



## HearMeWA Advisory Committee Meeting Minutes

December 6, 2023, 1:00 p.m. – 3:00 p.m.

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| <b>Meeting started at 1:02pm</b> |   |
| 1.                               | <b>Welcome, Introductions and Agenda</b> <ul style="list-style-type: none"><li>• Committee members were welcomed to the third HearMeWA Advisory Committee meeting of the 23-25 meeting cycle.</li><li>• AGO staff began the meeting by reviewing the AGOs antiracist, trauma-informed and youth-centered statements. Definitions can be found on the HearMeWA <a href="#">website</a>.</li><li>• For members of the public wishing to make comments, they were instructed to indicate so in the chat. Members of the public can also sign up for public comments before the meeting starts by contacting the Youth Program team at <a href="mailto:youthprogram@atg.wa.gov">youthprogram@atg.wa.gov</a>. More information can be found <a href="#">here</a>.</li></ul>                                  |
| 2.                               | <b>Procedural Discussion</b> <ul style="list-style-type: none"><li>• AGO staff acknowledged that they have not received any comments or suggestion about the meeting notes from the September 13<sup>th</sup> advisory committee meeting.</li><li>• <b>Updates from Advisory Committee Members</b><ul style="list-style-type: none"><li>○ Washington Department of Health (DOH): DOH is updating their state suicide prevention plan. Launching some community engagement work in 2024. Kirstin from DOH also mentioned that the Action Alliance for Suicide Prevention (AASP) meetings are open to the public and anyone can participate. For more information, please contact Kirstin McFarland at <a href="mailto:kirstin.mcfarland@doh.wa.gov">kirstin.mcfarland@doh.wa.gov</a></li></ul></li></ul> |
| 3.                               | <b>Youth Engagement Training</b> <p><i>Presentation of the youth co-design workshops by Do Big Good</i></p> <ul style="list-style-type: none"><li>• Defined co-design as a set of creative methods for solving problems with stakeholders by sharing knowledge and power with them.</li><li>• Between June and September 2023, Do Big Good spoke with 50 youth at 5 workshops. Youth created the bylaws for the HearMeWA Youth Advisory Group and provided advice on how they want the group to function.</li></ul>   |

- Summary of the co-design process:
  - Workshop 1 – Priorities (Stanwood): After reviewing bylaws from a range of youth advisory groups, Do Big Good asked workshop participants which elements were most important to them. Youth voted diversity and inclusion as the most important elements, followed by attendance and group purpose.
  - Workshop 2 - Policies (Bremerton): After youth selected priority topics for the bylaws, at the next workshop they filled in the details. Youth suggested a range of accommodations to make the group more inclusive and asked for a kind and respectful group culture.
  - Workshop 3 – Bylaws (Moses Lake): With policy requests in hand, Do Big Good and the AGO Youth Program Team wrote a first draft of the bylaws and shared it with the next workshop group for feedback. This group was the youngest of the five workshops (aged 11 to 14), which provided another helpful perspective.
  - Workshop 4 – Implementation (Tacoma): With a final draft of the bylaws complete, Do Big Good used this session to ask youth about launching the group. Youth provided helpful advice on outreach (no to email, yes to in person recruitment) and how to structure the application.
  - Workshop 5 – Follow up (Rainier Beach): With solid advice on outreach also in hand, Do Big Good used the last session to ask some follow-up questions. For example, on how to stay accountable to youth, participants requested in-person conversations, rather than forms or surveys.
- In addition to the bylaws, youth also voiced that they want a group that nurtures a culture of respect, and is welcoming and accommodates youth’s needs. Youth also want norms and expectations that protect the privacy of the group.

*Voices of Youth*

- Do Big Good facilitator asked youth to introduce themselves by sharing the following:
  1. Name
  2. Pronouns
  3. Age
  4. Town: Where you live in WA
  5. Empowerment: In a sentence, tell us about a time you felt empowered.

*Meeting opened for advisory committee members to ask questions to youth:*

Question: How did youth hear about participating in the co-design workshops?

Answer: From existing youth groups that the AGO youth outreach team had existing relationships with.

Question: In youth's opinion, how will HearMeWA be different/more applicable to youth than, for example, 911 and 988?

Answer: The program is specific to youth and their needs and will connect them to any resources they need.

Question: How common is it to be asked your opinion on programs being developed for you? Do you like it?

Answer 1: Youth are not often asked their opinion on matters that affect them. Adults presume youth will be fine with anything, so it feels good when they are asked their opinion on matters like this because it doesn't happen often, but should happen more.

Answer 2: I feel like I am very often asked my opinions on certain topics, but that comes with a lot of privilege of being involved in boards and such, but generally I don't think youth are asked enough for their input.

Question: Do you have concerns about HearMeWA, and if so, what are they?

Answer 1: It may be hard to search for something so specific when a youth is experiencing a crisis.

Answer 2: Promoting HearMeWA can be difficult and easily ignored by youth. Facebook is not a good method because not that many teens use it. There are also social media problems with algorithms and promotion.

