



Stop the Silence. Help End the Violence.

# 2014 ANNUAL REPORT

Submitted by the Department of Attorney General  
in compliance with the Student Safety Act of 2013.  
July 31, 2015



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*Singer and anti-bullying advocate Keenan West promotes OK2SAY.*

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# Message from Attorney General Bill Schuette

Dear Governor Snyder and Members of the Legislature,

I want to once again extend my thanks and appreciation to you for the passage of the Student Safety Act of 2013 that created OK2SAY, Michigan's statewide student safety program. Now that the program has been in effect for an entire school year, I am pleased to report that it has exceeded our most optimistic expectations.

In the first four months of the 2014 school year, the number of verified "tips" reached 601. This far exceeded expectations based upon the initial numbers recorded by Colorado's Safe2Tell, the model for OK2SAY. The success stories of the program underscore the immense importance of this school safety initiative. The categories that received the most "tips" related to bullying, cyber bullying and suicide threats, but these are just three of the 22 categories that were reported.

Let me share one of the many success stories that highlights just how crucial OK2SAY is for our students. In this particular instance, the OK2SAY "tip line" provided a troubled student with a safe and confidential haven where he felt secure enough to reveal his thoughts of suicide. The technician was able to determine the seriousness of the student's intent to take his life and, while maintaining contact with the student, the technician alerted the School Resource Officer - without disclosing the tip's origin. Thanks to the diligence and empathy of this technician, the student was safely located and has since been able to seek help and support. **I think you'd have to agree that saving one student's life makes this program a success and worthy of our commitment to maintain it.**

Please, take a few moments to read this report. Review the work that has been done and continues to be done. You'll celebrate with me the incredible successes we have accomplished together for our children and recognize, as I do, the essential role OK2SAY plays in keeping them safe.

Once you have reviewed this Annual Report, I believe you will agree that it is critical for our kids that we remain vigilant in our commitment to OK2SAY for years to come. We are restoring hope. We are saving lives. I ask that we work together and remove the sunset for this program so that it can continue beyond the 2017-2018 Fiscal Year.

Sincerely,



Bill Schuette  
Attorney General  
State of Michigan

# Michigan Student Safety Act - OK2SAY

In December 2013, the Michigan Student Safety Act (PA 183) was signed into law. This Act established the 24/7 OK2SAY program to enable students and members of the public to confidentially report potential self-harm, or harm, or criminal acts directed at students, school employees, or schools. Primary responsibility for the development and implementation of the OK2SAY program was assigned to the Department of Attorney General.

Using PA 183 as a roadmap, the Department of Attorney General collaborated with other state agencies, educators, mental health professionals, local law enforcement, student focus groups, and other stakeholders on the program's design, technology, training, and website development, as well as promotion and outreach. The goal was to ensure that the program be fully functional and tested by the beginning of the 2014-2015 school year. We are delighted to report that this goal was met, and the OK2SAY program became operational in August 2014.

In a joint study on school violence, the U.S. Secret Service and the U.S. Department of Education reported that in 81% of violent incidents, at least one other person had knowledge of the attacker's plan but failed to report it before the tragedy occurred. In almost all of the cases analyzed, the person with knowledge of the plan was a peer - a friend, schoolmate, or sibling. While some only knew that something "big" or "bad" would occur, others knew specifically what the attacker had planned to do.

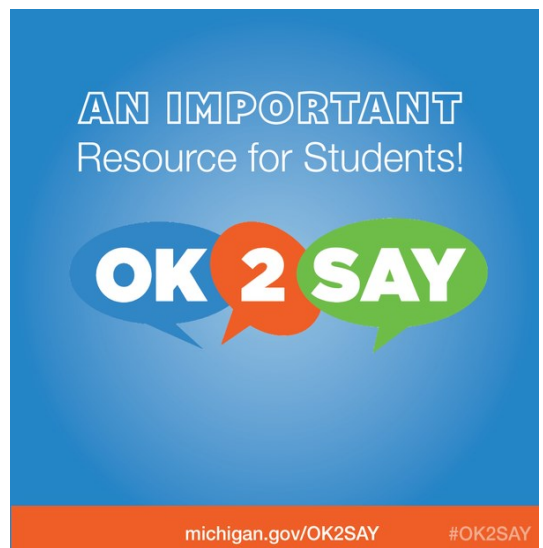
OK2SAY operates as an early warning system to thwart school tragedies before they start. It gives students who might otherwise remain silent about potentially dangerous situations, out of fear of rejection or retaliation, a voice. In short, OK2SAY helps students break the culture of silence and connect with adult authorities who can help.

In compliance with the Student Safety Act, the first Annual Report provides an overview of the OK2SAY program - including how it was designed and implemented, training, outreach activities, operational details, and results through the end of 2014.

## WHAT IS OK2SAY?

OK2SAY is a confidential reporting system specifically designed to help students report anything that threatens their safety or the safety of others. Anyone who knows about a student safety threat (students, teachers, parents, etc.) can submit a tip to OK2SAY technicians by phone, text message, email, mobile app, or via the OK2SAY website.

OK2SAY has four primary features: confidential reporting, comprehensive technology, coordinated intervention, and complete disposition. These features enable state agencies, law enforcement, and schools to more effectively respond to harmful behaviors that students may report.

