SAFE SAY SOMETHING™

**Administrative Instruction Manual
for S2SS School Lead**

December 2018

Purpose

1. Provide an overview of S2SS

2. Review S2SS Lead Roles & Responsibilities

3. Provide S2SS Lead Administration Instruction (will cover full platform in 2 hour session with your team members)

4. Next Steps

5. Provide references as to where to find help?

How We Will Maximize This Training Session …

1. No phones – please take calls outside / Break at 60 Minutes

2. Ask questions … <u>need a volunteer</u> to write/type/email questions asked by this group to allow us to publish an FAQ

3. Understand that the presentation doubles as a reference guide for use post-training, therefore it is heavy on copy

4. Trainers (me) do not have all the answers and nuances of the S2SS PA program – may have to write down and email answers post-training

How We Will Maximize This Training Session …

5. This appears to be A LOT of information to intake and learn. Don't get overwhelmed … please note that the best way to learn is PRACTICING

6. On average, a team member spends <u>30 minutes practicing</u> in order to get a comfort level receiving and acting upon tips … we guarantee if you invest the full 30 minutes you will be ready to receive tips

7. Recognize that this is a state mandated program launching January 14, 2019 … therefore we MUST learn and ready for this despite minimal days to prepare

This Program WILL Save Lives ....

- Thousands of lives will be intervened upon ... from suicide, planned school attacks, self-harm, alcohol/drug abuse, dating violence, sexual assault, bullying / cyberbullying and other acts of violence and victimization that impact schools everyday

- Over time, you will begin to see a shift in your schools as more and more students feel connected and are looking out for one another

- Always remember that your local 911Dispatch and police/sheriff are contacted at the same time as you for ALL Life Safety tips ensuring safety nets for you and your students

S2SS Overview

Sandy Hook
PROMISE

Teaches middle and high school youth (and the adults around them) how to recognize warning signs and signals, especially within social media, from individuals who may be a threat to themselves or others and *Say Something* to a trusted adult, call 911 or use the S2SS anonymous reporting system

1

LOOK for warning signs, signals & threats

2

ACT immediately, Take it seriously

3

SAY SOMETHING to a trusted adult, 911 or use S2SS
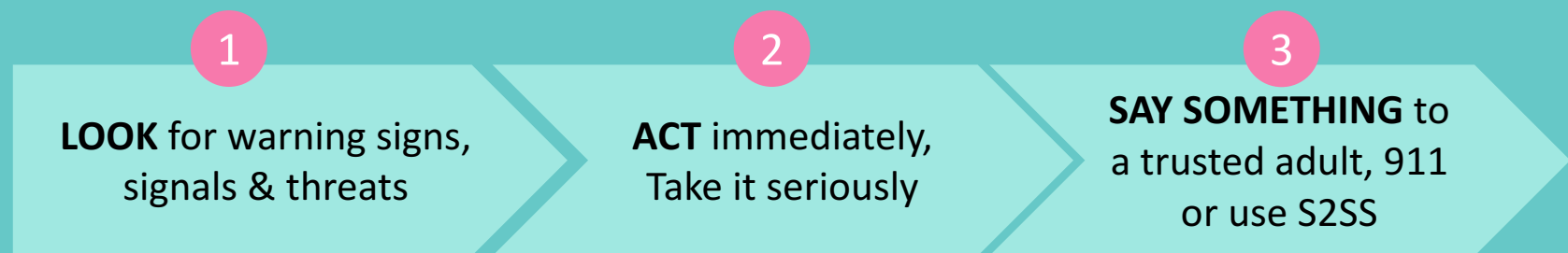
S2SS – HOW does it work?
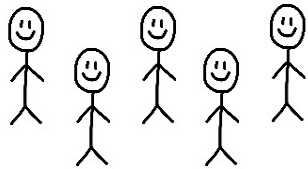
Step 1: Submit
Youth or Adult Submit a Tip using our App, Website, and Hotline

OAG Crisis Center

Step 2: Manage
Tips are Triaged, Categorized, and Delivered to the District / Dispatch by the OAG Crisis Center

Step 3: Disposition
District and/or Law Enforcement Assess and Intervene as Needed

Sustained and Maintained

Step 1: Tip Submission
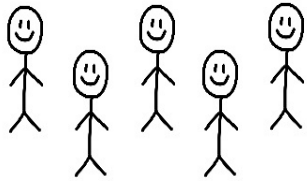
Step 1:
Youth or Adult Submit a Tip using our App, Website, and Hotline

App

Website

24/7 Hotline

SAFE✌SAY SOMETHING™

Submit a Tip ➔

Call The Hotline ➔

What to Report ➔

Review / Update Existing Tip ➔

Emergency Options ➔

Logout

SAFE✌SAY SOMETHING™

Say Something Anonymous Reporting System allows you to submit secure & anonymous safety concerns to help identify and intervene upon at-risk individuals BEFORE they hurt themselves or others.

