

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

Meeting Date	August 31, 2021
ATTENDEES	<p>Members Present: Randi Barretto, SGC Chairperson, Crime Victim Compensation, (CVCC – SGC Chair); Tim Hansen, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Suzy Ucol-Camacho, Department of Public Safety, Information Technology (PSD-MIS); Toby Wilson (Victim Representative)</p> <p>Designees Present: Paul Applegate, Captain, Kauai Police Department (Capt.-KPD); Lynn Costales-Matsuoka, Associate Director, Sex Abuse Treatment Center (SATC); Dennis Dunn, Director, County of Honolulu, Victim Witness Kokua Services (Hon VWKS); Diana Gausepohl-White, Director, County of Kauai Office of the Prosecuting Attorney, Victim Assistance Unit (Kauai VAU); Andrew Morgan, Director, Hawaii Paroling Authority (HPA); Chelsey Stewart, Hawaii State Coalition Against Domestic Violence (HSCADV); Christian Trent, Lieutenant, City and County of Honolulu Police Department (Lt.-HPD);</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Nettie Arias, Restitution Specialist (PSD-RAVS); Pamela Ferguson-Brey, Executive Director, Crime Victim Compensation Commission (CVCC); Dawn Martin, CVCC/HPA Post-Conviction Victim Advocate (CVCC-PCVAP); Tara Okutsu, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Carlton Ruley, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Tiffany Wood, Appriss, Inc. (Appriss)</p> <p>Members Absent: Julie Ebato, Department of the Attorney General, Crime Prevention and Justice Assistance Division (AG-CPJAD); Paul Ferreira, Chief, County of Hawaii Police Department (Hawaii PD); Tommy Johnson, Deputy Director for Corrections, Department of Public Safety (PSD-Dep-C); Carol McNamee, Mothers Against Drunk Driving (MADD); Dayna Miyasaki, Program Specialist, Judiciary (JUD); Marita Mullen, Interim Director, Maui County Prosecuting Attorney, Victim Witness Assistance Division (Maui VW); Dean Rickard, Acting Chief, County of Maui Police Department (MPD)</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 July 19, 2021 meeting minutes were reviewed and approved by SGC Members. • Ms. Ah Toong (SAVIN Coordinator) proposed holding SGC meetings quarterly rather than monthly. Ms. Wilson (Victim Representative) agreed with the proposal. Ms. Barretto (CVCC – SGC Chair) commented that monthly meetings were initially held to keep members informed of the status of the Request for Proposal (RFP) and contract, and now that both were completed quarterly meetings may be more appropriate. • Members voted to hold SGC meetings quarterly rather than monthly. The next meeting will be in November. • Ms. Gausepohl-White (Kauai VAU) asked if the SGC is planning on resuming in-person meetings. Ms. Ah Toong (SAVIN Coordinator) responded that there are limited funds for travel from neighbor islands in fiscal year 2021, depending on if travel restrictions continue. There are more funds set aside for travel in fiscal year 2022. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will post the FINAL meeting minutes from July 19, 2021 and the provisional minutes from August 31, 2021 to the PSD SAVIN website.
	<ul style="list-style-type: none"> • <u>SAVIN Marketing Materials and Swag</u> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Swag Distribution:</p> <ul style="list-style-type: none"> • Some swag items have been delivered. Distribution of the swag will occur after the PSD victim service program consolidation and move to

CVCC's office. Ms. Ah Toong (SAVIN Coordinator) will reach out to SGC Members for swag orders.

- Ms. Barretto (CVCC – SGC Chair) asked what swag items were ordered. The order includes drawstring bags, pens, and business card holders. There are also a few items left from last year that will be included in the list of available swag.
- Mr. Hansen (Hawaii County VW) offered to have a friend pick up their swag order rather than having it mailed.

SAVIN TV Advertising Campaign:

- KHON will be airing the 30-second spot throughout September on various TV stations at different times. The schedule was chosen to get wide coverage across the different channels and types of viewers.

