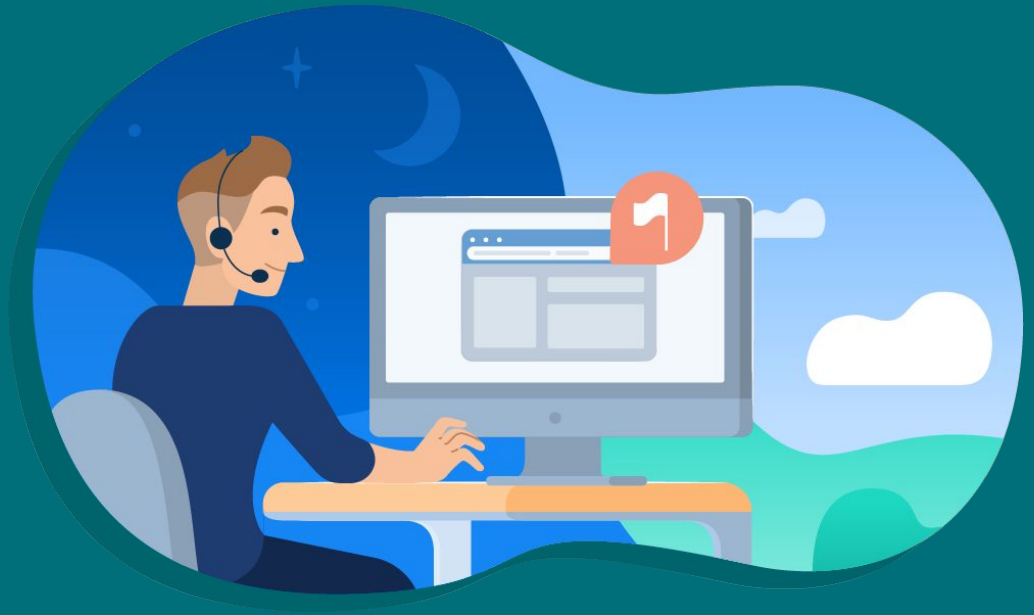
on-call

Product Education (External)



Student Wellness Levels

Wellness levels are associated with the ***student***. At-Risk AI conducts a nuanced analysis of flagged events, including a student's activity history, to determine a student's Wellness Level.

- **All Clear:** All students start at "All Clear", indicating that Aware has not determined they are at risk of bullying, self-harm, or violence.
- **Concerning:** Some flagged activities have occurred over the past 60 days.
- **High-Risk:** Multiple or very severe flagged activities have been detected over the past 60 days.
- **Critical:** The student requires urgent attention. Aware has detected that the student is displaying an immediate threat to themself or others.

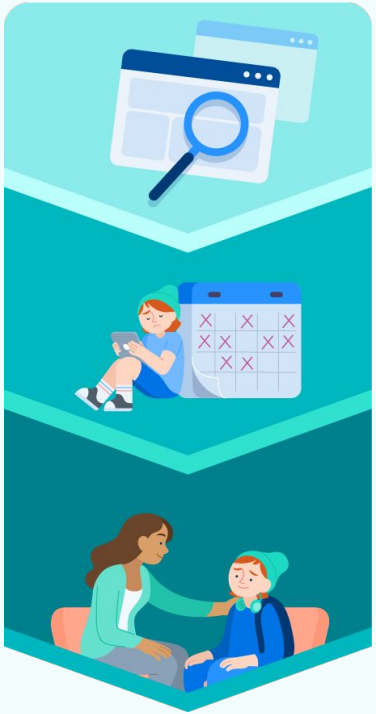
Case Risk Levels

Risk levels are associated with a specific ***case*** and are assessed and assigned by the On-Call Team

- **Moderate Risk:** Student shows significant distress (e.g., severe depression) with unclear threat context. Threats are vague or unrealistic. Analysts notify emergency contacts via email or an automated SMS if the district has opted in.
- **Increased Risk:** Repeated or detailed threats suggest future action but not imminently. May include specific details or signs of mental health struggles. Analysts notify emergency contacts via email or an automated SMS if the district has opted in.
- **Extreme Risk:** Imminent, specific threats with steps already taken. Immediate danger to self or others. Analysts notify emergency contacts via SMS/phone; if unreachable, law enforcement is alerted.

