

## Summaries At-A-Glance: SAVIN Governance Committee (SGC)

Meeting Date	October 23, 2020
<b>ATTENDEES</b>	<p>Members Present: Randi Barretto (CVCC), Angelina Mercado (HSCADV), Dayna Miyasaki (JUD), Linda Nishimura (Hon VWKS), Cindy Shimomi-Saito (SATC), Suzy Ucol-Camacho (PSD-MIS), Toby Wilson (Victim Representative)</p> <p>Designees Present: Deborah Chai (Hawaii County VAU), Greg Esteban (Hawaii PD), Diana Gausepohl-White (Kauai County VWP), Tommy Johnson (HPA), Bryson Ponce (KPD), Edith Quintero (MPD), Juliet Sadama-Uemura (PSD-RAVS)</p> <p>Others Present: Rima Ah Toong (PSD-SAVIN Coordinator), Nettie Arias (PSD-RAVS), Dennis Dunn (Hon VWKS), Tani Dydasco (PSD-RAVS), Pamela Ferguson-Brey (CVCC), Monica Lortz (PSD), Dawn Martin (CVCC), Tiffany Wood (APPRISS)</p> <p>Members Absent: Susan Ballard (Honolulu PD), Julie Ebato (AG-CPJAD), Carol McNamee (MADD), Ruth Mori (Maui VWP)</p>
<b>DISCUSSIONS</b>	<p><b>I. <u>Review and Approval of Meeting Minutes</u></b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>The September 28, 2020 meeting minutes were reviewed and approved by SGC members.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>PSD will post the FINAL meeting minutes from September 28, 2020 and the provisional minutes from October 23, 2020 to the PSD SAVIN website.</li> </ul>
	<p><b>II. <u>SAVIN Committee Members and Designees</u></b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>PSD and CVCC worked together to update the SGC and Designee lists and sent an email clarifying the role of the Designee was distributed so the information should now be accurate. Please contact the SAVIN Coordinator if there are any changes to the Member or Designee moving forward.</li> <li>The new SAVIN Coordinator, Ms. Ah Toong, was officially introduced, and other participants also introduced themselves as there were several new people in attendance.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>The SAVIN Coordinator will update the SGC Member and Designee lists as needed.</li> </ul>
	<p><b>III. <u>SAVIN Marketing Materials and Swag Distribution</u></b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>SAVIN brochures were mailed out to SGC members and community agencies that work with victims of crime. In total, 46 different agencies and individuals received the brochures.</li> <li>The order for swag was placed with the vendor, APPRISS, on October 22<sup>nd</sup> based off SGC suggestions made at the August meeting. The order included anti-bacterial spray, tissues, key chain lights/whistles, totes, and backpacks. We (PSD) have some items currently on hand including pens, magnet clips, and other items. The SAVIN Coordinator is working on a distribution plan and will follow-up with members individually, as</li> </ul>

needed.

**ACTION PLAN**

- The SAVIN Coordinator will work with the SGC to distribute the Swag once the new order has been received.

