



HearMeWA

Washington Attorney General's Office

Youth Program Team



Camille Goldy,
Manager



Clarissa Lacerda,
Policy Analyst

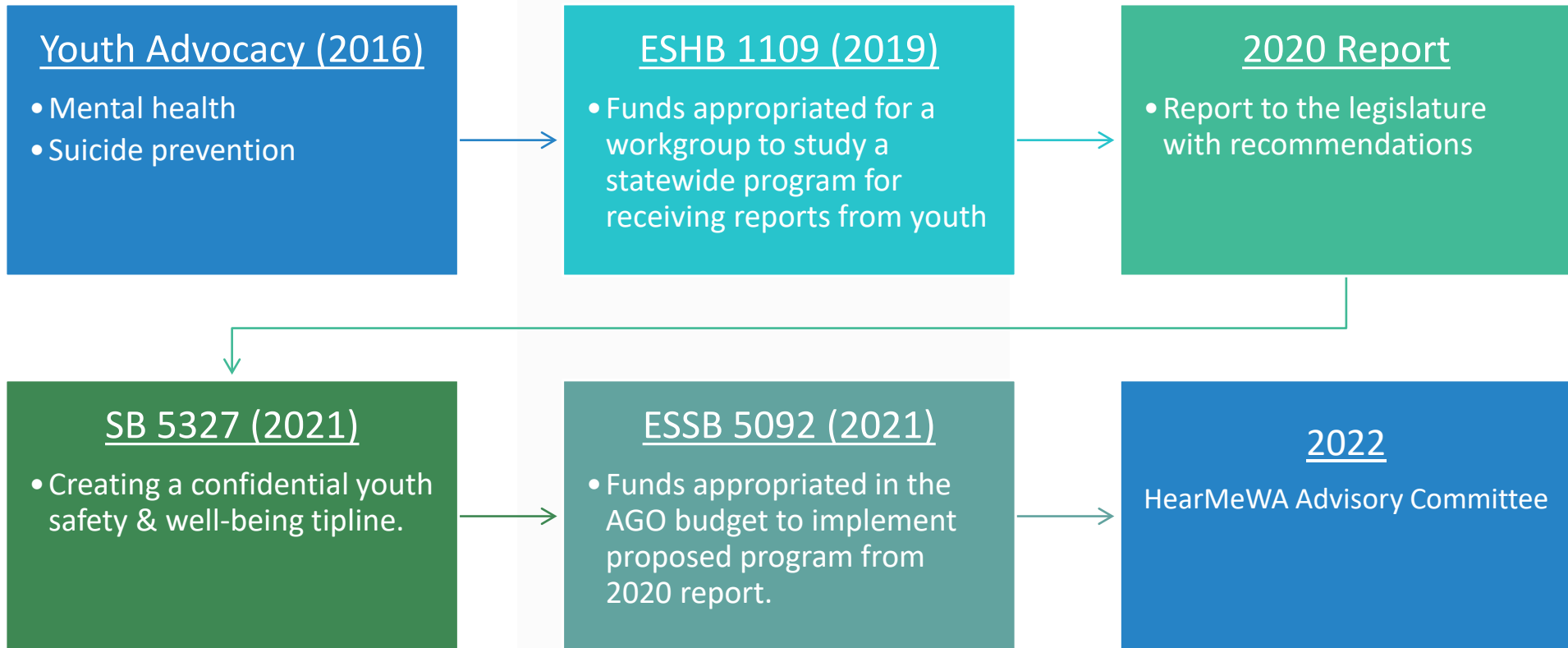


Monserrat Jauregui,
Outreach Lead



Erica Chang,
Outreach
Coordinator

History



Program Overview

A program for receiving and responding to tips regarding risks or potential risks to the safety or well-being of youth

Risks to safety or well-being may include:

- Harm or threats of harm to self or to others
- Sexual abuse
- Assault
- Rape
- Bullying or cyberbullying
- Substance use
- Criminal acts.





AGO's Vision for the Program

- A holistic program that meets behavioral health and safety needs by linking youth to existing systems of support
- Defer youth from the criminal justice system into systems of support
- Responds to tips 24/7/365 via app, text, chat, & phone
- Youth ages 0-25
- Antiracist, trauma-informed, and youth-centered

Youth

- Alternative to 911
- Trained professional via app, text, or website
- Needs not adequately addressed

AGO's Vision for the Program

Antiracist

Youth-centered

Trauma-informed

HearMeWA Advisory Committee

Authority:

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

Purpose:

- The purpose of the Advisory Committee is to advise the Office of the Attorney General as the agency develops and implements policies and processes for HearMeWA.



HearMeWA Advisory Committee

- 29 members representing health, behavioral health, public safety, school districts, higher education, social services, child protective services, LGBTQIA2S+ youth, and youth with lived experience;
- Quarterly meetings (via Zoom);
- Open to the public.