SAVIN Radio Advertising Campaign:

- A 30-second radio advertising spot will be recorded with assistance from iHeart Media. Ads will run for three (3) weeks in September 2021 and three (3) weeks in March – April 2022. The advertising campaign will include banner ads on the different websites for local iHeart stations.
- PSD will be contracting for a Neighbor-island radio campaign in Fiscal Year 2022 to ensure ads reach victims across the State.

Appriss Google Ads:

- Google ads are scheduled to run from October to December 2021.

Hear Me! Podcast:

- The CVCC/HPA Post Conviction Advocacy Program's "Hear Me!" podcast has been postponed. The SAVIN episode will be completed once podcast recording resumes.

PavHawaii.com:

- Pavhawaii.com stands from "Post-conviction Assistance for Victims." The website is a collaboration between the SAVIN program, the CVCC-PCVAP program, and the RAVS unit. It was initially started as part of a virtual event held for National Crime Victims' Rights Week. It is now being transitioned into a long-term website with information on PSD's post-conviction services, victims' rights, and other resources.
- The initial draft of the main website layout has been completed. The web designers are working on a more detailed draft of the website which will outline key functions.
- The project includes a contract with Ms. Suzanne Brown-McBride, Consultant, who is developing a map of the post-conviction criminal justice system from the perspective of a victim.
- Developing the content for the website may be a large task over a longer period. The goal is to create a resource for victims not familiar with post-conviction processes and jargon, so they have access to the information they need. The overall layout is based on where the victim is in the criminal justice process. There will be a glossary of terms, a SAVIN notification search page, a way to contact each post-conviction program for more assistance.
- Ms. Gausepohl-White (Kauai VAU) asked how the lack of VOCA funding for the CVCC-PCVAP program will impact pavhawaii.com. Ms. Barretto (CVCC – SGC Chair) answered the plan to secure different funding for the program is underway. It is a necessary project, and it will leave a gap in services for a large population of victims if the program does not continue.

Brochure Translation and Printing:

- Brochure translation and printing will likely occur in quarter two or quarter three of fiscal year 2022.

	<p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will solicit swag orders after the move to CVCC’s office. • Ms. Ah Toong (SAVIN Coordinator) will gather more data on the language needs of underserved populations and contact Language Services Hawaii to start getting a quote for translation of the SAVIN brochures (on hold).
	<p>II. <u>Notification Settings</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Death Notifications and Delete Dates:</p> <ul style="list-style-type: none"> • Death notification settings were initially added to the agenda due to questions arising about whether the “delete date” should be changed from 30 days to 14 days. The “delete date” determines when the person’s information is no longer searchable VINE. The SGC agreed to keep the “delete date” of 30 days. • Facilities have their own timeline and process for notifying next of kin. The SAVIN/VINE system should be configured to give the appropriate information but not to circumvent the facility process or let the information out before the next of kin can be notified. • The SAVIN/VINE notifications occur as soon as the death date is entered into PSD’s offender management system (OffenderTrak). The message does not contain the information that the offender died. Instead, it states: “This e-mail is to inform you that there has been a change in the custody status of the offender <Offender First Name> <Offender Last Name>. This is not an emergency. The offender has not been released. For more information, please call 808-587-1356.” • Ms. Gausepohl-White (Kauai VAU) commented that if the victim receives that message, calls the facility for more information, the facility is not able to give more information, and then the victim checks VINELink.com and the offender is no longer there, then the SAVIN system is not really serving the needs of the victim. A better process would be to wait until the facility has notified next of kin and then generate the SAVIN notification that is clearer so that the victim is not unnecessarily traumatized. Another option may be to not give notification to the victim at all, as the offender is no longer a threat to them. • Ms. Wood (Appriss) clarified that the death notification is on a 24-hour delay to allow more time for the facility to complete their process. The notification language can be modified based on Hawai’i’s needs. • Ms. Barretto (CVCC – SGC Chair) asked if it is PSD’s policy to include death notifications. Ms. Ah Toong (SAVIN Coordinator) answered that the SAVIN system was set up to include death notifications, but she is not aware of any policy or regulation that mandates notifying the victim. Ms. Gausepohl-White (Kauai VAU) agreed that victims’ rights statutes do not include death notifications. • Ms. Barretto (CVCC – SGC Chair) asked if there are any states that do not do death notifications. Ms. Wood (Appriss) answered that most states, if not all, give death notifications. Some are generic like Hawai’i’s notifications, and some state that the offender has died. Since VINE notifications are anonymous, there is no way to tell if the notification is to the victim or the offender’s family. How states choose to configure death notifications is usually a balance between the needs of both victims and offender’s families. • Ms. Wood (Appriss) posted the notification language to the Teams chat. • Ms. Barretto (CVCC – SGC Chair) commented that we may need to gather more information on the history of the notification and whether not it is required. • Ms. Gausepohl-White (Kauai VAU) answered that she has been involved in the SGC since the system was implemented, and death notifications have always been an issue. Including the statement “this is not an emergency” is not sufficient, as victims will not understand why they are receiving notification if it is not an “emergency” event such as the offender getting released. • Ms. Ah Toong (SAVIN Coordinator) read the victims’ rights to notification listed in H.R.S. 801-D, which do not list death as a type of custody status change. • SGC members agreed with the concerns under discussion. Ms. Barretto (CVCC – SGC Chair) asked that Ms. Wood (Appriss) and Ms. Ah

