

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

Meeting Date	June 21, 2021
ATTENDEES	<p>Members Present: 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); Ruth Mori, Maui County Prosecuting Attorney, Victim Witness Assistance Division (Maui VW); Dayna Miyasaki, Judiciary (JUD); Suzy Ucol-Camacho, Department of Public Safety, Information Technology (PSD-MIS); Toby Wilson (Victim Representative)</p> <p>Designees Present: Paul Applegate, Kauai Police Department (KPD); Lynn Costales, Sex Abuse Treatment Center (SATC); Dennis Dunn, County of Honolulu, Victim Witness Kokua Services (Hon VWKS); Diana Gausepohl-White, County of Kauai Office of the Prosecuting Attorney, Victim Assistance Unit (Kauai VAU); Tommy Johnson, Department of Public Safety, Deputy Director for Corrections (PSD);</p> <p>Others Present: Rima Ah Toong, Department of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Rosemarie Albano (Hon VWKS); Nettie Arias, (PSD-RAVS); Juliet Sadama-Uemura (PSD-RAVS); Tiffany Wood, Appriss, Inc. (Appriss)</p> <p>Members Absent: Randi Barretto, Crime Victim Compensation, SGC Chairperson (CVCC – SGC Chair); Julie Ebato, Department of the Attorney General, Crime Prevention and Justice Assistance Division (AG-CPJAD); Paul Ferreira, Hawaii County Police Department (Hawaii PD); Carol McNamee, Mothers Against Drunk Driving (MADD); Andrew Morgan, Hawaii Paroling Authority (HPA); Dean Rickard, County of Maui Police Department (MPD); Rade Vanic, City and County of Honolulu Police Department (Honolulu PD);</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 May 24, 2021 meeting minutes were reviewed and approved by SGC members. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will post the FINAL meeting minutes from May 24, 2021 and the provisional minutes from June 21, 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"> • Ordering swag is on hold until SAVIN has finished unpacking from PSD's recent move. <p>SAVIN Outreach and Training Plan:</p> <ul style="list-style-type: none"> • The SAVIN program will be taking part in an advertising opportunity through KHON. They are airing a "Pandemic in a Pandemic" series that will run on the 29th and 30th of June and again at the end of August. The series focuses on the increased substance use, depression, crime, and other impacts of the pandemic. KHON offered advertising to various service providers to air with the special so that viewers could watch the special and reach out for services if needed. • The advertising opportunity included a 30-second spot that has already been filmed. The spot featured a short interview with one of the survivors that participated in the National Crime Victims' Rights Week (NCVRW) virtual event. • A solicitation was posted for additional TV advertising and a radio advertising campaign. More information will be available during the next SGC meeting.

	<ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) thanked members who contributed data and recommendations on which languages the SAVIN brochure should be translated into. Brochure translation was postponed until after the “Pandemic in a Pandemic” advertising campaign. • The information and videos posted during NCVRW is still available on the pavhawaii.com website. The SAVIN and PSD Post-Conviction team is working with web designers to expand the information and resources available. Additionally, surveys show that users often want to contact SAVIN and RAVS directly. The website will include easy methods for contacting each program. • The goal is to grow PSD’s post-conviction services to be more comprehensive, robust, and cohesive; and to fill in some of the gaps that the SGC and strategic planning efforts have identified over the years. • Mr. Hansen (Hawaii County VW) asked if nationally recognized post-conviction services experts Suzanne Brown-McBride and Lydia Newlin were assisting in those efforts. Ms. Ah Toong (SAVIN Coordinator) confirmed both are. Ms. Brown McBride is developing a mapping tool of post-conviction processes from the perspective of the victim/survivor, their rights, and opportunities for their participation. Ms. Newlin is also contributing her expertise on effective post-conviction services. • The goal is that the website will be a valuable tool for victims, their family members, and advocates to help them understand the post-conviction criminal justice system and get assistance if needed. An effort will be made to make the content widely accessible to a variety of audiences, especially those who may not be familiar with post-conviction processes or jargon. • The draft website layout and content will be shared with the SGC for feedback. • Ms. Wilson (Victim Representative) commented that pavhawaii.com has great potential for increasing collaboration among government and private agencies to create a one-stop-shop for victims and survivors. • Ms. Ah Toong (SAVIN Coordinator) agreed and stated it was good to have the NCVRW virtual event as a “test run”. There is a lot of room for improvement on the website, particularly in the area of content development. The web design company, Ignition 72, has experience with creating similar website content and with the unique needs of Hawaii. The Ignition 72 team is very creative, and it will be exciting to see what they design. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will submit the swag order. • Ms. Ah Toong (SAVIN Coordinator) will email the SGC information on when the “Pandemic in a Pandemic” series and SAVIN commercials will air. • 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.
	<p>II. <u>Notification Settings</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • Progress was not made on researching PSD facility’s death notification process. • Release notification settings for pretrial defendants was added to the bi-weekly technical calls with Appriss, but no decision has been made yet. • Ms. Ah Toong (SAVIN Coordinator) will contact the facilities and send a summary of the research to the SGC before the next meeting. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will research facility’s death notification processes and share the information with the SGC. • 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.