For more information, visit <https://www.atg.wa.gov/HearMeWA>

Advisory Committee Progress

2022 - 2023

- Systems Inventory;
- Tip Categories and Urgency Levels;
- HearMeWA Flowchart;
- Training for the Call Center;
- What success looks like for this program.

2023

- Best Practices Toolkit;
- Policies and Procedures Manual;
- Youth Engagement Training.

Best Practices Toolkit for Tip Responder Agencies

- **Audience:** Tip responders agencies (Schools, Universities, Law Enforcement, Behavioral Health, Child Protective Services)
- **Purpose**
 - Provide best practices and strategies for tip responder agencies to use in investigating cases and assisting youths and their parents and guardians;
 - Identify statewide and community mental health resources, services, and contacts;
 - Ensure that an antiracist, trauma-informed, and youth-centered lens is used to respond to and support all youth that engage with this program



Adapted from ESSB 5693, 2022, p. 49



Tip Responder Contacts

- Working with the Association of Educational Service Districts (AESD) and the Office of Superintendent of Public Instruction (OSPI) to meet with Comprehensive School Safety Coordinators (CSSCs). CSSCs are helping us connect with school districts and school buildings.
- Attended the Washington Association of Sheriffs and Police Chiefs (WASPC) Conference. Initiated process to verify law enforcement agency contacts.
- Higher Education point of contact for most colleges and universities have been collected.

60%
K-12

89%
LE

85%
**Higher
Ed.**

HearMeWA Updates via OSPI Email Newsletters

November 19

Of Notable Interest

Update on the Launch of the HearMeWA Program

The Washington State Attorney General's Office (AGO) conducted a competitive procurement for a vendor to run the HearMeWA program and has awarded the contract to Navigate 360 who will use P3 Anonymous Tip Reporting software in partnership with Sandy Hook Promise's National Crisis Center. The P3 Anonymous Tip Reporting software and the National Crisis Center are developed and delivered with a trauma-informed approach and with equity and inclusion at the forefront. For any program to be effective, it must support all youths and consider individual needs and experiences. The P3 software is designed to capture relevant tip information for appropriate intervention that is in the best interest of the youth, any individuals associated with the tip, and the community.

The program has a goal to launch in February 2024. The AGO is working with the ESD Comprehensive School Safety Coordinators to contact each school district in their region to begin the process of collecting a point of contact for each school for the P3 System. Once this point of contact has been obtained, the AGO will communicate with them about the developing plans for the program's launch in 2024, which will include awareness about the program, demonstrate how it works, offer opportunities to connect, provide resources, training, marketing materials, and additional technical assistance as the program rolls out.

For more information, please contact the AGO's Youth Program Team at youthprogram@atg.wa.gov.

August 25

Update: Development of Statewide Youth Safety and Well-Being Tipline

The Attorney General's Office (AGO) is in the process of developing a youth safety and well-being tipline as directed by the Legislature in 2021. The program, HearMeWA, will be launched late 2023/early 2024. The AGO has been convening an [advisory committee](#) over the past two years to advise the agency as it develops the program. Folks representing K-12 education on the advisory committee include OSPI, the Association of Educational Service Districts (AESD), the Association of Washington School Principals (AWSP), the Washington Education Association (WEA), the Washington State Parent-Teacher Association (WSPTA), and the Washington Student Achievement Council (WSAC).

The AGO will begin communicating about the program's launch once the timeline has been finalized. In the meantime, the AGO will be working with the ESD School Safety Centers to collect a point of contact for each school building. For questions, please reach out to the AGO at youthprogram@atg.wa.gov.

Building Trust

- The Youth Program is doing a significant amount of outreach to youth, community-based organizations, and programs that serve or impact youth.



Co-Designing a Model for Ongoing Youth Engagement

- Contracted with Do Big Good
- Recruited youth for in-person workshops to co design the bylaws and implementation plan for a youth advisory group
- The first workshop occurred in Stanwood on June 21st



What's Coming Next

- HearMeWA is expected to launch in early 2024.
- Starting a Youth Advisory Group that will launch in 2024.
- First meeting will take place February 20th. Meetings will be virtual and occur quarterly.



HearMeWA

The Washington State Attorney General's Office (AGO) started developing the HearMeWA program in July 2021. This program will receive and respond to safety and well-being tips 24/7/365 via mobile app, phone, text, chat and website from Washington youth up to age 25.



- HearMeWA will triage tips to local schools, public safety responders, and/or county crisis lines and 988.
- The intent of HearMeWA is to build trust with youth and connect them to resources available in their community.
- The AGO is committed to using a youth-centered, trauma-informed, and antiracist lens throughout the development and implementation of this program.

Flyer with more
information
about our program

**We would like to meet with
you!**



youthprogram@atg.wa.gov

What questions do you
have?
