

**BUREAU OF JUSTICE ASSISTANCE
STATEWIDE AUTOMATED VICTIM INFORMATION AND NOTIFICATION GRANT
PROGRAM (SAVIN)
PERFORMANCE MEASURES**

The following pages outline general questions and performance measures for the Bureau of Justice Assistance (BJA) *Statewide Automated Victim Information and Notification (SAVIN) Grant Program*. The performance measures for this SAVIN program were established to indicate to what extent grant activities meet the following objectives:

1. Offer victims an opportunity to be notified of and participate in hearing or administrative processes; and
2. Provide a single statewide notification service to subscribers about developments within the criminal justice system related to specific offenders and offenses.

The *Statewide Automated Victim Information and Notification Grant Program* performance measures are reported in two formats—quantitatively (numeric answers) and qualitatively (narrative responses). The quantitative data are entered in the BJA Performance Measurement Tool (PMT) for each quarterly activity period, called a reporting period. The qualitative data consist of the seven BJA questions reported in July and January of each calendar year based on activities during the previous 6-month period.

NOTE: Data collection on these measures will take effect with grant activities that begin as of July 1, 2011–September 30, 2011. Specifically, data entry and reporting in the PMT will begin on October 1, 2011. Subsequent data entry will occur quarterly with a 30-day submission period following the close of the reporting period.

In addition, in July and January of each calendar year, you are responsible for creating a report from the PMT that you upload into the Grants Management System (GMS). This is the GMS report. During the nonsubmission periods, you are encouraged to create a report for your records.

Your responses to the questions that follow must be entered in the PMT at <https://www.bjaperformancetools.org>. If you have any questions about the PMT or performance measures, please call the BJA Performance Tools Help Desk at 1-888-252-6867, or send an e-mail to BJAPMT@csrincorporated.com.

You will be asked to enter information designed to answer several sets of questions. The first set of questions is about general award information. The next set concerns organizational infrastructure. This will be followed by questions on technological capacity; subscriber registration; and finally, notification to victims and other people. Any activities related to the SAVIN program occurring between the first and last days of the reporting period should be reported (for example, the January–March reporting period should include activities occurring between January 1 and March 31).

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GENERAL AWARD INFORMATION

The first set of questions concerns general information about the grantee and the SAVIN award. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

1. Was there **grant activity** in the reporting period? *Grant activity is defined as any proposed activity in the BJA-approved grant application that is implemented or executed with BJA grant funds.*
 - A. Yes
 - B. No

2. What is the implementing organization type?
 - A. Nonprofit organization
 - B. Tribal government
 - C. State agency
 - D. Unit of local government
 - E. Fiscal agent
 - F. Other (please specify) _____

BASELINE CAPABILITIES OF THE CURRENT SAVIN SYSTEM

The next set of questions is about the capabilities of the SAVIN system currently in place. You will only need to answer these questions once, and answers should be based on the status of the existing SAVIN system.

3. What date did your SAVIN program **first begin implementation**? *The date of implementation refers to the launch date of the SAVIN system (the date that the first notification was distributed). Do not include the time when only planning activities occurred. Enter the date in MM/DD/YYYY format.*
 - A. Enter date (____/____/____)

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4. To better guide BJA's SAVIN Program, please explain if the SAVIN system is considered statewide.

A. Yes

If yes, please explain why your SAVIN system is a statewide one. _____

B. No

5. Does the system offer services in an **alternative language**? *Alternative language refers to any service offered by SAVIN that can be communicated in a language other than English.*

A. Chinese Yes No

B. French Yes No

C. German Yes No

D. Spanish Yes No

E. Other Yes No

F. Please specify other available language(s):

6. Does the system offer any of the following **methods of notification**? *A notification method is any means used by the SAVIN system to send a notice to subscribers.*

A. SMS/Text Messaging Yes No

B. TTY/Hearing Impaired Yes No

C. U.S. Postal Service (mail) Yes No

D. E-mail Yes No

E. Phone (includes voicemail) Yes No

F. Other Yes No

If yes, please specify: _____

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7. Does the system track **confirmed notifications**? *A confirmed notification is any method of notification resulting in a subscriber verifying that he or she received the notification. (For example, a subscriber enters a Personal Identification Number [PIN] in the telephone keypad after receiving an automated notification via phone.)*

- | | | |
|-------------------------------|-----|----|
| A. SMS/Text Messaging | Yes | No |
| B. TTY/Hearing Impaired | Yes | No |
| C. U.S. Postal Service (mail) | Yes | No |
| D. E-mail | Yes | No |
| E. Phone (includes voicemail) | Yes | No |
| F. Other | Yes | No |