(Please note - a single case can have more than one activity associated with it so there isn't always a 1:1 relationship between cases and activities)

On-Call Investigation Steps

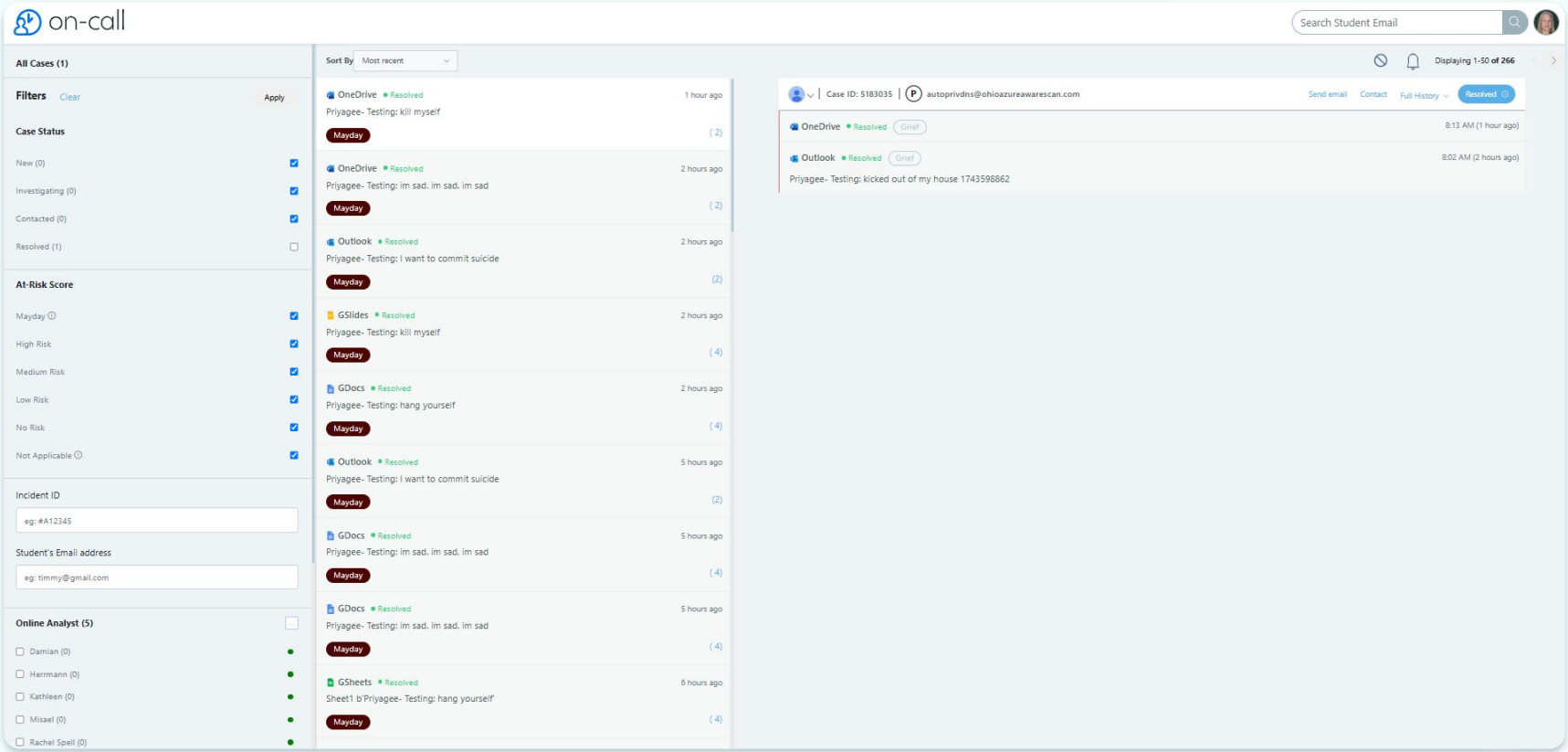


- Language Analysis
- Content Context
- Engagement Patterns
- Conversation Tone
- Consistency and Frequency
- Age and Developmental Stage
- Social Support and Seeking Help
- Self-Disclosure

