

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

Meeting Date	November 16, 2021
ATTENDEES	<p>Members Present: Randi Barretto, SGC Chairperson, Crime Victim Compensation, (CVCC-SGC Chair); Tim Hansen, Victim Advocate, County of Hawaii Office of the Prosecuting Attorney, Victim Witness Program (Hawaii County VW); Angelina Mercado, Executive Director, Hawaii State Coalition Against Domestic Violence (HSCADV); Dayna Miyasaki, Program Specialist, Judiciary (JUD); Marita Mullen, Interim Director, 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: 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); Tommy Johnson, Deputy Director for Corrections, Department of Public Safety (PSD-Dep-C); Andrew Morgan, Director, Hawaii Paroling Authority (HPA); 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); Tani Dydasco, Restitution Specialist (PSD-RAVS); Cyndi Keller, Victim Advocate, Department of the Attorney General (AG); Dawn Martin, CVCC/HPA Post-Conviction Victim Advocate (CVCC-PCVAP); Tara Okutsu, Interim Director, 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)</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); Todd Raybuck, Chief, Kauai Police Department (Capt.-KPD); 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 August 31, 2021 meeting minutes were reviewed and approved by SGC Members. • Ms. Gausepohl-White (Kauai VAU) asked if Kauai VAU needs to do anything to appoint a new SGC Member as the currently appointed member has retired. Ms. Ah Toong (PSD-SAVIN Coordinator) and Ms. Barretto (CVCC-SGC Chair) confirmed that a new appointment letter will need to be drafted for any new members. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (PSD-SAVIN Coordinator) will post the FINAL meeting minutes from August 31, 2021, and the provisional minutes from November 16, 2021 to the PSD SAVIN website. • Ms. Ah Toong (PSD-SAVIN Coordinator) will draft new appointment letters for new SGC members.
	<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"> • Similar to last year, Ms. Ah Toong (PSD-SAVIN Coordinator) will distribute the swag order form as a Google spreadsheet. Swag items include drawstring bags, hand sanitizer, pens, refrigerator magnets, and a small number of swag items left over from last year. • Mr. Johnson (PSD-Dep-C) suggested distributing swag bags to members of the Legislature. • Ms. Mercado (HSCADV) asked if the swag bags would be intended as gifts to members of the Legislature or as swag for staffers to distribute to

the community. The new ethics rules for gifts to law makers are fairly stringent.

- Mr. Johnson (PSD-Dep-C) answered that the swag bags would be given as part of the Legislator’s official capacity for informational purposes and to distribute to constituents. Though it may be considered a gift, the value of the swag bags is low enough that they likely would not be prohibited by State ethics rules. He recommended putting together an estimate of the value of the swag bag and sending the question to the AG’s office.

SAVIN TV Advertising Campaign:

- The KHON advertising campaign ended in October. We received feedback from several people that they saw the ads, including one surviving family member of a victim who immediately signed up for notifications.
- There likely will be some funds in this fiscal year to do another TV advertising campaign. The new campaign will incorporate feedback from SGC Members about how the ads can be even more accessible and informative for people not familiar with SAVIN.

SAVIN Radio Advertising Campaign:

- A request for proposals for the Neighbor Island radio campaign will be posted before the end of December. Ads will likely run at the beginning of the following quarter.

Appriss Google Ads:

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

Hear Me! Podcast:

- The episode highlighting SAVIN was recorded and is currently being edited.*

PavHawaii.com:

