

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

Meeting Date	March 25, 2021
ATTENDEES	<p>Members Present: Randi Barretto, Crime Victim Compensation, SGC Chairperson (CVCC – SGC Chair); Timothy Hansen, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Andrew Morgan, Hawaii Paroling Authority (HPA); Ruth Mori, Maui County Prosecuting Attorney, Victim Witness Assistance Division (Maui VW); Toby Wilson (Victim Representative)</p> <p>Designees Present: Paul Applegate, County of Kauai Police Department (KPD); Llasmin Chaine, Sex Abuse Treatment Center (SATC); Dennis Dunn, County of Honolulu, Victim Witness Kokua Services (Hon VWKS); Greg Esteban, Hawaii County Police Department (Hawaii PD); 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); Matāpuna Levenson, Hawaii State Coalition Against Domestic Violence (HSCADV); Edith Quintero, County of Maui Police Department (MPD)</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Deborah Chai, (Hawaii County VW); Tani Dydasco (PSD-RAVS); Marita Mullen, Maui County Prosecuting Attorney, Victim Witness Assistance Division (Maui VW); Juliet Sadama-Uemura (PSD-RAVS); 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); Carol McNamee, Mothers Against Drunk Driving (MADD); Dayna Miyasaki, Judiciary (JUD); Suzy Ucol-Camacho, Department of Public Safety, Information Technology (PSD-MIS)</p>
DISCUSSIONS	<p>I. <u>Review and Approval of Meeting Minutes</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The SAVIN Coordinator noted where last-minute edits were made to the minutes. The January 26, 2021 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 January 26, 2021 and the provisional minutes from February 25, 2021 to the PSD SAVIN website.
	<p>II. <u>Legislative Updates</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The SAVIN Coordinator thanked members for submitting testimony. • HB 1297 SD1 was amended to include the SAVIN Fund in the list of special funds that will not be charged the five percent (5%) central services fee. • HB 1298 HD1 initially proposed to transfer the full balance of the SAVIN Fund to the General Fund. PSD met with the House Finance Committee and were able to negotiate a decrease in the transfer amount to \$700,000. The SAVIN Fund will retain the remaining balance. Given the amount of income SAVIN is generating each month, the program will still be sustainable and the expansions the SGC has been discussing will be implemented. • HB 1299 HD1 was revised and does not include the changes to the SAVIN Statute that would have eliminated the SAVIN Coordinator position and allowed funding only for the automated system. • SB 1091 SD2 proposes to transfer \$500,000 from the SAVIN Fund to the General Fund, effective July 1st, 2050. As of March 11th, this measure