Toong (SAVIN Coordinator) continue research into how the notification can be improved. She asked that SGC Members add any additional feedback into the chat or send it to Ms. Ah Toong (SAVIN Coordinator).

Upcoming Release Notifications:

- Currently, upcoming release notifications are sent for any offender with a sentence end date within 14 days of the notification date. Upcoming release notifications are getting sent for offenders with a status of “sentenced pending charges” or “pretrial” if a sentence end date is entered for a prior offense, even though the offender may or may not be released once prior sentence has ended. The configuration options are: 1) keep the notifications as-is; 2) disable upcoming release notifications for “sentenced pending charges” and “pretrial” offenders; or 3) include language in the notification to indicate the release date applies to a prior sentence and the offender may not be released.
- Ms. Gausepohl-White (Kauai VAU) commented that the victim likely will only want information when the offender is released, and won’t be interested in getting notification on a case that they are not involved in.
- Ms. Ah Toong agreed but mentioned that some victims do find the advanced released notifications helpful. She shared an example where the victim received the notification and contacted their advocate, and the advocate was able to help the victim put a safety plan in place in case the offender was released.
- Ms. Gausepohl-White (Kauai VAU) asked if there was a way to edit the notification language to be clearer. Ms. Ah Toong (SAVIN Coordinator) agreed that one of the options is to create a notification type specific to these circumstances. Ms. Wood (Appriss) confirmed it was possible to either edit an existing notification type or create a new one.
- Mr. Hansen (Hawaii County VW) asked how often this issue occurs. Ms. Ah Toong (SAVIN Coordinator) shared that around 0.8% of all offenders in PSD custody were “pretrial” with an existing sentence end date, and 1.7% were “sentenced pending charges.” It is a small number of offenders, but it does happen regularly.
- Ms. Barretto (CVCC – SGC Chair) confirmed that it has been an issue for years. One previous recommendation from the SGC was to include case numbers in the notification. Ms. Ah Toong (SAVIN Coordinator) cautioned that adding too many variables to the notification may increase the potential for errors.
- Mr. Dunn (Hon VWKS) added that the advocates would find it helpful to have a case number included in the notification, but victims may not. Ms. Gausepohl-White (Kauai VAU) stated a date of incident would be helpful as well.
- Ms. Wood (Appriss) agreed that most states use more general language and don’t include case-specific information. Some states include pop-ups on the website or other methods of bringing attention to the fact the release date on the advanced release notification may not be applicable.
- Ms. Wilson (Victim Representative) agreed that notifications should be configured to deescalate victim stress rather than escalate it. The length of the notification is important to be able to communicate effectively. She asked if it is possible to split text notifications across multiple texts.
- Ms. Wood (Appriss) clarified that the VINE system can send longer text messages. However, some recipient’s phones may not support longer or multiple messages. Ms. Wood (Appriss) will confirm and provide clarification to the SGC.
- Ms. Ah Toong (SAVIN Coordinator) confirmed that the SGC’s decision was to modify the notification rather than disable it. SGC Members agreed.

