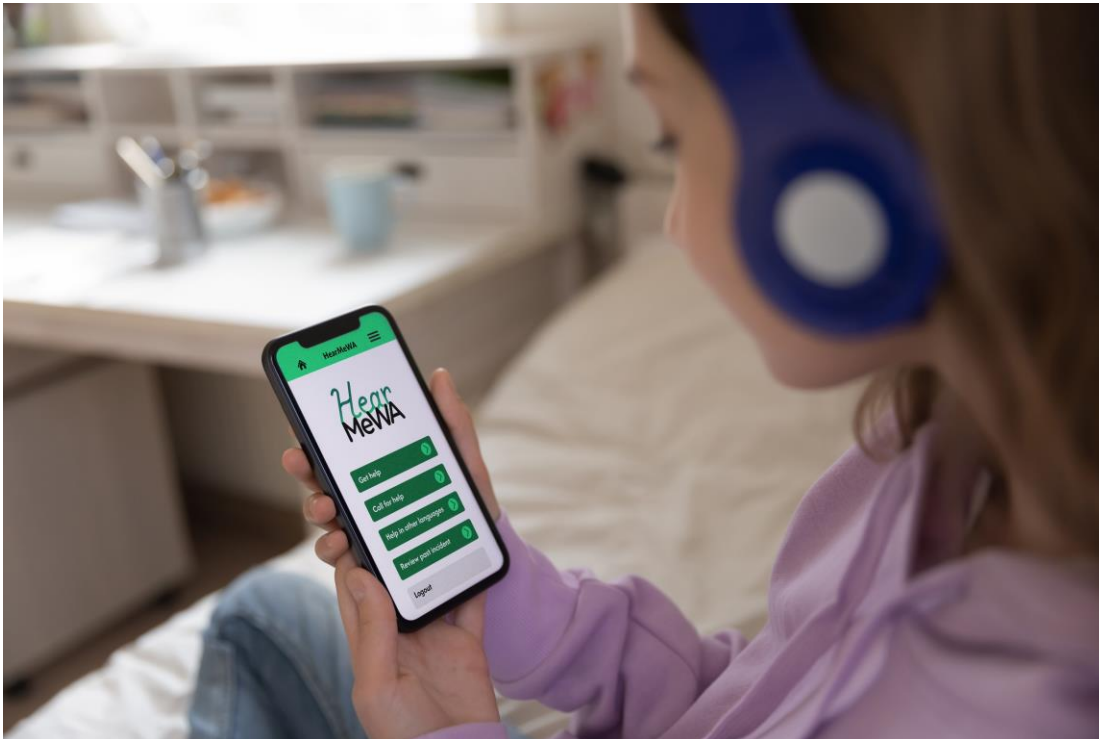


HearMeWA Program

Attorney General's Office | HearMeWA Team

Program Overview



A holistic program that meets behavioral health and safety needs by linking youth to existing systems of support;

Covers a broad range of safety & well-being topics;

Youth ages 0-25; can remain anonymous

Provides support 24/7/365 via app, text, chat, & phone;

Trained crisis counselors from Sandy Hook Promise triage all calls;

Antiracist, trauma-informed, and youth-centered.

Sandy Hook Promise

Sandy Hook Promise is a national nonprofit organization taking a holistic, public health approach to ending the gun violence epidemic.

- They have experience creating anonymous reporting programs to report issues 24/7/365 through an app, hotline, or website.
- Sandy Hook Promise's Crisis Counselors go through extensive and ongoing training that includes evidence-based best practices, as well as accredited suicide prevention and crisis counseling certification programs.



How HearMeWA Works



Youth contacts HearMeWA

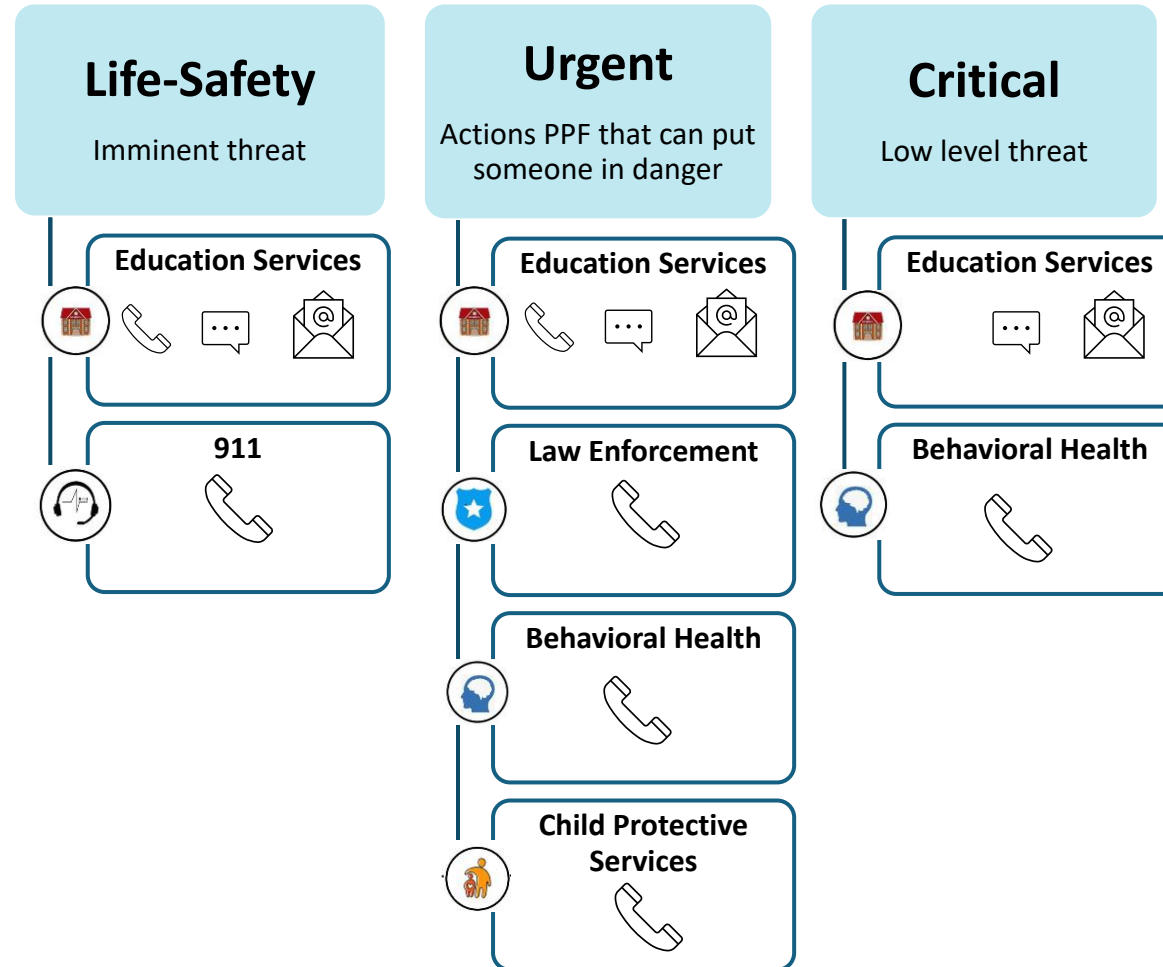


Trained crisis counselors receive and triage the report



Trained crisis counselors connect youth to services and/or contact a “tip responder” agency/organization

Urgency Levels and Tip Delivery Protocol

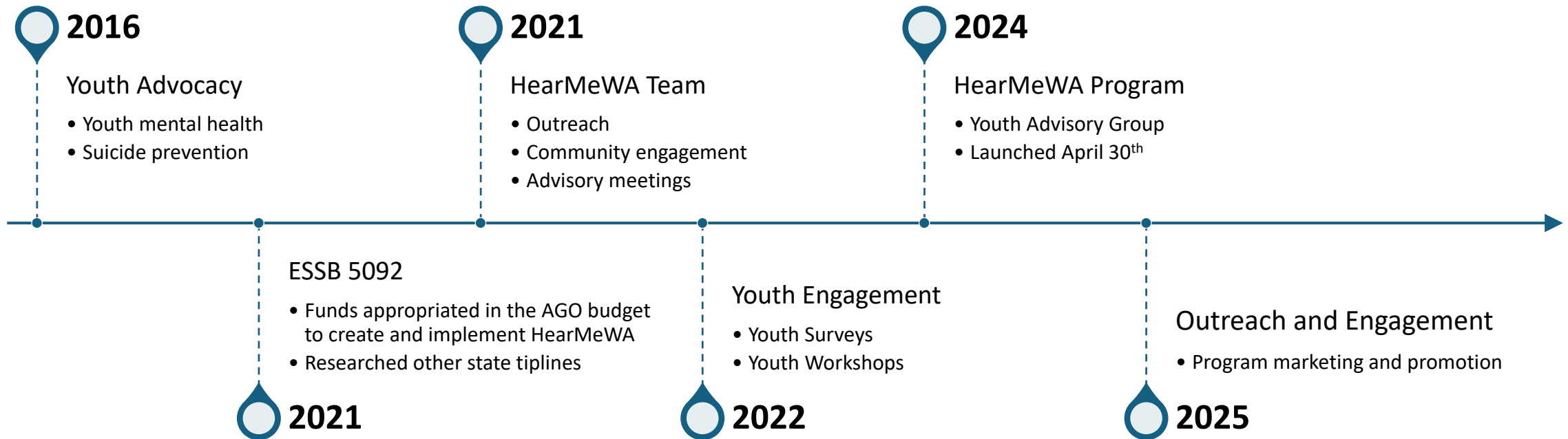


Program Development & Community Engagement

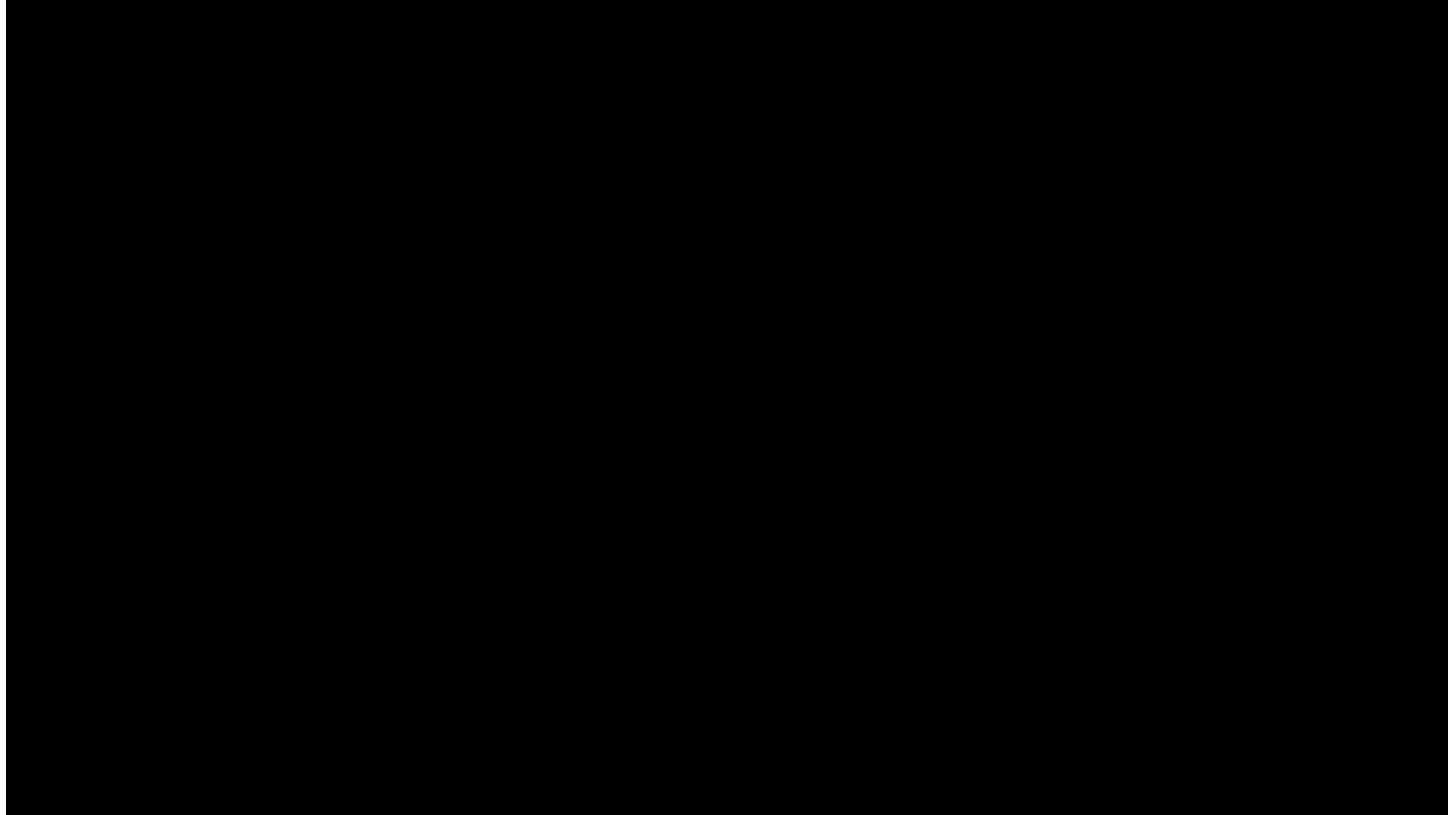
- Outreach to youth, community-based organizations, and programs that serve or impact youth;
- Youth surveys: needs for the program, engagement preferences, terms of use, program name, brand, and website;
- Youth workshops;
- [HearMeWA Advisory Committee](#);
- [Youth Advisory Group](#).