- The main functionality of the website has been determined. The website designers (Ignition 72) have completed design mock-ups for most of the main website pages.
- The mock-ups for the “Judicial Timeline” and “SAVIN Notification Search” pages were shared with the SGC. On the “Judicial Timeline” page there is a button at the top for visitors to go directly to the “SAVIN Notification Search” page.
- The judicial timeline includes each step of the criminal justice process from “The Crime Happened” to “Inmate is Released” and “Compensation.” Though the focus of the website is post-conviction criminal justice processes, it will include some information on pre-conviction processes as visitors may not necessarily distinguish between those timeframes. Each page also includes a large call out currently titled “I feel unsafe,” which will include information on how visitors can get immediate help.
- The judicial timeline will include information on what happens at each stage in the process and resources specific to that stage.
- The SAVIN notification search page will include an introduction on how to use the search page, and a search bar. PSD is working with Appriss to add an index number to each type of notification so it will be more easily searchable.
- The SAVIN notification search page will include information on what the notification means, why the person received it, victims’ rights associated with post-conviction event that triggered the notification, and any associated forms or resources.
- A large amount of content needs to be developed for the website. PSD anticipates the website will grow more robust over time.
- Ignition 72 also developed a logo for the website.
- Ms. Mercado (HSCADV) asked if the design team have discussed ADA accessibility. Ms. Ah Toong (PSD-SAVIN Coordinator) and Ms. Martin

	<p>(CVCC-PCVAP) confirmed that ADA accessibility was one of the first concerns brought up, and Ignition 72 is well versed in designing websites that meet the requirements. Additionally, we have been discussing translating the content into the top five (5) most common languages in Hawai'i. However, we need to develop the major content first.</p> <ul style="list-style-type: none"> • Ms. Ah Toong (PSD-SAVIN Coordinator) thanked the participants of the last Justice Reinvestment Initiative (JRI) meeting members for providing feedback on the logo and colors. • The website will include videos, podcasts, forms, and other types of content. However, the goal was to keep the “feel” simple, clean, accessible, and calming for visitors who may be in a high state of anxiety when they access the website. • SGC Members shared positive feedback on the logo, website design, and color scheme. <p>Brochure Translation and Printing:</p> <ul style="list-style-type: none"> • 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. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (PSD-SAVIN Coordinator) will distribute the Swag order form via Google spreadsheets and email. • Ms. Ah Toong (PSD-SAVIN Coordinator) will post a request for proposals for the Neighbor Island Radio Campaign. • 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).
	<p>II. Notification Settings</p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Death Notifications and Delete Dates:</p> <ul style="list-style-type: none"> • PSD discussed internally SGC Members’ concerns about how frustrating death notifications can be for victims as the notification language is vague and they are not able to get additional information if they call PSD. The proposed solution is to draft a standard response to inquiries that is more informative but still complies with HIPAA regulations regarding disclosing protected health information. The response language will need to be reviewed by the AG’s office. • Ms. Gausepohl-White (Kauai VAU) added that part of the concern the timing of death notifications. If PSD staff can’t confirm the death until after the offender’s next of kin is notified, then the notification should be delayed until the information can be confirmed. Ms. Ah Toong (PSD-SAVIN Coordinator) responded that the VINE Transition Subcommittee did recommend the notification delay be changed from 24 to 48 hours. • Mr. Dunn (Hon VWKS) commented that one of the challenges of death notifications is victims may have a wide variety of responses to receiving the information. • Ms. Barretto (CVCC-SGC Chair) added that the Notification Review Subcommittee has been discussing SGC concerns in detail to ensure they are addressed. • Ms. Ah Toong (PSD-SAVIN Coordinator) added that one of the goals is to discuss the pros and cons of each notification setting issue, make an informed decision on how to resolve it, and document the decision. <p>Upcoming Release Notifications:</p> <ul style="list-style-type: none"> • Charges for prior convictions are inputted into the offender management system for offender classification purposes. • A request was submitted to Apriss to add a new upcoming release notification with language specific to offenders with the status of pre-trial and sentenced pending charges who have a sentence end date entered in PSD’s Inmate Management System. PSD will need to