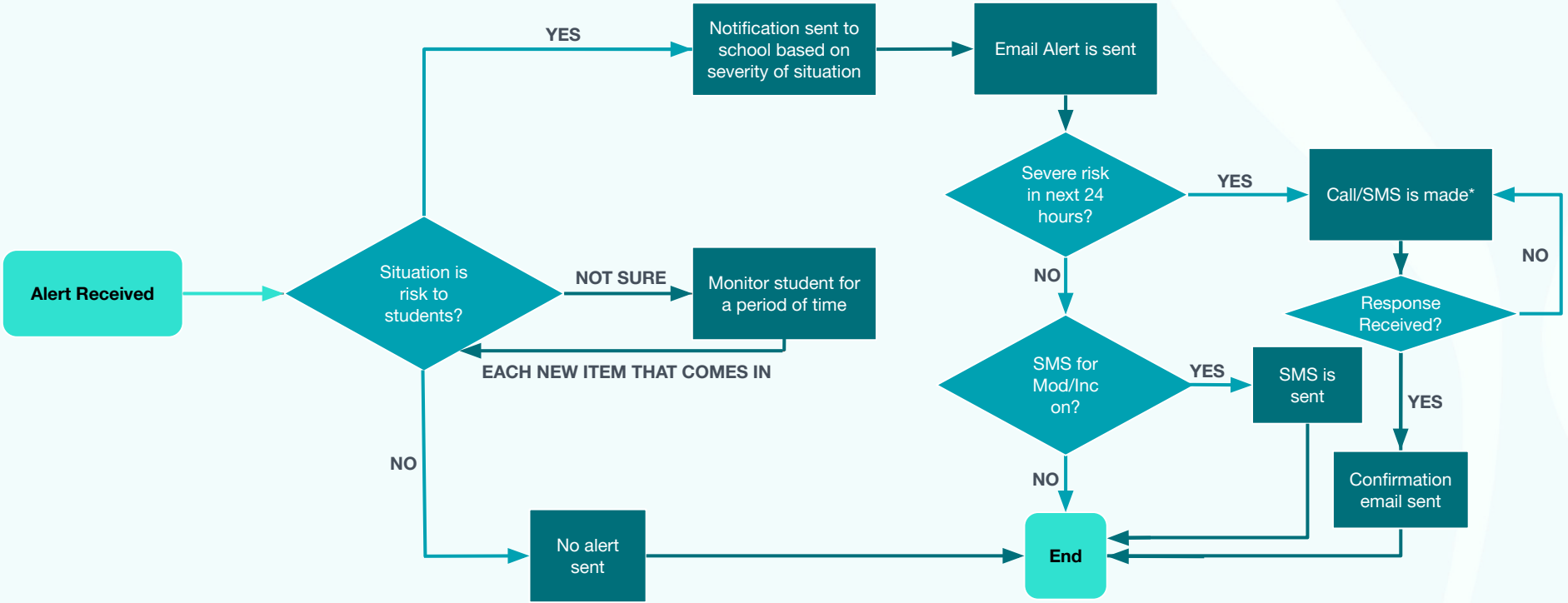
On-Call Risk Assessment - Violence

Moderate Risk	Student exhibiting clear distress	Analyst notifies, via email, the emergency contacts as indicated by the district. The subject line of the email will indicate a moderate threat that is serious, but not imminent.
	Threat present	
	Threat is vague and indirect, but may be repeated or shared with multiple people	
	Information about threat or threat itself is implausible or lacks detail	
	Threat lacks realism, or is repeated with variations. E.g. "I'm gonna set off a nuclear bomb every Monday!"	
	Content of threat suggests threatener is unlikely to carry it out	
Increased Risk	Threat present	Analyst notifies, via email, the emergency contacts indicated by the school. The subject line of the email will indicate an increased moderate threat that appears to be serious, but not imminent.
	Threat is vague, but direct, or specific but indirect (vague/specific in terms of plans, direct or indirect in terms of target)	
	Repeated or shared in multiple ways (e.g. email, text, FB)	
	Threat likely to be repeated with consistency (may try to convince listener they are serious)	
	Information about threat or threat itself is consistent, plausible or includes specific detail of a plan (time, place, etc.) but NOT set within the next 24 hours, often with steps already taken. E.g. "I read about how to build bombs online. I've ordered some stuff that I need, but it won't be here for awhile. I should be ready when the school has that award assembly next month."	
	Content of threat suggests threatener may carry it out, but not within the next 24 hours	
Extreme Risk	Threat present	Analyst notifies, via SMS or phone, the emergency contacts indicated by the school. If the notification is not immediately acknowledged, continued attempts will be made. In situations where there exists a greater sense of urgency around an extreme risk situation (e.g. student may be a risk to themselves or others at that very moment), law enforcement may be notified if a student's contact information has been provided to the On-Call Team by the school.