Program History



Program History



[Video Link](#)

2022 Youth Surveys

Key findings from the surveys include, but are not limited to:

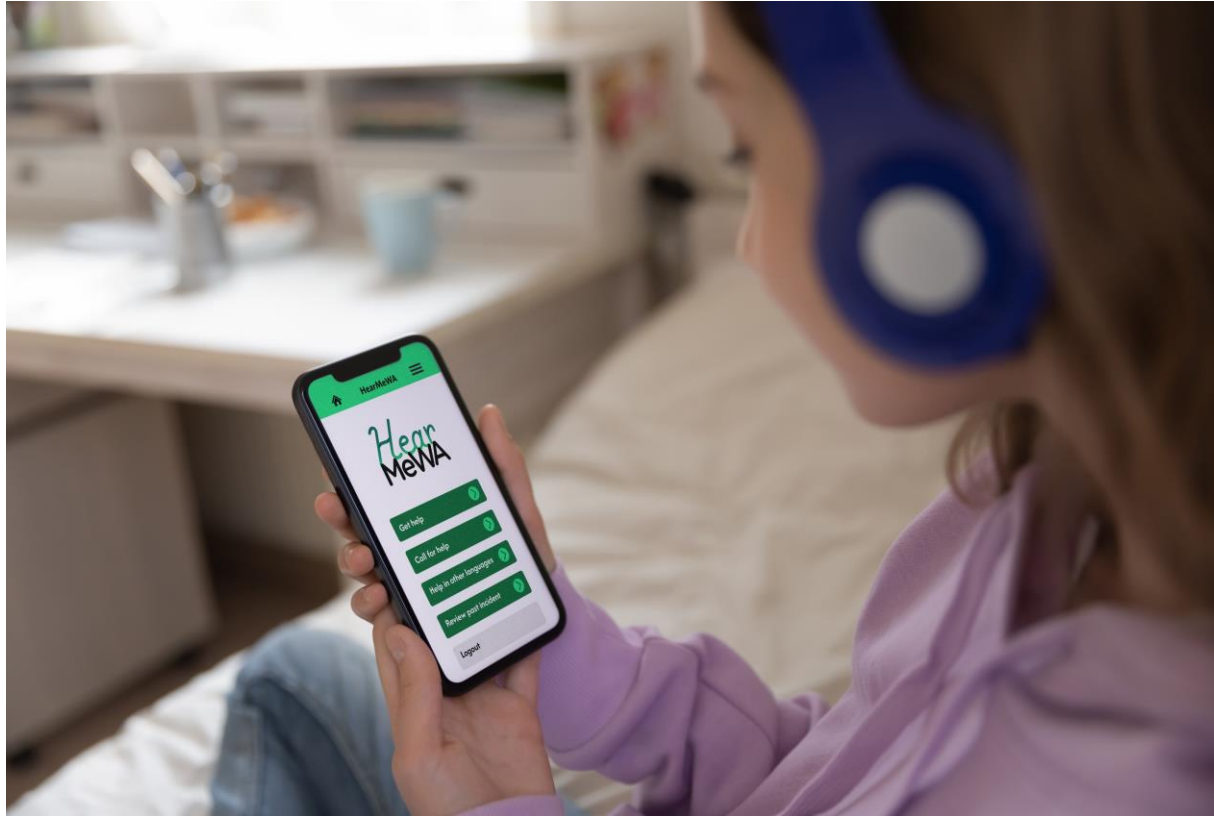
- Specific youth needs not addressed by other services;
- When youth would contact HearMeWA versus 911;
- When youth would contact HearMeWA;
- What would make youth trust and use the program; and
- Data privacy.

