

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

Meeting Date	May 17, 2022
ATTENDEES	<p>Members Present: Randi Barretto, SGC Chairperson, CVCC, (CVCC-SGC Chair); Dayna Miyasaki, Program Specialist, Judiciary (JUD); Suzy Ucol-Camacho, Department of Public Safety, Information Technology (PSD-MIS); Toby Wilson (Victim Representative)</p> <p>Designees Present: Vanessa Corwin, Program Director, Hawaii State Coalition Against Domestic Violence (HSCADV); 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 VWP); Hana Denning, Parole Officer, Hawaii Paroling Authority (HPA); Tommy Johnson, Deputy Director for Corrections, Department of Public Safety (PSD-Dep-C); Marita Mullen, Victim Advocate, Maui County Prosecuting Attorney, Victim Witness Assistance Division (Maui VW); James Miller, Lieutenant, Kauai Police Department (KPD); Carlton Ruley, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW);</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Nettie Arias, Restitution Specialist (PSD-RAVS); Leanna Bair, CVCC/HPA Post-Conviction Victim Advocate (CVCC-PCVAP); Tani Dydasco, Restitution Specialist (PSD-RAVS); Pamela Ferguson-Brey, Executive Director, Crime Victim Compensation Commission (ED – CVCC); Cyndi Keller, Victim Advocate, Department of the Attorney General (AG); Lisa Sur, Department of Public Safety, Information Technology (PSD-MIS)</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); Carol McNamee, Mothers Against Drunk Driving (MADD); Dean Rickard, Acting Chief, County of Maui Police Department (MPD); Rade Vanic, Acting Chief, City and County of Honolulu Police Department (HPD)</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 February 15, 2022, meeting minutes were reviewed and approved. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (PSD-SAVIN Coordinator) will post the FINAL meeting minutes from February 15, 2022, and the provisional minutes from May 17, 2022, to the PSD SAVIN website.
	<p>II. <u>Legislative Update</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The request to increase the SAVIN ceiling up to \$600,000 per year was approved. Additionally, the Legislature approved three (3) new 1.0 FTE SAVIN positions, including two (2) Advocates and one (1) Office Assistant. • HB 1600: Ms. Ferguson-Brey (ED – CVCC) added that the budget bill includes additional funding so that CVCC can be fully staffed. Right now, CVCC is half staffed and there is a backlog of compensation claims. The additional staff will allow CVCC to process claims in a timelier manner. • SB2091 SD1 HD2 CD1: The bill to incorporate victim notification of pardon requests passed. • HB1459 HD1 SD1: The bill to make juvenile restitution mandatory got far but did not ultimately pass. The plan is to reintroduce the bill again next year. <p>ACTION PLAN</p>