	<p>has been passed by the Senate Ways and Means Committee and referred to the House Finance Committee.</p> <ul style="list-style-type: none"> • SB 1188 proposes to establish a permanent SAVIN Coordinator position under the Reentry Coordination Office at PSD. The measure was deferred to allow for further SGC discussion. • Ms. Gausepohl-White (Kauai County VW) commented that CVCC is involved in many projects and initiatives, all of which are being jeopardized by the latest version of HB 200 which removes \$676,222 from CVCC’s operational budget. It is SGC members responsibility to advocate for CVCC by contacting senators and house representatives and asking them to approve CVCC’s original budget request. • The SGC Chair agreed that CVCC would be greatly impacted if HB 200 is passed as-is. Information on the bill will be emailed to SGC members. • Ms. Ferguson-Brey (CVCC) stressed that time is of the essence. If the measure is passed, CVCC will likely announce they will no longer be accepting applications as of July 1st. CVCC would be forced to shut down and will need that time to process the applications already submitted. It is likely that staff will leave because there will be no funding for salaries starting June 30th of next year. CVCC is meeting with The Chair of the Finance Committee next week. The decisions are being made now so advocacy cannot be put off. The Legislature does not seem to understand that CVCC services and victim compensation are key services that a victim needs to move towards recovery. • The SGC Chair reminded members that if they are Victims of Crime Act (VOCA) recipients, they are required to refer victims to CVCC as one of the conditions of the grant. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • The SAVIN Coordinator and SGC Chair will continue monitoring legislative measures and provide updates as needed. • The SGC Chair will email information on HB 200 to SGC members.
	<p>III. SAVIN Marketing Materials and Swag</p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Swag Distribution:</p> <ul style="list-style-type: none"> • On March 24th the SAVIN Coordinator and Ms. Sadama-Uemura (PSD-RAVS) drove to nine (9) community health organizations and Women, Infant, and Children (WIC) sites on Oahu and distributed brochures and SAVIN swag. All outreach contacts agreed that victims often come their agencies for services even if they have not reported their victimization to the police. Overall, they were very happy to learn about resources for their clients who are victims. • Ms. Gausepohl-White (Kauai County VW) asked if DVAC was visited. The SAVIN Coordinator responded that they were sent brochures during the mass mailout and were contacted regarding swag earlier this year. However, they did not respond. She noted that more outreach and swag distribution events are planned and DVAC can be included. • Appriss has already allocated Hawaii’s swag budget for the next funding year. The SAVIN Coordinator emailed the budget, information on Appriss’s digital marketing campaign, and a report how well it performed last year to members. She requested feedback swag items should be purchased. SGC members agreed some funds should be allocated towards digital marketing. • Ms. Wood (Appriss) clarified that the marketing deadline for quarter two was extended to March 31st. • Ms. Chai (Hawaii County VW) noted that the swag items from last year were good, and recommended ordering hand sanitizers again. • The SGC Chair shared that she uses the drawstring bag and several people have asked to see the whole bag so they could get the hotline number. She recommended purchasing more drawstring bags. • The SAVIN Coordinator noted that there were three types of digital marketing ads available, “VINE Awareness,” “Search and Register,” and “Service Provider,” and recommended choosing one to see how successful it is. SGC members agreed. • Ms. Gausepohl-White (Kauai County VW) shared that she had some concerns about the “Service Provider” ad type. She asked if there would be a process to vet the service providers prior to them advertising their services through VINE. The SAVIN Coordinator clarified that the provider search option is only available for States that are using eVINE. The new platform includes a provider directory on the VINE website. She agreed

	<p>the issue would need to be addressed if the SAVIN program does move to eVINE.</p> <p>National Crime Victims’ Rights Week (NCVRW):</p> <ul style="list-style-type: none"> • CVCC, SAVIN and RAVS were awarded \$5,000 to conduct a NCVRW outreach event. The team has been working diligently to plan a week of digital events, including an online vigil on April 19th. Throughout the week, agency “brown bag” videos will also be posted. The brown bag videos will include information on the types of services each agency provides as well as how victims can contact them for assistance. The NCVRW team will be reaching out to SGC members for videos and to help market the event. • The SGC Chair stated she would email the information to committee members and asked them to forward the email to anyone who may be interested in participating. • Posters were created to market the event and will be distributed. Ads will also be posted on theBus. • Mr. Hansen (Hawaii County VW) asked if the videos had to be professionally done, or if they could be more informal. The SGC Chair answered that informal videos are fine. The purpose is really to highlight the program and the types of services available, or to provide training on a victim-centered topic. The SAVIN Coordinator added that SAVIN may get a Vimeo subscription to help create and collect videos that could be made available to participants. <p>SAVIN Outreach and Training Plan:</p> <ul style="list-style-type: none"> • The SAVIN Coordinator submitted the draft Outreach Plan and requests that members email feedback and recommendations, particularly for outreach to underserved and LEP communities. • Some SGC members have provided feedback that outreach to geographically isolated areas of the state may be reached best through traditional media such as TV and radio. The Outreach Plan includes a media campaign starting in the fall of 2021. • In addition to those already mentioned, there are several outreach and training events in the next few months, including two brief informational sessions with Honolulu Victim Witness Kokua staff, and doing a data entry webinar with PSD facility staff. The SAVIN Coordinator is also working on a data entry webinar for HPA staff and will be starting work on a radio and TV media campaign in the fall. She will also be working on getting the SAVIN brochures translated into Ilocano, Tagalog, Japanese and Korean. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • The SAVIN Coordinator will submit the swag order, including an allocation for digital marketing. • The SAVIN Coordinator will work with the SGC to create an outreach plan to non-English speaking communities.
	<p>IV. Monthly SAVIN Reporting</p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>SAVIN data tracking and training:</p> <ul style="list-style-type: none"> • There were 18 system tests conducted in November, including 15 Resynchronization Reports (Resyncs) and 3 manual data quality tests. • Seven (7) of the Resyncs resulted in “missed notifications” that needed to be manually checked by PSD. From those, 25 notifications were approved and 55 were rejected. • “Daily notification checks” were implemented in February to review all notifications sent. The reviews are completed at least 3 times per week. The notification “error rate” for February was 13.5%. The release date issue impacted 30.1% of all release notifications, and the HPA data entry errors impacted 9.6% of parole-related notifications. The parole-related notification error rate is likely low as the daily checks do not catch some types of errors. A lot of the HPA issues have to do with how old the database is and how difficult it is to enter data into. The SAVIN Coordinator has been working with Appriss to better document HPA notification triggers. The recommendation currently is to rewrite the HPA interface to reflect current data entry practices.