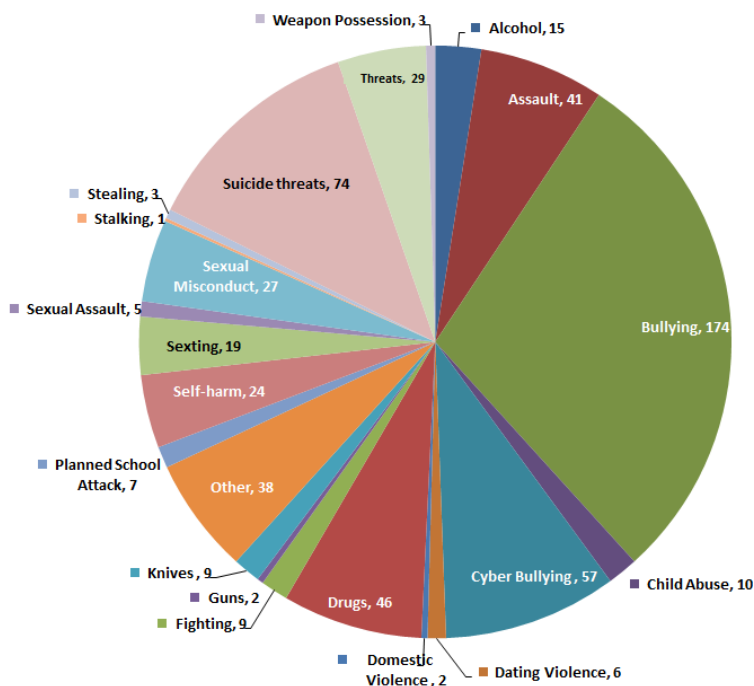


# OK2SAY Program Results for 2014

## NUMBER OF VERIFIED TIPS: 601!

The results for the OK2SAY Program during calendar year 2014 were beyond expectations. Between September 1 and December 31, over 600 verified tips (representing 410 unique incidents) were received by MSP technicians - six times the number received during the first year of Colorado's Safe2Tell, the program upon which OK2SAY was modeled. The tips included 231 tips on bullying and cyber-bullying, 74 threats of suicide, and 10 tips on child abuse. Tips were received from throughout the state – from Luce County to Monroe County, St. Clair County to Muskegon County. In fact, tips were received from counties in which program awareness presentations had not yet been made.

Once a tip is received, the OK2SAY technician forwards it to the appropriate local agency or school. Of the 410 incidents, 225 were referred to school officials, 61 were referred to local law enforcement, 7 were referred to Child Protective Services, and 21 were referred to other local resources.



OK2SAY tips received as of 12/31/2014.

Tips versus Incidents – An OK2SAY “tip” is information provided through a unique contact with OK2SAY technicians regarding an incident or situation. An “incident” is a specific event. We have found that some incidents are reported by more than one person. Thus, it is not surprising that in 2014, the program logged in 601 tips, but only 410 unique incidents.

## SUCCESS STORIES

**Suicide Intervention:** According to a 2012 report by the Michigan Department of Community Health, one in 11 Michigan adolescents attempt suicide one or more times. OK2SAY received a tip from a student who needed to speak with a trusted adult. After asking key questions, the OK2SAY technician learned that the student had a serious intent to commit suicide. The student had struggled with depression, self-harm and recent loss.

While staying in contact with the suicidal student, OK2SAY made an urgent call to the School Resource Officer (SRO) after discovering the student had written a suicide note. The OK2SAY technician provided the SRO with the name of the suicidal student without disclosing the origin of the tip. The student was located safely at the school and arrangements were made with the student's parents for the child to receive help and support.

**Self Harm/Suicide:** An email tip was received by a student who had been having panic attacks that led to self-harm and thoughts of suicide.

OK2SAY notified the school counselor who was unaware of the situation. The school counselor met with the student, notified the parents, and the student got the help she needed.

## EXAMPLES OF OTHER OK2SAY SUCCESS STORIES

- A student was arrested and a gun confiscated after an OK2SAY tip alerted law enforcement;
- A fight was averted after an OK2SAY tip alerted school personnel;
- A family and child received help from law enforcement after a sibling planned an attack on the child with a knife;
- A bullied student contemplating suicide received mental health assistance and support from his school.

Every student deserves to learn in an environment free from threats of violence or harassment. OK2SAY's confidential reporting system enables schools to better protect students and communities from known dangers.

"What OK2SAY does is it allows us to be proactive. It allows us to deal with a situation before it even happens."  
– Mark Ornstein,  
CEO, University  
Preparatory  
Academy

## COSTS

The OK2SAY program was established as a four-year work project, with an October 1, 2017 sunset. A total of \$3.5 million was appropriated, with \$1,129,000 appropriated to MSP and \$2,371,000 appropriated to the Department of Attorney General. Expenditures related to OK2SAY in calendar year 2014 totaled \$341,415.26. Of this amount, \$242,903.70 was attributable to Department of Attorney General expenses and \$98,511.56 was attributable to Michigan State Police expenses. The expenses were incurred in the following areas: salary/wage and benefits; contractual services (training, education, program development, etc.); supplies and maintenance; equipment; and travel.

