

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

Meeting Date	May 24, 2021
<b>ATTENDEES</b>	<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); 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: Dennis Dunn, County of Honolulu, Victim Witness Kokua Services (Hon VWKS); Greg Esteban, Hawaii County Police Department (Hawaii PD); Edith Quintero, County of Maui Police Department (MPD)</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Nettie Arias, (PSD-RAVS); Tani Dydasco, (PSD-RAVS); Pamela Ferguson-Brey, Executive Director (CVCC); Dawn Martin (CVCC-PCVAP); 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); Tommy Johnson, Department of Public Safety, Deputy Director for Corrections (PSD); Justin Kollar, County of Kauai Office of the Prosecuting Attorney (Kauai County Pros); Carol McNamee, Mothers Against Drunk Driving (MADD); Andrew Morgan, Hawaii Paroling Authority (HPA); Todd Raybuck, County of Kauai Police Department (KPD); Cindy Shimomi-Saito, Sex Abuse Treatment Center (SATC)</p>
<b>DISCUSSIONS</b>	<p><b>I. <u>Review and Approval of Meeting Minutes</u></b></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• The April 26, 2021 meeting minutes were reviewed and approved by SGC members.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• Ms. Ah Toong (SAVIN Coordinator) will post the FINAL meeting minutes from April 26, 2021 and the provisional minutes from May 24, 2021 to the PSD SAVIN website.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b><u>SAVIN Marketing Materials and Swag</u></b></li> </ul> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Swag Distribution:</p> <ul style="list-style-type: none"> <li>• The request to allocate swag funds towards digital marketing was approved by Appriss. The rest of the swag will be ordered soon.</li> <li>• There is a little bit of swag left, please contact Ms. Ah Toong (SAVIN Coordinator) if you would like to request more.</li> </ul> <p>SAVIN Outreach and Training Plan:</p> <ul style="list-style-type: none"> <li>• Ms. Ah Toong (SAVIN Coordinator) has been reaching out to TV and radio stations about putting together a marketing campaign for SAVIN and post-conviction services. Once the best procurement method is determined, she will try to get the quotes finalized and the money encumbered by the end of this fiscal year (June 30<sup>th</sup>, 2021). The campaigns will run next fiscal year.</li> <li>• One of the TV stations, KHON, is very interested in working with us. They seem very passionate about promoting public safety and improving the community. They had many ideas about how to increase awareness about post-conviction victim service programs.</li> <li>• Ms. Ah Toong (SAVIN Coordinator) will reach out to the Governance Committee to get feedback on content for the campaigns.</li> </ul>

- Ms. Ah Toong (SAVIN Coordinator) met with Mr. Dunn (Hon VWKS) regarding translating the SAVIN brochures. Mr. Dunn (Hon VWKS) gave information on two different vendors his agency utilizes, and his staff shared the list of interpretation/translation languages most requested by their clients. The list of top languages for SAVIN has not been updated in a while, so it is a good idea to review current statistics. At Honolulu Victim Witness Kokua Services, Japanese (48), Korean (26), Chuukese (24), Cantonese (21), Indonesian (15), Laotian (13), Spanish (10), and Vietnamese (10) are the languages most requested for interpretation or translation.
- Ms. Wilson (Victim Representative) recommended checking with each of the Victim Witness Offices. She also asked if those numbers were based on self-report, and if they represent the full population of victims. For example, Japanese was first on the list. However, it could be that many people whose primary language is Japanese are also proficient in English. If we target those individuals, we may not be furthering our goal of expanding awareness of the program to underserved communities.
- Ms. Ah Toong (SAVIN Coordinator) agreed that the list may not represent all victims and that we need to take multiple factors into consideration. Before the final list is determined, we will examine census data and other sources for comparison. Especially since we have limited funds, we are going to need to be thoughtful about which languages we choose.
- Ms. Barretto (SGC Chair) asked if it was possible to pull statistics on how many notifications are done by language. Ms. Ah Toong (SAVIN Coordinator) answered we pulled the information recently, and very few people requested notification in languages other than English. That is one reason to translate the brochures – it is possible limited English speakers are not even aware the service is available.
- Ms. Mercado (HSCADV) asked via the Teams chat feature if people are even aware they can request interpretation/translation through SAVIN. Ms. Ah Toong (SAVIN Coordinator) responded that the brochure includes that information, but it could be made more prominent on both the brochure and VINELink website.
- Ms. Woods (Appriss) responded that she will look into options for increasing visibility of the language options. She offered to pull data on the number of callers to the Customer First Center and automated line.
- Ms. Barretto (SGC Chair) also recommended adding a survey question to the SAVIN survey regarding language accessibility and language needs.
- Mr. Dunn (Hon VWKS) stated their numbers are pretty accurate for individuals involved in the criminal justice system. He offered to pull information on the Judiciary’s utilization of interpretation/translation as that would reflect the population involved in the court system.
- Ms. Mercado (HSCADV) stated she was in the process of pulling the data for their Justice for Families grant and would share it. She noted the Hon VWKS list sounded consistent with what she has seen in the past. Japanese and Chinese are usually towards the top year-to-year. The Judiciary list should include more of the Pacific Islander languages as well. She posted the data to the group chat. The top languages requested through the Judiciary are Chuukese (3,258), Ilokano (1,368), Marshallese (1,242), Korean (925), Spanish (705), Vietnamese (472), Tagalog (456), Japanese (389), Tongan (310), Samoan (269), Cantonese, Mandarin (213), Pohnpei an (209), American Sign Language (133), and Kosraean (96).
- There were a few offers from SGC members to assist with coordinating and paying for translation of the brochures.
- Ms. Sadama-Uemura (PSD-RAVS) offered to help call community health agencies to see what languages are most common in the populations they work with. Their data may be very valuable as well, as those agencies are more likely to serve victims who chose not to report their victimization.

