

Safe Schools Maryland Anonymous Reporting System (SSMD)

Operational Guidelines and Procedures Manual



Issuing Agency: Maryland Center for
School Safety (MCSS)



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On behalf of the Maryland Center for School Safety (MCSS), I am pleased to present the ***Operational Guidelines and Procedures Manual for the Safe Schools Maryland Anonymous Reporting System (SSMD)***.

The passage of Chapter 648 (House Bill 326) during the 2026 Legislative Session marked a pivotal milestone in our statewide commitment to protecting Maryland's students, school staff, and educational communities. We extend our deepest gratitude to Delegate Eric Ebersole, Governor Wes Moore and the entire Maryland General Assembly for their leadership in enacting this vital legislation. By formally establishing MCSS's statutory authority to administer the State's anonymous reporting system, mandating local school system participation, and securing explicit Public Information Act exemptions for reporting records, our state leaders reaffirmed that student safety and reporting confidentiality must always remain paramount.

We also extend our sincere appreciation to our partners at the Maryland Department of Emergency Management (MDEM) and the staff within the Maryland Joint Operation Center (MJOC). Their dedicated operational support, technical integration, and around-the-clock intake services were instrumental in standing up this robust statewide system.

While our overarching policy establishes the legal and governing principles of SSMD, these guidelines serve as the practical, day-to-day playbook for everyone who interacts with the platform. Whether you are a tip operator at the MJOC, an MCSS staff member, or a designated Recipient at a public or non-public school, the step-by-step procedures detailed herein work to ensure that every tip is handled with uniform speed, accuracy, and care.

Creating a culture of safety requires active, continuous collaboration across state agencies, local school systems, law enforcement, and emergency responders. By standardizing our intake workflows, media handling protocols, and threat notification procedures, we strengthen our statewide safety net and facilitate actionable information reaching the right hands without delay.

To everyone involved, thank you for your tireless dedication to maintaining safe, supportive, and secure environments for all Maryland students.

Sincerely,

A handwritten signature in black ink, appearing to read "Kate Bryan", with a stylized flourish at the end.

Kate Bryan
Executive Director

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Introduction and Governance

Pursuant to Chapter 648 (House Bill 326) of the 2026 Laws of Maryland (Education Article §§ 7-1502 and 7-1514), the Maryland Center for School Safety (**MCSS**) is statutorily mandated to develop, administer, and maintain an anonymous reporting system, herein referred to as the Safe Schools Maryland Anonymous Reporting System (**SSMD**). Operating 24 hours a day, 365 days a year across public and non-public Pre-K through Grade 12 schools statewide, **SSMD** provides a secure, multi-channel mechanism for students, staff, parents, and community members to anonymously report school safety concerns, student well-being issues, and facility threats.

The *Operational Guidelines and Procedures Manual* serve as the official standardized operating blueprint for external partner entities participating in **SSMD**. While high-level statutory requirements and legal privacy frameworks are established by Maryland law (Education Article §§ 7-1502 and 7-1514; Chapter 648, 2026) and governed by the official **SSMD** Policy, this document provides the actionable procedures required for daily system operation.

The scope of these guidelines applies to all authorized external system users, including:

- MCSS staff responsible for system administration, training, and oversight.
- Tip Operators responsible for continuous tip intake, threat triage and routing, and emergency notifications.
- Local Education Agency (LEA) and participating non-public and private school contacts designated as contact administrators, responsible for managing user rosters, receiving and investigating safety tips, and documenting resolution steps and dispositions.

Key Compliance Milestones

- **LEA Participation Mandate:** Mandatory participation for all local public-school systems, effective July 1, 2027.
- **Substantially Similar System Opt-Out:** An LEA may opt out of state SSMD participation only if it operates an independent, publicly available reporting system that is substantially similar on or before July 1, 2027. Formal written opt-out notice must be submitted to MCSS no later than December 1, 2026.
- **Non-Public School Voluntary Participation:** Approved Pre-K–12 non-public schools may voluntarily opt into the SSMD platform by executing a participation agreement and establishing trained recipient rosters.

