



## HearMeWA Advisory Committee Meeting Minutes

March 13, 2024, 1:00 p.m. – 3:00 p.m.

<b>Meeting started at 1:03pm</b>	
1.	<b>Welcome, Introductions and Agenda</b> <ul style="list-style-type: none"><li>• Committee members were welcomed to the HearMeWA Advisory Committee meeting.</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 December 6<sup>th</sup> advisory committee meeting.</li><li>• <b>Updates from Advisory Committee Members:</b> committee members were invited to share updates from their organizations. None were offered.</li></ul>
3.	<b>Outreach and Engagement</b> <ul style="list-style-type: none"><li>• HearMeWA Youth Advisory Group (YAG) had its first meeting on February 27. 18 youth participated.<ul style="list-style-type: none"><li>○ This first meeting allowed youth to meet each other and learn about the purpose and the community agreements of the group. The group also met the youth and the senator who propelled the work of HearMeWA, and learned about the genesis of the program.</li><li>○ As members of the YAG, youth will have the opportunity to take on leadership roles to facilitate meetings, take notes, hold the group accountable to its community agreements, and ensure they are staying on track for assigned tasks.</li><li>○ Youth will also have the opportunity to provide feedback on the program's tip form.</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>• HearMeWA Outreach Presentations in 2024: <ul style="list-style-type: none"> <li>○ 2/1: Ready WA Coalition Meeting.</li> <li>○ 3/16: The School Nurse Organization of WA Conference.</li> <li>○ 3/21: Western Washington Native American Consortium Meeting.</li> </ul> </li> <li>• Announcements and Publications: HearMeWA is working in collaboration with various organizations to share information about the program. <ul style="list-style-type: none"> <li>○ Sent update to Comprehensive School Safety Coordinators to relay information to schools in their Educational Service Districts (ESD);</li> <li>○ Publication for educators at the Washington Education Association Representative Assembly in Spokane;</li> <li>○ Sent an update through Ready WA’s distribution list;</li> <li>○ Getting information to Public-Safety Answering Points (PSAPs);</li> <li>○ Pending OSPI Bulletin to get information to schools;</li> <li>○ WASPC Newsletter (forthcoming);</li> <li>○ Association of Washington School Principals weekly newsletter (forthcoming).</li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A: None</i></p>
4.	<p><b>Branding, Marketing, and Website Creation</b></p> <ul style="list-style-type: none"> <li>• AGO staff invited Lauren McGhee from The Vida Agency to introduce herself to the advisory committee and share more about the process for developing the program’s branding, marketing and website. The process includes: <ul style="list-style-type: none"> <li>○ Kickoff/Discovery Phase;</li> <li>○ Brand Concepts (youth input);</li> <li>○ Website Concepts (youth input);</li> <li>○ Media/Marketing Plan; <ul style="list-style-type: none"> <li>▪ Toolkit development;</li> <li>▪ Paid media strategy;</li> </ul> </li> <li>○ Website and Campaign Launch.</li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A: None</i></p>
5.	<p><b>Program Updates</b></p> <ul style="list-style-type: none"> <li>• <a href="#">2023 HearMeWA Annual Report</a> has been posted on the HearMeWA Advisory Committee website. Some of the topics covered in the report include: <ul style="list-style-type: none"> <li>○ The program’s youth-centered approach;</li> <li>○ Outreach to stakeholders across the state;</li> <li>○ The work of the advisory committee;</li> <li>○ Information about the youth advisory group;</li> <li>○ AGO’s plan for launching the program in 2024.</li> </ul> </li> <li>• Future training opportunities and additional support: <ul style="list-style-type: none"> <li>○ Navigate360 will offer trainings for tip responder agencies on the week of April 15<sup>th</sup>.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ Training content will include how to set up an account through SAW, how to login to the tip manager, how to use the tip manager, and how to interact with the call center through the tip manager.</li> </ul> </li> <li>○ Other trainings coming up:           <ul style="list-style-type: none"> <li>▪ Virtual trainings with Sandy Hook Promise. This training will primarily be for educators and youth and will cover topics such as how to know the signs of youth in distress and how to report through HearMeWA.</li> <li>▪ Instructional micro-videos for both adults and youth on how to use HearMeWA.</li> </ul> </li> <li>○ Best Practices Toolkit is coming soon.</li> </ul> </li> <li>• HearMeWA roadmap to hard launch: AGO staff provided updates on the launch of the program.       <ul style="list-style-type: none"> <li>○ Soft launch (April 30<sup>th</sup>): program will go live and will have a website landing page with information on how youth can submit tips. We will be piloting the best practices toolkit during this period. We will be asking all of our contacts to promote the program with youth, but there will not be any direct paid advertising until end of August/beginning of September.</li> <li>○ Program launch (August 31<sup>st</sup>): full website, updated best practices toolkit, paid advertising, and micro-videos with information about the program.</li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A:</i></p> <p><u>Question:</u> Who qualifies as a tip responder?  <u>Answer:</u> We have been collecting contacts from Regional Crisis Lines (RCL), schools, Child Protective Services (CPS), local law enforcement and Public Safety Answering Points (PSAPs) to have them as tip responders.</p> <p><u>Question:</u> Will trainings be available to the school's points of contact we provided?  <u>Answer:</u> Yes. Trainings will be available to the points of contact the schools provided to us.</p> <p><u>Question:</u> Is the program launch on the 30<sup>th</sup> instead of the 19<sup>th</sup>?  <u>Answer:</u> Yes. We had to push the date to April 30<sup>th</sup>.</p>
6.	<p><b>Work Session</b></p> <ul style="list-style-type: none"> <li>• HearMeWA Tip Form:       <ul style="list-style-type: none"> <li>○ Youth can send tips to HearMeWA by calling the program or using the tip form (available via the website, app and text);</li> <li>○ The tip form development process included conducting research to learn from other states with similar programs, collecting feedback from the advisory committee and working with the vendor (Navigate360) to draft the current version of the tip form.           <ul style="list-style-type: none"> <li>▪ The AGO will meet with youth to get their feedback on the tip form on 3/19.</li> </ul> </li> <li>○ AGO staff walked the advisory committee through the tip form and demonstrated how youth can use the form to submit a tip.</li> </ul> </li> </ul>

