

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

Meeting Date	December 22, 2020
<b>ATTENDEES</b>	<p>Members Present: Randi Barretto, Crime Victim Compensation, SGC Chairperson (CVCC – SGC Chair); 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); Suzy Ucol-Camacho, Department of Public Safety, Information Technology (PSD-MIS); Toby Wilson (Victim Representative)</p> <p>Designees Present: Chris Calio, County of Kauai Police Department (KPD); Deborah Chai, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Diana Gausepohl-White, County of Kauai Office of the Prosecuting Attorney Victim Assistance Unit (Kauai County VW); Tommy Johnson, Department of Public Safety, Deputy Director for Corrections (PSD); 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); Sandor Finkey, County of Hawaii Police Department (Hawaii PD); Monica Lortz, Department of Public Safety, Reentry Coordination Office (PSD); Dawn Martin (CVCC); Tiffany Wood, Appriss, Inc. (Appriss)</p> <p>Members Absent: Susan Ballard, City and County of Honolulu Police Department (Honolulu PD); Julie Ebato, Department of the Attorney General, Crime Prevention and Justice Assistance Division (AG-CPJAD); Fred Hyun, Hawaii Paroling Authority (HPA); Carol McNamee, Mothers Against Drunk Driving (MADD); Cindy Shimomi-Saito, Sex Abuse Treatment Center (SATC)</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>• SAVIN Governance Committee (SGC) members and other attendees introduced themselves as there were some new meeting participants.</li> <li>• The November 23, 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>• The SAVIN Coordinator will post the FINAL meeting minutes from November 23, 2020 and the provisional minutes from December 22, 2020 to the PSD SAVIN website.</li> </ul>
	<p><b>II. <u>SAVIN Marketing Materials and Swag</u></b> <i>DISCUSSION/CONCERN(S)</i></p> <p>Swag Distribution:</p> <ul style="list-style-type: none"> <li>• Nine orders for swag were placed by SGC members. Because of the high demand for flashlights, the number of flashlights per order will be reduced.</li> <li>• There are quite a few swag items still available. The order spreadsheet will be left on Google Drive so members can continue to order swag on an ongoing basis.</li> <li>• Swag distribution will start in the next week or so.</li> </ul> <p>Outreach to Non-English Speakers:</p> <ul style="list-style-type: none"> <li>• A request was made to Appriss to add more language options to the VINELink website. Appriss will add the full list of languages available</li> </ul>

	<p>through Google translate so users can see information on VINELink in the language of their choice via a dropdown menu at the top of the webpage.</p> <ul style="list-style-type: none"> <li>• The SAVIN Coordinator will be working on a plan for outreach to non-English speaking communities in the next few months. The plan will include translating the SAVIN brochure and other marketing materials, as well as targeted outreach to communities that may not be aware of SAVIN services. Once a draft plan is created, it will be shared with SGC members for additional recommendations and feedback.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• The SAVIN Coordinator will distribute swag and monitor the order spreadsheet for additional orders.</li> <li>• The SAVIN Coordinator will follow-up with Appriss regarding adding more language options to VINELink.</li> <li>• The SAVIN Coordinator will work with the SGC to create an outreach plan to non-English speaking communities.</li> </ul>
	<p><b>III. <u>SAVIN Outage Phone Tree</u></b></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• PSD has identified who needs to be informed when outages occur and the general parameters for when the SAVIN Coordinator needs to inform those people.</li> <li>• There are several different automated notifications that can be set up in VINE to alert users when there is an outage. Currently the SAVIN Coordinator and four other PSD staff receive these notifications.</li> <li>• Ms. Chai (Hawaii County VW) asked if there is a notification sent to all VINELink registrants when outages occur. The SAVIN Coordinator replied that there is an option to notify all registrants, but that notification type is not currently configured in the Hawaii SAVIN system. Most states choose not to use the outage notification as it may cause questions and confusion for users. However, there is an outage error message posted on the VINELink website so anyone who visits the website will be aware of the situation. The error message includes the PSD phone number so people can connect to information or assistance.</li> <li>• Ms. Chai (Hawaii County VW) asked if PSD has a way to call registrants directly when there are extended outages. The SAVIN Coordinator responded that the facilities do not currently have access to registrant information through VINE, and there is no way to configure the automatic outage notifications to be sent out only in certain circumstances. However, there is an Emergency Override Line (EOL) procedure the facilities already use to manually update the information in VINE when the outage is caused by PSD's Offender Management system going offline. Most outages are caused by updates to the PSD system or power outages, so the VINELink notification system is still functioning.</li> <li>• Ms. Chai (Hawaii County VW) commented that even if she received a phone call when the system was down, she would not have access to information on every registrant to inform them of the outage. The SAVIN Coordinator clarified that the facilities currently do not have access to that level of information either. However, if they follow the EOL procedure VINELink will have updated information on all releases and the notifications will still be sent out on time.</li> <li>• Lt. Finkey mentioned that the phone number to each facility intake could be added to the website so registrants can call them directly when there is an outage. The SAVIN Coordinator confirmed that the error message on the webpage does have a contact number, but it may be to the SAVIN Coordinator rather than the facility. The SAVIN Coordinator would be able to connect any callers to the appropriate facility if needed.</li> <li>• The SGC Chairperson thanked the VWS for providing feedback regarding the outage phone tree.</li> <li>• The SAVIN Coordinator will create a draft protocol for outages that outlines the steps to take and who to contact when outages occur.</li> </ul> <p><b>ACTION PLAN</b></p>