	<ul style="list-style-type: none"> • N/A.
	<ul style="list-style-type: none"> • <u>SAVIN Marketing and Swag</u> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Swag Distribution:</p> <ul style="list-style-type: none"> • Swag orders still have not been distributed. The plan is to distribute the orders within the next month. The delay in distributing swag orders is due to confusion on how to pay for the postage because the Reentry Coordination Office no longer has a secretary to assist with p-card payments. • Swag was distributed to the public at National Crime Victims’ Rights Week (NCVRW). <p>SAVIN TV Advertising Campaign:</p> <ul style="list-style-type: none"> • SAVIN is collaborating with the Restitution and Victim Services (RAVS) Unit, and the CVCC/HPA Post-Conviction Victim Assistance Program (PCVAP) to create an advertising campaign through Olelo Community Media. <p>SAVIN Radio Advertising Campaign:</p> <ul style="list-style-type: none"> • The Neighbor Island radio campaign is ongoing until the end of June. The campaign includes a 30-second ad and a short interview with Mr. Johnson (PSD Dep-C). The ads will run on 16 different radio stations. The campaign also includes web advertising on each of the radio station websites. • As part of the advertising for NCVRW, SAVIN was able to collaborate with the Mayors of Kauai, Hawai’i Island, and Maui to create one-minute-long interviews about victim services on each island. Steve Alm also contributed a 30-second ad to advertise NCVRW as part of the campaign. <p>Hear Me! Podcast:</p> <ul style="list-style-type: none"> • The episodes are being finalized. <p>PavHawaii.com:</p> <ul style="list-style-type: none"> • The team is working on testing website functionality and developing content. The plan is to publish the first phase and initial content on the website by the end of June 2022. • In addition to program information, the temporary pavhawaii.com site has videos from NCVRW, informational videos sent by victim service agencies, and other resources. • Ms. Barretto (CVCC-SGC Chair) asked for a more detailed description of the purpose and vision of the website. Ms. Ah Toong shared the website is meant to be a comprehensive resource about the criminal justice process, with a focus on post-conviction events. The primary component on which the website will function is a map of the criminal justice system and the different rights and resources that are available at each stage. It will have information on all the corrections-based victim service programs, a list of all victims’ rights, community victim service agency information, a SAVIN search page, and a way to contact us for additional information and support. • Ms. Bair (CVCC-PCVAP) added that various service providers have completed a survey about what services they provide, how to contact them, and this information is being added to the website as well. Ms. Bair (CVCC-PCVAP) thanked survey participants for their responses. • Ms. Bair (CVCC-PCVAP) also noted background information about the Hear Me! podcast. The podcast was created to give advocates, justice professionals, and survivors a platform to share their stories and also to get more information about services available in the community. Six episodes have been recorded so far, and they will be available on the website. The plan is to record additional podcasts as well.

- The website will incorporate a lot of information. The goal is to target it to victims of crime rather than criminal justice professionals and victim service providers. For example, the language will be targeted to a sixth grade reading level.
- A link to the website was shared in the chat.

National Crime Victims’ Rights Week (NCVRW):

- There was a great turnout among partner agencies that wanted to help host the event this year. Ms. Ah Toong (PSD-SAVIN Coordinator) thanked everyone who volunteered to assist. Hosting a live event was a big undertaking and could not have been as successful as it was without everyone’s participation.
- The week of recognition included a live proclamation event and resource fair at Honolulu Hale, a virtual candlelight vigil, an online wish board where participants could submit wishes or hopes for victims and survivors, informational videos submitted by victim service agencies, and other resources.
- There was a great turnout for the events. Videos of all the speakers and events have been posted on pavhawaii.com.
- Ms. Barretto (CVCC-SGC Chair) added her thanks and mentioned that the team will be even more prepared to host an event next year.
- Ms. Ah Toong (PSD-SAVIN Coordinator) mentioned that through a connection with Theresa Paulette from Mothers Against Drunk Driving (MACC) the team was able to create a TV ad for NCVRW through Olelo Community Media. The script and filming were done internally, and the ad featured Ms. Bair, Ms. Arias, and Ms. Dydasco.

Brochure Translation and Printing:

- Brochure translation is on hold. The information in the brochures may need to be updated once the transition to the new VINE platform is complete.

ACTION PLAN

- Ms. Ah Toong (PSD-SAVIN Coordinator) will distribute the Swag orders.
- Ms. Ah Toong (PSD-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).

II. Notification Settings

DISCUSSION/CONCERN(S)

Death Notifications and Delete Dates:

- Resolved. This item can be removed from the agenda.
- Mr. Dunn mentioned that he was called regarding the death of a pre-trial detainee. The office was notified directly by the facility, and as of yesterday the advocate had not received a notification from SAVIN. Mr. Dunn noted that he asked the advocate to coordinate with the medical examiner’s office to ensure they were not providing notification to the victim before the detainee’s family received notification.
- Ms. Ah Toong (PSD-SAVIN Coordinator) requested that Mr. Dunn email the detainees information so she could investigate why the notification did not go out.