**IV. Monthly SAVIN Reporting**

*DISCUSSION/CONCERN(S)*

- A few changes were made to the one-page report, including updating the reporting period for the financial information from the 15<sup>th</sup> to the 14<sup>th</sup> of the month for the financial information. The financial data is tracked on a monthly basis, and it was difficult to reconcile for partial months. The time period for other data in the report may also be changed to the prior calendar month for consistency.
- A. SAVIN data tracking and training:
- There were 19 ReSyncs performed to test the system in the past month. ReSyncs refer to an automated process that runs on weekday mornings that compares the status of an offender in the PSD Offender Management System and the HPA database with the status in VINELink. If there are differences, a notification is automatically generated and flagged as needing review. Many times, the notifications on the ReSync report are flagged because the data is being transferred to VINELink at the same time the ReSync report is running.
  - Only nine ReSyncs resulted in “missed notifications”, i.e., notifications that PSD staff manually review before approving or denying. Of those, 55 were approved and 64 were rejected because the data change the ReSync identified did not require a notification.
  - Other issues/concerns included two offenders with missing photos. One was added and the other is being researched by APPRISS.
  - There were 10 VSR calls during the month. The call topics include: search for an offender – 6, add a registration – 1, application error – 1, data questions/issues – 1, technical assistance – 1.
  - Ms. Ferguson-Brey (CVCC) asked what the average number of calls per month was for context. Ms. Wood (APPRISS) clarified that the data represents only the number of callers who request to speak to an operator. On average, there are 20-30 VSR calls per month.
  - The SAVIN Coordinator also noted that a link to RFI, Addendum D, was sent out to committee members. Question two of the Addendum presents data on registrations and notifications from January 1, 2016 to September 30, 2020, which includes all calls made in and out of the system.
  - Contacts were made with staff responsible for data entry at most facilities and HPA. The SAVIN Coordinator will be working on a plan for training staff in the near future.
  - The number of trainings conducted during the reporting period was zero. However, Ms. Wood did share a national training opportunity called “My Booking Information Does What? Understanding Your Agency’s Impact on VINE” that was shared with the facilities. There has been a lot of interest in the training so far.
- B. SAVIN Inquiry Reports:
- Ms. Barretto (CVCC) noted that several inquiry forms were received during the month, and follow-up has been improved compared to previous months.
  - Five SAVIN inquiry forms were received during the reporting period. Two issues were elevated to APPRISS; one was determined to be a data entry error and the other is being researched.
  - Three of the inquiry forms were related to issues from prior months. One form required follow-up and has been resolved, and the other two forms were submitted for information and research purposes.
  - The SAVIN Coordinator started a tracking spreadsheet that will continue to evolve as she learns more about what types of issues occur.

The spreadsheet was shared with the VWS (spell out) Directors to gather feedback.

- Draft procedures for how to respond to different types of inquiries and the timeline for responses was also started in October.
- Ms. Barretto asked what the timeline is for developing the inquiry form response procedures. The SAVIN Coordinator noted she will make it a priority to develop those procedures and requested that all issues to be submitted through inquiry forms for documentation purposes.
- Mr. Dunn (Hon VWKS) asked if there had been discussion on what information should and should not be shared on the Inquiry forms. The SAVIN Coordinator responded that if needed, we can incorporate guidance into the procedures. Captain Esteban (HPD) recommended including a disclaimer on the form/other locations as needed.
- Ms. Gausepohl-White (Kauai County VWP) commented that the inquiry forms are only being submitted by advocates on behalf of the victim, so the information that is included on the form is necessary to research the issue. Ms. Gausepohl-White also noted that she had not received an updated inquiry form to which the SAVIN Coordinator apologized for missing her and will send the form.

C. SAVIN Special Funds:

- Correctional Industries (CI) provided information on collections from each facility for July 2018 through September 2020. The SAVIN Coordinator is working on getting the 4% commissary collection information for non-CI facilities and for the telephone tax.
- Collections from CI facilities are coming in regularly, although PSD will be following up with some facilities. The SAVIN Fund Balance information at the bottom of the report shows that there has been an increase due to COVID, particularly with the telephone tax revenue.
- The SAVIN funds prior month ending balance was \$1,400,284.70. The only expenses during the reporting period were the monthly APPRISS fees of \$6,710.69. Please note that the prior month's SAVIN balance was for a different reporting period than the current report, so the amounts do not calculate to the SAVIN balance shown in this report. They should calculate correctly in the November report.
- Ms. Ferguson-Brey (CVCC) commented that the report now much more clearly answers the two questions the SGC had: 1) is there sufficient income coming in even with the pandemic to fund the program and 2) are the different facilities and folks that should be collecting the money doing so? The report now will show facilities that the SAVIN Coordinator needs follow-up with.
- The SAVIN Coordinator commented that the data from CI shows that they are contacting the facilities throughout the month to ensure that the funds are collected, calculated correctly, and going to the SAVIN fund.
- Mr. Tommy Johnson (HPA) asked if there was any danger in having such a high reserve amid the state funding deficit caused by COVID-19. Ms. Lortz (PSD) answered that there has already been an attempt to appropriate the funds, but she was able to inform them by statute the funds can't be touched. Mr. Johnson responded that the Governor could waive statute as he has during the pandemic and take the funds. He recommended taking additional steps to safeguard the funds. Ms. Lortz responded that PSD will speak with the Procurement Office and determine if anything else needs to be done.
- Ms. Wilson (Victim Rep.) commented that the report is much improved compared to prior months.

