

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

Meeting Date	September 28, 2020
ATTENDEES	<p>Members Present: Randi Barretto (CVCC), Tim Hansen (Hawaii County VWP), Angelina Mercado (HSCADV), Dayna Miyasaki (JUD), Ruth Mori (Maui County VWS), Cindy Shimomi-Saito (SATC), Toby Wilson (Victim Representative)</p> <p>Others Present: Rima Ah Toong (AG-CPJAD), Nettie Arias (PSD-RAVS), Deborah Chai (Hawaii County VAU), Dennis Dunn (Hon VWKS), Tani Dydasco (PSD-RAVS), Greg Esteban (Hawaii County PD), Pamela Ferguson-Brey (CVCC), Diana Gausepohl-White (Kauai County VWP), Judy Yamada (PSD-MIS), Edith Quintero (MPD), Juliet Sadama-Uemura (PSD-RAVS)</p> <p>Absent: Susan Ballard (Honolulu Police Department), Julie Ebato (AG-CPJAD), Carol McNamee (MADD), Todd Raybuck (Kauai County Police Department), Suzy Ucol-Camacho (PSD-MIS)</p>
DISCUSSIONS	<p>I. <u>Review and Approval of Meeting Minutes</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The August 27, 2020 meeting minutes were reviewed. • Ms. Wilson commented that the minutes she received also had blank pages at the end of the document and asked if action items identified in the meeting minutes can be included in the agenda for the next meeting to ensure follow-up occurs. It was noted in the last minutes that the SAVIN resource link was not functioning correctly, but the issue was not resolved, and it was unclear when it would be addressed. • Ms. Ferguson-Brey clarified that the Sunshine Provision defines the content of minutes and the process for approval. The minutes can be approved even if there are outstanding items, if they are an accurate record of what occurred. It was agreed that action items will be addressed, as completed, at every meeting. • The minutes were approved by SGC members. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • PSD will post the FINAL meeting minutes from August 27, 2020 and September 28, 2020 to the PSD SAVIN website. • The Committee Chair will add a status updates on action items completed moving forward.
	<p>II. <u>Status of SAVIN Coordinator position</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • PSD announced that the SAVIN Coordinator position was approved by the Governor. Effective October 5th PSD will be welcoming the new SAVIN Coordinator, Rima Ah Toong. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • PSD will transition SAVIN management to the new SAVIN Coordinator.

	<p>III. SAVIN RFP Status <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The PSD Procurement Officer is working with the Attorney General to answer questions related to photographs of pre-trial felons. The RFI will be posted on September 30th with an abbreviated timeline to expedite the RFP process. • A pre-bid meeting will be held on October 12th. The subcommittee will hold brief presentations with each of the vendors that register for the meeting. • In the past, not all timelines were met during the RFP drafting process. The abbreviated timeline leaves little time to address any issues and complete the RFP process if deadlines are not met. The Committee Chair will be following-up with PSD to ensure deadlines are met moving forward. • PSD will work with the PSD Procurement Officer to ensure vendors are contacted and informed of the pre-bid meeting. • The Committee Chair asked what the process would be to inform subcommittee members of opportunities to participate in the vendor demonstrations and vendor selection process. PSD will coordinate with the Procurement Officer to schedule vendor demonstrations and asked whether participation should be limited to the subcommittee or opened to the full committee. It was confirmed that subcommittee was chosen for their expertise and can provide feedback on whether the vendor is up to par and participation of the full committee is not needed. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • PSD will work with PSD Procurement to contact potential vendors, determine how subcommittee participation will occur, and to stick to the vendor presentation timeline that has been established.
	<p>IV. Monthly SAVIN Reporting <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • A one-page report has been developed for the SAVIN monthly report. The expectation is that the report template will be updated as needed based on feedback from the committee. PSD meets with APPRISS at least bi-weekly to address technical issues. APPRISS sends data on service calls and notification errors for the monthly report. <p>A. SAVIN data tracking and training:</p> <ul style="list-style-type: none"> • There were 19 ResSncs performed to test the system in the past month. • The number of trainings conducted refers to trainings that the SAVIN Coordinator or PSD-IT specialist do at the facility level. No trainings occurred during the reporting period (indicate). However, the former SAVIN Coordinator conducted trainings at Maui, Kauai and Hawaii Island facilities during the end of last year/beginning of this year. • The “Description/Explanation of Data Finding” section describes any issues that were found. Most findings during the month were “ReSync” issues, i.e., notifications that are created but not sent out. PSD staff review a ReSync error report that identifies notifications that may include incorrect information or are created in error. Each ReSync notifications must be reviewed for accuracy and corrected manually before they are approved or rejected. Most ReSync errors are due to the booking record starting or ending during the Resync period. • Ms. Gausepohl-White commented that with 9 missed notifications out of 19 ReSyncs the error rate for missed notifications and potential safety issues seems high. PSD clarified that “missed notification” is how PSD refers to the errors but does not reflect SAVIN registrants not being notified of offender status changes. All notifications that were verified were approved and sent out. For example, when an offender release notification is listed on the ReSync report, PSD verifies that the individual is still in custody and rejects the notification so is not sent out erroneously.