SUBMIT A TIP

CALL THE HOTLINE
1-844-5-SAYNOW

GET THE APP
Google Play   App Store

WHAT TO REPORT   FOLLOW-UP ON A TIP   WHAT IS SAY SOMETHING   ABOUT US

CALL THE HOTLINE
1-844-SAF2SAY

Every user MUST associate themselves with a school within the district in order to submit a tip

Step 2: Tip Management at Crisis Center

OAG Crisis Center

Step 2:
Tips are Triaged, Categorized, and Delivered to the District / Dispatch by the OAG Crisis Center

Action 1: Triage
S2SS Analyst gathers caller tip information and/or receives website and app submission(s). Conducts two-way anonymous dialog as needed with tipster to capture as much information as possible.
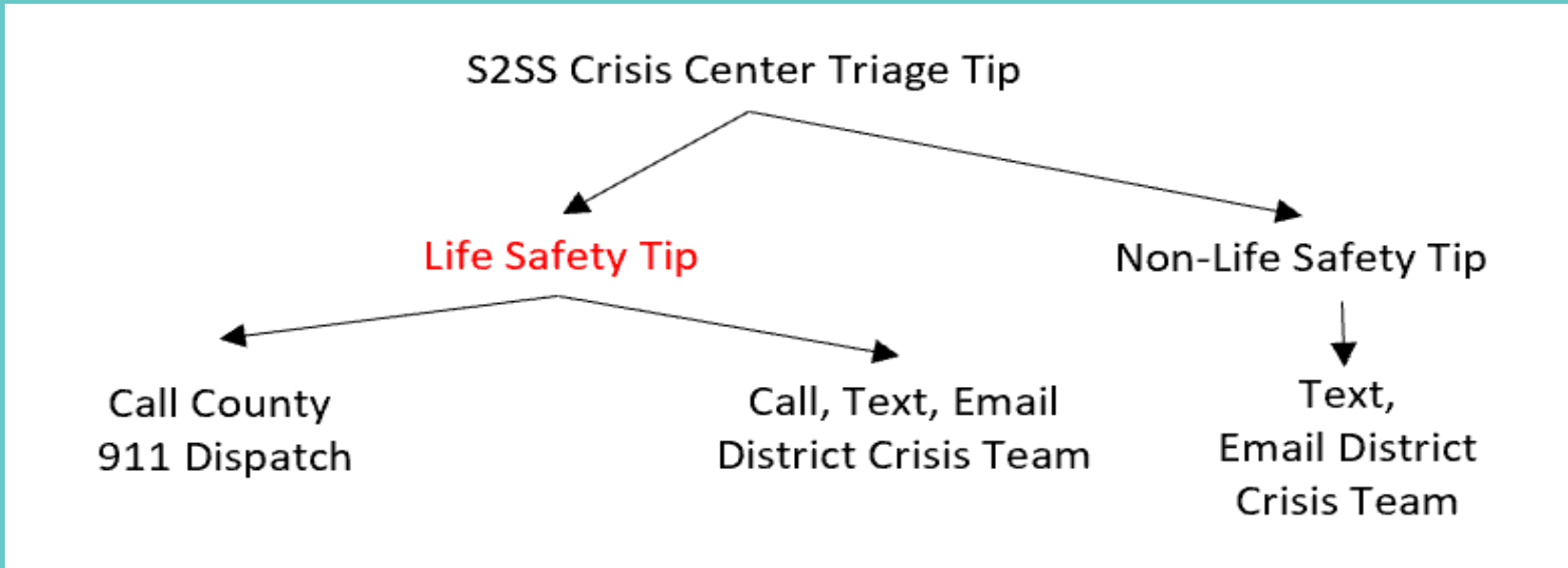
Step 2: Tip Management at Crisis Center

Step 2:
Tips are Triaged, Categorized, and Delivered to the District / Dispatch by the OAG Crisis Center

Action 1: Triage
S2SS Analyst gathers caller tip information and/or receives website and app submission(s). Conducts two-way anonymous dialog as needed with tipster to capture as much information as possible using set SOPs.

Action 2: Categorize
S2SS Analyst categorizes tip as either "life safety" or "non-life safety" incident/concern/threat based on OAG approved definitions

