

**ILLINOIS STATE POLICE DIRECTIVE
SRV-018, Safe2Help ILLINOIS SCHOOL SAFETY PROGRAM**

RESCINDS: SRV-018, 2022-168, revised 04-07-2022.	REVISED: 01-03-2023 2023-124
RELATED DOCUMENTS:	RELATED CALEA STANDARDS (6th Edition):

I. POLICY

The Illinois State Police (ISP) will:

- I.A. Assess and manage requests or reports received through the Safe2Help Illinois school safety program to ensure an appropriate response to potential threats of violence or self-harm.
- I.B. Take reasonable steps to provide referral or utilization of available personnel and proper resources to maximize assistance to those in need.

II. DEFINITIONS

- II.A. End-user – the contact point(s) at the local school, school district, mental health agency, or law enforcement agency responsible for handling and mitigating any calls or threats received by Safe2Help Illinois concerning the students, teachers, employees, or others affiliated with the school.
- II.B. In-Network – a school that has signed up with the Safe2Help Illinois program and enlisted end-user contact information within it. Contact information may include a name, phone number, and an email address.
- II.C. Out-of-Network – a school that has not signed up with the Safe2Help Illinois program. This would be any school that does not have any end-user contact information listed within the Safe2Help Illinois dashboard database.
- II.D. Public Safety Answering Point (PSAP) – a point that has been designated to receive and process 9-1-1 calls and route them to appropriate emergency service personnel.
- II.E. Report/Tip – information regarding safety of a school or student submitted through a phone call, website, text message, e-mail, or a downloadable application.
- II.F. Reporter – individual submitting the safety concern regarding a school, student, self, or others.
- II.G. Safe2Help Illinois – a safe and confidential program which provides a method for every student, parent, teacher, and community member to report any concerns they have for the safety of themselves or others. Reports can be made via text message, phone call, e-mail, website, or an electronic media application program.
- II.H. Safe2Help Illinois Call-Taker – a call center employee responsible for communicating with reporters and end-users on behalf of Safe2Help Illinois to facilitate the receipt, analysis, and dissemination of information reported to Safe2Help Illinois.
- II.I. Safe2Help Illinois Dashboard – a web-based database where contact information, tip information, and tip action information is stored. This dashboard is used by Safe2Help Illinois employees, call center employees, and the end-users that the school has designated for access.
- II.J. School – a public, private, denominational, or parochial institution offering developmental kindergarten, kindergarten, or any grade from one through twelve, regardless of whether or not the school is in session.
- II.K. School Employee – a full-time or part-time person who works at a school or school district including a school administrator, volunteer, teacher, or any other person who provides services while they are on school property.

- II.L. School Intelligence Officer (SIO) – employee assigned to the Statewide Terrorism & Intelligence Center (STIC) who manages a “For Official Use Only” information sharing network designed to enhance school safety.
- II.M. School Property – a building, playground, ball field, or any other real property used for school purposes to impart instruction to school students or used for school purposes, functions, events, and activities regardless of whether or not school is in session.
- II.N. Student – a person who is enrolled in a school for the purposes of learning regardless of whether or not the school is in session.

III. RESPONSIBILITIES

- III.A. STIC staff assigned to the Safe2Help Illinois program will monitor and process all Safe2Help Illinois incidents.
- III.B. Assigned staff will prioritize the reports as follows:
 - III.B.1. Critical reports
 - III.B.1.a. Imminent Harm

Determine if there is an imminent threat of violence, planned school attack, or self-harm which needs immediate action and referral to law enforcement.
 - III.B.1.b. Emergency

Determine if the report is in reference to a medical emergency, fire, or crime in progress which requires notification to the local PSAP or 9-1-1 center.
 - III.B.1.c. Crimes Against Persons

Determine if the report is in regards to a crime that has occurred against a person, but is not currently in progress (ie. Child abuse, sexual assault/abuse, kidnapping, child pornography, etc.).
 - III.B.2. Standard inappropriate behavior reports

Determine if the report involves inappropriate behavior which may or may not need to be reported to law enforcement personnel (bullying, hazing, harassment, substance abuse, runaway, etc.).
 - III.B.3. Other school-related reports

Determine if the report is in regards to a matter that does not involve school safety or a threat of harm (truancy, general complaints against personnel, general complaints regarding the school, etc.).

IV. PROCEDURES

- IV.A. Handling Notifications
 - IV.A.1. General Tips
 - IV.A.1.a. Once Safe2Help Illinois receives a tip that is a threat to life or otherwise criminal in nature, STIC will follow up with local law enforcement to assure receipt of tip information. If needed, Safe2Help Illinois personnel may assist with follow up coordination between other end-users.

IV.A.1.b. STIC will provide analytical support to the local law enforcement agency upon request.

IV.A.2. Critical Reports

IV.A.2.a. Imminent Harm

IV.A.2.a.1) Call-takers receiving notification of a threat or situation involving imminent bodily harm already in progress will immediately call the PSAP/9-1-1 communications center and all points of contact (POC) listed for that school district in the call center database to request first responder and emergency personnel deployment to properly handle the situation. POCs will also be notified from the call center by electronic mail, which will contain tip information.

IV.A.2.a.2) Call-takers receiving notification of a threat or situation involving imminent bodily harm that is not yet in progress will immediately call PSAP/9-1-1 communications center and all POCs listed for that school district in the call center database to request first responder and emergency personnel deployment to properly handle the situation. POCs will also be notified from the call center by electronic mail, which will contain tip information.

IV.A.2.a.3) Any reports regarding imminent threats of harm will be reviewed by the ISP Intelligence Command to determine whether notification to ISP Troop or Zone personnel is required.

