

School Launch Instruction & Information Sheet



This information sheet is for schools that have launched the SafeUT and need to review the information and those schools who have not launched the SafeUT at their school.

Overview

The SafeUT Crisis Text and Tip Line is a statewide service providing real time crisis intervention to youth through texting, as well as a confidential tip program to handle tips on bullying, school threats of violence or emergencies. Text Line staff assists texters with a wide variety of problems, including emotional crisis, grief and loss, drug and alcohol problems, mental health issues, self-harm and suicidal behavior. They also deal with tips that come in related to schools or friends and family and have a detailed database of schools, law enforcement, and behavioral health agencies around the state to report situations needing follow up. This program is funded by the legislature and provided by the University of Utah Neuropsychiatric Institute (UNI) Crisis Line call center. All texts, tips or calls are handled by licensed clinicians who assist texters by providing supportive or crisis counseling, suicide prevention and referral services. Tips are reported to the appropriate school personnel, families or authorities if needed for safety of the individual or community.

There are three ways to reach the SafeUT Crisis Text Line:

- **Use the SAFEUT phone app (available through the Apple App Store or Android Play Store) by pressing one of the three buttons: Crisis Line Chat, Crisis Line Call or Submit a tip.**
- **Call UNI Crisis Line at 801-587-3000 or outside Salt Lake County call us using the National Suicide Prevention Lifeline network number 1-800-273-TALK (8255) which will also connect you to the UNI Crisis Line.**

How it Works

The SafeUT Crisis Text Line is designed for youth in any type of crisis, providing access to free, 24/7 crisis intervention/emotional support and information via text chat. **Here's how it works:**

1. Someone texts SafeUT through the phone app which comes into the UNI Crisis Line call center from anywhere in the state of Utah, anytime, about any type of crisis or they use the tip function to alert us about someone who may be in danger, experiencing bullying or known threats of violence etc.
2. A licensed crisis counselor receives the text and responds quickly (within 15 minutes).
3. Texters receive an initial automated text explain who we are and giving texters an option to "opt out" if this is not what they were looking for. Within minutes, a live trained crisis counselor will answer and ask about their situation. They will provide crisis support and intervention and work with the texter to create a forward thinking plan to support continued safety and referrals as needed.
4. If it is a tip alert related to bullying or threats of violence etc., the appropriate school and/or community agencies will be contacted to response.
5. The SafeUT Crisis Text Line is confidential and texters can remain anonymous if that is what they prefer. Crisis counselors only know what texters share with them, and that information stays confidential. We take anonymity seriously.
6. We do believe in "Active Rescue" meaning if we feel we cannot keep the texter safe or there is immediate danger, we will alert emergency services to provide a face to face evaluation for safety.

School District Information

- **School Districts access to the SafeUT program will be phased in across the state according to a plan designed to insure staff at the UNI Crisis Line can adequately handle the volume of text interactions.** Please review the launch information and implement below.
- Schools are being asked to provide a minimum of one staff contact that can be contacted if needed for a crisis situation involving a student at that school or to be sent tip information as we receive it. However, it is suggested 3 contacts per school, with the management of on-call school personnel handed at the school level.
- Schools will use or develop their own procedures to follow up on reported crisis issues and tips.
- The UNI Crisis Line will track all data coming in through the SafeUT program and report that data to schools as needed.
- Our goal is to work with schools across the state to support their current tip procedures if they have them in place and offer after hour support if that is not currently offered.

Launch Information & Implementation

Phase I: Enrollment & Training

- Counselors, Administrators, and SRO complete webinar training on dashboard. **Training must be completed prior to moving forward. Contact USBE for training. Or complete the prerecorded dashboard training listed under training materials at: http://www.uen.org/ccr/counselor-toolkit/support/utah_student_success.shtml**
- Counselors, Administrators, and SRO review SafeUT overview **Part I** is located at: https://youtu.be/1L2ad0V_vGk
- **Counselors, Administrators, and SRO **Part II** training on the dashboard can be found at: <http://www.youtube.com/watch?v=az2NV8Ck7g8>**
- Complete the school contact form needed to register in the dashboard. **Return contact information sheet to USBE.** The school contact form can be found at: http://www.uen.org/ccr/counselor-toolkit/support/utah_student_success.shtml

Phase II: Packaging & Launching

- District/LEA leadership plans and prepares for launch by establishing structured plan. This entails scheduling dates for the launch in individual schools. Best practice suggest a launch of entire cone site of schools on the same day. **Be mindful, the dates for your schools to launch MUST be requested/scheduled through USBE.** Launch dates are limited to one cone site or 5 schools per day. **Also note, scheduling is needed to accommodate the needs of all schools statewide and the UNI crisis team.**
- **A limited supply of printed posters, cards, and magnets have been sent to your district office,** primarily to the student services director. However, you will not want to hang posters in schools until the **dashboard** has been activated for the school site.
- Web links to SafeUT are established by LEA or school tech support. Graphics for hot buttons are found at: http://www.uen.org/ccr/counselor-toolkit/support/utah_student_success.shtml However, your website widgets should links to: `SafeUT - Send a Tip`
 - The page that the link points to is not finished yet, only contains a brief message, and links to the mobile app stores for obtaining the mobile app. The ability to send a tip online will eventually be added to this page.

- The activation of your school to the **dashboard** happens 1-2 days prior to the scheduled launch date. You will know your school has been activated once you receive your login information to the **dashboard**. Login information is sent to you via email **once you have completed phrase one and your school has scheduled launch date(s) with USBE.**
- **Best practices for the launch and launch day activities:**
 - Send the letter home to the parents providing them with information on the tool. Sample letters home found at: http://www.uen.org/ccr/counselor-toolkit/support/utah_student_success.shtml
 - **Launch the entire school on the same day. Randon launches within the same school causes inconsistency.**
 - Take 10 minutes to make an announcement: show the promo video during class time or present the student training PowerPoint (link below for tools). **Ideally, a schoolwide assembly with the principal giving the key message of the SafeUT has worked the best for consistency.** Promo video for elementary student is on the UNI web site. The link is listed below. **A general promo video can be found at: <https://youtu.be/jsWAdgtCO9g>** It is also imperative to include the importance and value of the SafeUT app to all students. **Helping students understand the difference between a tip and chat is key.**
 - Encourage students to download the app and put the crisis line in their phone. Best practices are to have the students download the app all together. For elementary schools and/or issues with phone use policies in schools, this item can be modified or use the video found at: <https://healthcare.utah.edu/uni/clinical-services/safe-ut/>
 - Hang posters in your halls/ offices/ and classrooms (templates are located on the site listed above and printing is done by school or school district)

Phase III: Ongoing process

- Update contact information when personnel changes. Please use the school contact form found at: http://www.uen.org/ccr/counselor-toolkit/support/utah_student_success.shtml Using the form, highlight updates and changes in red. Please do not send changes in form of an email; use the form and attach the document to the email to USBE.
- Orientation and instruction to new students or new student groups.
- Continual instruction on the difference between a tip and a chat.

UNI contact: Tori.Yeates@hsc.utah.edu

If you have not launched SafeUT at your school and want to schedule your school's launch, contact Tori Yeates at UNI.

Tech Support contact: John DeGrey, John.DeGrey@hsc.utah.edu

For those of you who have launched SafeUT in your schools:

Should you want to join the communication team/administrators users group, please contact Lillian.tsosie-jensen@schools.utah.gov .

We would love your input.