Upcoming Release Notifications:

- After the transition to the new VINE platform, a new notification type will be developed to address this issue.

SAVIN & Hard Copy Notification Requests

	<ul style="list-style-type: none"> • There are some additional edits that need to be made. A revised draft will be sent to the Victim Witness Directors for feedback. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (PSD-SAVIN Coordinator) will draft a revised hard copy notification request packet and share it with the Victim Witness Directors for finalization. • Ms. Ah Toong (PSD-SAVIN Coordinator) will continue discussing “upcoming release” notification configuration options with Appriss.
	<p>III. <u>OffenderTrack Outages</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • There was an outage earlier today. An outage notice was emailed out to the SGC. PSD is having an issue with the router that transfers data to VINE. PSD IT is working to resolve the issue. Until then, the facilities are using the Emergency Override Line (EOL) process. • Ms. Ucol-Camacho (PSD-MIS) added that the outage was due to a power outage at the Kalanimoku building where the router is stored, and there are staff there now working on getting it back up. • A report was run to ensure all releases that occurred during the initial outage period were called in. One was missed, a manual override was performed to show the correct offender status in VINE. • Ms. Ah Toong recommended advocates contact her for status updates, or to sign up new registrants for VINE as she can add them through her administrative access if the offender is in custody. • Appriss does not offer the EOL process currently through the new platform. Since PSD depends on the EOL line for releases on the weekend, and outages such as the time the power transformer was down, Ms. Ah Toong will be negotiating with them to try and find an alternate solution. A meeting is scheduled for Friday to discuss the alternatives. • Ms. Gausepohl-White (Kauai VAU) asked why Appriss was discontinuing the EOL process. • Ms. Ah Toong (PSD-SAVIN Coordinator) responded that she didn’t know their specific reasoning. The EOL process isn’t perfect. A lot of states, particularly the larger states, choose not to use it. The standard way they distribute information on which offenders to update during outages is to send a huge list of all offenders with registrations in VINE to each facility. This can be very cumbersome, and most states choose not to do that. In Hawai’i, however, the outage information is sent to the SAVIN Coordinator who then alerts the facility to call in custody status changes for all offenders. • Ms. Gausepohl-White (Kauai VAU) asked if the feature was included in the contract. Ms. Ah Toong (PSD-SAVIN Coordinator) answered that it is, and she will remind Appriss of that if necessary.
	<p>IV. <u>Monthly SAVIN Reporting</u> <i>DISCUSSION/CONCERN(S)</i></p> <p>SAVIN/VINE Utilization:</p> <ul style="list-style-type: none"> • The “VINE Searches by Month” graph shows searches decreased slightly in February. Overall, on average there are 3,000 – 4,000 searches per month. The “Registrations by Month” graph shows registrations are increasing compared to earlier in the fiscal year. • The “Notifications by Month and Type” graph shows that the total number of notifications fluctuates month to month but remains consistent year to year. Text and email notifications remain the primary ways people choose to get notified. • Appriss is working on changing the calling pattern for phone notification so that they are less frustrating for users. <p>Data and System Tests</p> <ul style="list-style-type: none"> • There were 16 Resynchronization Reports (Resyncs) and eight (8) resulted in notifications that had to be manually checked by PSD. • There were 2 manual data tests: 1) “Daily” notification checks on a sample of 290 notifications (24.8%). The error rate for February was 13.0% and errors were primarily due to rescheduled parole hearings being entered the same day as the original hearing. HPA has some

staffing shortages which is causing the delays in data entry. 2) Continued review of release and transfer notification triggers. Thirteen (13) of the 26 triggers were incorrectly configured or not applicable (50%). Appriss has been working diligently with the SAVIN Coordinator to revise triggers to reflect current database configurations and booking practices.

