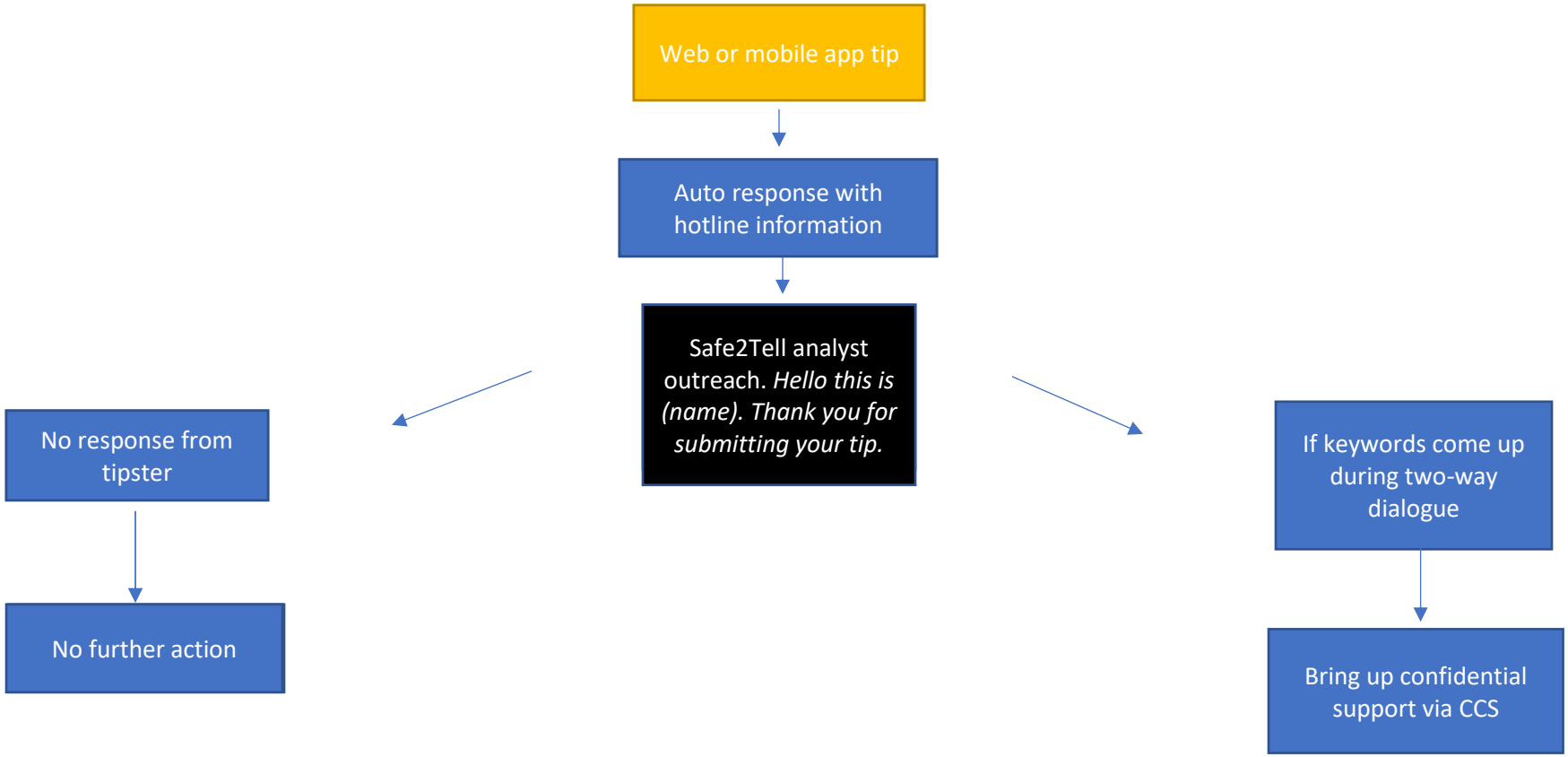
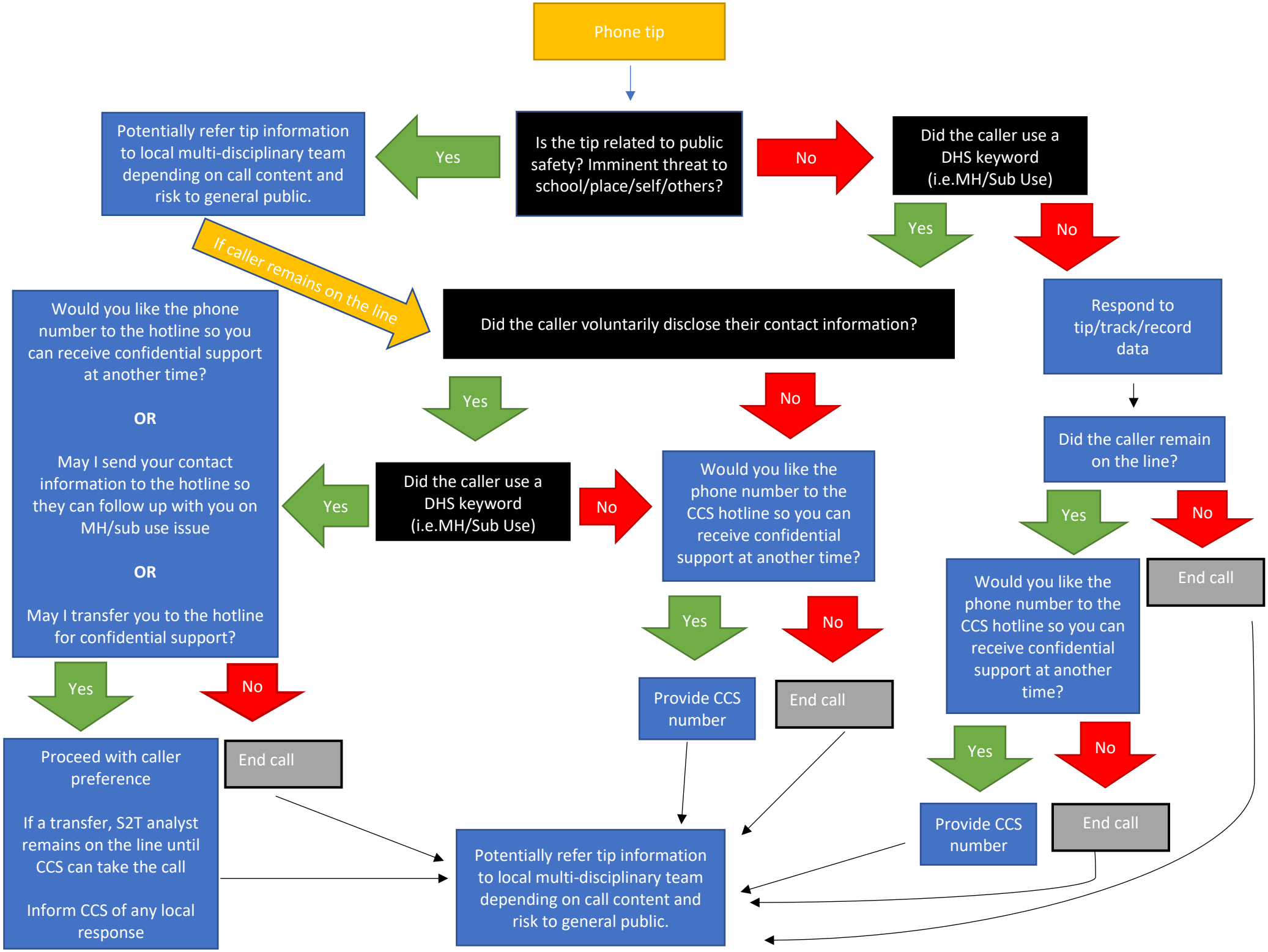

Web or mobile app tip
Auto response with hotline information
Safe2Tell analyst outreach. *Hello this is (name). Thank you for submitting your tip.*
No response from tipster
No further action
If keywords come up during two-way dialogue
Bring up confidential support via CCS


Phone tip
Is the tip related to public safety? Imminent threat to school/place/self/others?
Yes
Potentially refer tip information to local multi-disciplinary team depending on call content and risk to general public.
No
Did the caller use a DHS keyword (i.e.MH/Sub Use)
Yes
No
Respond to tip/track/record data
Did the caller remain on the line?
Yes
No
End call
Would you like the phone number to the CCS hotline so you can receive confidential support at another time?
Yes
No
Provide CCS number
End call
If caller remains on the line
Did the caller voluntarily disclose their contact information?
Yes
No
Did the caller use a DHS keyword (i.e.MH/Sub Use)
Yes
No
Would you like the phone number to the hotline so you can receive confidential support at another time?
OR
May I send your contact information to the hotline so they can follow up with you on MH/sub use issue
OR
May I transfer you to the hotline for confidential support?
Would you like the phone number to the CCS hotline so you can receive confidential support at another time?
Yes
No
Yes
No
Proceed with caller preference
If a transfer, S2T analyst remains on the line until CCS can take the call
Inform CCS of any local response
End call
Potentially refer tip information to local multi-disciplinary team depending on call content and risk to general public.