**ACTION PLAN**

- Ms. Ah Toong (SAVIN Coordinator) will submit the swag order.
- 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.

**II. Notification Settings**

*DISCUSSION/CONCERN(S)*

Death Notification – Delete Date:

- Several questions arose recently related to death notifications and how deceased offenders appear on VINELink. Currently, the system is set up so that the offender's information is still searchable for 30 days after the date of death and will show as "in custody" with a message to contact the facility for more information. After that, the person is deleted. The notification is sent out 24 hours after the date is entered\* and includes the following message: "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."
- The SAVIN program got feedback that 30 days may be too long. It can be confusing for people to have someone they now had died listed as "in custody" still on VINELink. The recommendation from PSD's Director was to shorten the delete date to 14 days.
- Mr. Dunn (Hon VWKS) commented that reducing the delete date may cause some victims to think the person has been released when they no longer show up in a search. There are some victims/SAVIN users that check once a year, or even after several years have passed. Those people may start getting worried if the offender no longer has search results. Most of the death notifications they get now are for older offenders who have been incarcerated a long time.
- Ms. Ah Toong (SAVIN Coordinator) responded that this is one of the situations where we are waging which option is better because there is no clear answer. We are getting questions now, and we will be getting different questions if we change the notification configurations. In this situation, we do have to be mindful of giving out all the details so as not to infringe on the family's privacy or the facility's process to notify next of kin. She recommended the SGC vote so we have record of what the recommendation is.
- Mr. Dunn (Hon VWKS) asked if the status on VINELink could be "other" instead of "in custody" or "out of custody." Ms. Woods (Appriss) responded that those were the only two options.
- Mr. Hansen (Hawaii County VW) asked if VINELink can show the person as deceased. Ms. Wood responded that it can, but most states choose not to show that information.
- Ms. Ah Toong (SAVIN Coordinator) added the facilities have their own process for investigating the death and notifying the family. Especially since it is information related to health and privacy, we would not want to circumvent that process. Eventually we will have an FAQ that will include information like this.
- Mr. Hansen (Hawaii County VW) asked if we could use an alternative code like "transferred" and delay the notification by a few days or a week.
- Ms. Ah Toong (SAVIN Coordinator) responded that we would have to confirm the process the facilities before we make a decision or change anything.
- Ms. Wilson (Victim Representative) commented that the issue has to do with timing – how long we keep the information, and the length of time people may want to search for the information. She asked if the delete date was due to a limitation of the VINE system, or if it was a policy decision.
- Ms. Ah Toong (SAVIN Coordinator) replied that it was a system configuration and policy decision. Due to the facility investigation and next of kin notification process there is a delay in our ability to confirm that someone has died. However, the death notification through VINELink will go out as soon as the data is entered in the database.
- Mrs. Barretto (SGC Chair) recommended delaying the vote until there is more complete information. Ms. Ah Toong (SAVIN Coordinator) will research the issue and email it to the SGC.
- Captain Esteban (Hawaii PD) asked via chat if the death investigation and notification would be done by the police instead of the facility. Ms. Ah Toong (SAVIN Coordinator) answered that she believed the Medical Examiner (ME) did the investigation and the facilities did the notification.
- Mr. Dunn (Hon VWKS) corrected that on Oahu the ME does both. Captain Esteban (Hawaii PD) added that on neighbor islands the police chief is the coroner, and the detectives are deputy coroners. There is no ME's office though there is an ME contracted to perform post-