- Ms. Wood (Appriss) added that SAVIN will be working to make it easier on HPA and to provide more information, so they understand how the data they enter impacts notifications.
- The SAVIN Coordinator also conducted a review related to an escape that was incorrectly entered. Testing has been scheduled with Appriss to update PSD's data entry instructions for escapes. The upcoming facility staff training will also include how to enter escape data.
- More research was conducted on the release date issues mentioned last month. There is already a fix underway, so that issue should be resolved soon.
- There were 7 Appriss tickets opened in February, partially due to implementing the daily notification checks. Progress was reported on 10 tickets and 4 tickets were closed. Five (5) tickets were related to parole data, and one ticket was for the release date issue.
- The ticket related to updating language on an SMS message that was incorrect was promptly addressed by Appriss.
- There were 34 calls to Appriss Victim Service Representatives (VSRs) during the month and 48 email requests for additional support. The topics included: add to allow list – 38, search for an offender – 19, data incorrect – 8, delete notification/stop notification – 8, agency referral – 3, technical assistance/question – 2, add a registration – 2, request for access – 2, general product inquiry – 2, technical question/assistance – 2, marketing material – 1, and dead air – 1.
- There was also one call the SAVIN line regarding information on an offender's release date.
- The SAVIN Coordinator met with Appriss' Training Manager and developed a plan for the facility training.
- The priorities for April are to conduct the facility training and do outreach related to the NCVRW event.

SAVIN Inquiry Reports:

- One (1) inquiry form was submitted in February. The issue was forwarded to Appriss for further research. Nine (9) inquiries are still open or pending. Almost all are parole related. On average, it takes 42.3 days to close an inquiry. The pending and open inquiries have been open for an average of 57.6 days, with the oldest at 136 days.

SAVIN Special Funds:

- SAVIN collections were higher than normal in February due to MCCC reconciling their accounts and transferring funds that were incorrectly deposited into their Inmate Trust Account into the SAVIN Account.
- HCCC did submit SAVIN funds for February. However, they were lumped together with January collections and reported in last month's report.
- As of February 28, 2021, the SAVIN fund balance was \$1,603, 838.32.

ACTION PLAN

- The SAVIN Coordinator will follow-up with other facilities and their SAVIN collection process.
- PSD will continue to conduct analysis on how different types of notifications function.
- The SAVIN Coordinator will continue updating training materials and "cheat sheets."

V. SAVIN RFP Status

DISCUSSION/CONCERN(S)

- PSD is still in the clarification and negotiation stage of the RFP. There have been some delays due to PSD's Procurement Office moving to the new location. The SAVIN Coordinator will continue following up to make sure the process moves forward.
- The SGC Chair asked if Appriss had responded to the RFP subcommittee's questions about their proposal. The SAVIN Coordinator responded that PSD Procurement still needs to send the questions. She noted that due to the short timeframe, we may need to move

	<p>into the next phase of contracting.</p> <p>ACTION PLAN</p> <ul style="list-style-type: none"> • The SAVIN Coordinator will continue following up to make sure the process moves forward.
ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at approximately 10:05 a.m.
NEXT MEETING	<ul style="list-style-type: none"> • The next meeting is tentatively set on Monday, April 26, 2021, via Teams (9:00 am -10:30 am) • The JRI Workgroup Meeting is TBD.