The OK2SAY team has also worked closely with several businesses and individuals outside state government who graciously donated their time, services, and materials to promote the OK2SAY program. For example, Life Touch National Schools Studios designed and printed significant quantities of OK2SAY promotional materials for schools across the state. Comcast also provided promotional materials that were distributed directly to students. Michigan State University's Tom Izzo and Suzy Merchant both did Public Service Announcements promoting use of OK2SAY. The Truscott Rossman Company assisted in program design. Singer and anti-bullying advocate Keenan West appeared at several school programs, performing a song he wrote about OK2SAY, while Marketing Resource Group assisted in overall program promotion. Finally, the clinical team at Helen DeVos Children's Hospital was invaluable in providing appropriate student and parent resources for the OK2SAY website.

## BENEFITS

As with similar successful state programs, OK2SAY has the ability to prevent student-related tragedies and also provide the following benefits:

**INCREASED SAFETY** – Facilitates responses to harmful behaviors directed toward others or oneself, including bullying, substance abuse, weapons possession, and suicide threats.

**CRISIS TRAINING** – Ensures that technicians are trained in crisis management, including recognition of mental illness and emotional disturbance.

**COLLABORATIVE SUPPORT** – Empowers students to communicate with adult authorities, transforming the culture of silence into a collaborative support system.

**TIMELY RESPONSE** – Encourages timely responses to tips through around-the-clock availability (24 hours per day, 365 days per year), agency coordination, and reporting outcomes.

**IMPROVED ACADEMIC PERFORMANCE** – Creates a safer learning environment where students can reach their full academic potential.

# How OK2SAY Works - the Nuts & Bolts

## SUBMITTING TIPS

OK2SAY tips can be submitted 24 hours per day, 365 days per year by telephone, text message, email, mobile app, or via the OK2SAY website. Links and picture, video, and audio attachments are encouraged.

Specially trained technicians hired and supervised by the Michigan State Police ("MSP") receive and analyze the initial tips and forward the information to the parties necessary to ensure a timely and effective response.

The identity of the person providing the tip is statutorily protected from disclosure unless he or she chooses to voluntarily disclose his or her identity (and his/her parents agree if the person providing a tip is a minor), or if ordered by a court under very specific circumstances.

## FORWARDING TIPS

Incoming tips are fielded first at MSP Headquarters, and then forwarded to the agency or organization most capable of effectively responding to the situation.

For example, a tip reporting school bullying is forwarded to school officials. If the OK2SAY technician receives a tip on a crime, the tip is forwarded to local law enforcement. Some situations require that tips be forwarded to more than one entity. Most tips are handled by school officials and local law enforcement, although some are also forwarded to a local community mental health services program or the Department of Health & Human Services. The MSP technicians fielding the tips have received significant training on how to recognize mental illness and emotional disturbances, and managing crisis situations. (See Training section.)

## RESOLVING TIPS

Each organization involved in responding to or resolving a situation is asked to complete an Outcome Report. The Outcome Report asks that the responding organization (e.g., school, law enforcement, etc.) detail the nature of the tip, how the tip was handled, and whether the situation was completely resolved or requires ongoing attention.

Based on the information gathered through the Outcome Reports, MSP and the Department of Attorney General built a database to compile the number of tips received, the number of tips forwarded, the nature of the tips, the recipient of the forwarded tips, the nature of the response, and the effectiveness of the response. As additional annual data is collected, it will play an important part in the assessment of the overall effectiveness of the program.



"OK2SAY is working to keep our kids safer in Michigan communities and schools. If even one child's life is saved by OK2SAY, this program will have been a success. OK2SAY has passed its first semester with flying colors."

- Attorney General Bill Schuette

# Background - Getting the Program Ready for Implementation

## TESTING

The implementation of the OK2SAY statewide hotline was a massive undertaking that not only required the use of state-of-the-art technology, but also extensive testing before going live in August 2014. MSP tested and retested each of the OK2SAY program components and procedures to ensure they were fully functional.

It was also critical to the program's success to ensure that tips could be submitted to OK2SAY in a number of ways, including the following:

1. Calling the 1-855 hotline number;
2. Sending emails and multi-media attachments to [ok2say@mi.gov](mailto:ok2say@mi.gov);
3. Texting through Short Message Service (SMS) (160 character maximum, no pictures);
4. Texting through Multi-media Message Service (MMS) (160 characters maximum with media such as a picture or video attached);
5. Completing the tip submission form found on the OK2SAY website, [www.mi.gov/ok2say](http://www.mi.gov/ok2say).
6. Sending tips via the OK2SAY mobile app, including multi-media attachments.



"I love it. I think it will be great for everyone to use." — A 17-year-old girl

"You should not walk away. You should actually do something." — A 13-year-old boy

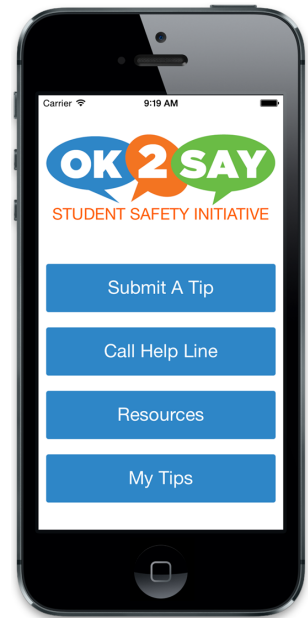
"The biggest thing I learned is to stand up and to help people when they're getting bullied." — An 8th grade girl



Each of the communication methods required varying degrees of planning and testing. For example, getting the 1-855 hotline number and the email service operational was easily accomplished. However, the mobile app was far more complicated. It had to be designed and tested, ensuring that it would work with multiple devices. The testing required the use of a number of different mobile devices and service providers to ensure that information was getting through in each instance.

