

FAQs for POC's



The tip line allows schools to receive confidential or anonymous reports on potential threats, sending info directly to POCs for early intervention.

How are SafeOregon tips received and processed?

Tip Received

- From students, staff, or community
- Anonymous or confidential
- Via email, text, phone, web, or app
- Includes photos/videos

Tip Triage

- Call Center Technicians receive tips 24/7
- Questions assess urgency
- Always errs on side of caution

Tip Shared

- School POCs notified
- Urgent tips via phone
- Standard tips via email
- Police called for critical alerts

What is my role as a POC?

Tips are sent directly to school POCs, who decide on the appropriate actions to take.

Suggestions of possible actions for obtaining a favorable outcome:

- Immediate intervention: SafeOregon tips save lives. Treat all threats seriously. Refer to law enforcement as needed.
- Counseling: Speak with students privately; group counseling can lead to further intimidation or bullying.
- Notify parents: Inform parents of the victim and student involved so they are aware and can respond.
- Multidisciplinary Team: Assemble internal and external experts to conduct behavioral threat assessments.
- Monitoring: Personally observe behaviors, especially when students believe adults are unaware.
- School Discipline: Follow disciplinary procedures for policy violations, including threat and suicide assessments as needed.
- Citation/Arrest: Law enforcement determines the action for crime-related reports.

What is the role of schools/ law enforcement in SafeOregon?

SafeOregon is an information sharing tool, not a determination of fact. Schools must investigate all reports.

Law enforcement is only notified for critical incidents, if a POC is unreachable during urgent tips, or upon request.

Update tip status in the dashboard within 24 hours. Log in or use the email link. Scroll to the bottom of the tip and select:

- Action Taken: Investigation initiated.
- Resolved: Incident closed or non-actionable.

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Why do technicians ask to call 911 for urgent tips instead of doing it automatically?

Urgent tips involve violence, self-harm, or imminent criminal activity. Technicians prompt schools first as they know students and families and may prefer internal handling. If law enforcement is needed, POCs can call police directly or request that technicians make the 911 call.

NOTE: Critical tips involve life safety and trigger immediate 911 and POC notification. Both parties must share information quickly and collaborate for resolution.

I missed a call from SafeOregon. What happens next?

Multiple POCs ensure coverage. Save 1-844-472-3367 to your contacts to recognize alerts.

If you miss a call:

- Under 10 mins: Listen to the message and return the call immediately.
- Over 10 mins: Check the SafeOregon database incident notes.

What can we do about prank tips?

Educate students and staff on proper tipline use. For malicious pranks, contact law enforcement. Mark tips as "prank" in the database with a brief note; this documentation is vital for criminal investigations.

Why do I need to log in to the dashboard when I can already see the tip information in my email?

Email is just a preview. Use the database for full contact notes, action history, and media. This ensures coordination when multiple POCs work on the same tip.

Why do we receive tips unrelated to school, like family matters or off-hour incidents?

All tips will be forwarded to the school, keeping everyone informed about what may be impacting students, even if they are not actionable.

Why do we get tips with not enough information for follow-up?

Technicians ask detailed questions and request media to gather full tip info. They seek missing details but always pass along even limited tips. If non-actionable, mark as "Resolved" with a note in the system.

Why do I keep getting email reminders about a tip that was already handled?

If the system is still sending reminders to school POC's about a SafeOregon tip, one of the designated POC's need to log into the database and update the status of the tip to either "Action Taken" or "Resolved". If the tip is not updated in the system within three days, a SafeOregon representative will be reaching out to make sure the tip was received.

FAQs for SafeOregon POC's



I'm no longer a POC for this school but still receive SafeOregon alerts. What should I do?

If you receive communication from SafeOregon and you are no longer a POC, please notify your school administrators and support@safeoregon.com immediately. It is imperative that contact information stay up to date.

Is the email from tip@safeoregon.com legitimate if it's flagged as spam?

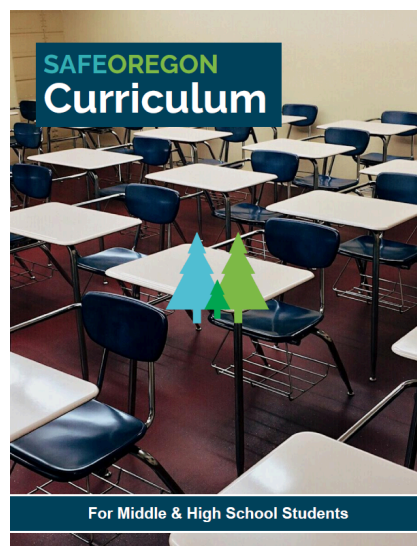
Yes. We suggest adding this email to your contacts or as a trusted email address as tips for your school will come from this email address.

Where do I find more information and resources?

- External Website: Visit SafeOregon.com > Resources > School Resources for curriculum, toolkits, and training.
- Internal Dashboard: Find guides for dashboard use, tip resolution, and marketing materials under the "Resources" tab.
- Request training or technical assistance: safeoregon@osp.oregon.gov



[SafeOregon Student Video on YouTube](#)



[SafeOregon Middle/High School Curriculum](#)