Step 2: S2SS Statewide Defined Events

Safe2SaySomething Defintions		
Life Safety - Imminent and In-Progress	**Non-Life Safety - Crime or Violence**	**Non-Life Safety**
Active Shooter or presence of explosive device	Alcohol possession or use	Anger issues/management (non-life threatening)
Bodily injury and/or emergency condition	Animal cruelty	Breaks school code of conduct
Child predator	Cannabis/Other drug paraphernalia	Bullying/cyber-bullying/general teasing
Dating violence	Distribution of inappropriate photos	Creating a hostile environment
Disorderly/dangerous conduct	Drunk and/or under influence of other substances	Depression/anxiety (non-life threatening)
Domestic violence/victimization	Forgery/falsifying documents	Discrimination
Drug use, distribution/sale, and/or substance abuse	Graffiti and/or other defacing of property	Drug use NOT in progress
Emergency building condition (fire, collapse, explosion)	Hate crime/speech	Eating Disorder/anorexia/bulimia
Gang violence/formation/threats	Sexting	General harassment of students/staff
Have attempted suicide and are requesting help	Theft	General school complaint
Human Trafficking	Threat/ideation of performing a false alarm	Inappropriate behavior, language, gestures
Individual is unconscious/unresponsive	Truancy/skipping school	Inappropriate bus behavior
Intend/threaten/ideate to commit suicide	Vandalism	Inappropriate intimidating physical contact
Intend/threaten/ideate to harm another person		Inappropriate use of technology/school equipment
Intend/threaten/ideate to harm building/property		Intention, discussion, and/or planning of any hazing
Missing/lost student, educator, and/or administrator		Mean/cruel towards others
Physical Abuse		Planned parties
Planned attack, shooting, fight/assault		Possession of lighter/matches
Presence of weapons (guns, knives, explosive)		Sexual harassment
Reckless driving on school property		Smoking tobacco, e-cigs, or vapes
Sexual Assault/Rape		Verbal abuse
Terrorism threat and/or ideation		

Step 2: Tip Management

Step 2:
Tips are Triaged, Categorized, and Delivered to the District / Dispatch by the OAG Crisis Center

Action 1: Triage
S2SS Analyst gathers caller tip information and/or receives website and app submission(s). Conducts two-way anonymous dialog as needed with tipster as needed to capture as much information as possible.

Action 2: Categorize
S2SS Analyst categorizes tip as either "life safety" or "non-life safety" incident/concern/threat based on district approved definitions

Action 3: Deliver
S2SS Analyst forwards tip via text, email and/or phone call to assigned school district crisis team (YOU) and local county 911dispatch (as needed) based on OAG approved process and protocols

Step 2: S2SS Statewide Process & Protocol

S2SS Crisis Center Triage Tip

Life Safety Tip

Non-Life Safety Tip

Call County
911 Dispatch

Call, Text, Email
District Crisis Team

Text,
Email District
Crisis Team

- Life Safety Tips are delivered 24/7 via phone call, email and text to
  - Gather a student's address for immediate intervention
  - Inform you as to what is walking in your school the next day

- Non-life safety tips are sent to the districts between 6AM-6PM daily

Step 3: Tip Disposition

Step 3:
District and/or Law Enforcement Assess and Intervene as Needed

1) School Officials and local law enforcement (as needed) assess, intervene, and take protective action per their respective policy, laws and procedures

2) School Crisis Team ONLY closes out tip within the S2SS platform documenting / dispositioning what actions were taken

S2SS 3-Step Summary

STEP 1:

Tip sent via App, Website and/or Call In-Take

↓

STEP 2 – Action 1:

S2SS Crisis Center Triage Tip

STEP 2 – Action 2:

Life Safety Tip

Non-Life Safety Tip

STEP 2 – Action 3:

Call County 911 Dispatch

Call, Text, Email District Crisis Team

Text, Email District Crisis Team

Investigation, assessment and/or action

↓

STEP 3:

Submission Disposition / Status
Written Response in S2SS and
Indication of case being "open or closed"
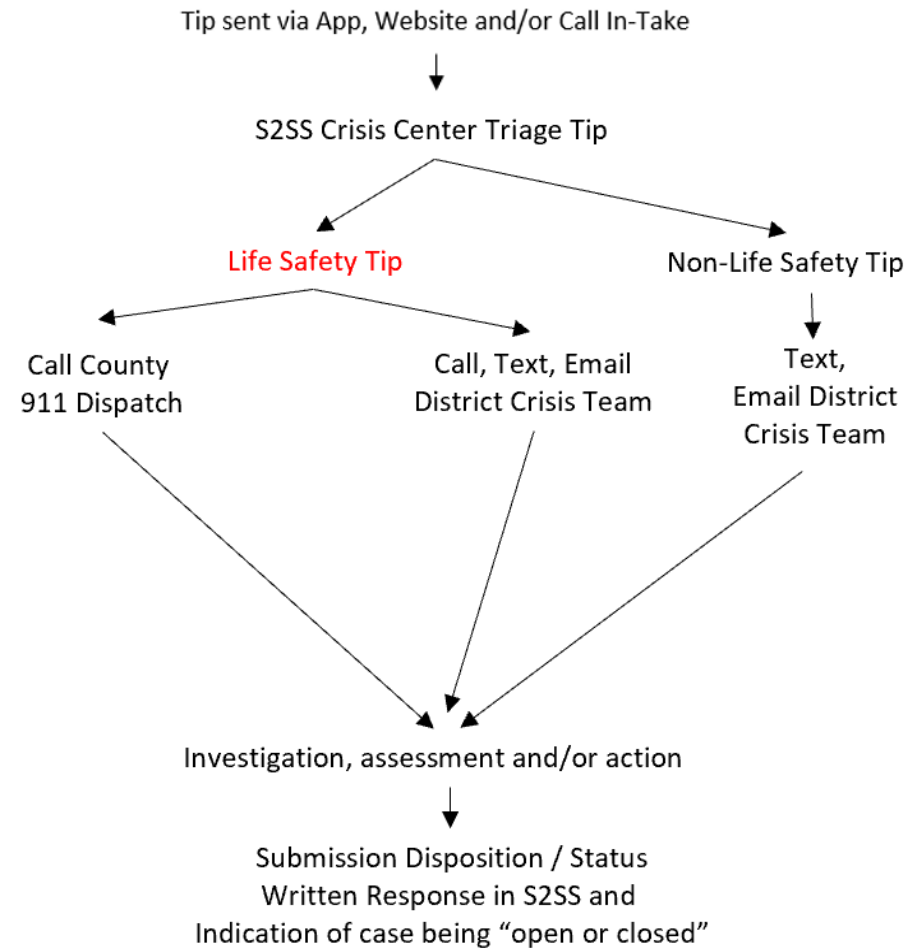
S2SS Lead Roles & Responsibilities