	Threat is concrete (specific and direct)	
	Repeated or shared with multiple ways (e.g. email, text, FB)	
	Information about threat or threat itself is consistent, plausible or includes specific detail of a plan (time, place, etc.) set within the next 24 hours, often with steps already taken. E.g. “Don't go to the assembly tomorrow. I've hidden enough bombs in the auditorium to teach everyone a lesson about messing with me.”	
	Threat may be repeated with consistency	
	Content of threat suggests threatener will carry it out (reference to weapons, means, target) within the next 24 hours	

On-Call Tool


on-call
Search Student Email
All Cases (1)
Filters
Clear
Apply
Case Status
New (0)
Investigating (0)
Contacted (0)
Resolved (1)
At-Risk Score
Mayday
High Risk
Medium Risk
Low Risk
No Risk
Not Applicable
Incident ID
eg: #A12345
Student's Email address
eg: timmy@gmail.com
Online Analyst (5)
Damian (0)
Herrmann (0)
Kathleen (0)
Misael (0)
Rachel Spell (0)
Sort By
Most recent
Displaying 1-50 of 266
OneDrive • Resolved
1 hour ago
Priyagee- Testing: kill myself
Mayday
OneDrive • Resolved
2 hours ago
Priyagee- Testing: im sad. im sad. im sad
Mayday
Outlook • Resolved
2 hours ago
Priyagee- Testing: I want to commit suicide
Mayday
GSlides • Resolved
2 hours ago
Priyagee- Testing: kill myself
Mayday
GDocs • Resolved
2 hours ago
Priyagee- Testing: hang yourself
Mayday
Outlook • Resolved
5 hours ago
Priyagee- Testing: I want to commit suicide
Mayday
GDocs • Resolved
5 hours ago
Priyagee- Testing: im sad. im sad. im sad
Mayday
GDocs • Resolved
5 hours ago
Priyagee- Testing: im sad. im sad. im sad
Mayday
GSheets • Resolved
6 hours ago
Sheet1 b'Priyagee- Testing: hang yourself'
Mayday
Case ID: 5183035
autoprivdns@ohioazureawarescan.com
Send email
Contact
Full History
Resolved
OneDrive • Resolved
Grief
8:13 AM (1 hour ago)
Outlook • Resolved
Grief
8:02 AM (2 hours ago)
Priyagee- Testing: kicked out of my house 1743598862