SAVIN & Hard Copy Notification Requests

- SGC Members agreed it would be beneficial to submit hard copy requests for notification in addition to signing victims up for SAVIN notifications.

- Ms. Ah Toong (SAVIN Coordinator) recommended the process be standardized so each county is following the same procedure. She asked that the VWs email her samples of their current request forms. She also asked that advocates submit a copy of all notification requests to the SAVIN Coordinator for tracking purposes.
- Mr. Dunn (Hon VWKS) noted that they generally fax the requests directly to the facility they often need to get implemented very quickly.
- Ms. Gausepohl-White (Kauai VAU) agreed that she would prefer to get confirmation directly from the facility that the request was received. Facilities are very good at fulfilling their statutory obligations to notify victims if they have a request in the file. She commented that she would be happy to use a standard form and send a copy of the request to the SAVIN Coordinator if the victim consented to sharing it.
- Mr. Dunn (Hon VWKS) commented that his staff sign up for notification for all cases as soon as they are assigned the case. The advocate then shares information with the victim to reduce trauma. For bail releases, the facilities call the advocates about an hour ahead of the release. That way the advocate can begin trying to reach the victim and then confirm through SAVIN notification once the offender has walked out the door. He agreed that the facilities are good at making the notifications, even though some of the requests were made years ago.
- Ms. Arias (PSD-RAVS) commented that she worked in the records department at a facility for over ten years, and they do their utmost to make notifications if there is a request in the file. When notification requests are sent to the PSD main office, the notifications are emailed and sent hard copy to the facility. The information is also added to PSD's offender management system.
- Mr. Dunn (Hon VWKS) stated that the facility supervisors actively monitor notifications. He has received calls at 9:00 p.m. from a supervisor when their staff missed a notification earlier in the day. He suggested that the SGC find a way to express their appreciation for the hard work and diligence of facility staff in completing notifications. All SGC Members agreed. Mr. Hansen (Hawai'i County VW) recommended chocolate.
- Mr. Hansen (Hawai'i County VW) asked that if it would make more sense to have the facilities communicate to SAVIN when they receive notification rather than have the advocates do so, particularly if the purpose was for record keeping.
- Ms. Arias (PSD-RAVS) answered that previously PSD had decided not to alter the process because it has been working well.
- Ms. Ah Toong (SAVIN Coordinator) stated that the purpose of the conversation was really to standardize the process so that victims have the greatest opportunity for notification, and no one falls through the cracks. She recommended standardizing the forms and process on the VW side, but keeping the facility process the same since it is working.
- Ms. Gausepohl-White (Kauai VAU) agreed and noted that her comments about the accuracy and timeliness of facility notification process is applicable to other types of notifications, such as parole hearing notifications.
- Ms. Ah Toong (SAVIN coordinator) stated she would share Kauai VAU's facility notification request forms with the SGC and asked that other counties submit theirs to her as well. Standard forms will be developed and shared with the SGC for approval.

ACTION PLAN

- Ms. Ah Toong (SAVIN Coordinator) will continue to research facility's death notification processes and share the information with the SGC.
- Ms. Ah Toong (SAVIN Coordinator) will continue discussing "death" and "upcoming release" notification configuration options with Appriss.
- Ms. Ah Toong (SAVIN Coordinator) will gather sample hard copy notification requests from each county and draft a standardized request form for SGC review.