Youth also shared some best practices and ideas on how to promote HearMeWA:

- Posters in schools can be easily ignored. Instead, they recommended integrating it into curriculum in health class (for example), bringing it up in homeroom, advisory classes and assemblies.
- Use social media to advertise the program, such as TikTok, and Instagram, but be cautious of algorithms.
- Ads on YouTube and Hulu.
- Do outreach and presentations at schools.
- School counselors can also help advertise the program.

Question: What would need to be in the place for youth to recommend HearMeWA to a friend?

Answer: The program needs to be easy/intuitive to use and reliable. Call responders need to have proper training, be consistent and helpful. HearMeWA also needs to invest in accessibility. Youth also shared that other existing lines can be hard to use, which may cause more harm than good.

Question: HearMeWA Youth Advisory Group and HearMeWA Advisory Committee will exist at the same time. In youth's opinion, what needs to occur so they feel welcome to come and share feedback and recommendations with the HearMeWA Advisory Committee?

Answer 1: Avoid being paternalistic and dismissing youth's ideas. Treat ideas on merit rather than who is proposing them. When a recommendation is dismissed, youth wants to know why with an explanation and other options they could pursue.

Answer 2: I like it when I understand everything that is going on, because it makes me feel competent and confident to share ideas. Provide clarification of terms to youth and don't be

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|    | <p>condescending. Give space for youth to ask questions to understand what is going on, so they have the agency and knowledge to talk about the program.</p> <p><u>Question:</u> Additional thoughts or tips for how government could be doing a better job in engaging youth and young adults?</p> <p><u>Answer:</u> What we are doing is a good example. Also, have small advisory groups to reach out to youth to get their opinions (especially existing youth groups). Youth shouldn't have to seek out opportunities, there should be outreach from government (schools are great for that and will offer a broader demographic)</p> <p><u>Magic wand question:</u> What is the one takeaway you want these adults to know? Any final thoughts you want the committee to hear?</p> <p><u>Answer 1:</u> Focus on crisis is important, but equally or more important to crisis care is connection to resources before crises happen, such as prevention, fighting the cause of crises, well-developed resources for youth, and long-term counseling. There should be effective long-term mental health support (to prevent crises) so less people are in need of crisis support.</p> <p><u>Answer 2:</u> It is important to find what teens are doing today to relate to them, such as how their schools are getting things to them. Posters don't work. It is difficult for teens to get connected to things if they can't get it through social media.</p> <p><u>Answer 3:</u> HearMeWA needs to be accessible to youth. Youth want to know what is going on and how call responders will help them. Call responders need to be trained to know how to build trust with youth and provide the help they need. Listen to teens, and actually take in what they are saying and the needs they express. Don't be dismissive.</p> <p><u>Answer 4:</u> Word of mouth will be key. Will take a while for HearMeWA to take off and become more natural for youth to use. Do as much as you can do to project the image that the program is confidential and here to support youth. Reach out to youth and talk with them. Have the message of the program delivered by those whom youth trust (e.g., peers, trusted adults). Be open to new ideas.</p> |
| 4. | <p><b>Youth Outreach and Engagement</b></p> <ul style="list-style-type: none"> <li>• <u>HearMeWA Youth Advisory Group:</u> Application information was sent out via email on December 1<sup>st</sup> to advisory committee members and other stakeholders. The purpose of the HearMeWA Youth Advisory Group is to get guidance from youth on how to make HearMeWA as effective as possible. Youth between the ages of 12-25 who reside in Washington State are encouraged to apply to be a member. Youth will receive compensation for their time. The application will remain open until the end of the day, January 1st, 2024. The AGO Youth Program Team plans to hold the first meeting in February, 2024. Visit <a href="#">this link</a> for more information.</li> <li>• Tip Responders Contact Updates: <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Attended the Washington Association of Sheriffs and Police Chiefs (WASPC) Conference. Initiated process to verify law enforcement agency contacts.</li> </ul> </li> </ul>  |