**ACTION PLAN**

- PSD will provide a breakout of all revenue data by facility, if possible.
- PSD will develop user instructions for what types of issues should be reported through the inquiry form. PSD will also create internal policies and procedures on how to respond to different types of issues and the timeframe for responding.
- PSD will follow-up on additional measures to protect the SAVIN funds from being appropriated for other purposes.

	<p><b>IV. SAVIN RFP Status</b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• The pre-bid RFI meeting was held on October 12<sup>th</sup>. Of the three vendors that responded initially, only APPRISS chose to do a presentation. Another vendor, InfoStrat, was not aware that the presentation would be in front of their competition and declined the present. The third vendor was proposing a custom build, which is out of the scope of the RFI.</li> <li>• There will be opportunity for vendors that respond to the RFP to do a more complete presentation during the RFP process. Ms. Barretto asked if those presentations would be also held concurrently and have the same potential conflict for vendors presenting. Ms. Sadama-Uemura (PSD) clarified that the vendors that respond to the RFP each will have their own time to do a presentation.</li> <li>• Ms. Gausepohl-White asked if the vendors were local. the SAVIN Coordinator responded that they were all national companies. Ms. Gausepohl-White also asked for clarification on whether the purpose of the RFI was to gather information from vendors or answer their questions. The SAVIN Coordinator responded that the purpose was both.</li> <li>• Ms. Mercado (HSCADV) asked what PSD's sense of having good vendor options are, based on the response to the RFI. The SAVIN Coordinator responded that from what she has seen so far, there are a very limited number of companies that provide this type of technology/service, but she has heard good things about the ones that responded. Mr. Johnson asked if it would violate procurement to reach out to other organizations and find out which are good. The SAVIN Coordinator responded that she will research it. Ms. Ferguson-Brey recommended reaching out to the National Institute of Corrections email list that includes the heads of corrections-based victim services to get information on what systems states are currently using and how satisfied they are.</li> <li>• Ms. Barretto asked who the RFI link was sent out to initially. Ms. Sadama-Uemura responded that the link was sent to APPRISS, InfoStrat, and vendors that had been interested in the RFP for PSD's corrections management system.</li> <li>• Addendum D with responses to questions from vendors was posted on Tuesday, October 20<sup>th</sup>. The deadline for the RFI is next Monday, October 26<sup>th</sup>.</li> <li>• PSD still expects to post the RFP in early November.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• PSD will continue to move forward with the RFP on an accelerated timeline.</li> <li>• PSD will research other vendors and ask procurement if the RFI/RFP can be shared with them as well.</li> </ul>
	<p><b>V. Status of Action Items and Issues</b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• A mechanism for tracking SGC action items and whether they get completed is being developed. The SAVIN Coordinator noted that most from the last meeting have been completed. Some items that are still underway include developing Inquiry Form procedures, updating facility training materials, and conducting facility trainings.</li> <li>• Ms. Barretto suggested moving back to quarterly SGC meetings. However, several members expressed they would prefer monthly meetings at least until the RFP process is complete and implementation of the new SAVIN system is underway.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• The SAVIN Coordinator will create a method of tracking action items from the minutes.</li> </ul>

<b>ADJOURNMENT</b>	<ul style="list-style-type: none"><li>• The meeting was adjourned at approximately 10:10 a.m.</li></ul>
<b>NEXT MEETING</b>	<ul style="list-style-type: none"><li>• The next meeting is tentatively set on Monday, November 23, 2020, via Teams (9:00 am -10:30 am)</li><li>• JRI Workgroup Meeting to follow (10:30 am – 12:00 pm)</li></ul>

Provisional Draft submitted: 10/28/2020

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