Overview of Tip Intake Channels

The **SSMD** platform provides the public with three secure, continuous, uninterrupted reporting channels. All incoming reports are processed in real time and entered directly into the SSMD platform for immediate operator triage.

- **Toll-Free Telephone Line (1-833-MD-B-SAFE):** Calls are answered live 24/7/365 by a trained SSMD Operator at the Maryland Joint Operations Center (MJOC). The operator conducts an interactive Q&A session with the caller to gather essential details, manually enters the information into the SSMD platform, and immediately initiates appropriate triage and routing workflows.
- **Mobile Application (iOS & Android):** Tipsters can download the free **SSMD** mobile application to submit structured digital reports. The app allows Tipsters to attach photos, videos, audio recordings, and documents (up to 100MB per file), and automatically generates secure login credentials (Tip ID and password) for anonymous two-way follow-up.
- **Web Portal (safeschoolsmd.org):** Tipsters can submit reports online through a web browser form featuring structured drop-down categories. Similar to the mobile app, the web portal supports encrypted media attachments (up to 100MB per file) and provides automated Tip ID and password credentials enabling Tipsters to log back in to answer clarifying questions or provide updates.

Channel Privacy Protections and Anonymity Safeguards

To guarantee Tipster confidentiality across all reporting methods, the **SSMD** platform enforces strict technical and operational safeguards designed to prevent the tracking or unauthorized disclosure of personal identity data.

- **Telephone Anonymity:** SSMD calls are processed through standard agency call center infrastructure without dedicated routing. Call audio is not recorded, and staff do not collect, log, or maintain caller identification data. Incoming phone numbers are stored solely within the local handset's internal call log, which automatically overwrites records upon reaching its maximum capacity of 100 calls. The MJOC NEC VoIP system maintains no administrative or automated process to purge caller metadata prior to hardware-level recycling.
- **Digital Metadata and IP Address Protections:** Mobile app and web portal submissions do not collect personal identifying information (PII). Tipster IP addresses are obscured during standard intake, retained for 90 days, and disclosed strictly upon receipt of a valid court order, warrant, or exigent life-safety request approved by MCSS.

Legal Confidentiality and Public Information Act (PIA) Exemption

All records, materials, logs, photos, and communication data generated within or transmitted through the **SSMD** platform are subject to strict legal confidentiality protections.

Statutory PIA Exemption

Pursuant to *General Provisions Article § 4-314.1(a)(6)* of the Annotated Code of Maryland, all records, reports, and information related to the Anonymous Reporting System are strictly exempt from inspection under the PIA. To maintain this statutory mandate and preserve complete confidentiality, system users must adhere to the following rules:

- **Maintain Tipster Anonymity:** System users (Tip Operators, RCAs, and RCs) are strictly prohibited from attempting to identify a Tipster or soliciting personal identifying information.
- **Redact Voluntarily Disclosed Identity Data:** If a Tipster voluntarily reveals their identity in a report narrative, RCs must redact or omit those identifying details from all internal records, investigation logs, and disciplinary files.
- **Prohibit External Data Sharing:** System users must never export, print, screenshot, or forward raw tip data or unredacted reports to unauthorized individuals.
- **Protect Tip Origins in Internal Communications:** When collaborating with non-recipient school staff (e.g., teachers, counselors, or administrators not registered as RCs), local contacts must summarize the safety concern without disclosing that the information originated from an anonymous SSMD Tip.
- **Enforce Aggregated Public Reporting Limits:** Public data releases compiled by MCSS are limited strictly to aggregated statewide metrics and will include tip categories and counts for those categories with more than ten tips. MCSS will not release tip data by county, region, school, school type or other incremental grouping.