	<ul style="list-style-type: none"> <li>• The SAVIN Coordinator will contact each facility and confirm the phone tree includes the correct point of contact.</li> <li>• The SAVIN Coordinator will create a draft SAVIN outage protocol and phone tree.</li> </ul>
	<p><b>IV. <u>Inquiry Form Procedures</u></b></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• The SAVIN Coordinator submitted the inquiry form submission instructions and response procedures to the SGC. The SGC Chairperson noted that SGC members can submit feedback at any time.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• SGC Members will share any feedback they have with PSD and the inquiry form response procedures will be updated accordingly.</li> </ul>
	<p><b>V. <u>Monthly SAVIN Reporting</u></b></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>SAVIN data tracking and training:</p> <ul style="list-style-type: none"> <li>• There were 18 system tests conducted in November, including 16 Resynchronization Reports (Resyncs) and 2 manual data quality tests.</li> <li>• Eleven of the Resyncs (11) resulted in missed notifications that needed to be manually checked by PSD. From those, 7 notifications were approved and 56 were rejected. *</li> <li>• The first manual data quality test reviewed outages from 1/1/17 to 11/30/20. There was a total of 20 outages, including 3 in November 2020. The average outage length was 15 hours, with the minimum length of 4 minutes and the maximum length of 3 days, 8 hours, and 11 minutes. It is not possible to tell how many outages were due to planned system maintenance, but it is likely many were.</li> <li>• Notifications made during outage periods were compared to releases that were entered in PSD’s Offender Management system (Offendertrak) during the same time period. Most outages occurred during times when facilities do not conduct releases. During the few where the outage occurred during times when releases do happen, relatively few updates were manually called in through the EOL line.</li> <li>• Ms. Gausepohl-White (Kauai County VW) asked if the EOL procedures were followed during the outage that lasted over 3 days. The SAVIN Coordinator responded that there were a few longer outages where data was updated, and notifications were sent out after the outage ended. The SAVIN Coordinator guessed that those outages occurred when the Coordinator position was not filled. A copy of the EOL procedures were sent to each facility to help ensure the procedures are followed moving forward.</li> <li>• The second manual data quality test reviewed notifications for offenders that were released and then subsequently returned to custody from 11/1/20 to 11/30/20. Of the 314 offenders released during November 5 had “duplicate” release notifications, or multiple notifications sent out about the same release. Four (4) of the five were already flagged on Resync reports and forwarded to Appriss for additional research. One (1) was a data entry error that had already been corrected by PSD-MIS.</li> <li>• Of the 314 offenders, 54 had 3 or more notifications sent about them during November. The information in Offendertrak and HPA’s database aligned with the notification information for 36 of those offenders, and 18 were flagged for possible data discrepancies. Of those, 10 were multiple notifications related to upcoming parole hearings and 8 were related to releases. After additional research, 3 were identified as possible data entry errors. One of the cases was forwarded to Appriss for additional research, and two were shown to be corrections already made by PSD MIS.</li> <li>• Ms. Gausepohl-White (Kauai County VW) shared an example where an offender’s initial charges were dismissed so they were technically “released” and then they were rebooked under a new warrant, but the offender never left custody. The VINELink registrant was panicking because they got a release notification and thought the offender was in the community. Luckily, the advocate was able to research the issue and reassure the registrant.</li> </ul>