Sandy Hook
PROMISE

S2SS Lead Roles and Responsibilities

- Be the key contact and champion of the program – any and all communication and actions needed will flow through you on S2SS issues.

- Lead and coordinate your 3-5 member S2SS team who will have the responsibility to receive and act upon tips
  -

- Team Admin: Review, edit, add/delete the name, address and contact information for your 3-5 member S2SS team and all schools in your district/school system

- Help and encourage S2SS Team practice with the S2SS program / On-board and train new team members (as needed) to S2SS platform

S2SS Lead Roles and Responsibilities

- Lead and facilitate discussion with your local County 911Dispatch/Police to outline and fully understand how you will work together when a "life safety" tip is received

- Communicate and coordinate the final "test" of the system for your 3-5 member team prior to launch.

- Select date student training and type of tool to train students including: interactive training video, download and self lead powerpoint/resource guide, or SHP direct trainers (if available)

S2SS Lead Roles and Responsibilities

- Coordinate the training across the school / district for all middle and high school students and report back on date / number trained

- Order/re-order in-school awareness materials (posters, window clings, stickers, etc) AND establish student clubs in each school to support on-going activities to promote S2SS

- Help maintain and sustain the program post-launch through partnership with Sandy Hook Promise local/virtual coordinators - includes technical support, helping with in-school awareness, (re)training of new administrators, and training of the incoming class of students.

S2SS Lead Administrator Instruction Manual

Sandy Hook
PROMISE

S2SS Platform

- S2SS Platform runs on a backroom system called P3 which ...

1) Gathers and shares tip submissions with the OAG Crisis Center via the app, website, and 24/7 hotline
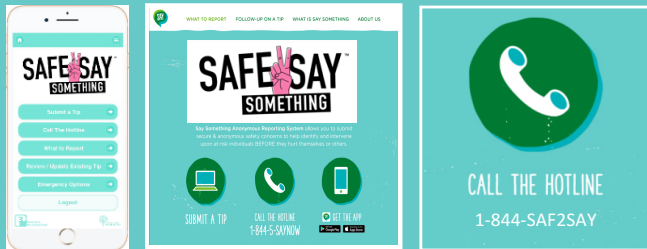
2) Alerts, reports and allows tip recipients (School Teams/911Dispatch) to receive and act upon submissions via the Tip Manager Mobile and Full Website

What is Tip Manager?

- Tip Manager is the web-based platform to access, review, and action against a tip. Tip Manager is available in two versions:

    1. <u>Mobile version</u>: access on any mobile device

    2. <u>Full website</u>: access on PC, laptop and mobile device
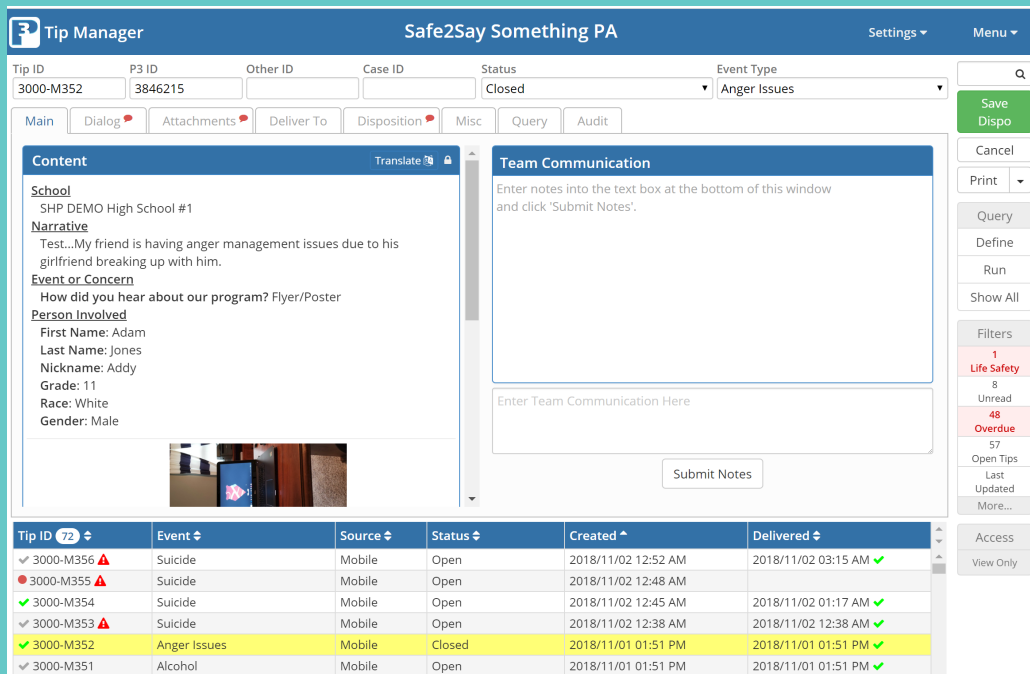
S2SS Platform