Roles and Responsibilities

Maryland Center for School Safety (MCSS)

MCSS serves as the state administrator for the **SSMD** Anonymous Reporting System, maintaining governance over the platform and system contracts.

- **System Administration and Oversight:** Procures and maintains the Software-as-a-Service (SaaS) platform with mobile apps, web URL, and phone intake methods, manages vendor contracts, and maintains the safeschoolsmd.org domain, web subdomains, and security certificates.
- **Stakeholder Onboarding and Contact Management:** Manages onboarding for public LEAs and non-public schools designated RCAs, and processes official school facility change requests.
- **Mandatory Training Delivery:** Develops training curricula and delivers required training to MCSS staff, tip operators, RCAs and RCs.
- **Tip Oversight and System Maintenance:** Monitors open tips statewide, conducts monthly compliance checks, collaborates with MCSS regional staff and RCAs to resolve stale tips (open 60+ days), and handles tip routing for unenrolled non-public schools or out-of-state facilities.
- **Sensitive Data and Legal Compliance:** Serves as the sole authority for evaluating law enforcement requests for Tipster IP addresses in imminent life-safety situations. Requests by law enforcement for an IP address must be made to the SSMD/PL or their designee.
- **Digital Media Content Screening:** Unlocks explicit or inappropriate content to support investigations, as appropriate. Requests for unlocking must be made to the SSMD/PL or their designee.

Tip Taking and Routing Operators

Tips are received through the MJOC and tip operators provide continuous intake, triage, and routing of incoming reports across all intake channels to ensure immediate escalation to school contacts and law enforcement.

- **Intake, Triage & Escalation:** Provides continuous 24 hours a day, 365 days a year tip intake and triage operations through trained operators within the MJOC.
- **Continuous Intake and Triage:** Monitors incoming tips across all submission channels (phone, mobile application, and web form) in real time, reading and triaging reports immediately upon receipt.
- **Life Safety Threat Dispatch:** Immediately escalates imminent life-safety threats (e.g., active violence, self-harm, weapons) to local 9-1-1/PSAPs, notifies MCAC, and initiates direct phone outreach to designated school RCs in sequential order until contact is verified.
- **Standard Tip Routing:** Promptly processes and forwards non-imminent safety or well-being tips directly to designated local school RCs through the **SSMD** platform.
- **Anonymity Maintenance and Digital Media Content Screening:** Ensures phone lines do not store caller ID or record audio and can mark (lock) an explicit or inappropriate attachment before routing tip to local school contacts.
- **Operator Staffing and Operational Supervision:** MDEM shall be responsible for providing trained personnel to support the 24 hours/7 days per week/365 days per year operation of Safe Schools MD. MDEM shall be responsible for establishing the employment requirements for the trained personnel, as well as all recruitment and onboarding processes to ensure that Safe Schools MD is appropriately staffed for maximum operational efficiency. All personnel assigned to Safe Schools MD shall be employees of MDEM for purposes of organizational placement and oversight.

Recipient Contact Administrators (RCAs)

RCAs are designated, MCSS-approved, individuals at the LEA or non-public school level responsible for managing local school contact lists and ensuring system compliance within their jurisdiction.

- **Roster and User Management:** Designates authorized RCs for designated schools and maintains accurate contact rosters by adding new contacts and removing departed staff within five (5) business days of any personnel change.
- **Bulk Changes and Roster Requests:** Submits official change request forms to MCSS for multi-school contact linking, bulk updates, sort-order adjustments, or RCA privilege transfers.
- **Mandatory Training Compliance:** Ensures all newly assigned RCAs and RCs complete mandatory MCSS training within sixty (60) calendar days of assignment (or ninety (90) days if assigned during summer months).
- **Facility Change Notification Duty:** Promptly notifies MCSS whenever a school facility within their jurisdiction is newly opened, permanently closed, relocated, or renamed.

- **Investigative Oversight:** Ensures that tips assigned to their schools are investigated promptly according to state laws and local school board policies and verifies that statuses and dispositions are updated appropriately.