	<p>do testing on potential notification triggers.</p> <p>SAVIN & Hard Copy Notification Requests</p> <ul style="list-style-type: none"> Based on SGC Member feedback it was determined that a more in-depth discussion with the County VW Directors is needed on each County's process and any issues. <p>ACTION PLAN</p> <ul style="list-style-type: none"> Ms. Ah Toong (PSD-SAVIN Coordinator) will schedule a meeting with the Victim Witness Coordinators to discuss each County's hard-copy notification process. Ms. Ah Toong (PSD-SAVIN Coordinator) will continue discussing "death" and "upcoming release" notification configuration options with Appriss.
	<p>III. <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 increased slightly in October. The "Registrations by Month" graph shows registrations are lower overall in this fiscal year compared to last year. It is not clear why registrations are down. However, the percentage of offenders in PSD custody who have at registrations associated with them in VINE has been 89% to 99% in the past. The SAVIN Coordinator will review those data again to see if percentages remain high. Ms. Gausepohl-White (Kauai VAU) commented that registrations may be down due to all the sentencing delays the courts are experiencing during the pandemic. The "Notifications by Month and Type" graph shows that the total number of notifications made is also lower than last fiscal year. Text and email notifications remain the primary ways people choose to get notified. <p>Data and System Tests</p> <ul style="list-style-type: none"> There were 17 Resynchronization Reports (Resyncs) and three (3) 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 HPA notification triggers. The notification error rate remained low at 4.0% in October. The primary error reasons were advanced release notifications being sent out for pretrial and sentenced pending trial offenders, and last-minute data entry due to parole hearing delays. Mr. Dunn (Hon VWKS) asked if there is a current data entry backlog at HPA. Ms. Ah Toong (PSD-SAVIN Coordinator) responded that overall, HPA staff enter data very diligently and there is no backlog. For example, parole hearing decisions are generally entered either the same day that the hearing is held or the day after. <p>SAVIN Inquiry Reports & Appriss Tickets:</p> <ul style="list-style-type: none"> Zero (0) inquiry forms were submitted or closed in October. 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. Four (4) Appriss tickets were opened in October and one (1) ticket was closed. Three (3) of the new tickets were related to advanced parole hearing notifications and one (1) was for a release that incorrectly triggered a transfer notification. The parole-related tickets are

on hold and will be addressed through the transition process.

Contacts, Training & Outreach

- SAVIN did not host any trainings in October.
- The SAVIN Coordinator attended the VINE Annual Conference from October 18th - 21st and learned about other State's notification issues and upcoming developments in Appriss products.*
- The TV advertising campaign ran through the end of October.
- There were forty-six (46) calls to the Appriss VSR line. There were also two (2) calls to the SAVIN line and three (3) calls to the SAVIN Coordinator.
- The three (3) calls to the SAVIN Coordinator were 1) regarding an issue with the facilities not being aware of an upcoming court date; 2) an offender recently transferred back to Hawai'i who had an upcoming release to parole; and 3) the interstate compact transfer process.
- The most common reasons for calls to the VSR line remain consistent month-to-month. The primary reason is callers asking to be added to the allow list, followed by offender searches, and callers asking to stop notifications.
- Ms. Gausepohl-White (Kauai VAU) asked if there is an option on the VSR line or automated phone call notification that provides callers who wish to stop phone notifications with an option to register for text or email notifications. Victims who enrolled many years ago didn't have those options at the time, often don't remember their PINs, and still want information but are triggered by the phone notifications.
- Currently, if users call SAVIN they can be manually removed from receiving notifications even if they do not remember their PIN through VINE Watch. Phone notifications can be halted mid-notification if needed. The new Standard VINE phone notification script has been updated to include an option to opt-out of phone notifications, which will be a lot more user-friendly. They have also updated the calling pattern to run 24-hours instead of 48-hours. Additionally, it was shared during the Annual VINE Conference that Appriss is researching other improvements to the phone notifications.
- Ms. Barretto (CVCC-SGC Chair) asked if Appriss is working on adding the opt-out functionality to SMS or email notifications as well. Ms. Ah Toong (PSD-SAVIN Coordinator) responded that they currently do not include that feature. However, the Notification Review Subcommittee did include recommendations to include opt-out language in the email notifications. The language was not included in the SMS or in-app notifications due to the limited length of those message types.
- Appriss is adding registration confirmation messages for SMS notifications. The Subcommittee recommended adding them to other notification types as well for consistency.
- Ms. Wilson (Victim Representative) asked if Appriss is considering adding an option to switch notification types as well as fully opting out in the future.
- Ms. Ah Toong (PSD-SAVIN Coordinator) responded that she will share that recommendation with Appriss as there is no plan to do so currently. SAVIN can address this issue into the FAQs that will be posted on pavhawaii.com and the brochures once they are redesigned. The SGC agreed that advocates can also inform victims of the limitations of the phone notifications when they are initially choosing their notification method.

