18+.	<ul style="list-style-type: none"> • Call or text: 1.866.789.1511 • Email: recovery@crisisclinic.org

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 this page for more information.
<u>Catholic Community Services (CCS)</u>	Provides mental health services to children, youth and families in need. CCS also connects families	Services available to children, youth and families. Eligibility criteria may change	King, Whatcom, Skagit, Snohomish, Island, Clallam, Jefferson, Kitsap,	<ul style="list-style-type: none"> • Family Behavioral Health Services: (800) 566-9053

Resources Available in More than one Region				
Resource Name	Brief Description	Eligibility	Counties	Contact Information
	with mental health programs in Washington.	depending on the program and county. Contact CCS for more information.	Pierce, Mason, Thurston, Lewis, Grays Harbor, Pacific, Wahkiakum, Cowlitz, Clark, Skamania.	<ul style="list-style-type: none"> • Contact information by county
Lutheran Community Services Northwest (LCS)	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"> • Office: 206-901-1685 • Fax: 206-244-7547 • Contact information by county.
Kids Mental Health Washington	Supports youth with behavioral health needs and their families by connecting them with resources available in their region and coordinating with existing and new support partners.	Eligibility requirements can vary depending on the region.	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: info@kidsmentalhealthwa.org • Contact information by region.
Sea Mar Community Health Centers	Provides behavioral services to youth, specializing in services to Latinos.	Eligibility criteria may change depending on the program. Contact	Clark, Cowlitz, Grays Harbor, Island, King, Pierce, Skagit,	<ul style="list-style-type: none"> • Phone: 1.855.289.4503

Resources Available in More than one Region				
Resource Name	Brief Description	Eligibility	Counties	Contact Information
		Sea Mar Community Health Centers for more information.	Snohomish, Thurston, Whatcom.	<ul style="list-style-type: none"> To find a list of all clinics click here.
<u>Youth Mobile Crisis Stabilization Teams</u>	Provides home- and community-based crisis intervention to children, youth, young adults, and their families. Services are customized to meet youth's needs.	Children, youth, young adults, and their families.	Whatcom, Skagit, Chelan, Douglas, Grant, Kitsap, Thurston, Mason, Pierce, Yakima, Clark, Benton, Franklin, Spokane, Garfield, Asotin.	Contact information by county
<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: contactclip@clipadministration.org
<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: admin@therapyfundfoundation.org Locate a mental health provider.
<u>ImHurting Crisis Chat</u>	Provides online emotional support during times of crisis. The online chat is available 24/7.	Anyone.	Island, San Juan, Snohomish, Skagit, Whatcom, Clallam, Jefferson, Kitsap.	Phone: 800-584-3578

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, including but not limited to: depression, anxiety, LGBTQ+, family and friends, school, STIs and health issues, and sports.	Youth in Clark County.	<ul style="list-style-type: none"> • Call 360.397.2428 (CHAT) • Text 360.984.0936 • Email: <u>ccteentalk1@hotmail.com</u> • Direct message @PeppyPenerson on Facebook, Instagram, or Snapchat • Post on <u>Ask Peppy</u> message board

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. Families are referred to CCORS through the Crisis Clinic.	Children and youth ages 3-18 and their families who are having emotional or behavior problems; and are currently located in King County.	<ul style="list-style-type: none"> • Crisis Clinic 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

			<ul style="list-style-type: none"> Email: counseling@seattlemca.org
<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: info@kyfs.org
<u>Navos' Child, Youth, & Family Services</u>	Provides mental health services to children and their families.	Children and youth (3 to 18) and families. But eligibility requirements can vary from program to program. Contact Navos for more information.	Phone: 206-248-8226

Spokane Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>Pend Oreille County Counseling Services</u>	Pend Oreille County Counseling Services provides a variety of behavioral health services, including crisis intervention, mental health, substance use disorder, and other resources.	Residents of Spokane, Adams, Ferry, Grant, Lincoln, Okanogan, and Stevens counties.	Phone: (509) 447-5651 or 800-404-5151
<u>Children, Youth, Family Mobile Crisis Team (CYFMC)</u>	CYFMC is a mobile outreach team that provides behavioral health support as well as referral to other services. Services last up to 14 days and are available 24/7.	Individuals ages 0 to 20. There are no financial eligibility requirements to receive CYFMC services.	Phone: 877.266.1818.

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

North Sound Region			
Resource Name	Brief Description	Eligibility	Contact Information
<u>SoundCareKids</u>	Provides support program 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

Endnotes

¹ For more information about the HearMeWA Advisory Committee, please visit

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

² For more information, see

<https://mil.wa.gov/e911#:~:text=Washington%20has%2078%20Public%20Safety,well%20as%20other%20data%20needed.>

³ 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>.

⁴ Washington State Attorney General’s Office. (2024). *2023 HearMeWA Annual Report*. [https://agportal-s3bucket.s3.us-west-](https://agportal-s3bucket.s3.us-west-2.amazonaws.com/uploadedfiles/2023%20HearMeWA%20Annual%20Report.pdf?VersionId=x_4pJDFkt6PBAV2nBmbAIIoxoVyU5cV6)

[2.amazonaws.com/uploadedfiles/2023%20HearMeWA%20Annual%20Report.pdf?VersionId=x_4pJDFkt6PBAV2nBmbAIIoxoVyU5cV6](https://agportal-s3bucket.s3.us-west-2.amazonaws.com/uploadedfiles/2023%20HearMeWA%20Annual%20Report.pdf?VersionId=x_4pJDFkt6PBAV2nBmbAIIoxoVyU5cV6).

⁵ 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>.

⁶ For more information, visit <https://implicit.harvard.edu/implicit/takeatest.html>.

⁷ “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), 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.

⁸ 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.

⁹ Infographic: *6 Guiding Principles To A Trauma-Informed Approach* | CDC. (n.d.).

https://www.cdc.gov/orr/infographics/6_principles_trauma_info.htm.

¹⁰ 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>.