- Ms. Barretto (SGC Chair) noted that the error rate still seems relatively high. She asked if there has been an improvement in addressing errors since we have been tracking the error rate.
- Ms. Ah Toong (PSD-SAVIN Coordinator) answered that data entry errors are relatively minor, and there has been an improvement since we have been tracking and communicating more with facility staff. PSD ITS is also very good about working with the facility to correct data entry errors quickly. On the HPA side, the issue is with the database and the constraints they are working under. HPA makes relatively few data entry errors considering how many times they have to enter the same data into different locations.
- System configuration is the main source of errors. It is a little harder to calculate the impact on this type of error, however. For example, prior to May 2021 the error rate appeared lower. That was due to only discovering the issue with release dates in May. The date issue impacted 30-40 percent of all notifications, so the error rate before May should actually have been higher.
- The overall error rate has decreased, but it is a little difficult to quantify how much as SAVIN does not retroactively adjust when new errors are found.

SAVIN Inquiry Reports & Appriss Tickets:

- Zero (0) inquiry forms were submitted or closed in February. Ten (10) of the open/pending inquiries are related to HPA, and the average number of days open/pending continues to grow each month. Issues will be resolved when 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.
- Zero (0) Appriss tickets were opened in February and zero (0) tickets were closed. The ticketing process is on hold until the migration is complete unless new issues need to be documented.

Contacts, Training & Outreach

- SAVIN did not host any trainings in February.
- There were thirty-one (31) calls to the Appriss VSR line. There were zero (0) calls to the SAVIN line and the SAVIN Coordinator.

SAVIN Funds

- SAVIN collections were a little lower than average in February. There were no collections reported for KCCC. An additional check for the telephone tax for \$30,595.38 was submitted but not processed as of the date of this report. The delays are due to staffing shortages.
- The SAVIN fund balance is \$997,992.81 as of 3/28/22.
- The full reconciliation for fiscal year 2021 is pending.

ACTION PLAN

- PSD will continue to conduct analysis and documentation on how different types of notifications function.
- Ms. Ah Toong (PSD-SAVIN Coordinator) will draft the SAVIN Semi-Annual Report, including updated survey information.

V. Transition to VINE Standard

DISCUSSION/CONCERN(S)

- Ms. Wood (Appriss) was offered a new job opportunity and is no longer with Appriss. William Hori, Account Specialist, has been assisting her and will be managing all communications until a new Client Relations Manager is assigned. Lana Carter-Fleig, Project Manager, is

also assisting to make sure all issues get addressed.