2022 Youth Surveys



- Talking to a trained professional and being able to communicate concerns via app, text, or website are the main reasons youth under 18 would contact HearMeWA.
- Older youth, however, reported being more likely to reach out to the program when they are concerned about family and friends and do not have access to a trusted adult at school.

2023 Program Name Survey



2023 Program Name Survey

Priorities for the HearMeWA website

Transparency

Accessibility

Privacy

Engagement

Youth Co-Design

Our Co-Design Process

Workshop 1 Priorities



What Topics Should the Bylaws Cover?

After reviewing bylaws from a range of youth advisory groups, we asked workshop participants which elements were most important to them. Diversity and inclusion was voted the most important, followed by attendance and group purpose.

Workshop 2 Policies



What Should the Rules Be?

After priority topics were selected for the bylaws, participants at the next workshop filled in the details. They suggested a range of accommodations to make the group more inclusive and asked for a kind and respectful group culture.

Workshop 3 Bylaws



Feedback on First Draft

With policy requests in hand, we wrote a first draft of the bylaws and shared it with the next workshop group for feedback. This group was also our youngest of the five workshops (aged 11 to 14), which gave us another helpful perspective.

Workshop 4 Implementation



How to Start the Group?

With a final draft of the bylaws complete, we used this session to ask youth about launching the group. They gave us helpful advice on outreach (no to email, yes to in-person recruitment) and how to structure the application.

Workshop 5 Follow-up



Final Thoughts

With solid advice on outreach also in hand, we used the last session to ask some follow-up questions. For example, on how to stay accountable to youth, participants requested in-person conversations, rather than forms or surveys.

Youth Co-Design

What Youth Want



1) A Culture of Kindness and Respect Regardless of topic or purpose, youth want to be in groups that are compassionate social environments. Respect is their most important value.



2)...That Welcomes and Accommodates Difference Youth valued diversity and inclusion more than any other topic in the bylaws and wanted accommodations to make the group accessible to all.



3)...Through Rules That Protect It While valuing access, youth want norms and expectations that protect the safe and nurturing social space of the group. Privacy is particularly important.