- In order for the S2SS Platform to work properly ....

ALL school names and contact information must be loaded/maintained in P3 to allow users to associate themselves with their school when using the app, website, and 24/7 hotline tip submission system
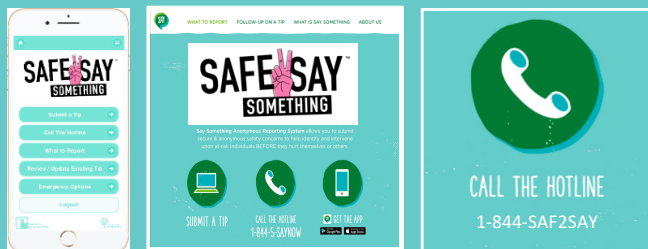
ALL S2SS Team Members names and contact information must be loaded/maintained in P3 to allow those members to receive and act upon tips using the Tip Manager Mobile and Full Website
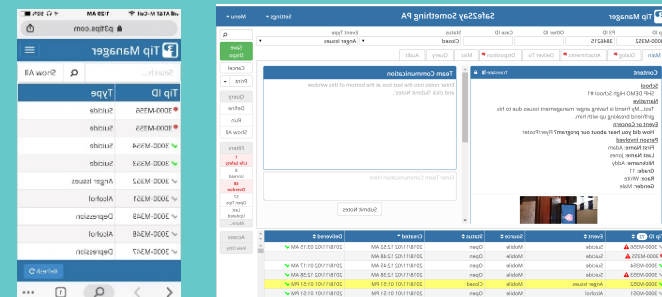
Your Responsibility

As S2SS Lead for your school / school district, you MUST manage and administer the P3 system to:

1. Ensure all school information is loaded and maintained in the P3 System (school openings / closings)

2. Ensure team members are loaded and maintained in the P3 System (email and cell changes, add/delete team members) … re-send password when forgotten or lost

IF YOU ARE NO LONGER THE S2SS LEAD FOR YOUR SCHOOL OR DISTRICT, YOU MUST MAKE AND ASSIGN A NEW S2SS LEAD AND INFORM THE OAG OFFICE AT INFO@SAFE2SAYPA.ORG

How to Administer Schools and Team Members

1. Log-in to the S2SS P3 Tip Manager

2. Select Settings and choose recipients

3. Review and edit your assigned schools and team members within each school (which are the same for every school – they are your 3-5 team members). Add/modify/delete.

4. Save and, for new team members only, send them log-in information

5. Re-send log-in information for existing team members (when requested)

6. Contact info@safe2saypa.org to add/delete a school

1. Log into the S2SS P3 Tip Manager

Step 1:

Go to
www.P3tips.com
and
select
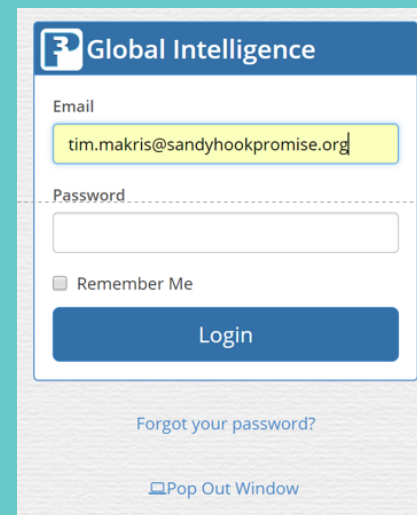
Administrator Login

Step 2:

Sign-in to P3

B Global Intelligence

Email

tim.makris@sandyhookpromise.org

Password

Remember Me

Login

Forgot your password?

Pop Out Window

A user name (your email) and temporary password has/will be sent to you to log-in to the P3 System. Post this training session, contact info@safe2saypa.org if you have any issues with signing in. Expect sign-ins within the next 5-7 days!!

IMPORTANT Log-in Rules

- You must ALWAYS use of your user name (email) and password to access tip manager to view and action against any tip.

- Multiple users CANNOT access the Tip Manager using the same user name and password to allow for auditing of each user.

- Do NOT use the "remember me" or internet browser memory function to store your username and password.