Recipient Contacts (RCs)

Recipient Contacts are authorized individuals (e.g., school administrators, security personnel, counselors, safety leads) designated by an RCA to receive, investigate, and document tips for specific schools.

- **Prompt Tip Investigation:** Reviews incoming tip details immediately upon receipt and conducts necessary local investigations or interventions in accordance with local policies.
- **Status Updates:** Updates tip statuses in the system as investigative milestones occur, ensuring no active tip remains un-updated for longer than fourteen (14) calendar days without documentation.
- **Disposition and Action Documentation:** Enters thorough disposition details upon completing an investigation, selecting appropriate outcome categories (e.g., *Parent Contacted*, *Welfare Check Completed*) and recording specific steps taken.
- **Appropriate Two-Way Dialog Usage:** Utilizes the anonymous two-way dialog feature strictly to request additional clarifying information from a Tipster when necessary for safety or investigation. NOTE: RCs must never convey investigative progress, disciplinary actions, or legal outcomes back to the Tipster.
- **Strict Confidentiality Maintenance:** Always protects Tipster anonymity. RCs are strictly prohibited from screenshotting, printing, or forwarding raw tip details to unauthorized individuals, and must summarize details without referencing **SSMD** as the origin when collaborating with non-recipient staff.
- **Tip Report Closure:** Makes every reasonable effort to complete investigations and closes all tips by June 30th of each school year.

Tipster Interface and Operational Safeguards

To ensure thorough investigation while maintaining statutory anonymity, school personnel and operators must understand the technical capabilities available to Tipsters and strictly adhere to operational boundaries.

Scope of Reported Incident Data

To enable local school teams and law enforcement to conduct meaningful safety assessments, the intake interface prompts Tipsters to provide specific details regarding the reported concern:

- **Specific School:** Selection of the specific public LEA or participating non-public school.
- **Incident Type:** Categorization of the threat or well-being issue (e.g., Planned School Attack, Weapons, Cyberbullying, Assault/Intend to Harm Others).
- **Subject and Involved Party Details:** Names, aliases, grade levels, or physical descriptions of individuals involved in or affected by the concern, to the extent known by the Tipster.

- **Incident Narrative:** Detailed description of what occurred, including specific times, dates, online platforms, or physical locations within the facility.
- **Evidentiary Attachments:** Digital media uploaded by the Tipster, including screenshots, photos, audio files, video clips, or documents.

Mandatory Anonymity Boundaries

To safeguard the reporting party and preserve absolute confidentiality, the system enforces non-negotiable operational limits regarding Tipster identity and case updates:

- **No Personal Identifying Information (PII):** Tipsters are never required or prompted to provide their own name, address, phone number, email, or their relationship with the school.
- **Prohibition on Demanding Identity:** Operators and school RCs shall never demand that a Tipster reveal their identity or prove who they are as a condition of investigating a safety concern.
- **No Direct Outcome Updates:** Tipsters are informed upon submission that investigative progress, individual student disciplinary sanctions, and legal outcomes are strictly confidential and will not be shared via the platform.

Anonymous Two-Way Dialog Functionality

The platform's secure messaging feature enables ongoing, two-way communication between investigating teams and Tipsters without compromising reporting anonymity:

- **System-Generated Access Credentials:** Upon submitting a web or mobile report, the platform automatically generates a unique Tip ID and password for the Tipster. No email address, account registration, or personal data is required.
- **Targeted Clarification:** Tipsters can log back into the app or web portal using their Tip ID and password to answer follow-up questions, attach additional evidence, or review dialog left by RCs.

RC Operational Rules (Do's & Don'ts)

- **DO** use the Two-Way Dialog strictly to ask objective, clarifying questions (e.g., specific location, time of day, involved parties, or digital platforms).
- **DO** redact or omit a Tipster's name from internal school investigative records if they inadvertently identify themselves within the tip narrative.
- **DO NOT** use the Two-Way Dialog to ask Tipsters for their identity or contact details.
- **DO NOT** post investigative updates, student disciplinary consequences, or law enforcement actions into the Two-Way Dialog tab.

