

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

Meeting Date	April 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); Angelina Mercado, Hawaii State Coalition Against Domestic Violence (HSCADV); Dayna Miyasaki, Judiciary (JUD); Andrew Morgan, Hawaii Paroling Authority (HPA); 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: 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); Edith Quintero, County of Maui Police Department (MPD)</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Pamela Ferguson-Brey, Executive Director (CVCC); 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); Todd Raybuck, County of Kauai Police Department (KPD);</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 March 26, 2021 meeting minutes were reviewed and approved by SGC members. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will post the FINAL meeting minutes from March 26, 2021 and the provisional minutes from April 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"> • HB 1297, HB 1298, and HB 1299 are progressing through the legislative process and likely will pass with the edits mentioned during last month’s meeting. There have been no further hearings on SB 1091 SD2 or any changes the latest draft of the measure. • HB 200 was revised to include the \$676,222 requested by CVCC, ensuring that CVCC will continue operations for the next funding year. The SAVIN Coordinator thanked members for submitting testimony in support of CVCC. • Mr. Johnson (PSD) noted that this is the first time CVCC has requested funding since 2003. If the Judiciary does not start enforcing collection of compensation fees, CVCC will be in the same position next year and will be forced to request general funds again. In the long run, if the Judiciary does not collect the fees, CVCC will not survive. In the past, Ms. Ferguson-Brey (CVCC) sent a letter to Rod Maile about greater enforcement of collection orders. Perhaps if CVCC and the SGC send similar letters reiterating the problem to the Judiciary, it would spur them to act. Even if it does not, there would be documentation showing every effort was made to rectify the situation. • Ms. Ferguson-Brey (CVCC) thanked PSD and Mr. Johnson for continued support of CVCC. She recommended also doing a monitoring of the Judiciary’s enforcement of collection orders throughout the year to demonstrate to the Legislature that various attempts were made to solve

the issue.

- Ms. Barretto (SGC Chair) volunteered to draft a letter to the Judiciary and share it with the SGC.
- Mr. Hansen (Hawaii County VW) asked if the intent of the letter was to have the Chief Justice disseminate the message down to each jurisdiction, or if the plan should include more targeted outreach to each of the Chief Judges.
- Ms. Barretto (SGC Chair) answered that the purpose is to ensure there is documentation to show the efforts that were made. It is up to the Judiciary to “trickle down” the information.
- Ms. Ferguson-Brey (CVCC) agreed that the letter should go to Rod Maile and the Chief Justice initially. At the county level, the prosecutors can make sure the fees are ordered. If the victim advocates and prosecutors can place greater emphasis on ordering the fees, that would help as well. The VW staff can help monitor within their own office. To really make the system work, we need to approach the issue from both sides and work together to ensure the fees are being requested and ordered.
- Ms. Gausepohl-White (Kauai County VW) responded that it is a two-fold issue. She shared she is very proud of the prosecutor’s office in Kauai for making sure the compensation fee is ordered. The second part of the issue is the Judiciary making sure the fee is paid, and that is not something the prosecutor’s office has control over. They are not going to revoke probation based on the offender’s failure to pay a \$30 comp fee. Offenders pay restitution first, then the comp fee, and then Judiciary fines. One would think they would collect the comp fees so they can collect their own fines. She recommended that if we do monitor, we also look at what happens when offenders don’t pay. Are the probation officers actually having conversations their clients about making payments?
- Mr. Johnson (PSD) recommended the letter include a request for the Chief Justice and Rod Maile to share the information with the administrators and Chief Justices in each jurisdiction and to reinforce the critical need to collect these fees and fines. In CVCC’s letter, it might be good to remind them of the previous letter and even attach a copy of it. This would show they were already made aware of the issue and nothing happened, and now the situation is dire and CVCC had to request funding for the first time in two decades. He also recommended energizing the victim community to reinforce to the prosecutors that the fine is important. There are over 19,000 people on probation, and over 9,000 on felony probation. There is no way they should not be collecting a decent amount of money every year. Some probationers aren’t employed, but many are.
- Ms. Gausepohl-White (Kauai County VW) agreed that many are employed as a condition of their probation. The issue is more that no one is overseeing their compliance when it comes to their financial responsibilities.
- Mr. Johnson (PSD) added that part of the issue with the Judiciary is that the caseloads are way too high at 180 – 230 per person. When the caseloads are that high, you can only really react to violations. You can’t do any kind of case management or worry about fees and fines.
- Ms. Gausepohl-White (Kauai County VW) suggested that they incentivize compliance. If the person pays their fines and fees, they get off probation earlier.
- Mr. Johnson (PSD) agreed, and commented he was not sure the managers are pushing that message down to line staff.
- Ms. Ah Toong (SAVIN Coordinator) asked if it was possible to do a review of comp fee orders on the prosecutor’s side as well as the Judiciary side.
- Ms. Ferguson-Brey (CVCC) stated she would add it to the agenda for the next VW Coordinator’s meeting.
- Ms. Gausepohl-White (Kauai County VW) responded that it should not be difficult. It would be relatively easy to review judgements on eKokua to see if the comp fee was ordered or not.
- Ms. Ferguson-Brey (CVCC) noted in the letter she will ask the Judiciary for the number of cases where the comp fee could have been ordered, the number that were actually ordered, and information on collections. Then it will be up to respond with the data, or affirmatively not give the data. In the past, CVCC has done a resolution. It may be a good idea to do a resolution this year as well to force the Judiciary to report to the Legislature.
- Mr. Dunn (Honolulu VWK) asked if the review would be on a sample rather than a full year of data. Ms. Ah Toong (SAVIN Coordinator)

