

Advantages of the Safe School Helpline®

Feature	Safe School Helpline®	Brand X	Advantages
Experience	Helpline has assisted schools since 1996.		Long-term history of reliable and creditable service. Means you can count on us to help prevent negative acts.
Anonymous	Interactive Voice Response System and live caller interaction options		Caller has choice of selection with complete anonymity. Caller's name is never asked.
Follow Up Procedures	Schools can request additional follow-up information		Additional information concerning the case can be obtained to assist administrators.
Availability	Total 24/7 service Fail proof system		Includes every day, every hour, full service. Safeguards and back-up power sources ensure Helpline is always operational.
Internet Reporting	Internet reporting option available on the World Wide Web at www.safeschoolhelpline.com		Provides more reporting options. Recognizes widespread use of the computer by kids and adults.
Mental Health Counseling	Crisis Center is certified by the American Association Of Suicidology and CARF accredited		Counseling assistance is provided by one of the Nation's leading Crisis Centers. Counseling center is also a National Suicide Prevention Hotline provider.
Text Reporting	Students can report concerns by entering 66746, they type TIPS		Communication method that kids have embraced and are most comfortable using.
Mobile Phone App	A mobile phone app is available for Apple and Android phones		Reporter can use phone app to assist with reports via 800#, internet and texting.
Photos and Videos	Photos and videos can be emailed to images@securityvoice.com		Visual evidence can be provided.
Professional Marketing	<u>Awareness Materials:</u> Posters, magnets, brochures, and videos		Annually, fresh comprehensive awareness materials are provided to allow for effective promotion of service. An Anti-Bullying Action Plan for Educators and a Kids to Kids video are available.
Case Management System	Secure, online portal available for report storage and analytics		Data warehouse for all reports with ability to filter by date, status, and type of report.
Emergency Calls	Helpline personnel instantly follow emergency contact procedures		School can respond immediately and tragic events can be prevented.
Multi-Language Service	Bi-lingual: English and Spanish script and ability to translate any language		All calls can be handled no matter what language.
Anti-Bullying Training	Service includes anti-bullying training DVD/tape for educators		Instructional video for teachers and administrators. Anti-bullying workshops can be provided.
Volume of Reports	Massive volume potential—can receive over 250 calls at one time		Multi-million dollar telecommunications center effectively handles volume.
Total Support & In-Service Provided	Helpline personnel/expertise available upon request for in-service meetings and other assistance		Staff assistance and instruction. Grant writing assistance to obtain funding. Community connections.