	<p>mortems. Law enforcement performs the death notification.</p> <p>Upcoming Release Notification for Offenders with Pretrial and Pending Charges Status:</p> <ul style="list-style-type: none"> <li>• There is a known issue regarding offenders with the following two statuses: 1) offender is pretrial for a new offense, but the also are serving a sentence for a prior offense; 2) offender is sentenced for a prior offense and is awaiting charges for a new offense. In both cases, an “advanced release” notification may be generated based on the end date of their prior charge even though they may not be released due to the new charge. Victims often don’t even know about the old charge and may have questions and concerns if they get an “advanced release” notification.</li> <li>• We can change the trigger so that an “advanced release” notification is not generated for those individuals. VINE registrants will still get a “release” notification when the person is actually released.</li> <li>• Ms. Barretto (SGC Coordinator) agreed that situation would be confusing for victims and asked the VWs what their experience was.</li> <li>• Mr. Dunn (Hon VWKS) said it was a problem. Sometimes the advocate has the information on the other case, but other times they don’t.</li> <li>• Ms. Ah Toong (SAVIN Coordinator) commented that sometimes the person could be released once their initial sentence ends if the court grants bail, etc.</li> <li>• Mr. Dunn (Hon VWKS) agreed and said he has seen offenders who were mistakenly released based on the sentence end date for the initial charge and then had to be re-booked. He knew of one instance where the offender went home, the facility called them, and they voluntarily came back. When the offender is able to post bail for the new charge, the facility usually calls the VWs at least an hour before the actual release.</li> <li>• Ms. Dydasco (PSD-RAVS) asked if the notification could be changed to say the offender has a sentence that expired and the offender is now pre-trial for a new offense. Ms. Ah Toong (SAVIN Coordinator) stated she will ask Appriss if it is possible to set up a new notification type for that scenario.</li> <li>• Ms. Wood (Appriss) commented that the notifications are triggered by the booking data and not the charge information, but she will look into the options.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• Ms. Ah Toong (SAVIN Coordinator) will research facility’s death notification processes and share the information with the SGC.</li> <li>• Ms. Ah Toong (SAVIN Coordinator) will send information on “advance release” notifications for offenders with pretrial and pending charge statuses and explore notification options with Appriss.</li> </ul>
	<p><b>III. Monthly SAVIN Reporting</b></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>SAVIN data tracking and training:</p> <ul style="list-style-type: none"> <li>• A SharePoint notification “data wiki” is in the initial stages of development. The wiki would store and organize information on all aspects of the system, including data testing protocols, notification triggers, historical notes, issues, fixes, all documents, and anything else related to the SAVIN/VINE system. Developing the wiki is likely to be a longer-term project.</li> <li>• There were 20 system tests conducted in April, including 18 Resynchronization Reports (Resyncs) and 2 manual data quality tests.</li> <li>• Eight (8) of the Resyncs resulted in “missed notifications” that needed to be manually checked by PSD. From those, 9 notifications were approved and 32 were rejected.</li> <li>• Eleven (11) “Daily notification checks” were conducted in April. The notification “error rate” for April was 34.2%. The two most common reasons for errors were incorrect release dates, which impacted 29.9% of all release notifications, and incorrect parole hearing dates and data entry issues, which impacted 67.3% of all parole-related notifications.</li> </ul>

