

Transitioning from See Something Say Something to HearMeWA



Listening.

Connecting.

Responding.

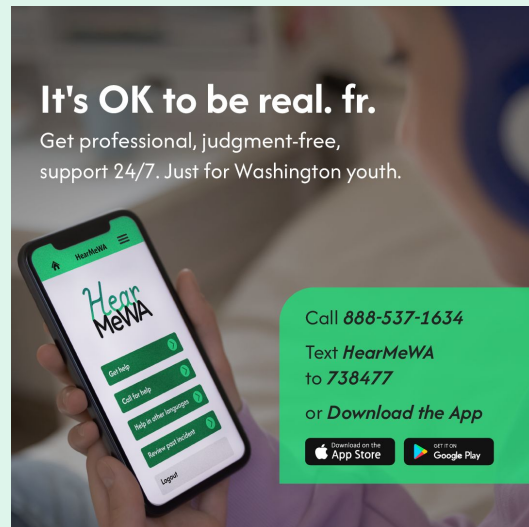
Why the Change?

**Not because See Something Say Something wasn't working
Because we learned more and are building on what worked.**

For years, See Something has given students a way to speak up, ask for support, and share concerns.

It helped us establish an important expectation:

**when something doesn't feel right,
students have a pathway to reach out.**



What We Learned – Where We're Going

Because we learned more and are building on what worked.

Through our continued work with Student Safety & Belonging Committee and ongoing student feedback, we also learned:

- Asking for help could sometimes feel like only reporting “bad behavior.”
- Students weren't always sure someone was listening.
- Trust and comfort with the reporting process varied among students.
- There was uncertainty about what happened after a concern was submitted.

HearMeWA is our next right tool for student support.

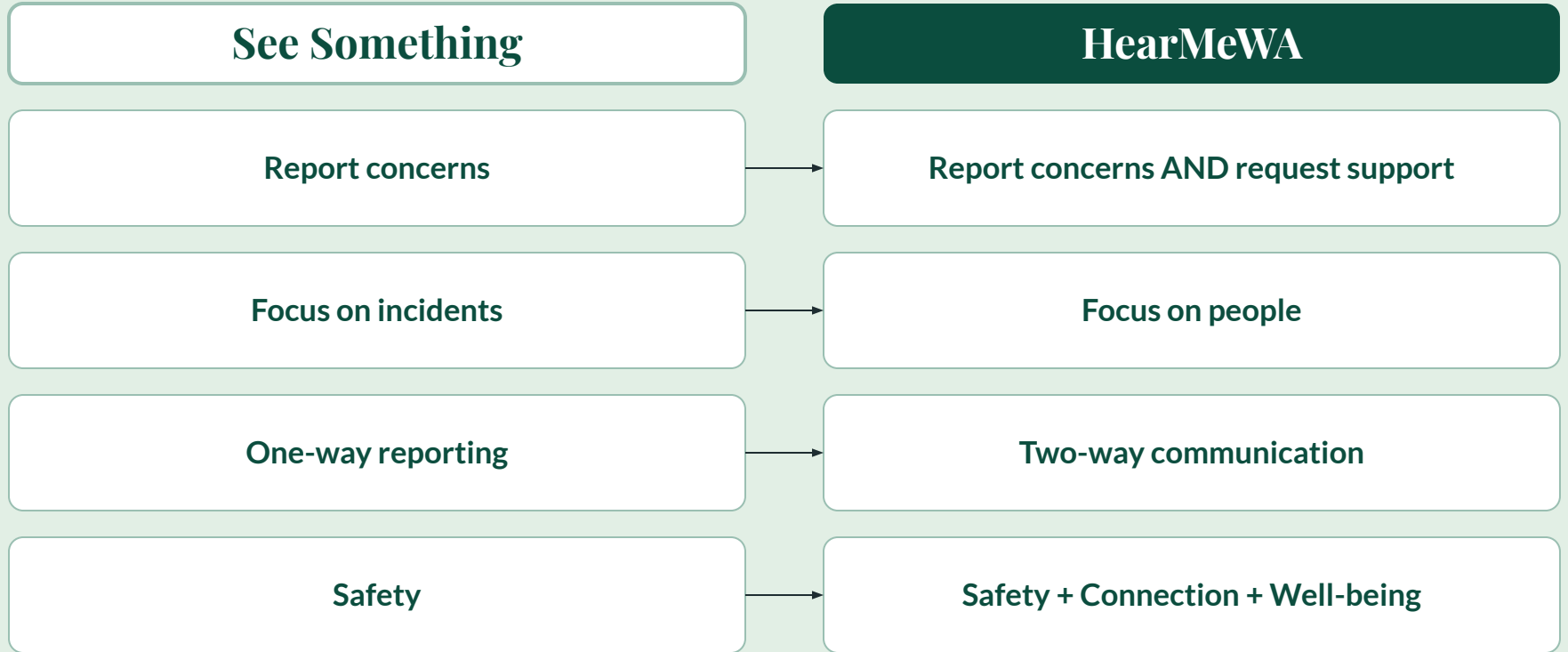
More student voice. Stronger local connections. Access through age 25.

Reach out about **ANY** concern

Bullying
Anxiety or depression
Suicidal thoughts
Domestic or sexual violence
Housing or food insecurity
Gender identity
or expression
Rumors of
violence or
threats



Shifting from Reporting What's Wrong → Reaching Out for Support



What stays the same?