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|    | <ul style="list-style-type: none"> <li>○ Higher Education point of contact for most colleges and universities have been collected.</li> <li>● The AGO Youth Program Team is sharing updates about HearMeWA via OSPI emailed newsletters. This goes to education service recipients and anyone who subscribes to their newsletters. Some individual OSPI programs are sharing information on their newsletters as well.</li> <li>● Working with Ella DeVerse on an official OSPI bulletin to get more details sent out to superintendents and others in education services.</li> <li>● Presenting at the upcoming School Safety and Student Well-Being Advisory Committee (SS-SWAC).</li> </ul> <p><i>Meeting opened for Committee Q&amp;A: None</i></p>   |
| 5. | <p><b>RFP Updates</b></p> <ul style="list-style-type: none"> <li>● Navigate 360 in partnership with Sandy Hook Promise National Crisis Center will develop the technology for HearMeWA and run the call center. AGO staff invited Lisa Haber (Navigate 360) and Jessica Neely (Sandy Hook Promise) to introduce themselves to the advisory committee.</li> <li>● Branding, Marketing, and Website Creation. <ul style="list-style-type: none"> <li>○ Launched an RFP in August 2023. Apparent Successful Bidder has been identified and the AGO is currently in contract negotiations. Contractor will be working with youth on design and content development. Youth will be compensated.</li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A: None</i></p>  |
| 6. | <p><b>Work Session</b></p> <ul style="list-style-type: none"> <li>● Best Practices Toolkit: AGO staff summarized the feedback committee members provided in September and presented next steps. Next steps for the AGO Youth Program Team includes: <ul style="list-style-type: none"> <li>○ Contact statewide and community mental health resources and services to learn more about eligibility requirements. Will update the list and share with the Advisory Committee for final review.</li> <li>○ Work with Navigate 360 to add information on how tip responders can use the system.</li> <li>○ Collect feedback from tip responder agencies on the usability of the Best Practices Toolkit.</li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A:</i></p> <p><u>Question:</u> Are we still aiming to launch HearMeWA in February 2024?</p> <p><u>Answer:</u> The AGO Youth Program Team is working to launch the program in February, but will provide a clearer timeline next year.</p> <p><u>Question:</u> What about the collaboration with Risk Pools to replace their tip reporting system (Vector Solutions) after the launch of HearMeWA?</p> |

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|    | <p><u>Answer:</u> This is still an ongoing discussion and the AGO Youth Program Team will keep them posted.</p>   |
| 7. | <p><b>Action Items &amp; Next Steps</b></p> <ul style="list-style-type: none"><li>• Next meeting: Wednesday, March 13 from 1:00 p.m. to 3:00 p.m.</li><li>• Public Comments<ul style="list-style-type: none"><li>○ There were no public comment requests for the call.</li></ul></li></ul> <p><b>The meeting adjourned at 2:51 p.m.</b></p> |

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## ATTENDEES

### Committee Members

#### *Youth*

| Name                     | Present |
|--------------------------|---------|
| Akshaya Ajith            | Yes     |
| Adama Angelina Mbodji    | Yes     |
| Micah Brielle Fitzgerald | No      |

#### *Professional Members*

| Name                          | Affiliation  | Present             |
|-------------------------------|--|---------------------|
| Margaret Albaugh              | Asian and Pacific Islander Coalition of Spokane            | Yes                 |
| Tanya Aggar                   | Washington State Parent and Teacher Association            | Yes                 |
| Jenny Ann Young               | Washington State Department of Children, Youth, & Families | Yes                 |
| Theresa Carter-Vincent        | Building Resilience Awareness & Variations of Excellence   | Yes                 |
| Diana Cockrell                | Washington State Health Care Authority                     | Enos A. Mbajah      |
| Ella DeVerse                  | Washington Office of Superintendent of Public Instruction  | Yes                 |
| Cameron Fordmeir              | Greater Columbia Behavioral Health                         | No                  |
| Kevin Fuhr                    | Washington Association of Sherriffs & Police Chiefs        | Yes                 |
| Carri Gordon                  | Washington State Patrol                                    | Yes                 |
| Avianah Grace McKenna         | Youth Action Board and Mockingbird Society                 | No                  |
| Jamie Heil                    | Boys & Girls Clubs of King County                          | Yes                 |
| Joshua John William Goss      | The Coffee Oasis   | Yes                 |
| Adrienne Marie Jensen         | HopeSource   | Yes                 |
| Carolyn Cox                   | SPARK Peer Learning Center                                 | Estefania Cervantes |
| Kirstin McFarland             | Washington State Department of Health                      | Yes                 |
| Chastity Pennington           | United Way of Lewis County                                 | Yes                 |
| Liz Pray                      | Washington Education Association                           | Yes                 |
| Kelli Robinson                | Our Sisters' House   | Yes                 |
| Maithri Sarangam              | Seattle Indian Health Board                                | Yes                 |
| Beverly Sarles                | Washington State University                                | Yes                 |
| Eyota ShadowWalker Wak'ishwit | Pizza Klatch   | No                  |
| Adam Wasserman                | Washington Emergency Management Division                   | Katy Gilbert        |
| Chris Weedon                  | Washington Association of Educational Service Districts    | Yes                 |

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| Mallory Wilson | Association of Washington School Principals | No  |
| Rashel Wise    | Washington Student Achievement Council      | Yes |
| Larry Wright   | UW Forefront Suicide Prevention Center      | Yes |

**AGO Staff**

| <b>Name</b>        | <b>Affiliation</b>                                   |
|--------------------|--|
| Camille Goldy      | Office of the Attorney General, Policy Unit          |
| Clarissa Lacerda   | Office of the Attorney General, Policy Unit          |
| Erica Chang        | Office of the Attorney General, Policy Unit          |
| Monserrat Jauregui | Office of the Attorney General, Policy Unit          |
| Evan Kim           | Office of the Attorney General, Information Services |

**Public Attendees**

AJ Skiles

Sheena Brown

Eric Witting

Megan Reibel