- The testing for release and transfer configurations is complete. The team is now testing HPA notification configurations. There are seven (7) HPA notifications that still do not function.
- The “requested reduction of minimum (ROM)” notification is now functioning. HPA did provide feedback that the notification configuration should be updated. Originally, the system was configured to send a notification when a ROM request is made, and then again when the hearing is scheduled. Currently, the notification is generated when staff enter the date that they have received a ROM request from an offender. However, not all requests are eligible to move through the ROM hearing process. Based on HPA’s feedback, it would be more appropriate to use a different date.
- Mr. Johnson (PSD-Dep-C) clarified that the initial decision is to determine if the offender is eligible to request a ROM reduction. If they are, they notify the Prosecuting Attorney. If they are not, they return the application to the offender and tell them why they are not eligible, and when they would be eligible to reapply.
- Ms. Gausepohl-White (Kauai VWP) asked to confirm if prior to the fix, no “requested ROM” notification was going out at all, and the victim witness programs were relying solely on the written notification that is sent to the prosecutor’s office. Ms. Ah Toong (PSD-SAVIN Coordinator) confirmed that was correct.
- Ms. Gausepohl-White (Kauai VWP) asked what the purpose of sending a notification was when a ROM is requested if there is no hearing date scheduled yet.
- Mr. Johnson (PSD-Dep-C) answered that once the offender is determined to be eligible to move forward with the ROM request, HPA notifies the prosecuting attorney. They notify the victim at that point as well, but only if they have a written notification request on file from the victim. The prosecutor can also notify the victim and let them know they can submit comments for the board to consider. Neither the Prosecuting Attorney nor the victim can attend the ROM hearing because it is considered an administrative hearing. The board also receives a report from the facility that is considered with any comments from the victim and the prosecuting attorney that are submitted.
- Ms. Gausepohl-White (Kauai VWP) asked if the report from the facility includes any information on offender misconduct, how they are adjusting to incarceration, etc. An issue came up recently because information on an offender’s progress is not being made available to the Prosecutor. Without information on the offender’s compliance with treatment plan recommendations like sex offender treatment, it is difficult to determine whether they should object to a ROM request or parole consideration.
- Mr. Johnson (PSD-Dep-C) responded that the board gets the application from the inmate with the recommendations from the facility, the Director of Public Safety, and the Institutional Division Director. The Board then requests a Prescriptive Plan Update (PPU) from the facility that identifies the program recommendations, which programs have been completed, work line history, misconducts, and payment of restitution. The PPU is shared with the Prosecuting Attorney.
- Ms. Gausepohl-White (Kauai VWP) noted that this has not been occurring. Her office requested the PPU and HPA responded that PSD generates the PPU and HPA is not authorized to release it. When PSD was asked, they responded that their only obligation is to provide it to HPA and the Prosecuting Attorney is not privy to that information. She added that her office has limited resources and it is helpful to determine which cases are worth spending money to fly to Oahu and attend the hearing for.
- Mr. Johnson (PSD-Dep-C) stated that only about twelve (12) percent of ROMs are granted. He recommended that the Prosecuting Attorneys touch base with HPA, tell them is needed, and see if they can provide it. They can provide a copy of the ROM application. They do have to redact anything to do with HIPPA, treatment issues, and sex offender treatment summary reports from the ROM application. That information would also need to be redacted from the PPU report.
- Ms. Gausepohl-White (Kauai VWP) stated that in this case the Prosecuting Attorney did contact HPA to determine if she should fly over for a parole hearing or whether she could participate by Zoom, and her office was informed they could phone but Zoom was not an

option. However, it would be very difficult to follow the proceedings by phone.

- Mr. Johnson (PSD-Dep-C) commented that HPA may have limitations on the audio video equipment available in some of the hearing rooms, as some facilities lack video capabilities. For example, Halawa does not have the capability to do Teams or Zoom meetings in the hearing rooms. However, HPA does not have the authority to dictate how the prosecuting attorney participates.
- Ms. Gausepohl-White (Kauai VWP) asked if there reports comparable to the PPU provided for parole hearings.
- Mr. Johnson (PSD-Dep-C) responded that ROMs and parole hearings both use the PPU. The initial prescriptive plan is the report reviewed before a minimum setting hearing. For the main land branch, they use a progress report that is the same as the PPU.
- Mr. Dunn (Hon VWKS) redirected the conversation back to the issue with the SAVIN notification and reiterated how important it is for victims to know about ROM requests, especially as they usually hear from other sources that a request has been made, and those other sources aren't always correct. Ms. Gausepohl-White (Kauai VAU) agreed it is important to have consistent and reliable notifications for ROM requests.
- Ms. Ah Toong (PSD-SAVIN Coordinator) proposed revising the trigger to reference the date the ROM request is forwarded to the Prosecutor rather than the date it is received. SAVIN will research whether this change would resolve the issue and report back to the SGC.
- Ms. Barretto (SGC Chair) summarized the next steps and added the SGC can vote on a solution at the next SGC meeting.
- Ms. Gausepohl-White (Kauai VWP) asked if SGC members will need to attend as Designees don't have the authority to vote. Ms. Barretto (SGC Chair) answered that she will send out a reminder to the SGC about roles and responsibilities.
- Appriss currently estimates the migration will be completed in August.
- Ms. Barretto (SGC Chair) asked if we should renew the conversation about the pros and cons of contracting with Appriss to provide notification services. If the SGC would like to start researching other vendors, the timeline for research and posting a new Request for Proposals (RFP) needs to be discussed.
- Ms. Ah Toong (PSD-SAVIN Coordinator) answered that the contract with Appriss ends in April 2023. There are pros and cons for staying with Appriss. It would be beneficial to research other vendors, as it seems like some of the issues we experience are experienced by other states as well. At the VINE Advisory Committee (VAC) follow-up meeting, three or four states mentioned they also had issues with release dates being incorrect due to date formats and time zones. It would be surprising if the issues with Hawai'i VINE are not systemic. It also has not been a priority for Appriss to proactively research the accuracy of the notifications, in fact, it hasn't even been on their agenda.
- Ms. Gausepohl-White (Kauai VWP) shared that she is in favor of finding a different vendor. Appriss has historically made decisions that do not reflect the needs in Hawai'i, getting rid of the EOL process is just the latest example. Without someone to constantly push back and make Appriss accountable, they are likely to keep making decisions that impact the quality of Hawai'i's notification service.
- Ms. Barretto (SGC Chair) volunteered to assist with the vendor review and asked if a subcommittee should be created to discuss the options.