Intake and Triage Procedures

This section outlines mandatory operational protocols for tip-taking Operators at the MJOC conducting continuous 24/7/365 tip intake, threat triage, emergency dispatch, and digital media screening.

Real-Time Review and Platform Triage

- **Continuous Monitoring:** MJOC Operators continuously monitor incoming reports across all intake channels (phone, mobile app, and web portal) in real time.
- **Immediate Response Targets:** Operators shall answer incoming phone calls within three (3) to five (5) rings and open incoming app and web submissions within ten (10) minutes of arrival in the queue.
- **Information Assessment:** Operators review every submission to determine the primary concern category, identify the specific public LEA or non-public school facility, and evaluate whether actionable details exist for local investigation.
- **Tip Routing:** Operators confirm or assign the correct school location in the platform and route non-imminent safety or well-being tips directly to designated local RCs. Operators do not conduct local school investigations; their primary responsibility is accurate intake, triage, and dispatch.

Life Safety Tip Escalation Protocol (Immediate Threat)

- **Definition:** A Life Safety Tip involves an active or imminent threat to life or personal safety (e.g., active violence, planned school attack, imminent suicide or self-harm, weapons, or active kidnapping).
- **First Responder Dispatch:** Tip operators immediately notify the local 9-1-1 PSAP/law enforcement dispatch agency serving that school's jurisdiction, alongside the MCAC watch center, providing essential threat details verbally.
- **Incident Logging:** Tip operators and MCSS staff must document all external notifications, contact attempts, and verbal confirmations in the tip notes section.

Off-Hours, Weekend, and Holiday Protocols

- **Operational Boundary:** While MJOC Operators process and route tips continuously 24/7/365, school-level RC response expectations vary by threat severity:
 - **Imminent Life Safety Tips (All Hours):** Operators perform immediate, mandatory telephone outreach to school RCs regardless of time, day, or holiday schedules.
 - **Non-Life-Safety Tips (Next Business Day):** Non-life-safety concerns (e.g., general bullying, vandalism, academic dishonesty) received outside operating hours do not require immediate intervention by school RCs.
- **Action Expectation Window:** RCs must review and begin evaluating non-life-safety off-hours tips within two (2) hours of the start of the next standard school business day.
- **On-Call Designee:** LEAs and non-public schools are strongly encouraged to assign at least one on-call RC within the system during extended school breaks (e.g., winter or summer closures) to address urgent non-life-safety issues.

Handling Unenrolled and Out-of-State Facilities

- **Unenrolled Maryland Non-Public Schools (Life Safety):** Operators immediately notify SSMD/PL and local law enforcement (9-1-1/PSAP) regardless of whether the school participates in SSMD.

- **Unenrolled Maryland Non-Public Schools (Non-Life Safety):** Operators flag the report and forward details of the tip and reason for the forward to the SSMD/PL, who will handle each tip on a case-by-case basis.
- **Out-of-State Facilities or Students:** SSMD/PL forwards report details to the designated state tipline, emergency management center, or law enforcement agency in that state, as appropriate.

Digital Media Screening and Explicit Content Handling

- **System Locking:** Content tagged or identified as containing explicit nudity or Child Sexual Abuse Material (CSAM) can be locked by the tipster or tip operators within the system to prevent viewing by standard school contacts.
- **Operator Review:** Operators verify attachment visibility before routing:
 - **Non-Explicit Media:** Evidence such as photos of graffiti, weapons, or social media threats is left unlocked and delivered directly to local school RCs.
 - **Explicit Content Screening:** If explicit content is detected and not auto-locked, operators manually lock the attachment within the SSMD interface prior to routing.
- **Restricted Unlocking and Law Enforcement Escalation:** Locked explicit attachments remain hidden from standard school RCs and can only be accessed or unlocked by designated System Administrators (e.g., SSMD/PL and SSMD Operations Manager) for referral to specialized law enforcement units (e.g., Maryland State Police Crimes Against Children Unit).