If yes, please specify: _____

G. Not Applicable

8. Does the system use any of the following **events to trigger notification**? *An event that triggers notification results in an automatic correspondence that is sent to a subscriber as a result of a change in offender status. The notification can be automated, or it can require intervention from personnel.*

- | | | |
|---|-----|----|
| A. Pre-trial hearings (i.e., bail, bond, grand jury, indictment, dismissal of charges, etc.) | Yes | No |
| B. Trial/court hearings (i.e., hearings, plea bargain, diversion, sentencing and outcome, etc.) | Yes | No |
| C. Post-sentencing hearings (i.e., restitution hearings, probation or parole hearings [including modifications or revocations], clemency or commutation hearings, mental health hearings, etc.) | Yes | No |
| D. Post-sentencing custody (i.e., offender location and status, Interstate Compact requests, furlough, work release, release to civil commitment, escape, recapture, death of offender, etc.) | Yes | No |
| E. Victim notification of offender receipt of protective order | Yes | No |
| F. Offender's attempt to purchase firearm/ammunition | Yes | No |
| G. Other | Yes | No |

If yes to other event, please specify: _____

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13. Which of the following types of **representatives** are on the governance board?

- | | | |
|----------------------------------|-----|----|
| A. Criminal Justice Professional | Yes | No |
| B. Law Enforcement Professional | Yes | No |
| C. IT Professional | Yes | No |
| D. Victim/Survivor | Yes | No |
| E. Victim Advocate | Yes | No |
| F. Other | Yes | No |

If yes to other types of board representatives, please specify: _____

14. How many times did the **governance board** meet during the reporting period?

- A. In-person meetings _____
- B. Conference calls _____

IMPLEMENTING ORGANIZATIONAL STRUCTURE

The next set of questions is about the general structure of the current SAVIN system. You will only need to answer these questions once. If the answer provided changes at all during the project period, you will need to go back and adjust the answer accordingly. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

15. Have any of the following **plans** been developed for the SAVIN program?

- | | | |
|--------------------------------------|-----|----|
| A. Strategic Plan | Yes | No |
| B. Implementation Plan | Yes | No |
| C. Operational Plan | Yes | No |
| D. Assessment Plan | Yes | No |
| E. Critical Incident Management Plan | Yes | No |

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16. Does the system allow subscribers to provide **feedback** on their experiences with the SAVIN system? *Subscriber feedback can be received in any form. Indicate whether your SAVIN program allows for subscribers to share their feedback about the system.*

A. Yes

If yes, please explain: _____

B. No

17. Does the system allow a way to positively **identify a subscriber**? *Indicate if the system uses any method of positive identification for subscribers. This could be a PIN or any other means to allow you to verify a subscriber's identity.*

A. Yes

If yes, please explain: _____

B. No

18. Does your agency have an existing victim information and notification system in place?

A. Yes

B. No

DEVELOPING AN ORGANIZATIONAL INFRASTRUCTURE

The next set of questions is about the organizational infrastructure of the SAVIN system. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

19. Do you have a **governance board** in place? *The Governance Board refers to an authorized statewide agency to oversee the planning and implementation of the SAVIN program. The administering agency should establish a governance process that includes representatives of criminal justice and law enforcement agencies, technology staff, and victim advocates, including direct participation of a cross-section of victims of crime to guide the development and delivery of SAVIN services.*

A. Yes (Go to question 20)

B. No (Go to question 22)

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20. Which of the following types of **representatives** are on the governance board?

- | | | |
|----------------------------------|-----|----|
| A. Criminal Justice Professional | Yes | No |
| B. Law Enforcement Professional | Yes | No |
| C. IT Professional | Yes | No |
| D. Victim/Survivor | Yes | No |
| E. Victim Advocate | Yes | No |
| F. Other | Yes | No |

If yes to other types of board representatives, please specify: _____

21. How many times did the **governance board** meet during the reporting period?

- A. In-person meetings _____
- B. Conference calls _____

ESTABLISHING AND ENHANCING TECHNOLOGICAL CAPACITY

The next set of questions is about the technological capacity of the SAVIN system. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

22. How many **counties/parishes** are in your state? _____

23. How many of the **counties/parishes** in your state are connected to the SAVIN system? *A county/parish is considered to be connected to the SAVIN system when all of the facilities, agencies, and systems within that county or parish have been fully integrated with the SAVIN system, allowing for the transfer of offender information.* _____