- Data testing was conducted on escape and furlough/unsupervised release notification triggers on April 9<sup>th</sup>. PSD data entry “cheat sheets” were updated based on the testing, and the information was shared with facility staff during the training webinar on April 15<sup>th</sup>.
- There were 2 trainings in April. The first was an informational briefing with Honolulu Victim Witness Kokua staff on post-conviction victim services that included SAVIN. That training had 2 participants. The second was the data entry webinar with PSD facility staff that included 25 participants. The recording of the webinar and the training materials were shared with all facilities.
- After the webinar with facility staff, corrections were made to some of the data in OffenderTrak based on the information shared during the training.
- Participants gave the following ratings for the training: 1) the facilitators were prepared, knowledgeable, and explained the course contents well – 4.42; 2) all questions were answered or addressed by the facilitators – 4.42; 3) this course covered the information I expected – 4.33; 4) there was significant interaction during the course – 3.83; 5) what I learned today will improve my ability to do my job – 4.00.
- The goal is to do at least one training or outreach event each quarter. The training event will likely be on HPA data entry.
- SAVIN also participated in a virtual event for National Crime Victims’ Rights Week (NCVRW). Two hundred and forty-one (241) people visited the NCVRW website. On the first day of the event, there were 7 guest speakers, including 2 survivors who share their stories. There was also a 1-hour candlelight vigil with 43 attendees. During the rest of the week, “brown bag” informational videos for 14 local agencies were posted. To advertise the event, the team distributed 300 posters statewide, and 45 posters were also displayed on TheBus on Oahu. A news article was also submitted that will be published in the May Across PSD newsletter. The website is still up at [www.pavhawaii.com](http://www.pavhawaii.com).
- Ms. Barretto (SGC Chair) commented that the event was successful because of the planning team. Ms. Wilson (Victim Representative) agreed that team was able to put the event together quickly and the website and event turned out great.
- Ms. Martin (CVCC-PCVAP) shared that the videos from the event are still available on [www.pavhawaii.com](http://www.pavhawaii.com).
- The priorities for June are to continue with the daily notification checks, documentation of data requirements and issues, and working on the HPA data entry cheat sheets.
- There were 3 Appriss tickets opened in April. Two (2) of the new tickets were related to parole hearing date issues, and 1 ticket was related to “advanced release” notifications. Progress was reported on 5 tickets and 4 tickets were closed.
- There were 46 calls to Appriss Victim Service Representatives (VSRs) during the month and 33 email requests for additional support. The topics included: add to allow list – 29, search for an offender – 22, delete notification/stop notification – 11, add a registration – 6, notification question – 3, data incorrect – 3, request for access – 2, general produce inquiry – 1, dead air – 1, agency referral – 1.
- There was also one call the SAVIN direct line from an offender’s family member.

SAVIN Inquiry Reports:

- Three (3) inquiry forms were submitted in April. Two (2) were related to offenders on “furlough” status not being updated in a timely manner. There were offenders on furlough status at the beginning of the pandemic that didn’t actually go on furlough and their status was never updated. After the data entry training, some of the facilities corrected the status so “return to custody” notifications were generated. The third inquiry form was related to pre-trial offenders serving sentences for prior convictions.
- Two (2) inquiries were closed in April, and 8 have been closed since October. Four (4) inquiries from October - April are "open" and 3 more are "pending" for additional research/system fix. Almost all are parole related. For open and pending tickets, the average number of days the inquiry has been open is 142.8. The maximum is 223 days, and the minimum is 20 days.

SAVIN Special Funds:

	<ul style="list-style-type: none"> <li>• SAVIN collections were about average in April. The expenditures were a little lower than usual, as some payments were delayed due to PSD’s move to a new office.</li> <li>• The \$700,000 that will be transferred to the General Fund was deducted from the SAVIN balance on the monthly report.</li> <li>• Ms. Wilson (Victim Representative) asked if the total amount to be transferred was \$700,000. Compared to last month, there was a \$15,000 discrepancy in the fund balance. Ms. Ah Toong (SAVIN Coordinator) answered that the fund balance was adjusted to mirror the information in PSD’s fiscal system. Some of the collections and expenditures are reported to SAVIN before they are posted in the financial system so there was a growing discrepancy between the amounts.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• PSD will continue to conduct analysis and documentation on how different types of notifications function.</li> <li>• Ms. Ah Toong (SAVIN Coordinator) will continue updating training materials and “cheat sheets.”</li> </ul>
	<p><b>IV. SAVIN RFP Status</b></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> <li>• The head Procurement Officer at PSD is out which caused some delays in the contract with Appriss. The procurement office finally provided clarification on next steps. PSD will need to request a Best and Final Offer (BOFA) to revise some sections of the Appriss proposal and then we can move forward with contracting.</li> <li>• Ms. Barretto (SGC Chair) recommended members from the Evaluation Committee meet and go through the questions and responses from the RFP and put together a summary to distribute to the SGC. Any additional questions the SGC has will be forwarded to Appriss. Since the current contract expired 4/30, the contract negotiations need to occur as soon as possible. There will be a short turnaround time for collecting the additional feedback from the SGC.</li> <li>• Ms. Barretto (SGC Chair) mentioned that we may want to start gathering feedback to incorporate into the next RFP as well.</li> </ul> <p><b>ACTION PLAN</b></p> <ul style="list-style-type: none"> <li>• Ms. Ah Toong (SAVIN Coordinator) will continue following up to make sure the RFP/Contracting process moves forward.</li> </ul>
<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>• The meeting was adjourned at approximately 10:02 a.m.</li> </ul>
<b>NEXT MEETING</b>	<ul style="list-style-type: none"> <li>• The next meeting is tentatively set on Monday, June 21, 2021, via Teams (9:00 am -10:30 am)</li> <li>• The JRI Workgroup Meeting is July 19, 2021, via Teams (10:30 – 12:00).</li> </ul>

\*The time frame was not shared during the meeting but was added to the minutes for clarity.