LEA and School Contacts Management (RCA/RC Workflows)

This section establishes standard operating procedures for managing school-level and district-level user rosters within the **SSMD** platform. Accurate contact management ensures that incoming safety tips are routed immediately to active, trained personnel without administrative delays.

Onboarding and System Setup

- **Public LEA Facilities:** Facility registration and system setup for new public schools are coordinated directly between the LEA's primary Recipient Contact Administrator (RCA) and the SSMD Program Lead (SSMD/PL).
- **Non-Public Schools:** Approved non-public schools opting into SSMD must complete the official Safe Schools Maryland Registration Form. Upon review, the SSMD/PL creates the facility profile and issues setup confirmation.
- **Mandatory RCA Assignment:** Participating LEAs and non-public schools must designate and maintain at least two (2) authorized RCAs at all times. MCSS grants administrative privileges to RCAs to manage user rosters for their assigned schools.
- **Mandatory RC Assignment:** Participating schools must have a minimum of three (3) RCs assigned to each school in the system. RCAs count toward this number.

Roster Maintenance and User Profile Rules

- **Mandatory 5-Day Personnel Update Window:** RCAs must update their school's Recipient Contact (RC) roster within five (5) business days of any personnel change, departure, or role reassignment.
- **Overwriting Account Details Prohibited:** RCAs must never overwrite an existing user's name or email address with a new employee's information. Departing accounts must be deactivated/deleted, and a new user profile must be created to preserve historical audit logs. RCs moving schools or school systems may contact the SSMD/PL to move their account to their new school(s), if approved by the receiving RCA.
- **Minimum Roster Requirements:**
 - Public (LEA) Schools: RCAs must include the local School Safety Coordinator (SSC) and Behavioral Health Services Coordinator (BHSC) as authorized RCs. RCAs should also consider adding an SRO, SRO Supervisor or other law enforcement partners as authorized RCs.
 - Non-Public Schools: RCAs must include representatives from school administration, security, and student counseling staff as authorized RCs.
- **Multi-School Linkage and Bulk Changes:** To link a single contact to multiple schools or adjust sort orders/privileges, the RCA must submit the official SSMD Recipient Contacts Change Request Form to MCSS for bulk system execution.

Required Training Windows and Platform Access

- **Training Timeframes:** All newly assigned RCAs and RCs must complete mandatory MCSS-delivered training within sixty (60) calendar days of assignment (ninety (90) calendar days if assigned during summer months).
- **Interim Platform Access:** Pending training completion within the designated window, newly assigned RCAs and RCs receive read-only platform access to view incoming school tips but cannot grant access to additional users or modify roster settings until training verification is logged.
- **Registration Portal:** Users must register for live virtual training via the official MCSS scheduling link provided during account creation.
- **Participation Requirements:** Attendees must join via computer with camera and microphone capabilities for interactive exercises. Attendance is verified and logged in the user's SSMD profile notes by MCSS staff; unexcused absences are flagged to the primary RCA.

Tip Investigation, Updating, and Closure Workflows

This section establishes mandatory operational performance standards and timelines for investigating, tracking, documenting, and closing tips delivered to public local education agencies (LEAs) and participating non-public schools.

Initial Tip Review and Data Security

- **Immediate System Review:** RCs must log into the secure SSMD platform to review incoming tip details immediately upon receiving notification.

- **Data Security Boundaries:** Raw tip text, media attachments, and Tipster credentials must be accessed strictly within the encrypted SSMD platform. Exporting, screenshotting, printing, or emailing raw tip data to unauthorized individuals is strictly prohibited.
- **Local Policy Integration:** Tips must be investigated promptly in accordance with local administrative regulations, school board policies, and state and federal laws.
- **Responsibility for Disposition Entry:** Forwarding or emailing a tip to school staff does not fulfill disposition requirements. The assigned RC remains responsible for following up with investigating parties to ensure actual actions and dispositions are logged in the platform.

