

## Summaries At-A-Glance: SAVIN Governance Committee

Meeting Date	August 27, 2020
<b>ATTENDEES</b>	<p>Members Present: Randi Barretto (CVCC), Angelina Mercado (HSCADV), Greg Esteban (Hawaii County PD), Juliet Sadama-Uemura (PSD-RAVS), Suzy Ucol-Camacho (PSD-MIS), Dayna Miyasaki (JUD), Paul Applegate (Kauai PD), Toby Wilson (Victim Representative), Cindy Shimomi-Saito (SATC), Tim Hansen (Hawaii County VAU), Julie Ebato (AG-CPJAD)</p> <p>Others Present: Dennis Dunn (Hon VWKS), Diana Gausepohl-White (Kauai County VWP), Pamela Ferguson-Brey (CVCC), Monica Lortz (PSD), Deborah Chai (Hawaii County VAU), Nettie Arias (PSD-RAVS), Tani Dydasco (PSD-RAVS), Lisa Itomura (AG), Tiffany Massey (APPRISS)</p> <p>Absent: Justin Kollar (Prosecuting Attorney – Kauai), Tommy Johnson (HPA), Carlotta Carvalho (MADD), Mike Lambert (HPD), Linda Nishimura (Hon PA)</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>• The May 27, 2020 and July 1, 2020 meeting minutes were reviewed and approved by SGC members.</li> <li>• July 1, 2020 meeting minute format to be used moving forward.</li> <li>• Comment made by Diana (Kauai VWP) regarding the SAVIN Inquiry form to follow-up and to confirm as to who the inquiry form would be sent to. It was decided that the form would be sent to Juliet (PSD-RAVS) and Randi (CVCC) copied. Both the May and July 2020 meeting minutes were approved by SGC.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• PSD to post the FINAL meeting minutes for July 1, 2020 and May 27, 2020 on the website.</li> <li>• Diana (Kauai VWP) to send the SAVIN Inquiry fillable form to Juliet (PSD-RAVS). Juliet to edit emails on the form to make it user-friendly then send it out to members.</li> </ul>
	<p><b>II. <u>SAVIN Committee Designees</u></b>  <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• The Chair wanted to clarify who the appointees were going to be especially for the new members. At this point the meeting is open to both appointee and designee/participant. However, in the event that a vote is being made, Randi will need to know who that vote is coming from so she will be reaching out via email to the committee members- appointees and designees to clarify who it is.</li> <li>• The Chair made a comment about working with Juliet and Monica from PSD in the past couple of months on SAVIN to move things forward and to get things done.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• The Chair to email the appointees, designees to clarify who votes will be coming from &amp; a final list to be sent out.</li> </ul>

	<p><b>III. <u>Status of SAVIN Coordinator position</u></b>  <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• Due to the current budget cuts in the State, approval was needed by the Governor to fill the vacated SAVIN Coordinator position, which is moving forward to be filled.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• Until the SAVIN Coordinator position is filled, Juliet (PSD-RAVS) is the designated person to oversee the SAVIN program and if there are any questions or issues, they are to be directed to her.</li> </ul>
	<p><b>IV. <u>COVID-19 Updates</u></b>  <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• PSD provided updates on the Hawaii Supreme Court’s decision/order regarding early releases of inmates due to the increase of COVID-19 cases. PSD has provided the list to the Supreme Court and the Hawaii Supreme Court will be the ones to review it and to finalize the list of who will be released.</li> <li>• Honolulu Prosecutor - VWKS commented that when his office does notifications for victims, they ask victims if they are receiving SAVIN notifications.</li> <li>• Updates to COVID language on SAVIN website; inclusion of direct resource link.</li> <li>• Committee members tested the SAVIN resource link and experienced problems with the link.</li> </ul> <p><b>ACTION PLAN?</b></p> <ul style="list-style-type: none"> <li>• In checking with APPRISS, the issues for the direct link were probably due to the internet browser that was being used or the user not going directly onto the VINE website and selecting the icon for the DISCOVER MORE STATE RESOURCES link.</li> <li>• PSD is working closely with APPRISS to ensure that notifications are going out since there has been some inmates already released.</li> </ul>

