

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

Meeting Date	November 23, 2020
ATTENDEES	<p>Members Present: Randi Barretto, Crime Victim Compensation, SGC Chairperson (CVCC – SGC Chair); Julie Ebato, Department of the Attorney General, Crime Prevention and Justice Assistance Division (AG-CPJAD); Angelina Mercado, Hawaii State Coalition Against Domestic Violence (HSCADV); Dayna Miyasaki, Judiciary (JUD); Ruth Mori, Maui County Prosecuting Attorney, Victim Witness Assistance Division (Maui VW); Cindy Shimomi-Saito, Sex Abuse Treatment Center (SATC); Suzy Ucol-Camacho, Department of Public Safety, Information Technology (PSD-MIS); Toby Wilson (Victim Representative)</p> <p>Designees Present: Rio Amon-Wilkins, County of Hawaii Police Department (Hawaii PD); Deborah Chai, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Dennis Dunn, City and County of Honolulu Department of the Prosecuting Attorney, Victim/Witness Kokua Services (Hon VWKS); Diana Gausepohl-White, County of Kauai Office of the Prosecuting Attorney Victim Assistance Unit (Kauai County VW); Edith Quintero, County of Maui Police Department (MPD); Juliet Sadama-Uemura, Department of Public Safety, Restitution and Victim Services (PSD-RAVS)</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Nettie Arias (PSD-RAVS); Tani Dydasco (PSD-RAVS); Pamela Ferguson-Brey (CVCC); Monica Lortz (PSD); Tiffany Wood, Appriss, Inc. (Appriss)</p> <p>Members Absent: Susan Ballard, City and County of Honolulu Police Department (Honolulu PD); Fred Hyun, Hawaii Paroling Authority (HPA); Carol McNamee, Mothers Against Drunk Driving (MADD); Todd Raybuck, County of Kauai Police Department (KPD)</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 October 23, 2020 meeting minutes were reviewed and approved by SGC members. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • The SAVIN Coordinator will post the FINAL meeting minutes from October 23, 2020 and the provisional minutes from November 23, 2020 to the PSD SAVIN website.
	<p>II. <u>SAVIN Marketing Materials and Swag Distribution</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • All but two swag items have been delivered to PSD. The SAVIN Coordinator noted that amounts were limited, and the initial plan was to distribute the majority of swag to the County Victim Witness programs. • The SGC Chair commented that due to the limited number, requested items may be reduced based on availability. The SGC Chair also noted that members may want to distribute swag to their subrecipients and partner agencies. • Ms. Mercado (HSCADV) recommended that a spreadsheet be uploaded to Google Drive to track SGC member swag requests. • The SGC Chair also announced that CVCC, HPA, the PSD RAVS unit, and SAVIN applied for OVC funding for an outreach project during National Crime Victims’ Rights Week, April 18th – 23rd, 2021. The project includes an online candlelight vigil and marketing. The project will be a collaborative effort, and the goal is to get community agencies involved. Outreach will include rural and remote areas of the state. The SGC will be updated on whether the project is awarded. • The SAVIN Coordinator thanked Mr. Hanson (Hawaii County VAU) for forwarding the application.

	<ul style="list-style-type: none"> Ms. Chai (Hawaii County VAU) and Ms. Mercado (HSCADV) shared examples of online candlelight vigils they have hosted/participated in and shared links to additional information in the Microsoft TEAMS chat. <p>ACTION PLAN</p> <ul style="list-style-type: none"> The SAVIN Coordinator will upload a swag order sheet to Google Drive so SGC members can request swag. PSD will distribute swag after all items are received.
	<p>IV. Monthly SAVIN Reporting</p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> The time period for all data in the report was changed to the prior calendar month for consistency. The SGC Chair commented that the information included in the report has been very helpful. Additionally, the SGC Chair is finding it helpful to be cc'd on SAVIN Inquiry forms when they are submitted. <p>SAVIN data tracking and training:</p> <ul style="list-style-type: none"> There were 19 Resynchronization Reports (Resyncs) performed to test the system in the past month. Eight (8) resulted in missed notifications that needed to be manually checked by PSD. From those, 26 notifications were approved and 36 were rejected. Another system test was conducted manually. All notifications for September 1, 2020 to October 31, 2020 were downloaded from VINEWatch and compared to data on offender releases captured in PSD's offender management system. A notification was sent out for all 691 offenders released by PSD that had registrants in VINELink. To be thorough, the comparison was conducted for all 686 release notification events initiated by VINELink during the same period. All were associated with a PSD release. The slight discrepancy in total releases and notifications is likely due to the process for generating notifications and the timing of the data download. Some statistics on notifications during that time period were also shared. The average number of notification events per day was 56, and the average number of notifications per day was 876. For the RFP, Appriss pulled the number of notifications made in languages other than English for the past year. Only 20 were made in Tagalog, 10 in Japanese, 10 in Ilocano, and one in Korean. The low utilization may be due to the website and other marketing materials being available primarily in English. The website has an option to be viewed in Spanish, but other languages common in Hawaii are not currently available. Ms. Wood (Appriss) and Mr. Dunn (Hon VWKS) both confirmed that English, Tagalog, Japanese, Ilocano, and Korean were the five languages phone and email notifications were available in. Text notifications are only available in English. Ms. Wood (Appriss) stated she would also confirm if there were other language options available for the website through Google translate. Mr. Dunn (Hon VWKS) recommended doing public service announcements (PSAs) such as radio announcements in other languages to increase awareness of SAVIN services for non-English speakers. Ms. Mercado (HSCADV) agreed that if communities do not know the service is available, and available in their language of choice, they will not utilize SAVIN. She recommended doing targeted, grassroots outreach to different communities. Ms. Mercado also suggested adding Marshallese and other Pacific Islander languages as a translation option. Other issues/concerns included a photo for one offender that wasn't linking properly. Appriss manually added the photo and opened a research ticket to determine why it wasn't linking. Ms. Wood (Appriss) also had their research department review if the process for linking photos is functioning overall. Ninety-nine percent (99%) of the time photos are linking properly. The research team will test if there are additional ways Appriss can improve the process. There were five (5) other Appriss tickets opened, including three (3) related to Inquiry Forms and one (1) related to an issue identified