ACTION PLAN

- Ms. Ah Toong (PSD-SAVIN Coordinator) will continue to work with Appriss, the Notification Review Subcommittee, and HPA on the transition.
- Ms. Ah Toong (PSD-SAVIN Coordinator) will work with Ms. Barretto (SGC Chair) to research alternate vendors and determine next steps.

	<p>VI. SAVIN and RAVS Directed Reorganization</p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>PSD Directed Reorganization</p> <ul style="list-style-type: none"> • The directed reorganization has been completed. The reorganization established the SAVIN Coordination Office, which encompasses all PSD victim service functions, including SAVIN and RAVS. The office will be responsible for continuing to grow PSD victim services using national and best practice victim service models. • Ms. Ferguson-Brey (ED – CVCC) acknowledged that without the leadership and vision of Mr. Johnson (PSD-Dep-C), the program expansion would never have happened. CVCC has had a long supportive relationship with Mr. Johnson and his continued support for victim services, including all the work on the restitution program that has made it what it is today, has made these programs a success. Additionally, the collaborative partnership and strong staff including Ms. Arias, Ms. Dydasco, and Ms. Ah Toong makes this effort effective. • Mr. Johnson (PSD-Dep-C) agreed and noted it was a team effort. Restitution and other victims’ issues often get pushed to the back burner, which doesn’t make sense as part of rehabilitation is to make sure the victims are made as whole as possible. The consolidation of PSD victim services and CVCC will create an outstanding outfit with better capacity to service victims and guide them through the criminal justice system. It is important to ensure the next Governor keeps restitution and victim services on the front burner, and Mr. Johnson (PSD-Dep-C) stated it continues to be one of his priorities to advocate for victim services. <p>SAVIN Governance Committee Updates</p> <ul style="list-style-type: none"> • Ms. Barretto (SGC Chair) mentioned that the SGC is mandated under statute, and as a member there are some rules and responsibilities. The list of people who have committed themselves to be members will be reviewed and they will be emailed with reminders about their role and attendance, and to make sure there is a representative in place for them if they are unable to attend. • Mr. Dunn (PD-VWKS) asked how the SGC member would be replaced when the current member retires. Ms. Barretto (SGC Chair) answered that someone else from Honolulu VWKS would need to be appointed. • Ms. Gausepohl-White (Kauai VWP) asked if after she, the designee, retires, the SGC Chair prefers the appointed member attends meetings. Ms. Barretto (SGC Chair) agreed that would be appropriate.
ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at approximately 10:12 a.m.
NEXT MEETING	<ul style="list-style-type: none"> • The next meeting is tentatively set on Tuesday, August 16, 2022, via Teams (9:00 am -10:30 am) • The JRI Workgroup Meeting is TBD.