	<p><i>Meeting opened for Committee Q&amp;A:</i></p> <p><u>Question:</u> Why not put tip narrative first? Youth should be able to report the most important thing first.</p> <p><u>Answer:</u> Great feedback. We will meet with youth next week and will ask what they think.</p> <p><u>Question:</u> Will this be a universal process for both youth and someone who wants to report on behalf of youth, such as a service provider?</p> <p><u>Answer:</u> Yes, the process is the same. Calling the Call Center is also an option.</p> <ul style="list-style-type: none"> <li>• Disposition Report: <ul style="list-style-type: none"> <li>○ AGO staff explained that the disposition report is a tab in the HearMeWA Tip Manager that allows call center staff and tip responders to document the outcome of the tip referral process.</li> <li>○ The disposition report development process included conducting research to learn from other states with similar programs, collecting feedback from the advisory committee and working with the vendor (Navigate360) to draft the current version of the disposition report.</li> <li>○ AGO staff showed the advisory committee the tip manager and how the call center and tip responders can close tips and submit a disposition report.</li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A:</i></p> <p><u>Question:</u> Will tip responders be able to mark tips complete and/or closed? Is there any kind of safeguard and/or review process to ensure they responded to the tip?</p> <p><u>Answer:</u> Yes. We are developing a policies and procedures manual that will include a process for Sandy Hook Promise to verify if the tip was properly addressed.</p> <ul style="list-style-type: none"> <li>• Best Practices Toolkit Updates: <ul style="list-style-type: none"> <li>○ The toolkit will include information on how to use the tip manager, when to expect calls from HearMeWA, and what is expected from tip responders.</li> <li>○ Next steps: <ul style="list-style-type: none"> <li>▪ Feedback from tip responder agencies on the usability of the Best Practices Toolkit.</li> </ul> </li> </ul> </li> </ul> <p><i>Meeting opened for Committee Q&amp;A: None</i></p>
7.	<p><b>Action Items &amp; Next Steps</b></p> <ul style="list-style-type: none"> <li>• Next meeting: Wednesday, June 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 2:18 p.m.</b></p>

## ATTENDEES

### Committee Members

#### *Youth*

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

#### *Professional Members*

Name	Affiliation	Present
Margaret Albaugh	Asian and Pacific Islander Coalition of Spokane	No
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	Yes
Amber Wynn	Washington Office of Superintendent of Public Instruction	Yes
Cameron Fordmeir	Greater Columbia Behavioral Health	Yes
Dave Sands	Washington Association of Sheriffs & Police Chiefs	No
Carri Gordon	Washington State Patrol	Yes
Jamie Heil	Boys & Girls Clubs of King County	No
Joshua John William Goss	The Coffee Oasis	No
Adrienne Marie Jensen	HopeSource	Yes
Carolyn Cox	SPARK Peer Learning Center	No
Kirstin McFarland	Washington State Department of Health	Cassidy Christopher
Liz Pray	Washington Education Association	Yes
Kelli Robinson	Our Sisters' House	No
Maithri Sarangam	Seattle Indian Health Board	Yes
Beverly Sarles	Washington State University	Yes
Adam Wasserman	Washington Emergency Management Division	Katy Gilbert
Chris Weedon	Washington Association of Educational Service Districts	Yes
Mallory Wilson	Association of Washington School Principals	Yes
Rashel Wise	Washington Student Achievement Council	No
Larry Wright	UW Forefront Suicide Prevention Center	Megan Reibel

**AGO Staff**

Name	Affiliation
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
Montserrat Jauregui	Office of the Attorney General, Policy Unit
Evan Kim	Office of the Attorney General, Information Services

**Public Attendees**

Mark McVey

Mike Dingle

Dan Corder

Erika Rodriguez

Brittany Campbell

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