Testing was also done to ensure that multiple inputs could be made at the same time (load testing). Each had to be incorporated into the existing web-based reporting framework that was built and tested as part of the OK2SAY program development (integration testing). Weekly testing has continued since OK2SAY became operational.

In the future, ongoing testing and research will be necessary to ensure that the program remains up-to-date with technology used by students and families.



## TRAINING

As with any new program, training is essential. And when dealing with potential life-threatening situations, it is critical that front-line personnel, such as the OK2SAY technicians, are appropriately trained. Public Act 183 specifically required the training of OK2SAY technicians in Section 3(4):

*The Department shall ensure that appropriate training is provided to program personnel in all of the following areas:*

- 1. Crisis management, including recognizing mental illness and emotional disturbance.*
- 2. The resources that are available in the community for providing mental health treatment and other human services.*
- 3. Other matters determined by the department to be relevant to the administration and operation of the program.*

To fulfill this mandate and ensure appropriate training, the Department of Attorney General consulted with mental health professionals, academic experts, and 211 and 911 organizations, to design and deliver appropriate training sessions for the OK2SAY operators. The following sessions were presented to the technicians in August 2014:

- **YOUTH MENTAL HEALTH FIRST AID** - This full day class was presented by Community Mental Health Agencies. The course introduces common mental health challenges for youth, reviews typical adolescent development, and teaches a 5-step action plan for how to help young people in both crisis and non-crisis situations. Topics covered include anxiety, depression, substance abuse, disorders in which psychosis may occur, disruptive behavior disorders (including ADHD), and eating disorders.
- **CHILD ABUSE AND NEGLECT TRAINING, INCLUDING CHILD PROTECTIVE SERVICES (CPS) MANDATORY REPORTING** - Deborah Carley, Division Chief of the Attorney General's Child and Youth Services Division presented this three-hour training on Child Abuse/Neglect including when and how to report it to the Michigan Department of Health and Human Services (DHHS). Pursuant to Michigan Child Protection Law (1975 P.A. 238), OK2SAY technicians are mandated reporters who are required to report abuse or neglect when they become aware of it through a tip.

- **DOMESTIC VIOLENCE AND SEXUAL ASSAULT TRAINING** - This session was presented by Sarah Heuser, Director of Prevention & Education, Michigan Domestic & Sexual Violence Prevention and Treatment Board, and Joyce Wright, Director of Training, Michigan Domestic & Sexual Violence Prevention and Treatment Board. The training educated the technicians about domestic and sexual violence, the best ways to interact with victims of this violence, the available resources for victims, and where to refer these calls for help.
- **EXPLANATION OF OK2SAY PROGRAM, INCLUDING CONFIDENTIALITY PROVISIONS** - OK2SAY Project Manager Sue Sanford presented this material over several sessions. It included an overview of the various components of the OK2SAY program including its confidentiality provisions, and a review of the OK2SAY Technician Policy and Procedures Manual.
- **EMERGENCY MENTAL HEALTH DISPATCHING & RESILIENCE SKILLS** - This two-day training session was presented by Mr. Jim Marshall, the founder of the 911 Training Institute. The session taught the technicians how to recognize serious mental illnesses (SMIs) when handling tips and how to relate to persons (“tipsters”) filing tips with SMIs, and other distressed callers, with greater confidence and skill.
- **SUICIDE TRAINING** - A one-day program on suicide prevention, intervention and postvention was presented by Frank Campbell, a world-renowned suicidologist. Dr. Campbell taught the OK2SAY technicians about suicide/crisis intervention. The training provided an overview on suicide, outlined crisis theory, and the communication tools to effectively assist persons in crisis.
- **MENTAL HEALTH RESOURCES IN THE COMMUNITY** - The technicians received training on how to navigate the 211 Michigan database to identify mental health services in any given location within Michigan. Technicians also familiarized themselves with Community Mental Health agencies by county, by reviewing the Community Mental Health Resources tab on the OK2SAY website at [www.mi.gov/ok2say](http://www.mi.gov/ok2say).

Each of the training sessions was taped so that it could be used with future MSP hires in the OK2SAY Program.

The OK2SAY technicians were also trained in the use of MSP systems including:

1. Privacy, Civil Rights, and Civil Liberties
2. Vesta Telephone Operations
3. Michigan Criminal Intel System
4. Official Orders
5. Social Media Monitoring
6. LEIN (Law Enforcement Information Network) Training



Finally, in addition to hands-on training, the Department and MSP collaborated in drafting a Michigan State Police OK2SAY Policy and Procedure Manual. The manual contains specific protocols to be used depending on the nature of the tip as well as general procedures regarding interviews and taking information. Each of the protocols was thoroughly reviewed by specialists in the given field (e.g., suicide prevention, sexual assault, etc.).