**V. APPRISS Updates**

*DISCUSSION/CONCERN(S)*

- Tiffany Massey, APPRISS Client Relationship Manager, shared a presentation on the SAVIN/VINE system to provide participants especially the new members a high-level overview of the system. Tiffany covered the following areas:
  - a. What is SAVIN/VINE and what information can be found on the system's website.
  - b. How to register and the different ways of how to be notified (phone call, text, email, SMS, and TTY).
  - c. Foreign language provided. 5 contracted languages in Hawaii.
  - d. Updated new look of the VINELink National Landing Page and the new features of VINE.
  - e. Updates to SAVIN Landing Page & Resources tailored to Hawaii's resources.
  - f. The Survey Monkey Tool: 15 Questions on the SAVIN survey to find out about the User's Experience. So far there has been 405 responses to the survey to date. There is a link on the email notifications for the option to take this survey.
- HAWAII SAVIN statistics from 2009 when APPRISS started VINE to 2020 YTD were presented.
- SAVIN Call Volume & VINE Service Representative (VSR) Calls -Inbound calls by month 2020 and these are clients wanting to speak to VSR: Jan2020=25/ May2020=29/ Aug2020=23
- Additional APPRISS Updates
  - a. 2020 VINE Conference- Fall Virtual Meetings on September 22-October 1, 2020. Some Committee members will be in attendance. Updates to the group will be provided.
  - b. Victim Services Newsletter- Quarterly updates published for VINE Program Managers or other interested parties on various topics related to VINE and victim services.
  - c. Marketing Program Overview: In PSD's contract with APPRISS, there is an annual budget of about \$2500 to use on one print collateral and swag material. Deadline is October 2020.
- Additional Resources: VINE Service Center that include 24/7 LIVE operators for monitoring and support and technical assistance.
- Additional Resources: VINE Social Media
- APRISS response to Committee Questions
  - Is the VINE support 24/7 toll-free number more for technical support aspects for a victim needing assistance?  
The 24/7 number was more for technical issues that a VINE user/victim had. Those answering the VINE support 24/7 line had gone through a 6-8 week sensitivity training, so that they can handle calls from victims. Callers also have access to a language line and translation services. The Support Center can answer questions on the search and registration process. If there is a question that the support center cannot answer, they are able to refer the caller to contacts/resources within the State. Tiffany can review the Hawaii resources list again with Juliet to update it, if needed.
  - Hawaii Police Department acknowledged their partnerships with their county Prosecutor's Office/Victim Witness Division to assist in the transmission of information to the victim. The partnership between the police department and the county prosecutor's office has proven beneficial for ensuring arresting officers and cellblock are provided accurate and the most updated information to the Victim Advocates.
  - Committee inquired whether the VINE would be beneficial in police cellblocks statewide.

**ACTION PLAN**

- APPRISS and PSD to revisit users' receipt of the SMS notification to take the survey and whether to keep it or not.
- PSD will inquire more with APPRISS whether about having VINE in police cellblocks statewide.
- PSD will forward the latest Victim Services Newsletter from APPRISS to SGC members.

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|  | <ul style="list-style-type: none"><li>• Follow-up with Tiffany regarding list of new marketing materials/new swag to order and to use budget given by APPRISS before October 31, 2020 deadline; PSD acknowledged the Committees' ideas provided in session and in the chat section. PSD will collect the Committees' ideas on SWAG materials; links will be provided.</li><li>• PSD will work with APRISS to schedule a more in-depth presentation with Tiffany on the VINE system to be done at a later date. The SGC members are welcome to participate.</li></ul> |
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**VI. Monthly SAVIN Reporting**

*DISCUSSION/CONCERN(S)*

SAVIN data testing report:

- a. PSD has been working closely with Tiffany/APPRISS and meeting regularly. They have scheduled bi-weekly/sometimes weekly tech calls to address any issues with the system and are working to understand what the resync errors and issues are through testing of the data that is being received. Looking at all issues from the past as well as those at present. It was also reported that a data testing protocol was developed and is in draft form; it will be reviewed and worked on with the subcommittee. Looking at whether these errors are due to the system itself or due to the those inputting the data.
- b. A data testing protocol draft was developed. The draft is currently under review.

