



Safe2Help Illinois

Standard Operating Procedures

Purpose

The purpose of these Standard Operating Procedures (SOPs) is to provide guidance on how Safe2Help Illinois classifies and communicates confidential reports.

Definition

Safe2Help Illinois is a platform for students, schools and the community to easily report confidential information about activities or threats that are unsafe, potentially harmful, dangerous, violent, or criminal. All reports and information received will be documented and disseminated to the appropriate school, law enforcement officials, emergency medical services personnel, and/or state human services agencies.

Confidentiality/Release of Information

Any information received through the Safe2Help Illinois program is confidential. No information from Safe2Help Illinois reports will be released to the public or media except through the Safe2Help Illinois administrative office.

Information is communicated to schools through secure systems. School offices are sometimes staffed by student workers. Safe2Help Illinois will only utilize secure systems to communicate reports to school officials.

Callers requesting legal advice will be told that the Safe2Help Illinois does not provide legal advice.

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Definitions

“Safe2Help Illinois” – The Safe2Help Illinois initiative is to ensure that every student, parent, teacher, and community member in Illinois has a safe and confidential way to report any concerns to their safety or the safety of others with a focus on early intervention and prevention through awareness and education. Safe2Help Illinois is founded on the idea that prevention and early intervention is the key to preventing violence and saving lives. The guiding principles of this safety and prevention initiative model include educating young people and school staff on critical issues; encouraging them to play a role in prevention; and equipping them with a tangible direct way to report confidentially, while empowering them to make a difference.

“Report/Tip” – Information regarding safety of a school or student submitted through a phone call, website, text message, e-mail, or a downloadable application.

“Reporter” – Individual submitting the safety concern of a school, student, or self.

“Enduser” – Endusers may include 911 facilities or Public Safety Answering Point (PSAP), local public safety officials, school resource officers, superintendents, principals, teachers, athletic directors, coaches, counselors, or any additional school staff. Endusers are the contact points at the local school, district, and law enforcement levels. Both the school district and the individual schools can provide endusers. School district endusers will be used if school endusers are unable to be reached or notified. The 911 facility/Public Safety Answering Point will be identified as an enduser for each participating school/ school district enrolled in Safe2Help Illinois.

Enduser Responsibilities - Endusers will be responsible for addressing the information that is received from Safe2Help Illinois. Endusers will go through minimal training so they understand how to view and enter information into the Safe2Help Illinois software. Endusers will need to be updated every year if there are changes.

General Report Procedures

1. Safe2Help Illinois receives report of a new tip with a specific tip level (Critical, Standard, or Other).
 - Critical- Voice and email notification will be made within 20 minutes (**regardless of time of day received**).
 - Standard- Email notification will be made within 1 hour (**during normal business hours unless extenuating circumstances exist**).
 - Other- Email notification will be made within 4 hours (**during normal business hours unless extenuating circumstances exist**).

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2. Endusers will be automatically notified by e-mail and text message (if designated) that a report(s) has been received through Safe2Help Illinois regarding their school or community. The endusers will be directed to log into the system to view the report(s). If this is an emergency report/imminent threat, a call to the endusers will be made in accordance with tip level time frames to confirm receipt. If school is not in session such as after school hours, school breaks or summer recess, law enforcement may perform a welfare check if the report is deemed a life safety issue.
3. End users will be encouraged to provide feedback on the Safe2Help Illinois program.

Tip Level: Critical; Notification time: 20 minutes

Emergency Reports/Imminent Threats/Crimes Against Persons - Critical

Emergency reports are those involving an immediate or imminent threat of violence or potential self-harm, such as threats of suicide; potential harm/criminal acts directed to self, students, schools; or a planned school attack. Reports of weapons, school threats, or bomb threats will be treated as imminent threats to self or others.

If the reporter is providing information about an event that is in progress or presents imminent danger to the reporter or others, immediate action is required. In addition to general report procedures, the steps below will be used as well.

1. Call center will call 911 facility/PSAP and all points of contact (POC) listed by the district for the school to notify them of the report information.
2. All POCs will also be notified of the report via electronic mail.
3. Follow up phone calls may be made to law enforcement to ensure receipt of the information so prompt action can be taken. If needed, Safe2Help personnel may assist with follow-up coordination between endusers.
4. Information will continue to be shared with local end users simultaneously to ensure safety in the event ongoing communication continues between call center staff and the reporter. All actions will be documented.