during ReSync research. All were escalated and are still open.

- An issue was identified with the “unsuccessful notifications” that are sent to administrative users of VINEWatch. Since those are no longer used, Appriss may disable that notification type.
- The next data quality checks will be conducted for notifications related to pre-conviction offenders who are bailed out and re-booked in a short period of time, and offenders who are released on parole and then re-booked.
- Next steps also include scheduling a meeting with HPA on how data is entered to better understand how HPA data triggers notifications.
- Mr. Dunn (Hon VWKS) also recommended looking into offenders who are released and then re-indicted without actually leaving custody. He offered to gather additional information on how the custody process works.
- Actions taken to address issues from the previous month included adding language on how notifications function to the website and working on updating an informational sheet that will be shared with advocates.
- One training for facility staff was conducted by Appriss in October, and 36 people signed up to participate.
- Mr. Dunn (Hon VWKS) asked if there would be any additional webinars similar to the digital stalking webinar Appriss hosted in October. Ms. Wood (Appriss) replied that they are working on the schedule of upcoming webinars, and to let her know if there are topics specific to Hawaii that people would be interested in.
- The SGC Chair asked the committee to confirm that the expectation is for the SAVIN Coordinator to conduct regular trainings with PSD and HPA staff that enter data, advocates, and others as needed. It was confirmed the Committee’s expectation is that regular trainings occur.
- Once data quality checks have been completed, the SAVIN Coordinator will develop a training plan for facility staff, HPA, and other users. Data entry “cheat sheets” for PSD and HPA will also be updated to help address common data entry errors.
- There were 25 calls to Appriss Victim Service Representatives (VSRs) during the month. The call topics included: search for an offender – 20, data incorrect/questions/issues – 6, application error – 3, add a registration – 2, notification question – 2, missed notification – 1, agency referral – 1, update organization – 1, and technical assistance – 1.
- The SAVIN Coordinator also received two (2) phone calls from interested parties that needed help finding information about an offender.

SAVIN Inquiry Reports:

- Nine (9) SAVIN inquiry forms were received in October, including five (5) that were already reported in the September report due to the overlapping reporting period. Four (4) issues were elevated to Appriss. Four (4) inquiries were satisfactorily closed, four (4) were initially resolved but ongoing system fixes are needed, and three (3) are still open.
- Acknowledgement was sent the same day as the form was submitted for all nine (9). The average number of days to close inquiries was 2.3. Most were closed the same day they were received, with two taking a few days longer.
- Ms. Wilson (Victim Representative) asked for clarification on the difference between inquiries that were “closed” as in “put to bed forever” and those indicated as “closed” but the terminology relates more to a “pending” status. The SAVIN Coordinator replied that there are some pre-defined statuses that are applied to inquiries. The first “closed” refers to issues that are completely resolved. The second refers to issues that are resolved for the submitter/registrant, but a larger system issue still exists that needs to be tracked and resolved.
- The SGC Chair stated that it is helpful to see how long it takes the inquiries to be resolved as that was one of the Committee’s questions in the past. The SAVIN Coordinator responded that this data will be tracked monthly. Additionally, general timeframes for response will be included in the Inquiry Form instructions so advocates know what to expect.

SAVIN Special Funds:

- Correctional Industries (CI) provided an update at the end of last week. A revised version of the report will be emailed out that reflects the slightly higher revenue.