**ENSURING TIP RECIPIENTS ARE AWARE OF PROGRAM** - Potential tip recipients were briefed on the program’s operations, the type of information they may receive, and what would be expected of them upon receipt of such information. Memoranda were tailored for each of the potential tip recipient organizations including:

- **LAW ENFORCEMENT** – A joint letter from Attorney General Bill Schuette, Col. Kriste Etue of MSP, Mr. Robert Stevenson, Executive Director of the Michigan Association of Chiefs of Police, and Mr. Terry Jungel, Executive Director of the Michigan Sheriffs’ Association was sent to 379 chiefs of police and 83 sheriffs.
- **SCHOOLS/EDUCATORS** – Two memoranda were sent from the OK2SAY Program Director to over 4,490 educators including Intermediate School Districts, Local Education Agency Superintendents, Nonpublic Schools, Public School Academy Directors, and Principals. The first memorandum was sent in August 2014, and a follow up memorandum was sent in October 2014.
- **911 DISPATCH CENTERS** – A memorandum was sent to all 911 dispatch centers and Public Safety Answering Points – for a total of 178.
- **STATEWIDE AND REGIONAL CONFERENCES** - Department of Attorney General personnel made numerous presentations to statewide and regional organizations representing potential tip recipients and other stakeholders.

## PROMOTION/OUTREACH

From the outset, it was clear that promoting the OK2SAY program would be key to its success. Throughout 2014, the Department of Attorney General worked diligently to spread the word about OK2SAY. This not only included press releases and interviews, but also in-person presentations to organizations across the state and associations representing educators, parents, law enforcement, mental health professionals, and students.



In addition, in preparation for the OK2SAY launch in fall of 2014, numerous articles were drafted, submitted, and published by organizations representing stakeholders and partners. This activity continued even after the September launch.

### OK2SAY PROGRAM LAUNCH

In September and October 2014, Attorney General Bill Schuette launched the OK2SAY program at eight different school locations to over 2,700 middle and high school students. The purpose of the launch was to spread the word about OK2SAY in a very public way – to get kids, parents, teachers, school officials and community leaders involved and enthused. In several instances, entertainer, musician, and anti-bullying advocate Keenan West performed. The following schools were part of the initial OK2SAY launch:

“This is the day we begin to eliminate that most devastating phone call any parent or family member can receive. I’m issuing a call to action for every parent, every adult every family member – make sure you get the message out.”  
– Sandra York, Executive Director of the Michigan PTA

- **Cadillac High School, Cadillac**
- **International Academy of Flint, Flint**
- **Eastern High School, Lansing**
- **University Prep, Detroit**
- **West Bloomfield High School, West Bloomfield**
- **Knapp Academy, Grand Rapids**
- **Hackett Catholic Prep, Kalamazoo**
- **Holland Woods Middle School, Port Huron**

## ONGOING OUTREACH

The most effective way to familiarize students with OK2SAY is by communicating directly with them through school presentations. From August through December 2014, over 350 OK2SAY presentations were made to over 48,000 students.

The Department has also developed a variety of **collateral promotional materials** including:

- Brochures and handouts to inform the public and potential partners about OK2SAY;
- An OK2SAY video presentation that is available on the OK2SAY website and can be shared via links from other websites;
- Promotional videos featuring MSU Basketball Coaches Tom Izzo and Suzy Merchant encouraging students to use OK2SAY;
- OK2SAY posters that are available in schools statewide; and video and audio Public Service Announcements.

The Department worked with The Michigan Association of Broadcasters to designate OK2SAY as a featured category in its 2014 Michigan Student Broadcast Awards. Ongoing collaboration with the Michigan High School Athletic Association in the promotion of OK2SAY at athletic events and competitions resulted in the airing of OK2SAY PSA's during the televised state football and basketball tournaments.

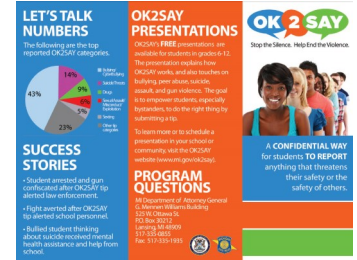
Every opportunity is taken to spread the message about OK2SAY because we know that OK2SAY can't help if people aren't aware of the program.

## OK2SAY WEBSITE



The OK2SAY website contains a wealth of information about the OK2SAY program, and how people can learn more or schedule a presentation in their school or community. It also has a special resource section containing information and links relating to difficult issues that students may be facing, including self-harm, suicide thoughts, school violence, etc.

Partners are encouraged to link to the OK2SAY website. To date, schools, community & parent groups, and local law enforcement agencies from across the state have added the OK2SAY logo to their website, and more importantly, have linked to the OK2SAY website.



*"You can tell students to stand up for themselves all you want, but it's really hard for them to do that. Anonymously, I think they're much more likely to report things, make them better." – A mother of three children.*

# Conclusion

The Department of Attorney General and the Michigan State Police are very optimistic about the OK2SAY program and the potential it has to prevent school violence in our state. We would like to thank all those individuals and organizations who gave of their time and expertise to make 2014 a successful year for OK2SAY.