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EXAMPLE

1. Student A submits a report to Safe2Help Illinois about his friend, Student B. Student A reports Student B is upset about failing classes. Student B told Student A he does not care about his life. Student B also told Student A he was going to drive his car into a tree because he was so mad about his grades. Student B attends Delta High School.

Tip Type is **Suicidal Ideation**

RESPONSE: The call center responds, within 20 minutes, by calling and emailing the tip information to all end-users listed as contacts for the school and law enforcement. A voicemail will be left with school personnel if they do not answer. Safe2Help Illinois analysts will follow up with law enforcement, immediately, to ensure they are aware of the tip. Analysts will also offer further analytical assistance to law enforcement, if needed.

2. Student A notices that Student B has a gun inside of his backpack on the school bus. Student A submits a tip about Student B having possession of a gun. Student A and B are on the way to Bravo Middle School.

Tip type is **Possession of a weapon and Threat to Safety**

RESPONSE: The call center responds, within 20 minutes, by calling and emailing the tip information to all end-users listed as contacts for the school and law enforcement. A voicemail will be left with school personnel if they do not answer. Safe2Help Illinois Analysts will follow up with law enforcement, immediately, to ensure they are aware of the threat. Analysts will also offer further analytical assistance to law enforcement, if needed.

TIP Level: Standard; Notification time: 1 hour (during normal business hours)

Standard reports may include, but are not limited to; bullying, cyber bullying, discrimination, harassment, hazing, runaways, smoking, vaping, substance abuse, or staff inappropriate conduct.

1. The call center will notify all POCs via electronic mail of the report information.
2. If any standard tip has a possible crime involved local law enforcement may be notified as well. If needed, Safe2Help personnel may assist with follow-up coordination between endusers.
3. Information will continue to be shared with local endusers if more information is received regarding the report. All actions will be documented.

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EXAMPLE

1. Student A calls Safe2Help Illinois to report a group of students who congregate in the bathroom every day, at lunch, to smoke marijuana cigarettes. They attend Alpha Middle School.

Tip type is **Possession; Use; or Distribution of Drugs (Includes Vaping)**

RESPONSE: The call center, within one hour, will e-mail the tip information to the end-users listed as point of contacts for the school. Safe2Help Illinois analysts will contact local law enforcement to notify them of the tip information, due to the tip involving a crime. Analysts will offer analytical assistance to law enforcement, if needed.

2. Student A calls Safe2Help Illinois to report a group of students sometimes bully him and shout racial slurs at him in the hallway as he is walking to class. Student A attends Charlie High School.

Tip type is **Bullying or Harassment**

RESPONSE: The call center, within one hour, will e-mail the tip information to the end-users listed as point of contacts for the school. The tip is then referred to the school for internal handling.

*If a standard tip has a safety issue involved, Safe2Help Illinois analysts will notify local law enforcement of the tip information.

Tip Level: Other; Notification time: 4 hours (during normal business hours)

Other reports may include, but are not limited to; general complaints, false reports, prank reports, requests for information, incomplete information, or misapplication of the Safe2Help Illinois system.

1. The call center will notify all POCs via electronic mail of the tip information.
2. If needed, Safe2Help personnel may assist with follow-up coordination between endusers.
3. Information will continue to be shared with local endusers if more information is received regarding the tip. All actions will be documented.

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EXAMPLE

1. Student A calls Safe2Help Illinois to report her lunch is cold every day at Delta Elementary School. Student A reports she has complained to the cafeteria workers and her teachers, but the issue has not been resolved.

Tip type is **School Complaint**

RESPONSE: The call center, within 4 hours, will e-mail the tip information to the end-users listed as point of contacts for the school. The tip is then referred to the school for internal handling.

2. Unknown individual submits a tip to Safe2Help Illinois about his classmates always smelling funny at Bravo Middle School.

Tip type is **Prank or Other (Misapplication of the System)**

RESPONSE: The call center, within 4 hours, will e-mail the tip information to the end-users listed as point of contacts for the school. The tip is then referred to the school for internal handling.

Media/Press Requests

Information requests from the media and press will be shared with Safe2Help Illinois administrators and will be routed to the Illinois Emergency Management Agency Public Information Officer (PIO).

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