III. **Monthly SAVIN Reporting**

DISCUSSION/CONCERN(S)

- The SAVIN Monthly Report format was updated to include more information and to be more visual.

SAVIN/VINE Utilization:

- Data on VINE utilization was added. The first two graphs show a month-to-month comparison between fiscal year 2021 and fiscal year 2022. The orange line representing fiscal year 2022 is not showing currently as there is only one data point for July.
- The “VINE Searches by Month” graph shows there are around 30,000 – 40,000 VINE searches per month. The “Registrations by Month” graph shows that between 600 and about 1,200 people register each month. Together these data show people really are using this service.
- The “Notifications by Month and Type” graph shows that text and email are the predominant ways people choose to get notified. As we review the notification language moving forward, it may be good to keep in mind that people are viewing the written notifications the most.

Data and System Tests

- There were 19 Resynchronization Reports (Resyncs) and 5 resulted in notifications that had to be manually checked by PSD.
- There were 2 manual data tests, including the daily notification checks and research into advanced release notifications for offenders with “pretrial” and “sentenced pending charges” statuses.
- Sixteen (16) “Daily notification checks” were conducted in July. The notification “error rate” was 4.9%. The error rate went down drastically compared to the previous months due to Appriss’s implementation of 2 system fixes relating to release dates and parole hearing dates. A few new issues have been discovered, but the overall error rate is still much lower that it has been.

SAVIN Inquiry Reports & Appriss Tickets:

- New tables were added summarizing the number of inquiry forms and Appriss tickets opened, closed, pending, and the average days to close for each. The numbers may differ slightly when compared to prior monthly reports as the calculation method was updated to be more consistent and accurate.
- Zero (0) inquiry forms were submitted in July. One (1) inquiry form was closed. Ten (1) of the open/pending inquiries are related to HPA, and the average number of days open/pending continues to grow each month as the issues will not be resolved until the HPA notifications are reconfigured during the transition to the new VINE platform. One (1) inquiry is related to “upcoming release” notifications for an offender with “sentenced with pending charge” status.
- Three (3) Appriss tickets were opened in July and 1 ticket was closed. The breakdown of the remaining open/pending tickets is: 1) ticket related to “requested reduction of minimum setting” notifications not functioning; 2) “30-day advanced release” notifications not functioning; 3) research on “return to custody” notifications for offenders transferred to Hawai'i State Hospital; and 4) a log-in issue.

Contacts, Training & Outreach

- A new section was added for contacts, training, and outreach.
- No trainings were held in July. Ms. Barretto (CVCC – SGC Chair) asked for an update on the status of SAVIN training protocols. Ms. Ah Toong (SAVIN Coordinator) responded that the plan for the next year includes comprehensive training both with facility staff and with HPA once the transition to the new platform has been finalized. The plan includes in person training and/or a series of webinars that highlight data entry and how it impacts SAVIN notifications. The plan also includes a mini-conference or outreach event with advocates to introduce the new platform, highlight new features, and advertise pavhawaii.com and SAVIN services.

- The Living 808 interview with Tommy Johnson (PSD-Dep-C) and the second run of 30-second advertising spots for the “Pandemic in a Pandemic” series aired.
- There were 275 visits to the pavhawaii.com website in July.
- There were 59 calls and emails to the CFC line, including: search for an offender – 21, add to allow list – 17, stop/delete notification – 10, dead air call – 3, add a registration – 2, notification question – 2, data incorrect/technical issue – 2, agency referral – 1, and general product inquiry – 1.
- There were 9 calls to the SAVIN line, mostly to check on an offender’s custody status.
- There was 1 call to the SAVIN Coordinator. The caller was a male victim of domestic violence who did not feel he was being given equal treatment. Ms. Gausepohl-White (Kauai VAU) asked what the SAVIN Coordinator’s response was. Ms. Ah Toong (SAVIN Coordinator) answered that she spoke with Hon VWKS staff as the case was referred to them. They had declined to prosecute the case, and she gave the information to the caller. He shared that he felt discredited and marginalized at every step since reporting the abuse. She offered referrals to other resources, but the caller was already at a shelter and was aware and/or had reached out to various resources on his own.