We especially wish to thank the organizations listed below:

## PARTNERS & STAKEHOLDERS

Office of the Governor

Department of Attorney General

Department of Education

Department of Health & Human Services

Department of Technology,  
Management and Budget

Michigan State Police

American Federation of Teachers Michigan

Michigan Association of Chiefs of Police

Michigan Association of  
Intermediate School Administrators

Michigan Association of  
Non-Public Schools

Michigan Association of  
Psychologists

Michigan Association of  
School Administrators

Michigan Association of  
School Boards

Michigan Association of School  
Social Workers

Michigan Association of Secondary School  
Principals

Michigan Catholic Conference

Michigan Education Association

Michigan Elementary and Middle School  
Principals Association

Michigan High School Athletic Association

Michigan Parent Teacher Association

Michigan Sheriffs' Association

Middle Cities Risk Management Trust

Middle Cities Education Association

Middle Cities Workers Compensation Fund

Prosecuting Attorneys Association of Michigan

## PRIVATE SECTOR PARTNERS WHO HAVE GRACIOUSLY PROVIDED GOODS & SERVICES OR TIME FOR THE BENEFIT OF OK2SAY:

Comcast

Helen DeVos Children's Hospital

Tom Izzo

Lifetouch National Schools Studios

Marketing Resource Group

Truscott Rossman

Suzy Merchant

Keenan West

STATUTORY REQUIREMENTS FOR THE  
STUDENT SAFETY ACT -  
P.A. 183 OF 2013  
##  
2014 IMPLEMENTATION ACTIONS

# Statutory Requirements for the Student Safety Act — P.A. 183 of 2013

Department	Statutory Requirement	2014 Actions Taken
<b>Department of Attorney General ("Department")</b>	The Department of Attorney General ("Department") shall develop a program, in consultation with the Department of State Police ("MSP"), the Department of Community Health ("DCH"), and the Department of Education ("MDE"), for receiving reports and other information from the public regarding potential self-harm and potential harm or criminal acts directed at school students, school employees, or schools in the state. Section 3(1).	The Department met with each of the designated agencies when developing the initial program content and design. Ongoing partner update meetings (MSP, DHS, DCH, MDE) took place on a regular basis until the program's content and operating procedures were finalized. Meetings with MSP, as hotline operator, continue on a regular basis.
	The program shall be established within the guidelines of PA 183 of 2013 (the "Act"). Section 3(1).	The Act was used as a roadmap in designing program content and operational requirements.
	The Department shall have access to the information needed to meet the reporting requirements of section 8. Section 3(1).	MSP and the Department collaborated on the development of a database to capture required information so that it could be more easily reported and analyzed. Outcome Reports are shared with the Department on a monthly basis, or as requested.
	The hotline must be available 24 hours per day, 365 days per year. Section 3(2).	The hotline has been available 24 hours a day since it was launched in September 2014. It is staffed by specially trained technicians located in MSP's Michigan Intelligence Operations Center ("MIOC").
	The hotline must be a statewide toll-free telephone number or other means of communication, or a combination of toll-free telephone number and other means of communication, that transmits voice, text, photographic, and other messages and information to hotline operator ("MSP") including information forwarded to MSP through the Departmental website. Section 2(c).	A toll-free telephone number (1-855-565-2729) was secured, tested, and is operational throughout the State of Michigan. In addition to tips by telephone, OK2SAY also accepts tips by text, email, mobile app, and through the Department's website. Photographic and video attachments are accepted, and encouraged, as are links to materials on the internet.
	A "school" as referred to in the Act, includes any public, private, denominational or parochial school offering developmental kindergarten, kindergarten, or any grade from 1 through 12, regardless of whether school is in session. School includes all school property. Section 2(d).	All schools referred to in the Act were included in the Department's outreach activities, including informational letters and other communications. OK2SAY technicians have contact information for each of the schools described in the Act.
	The Department may provide promotional information regarding the program on its departmental website. Section 3(2).	The Department website provides information on how the OK2SAY program operates, how to schedule a school or community OK2SAY presentation, and how to order promotional materials. The Department website also serves as a place from which a tip may be reported.
	The Department shall be responsible for continued operational and administrative oversight of the program. Section 3(4).	Primary responsibility for the OK2SAY program falls within the Consumer Protection Division of the Department. However, an interdisciplinary group within the Department meets on a bi-weekly basis to review program developments and discuss possible program enhancements.
	The Program shall provide a means to review all information submitted through the hotline and to direct those reports and that information, including any analysis of the potential threat as determined appropriate by the Department or the MSP to local law enforcement officials and school officials. Section 3(4).	As to individual tips, OK2SAY technicians have been trained to forward tips to the appropriate local entities, whether it be law enforcement, school officials or mental health personnel. As to ongoing program analysis, the Outcome Reports ask follow up questions of tip recipients and partners to learn of the response to the tip information. The Outcome Reports also allow tip recipients to give recommendations for program enhancements. Outcome Report responses are captured in the MSP database for easy access. The Department continually reviews this data to determine the effectiveness of the response, what could be done to improve the program, and to identify any gaps in providing timely and appropriate responses to tips.