- If you lose or don't remember your password, contact safe2saypa.org and request a new sign-in

"Tip Manager" Landing Page (Main Tab)

S2SS Administrator
Add Team Member

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To ADD a New Team Member to a School

1.

Select **Settings** and Choose **Recipients**

To ADD a New Team Member to a School

2.

Select the **School** from the Recipient List

To ADD a New Team Member to a School

3.

Select the Scroll Bar and slide all the way to the bottom

To ADD a New Team Member to a School

4.

Click the +Add Another Contact

To ADD a New Team Member to a School

5.

Scroll down until entire new contact area (contact #6) is visible

To ADD a New Team Member to a School

6.

Complete **Recipient Contact** Information (highlighted)

- Name/Title/Office Phone/Cell Phone and Email: All is MANDATORY / Fax is optional

- Entity: Name of school

- Password: DO NOT COMPLETE – will be assigned automatically

- Sort Order: Assign priority of importance to an individual associated with that school

To ADD a New Team Member to a School

7.

Complete Contact **Attachment Permission Level** (highlighted)

Attachments: Gives permission to access, view some or all attachments sent by tipster and/or posted by a admin or tip recipient

- No Access – No access to any attachments (including PDF files) OR

- View Some view all attachments except for those that are marked as inappropriate by the tipster, crisis center and/or admin / recipient

- **Do Not** Choose View All – 100% access to all attachments … including sexually explicit photos

To ADD a New Team Member to a School

7.

Complete Contact **Permission Levels**

- Enable Login: When checked, allows the recipient to login into the P3 Tip Manager System

- Email Notifications: When checked allows the recipient to receive email notifications alerting them that a tip is ready to be viewed or has been updated

- Include PDF: When checked allows the recipient to receive a PDF outlining the specifics of the tip within the above "email notification". A password can be set to open the PDF – see "settings" section

- Text Notifications: When checked allows the recipient to receive text notifications alerting them that a tip is ready to be viewed or has been updated

To ADD a New Team Member to a School

7.

Complete Contact **Permission Levels**

- Life Safety Notifications: When checked, allows the recipient to ONLY receive life safety tips

- Can Add Tip: When checked allows the recipient to in-take and add a tip into the S2SS from any individuals or for themselves

- Can Deliver To: When checked allows the recipient to email a tip to any individuals inside and/or outside the district

- Two-Way Dialog: When checked allows the recipient to have two-way anonymous dialog with the tipster

- Recipient Contact Administrator: When checked assigns THIS individual to be the administrator of all contacts in her/his S2SS Team or county 911dispatch – including changing permissions for team members

To ADD a New Team Member to a School

8.

Save `Save`

And Send Log-in Temporary Password to New Team Member

`Send Login Info`

Note: PA S2SS has set ALL team members with the following permissions:

Contact #2 ✕

First Name
Ron

Last Name
Swanson

Sort Order
9 ▼

Title
Principal

Entity
PA Sample High School

Office Phone
610-996-2316

Cell Number ▾
610-272-4070

Fax

Email/Username
principal@sample.tip

Password
•••• 👁

Attachments ⓘ
View Some ▼

- ☑ Enable Login   Send Login Info
- ☑ Email Notifications
- ☐ Include PDF
- ☑ Text Notifications
- ☐ Life Safety Notifications ⓘ