- The SAVIN Coordinator responded that Ms. Gausepohl-White (Kauai County VW) brought up a great point. PSD, PSD-MIS, and SGC Chairperson had an initial conversation the day before on how to communicate with the County VWS about these types of issues. The SGC Chairperson added that we are taking all these comments to heart and really trying to put a well thought out, concrete process in place.
- Appriss is still testing ways to ensure photos are picked up correctly in VINE.
- The priorities for January include doing data quality tests on HPA data, creating/updating data entry “cheat sheets”, and developing a training plan.
- A meeting was scheduled for mid-December with Appriss’s training team to start developing updated training materials and conducting a “train the trainer.”
- There were 33 calls to Appriss Victim Service Representatives (VSRs) during the month. The topics were provided for 26 of the calls, including: search for an offender – 14, notification questions – 3, add a registration – 3, delete notification/stop notification – 2, technical question – 1, marketing material – 1, system change – 1, and dead air – 1.
- The SAVIN Coordinator also received two (2) phone calls. One was from an interested party who was looking for parole information, and the other was for assistance with a SAVIN registration.

SAVIN Inquiry Reports:

- Zero (0) SAVIN inquiry forms were received in November. One (1) inquiry form received in October was “closed.” Of the remaining 5 open inquiry forms, 1 is “open” and 4 are “closed” but Appriss is working on additional research and/or a system fix so the issues cannot be fully resolved.
- The SGC Chairperson asked for clarification on what “closed” means in relation to inquiries where Appriss is working on a system fix and what the follow-up to the inquirer would be in those situations. The SAVIN Coordinator responded that the terminology is based on pre-defined statuses listed on the inquiry form tracking sheet. The inquiry form procedures do include monthly follow-up with the person who sent the inquiry sheet until the system fix is completed.
- Ms. Wilson (Victim Representative) asked for clarification on who created the pre-defined statuses and if it was possible to change them, so the distinction is clearer. The SAVIN Coordinator answered that these were statuses she came up with for the purposes of tracking. Several SGC Members shared recommendations for how to change the status names, such as “pending” and “closed,” or “closed – completely” and “closed – pending system fix.”

SAVIN Special Funds:

- The SAVIN Coordinator shared updated Correctional Industries (CI) collection amounts as some collections were delayed due to COVID-19 issues. A revised version of the report will be emailed out that reflects the updated amounts.
- The SAVIN funds prior month ending balance was \$1,4489,201.45. The increased to \$10,577.42 due to payroll costs for the SAVIN Coordinator.
- The SAVIN Coordinator is working on getting more information on the increased SAVIN collections through the telephone contracts and will update SAVIN revenue projections accordingly.
- Ms. Chai (Hawaii County VW) asked if CI revenues increase around the holidays. Ms. Lortz answered that they may increase some, however there is a cap of \$200 on commissary funds per inmate. The SAVIN Coordinator added that there is some seasonal variation in collections.
- Ms. Mori (Maui VW) noted that the collections for Maui Community Correction Center (MCC) were very low. The SAVIN Coordinator Stated that she will follow-up with the facility.