# Statutory Requirements for the Student Safety Act — P.A. 183 of 2013

<p><b>Department of Attorney General (“Department”)</b></p>	<p>The Program shall include a means by which responses at the local level are determined and evaluated for effectiveness. Section 3(4).</p>	<p>The Department, in consultation with MSP, has developed an Outcome Report which asks individual tip recipients and partners for specific information on any tip received and actions taken. Opportunities also be given for recommendations to enhance the program. The OK2SAY database captures this information for easy analysis. The Department continually reviews this information to determine whether steps taken were effective, or what, additional steps must be taken to make program more effective.</p>
	<p>The Department must ensure appropriate training provided to program personnel. Section 3(4).</p>	<p>The Department, in collaboration with mental health professionals, academic experts, MSP and 211/911 organizations designed and delivered appropriate training to OK2SAY technicians prior to the program’s launch. All training sessions were taped for use in training new technicians.</p>
	<p>Training must include crisis management, including recognizing mental illness and emotional disturbances. Section 3(4)(a).</p>	<p>OK2SAY technicians were trained in crisis management, including mental illness and emotional disturbances. Training modules included Youth Mental Health First Aid (a full day class presented by Community Mental Health Agencies), Emergency Mental Health Dispatching &amp; Resilience Skills, Suicide Training, and a Session on Mental Health Resources within the Community. The technicians were also provided a 911-type program tailored specifically for the OK2SAY program.</p>
	<p>Training must include resources that are available in the community for providing mental health treatment and other human services. Section 3(4)(b).</p>	<p>OK2SAY technicians were trained in crisis management, including mental illness and emotional disturbances. Training modules included Youth Mental Health First Aid (a full day class presented by Community Mental Health Agencies), Emergency Mental Health Dispatching &amp; Resilience Skills, Suicide Training, and a Session on Mental Health Resources within the Community. The technicians were also provided a 911-type program tailored specifically for the OK2SAY program.</p>
	<p>Training must include other matters determined by the department to be relevant to the administration &amp; operation of the program. Section 3(4)(c).</p>	<p>Technician training also included Child Abuse and Neglect Training (including mandatory Child Protective Services reporting), Domestic Violence &amp; Sexual Assault Training, and Training on the operational aspects of the OK2SAY Program, including its confidentiality provisions. Operators were also training in the use of MSP systems. See training section on pages 9-10.</p>
	<p>The Department shall ensure that any hotline information that suggests a psychiatric emergency is taking place within a county is immediately referred to the community mental health services program psychiatric crisis line for that county. Section 3(6).</p>	<p>Contact information for all community mental health services program psychiatric crisis lines in each county was collected and organized in a format easily accessible to the OK2SAY technicians.</p>
	<p>The Department shall develop a source of information on available community mental health resources and contacts, including mental health services. Section 3(7).</p>	<p>Contact information for community mental health resources was collected and organized in a format suitable for easy use by OK2SAY technicians.</p>
	<p>The Department shall notify schools and law enforcement of this information source. The notice shall include the departmental recommendation that school and law enforcement, upon investigating a case and determining that mental illness or emotional disturbance is or may be involved, utilize this information in aiding subjects and their parents or guardians. Section 3(7).</p>	<p>Comprehensive community mental health resources are available by clicking on the "Community Mental Health Resources" tab on the OK2SAY website. While promoting the OK2SAY program, the Department has informed schools, law enforcement, and other partners about this resource.</p>