	<ul style="list-style-type: none"> • The SAVIN funds prior month ending balance was \$1,462,942.85, including an interest payment of \$1,109.77. The expenses were \$1,850.11. • Funds appear to be coming in regularly; with all facilities submitting consistently in the past few months. The revenue and expenditures table by funding year will remain on the bottom of the report for reference. • Ms. Ferguson-Brey (CVCC) commented that the increase in FY 2020 can mostly be attributed to the new telephone contract, as well as more commissary fees since folks are sending more money to inmates. Ms. Sadama-Uemura (PSD-RAVS) commented that the increase in telephone taxes are also due to the pandemic. • The SAVIN Coordinator responded that some of the increase in commissary fees is likely due to expected seasonal variation based on prior years' data. The increase in telephone tax is mainly responsible for the increased SAVIN revenue. Fund projections moving for FY 2021 – 2023 include an anticipated decrease in revenues once the pandemic ends. • Ms. Ferguson-Brey (CVCC) recommended looking at when the new telephone contract began and how much it increased to ensure projections are accurate. • A legislative/fund update was also shared by Ms. Ferguson-Brey (CVCC). Any request to increase the annual SAVIN budget ceiling must be based on actual need, such as if there are additional system costs identified through the RFP. The Governor would include the budget ceiling request in a letter to the Legislature along with other similar requests. The request can be made at any point during the Legislative session. The staff at the Administrative Services Office (ASO) at PSD have already been made aware of the issue and are ready to assist as needed. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • The SAVIN Coordinator will schedule a meeting with HPA to review how data is inputted and how parole-related notifications are triggered. • PSD will continue to conduct analysis on how different types of notifications function, including scenarios such as pre-trial offenders released on bail and then re-incarcerated, offenders released on parole and then re-incarcerated, etc. • The SAVIN Coordinator will work on developing a training plan and to update training materials and “cheat sheets.” • The SAVIN Coordinator will adjust revenue projections based on the new telephone contract.
	<p>III. <u>SAVIN Outage Phone Tree</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • Ms. Mercado (HSCADV) mentioned that she had been notified of the outage during the past weekend after the SAVIN system had been restored. She asked if there was a mechanism in place for notifying the Committee membership when outages occur so they can then share the information with other folks as needed. The mechanism should also identify when the issue may be longer term and/or have a bigger impact on notifications. • The SAVIN Coordinator agreed that a protocol needs to be developed that identifies who to contact depending how long PSD anticipates the situation to continue. On Sunday she performed a check and confirmed that notifications were sent out for all offenders with VINELink registrants that were released by PSD over the weekend. • Mr. Dunn (Hon VWKS) volunteered to notify the HSCADV if an outage occurs again before a protocol is developed. He also confirmed with Ms. Mercado (HSCADV) that text messages are the best way to inform people as they are more likely to be seen immediately. • The SGC Chair agreed that developing a phone tree similar to what is used by the Mass Violence Planning Group would be beneficial. The SAVIN Coordinator will work with the County VWS to identify who should be the primary contact for each agency, and then that primary contact will be responsible for sharing information with their staff and others as appropriate. <p>ACTION PLAN</p>

	<ul style="list-style-type: none"> The SAVIN Coordinator will create a draft SAVIN outage protocol/phone tree list to share with the SGC before the next meeting.
	<p>IV. <u>SAVIN RFP Status</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> The RFP Sub-Committee members met after the RFI was completed and decided to make some edits to the RFP based on the questions that vendors raised. Edits were mainly to make the RFP clearer, more organized, and less specific to a single vendor or type of technology solution. Overall, the goals of the RFP are to encourage competition while ensuring that the core components of current SAVIN services are maintained. Ms. Gausepohl-White (Kauai County VW) asked for clarification on the number of vendors that had expressed interest so far. The SAVIN Coordinator responded that there appear to be two main vendors providing the service. A third vendor had responded initially to the RFI, but they were proposing a custom solution that is outside of the scope of the current RFP. A demonstration was scheduled for October 23rd to view a potential SAVIN system, InfoStrat's SAVIN360, and to gather more information on what other technology solutions may be available. PSD expects to post the RFP by November 30th. <p>ACTION PLAN</p> <ul style="list-style-type: none"> PSD will continue to move forward with the RFP on an accelerated timeline.
	<p>V. <u>Inquiry Form Procedures and Status of Action Items</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> The SAVIN Coordinator submitted a draft of the inquiry form instructions and response process workflow to the SGC Chair. The drafts will be distributed to the SGC once they have been reviewed. The SAVIN Coordinator noted that most of the action items from previous meetings have been addressed, and a separate tracking mechanism is not needed. <p>ACTION PLAN</p> <ul style="list-style-type: none"> The SAVIN Coordinator will send the inquiry form Instructions and response process to the SGC once they have been reviewed by the SGC Chair.
ADJOURNMENT	<ul style="list-style-type: none"> The meeting was adjourned at approximately 10:15 a.m.
NEXT MEETING	<ul style="list-style-type: none"> The next meeting is tentatively set on Tuesday, December 22, 2020, via Teams (9:30 am -11:00 am) JRI Workgroup Meeting TBD

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