Mandatory Status Update Timelines

- **14-Day Status Rule:** Tip statuses must be updated in the system whenever an investigative milestone occurs, but no later than fourteen (14) calendar days after initial receipt.
- **Active Investigation Logging:** If an investigation extends beyond 14 calendar days, RCs must enter an explanatory note under the In-Progress Notes on the Disposition tab detailing that the matter remains under active review.
- **Stale Tip Audit and Escalation:** MCSS staff conduct monthly statewide audits of unresolved reports. During this audit, SSMD/PL will request status updates for all unresolved tips open and not updated for more than 14 days. Tips remaining open or un-updated for more than 45 days will be flagged for administrative intervention, where the SSMD Program Lead (SSMD/PL) and MCSS Regional Staff will coordinate directly with local RCAs to close the tip.
- **Annual System Clearance (June 30 Cutoff):** RCAs and RCs must make every reasonable effort to conclude investigations and formally close all open tips received during the academic year by June 30th.

Documenting Dispositions and Final Actions

When closing a tip, RCs must complete the Disposition tab in the SSMD platform, select all applicable outcome categories, and provide a clear narrative summary:

- **Action Taken:** Selected when investigative steps resulted in administrative, behavioral, mental health, security, or disciplinary interventions. Specific operational steps must be summarized in the narrative.
- **“Unfounded”:** Selected only after an investigation determines that the reported concern lacked supporting evidence or factual basis.
 - Required Pairing: RCs selecting “Unfounded” must also select the corresponding action box(es) to document that an investigation was conducted prior to making the determination.
- **“Insufficient Information” for School to Act:** Selected when a report lacks actionable details (e.g., missing names, locations, or specific dates) preventing a meaningful investigation.

- **Prerequisite Rule:** Before selecting this box, investigating teams must first utilize the Two-Way Dialog feature to attempt to gather necessary details from the Tipster. Tipsters should be given ten (10) days to respond.
- **Handling False or Malicious Reports:**
 - **Standard for Determination:** A tip shall only be designated as false or malicious when local investigation establishes clear evidence that the report was intentionally fabricated to disrupt operations, harass an individual, or misuse system resources. Unsubstantiated reports made in good faith shall be marked as "Unfounded".
 - **Logging Requirement:** RCs must check the "Unfounded" box, enter "Malicious/False Report" in the In-Progress Notes, and detail the investigative findings. RCs should make efforts to communicate with the tipster using the two-way dialog feature to explain the disciplinary and legal consequences of making false reports.
 - **Law Enforcement Escalation:** If malicious submissions involve threats of violence, hate crimes, or systemic harassment, the SSMD/PL may coordinate with local law enforcement to evaluate legal remedies, including court-ordered IP address disclosures.
- **Privacy Standards:** Disposition and note entries must strictly omit protected educational records, personal identifying information, or specific student disciplinary actions.

Document Maintenance and Program Contacts

This Operational Guidelines and Procedures Manual is maintained and routinely evaluated by MCSS. Technical, operational, and administrative workflows established in this document are subject to periodic review to align with evolving statutory requirements, system updates, and best practices in school safety. LEAs, participating non-public schools, and partner agencies will be notified of formal revisions or procedural updates.

Administrative Support and Inquiry Contacts

For technical assistance, user account changes, policy clarifications, or operational inquiries regarding SSMD, authorized system users and school personnel should contact the Safe Schools Maryland Program Lead (SSMD/PL):

- SSMD/PL: Sandra Caldwell
- Agency: Maryland Center for School Safety (MCSS)
- Phone: 410-281-2335
- Email: sandra.caldwell1@maryland.gov
- Website / Forms: safeschoolsmd.org