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24. How many of the following **types of agencies, facilities, or systems** are currently connected to the SAVIN system? *An agency, facility, or system is considered connected to SAVIN when it is possible to transfer offender information from the entities system to the SAVIN system. Enter the number currently connected to the SAVIN system in the “Number Connected to SAVIN” column. In the “Number of Possible Connections” column, enter the number available in your state. The number of possible connections should be greater than or equal to the number that is actually connected to the SAVIN system.*

SAVIN Connections in Your State			
Type of Agency, Facility, or System		Number Connected to SAVIN System	Number of Possible Connections
A	State Prison		
B	Private Prison		
C	Jail		
D	Court		
E	Probation/Parole Department		
F	Prosecutors Case Management System		
G	Attorney General/Appellate		
H	State Mental Health Facility		
I	Other Mental Health Facility		
J	Other		

25. Has the SAVIN system experienced any **unscheduled downtime** resulting in a delay of victim notification? *Do not include unscheduled downtime occurring within individual facilities, agencies, or systems connected to the SAVIN system. Only report unscheduled downtime for the main SAVIN system responsible for the automated statewide notifications.*

- A. Yes (Go to question 26)
- B. No (Go to question 27)

26. What is the cumulative duration of **unscheduled downtime during the reporting period**? *Report total downtime in hours and minutes. (__ __ : __ __)*

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27. Did the system add or remove any **alternative language** services during the reporting period? *Alternative language refers to any service offered by SAVIN that can be communicated in a language other than English. Selecting "yes" to any of the following services only indicates that your SAVIN system offers the service and does not specify the capacity.*

A. Yes

If yes, specify available language(s): _____

B. No

28. Did the system add or remove any **method(s) of notification** during the reporting period? A method of notification refers to any means used by the SAVIN system to send out a notice to subscribers.

A. Yes (Go to question 29)

B. No (Go to question 30)

29. Indicate the change in notification methods offered by the system.

A. SMS/Text Messaging	Yes	No
B. TTY/Hearing Impaired	Yes	No
C. U.S. Postal Service (mail)	Yes	No
D. E-mail	Yes	No
E. Phone (includes voicemail)	Yes	No
F. Other	Yes	No

If yes, please specify: _____

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30. Did the system add or remove any of the following **events that trigger notification** during the reporting period? *An event that triggers notification results in an automatic correspondence that is sent to subscribers as a result of a change in offender status. The notification can be automated, or it can require intervention from personnel.*

- | | | |
|---|-----|----|
| A. Pre-trial hearings (i.e., bail, bond, grand jury, indictment, dismissal of charges, etc.) | Yes | No |
| B. Trial/court hearings (i.e., hearings, plea bargain, diversion, sentencing and outcome, etc.) | Yes | No |
| C. Post-sentencing hearings (i.e., restitution hearings, probation or parole hearings [including modifications or revocations], clemency or commutation hearings, mental health hearings, etc.) | Yes | No |
| D. Post-sentencing custody (i.e., offender location and status, Interstate Compact requests, furlough, work release, release to civil commitment, escape, recapture, death of offender, etc.) | Yes | No |
| E. Victim notification of offender receipt of protective order | Yes | No |
| F. Offender's attempt to purchase firearm/ammunition | Yes | No |
| G. Other | Yes | No |

If yes, please specify: _____

REGISTERING SUBSCRIBERS WITH THE SAVIN SYSTEM

The next set of questions is about registering subscribers with the SAVIN system. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

A subscriber is a person who is registered for notification of offender status updates. This individual can be a victim, a family member of a victim, or a member of the public, in accordance with the laws governing each state's notification system.

31. How many new subscribers registered with the SAVIN system during the reporting period? _____

32. How many existing subscribers canceled their registration with the SAVIN system?

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33. Did the system add or remove any of the following **registration options** during the reporting period? *Registration refers to the ability of subscribers to sign up for notification via the SAVIN system.*

- | | | |
|-----------------------------------|-----|----|
| A. Internet registration | Yes | No |
| B. Automated telephone | Yes | No |
| C. Agency-initiated/Case records | Yes | No |
| D. Victim Case Management System* | Yes | No |

*Victim Case Management System is the location where all victim case information is documented. The system must include an option to register for SAVIN.

- | | | |
|----------|-----|----|
| E. Other | Yes | No |
|----------|-----|----|

If yes, please specify: _____

**CONDUCTING COMMUNITY OUTREACH/PUBLIC AWARENESS
ACTIVITIES**

The next set of questions is about conducting community outreach and public awareness activities. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

34. Were any community outreach/public awareness activities conducted?

- A. Yes (Go to question 35)
- B. No (Go to question 36)

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35. Which of the following **community outreach/public awareness** activities were conducted?