- Because APPRISS time zone is ahead of HST, notifications were getting sent out at 3 or 4 a.m. PSD is working with APPRISS to send the notifications out later to not further traumatize registrants.
- The Committee Chair asked if PSD has an internal system for tracking all issues that are identified and assigning priority to them. A tracking system would also help identify trends in errors. APPRISS does keep a log of all issues that was being sent to PSD regularly but has not been recently. PSD will work with APPRISS to create a more detailed tracking log.
- Eight offender photos were updated during the reporting period. Ms. Chai asked how PSD identifies offender photos that need updating. PSD-MIS and APPRISS were working from a list of offenders that had been reported or already identified as being outdated. Additionally, changes have been made so APPRISS selects the photo with the most recent date. Members should inform PSD if they see any out of date photos.
- Ms. Gausepohl-White suggested that the reporting period be adjusted from the 15th of the prior month to the 15th of the current month to the 15th to the 14th to avoid double counting.
- There were 30 calls to Vine Service representatives during the reporting period. Of those, 14 were to search for an offender, 4 were to stop notification, 3 to delete registration and 2 were to add a registration. One call was received for each of the following topics: account administration, agency referral, application error, general product inquiry, login assistance, notification question, and request for access.

B. SAVIN Inquiry Reports:

- One SAVIN inquiry form was received during the reporting period. The issue was elevated to APPRISS and it was determined that the system was functioning as expected based on the notification triggers. All other issues were called or emailed in directly to PSD. The number of service calls reported only reflected calls to Vine Service representatives and not to PSD directly. PSD worked with APPRISS to resolve all issues reported through phone or email.
- Ms. Chai commented that when Vine Link was down during the previous month, she called PSD directly. She asked if she should have also filled out an inquiry report.
- Committee members shared that there is usually no response confirming that the inquiry form has been received, so it is unclear how soon issues are addressed after the form is submitted. Ms. Wilson shared that she has not received communication regarding the status of the issue she emailed PSD about, and in general suggests ensuring that any submitter of an issue receives acknowledgment of receipt and updates of the status of the issue reported.
- There is a section at the bottom of the form that PSD fills out with all the information about the issue and what steps were taken to resolve it. However, there is no process in place for sending an acknowledgement that the inquiry was received.
- Committee members reiterated the importance of adding a “timestamp” of when inquiries are received, tracking when issues are resolved, and when responses are sent. The Committee recommended that the procedures clearly define how to prioritize and respond to safety issues as they are more time sensitive than technical issues.
- Committee members discussed other issues with the SAVIN inquiry form and monthly report: the fillable form/automated email version of the form is still not functioning, the resources hot link is still not functioning, and the report does not reflect the ongoing issue such as users that search multiple times being “whitelisted” and no longer able to access the system.
- The “whitelisting” issue was resolved, but a related issue is occurring, where a small number of users are blocked from the system. PSD will follow-up with APPRISS to resolve the issue.
- Mr. Dunn reminded committee members to make sure their staff are using the most recent version of the form.
- The Committee agreed that there needs to be protocols on what the purpose of the form is and instructions for users. The original intention of the form was to report large, system issues and to provide a record of trends and ongoing issues affecting the safety of victims. The goals of the form were also to gather more specific details on issues and creating more accountability. However, it would be a good

	<p>idea to review all aspects of the system to see what is working and what is not.</p> <p>C. SAVIN Special Funds:</p> <ul style="list-style-type: none"> • The SAVIN funds prior month ending balance was \$1,400,284.70. The only current expenses are the monthly APPRISS fees. • Commissary and telephone fees are still being collected each month. However, collections appear to be lower than last year. • The Committee agreed that the monthly Special Funds report is not adequate. The report needs to include monthly revenue and expenditures and trends over time. Data should be reviewed by facility and PSD needs to follow-up if collections are not occurring. • A more detailed analysis will also help the committee make decisions about vendors and expenses related to implementing a new system. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • PSD will share the facility training materials the previous SAVIN Coordinator developed for committee review. • PSD will work with APPRISS to get the log of all issues at least once a month and create a more detailed tracking system. • PSD will adjust the reporting period to the 15th – 14th of each month. • 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 update the fillable online SAVIN Inquiry report • PSD will work with APPRISS to resolve the issue of users getting blocked from Vine Link. • The SAVIN Monthly report’s ‘Special Funds’ section will include monthly revenue by facility, expenditures, and trends over time.
ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at 11:30 a.m.
NEXT MEETING	<ul style="list-style-type: none"> • The next meeting is tentatively set on Friday, October 23, 2020, via Zoom (9:00 am -11:00 am) • JRI Workgroup Meeting to follow (11:00 am – 1:00 pm)

Provisional Draft submitted: 10/7/2020

Final Draft submitted: 10/28/2020