- ☑ Can Two Way Dialog ⓘ
- ☑ Can Deliver To ⓘ
- ☑ Can Add Tips ⓘ
- ☐ Recipient Contact Administrator ⓘ
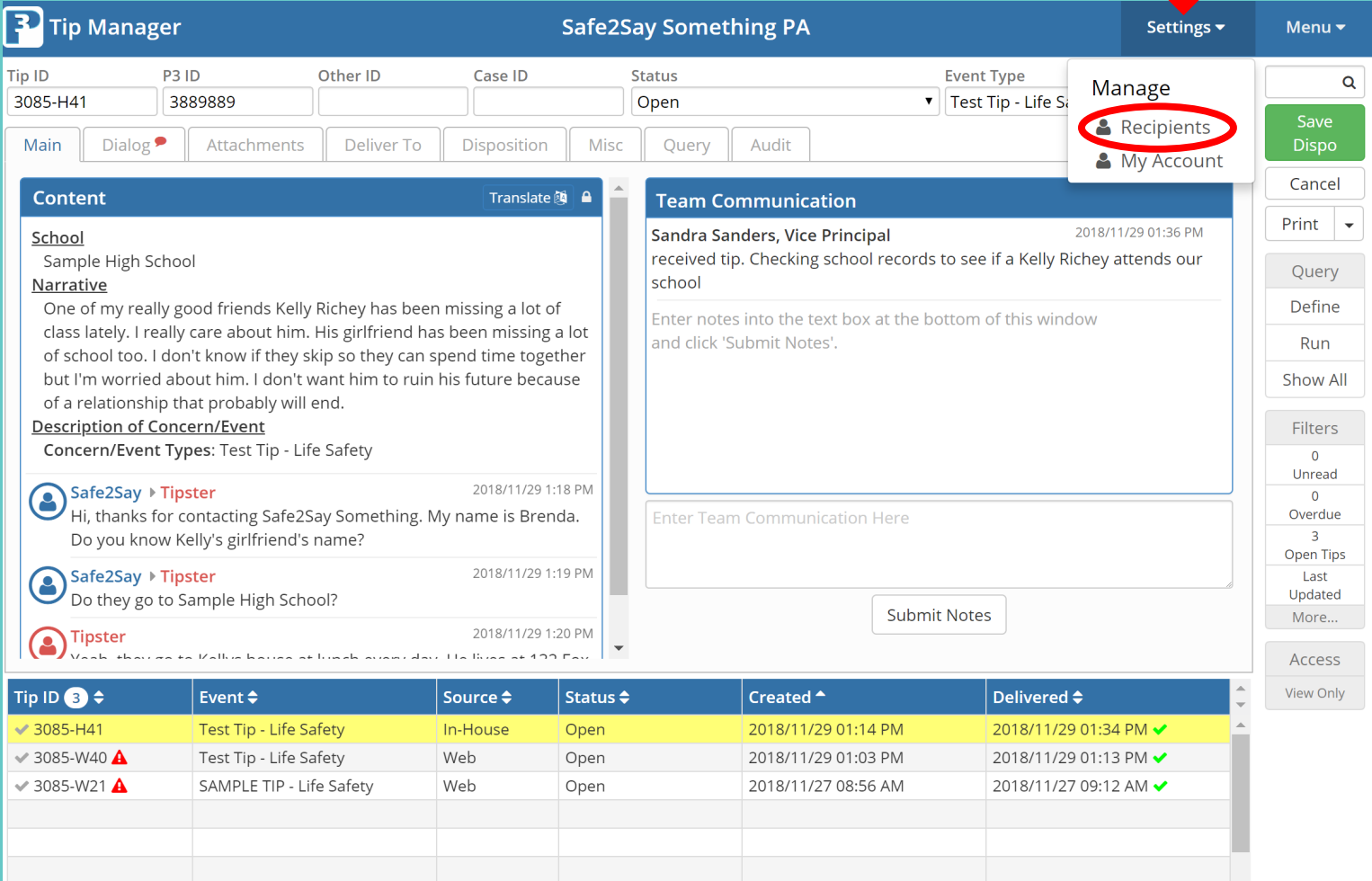
As S2SS Lead Administrator, you have the authority to modify any of these permissions at anytime

S2SS Administrator
Modify Team Member Information and Permissions

To Modify Team Member Information/Permissions

1.

Select **Settings** and Choose **Recipients**

To Modify Team Member Information/Permissions

2.

Select the **School** from the Recipient List

To Modify Team Member Information/Permissions

3.

Use the **Scroll Bar** and slide until you find and make the team member information visible

To Modify Team Member Information/Permissions

4.
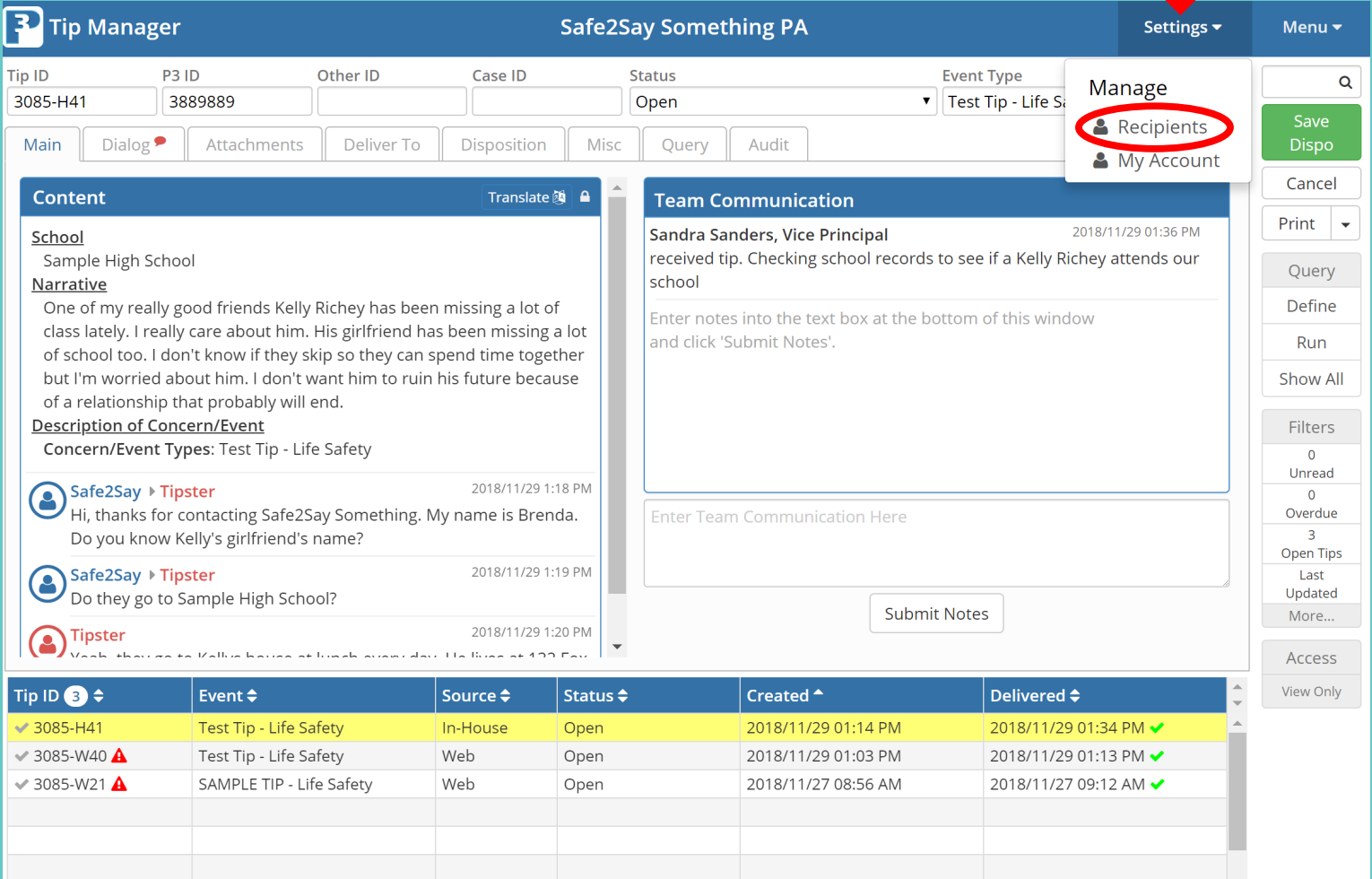
Modify Information and/or Permissions then **Save**

