

## SAVIN GOVERNANCE GUIDELINES AND STANDARDS

Governance is key to a successful SAVIN program and provides the environment for collaboration among the different stakeholders who must work together to create and operate a SAVIN program. By using these governance guidelines and standards, each state, tribe, and territory will be able to better maintain the balance between agency-level decision making and broad-based input from the participants and users of the SAVIN program, including the most important stakeholders—crime victims.

### RECOMMENDED GOVERNANCE STRUCTURE



### **SAVIN Lead Agency**

State officials must identify a Lead Agency to responsibly and actively implement and monitor the SAVIN program and services. The Lead Agency must also:

- Adopt the mission, goals, and performance measurement objectives for the SAVIN program consistent with federal and state laws, and constitutional requirements with collaborative support from the SAVIN Governance Committee (SGC).
- Identify the key stakeholders and establish a multidisciplinary SGC to review and approve the mission, goals, services, communication strategies, critical event management plan, and measurable objectives for fiscal and programmatic accountability.
- Determine whether to use an internal technology system or to contract with an outside service provider to implement the intended SAVIN program and its related services. It is important that the SAVIN program adheres to the technical requirements and service standards set forth in this document.
- Develop and monitor the program budget to ensure fiscal accountability.
- Hire or assign a SAVIN Program Manager who will be responsible for the daily management and implementation of the program, collaborative efforts, fiscal accountability, and development of critical event management plans.
- Lead efforts to promote SAVIN to victims and the community.
- Identify, contract with, and manage the SAVIN service provider(s). The Program Manager ensures that the SAVIN service provider assigns an Account Manager to report to the Lead Agency on a weekly status on any and all progress and obstacles.
- Comply with all fiscal and programmatic guidelines and reporting requirements if the SAVIN program receives federal funds. If the program is not funded by federal grant, it is important that it be designed to collect the required BJA data elements (at a minimum) and include these data in quantitative reports consistent with other SAVIN programs nationally to produce a more reliable summary of the use and usefulness of SAVIN programs nationwide.
- Serve as the original grant recipient or sub-grantee and, be accountable to the state's SAVIN funding sources for overall programmatic and fiscal responsibilities.

### **SAVIN Program Manager**

The SAVIN Program Manager is responsible for the management of the program, fiscal accounting, and service delivery. The SAVIN Program Manager will:

- Serve as Chairperson and/or facilitator of the SGC, with duties that might include setting meeting dates and agendas; securing facilities for meetings; preparing and disseminating resources, minutes, and reports for meetings; facilitating communication to and among committee members; and other duties as identified by the Lead Agency.
- Establish the initial SAVIN goals and measurable objectives with input from the SGC. Further, the Program Manager will develop a project plan, schedule of benchmark events, communication protocols, critical event management plans, and program evaluation strategies with specific methods to determine progress, problems, and needs with input from the SGC.
- Develop specifications and configuration parameters for operation and management of the SAVIN program and services.

- Communicate with the SAVIN service provider Account Manager and monitor quality assurance, any problems, and the progress of the program, services, and costs consistent with the state law and contracts. This will involve routine communication and semi-annual on-site consultations (one at the host SAVIN program state and one at the site of the service provider's headquarters).
- Collaborate with, and receive feedback from, state-level professionals and community stakeholders, including victims and professionals who serve them.
- Compile and distribute, at least annually, quantitative and qualitative data and narrative summaries of the SAVIN program services and financial status.
- Develop training curricula and resources, conduct train-the-trainer sessions, and implement a skills-based evaluation of the training sessions provided. Training will involve personal instruction but may also include training via other modalities (e.g., webinars, audio-conferences, issuance of hard copy or emailed training bulletins).
- Serve as primary liaison to news and social media and other public awareness venues for SAVIN-related promotions and respond to requests for information. The Program Manager will also be responsible for spearheading and controlling internal, interagency and public/media communications in a critical event as set forth in the critical event management plan.

### **SAVIN Governance Committee (SGC)**

The multidisciplinary SGC is responsible, as the advisory body, to the Lead Agency and SAVIN Program Manager for the activities that follow:

- Compliance with the state SAVIN mission, guiding principles, and goals.
- Implementation of performance measures including programmatic and fiscal controls.
- Providing guidance relevant to the collaborative development, implementation, and assessment of the SAVIN program and services.
- Collaborative development of the SAVIN program implementation plan, schedule of benchmark events, and communication protocols with specific strategies to determine progress and solve problems.
- Development of SAVIN specifications and configuration parameters for program operation and management.
- Collaborative development of policies, procedures, and protocols regarding: Lead Agency, interagency communication and collaboration, and end-user levels of authorized access to specified information; compliance with standards for data integrity; availability standards; and protections for victim/user safety, confidentiality, and autonomy.
- Development of SAVIN specifications and parameters that define the available types of information and notification, notification recipients, interface methods, data protections and safeguards.
- Implementation of SAVIN training and technical assistance curricula and resources, including personnel educated as trainers.
- Collaborative development of public awareness plans for the SAVIN program and services, including an annual media relations plan, and specific outreach strategies designed to meet the needs of traditionally underserved populations. Representatives from traditionally underserved populations should be actively involved in developing plans and strategies.

- Implementation of the standard reporting and assessment metrics (quantitative and qualitative) to assess the use and usefulness of the SAVIN program and its related services. Assessment strategies should include collaboration with victim advocates to secure feedback from victims, justice agency partners, and other end users. (NOTE: The ethics of human subject protections should apply throughout these activities.)
- Creation and submission of SGC meeting minutes and SAVIN reports. Any annual SAVIN reports created by the Program Manager should be reviewed by the SGC prior to wider distribution (e.g., funding sources, state officials and stakeholders, the news media, and the general public).

### *SGC Overview*

Members shall serve at the request of, and shall be governed by, the SAVIN Lead Agency. The SGC should be diverse by gender, culture, ethnicity, age, and geography, and include representation of all SAVIN stakeholder groups.

Continuity is an essential element to a successful SAVIN program. The SGC stakeholder organizations should agree to assign a representative who is competent (technically and/or by subject matter), empowered to represent his or her organization, and committed to serve for a minimum of two years. SGC members will meet regularly throughout their terms, but no less than twice a year, and should be available, as is possible, for other SAVIN events or meetings as appropriate.

The SGC members may establish a Steering Committee or other ad-hoc subcommittee(s) to provide supplemental input and expertise to the SGC, SAVIN Program Manager, and Lead Agency.

### *SGC Membership*

The SGC will be comprised of representatives from each of the major stakeholders in the SAVIN program and services. Examples of these potential members include, but are not limited to:

#### *Crime Victims and Survivors*

Victims of crime and surviving family members of homicide victims.

#### *Crime Victim Advocates*

Advocates including community-based victim services programs (domestic violence or sexual assault programs, homicide support groups, etc.), system-based advocates (e.g., law enforcement agencies, prosecutors' offices, institutional and community corrections agencies, and social services), community councils or state coalitions), representatives from multi-faith-based services, and other victim assistance programs not affiliated with a grass-roots or governmental entity, depending on their origin and function in the community.

Victim advocates and/or other persons acting in an advocacy capacity who are responsible for meeting the needs of traditionally underserved populations should also be included. Ideally, these members should be from the population they serve.

### Law Enforcement Officers

Professionals from local (municipal and county), state, tribal, territorial, and military agencies. Additionally, federal law enforcement agencies may be considered along with sworn personnel from state-level justice and public safety agencies.

### Prosecutors

Local prosecutors, state prosecutors, the Attorneys General/Deputy Attorneys General, and U.S. Attorneys/Assistant U.S. Attorneys.

### Judicial Officers and Court Administrators

Judges, court clerks, trial commissioners, pre-trial officers, court administrators or managers, and Administrative Office of the Court representatives.

### Corrections Professionals

Employees of local jails, pre-trial services, community corrections (probation and parole), prisons, and state-level corrections agencies.

### Information Technology Professionals

Inclusion of the State Chief Information Officer (CIO), Agency CIO's and IT staff responsible for enterprise architecture is desired.

### Elected Officials or Their Designees

Legislators, mayors, county judge executives, municipal and/or insurance risk managers, public safety commissioners,

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