# Statutory Requirements for the Student Safety Act — P.A. 183 of 2013

<p><b>Department of Attorney General (“Department”)</b></p>	<p>Confidentiality provisions. The Act sets forth a number of confidentiality provisions covering reports submitted to OK2SAY. The information reported to OK2SAY or referred to a law enforcement or school official is not subject to disclosure under the freedom of information act. If a report to the hotline does not result in a referral, or the investigation of a subject results in a determination that no action regarding that subject is warranted, the subject’s name shall be expunged from the records of all entities involved in the hotline program except as otherwise provided by law. Section 4.</p>	<p>As to other parties, including local law enforcement and school officials, the Department will notify the parties of these provisions by letter.</p>
	<p>The Department shall be the administrator of the Student Safety Fund for auditing purposes. Section 7(4).</p>	<p>The Department’s Fiscal Management Division administers the Student Safety Fund as set forth in the Act.</p>
	<p>The Department may expend money from the fund, upon appropriation, only for 1 or more of the following purposes: (1) to pay the costs of the department for administering the Student Safety Act, (2) to pay the costs of MSP for operating the hotline, (3) to promote public awareness of the program, including the availability of the hotline and the website operated by the department. Section 7(5).</p>	<p>All funds expended by the Department were for purposes outlined in the Act.</p>
	<p>The Department, in consultation with the department of community health, the department of education, and hotline operator (MSP), shall prepare an annual report under this act. The report shall be filed not later than July 31 of the year in which the report is due. Copies of the report shall be filed with the governor, the secretary of the senate, the clerk of the house of representatives, the clerk of the senate standing committee on appropriations, and the clerk of the house standing committee on appropriations. The report shall also be maintained on the department’s website. Section 8.</p>	<p>This chart, explaining the Statutory Requirements of the Student Safety Act, is part of the Annual Report. It should be noted, that because of the importance of the OK2SAY program, a 2014 OK2SAY Status Report, was shared with the Governor and Legislature in July of 2014.</p>
	<p>The Annual Report required by the Act must include: (1) the number of reports and other information reported to the hotline under this act, (2) the number of reports and information reported to the hotline that are forwarded to local law enforcement officials and school officials, (3) the number of hotline reports resulting in referral to mental health services, (4) the nature of the reports and information reported to the hotline at the local level in categories established by the department, (5) the responses to the reports and information reported to the hotline at the local level in categories established by the department, (6) the source of all funds deposited in the student safety fund, (7) the itemized costs and expenditures incurred by the department in implementing this act, (8) the itemized costs and expenditures incurred by the department of state police in implementing this act, (9) the contributions of and expenditures incurred by the hotline operator (MSP), (10) an analysis of the overall effectiveness of the program in addressing potential self-harm and potential harm or criminal acts directed at schools, school employees, and school students. Section 8(a)-(j).</p>	<p>A total of 601 tips were received regarding 410 incidents. Referrals included 225 to school officials, 61 to local law enforcement, 7 to Child Protective Services, and 21 to “other,” including such entities as homeless shelters and mental health resources. Reporting categories include: alcohol, assault, bullying, child abuse, cyber bullying, dating violence, domestic violence, drugs, fighting, guns, knives, planned school attack, self-harm, sexting, sexual assault, sexual misconduct, stalking, stealing, suicide threats, threats, weapon possession, and other. All funds spent by the Department and MSP were appropriated for the Student Safety Act. A total of \$341,415.26 was spent during 2014 on the OK2SAY Program. This included \$98,511.56 by MSP (the hotline operator) of which \$71,560.50 was for salary/wage &amp; benefits and \$26,951.06 was for contractual services, supplies &amp; maintenance. The Department of Attorney General’s 2014 expenditures totaled \$242,903.70, of which \$240,199.03 was for contractual services, supplies &amp; maintenance, \$585.00 was for equipment, and \$2,119.67 was attributed to travel expenses. Although this Annual Report only covers four months of OK2SAY’s operation, we have received very positive feedback from law enforcement, school officials, community organizations, and parents. For additional information, please see Program Results for 2014 on pages 5-6.</p>

# Statutory Requirements for the Student Safety Act — P.A. 183 of 2013

<p><b>Department of Technology, Management &amp; Budget (“DTMB”)</b></p>	<p>The Department of Technology, Management &amp; Budget (“DTMB”) shall issue a request for proposals to enter into a contract for the operation of the hotline. DTMB shall have sole authority over RFP process and the decision over which entity is awarded the contract. Section 3 (3)</p>	<p>DTMB issued an RFP for the operation of the OK2SAY hotline. (The Department worked with DTMB in writing the Statement of Work for the RFP.) After interviewing candidates, DTMB determined no award, finding that MSP represented the best value to the State. Hence, MSP was selected to operate the OK2SAY hotline, and has been doing so since the program’s launch.</p>
<p><b>Michigan State Police (“MSP”) - Hotline operator</b></p>	<p>A report or other information submitted to the hotline must be maintained as a record for at least 1 year, subject to the confidentiality requirement. Section 3(5).</p>	<p>MSP has maintained all records as required in the Act.</p>
	<p>If a report to the hotline does not result in a referral, or the investigation of a subject results in a determination that no action regarding that subject is warranted, the subject’s name shall be expunged from the records of all entities involved in the hotline program except as otherwise provided by law. Section 4.</p>	<p>MSP is following statutory requirements regarding expungement of names.</p>
	<p>The Annual Report required by the Act must include the itemized costs and expenditures incurred by the department of state police in implementing this act. Section 8.</p>	<p>MSP’s 2014 OK2SAY expenditures totaled \$98,511.56 including \$71,560.50 in salary/wage &amp; benefits and \$26,951.06 in contractual services, supplies and maintenance.</p>
	<p>Beginning on the date that the OK2SAY hotline is operational, all calls received by any exiting state-run school violence hotline already in operation shall be directed to the OK2SAY hotline. Section 3(3).</p>	<p>The school violence hotline previously answered by MSP (1-800-815-TIPS) was answered by the OK2SAY technicians when the OK2SAY hotline became operational.</p>
	<p>Any existing state-run school violence hotline in operation prior to December 13, 2013 shall be disconnected within 6 months after the OK2SAY hotline is operational. Section 3(3).</p>	<p>MSP has repurposed the 1-800-815-TIPS school violence hotline so it is no longer focused on school violence, nor is it marketed as such.</p>
	<p>The Program shall include a means by which responses at the local level are determined and evaluated for effectiveness. Section 3(4).</p>	<p>MSP asks each of the tip recipients to complete an Outcome Report. If no response is given, follow up is completed. Both MSP and Department staff review the completed Outcome Reports to identify potential problems and ways to enhance the program’s future operation.</p>

# Feedback about OK2SAY from tip recipients

“ This is a useful tool for the community to report a problem. ”

“ Thank you! Very helpful – we would have never been able to address this situation otherwise. ”

“ This was my first time working with this system and felt that it worked very well. ”

“ It was very useful. We knew this student was having some issues, but had no specific behaviors to point to prior to the report. ”

“ As always, any program that tries to intervene or prevent problems is a positive thing. School and student safety is number one! ”



Stop the Silence. Help End the Violence.

**OK 2 SAY**

Stop the Silence. Help End the Violence.

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