

The Safe School Helpline® Flowchart

**Break The Silence
Prevent The Event**

The school district subscribes to Security Voice. Posters, tri-fold brochures, and magnets provide enough information for the individual to report the incident. Student, parent, or teacher wishes to **anonymously** advise the school **regarding potential wrongdoing; confidentially and without fear of retribution.**

Report using the Internet
www.safeschoolhelpline.com
OR
Report by Phone
800.4.1.VOICE
800.418.6423
ext.359
OR
Report by Text
66746, then TIPS
OR
Report by Mobile App

Caller hears greeting and is prompted to press:

1) For English 2) For Spanish

Caller listens to menu prompts and selects 1, 2 or 3.

**1.
First Time
Caller**

Caller hears introduction, is given a case number and leaves a message.

After leaving message, caller is instructed to call back in 3 school days with case number.

**2.
Follow Up
Calls**

Caller, using case number, calls back to see if school has follow up questions for the allegation being reported.

Caller answers questions, and is instructed to call back in 3 school days for further information if needed.

**3.
Mental Health
Counseling**

Caller chooses to speak with a live trained mental health/suicide counselor.

Immediate action is taken if the call or event is a crisis. For reasons of confidentiality, counseling calls are not sent to the schools.

**After all calls above, except for counseling calls, reports are transcribed verbatim.
Typed call reports are transmitted via fax to school coordinator.
School determines next step.**