

## SAVIN SPECIFICATIONS AND CONFIGURATION

The SGC will provide guidance on the configuration and content of information and notifications to be made available to victims, at-risk persons, and others with a need to know. Further, the SGC will make recommendations regarding SAVIN information, notification, and configuration service options.

### SAVIN Information and Notification Types

SAVIN information and notification types may include, but are not limited to, the following:

- Custody status
  - Booking
  - Pre-trial
  - Pre-conviction
  - Post-conviction
  - Temporary release (e.g., to attend a court hearing)
  - Change of location or transfer to less or more secure custody
  - Transfer to another state or jurisdiction
  - Release
  - Escape
  - Recapture following escape
  - Death
- Court events and hearings (pre-trial, court, probation/corrections/parole), motions for release or amendments to current case or offender custody status, etc.
- Final disposition(s)
- Post-conviction events
  - Parole/probation hearings
  - Parole/probation revocation hearings
  - Parole/probation status changes
  - Clemency hearings
  - Appellate-level hearings
- Orders of protection, notification of service on the respondent, hearings, and pending expiration of protective orders (e.g., domestic/sexual violence, stalking, and no contact orders).
- Illegal attempts to purchase a firearm or ammunition by persons
  - Convicted of a felony or certain misdemeanors
  - With mental health issues
- Active domestic violence protective orders that comply with federal and/or state laws, and other court orders involving stalking, no contact, or conditions of bond.

(See Appendix B for a complete listing of types of victim information and notification.)

### SAVIN Registration/Notification Options

SAVIN configuration options include, but are not limited to:

- Registration approaches for crime victims and other authorized users

- Telephone/Interactive Voice Response (IVR) or TTY
  - Agency
  - Internet (web site and/or email)
  - Victim advocates and justice professionals
  - Trained SAVIN service representatives
- Registration for victims through jail, case records or victim management information.
  - Use of a secured Personal Information Number (PIN). The system must have a functional capability of generating messages using a PIN or other means of positive identification of the call recipient. Each registered victim must be given the option of selecting her/his own secured PIN to receive outbound notifications. The number may be used to acknowledge receipt of information or to accept notification by the SAVIN system. Entry of the PIN should cancel subsequent notifications to that specific delivery address.
  - Call cancellation policy, i.e., clarification of procedures and authorized personnel who will be allowed to cancel information or notification calls, and under what circumstances.
  - Language availability (including Deaf-friendly adaptations)
    - Automated scripts
    - Trained SAVIN service representatives
    - Printed materials
    - Availability of translation services
  - Service options for trained SAVIN service representatives
    - Languages supported (including Deaf-friendly adaptations)
    - Training requirements
    - Information provided
    - Service level standards
    - Agencies and procedures for referrals and advocacy consultation if needed (e.g., local, state, national and federal victim assistance agencies and programs).
  - Notification calling patterns for each type of notification
    - Alternative notification technologies and approaches based on the type of notification and needs of end users
    - Telephone
    - Letter
    - Fax
    - Email
    - TDD/TTY
    - Short Message Services Device (SMS) or text-capable
  - Feedback notification protocol when delivery of the primary notification cannot be confirmed.
  - Optional feedback opportunities for end users and practitioners to report missed notifications or system problems (e.g., via SAVIN service representatives or emergency operations personnel).