On-Call Process

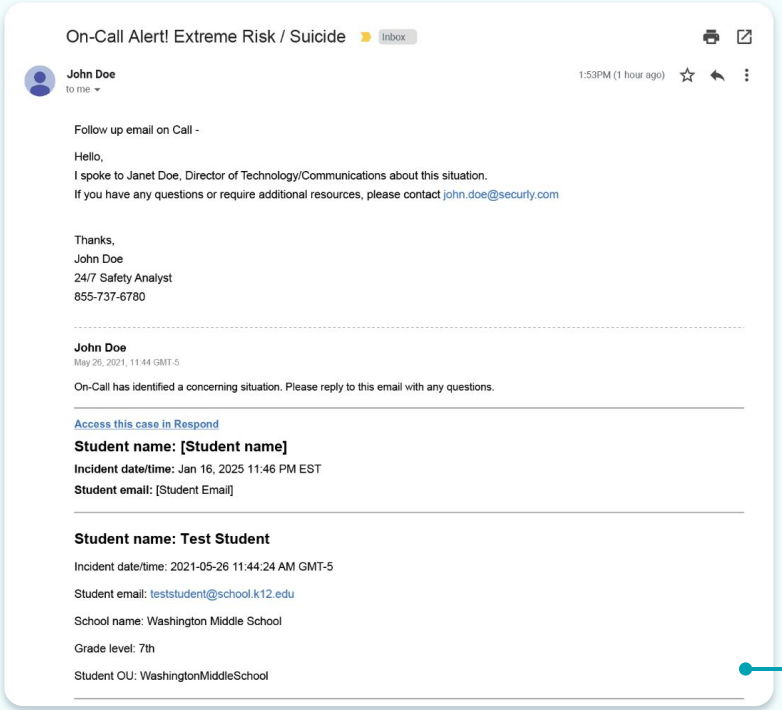


*Securly On-Call analysts will reach out to contacts up to six times by SMS and five times by phone.

On-Call Extreme Risk Protocols

- Email PLUS must make connection with district.
- Law enforcement ONLY if they’re a contact.
- Text content - Urgent Securly Alert! We have sent an email about concerning activity (Case # 123) that needs immediate attention. Please respond 'y' to indicate you have received this message.
- When we call contacts - “Hello, this is Kathleen Boehle from Securly, we’ve sent an email about a concerning situation and wanted to make sure someone sees it. Do you want me to wait while you confirm you’ve received it?”.
- After a contact is reached, a follow up email is sent indicating which contact responded.
- Securly On-Call analysts will reach out to contacts up to six times by SMS and five times by phone. If we do not receive any response after this level of outreach, we will have to suspend our notifications to give analysts time to complete their other investigations.

On-Call Notification



On-Call Alert! Extreme Risk / Suicide Inbox

John Doe
to me

1:53PM (1 hour ago)

Follow up email on Call -

Hello,
I spoke to Janet Doe, Director of Technology/Communications about this situation.
If you have any questions or require additional resources, please contact john.doe@securly.com

Thanks,
John Doe
24/7 Safety Analyst
855-737-6780

John Doe
May 26, 2021, 11:44 GMT-5

On-Call has identified a concerning situation. Please reply to this email with any questions.

Access this case in Respond

Student name: [Student name]

Incident date/time: Jan 16, 2025 11:46 PM EST

Student email: [Student Email]

Student name: Test Student

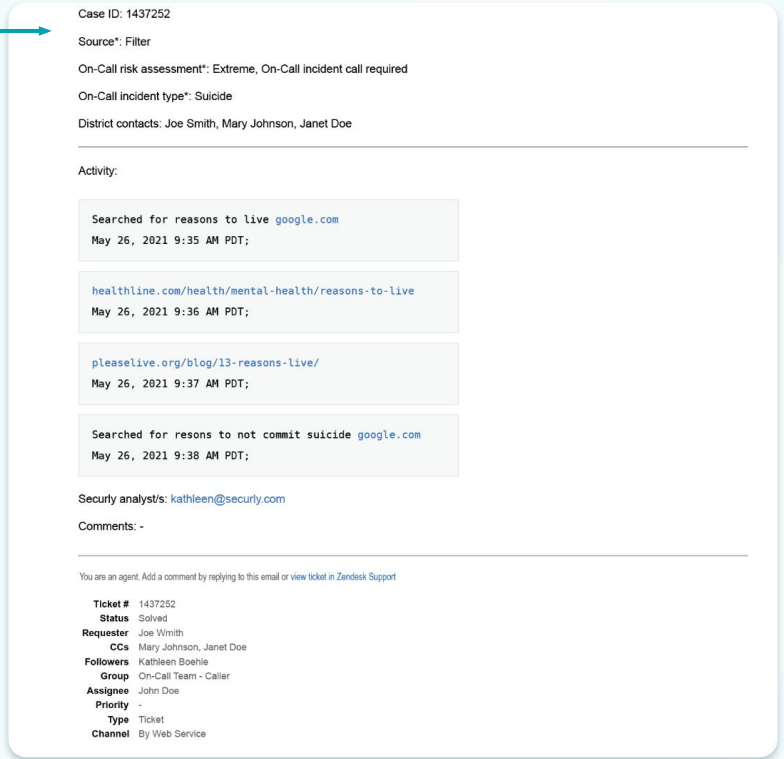
Incident date/time: 2021-05-26 11:44:24 AM GMT-5

Student email: teststudent@school.k12.edu

School name: Washington Middle School

Grade level: 7th

Student OU: WashingtonMiddleSchool



Case ID: 1437252

Source*: Filter

On-Call risk assessment*: Extreme, On-Call incident call required

On-Call incident type*: Suicide

District contacts: Joe Smith, Mary Johnson, Janet Doe

Activity:

```
Searched for reasons to live google.com
May 26, 2021 9:35 AM PDT;
```

```
healthline.com/health/mental-health/reasons-to-live
May 26, 2021 9:36 AM PDT;
```

```
pleaselive.org/blog/13-reasons-live/
May 26, 2021 9:37 AM PDT;
```

```
Searched for resons to not commit suicide google.com
May 26, 2021 9:38 AM PDT;
```

Securly analyst/s: kathleen@securly.com

Comments: -

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support

Ticket #	1437252
Status	Solved
Requester	Joe Wmith
CCs	Mary Johnson, Janet Doe
Followers	Kathleen Boehle
Group	On-Call Team - Caller
Assignee	John Doe
Priority	-
Type	Ticket
Channel	By Web Service

On-Call Customization Options

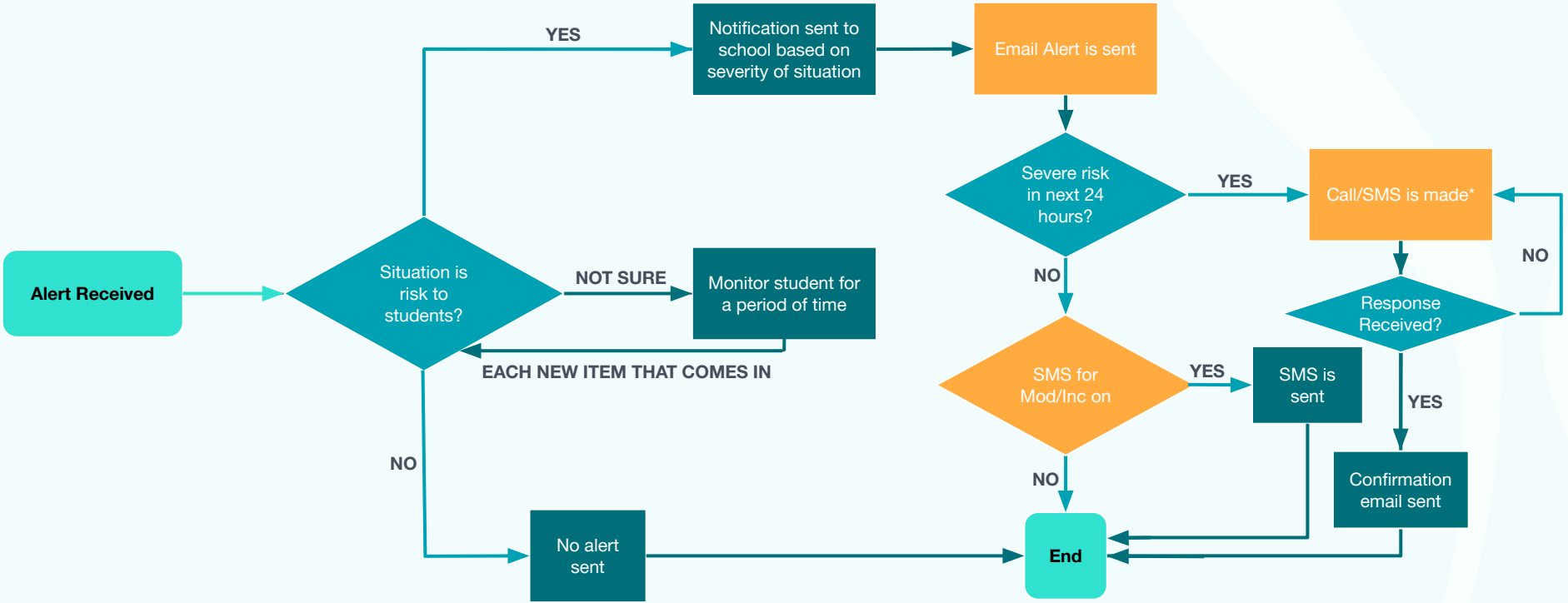
What we can do

- Customize **WHO** we are notifying by time, category and risk level using contact scheduling
- Can **ONLY** use contact notes to list breaks/days off to customize who is called on extreme risk during this time
- Lower risk SMS notifications, on or off **ONLY**

What we can’t do

- Customize flagging, risk (levels) assessments, or notification policies
- Customize time, category or risk level notifications by using contact notes
- Example: District can not define the logic used to determine risk level, i.e. “we want all searches for the word “gun” put at Extreme”

We can customize who is contacted for a specific alert



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On-Call Analyst Metrics

Average Pick Up Time for **Calls** (last year)

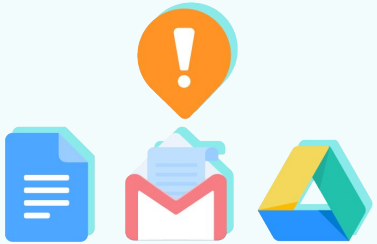
4.3

Average Pick Up Time for **All Cases** (last year)

6.9

*Pickup time is defined as the time it takes a student to complete a flagged activity till the analys opens the case and begins investigating. Response time from there is a few minutes.

On-Call High Fives



Average pick up time (minutes)	Phone calls per year Per 10k students	Percent of Aware alerts needing notification*
5	5	5%

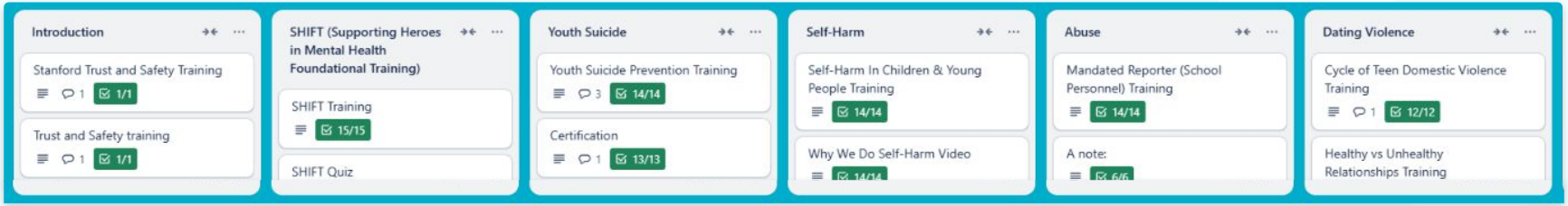
*On-Call reduces the work related to responding to Aware notifications by 95%

On-Call Lives Saved

2383

Safety Analysts

On-Call Training for Analysts



Securly analysts undergo *80 hours* of specialized training across *22 modules* to achieve system certification.

This comprehensive program includes coursework from Stanford University's Trust and Safety program, as well as in-depth training on critical topics such as violence, self-harm, abuse, and more.

*The image above represents a subset of the training our analysts undergo

Analyst Overview

Global Team with 24/7 Coverage

We operate on a “follow-the-sun” model to ensure our analysts are alert and working during daytime hours—because a fully awake analyst at 10 AM is far more effective than one at 2 AM.

Specialized Backgrounds

Team members come from fields like **psychology, sociology**, and **school counseling**—ensuring they’re equipped to recognize when students need support.

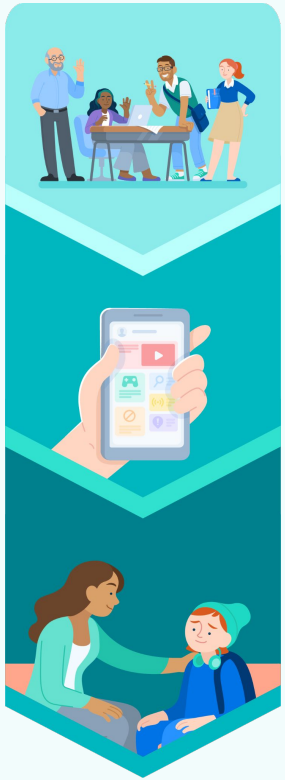
Experienced and Committed

Our analysts have an **average tenure of 4+ years** at Securly, bringing consistency and deep expertise to their roles.

