



Scopes of Service for ASCIP

- **Scope A - Call Center (Existing Service)**

- Anonymous 800 toll-free phone call hotlines, answered by live trained professional bi-lingual operators, 24 hours a day, 7 days a week, 365 days a year. Operators are able to field information in multiple languages utilizing a multi-lingual translation service. Online reporting is offered through our secure tip form on the WeTip.com website. Tips are sent to your designated contacts via email within 24 hours of receipt. We also produce incident-specific reward flyers for crimes that have occurred at your district or school sites (vandalism, theft, etc.).
- Posting of incident-specific reward flyers on our WeTip website & social media platforms. Rewards up to \$1,000 for tips resulting in an arrest & conviction, or proper adjudication. Marketing materials for promoting the hotline to the students and community include posters, brochures, graffiti-resistant metal signs, and more.
- New to this base service this year are dedicated phone lines. This allows us to associate the tips specifically with an organization. One number is provided at the school district level for all school sites.

- **Scope B - Dedicated Web-Based Anonymous Reporting Forms (New Additional Service)**

- After analyzing the 25,000+ anonymous tips we receive per year, WeTip realized that our anonymous tip submitters overwhelmingly prefer to submit tips digitally through a web-based form. In fact, we receive 20 web-form submissions for every 1 phone call!
- In an effort to more comprehensively address these digital tip submitters, we have created a cloud-based reporting form that can be customized and dedicated for each of our clients' many locations.
- As a new offering for the 2021-22 contract, WeTip 2.0 would like to offer this innovative tip reporting and management system to all ASCIP customers.
- Our cloud-based reporting system with pre-built and customizable web forms is offered in multiple languages.
- We will promote the use of these online tips by simply having the school district's IT staff place a graphical button on the homepage of all of the school's websites with a hyperlink to each of the school sites' dedicated WeTip reporting forms.
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- WeTip will provide a dedicated text number & QR code which will be promoted by posters and hyperlinked to the web-based forms.
- Upon tip submission, immediate notifications are sent via text and email to the designated site safety team members for timely investigation and resolution.
- We have significantly improved our tip reporting by providing automated monthly reports sent via email for both the district and ASCIP. In addition to these reports, we have created a user-friendly website dashboard for WeTip managers to view tip trends and usage reports.
- To help your districts sleep at night, WeTip will also be providing form monitoring services for after-hour form tips. Our operators monitor and escalate your tips based on your direction so the School Site or District Tip Managers do not have to. Does not include monitoring during school hours, Monday-Friday from 7:00 a.m. - 3:00 p.m. During school hours, clients will be responsible for monitoring their form submissions
- WeTip has created several new current design themes to help Districts promote the use of QR codes and text-based tips.
- Yes, we still offer our long-standing rewards of up to \$1,000 for tips resulting in an arrest & conviction or proper adjudication!



Congratulations on participating in WeTip 2.0 for the 2021/22 program year. We are very pleased to introduce a new and improved WeTip 2.0. Below are just a few upgrades to the services WeTip 2.0 will be providing to you.

- **Same Great Service**

- The WeTip nationwide hotlines and online form via wetip.com will continue to be available to your district.
- 24/7 365 WeTip 2.0 call center.
- Incident Specific flyers still available- contact WeTip 2.0 anytime an incident (vandalism, theft, etc.) has occurred at your district for a custom reward flyer.

- **Dedicated District Line** (NEW optional addition)

- A New Toll-free dedicated number is available district-wide to ensure accurate report stats for the schools throughout your district. Utilize this free upgrade today!
- 24/7 365 WeTip staff answering your dedicated line and monitoring your reports from the WeTip online form via wetip.com.

- **Updated Promotional Materials**

- New WeTip 2.0 branding, designed to inform your students and staff about the dedicated line.
- As a member, each district is allocated 10% of their contribution amount to use toward these promotional materials.

- **Re-Launch WeTip 2.0**

- To utilize these services and re-launch WeTip 2.0, click the link to schedule a 15 min kick off. <https://calendly.com/vtorres-wet1p/wetip-kickoff>
- During the kick-off we gather district contact information to ensure the appropriate contacts are notified when a tip is received.
- Display and choose a theme for new promotional materials for your district.
- Answer any questions necessary.