SAVIN Inquiry Reports:

- a. PSD received one SAVIN Inquiry Report regarding an issue. This issue was escalated to APPRISS for assistance. All other issues received by PSD were either directly phoned in or put into email addressed to Juliet or the RAVS unit to take care of. All issues were reviewed and responded to.
- b. PSD updated the form to be used moving forward by the SGC members and their teams.
- c. PSD are reviewing the Survey Monkey to identify areas which need to be addressed. APRISS is working with PSD to utilize VINEWATCH to identify ways to improve any concerns. PSD has the capability to pull Stats from VINEWATCH to share on various areas of VINE usage.

SAVIN Special Funds:

- a. PSD has been receiving monies from the Inmate's 4% Phone tax and Commissary from each of the facilities regularly
- b. PSD reports the most current financial cash receipts from CI and the Telephone tax:
  - From June 30, 2020, CI had a deposit of \$5,019.64 and from the Telephone tax a deposit of \$29,868.50,
  - From July 2019 to present, regular deposits have been made from the facilities.
- c. Committee is requesting comparative figures from 2019 and 2020 around the same time. The figures are to determine whether the pandemic has made an impact on inmate spending.
- d. Committee members have offered to assist PSD in creating a SAVIN financial report that would be easy to see where the source of income was coming from to track the Special funds.
- e. PSD is working on a media campaign to market SAVIN. Items discussed include radio and commercial spots; bus placards; posters.

**ACTION PLAN**

- A final Data Testing protocol will be distributed to the Committee upon final review and approval by the Subcommittee.
- PSD will provide a comprehensive report due to the Chair on the 15<sup>th</sup> of each month. The report will include updates for the three items: Data Testing, SAVIN Inquiry Forms, and Special Funds.
- PSD will work with Fiscal Department to address comparative funding due to the pandemic.
- Revisit media campaign for marketing SAVIN: radio and commercial spots; bus placards; posters.
- Dennis will look into the bus ads to see cost or if we can get the space for free.

**VII. SAVIN RFP Status**

*DISCUSSION/CONCERN(S)*

- PSD reported that the subcommittee had met to discuss the RFP. PSD mentioned that PSD-Procurement reviewed the draft RFP and questioned whether an RFI was necessary. Due to the constant delays, the SGC originally agreed in 2018 to omit the RFI process.
- PSD-Procurement is recommending that an RFI be done for this contract. PSD provided the Procurement Officer's take on why an RFI is helpful: 1. To flush out who's out there that can provide these services, and 2) To see what their transition time would be to convert from an Appriss system to another system. PSD mentioned that the Procurement Officer plans to expedite the process within a week's time.
- The Chair mentioned that there had been two subcommittee meetings. At the last meeting, the primary concerns were to 1) simplify the language and remove all duplications in the RFP and 2) determine whether an RFI would be helpful. An agreement to include the RFI was not agreed upon at the Subcommittee.
- The Committee provided their questions and comments about the RFI process. Some members were concerned that the inclusion of the RFI would delay the process. Others believed the process would assist in providing the best possible vendor. The Chair requested the Committee members (or their designees) express their vote to include an RFI via chat box for recordkeeping purposes. All SGC members, but two members or their designee voted "YES" to include the RFI .

**ACTION PLAN**

- Juliet (PSD-RAVS) to follow-up and work with PSD Procurement and Suzy (PSD-MIS), with Randi (CVCC) and the SGC subcommittee updated, to push this forward with a short turnaround time. Obtain new timeline from Mark (PSD-Procurement).

<b>ADJOURNMENT</b>	<ul style="list-style-type: none"><li>• The meeting was adjourned at 11:30 a.m.</li></ul>
<b>NEXT MEETING</b>	<ul style="list-style-type: none"><li>• The next meeting is tentatively set on September 28, 2020, via Zoom (9:30 am -11:30 am)</li><li>• JRI Workgroup Meeting to follow (11:30 am – 2:00 pm)</li></ul>

Provisional Draft submitted: