

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

Meeting Date	November 1, 2023
ATTENDEES	<p>Members Present: Dayna Miyasaki, Judiciary (JUD); Toby Wilson (Victim Representative); Angelina Mercado, Hawaii State Coalition Against Domestic Violence (HSCADV); Lisa Sur, Dept. of Public Safety, Information Technology Services (PSD-ITS); Corey Reincke, Hawaii Paroling Authority, (HPA); Randi Barretto, Crime Victim Compensation Commission (CVCC-SGC Chair); Rio Amon-Wilkins, Hawaii Police Dept. (Hawaii PD)</p> <p>Designees Present: Tara Benevides, Hawaii Victim Witness Program (Hawaii VWP); Raylani Lupton, Dept. of the Attorney General, Crime Prevention and Justice Assistance Division (AG-CPJAD); Pamela Ferguson-Brey, (ED – CVCC)</p> <p>Others Present: Tani Dydasco, Dept. of Public Safety, SAVIN Coordinator (PSD-SAVIN Coordinator); Leanna Bair, (CVCC)</p> <p>Members Absent: Rebecca Vogt Like, Kauai Office of the Prosecuting Attorney (Kaua’i PA); Rosemarie Albano, Honolulu Victim Witness Kokua Services (Hon VWKS); Stephen Frye, Hawaii County Office of the Prosecuting Attorney; Lynn Matsuoka, Sex Abuse Treatment Center (SATC); Chief Arthur Logan, Honolulu Police Dept. (HPD); Anita Ahuja, Maui Victim Witness (Maui VW); John Pelletier, Maui Police Dept. (MPD); Todd Raybuck, Kauai Police Dept. (KPD); Julie Ebato, Dept. of the Attorney General, Crime Prevention and Justice Assistance Division (AG-CPJAD); Karlotta Carvalho, Mothers Against Drunk Driving (MADD); Tommy Johnson, Dept. of Public Safety, Director (PSD-DIR)</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 1, 2023 meeting minutes have been reviewed by the committee. The Committee approved the final meeting minutes. <p>ACTION PLAN</p> <ul style="list-style-type: none"> Ms. Dydasco (PSD-SAVIN Coord.) to have the final meeting minutes posted to the PSD SAVIN website.
	<p>II. <u>Notification System</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Current Notification Issues:</p> <ul style="list-style-type: none"> No new notification issues to report. APPRISS is in the process of removing the notification ID numbers, they have finished the English scripts and are working on the other languages. Problems with the prior fix for the AZSC transfer notification issues have since been resolved and are in production as of last week. Ms. Barretto (CVCC-SGC Chair) inquired if the Victim Witness programs are still using the inquiry forms. Ms. Dydasco (PSD-SAVIN Coord.) responded that they have transitioned to using the link to the online form as well as emailing. Ms. Benevides (Hawaii VWP) brought up an inquiry that was submitted by her office regarding furlough releases and late or no notifications. She stated in some cases the victims were only finding out because either they would receive calls from the inmate, see them out in public, or in another instance their prosecutor saw the inmate out in public. Ms. Dydasco (PSD-SAVIN Coordinator) shared that when looking into the inquiry, it was discovered that furlough notifications had not gone out for several inmates. This was due to some staff at some facilities incorrectly doing the data entry into the Offendertrak system that triggers notifications to VINE. Contact was made to the appropriate staff at all the facilities which have since made the corrected changes to their furlough rosters.

	<p>III. <u>APPRISS Contract Updates</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>FY 2021 SAVIN 1 out of 2 Contract Extension:</p> <ul style="list-style-type: none"> The initial contract, which was for two years, expired in April of 2023. There are two 1-year extensions or supplemental contracts, one of which was just finalized, signed, and executed. <p>APPRISS Invoices</p> <ul style="list-style-type: none"> There were discrepancies in several invoices from the initial contract period and on some of the invoices during this current supplemental contract period. The invoices have since been resolved and payment is being processed to bring us current. Ms. Barretto (CVCC-SGC Chair) asked if these issues were due to the migration. Ms. Dydasco (PSD-SAVIN Coord.) responded that it initially started when Equifax took over Appriss, Insights. This resulted in name change procedures, compliance with tax documentation, and further issues with the new company's invoicing procedures and discrepancies on invoice amounts compared with the current contract. Ms. Barretto (CVCC-SGC Chair) recalled in prior meetings the RFP was a concern and the committee and PSD were unhappy at how Appriss was falling through with certain system functions. She asked if that is still the case or are we looking forward to working with them again. Ms. Dydasco (PSD-SAVIN Coord.) replied that she hopes to work with them again, they are a great company and are very responsive. After seeing several rollovers in staff since the migration and Equifax acquisition, things have finally become consistent. There is great communication, reliability, and support from her new representatives. Ms. Wilson (Victim Rep.) remembers issues with the product itself, prior to switching platforms, which may have addressed some of the concerns. She asked where we are at with the old issues. Ms. Dydasco (PSD-SAVIN Coord.) replied that she is not familiar with the old platform since she came on board after the migration to the new platform. Ms. Barretto (CVCC-SGC Chair) stated that there were issues with notifications not being in alignment with what they were supposed to be, notifications were going out when they shouldn't have been going out, communication with the agency, and with the vendor pushing other product. She also stated that a few years prior to the migration, the governance committee played a big role in comparing these issues with other states that had the same issues and that fixed it with another vendor. She said that the goal of the SAVIN Coord. was to identify and provide a comparison list of companies that provide the things that we want versus what we're currently getting. She said with this migration a lot has changed and a lot of those things have been identified. She said what might be helpful is to revisit those comparison charts as well as the last RFP draft from the previous coordinator to see if we're still aligned with where we are at now. Ms. Dydasco (PSD SAVIN Coord.) agreed and added that she believes there are only a few companies that provide this type of service, and that Appriss takes care of roughly 48 states. Ms. Wilson (Victim Rep.) recalled the same and stated that if the company's reorganization, new customer service, and new platform addressed some of those old problems then we are moving in the right direction. Ms. Benevides (Hawaii VWP) agreed from a victim witness counselor's view that the new system addresses a lot of issues they've had in the past with the old system and that one of the biggest was work furlough, that the old system wasn't able to be as specific and detailed as it is now. <p>ACTION PLAN</p> <ul style="list-style-type: none"> Ms. Dydasco (PSD-SAVIN Coordinator) to work with Randi on reviewing past comparison charts and will report any findings to the committee.
	<p>IV. <u>Monthly SAVIN Reporting</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Monthly SAVIN Report:</p>

	<ul style="list-style-type: none"> • Ms. Dydasco (PSD-SAVIN Coord.) explained the reason for the spike in VINELink searches was due to a significant number of automated partial searches. Ms. Wilson (Victim Rep.) asked if the company notified us of this, to which Ms. Dydasco (PSD-SAVIN Coord.) replied no, that she had reached out to them when she noticed the spike while during her reports. Ms. Ferguson-Brey (ED – CVCC) asked if the company can give us the real number or fix that issue so that it can be adjusted in the report, to which Ms. Dydasco (PSD-SAVIN Coord.) replied that she had asked them that, however they are unable to provide the real number because it is considered a real search. The company has measures to mitigate these types of occurrences to help prevent them in the future. • Notifications have remained steady with email and text being the most type of notifications sent out. • No additional pending issues or inquiry forms. • Mr. Amon-Wilkins (Hawaii PD) inquired if there is a separate notification that goes out for furlough inmates that fail to return to the facility and mentioned they are having issues with the escape statute not covering these any longer and they are not being notified of the escape. He said in one instance they had not found out about it until PSD put out a media release. Ms. Benevides (Hawaii VWP) added that she isn't sure if it could be a case where the facility didn't make the necessary changes to trigger the notification. Ms. Dydasco (PSD-SAVIN Coord.) said she will look into that issue regarding the change in the statute and whether it is affecting how furlough escapes are triggered. • Collections are more steadily on track. SAVIN had not received any telephone tax deposits for several months and it was discovered that GTL had been overpaying beyond the annual cap permitted. The deposits were ceased to 'catch-up' for the overpayments. They have since caught up, deposits have resumed, and we are back on track. It's been verified with PSD that there was no loss of funding and PSD will be monitoring this more closely. • The SAVIN balance is currently at 1.4 million. Ms. Wilson (Victim Rep.) asked why the ending and beginning balances match until 2022 and 2023. Ms. Dydasco (PSD-SAVIN Coord.) explained that it has to do with the rollover of funds from one fiscal year to the next. It is a new line item that she hesitantly added to the report due to it causing confusion. Ms. Ferguson-Brey (ED – CVCC) added that funds are commonly held over in previous fiscal year's balances for auditing or pending encumbrances. The statute says that SAVIN is a special-fund, the department can't take the money, and it can't be used for anything other than the purposes of SAVIN. <p>Collections Before and After Pandemic:</p> <ul style="list-style-type: none"> • This is something we will start looking into and begin tracking. <p>ACTION PLAN</p> <p>Ms. Dydasco (PSD-SAVIN Coordinator) to inquire with Appriss about a fix with the issue of the automated searches and the issue with it skewing the data and give an update to the committee. She will also look into the issue regarding the change in the escape statute and whether it is affecting how furlough escapes are triggered and report back to the group.</p>
	<p>I. <u>SAVIN and Restitution and Victim Services (RAVS) Reorganization</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Status of SAVIN Coordination Office, Vacant Positions, and Restitution and Victim Services (RAVS) Project:</p> <ul style="list-style-type: none"> • Ms. Barretto (CVCC-SGC Chair) pointed out the high 1.4 million SAVIN balance and explained that a big part of that is supposed to be going towards positions. The SGC committee fought for these new positions. SAVIN will also be managing the RAVS program. There's been a huge stall in getting these new positions started. There's been a lot of back and forth in finding out information on status and recruitment. There were a few ineligible applicants but other than that there has been no movement. In October we were told that they were cancelling the recruitment, however they are getting no applicants. There's also a problem with the position's not being clearly identified as victim advocate positions. It's been a long time trying to get responses. In order for these programs to run, they need

	<p>positions. SAVIN and RAVS are being run right now with only 2 people, Ms. Dydasco and Ms. Arias. The committee has had discussions and generated questions to PSD for follow up regarding the positions and it's been over a year since then.</p> <ul style="list-style-type: none"> • Ms. Dydasco (PSD-SAVIN Coord.) updated that they will be in acquisition of the new space this month, pending data and telephone installation as well, however, they are just really in need of staff. Ms. Benevides (Hawaii VWP) suggested seeing if there was a way to incorporate incentives or signing bonuses or the ability to hire lower-level staff that can train upward as those are some of the things they needed to do to get people on board since it's very hard to get the years of victim service experience within the criminal justice system. • Ms. Ferguson-Brey (ED – CVCC) thinks the problem is inaction, and that the job descriptions focus on hiring someone for corrections, which is different from our focus. That there hasn't been any movement in all this time. • Ms. Mercado (HSCADV) recalled an issue with an applicant being accepted but the office wasn't ready. Mrs. Ferguson-Brey (ED – CVCC) responded it was her understanding that the candidate decided to take another position outside the department. Ms. Barretto (CVCC-SGC Chair) added that these are not remote positions, these are advocate positions that are working with victims, having conversations, day in and day out, so having that one-on-one communication with their supervisor in a different office just doesn't coincide. The bigger issue is there is no movement on PSD's end, the positions are just sitting there, and at some point, we need to put something together to present to Dir. Johnson. Suggesting even if they don't change the position descriptions, we can mass send the recruitment out letting people know this is the SAVIN advocate position. • Ms. Wilson (Victim Rep.) asked if the reason is because the person responsible for moving things forward is so taxed that we fall to the bottom of priority all the time? Ms. Barretto (CVCC-SGC-Chair) responded with 'yes'. She also wanted to add that these positions are civil service positions which aren't quite easy for Tani and Nettie to move in to, however, at the last meeting it was stated that Nettie would be able to move into the new Restitution Specialist position once it's established, but now we're getting the back and forth saying they need to double check and the double checking is going on for many months. We need to put something together for the Director. • Mr. Amon-Wilkins (Hawaii PD) asked what the pay is for the positions and if that is also an issue, because they have positions that have been vacant for years due to the pay amount. Ms. Dydasco (PSD-SAVIN Coord.) responded they are an SR-22. Ms. Benevides (Hawaii VWP) added that another thing they have the ability to do is hire above the minimum of the SR range to encourage recruitment. • Additional means of outreach, ideas for better recruitment were discussed, and plans for addressing the delay with administration. Ms. Ferguson-Brey (ED – CVCC) added that PSD's victim service program is co-located with CVCC which is what Dir. Johnson enabled to happen. He is committed to getting these additional permanent positions so that there can be a meaningful post-conviction victim service program. She doesn't want to leave people with the impression that PSD doesn't support the program, because that's not true. We just need to focus on the areas where ministerial functions occur to make this all happen. She went on to add that they took the two people from the RAVS program and split them to run the RAVS and SAVIN program, so they have a significantly greater number of tasks, and it's just not sustainable. • Ms. Dydasco (PSD-SAVIN Coord.) agreed and explained that even when it was just her and Ms. Arias sustaining the RAVS program alone, they still felt understaffed. That was when Ms. Ah Toong was running SAVIN and there was also an additional PCVAP staff for victim advocacy during the parole phase. When Ms. Ah Toong left, Ms. Dydasco took over for SAVIN while still assisting with RAVS. Then the PCVAP position ended, so those requests got automatically funneled through to SAVIN. Then came the increase in referrals from the victim witness programs for post-minimum term hearing assistance which also came funneling through to SAVIN. So, it's been a lot. • Ms. Dydasco (PSD-SAVIN Coord.) wanted to note that PSD did get approval for the new civil service position for RAVS which we're also waiting for to be established so we can hire into that one as well. • Ms. Barretto (CVCC-SGC Chair) would like to draft a formal letter to Dir. Johnson with everyone's input addressing the concerns and need for these positions. She will send the draft out to the committee along with copies of the recruitment and position descriptions.
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	<p>ACTION PLAN</p> <ul style="list-style-type: none"> Ms. Barretto (CVCC-SGC Chair) to draft a formal letter to Dir. Johnson, attach copies of the recruitment and position descriptions, and distribute to the membership for input and feedback.
	<p>II. <u>Legislative Updates</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>Inquiries Into Further Review on Telephone Tax Bill:</p> <ul style="list-style-type: none"> There was no update, and no one has really heard anything that is percolating on that. Mrs. Ferguson-Brey (ED-CVCC) gave a brief history of the telephone tax bill. She also brought up the bill moving the setting of the minimum terms from HPA to the individual judges and the need for victim centered testimony on these types of bills. Mr. Reincke (HPA) shared his views from the parole side and the frustrations with representatives wanting to make changes when they don't know what it is that we all do from the bottom up. Ms. Benevides (Hawaii VWP) agrees, saying often we tend to look at it from the administration point of view or are always so focused on the offender's rights or the victim's rights and tend to forget the human aspect. Mrs. Ferguson-Brey (ED-CVCC) requested that if the task force makes the recommendation to move setting the minimum terms to the individual judges, people who have influences over their bosses need to tell them what this will mean for victims and to vote 'no', to not move it from a group of people who are professionals that create a more uniform system of evaluating people, and are willing to be trained about domestic violence and sex assault issues, to a system that would have no opportunity for victims to have input. She also requested this bill be added to the agenda since it impacts notification. Mr. Amon-Wilkins (Hawaii PD) also agrees with that standpoint, saying with the objectives they have in place on the Big Island, that would be disastrous. Mr. Reincke (HPA) questioned how the judges would find the time, stating that their calendars are so full already and was also mentioned by one of the Judges at the last taskforce meeting. Ms. Benevides (Hawaii VWP) stated it's the one hearing that they get excited for their victims, it's a safe space to say what you need to. That the victims look forward to and enjoy that moment and at times hearing the parole board give it to the offender, which is not always the same as they'd get in a judicial setting. <p>ACTION PLAN</p> <p>The topic of the bill regarding the minimum terms will be added to the agenda.</p>
	<p>III. <u>Other Business</u></p> <p><i>DISCUSSION/CONCERN(S)</i></p> <p>SGC Membership & Expirations:</p> <ul style="list-style-type: none"> Ms. Barretto (CVCC-SGC Chair) expressed the importance of this committee appointed by statute, their roles, the SAVIN system for the safety of victims, and the SAVIN Coordinator's role. She also expressed the importance of each representative being present at these meetings. Mrs. Ferguson-Brey (ED-CVCC) gave a brief history of the SAVIN program, SAVIN Governance Committee, and its' role in advising the department in focusing on providing a victim centered program and providing feedback from the victim service community.

	<ul style="list-style-type: none"> Ms. Wilson (Victim Representative) added that another component to the importance of the program along with safety is the awareness of victim's rights that the program provides. Ms. Barretto (CVCC-SGC Chair) reminded the group that the committee works with DPS to ensure feedback or concerns regarding the SAVIN system are clear so that progress is made toward their goals. They want everyone to have clarity on their membership, their roles, their expirations, and what this committee, and these meetings are here for. Membership needs to be confirmed again as we approach expirations. Will prepare for next meeting to ensure everyone is present for nominations. <p>Preparing for next SGC Meeting:</p> <ul style="list-style-type: none"> Next meeting will have a hybrid option, however, members or the designee on their behalf are required to be in-person. <p>ACTION PLAN</p> <p>Ms. Dydasco to send out requests for membership and designee information.</p>
NEXT MEETING ADJOURNMENT	<p>IV. <u>Adjournment:</u></p> <ul style="list-style-type: none"> <u>The meeting was adjourned at approximately 11:00 a.m.</u> <u>The next meeting is tentatively set for Friday, January 12, 2024 (9:30 am - 11:30 am)</u>