- Administrative review and response process
- Safety concerns remain a priority
- Existing response protocols
- Collaboration with school teams

Navigate360
Anonymous Reporting System

HearMeWA

Settings Manage Menu

Tip Manager

Tip ID: 5007-M618 P3 ID: 8885211 Other ID: Case ID: Status: Closed Event Type: Test Tip

Main Attachments Deliver To Disposition Map Query Audit

School or Agency
Islander Middle School
Mercer Island, Washington
Education Services, King

Narrative
I was punched in the faced multiple times

Description of Concern/Event
Is this tip related to a school incident? Yes
City: Mercer Island, Washington
Concern/Event Types: Test Tip
Is this a recurring event? Yes
What date did the event occur or will occur to the best of your recollection? 2026-06-09
What time did the event occur or will occur to the best of your recollection? 13:14

Person Involved
Role: Person who helped cause the event/incident or will carry out a threat

Team Communication

Noelia Caceres, Crisis Center Counselor 2026/08/04 12:17 AM
Thank you for the clarification, Coordinator Boyer.

Enter notes into the text box at the bottom of this window and click 'Send to Team'.

Enter Team Communication Here

Send to Team

Report ID	Event	Source	Status	Created	Delivered
✓ 5007-M618	Test Tip	Mobile	Closed	2026/08/03 08:21 PM	2026/08/03 08:36 PM ✓

Query Define Run Show All Filters 0 Unread 0 Overdue 0 Open Tips Last Updated More... Access View Only

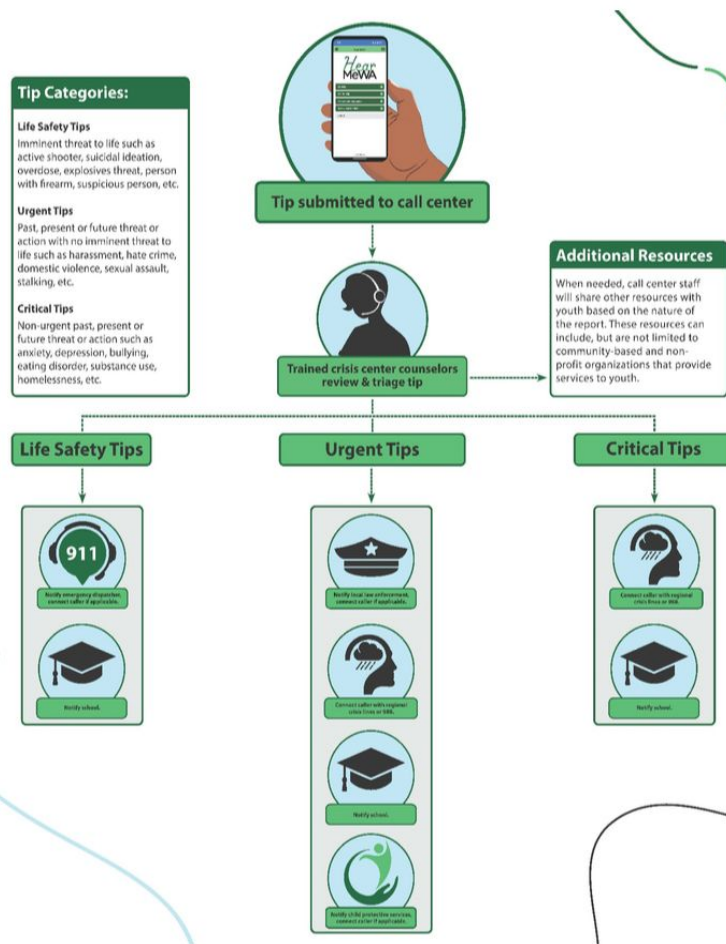
HearMeWA

Response Flowchart:

Call Center Supports Include:

- 900 local, state, and national resources, organized by region.
- The crisis center uses searchable databases to identify additional resources (such as 211, the Teen Health Hub, and Teen Link resources).
- [Regional Crisis Lines](#), [Seek then Speak](#) (for ages 18+), the [Washington Hate Crime and Bias Incidents Hotline](#) (all ages), the [Washington Telebuprenorphine Hotline](#) (for ages 13+).

Figure 1: HearMeWA Flowchart



Building Trust Happens Through All of Us



An illustration of a person with dark hair and a green shirt, looking down with a sad expression. They are surrounded by various mental health struggles represented by speech bubbles and icons: 'SUICIDAL THOUGHTS' (ghost icon), 'DISORDER' (tangled lines), 'DEPRESSION' (cloud icon), 'MOOD' (speech bubble), 'STRESSED OUT' (tangled lines), 'PANIC' (tangled lines), 'BULLYING' (speech bubble), 'UNHAPPY' (broken heart icon), and 'YES?' (checkmark) and 'No!' (X mark). The person has a green line drawn around their arms, suggesting a supportive embrace.

No matter the reason,
We're here to listen.

Call 888-537-1634 or text **HearMeWA** to 738477

HearMeWA

The Human Connection

**Technology doesn't create trust.
We all do.**

Systems provide the pathway, but your presence, empathy, and response are what make students feel safe enough to reach out.

Every interaction either strengthens or weakens a student's willingness to ask for help again

So, What Now?

August–September: Launch & Learn

- Provide student tutorials and opportunities to practice using HearMeWA
- Include special education staff and case managers in the rollout to help ensure training is accessible for all students.
- Build staff awareness and understanding
- Continue gathering student input and feedback
- Listen, learn, and adjust as we launch and continue learning

Broadcast YOUR Voice. We are listening.

- What are your thoughts?
- What questions do you have?
- What do you want to make sure we consider as we launch?

Questions? steph.boyer@mercerislandschools.org

4 ways to contact HearMeWA

Get help the way you want