SAVIN Funds

- The SAVIN Funds section has been reorganized for more transparency and accuracy.
- The “Monthly SAVIN Collections” table includes information on collections from two different sources with two different reporting timelines. Therefore, the table reflects what is reported to SAVIN each month and does not necessarily reflect what is collected by a facility during that calendar month.
- The “Monthly SAVIN Fund Balance” table is based on the cash balance spreadsheet maintained by PSD’s fiscal office.
- The “Annual SAVIN Fund Balance 2017 – 2021” table is based on transactions posted to Datamart. Datamart is the official record maintained by the Department of Accounting and General Services (DAGS).
- The monthly SAVIN collections were normal. Since the report was generated, Saguaro has submitted collections for both June and July. Interest is not reported every month.
- The \$700,000 appropriated by the Legislature was transferred to the General Fund and is no longer reflected in the SAVIN Fund balance. There are some funds remaining in fiscal year 2021 to pay for remaining encumbrances, and \$800,000 was rolled over into fiscal year 2022. In July there was \$14,261 in expenditures and \$40,702 in collections.
- The reconciliation for fiscal year 2021 is still ongoing as there are still encumbrances that have not been expended yet. Overall, there was \$477,434 in revenues and \$259,986 in expenditures.

ACTION PLAN

- PSD will continue to conduct analysis and documentation on how different types of notifications function.
- Ms. Ah Toong (SAVIN Coordinator) will continue to reconcile Fiscal Year 2021.

IV. SAVIN RFP Status

DISCUSSION/CONCERN(S)

- The contract with Apriss has been executed. They have already started planning for the transition to the new platform. A kick-off meeting will be held in early September. The anticipated date to complete the transition is February 2022.
- A meeting is scheduled for the end of August to get HPA prepared for the process.
- Ms. Barretto (CVCC – SGC Chair) asked what the new platform will look like. Ms. Ah Toong (SAVIN Coordinator) answered that all of the trainings currently put out by Apriss show the new platform and some of the features. The back end of the system is a different

	<p>technology than SAVIN/VINE is using now. It will be hosted on Amazon web services for Government. The platform has greater capabilities and can run different processes concurrently so it should be faster and more efficient.</p> <ul style="list-style-type: none"> • Information on an upcoming Appriss training for jails/booking management will be sent to the SGC. Ms. Gausepohl-White (Kauai VAU) commented that she will test the system without training to better mirror a victim’s experience signing up for notifications. • Ms. Ah Toong (SAVIN Coordinator) shared that Appriss Insights, the component of Appriss, Inc. that manages VINE is in the process of being sold to Equifax. The sale is still being reviewed by the Office of Governmental Affairs. Appriss leadership has assured PSD there will be no changes to the level or service or support. However, there may need to be minor adjustments to the contract. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will send information on the upcoming Appriss training to SGC members.
	<p>V. <u>SAVIN and RAVS Directed Reorganization</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The paperwork needed to consolidate all post-conviction programs to CVCC’s has been submitted, and a site visit with DAGS was conducted. • Ms. Ah Toong (SAVIN Coordinator) and CVCC also met with Hawai’i Correctional Industries to schedule the move. • PSD is working on the official reorganization and will provide updates during the next SGC meeting.
ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at approximately 10:29 a.m.
NEXT MEETING	<ul style="list-style-type: none"> • The next meeting is tentatively set on Tuesday, November 16, 2021, via Teams (9:00 am -10:30 am) • The JRI Workgroup Meeting is TBD.