III. Monthly SAVIN Reporting

DISCUSSION/CONCERN(S)

SAVIN data tracking and training:

- There were 16 system tests conducted in May, including 14 Resynchronization Reports (Resyncs) and 2 manual data quality tests.
- Six (6) of the Resyncs resulted in “missed notifications” that needed to be manually checked by PSD. From those, 14 notifications were approved and 18 were rejected.
- Fifteen (15) “Daily notification checks” were conducted in May. The notification “error rate” for April was 37.0%. The two most common reasons for errors were incorrect release dates, which impacted 30.4% of all release notifications, and incorrect parole hearing dates and data entry issues, which impacted 59.3% of all parole-related notifications.
- There was an outage from May 17th to May 19th. The Outage Procedure was implemented, and facilities were instructed to use the Emergency Override Line, and all did. A total of 59 releases and custody status changes were called into the EOL line during the three days.
- Mr. Hansen (Hawaii County VW) asked if the issues that cause the high error rates are addressed through training. Ms. Ah Toong (SAVIN Coordinator) responded that the two main issues driving the error rate are system issues and not data entry mistakes. A ticket has already been submitted to Appriss for both issues. A solution for the issue with release dates is being tested and should be implemented soon.
- Mr. Hansen (Hawaii County VW) asked for clarification on what the release date issue is. Ms. Ah Toong (SAVIN Coordinator) answered that the release dates listed on notifications for releases entered early in the morning or late at night often are off by one day. The time/date stamp recorded internally in the offender management system does not reflect Hawaii’s time zone, so Appriss has to change the notification settings to adjust to the correct time. The fix for this error should be moved to production soon.
- In the middle of February, a new issue emerged with HPA hearing notifications. The dates on any notifications generated from the “Hearing” tab in HPA’s database are now off by two days. It is still unclear why the issue started occurring, but Appriss is researching it.
- To help facilitate resolving the issues, Ms. Wood (Appriss) has been inviting the Appriss “fix team” to participate in the bi-weekly check-in calls.
- Mr. Hansen (Hawaii County VW) added that the issue with the release dates should be prioritized as an incorrect release date causes more trauma and confusion than an incorrect parole date.
- There were 2 Appriss tickets opened in May. One (1) was related to a parole data entry issue, and 1 was related to inmates transferred from PSD facilities to Hawaii State Hospital. The transfer notification for that particular situation was not mapped correctly. Some transfer notifications were missed and had to be sent out after the fix was completed. Both issues were resolved, and the tickets were closed. Two (2) other tickets from October – April were closed, and progress was reported on the remaining 4.
- Ms. Wilson (Victim Represented) commented that two tickets were for the previously mentioned date issues and asked what issues the remaining two tickets are addressing. Ms. Wood (Appriss) clarified that one is addressing requested reduction of minimum term hearing notifications and the other was related to a data entry mistake on a minimum term hearing date.
- The priorities for June are to continue with the daily notification checks and documentation of notification triggers and data procedures. The documentation project may continue throughout the next year.
- There were 43 calls to Appriss Victim Service Representatives (VSRs) during the month and 32 email requests for additional support. The topics included: add to allow list – 26, search for an offender – 18, delete notification/stop notification – 7, agency referral – 3, request for access – 2, add a registration – 1, notification question – 1, data incorrect – 1, data collection – 1, general produce inquiry – 1, dead air – 1, technical assistance – 1, EOL assistance – 1.
- There was also one call the SAVIN direct line from a victim/survivor who needed to connect with their VW advocate.