	<p>answered that a sample over a select period of time should be sufficient.</p> <ul style="list-style-type: none"> • Ms. Ferguson-Brey (CVCC) reminded Mr. Dunn (Honolulu VWK) of the “week in the life of a Circuit Court, District Court, and Family Court,” review they did previously. • Ms. Barretto (SGC Chair) asked if there were copies of that review so that we can use it as a starting place. Ms. Ferguson-Brey (CVCC) said she would hunt them down. • Ms. Gausepohl-White (Kauai County VW) added that ten years ago eKokua did not have as much information. The court minutes show whether the fee was ordered, and that is public information anyone can look up. All we would need is a sample of defendants who were sentenced during a period of time. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • TBD
	<p>III. <u>SAVIN Marketing Materials and Swag</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Swag Distribution:</p> <ul style="list-style-type: none"> • The request to allocate swag funds towards digital marketing was submitted to Appriss. After PSD moves to the new office location, the order for swag will also be completed. <p>National Crime Victims’ Rights Week (NCVRW):</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) thanked SGC members for submitting “brown bag” videos, helping to advertise the event, and participating in the virtual vigil. The event was very successful. Around 30 to 40 people participated in the virtual vigil. Though the event was only scheduled for 15 minutes, most participants stayed on a full hour to share photos of their loved ones, signs, word of encouragement, and to show support for victims of crime. • We received 14 “brown bag” videos from victim service agencies, including three videos from the NCVRW planning team, that were posted throughout the week. • We also received quite a few “wishes” to post on the wish board. • Ms. Barretto (SGC Chair) posted the web address to the group chat. <p>SAVIN Outreach and Training Plan:</p> <ul style="list-style-type: none"> • The Outreach and Training Plan will be updated as we finalize the budget for the next funding year. Updates will be shared with the SGC as needed. SGC members can share additional feedback anytime. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will submit the swag order. • Ms. Ah Toong (SAVIN Coordinator) will continue refining and implementing the SAVIN Outreach and Training Plan.
	<p>IV. <u>Monthly SAVIN Reporting</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>SAVIN data tracking and training:</p> <ul style="list-style-type: none"> • There were 21 system tests conducted in November, including 18 Resynchronization Reports (Resyncs) and 3 manual data quality tests. • Six (6) of the Resyncs resulted in “missed notifications” that needed to be manually checked by PSD. From those, 32 notifications were

approved and 76 were rejected.