SAVIN Funds

- SAVIN collections were average in October despite a few facilities collecting slightly lower amounts when compared to their average monthly collections in fiscal year 2021. Overall, collections are going smoothly. The bulk of facility collections are submitted through Hawai'i Correctional Industries, and they are very proactive about ensuring collections are made and submitted to SAVIN on time.
- The new monthly balance for October includes \$98,366.94 that was left in the FY '21 account into the FY '22 account. Any outstanding

	<p>FY '21 encumbrances will be paid from that \$98,366.94.</p> <ul style="list-style-type: none"> • Though expenditures have increased, there will still be a large balance that rolls over year-to-year unless the annual cap on expenditures is increased from \$300,000. It is important the cap increase request is approved by the Legislature so that the funds can be for SAVIN and not appropriated for other purposes. • Ms. Wilson (Victim Representative) asked why some cells in the “Monthly SAVIN Collections” table are highlighted in red. Ms. Ah Toong (PSD-SAVIN Coordinator) answered that the cells are formatted to highlight amounts for the current month that are lower than the average monthly collection in FY '21. This formatting serves as a reminder to look into any unusually low collections. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • PSD will continue to conduct analysis and documentation on how different types of notifications function. • Ms. Ah Toong (PSD-SAVIN Coordinator) will share the SGC’s recommendation with Appriss to add an option to notification types rather than fully opting out of notification.
	<p>IV. <u>Transition to VINE Standard</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • Two (2) Notification Review Subcommittee meetings have been held to gather feedback on the VINE scripts. Feedback on the phone scripts has already been sent to Appriss. Feedback on the SMS, email, and in-app notification scripts is being compiled and will be submitted ASAP. • The recordings for the phone notifications will be made in English, Ilocano, Japanese, Korean, and Tagalog. • The kick-off meeting for the next phase of the transition is scheduled for November 30th, 2021. • Initially Appriss was trying to accelerate the timeline for the transition to meet their own internal deadlines. To do so, they were recommending only transitioning the notifications that currently work to VINE Standard and working on the defective notification types and other issues after the transition is complete. However, PSD and Appriss were able to agree that the timeline could be pushed back as it is imperative to get all notifications functioning correctly. • PSD is researching where data needs to be entered in the HPA database to trigger the seven (7) parole-related notifications that are not functioning. Testing will be scheduled with HPA and Appriss to confirm the triggers and if any changes need to be made. <p>ACTION PLAN</p> <ul style="list-style-type: none"> • Ms. Ah Toong (PSD-SAVIN Coordinator) will continue to work with Appriss, the Notification Review Subcommittee, and HPA on the transition.
	<p>V. <u>SAVIN and RAVS Directed Reorganization</u> <i>DISCUSSION/CONCERN(S)</i></p> <ul style="list-style-type: none"> • The SAVIN and RAVS programs moved to CVCC’s Offices at 1164 Bishop Street. • The SAVIN Coordinator permanent position was approved during the FY '21 Legislative session. PSD is working on getting it established and moved from the Reentry Coordination Office to directly under the Deputy Director for Corrections. The SAVIN Coordination Office will be part of PSD’s consolidated victim service office and focus solely on victim issues. • PSD is requesting approval of two (2) Victim Advocate positions and one Office Assistant position during the FY '22 Legislative session. • Mr. Johnson (PSD-Dep-C) added that placing the SAVIN Coordination Office directly under the Dep-C puts the office at a policy level so that if any issues arise at the division level, the Dep-C will be able to address them with the subordinate Division Chiefs. The reorganization will also allow the SAVIN Coordination Office to make needed changes faster.

ADJOURNMENT	<ul style="list-style-type: none">• The meeting was adjourned at approximately 9:47 a.m.
NEXT MEETING	<ul style="list-style-type: none">• The next meeting is tentatively set on Tuesday, February 15, 2022, via Teams (9:00 am -10:30 am)• The JRI Workgroup Meeting is TBD.

*This information was not shared during the meeting. It has been added to create a more comprehensive account of outreach and advertising activities.