Bilingual Support

To better serve ESL students and diverse communities, our team includes **native Spanish speakers**.

Team Composition and Expertise



The **Securly On-Call Analyst Team** is made up of hand-selected specialists, each bringing deep expertise and a shared commitment to child safety online. With a multidisciplinary foundation, our team ensures thoughtful, well-rounded monitoring and intervention.

Our team includes:

- **Psychologists & School Psychologists**
  Experts in child and adolescent behavior from both clinical and educational settings.
- **Suicide Prevention Specialists**
  Trained in crisis intervention and early detection of self-harm or suicidal ideation.
- **Youth Advocates & Crisis Intervention Experts**
  Focused on supporting youth rights, mental health, and navigating complex situations.
- **Social Media & Gaming Community Experts**
  In tune with the ever-evolving online landscape—particularly where students spend time.
- **Former Trust & Safety Professionals**
  With hands-on experience in creating and enforcing child safety policies, they bring a strategic layer to our team.

Training Protocols

Securly's On-Call Analysts complete **rigorous and ongoing training** to stay at the forefront of digital safety and psychological support. Our protocols are designed to build deep expertise and real-world readiness.

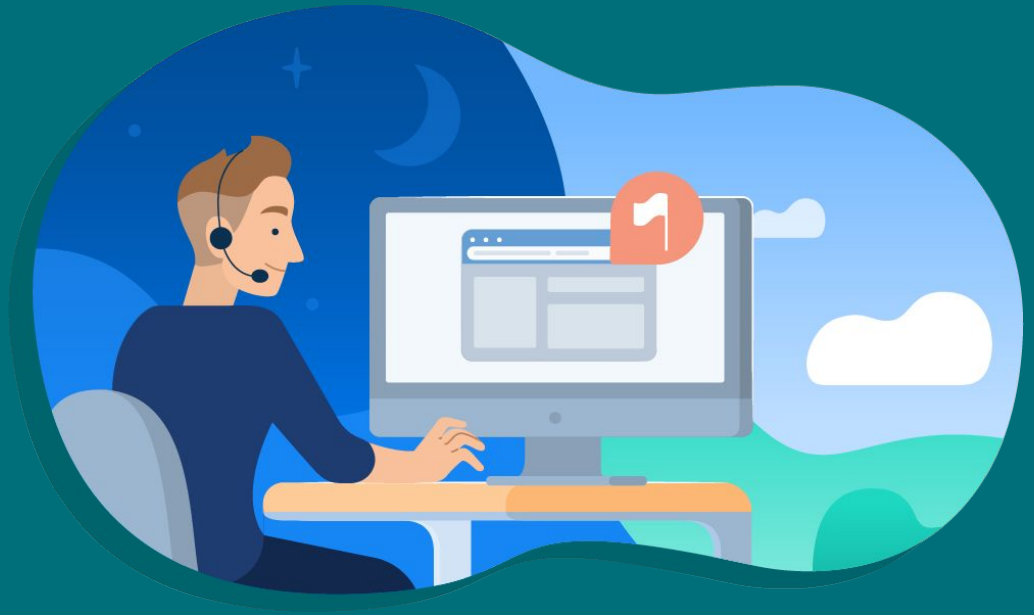
Key components include:

- **Specialized Instruction**
  Analysts receive targeted training in **digital media literacy**, **psychological assessment**, and **crisis response**, tailored to the challenges of today's online environments.

- **Continuous Education**
  Ongoing **workshops**, **seminars**, and access to the latest research ensure analysts remain current on trends in **child psychology**, **online behavior**, **threat assessment** and **emerging technologies**.

- **Scenario-Based Simulations**
  Hands-on simulations prepare analysts for high-stakes, real-time decisions—building confidence and precision in responding to incidents involving **self-harm**, **violence**, or **abuse**.

on-call



Thank you