S2SS Administrator
Modify School
Information and Permissions

Sandy Hook
PROMISE

To Modify School Information/Permissions

1.

Select
Settings
and Choose
Recipients

To Modify School Information/Permissions

2.

Select the **School** from the Recipient List you want to Modify

To Modify School Information/Permissions

3.

Modify Information and/or Permissions then **Save**

- Group/District and County ID: PLEASE DISREGARD – DO NOT CHANGE

- "This is a school recipient": Check/Uncheck this box if the recipient is/is not a SCHOOL

- "Include on the Tip Form": Check/Uncheck the box to list/not list this recipient in the app, website, and crisis center for a tipster to associate themselves with

- Law Enforcement Agency Name: List name of primary local police/sheriff supporting the district (this is NOT 911 dispatch)

- Local Police/Sheriff Phone / Fax: phone and fax telephone numbers

- DISREGARD "Communication Center Name / Phone and Fax" --- PA OAG Use ONLY

S2SS Administrator
Delete Team Member

To Delete a Team Member

1.

Select
Settings
and Choose
Recipients

To Delete a Team Member

2.

Select the **School** from the Recipient List where the Team Member is located

To Delete a Team Member

3.

Select the **Scroll Bar** and slide until you find the Team Member

To Delete a Team Member

4.

Delete Team member by selecting **the "X" in the upper right** corner of the contact box and confirm

S2SS Administrator
Re-Send Log-In to a Team Member

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To Re-Send Log-In to a Team Member

1.

Select
Settings
and Choose
Recipients

To Re-Send Log-In to a Team Member

2.

Select the **School** from the Recipient List where the Team Member is located

To Re-Send Log-In to a Team Member

3.

Select the Scroll Bar and slide until you find the Team Member

To Re-Send Log-In to a Team Member

4.

Select the
**Re-Send
Log-in Info**
button

Re-Send Login Info

Next Steps

Next Steps

Action Item	From Today
• Regional training	Today
• URGENT - Review/edit team member and school contacts in P3	Dec
• Place awareness materials order (email)	Dec
• Meet / Set Coordination Plan with Dispatch/Police	Dec / Jan
• Practice using system	Dec
• Select student training date / training deliver type (email)	Dec
• Test System (email)	Jan
• Electronically send student training type	Jan
• Start to train students –	Jan 14 and later
• Report on date students trained and quantity (email)	Jan 14 and later
• S2SS is LIVE statewide!	Jan 14
• Ongoing sustaining efforts	Ongoing

S2SS Lead REMINDERS

- Important– You must review ALL team member and each school contact information by December 30 to ensure it is accurate
  - All schools must be loaded into the S2SS P3 System
  - All team members email and cell phones must be loaded

  The OAG and Sandy Hook Promise will <u>**NOT**</u> be checking schools or team member contact information – this is 100% your responsibility to check and keep this information updated

- You must get team members to practice, order merchandise, provide student training dates / delivery type, meet with local police/911 dispatch

Help?

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Where and How to Get Help - Key contacts

- Office of the Attorney General
    - info@safe2saypa.org

Sandy Hook PROMISE

Thank You