- | | | |
|---|-----|----|
| A. Billboards | Yes | No |
| B. TV Advertisement | Yes | No |
| C. Radio Advertisement | Yes | No |
| D. Magazine/Newspaper/Newsletter Advertisement | Yes | No |
| E. Web-based Advertisement | Yes | No |
| F. Training Seminars (in person or via Webinar) | Yes | No |
| G. Pamphlets/Brochures | Yes | No |
| H. Presenting/Exhibiting at Events | Yes | No |
| I. General Attendance at Events | Yes | No |
| J. Promotional Items | Yes | No |
| K. Posters | Yes | No |
| L. Social Media (MySpace, Facebook, Twitter, YouTube, etc.) | Yes | No |
| M. Annual Victim-related Commemorative Events | Yes | No |
| N. Other | Yes | No |

If yes to other activities, please specify: _____

PROVIDING TIMELY, CONFIDENTIAL, AND COST-EFFECTIVE NOTIFICATION

The next set of questions is about providing subscribers with timely, confidential, and cost-effective notification. The grant activities provided should represent data collected from the first day of the reporting period to the last day of the reporting period.

36. How many **inbound calls** were received? Indicate the total number of inbound inquiries received for the SAVIN system. *Include all calls received between the first and last days of the reporting period.* _____

37. Of the number of calls reported in Question 36A, how many inbound calls required **operator assistance**? *This question refers to any call that requires the expertise of an operator to address the questions or concerns of the caller.* _____

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38. Please indicate the type(s) of call inquiries you have received.

- | | | |
|----------------------------------|-----|----|
| A. Registration request | Yes | No |
| B. Registration updates | Yes | No |
| C. Request for offender status | Yes | No |
| D. Other (please specify): _____ | Yes | No |
| E. Not Applicable | | |

39. Does the system track **confirmed notifications**? *A confirmed notification is any method of notification resulting in a subscriber verifying that he or she received the notification. (For example, a subscriber enters a PIN in the telephone keypad after receiving an automated notification via phone.)*

- | | | |
|-------------------------------|-----|----|
| A. SMS/Text Messaging | Yes | No |
| B. TTY/Hearing Impaired | Yes | No |
| C. U.S. Postal Service (mail) | Yes | No |
| D. E-mail | Yes | No |
| E. Phone (includes voicemail) | Yes | No |
| F. Other | Yes | No |

If yes to other, please specify: _____

G. Not Applicable

40. Does the system allow automated notifications to be **augmented manually**? *A manual augmentation means a notification can be changed manually (for example, an emergency override feature that allows grantees to manually augment the automated notifications).*

- A. Yes
- B. No

41. Does your system have the capacity to offer **referrals** to additional services for crime victims? Referrals can be distributed in any way, including via operator assistance or through accessing the agency's Web site.

- A. Yes (Go to question 42)
- B. No (Go to narrative questions)

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42. What **types of services** can you refer victims to?

- | | | |
|---|-----|----|
| A. Community-based victim assistance programs | Yes | No |
| B. System-based victim assistance programs | Yes | No |
| C. State Crime Victim Compensation program | Yes | No |
| D. State victim assistance coalitions (domestic violence, sexual assault, MADD, etc.) | Yes | No |
| E. Mental health services | Yes | No |
| F. Legal services | Yes | No |
| G. Victim support groups | Yes | No |
| H. Subsistence services (i.e., housing, food, transportation, etc.) | Yes | No |
| I. National toll-free victim assistance and referral numbers and hotlines | Yes | No |
| J. Other | Yes | No |

If yes to other types of services, please specify: _____

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NARRATIVE QUESTIONS**

NARRATIVE QUESTIONS

The following questions must be answered in January and July of each calendar year. Please answer based on your experience for the last 6-month period. You can use up to 8,000 characters for each of your responses.

1. What were your accomplishments within this reporting period?

2. What goals were accomplished, as they relate to your grant application?

3. What problems/barriers did you encounter, if any, within the reporting period that prevented you from reaching your goals or milestones?

4. Is there any assistance that BJA can provide to address any problems/barriers identified in question #3?

- A. Yes (Please explain)
- B. No (Go to narrative question 5)

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5. Are you on track to fiscally and programmatically complete your program as outlined in your grant application?

- A. Yes (Please explain)
- B. No (Go to narrative question 6)

6. What major activities are planned for the next 6 months?

7. Based on your knowledge of the criminal justice field, are there any innovative programs/accomplishments that you would like to share with BJA?

THANK YOU FOR PARTICIPATING!