SAVIN Inquiry Reports:

- Zero (0) inquiry forms were submitted in May.
- Zero (0) inquiries were closed in May. 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 172. The maximum is 252 days, and the minimum is 49 days.
- We continue to research parole-related notification triggers and what improvements can be implemented. Redesigning the parole-related notifications is one of the priorities we will be addressing with Appriss during the next contract period.

SAVIN Special Funds:

- SAVIN collections were about average in May. Expenditures were higher than usual and will be in June as well. In response to the legislature approving the transfer of \$700,000 to the General Fund, PSD will be working to ensure the remaining funds go towards the priorities the SGC identified for the SAVIN program.
- HCCC's collections appear lower than usual due to the timing of the reporting period and not a decrease in collections.
- Mr. Hansen (Hawaii County VW) asked if the SAVIN program was considering adding another staff position to expand the program and help decrease the fund balance.
- Mr. Johnson (PSD) responded that PSD is working to consolidate all post-conviction victim services to a single location. The SAVIN and RAVS programs will be relocated to CVCC's offices. There will be a directed reorganization that moves RAVS from under the Reentry Office to CVCC, and the SAVIN program directly under the Deputy Director for Corrections. Additionally, a second position will be added to the SAVIN program.
- PSD will also be requesting the annual expenditure ceiling be raised to \$600,000. There may be some funds still in danger of being raided, but the SAVIN program will have enough to operate for at least two or three years. The SAVIN program may be re-named to reflect the new, larger scope.
- PSD's goal is to provide the greatest amount of service to victims we can in an efficient manner. Placing SAVIN directly under the Deputy Director for Corrections will bring greater visibility to the program. Consolidating all the victim service programs together will increase efficiency and effectiveness. The goal is to have all the changes completed by the end of 2021. The move to CVCC should occur within the next 60 days.
- Ms. Ah Toong (SAVIN Coordinator) added that PSD is working to implement recommendations from the SGC, national experts, and the recent NAVAC Prison/Parole Based Post-Conviction Victim Services Gap Analysis to further build the SAVIN program and better meet the needs of victims of crime in Hawaii.
- Mr. Johnson (Deputy Director for Corrections) asked to add the status of the directed reorganization to the SGC agenda.

ACTION PLAN

- PSD will continue to conduct analysis and documentation on how different types of notifications function.
- Ms. Ah Toong (SAVIN Coordinator) will continue updating training materials and "cheat sheets."
- Ms. Ah Toong (SAVIN Coordinator) will add the directed reorganization to the SGC agenda.

IV. SAVIN RFP Status

DISCUSSION/CONCERN(S)

- The Department of the Attorney General advised against agreeing to permissible data use. The contract with Appriss will move forward with the normal monthly price and not the discounted rate.

	<ul style="list-style-type: none"> • Appriss will be sunsetting the Classic VINE platform. PSD will be working with Appriss to transition to a new platform, Standard VINE. The new platform is a more modern, secure, effective cloud-based technology platform hosted through Amazon Web Services for government. VINE Standard does not include all of the features in Enhanced VINE, such as the provider search. However, it will include all the features in Classic VINE plus additional ones. • Appriss waived the \$120,000 implementation fee. Continued service and the transition to Standard VINE will be billed at the normal monthly rate plus a 3% annual increase always included in the contract. • Known notification issues, such as the issues with parole-related notifications, will be addressed during the transition. Appriss’s transition team will have additional resources and be able to resolve issues more quickly and effectively than the normal ticketing system. Appriss has already started planning for the transition. They also provided Ms. Ah Toong (SAVIN Coordinator) with a login for their testing environment. • Mr. Hansen (Hawaii County VW) asked what the timeframe for the rollout is. Ms. Ah Toong answered that Appriss’ goal is to have the transition completed by February of 2022. • The contract was sent to PSD’s Procurement Office, and they will send it out for signature. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (SAVIN Coordinator) will continue following up to make sure the RFP/Contracting process moves forward.
ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at approximately 9:41 a.m.
NEXT MEETING	<ul style="list-style-type: none"> • The next meeting is tentatively set on Monday, July 19, 2021, via Teams (9:00 am -10:30 am) • The JRI Workgroup Meeting is July 19, 2021, via Teams (10:30 – 12:00).