- Twelve (12) “Daily notification checks” were conducted in March. The notification “error rate” for March was 18.9%. The two most common reasons for errors were incorrect release dates, which impacted 30.6% of all release notifications, and incorrect parole hearing dates and data entry issues, which impacted 25.8% of all parole-related notifications.
- More research was conducted on the release date issues mentioned last month. The fix is still underway. Getting through the ticketing and fix process can take several months, especially when there are larger system issues. Research was also conducted on the new incorrect parole hearing date issue that started on 3/19/21.
- Ms. Gausepohl-White (Kauai County VW) asked what the escape notification actually says. Ms. Ah Toong (SAVIN Coordinator) read the content of an escape notification email and text, and the return to custody notification email.
- Ms. Wilson (Victim Representative) asked why there were differences between the escape email and text message, and if the differences were due to a character limit. Ms. Ah Toong (SAVIN Coordinator) confirmed that there was a character limit and said she would investigate whether the limit was due to Appriss’s system or the cell phone carrier. Ms. Wilson (Victim Rep.) recommended adjusting the character limit or revising the text to be more consistent with the email. She has seen cases where the differences between the two messages have made the information seem conflicting or misleading.
- There were 3 Appriss tickets opened in March. Progress was reported on 5 tickets and 4 tickets were closed. Two (2) of the new tickets were related to parole data, and one ticket was to test escape notification triggers.
- There was 1 outreach/training event in March. Ms. Ah Toong (SAVIN Coordinator) participated in a training the CVCC Post-Conviction Advocate held with 16 Honolulu VWK staff and shared information on the SAVIN program.
- There were 52 calls to Appriss Victim Service Representatives (VSRs) during the month and 21 email requests for additional support. The topics included: add to allow list – 30, search for an offender – 23, delete notification/stop notification – 7, add a registration – 3, agency referral – 2, technical assistance/question – 2, data incorrect – 1, dead air – 1, application error – 1, EOL assistance – 1, and data flow inquiry – 1.
- There was also one call the SAVIN line from a victim’s family member about why they received no notification when an offender was released. The conversation really highlighted how important it is to make connections with victims and their families while offenders are still in custody, so they do not fall through the cracks and are without support at release.
- Ms. Ah Toong (SAVIN Coordinator) finalized the PSD facility training and prepared for the training on 4/15/21.
- The priorities for May are to continue daily notification checks, work on documentation of data issues, and develop the HPA data entry “cheat sheets.”

SAVIN Inquiry Reports:

- One (1) inquiry form was submitted in March. The issue was related to the timing of parole hearing delay notices. HPA currently enters the data the day of the original hearing, or within a week after. However, if a victim is planning on participating that does not give enough time to change their plans. Additionally, a ticket was opened with Appriss to research a second delay notification that went out with an incorrect date for the same offender. Seven (7) inquiries are still open or pending. Almost all are parole related. The pending and open inquiries have been open for an average of 120.1 days, with the oldest at 188 days and the newest at 23 days.

SAVIN Special Funds:

- SAVIN collections were about average in March. The expenditures were a little lower than usual, as some payments were delayed due to PSD’s move to a new office.
- As of March 31, 2021, the SAVIN fund balance was \$1,635, 254.57. This balance is slightly different than the balance reported by PSD’s

	<p>Fiscal Office as they usually process the Correction Industry (CI) collections on a different schedule than CI reports them to SAVIN.</p> <ul style="list-style-type: none"> Mr. Johnson (PSD) recommended that the \$700,000 that will be transferred to the General Fund be deducted from the SAVIN balance on the monthly report. <p>ACTION PLAN</p> <ul style="list-style-type: none"> Ms. Ah Toong (SAVIN Coordinator) will deduct the \$700,000 that will be transferred to the General Fund from the SAVIN balance. PSD will continue to conduct analysis on how different types of notifications function. Ms. Ah Toong (SAVIN Coordinator) will continue updating training materials and “cheat sheets.”
	<p>V. <u>SAVIN RFP Status</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> PSD is still in the clarification and negotiation stage of the RFP. Due to the budgetary issues related to the Legislative process, the delay in the RFP process, and feedback from the Evaluation Committee and the SGC, PSD will continue contracting with Appriss for Classic VINE. Ms. Ah Toong (SAVIN Coordinator) will continue working with the Procurement Office to make sure the process moves forward. The contract will be for 2 years, with the possibility of 2 1-year extensions. Because the RFP process takes so long, we will likely need to initiate the process again in the next year or so. <p>ACTION PLAN</p> <ul style="list-style-type: none"> Ms. Ah Toong (SAVIN Coordinator) will continue following up to make sure the RFP/Contracting process moves forward.
ADJOURNMENT	<ul style="list-style-type: none"> The meeting was adjourned at approximately 9:45 a.m.
NEXT MEETING	<ul style="list-style-type: none"> The next meeting is tentatively set on Monday, May 24, 2021, via Teams (9:00 am -10:30 am) The JRI Workgroup Meeting is TBD.