	<ul style="list-style-type: none"> <li>• Ms. Gausepohl-White (Kauai County VW) asked if inmates received stimulus checks. Ms. Sadama-Uemura (PSD-RAVS) confirmed that inmates have been receiving stimulus checks in their Inmate Trust Accounts and restitution deductions have been taken out accordingly.</li> <li>• Ms. Wilson (Victim Representative) noted that the financial information included in the monthly report has been very helpful. She also noted that the funding year noted below the “SAVIN Fund Balance 2017 – 2020” table should be 7/1 – 6/30 rather than 6/1 to 7/30. The change was made.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• The SAVIN Coordinator distributed the updated SAVIN Monthly Report.</li> <li>• The SAVIN Coordinator will follow-up with MCCC on the low SAVIN collections.</li> <li>• PSD will continue to conduct analysis on how different types of notifications function.</li> <li>• The SAVIN Coordinator will work on developing a training plan and to update training materials and “cheat sheets.”</li> <li>• The SAVIN Coordinator will adjust revenue projections based on the new telephone contract.</li> </ul>
	<p><b>VI. <u>SAVIN RFP Status</u></b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• PSD posted the RFP on November 30th. An RFP orientation was held on December 7th, and the addendum answering vendor questions was posted on December 18th. There were a few vendors interested in responding to the RFP in addition to Appriss and InfoStrat.</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> </ul>
	<p><b>VII. <u>Other Issues and Updates</u></b> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• The SGC Chairperson shared some Justice Reinvestment Initiative (JRI) Workgroup updates. At the next meeting on January 26<sup>th</sup> the JRI Workgroup will be discussing what post-conviction resources are available and how to create warm hand-offs between them. Ms. Martin (CVCC), the Post-Conviction Advocate, asked that all invitees RSVP by January 19<sup>th</sup>.</li> <li>• The proposal to develop a criminal justice mapping resource was approved. The mapping resource will include information on each step of the criminal justice process and the resources available at that step.</li> <li>• Ms. Gausepohl-White (Kauai County VW) commented that Senate Bill 2180 Related to Executive Pardons includes a provision that the Prosecuting Attorney’s offices notify victims that they have a right to submit a statement when a pardon request is being considered. It may be appropriate to notify the victims through the SAVIN notification system in addition to or instead of notification through the Prosecuting Attorney’s offices.</li> <li>• Mr. Johnson (PSD) commented that he worked on the bill last year and the County Prosecutors had asked for that language to be included. The bill language was amended based on their input and a notification form was created. He recommended that the Prosecutors contact Tricia Nakamatsu and/or Laura Maeshiro because they should have already been notified about the bill. SAVIN may not have been a consideration when the bill was initially drafted as most pardon applications are requested 10 or 15 years after the offense. Only a few are requested sooner and those are usually related to specific circumstances like qualifications for a federal job or licensure.</li> <li>• The SGC Chairperson asked if the bill had been passed or if it was being reintroduced during this year’s legislative session. Mr. Johnson (PSD) confirmed it is being reintroduced. The last version on the legislature website from last year is the one that will be put forward. The Prosecutors should contact them if they would like to make any amendments. Adding SAVIN is a good recommendation.</li> </ul>

	<ul style="list-style-type: none"> <li>The SAVIN Coordinator and SGC members thanked Ms. Lortz (PSD) and others for quickly providing a link and other information during the conversation. She also noted that if the data on pardon hearings is captured in Offendertrak or the HPA database a SAVIN notification can be generated.</li> </ul>
<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>The meeting was adjourned at approximately 10:43 a.m.</li> </ul>
<b>NEXT MEETING</b>	<ul style="list-style-type: none"> <li>The next meeting is tentatively set on Tuesday, January 26, 2021, via Teams (9:00 am -10:30 am)</li> <li>JRI Workgroup Meeting on Tuesday, January 26, 2021, via Teams (10:30 am - 12:00 pm)</li> </ul>

*\*The number of Resync reports that resulted in “missed notifications” has been updated based on a correction to the SAVIN Monthly Report.*

Provisional Draft submitted: 1/6/2021

DRAFT