HearMeWA Youth Advisory Group



HearMeWA Youth Advisory Group



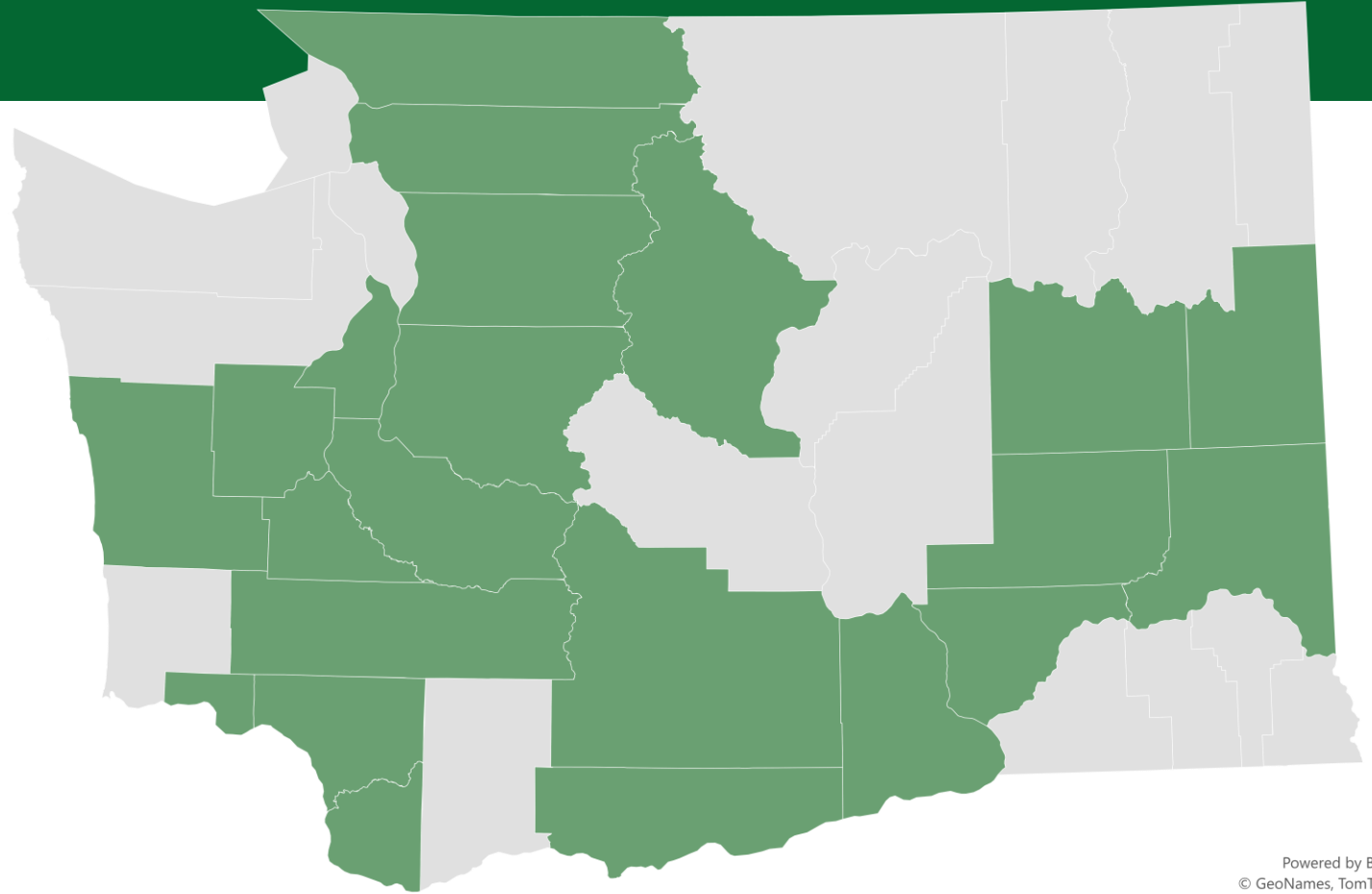
Youth Advisory Group Subcommittees



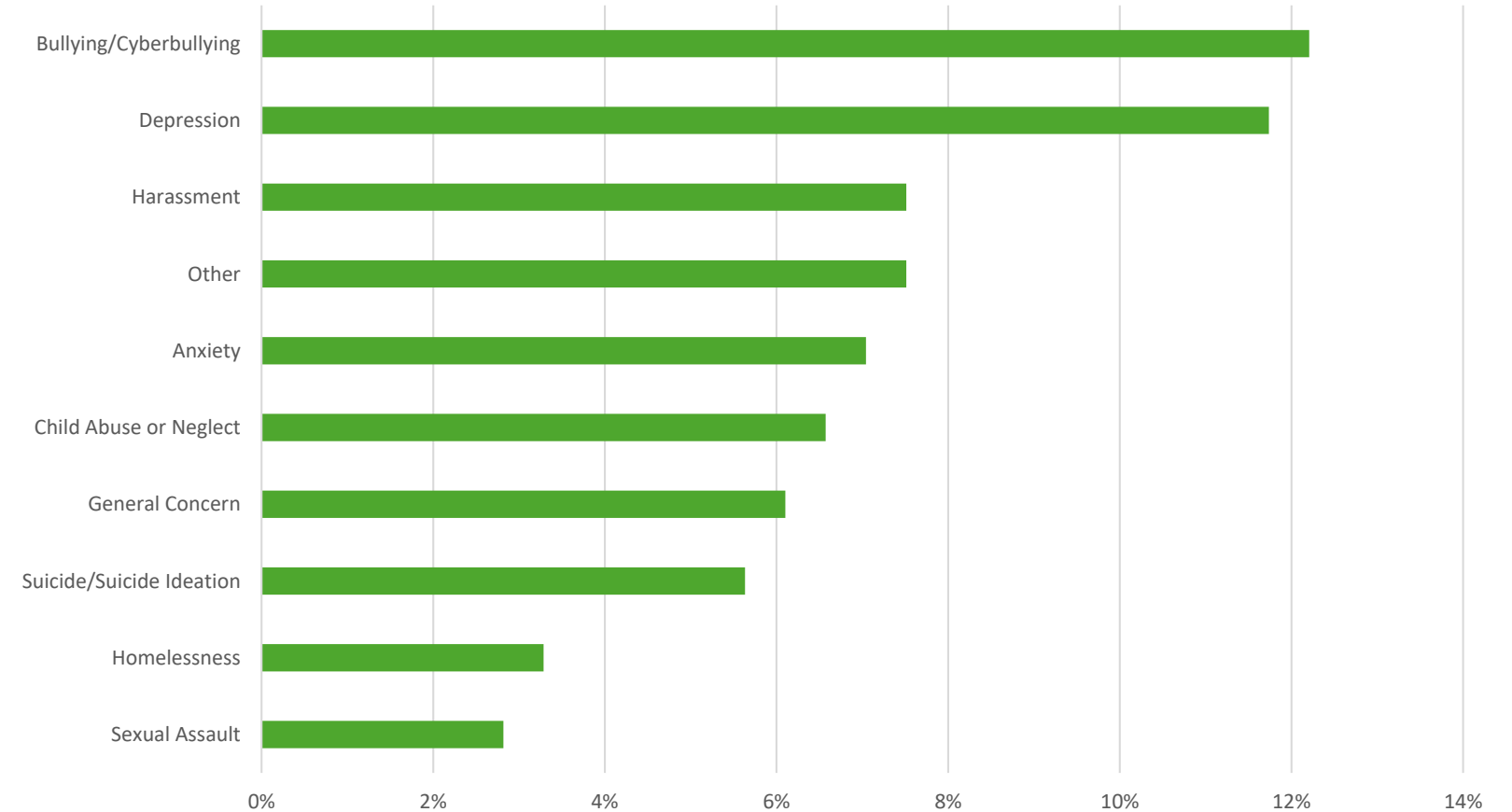
Lessons Learned/Best Practices

- Be aware of how each youth participates and progresses.
- Provide consistency.
- Ensure inclusivity.
- Youth compensation.

Who's using
HearMeWA?



Top 10 Reported Concerns



How to Promote HearMeWA

- HearMeWA is a **FREE** resource.
- HearMeWA is a youth-focused line.
- It provides live chat.
- If youth need more help or have questions, they can re-engage with HearMeWA.
- All reports/tips are triaged and sent to a broad range of responders and services for help.
- Promotional materials can be found on our website

Now that it's just us...
We want to make sure you're good.



The illustration shows a person with dark hair and a green shirt, looking down with a sad expression. Surrounding them are several speech bubbles and icons representing mental health struggles: a broken heart icon, a ghost icon, a speech bubble with 'DISORDER', a speech bubble with 'DEPRESSION', a speech bubble with 'STRESSED OUT', a speech bubble with 'MOOD', a speech bubble with 'SUICIDAL THOUGHTS', a speech bubble with 'BULLYING', and the word 'UNHAPPY'.

If you're not good, **Washington youth under 25 can get free, 24/7** support from trained counselors. Our program was designed by youth like you to help with stress, anxiety, violent threats, sexual abuse, bullying, and more, in a private, respectful manner.

Text	Call
HearMeWA to 738477	888-537-1634



Download the App

Download on the App Store

GET IT ON Google Play

HearMeWA

hearmewa.org

*Provide no identifying information about yourself if you wish to remain anonymous.

Next Steps



- Fall 2025
 - County by county outreach
 - School and community events
- Continuous improvement
 - Feedback or questions?
<https://hearmewa.org/contact/>

Sign up to receive our newsletter!

InfoHearMeWA@atg.wa.gov

Thank you!



Mobile App



Text

HearMeWa to 738477



Call

888-537-1634



Online

www.HearMeWa.org

To reach us, email our team at
youthprogram@atg.wa.gov

Any questions?