IV.A.2.b. Emergency

IV.A.2.b.1) Call-takers receiving notification of an emergency will immediately call the PSAP/9-1-1 communications center and all POCs listed for that school district in the call center database to request first responder and emergency personnel deployment to properly handle the situation. POCs will also be notified from the call center by electronic mail, which will contain tip information.

IV.A.2.b.2) Emergency reports may include, but are not limited to, a fire, trauma, or potential injury.

IV.A.2.b.3) Reports regarding an immediate threat of harm will be reviewed by the ISP Intelligence Command to determine whether notification of ISP Troop or Zone personnel is required.

IV.A.2.c. Crimes Against Persons

IV.A.2.c.1) Call-takers receiving notification of crimes being committed against persons will immediately call the PSAP/9-1-1 communications center and all other POCs listed for that school district in the call center database in order to request the deployment of first responders and emergency personnel to properly handle the situation. POCs will also be notified of the situation from the call center by electronic mail. The electronic mail will contain tip information.

IV.A.2.c.2) Crimes against persons reports may include, but are not limited to, assaults, fights, domestic violence, dating violence, sexual assaults, sexual abuse, sexual misconduct, human trafficking, kidnapping, child abduction, child abuse, child neglect, and/or internet crimes.

IV.A.2.c.3) Any reports regarding crimes against persons will be reviewed by the ISP Intelligence Command to determine whether notification to ISP Troop or Zone personnel is required.

IV.A.2.c.4) Reports involving the abduction or kidnapping of minors should also be reported through the Amber Alert and/or Endangered Missing Person Advisory alert mechanisms.

IV.A.2.c.5) Reports involving pornographic images of children should be reported to, and handled by, local law enforcement only. No pornographic images will be displayed or shared through the dashboard. The investigating agency will work directly with the call center to obtain images/items of evidentiary value.

IV.A.3. Standard Inappropriate Behavior Reports

IV.A.3.a. Call-takers receiving notifications of a standard inappropriate behavior report will notify all other POCs listed for that school district in the call center database by electronic mail.

IV.A.3.b. Inappropriate behavior reports may include, but are not limited to, bullying, cyber bullying, discrimination, harassment, hazing, runaways, smoking, vaping, substance abuse, or staff inappropriate conduct. Reports of inappropriate behavior could include, but are not limited to; bullying, cyber bullying, discrimination, harassment, hazing, runaways, smoking, vaping, substance abuse, or staff inappropriate conduct.

IV.A.3.c. ISP investigative and technological resources will be utilized as necessary to attempt to locate runaway subjects.

IV.A.4. Other School-Related Reports

IV.A.4.a. Call-takers receiving notification of other categorized school-related reports will notify all POCs listed for that school district in the call center database for notification by electronic mail. The electronic mail will contain tip information.

IV.A.4.b. Other school-related reports may include, but are not limited to, general complaints, false reports, pranks, requests for information, incomplete information, or misapplication of the system.

NOTE: It is the responsibility of the SIO to maintain communication with school officials about relevant school safety matters and information sharing. The SIO will also assist in coordination between schools and the Safe2Help Illinois program. The relationship between the SIO's outreach and the Safe2Help Illinois program will reinforce and enhance the effectiveness of each.

IV.A.5. Out-of-Network Tips

Safe2Help Illinois will make the following notifications for tips from school districts or regions that are not registered with the Safe2Help Illinois program (Out-of-Network):

IV.A.5.a. Critical

The Safe2Help Illinois call center will call the listed PSAP/9-1-1 transfer number to make notification of critical tips to law enforcement and follow up as required. Safe2Help Illinois call center personnel will document the tip in the Safe2Help Illinois dashboard. STIC Safe2Help Illinois analysts will notify Safe2Help Illinois marketing and outreach of the tip information.

IV.A.5.b. Standard

STIC will notify the appropriate law enforcement agency of jurisdiction and assist with end-user coordination and follow up as needed if the tip contains a standard safety issue. Safe2Help Illinois call center personnel will document the tip in the Safe2Help Illinois dashboard. STIC Safe2Help Illinois analysts will notify Safe2Help Illinois marketing and outreach of the tip information.

IV.A.5.c. Other

Safe2Help Illinois call center personnel will document other tips in the Safe2Help Illinois dashboard. STIC Safe2Help Illinois analysts will notify Safe2Help Illinois marketing and outreach of the tip information.

IV.A.6. False/Prank Reports

IV.A.6.a. Reports received that are clearly identified as being intentionally false or prank will be further researched in an attempt to identify the reporting party.

IV.A.6.b. Investigatory follow-up and prosecution may be pursued by the ISP if a reporting party is identified as being responsible for submitting an intentionally false report to Safe2Help Illinois. Assistance from the ISP Zone Investigations may be sought.

IV.B. Department of Children and Family Services (DCFS) Reporting Requirements

IV.B.1. The required entity responsible for satisfying DCFS reporting requirements will make the appropriate notification pursuant to the Abused and Neglected Child Reporting Act (325 ILCS 5/4).

IV.B.2. Reports received by Safe2Help Illinois from a reporting party will be reported by the Safe2Help Illinois call center personnel pursuant to the Act.

IV.B.3. Other mandated reporting agencies submitting reports directly to STIC will be responsible for making notification to DCFS pursuant to the Act.

V. SAFE2HELP ILLINOIS CONTACT INFORMATION

Call: 844-4-SAFEIL (844-472-3345)

Text: SAFE2 (72332)

Email: HELP@Safe2HelpIL.com

Website: <https://www.safe2helpil.com>

| Indicates new or revised items.

-End of Directive-