



State of Hawaii
Department of Public Safety

Statewide Automated Victim Information and Notification (SAVIN)

Project Plan – Draft – August 2008

TABLE OF CONTENTS

INTRODUCTION	3
Chapter 1: Vision and Purpose Statements and Guiding Principles	4
1.1 Vision Statement.....	4
1.2 Purpose Statement	4
1.3 Guiding Principles	4
Chapter 2: Governance Structure	5
2.1 Organizational Chart	5
2.2 Lead Agency	5
2.3 Program Manager	5
2.4 Technical Advisor, Project Manager, Leader	6
2.5 Governance Committee.....	6
2.6 Quality Assurance Manager.....	6
2.7 Business Process Leader	6
Chapter 3: Implementation Plan, January 2008-Spring 2009	7
3.1 Schedule of Project Activities	7
3.2 Funding	7
3.3 Risk Management	7
3.4 Communication Strategy	8
3.5 Product Testing	8
3.6 Training Strategy	8
Appendix 1	9
Appendix 2	11

Introduction

In 2007, at the request of the State’s Attorney General’s Office, the State’s Department of Public Safety (PSD) assumed the lead role in establishing a Statewide Automated Victim Information and Notification (SAVIN) system. In January 2008, PSD hired the SAVIN program coordinator to move the project forward and applied for the SAVIN grant from the federal Bureau of Justice Assistance to implement a SAVIN program in Hawaii. At the same time, the SAVIN Governance Committee was created to provide recommendations and standards for planning, implementing, and operating an effective SAVIN system that will ultimately enhance the safety of crime victims and survivors.

This project plan reflects the guidelines and standards set by Hawaii’s SAVIN Governance Committee. This plan will be a living document. Items may be added to the document at any time under the direction of the Governance Committee or as necessary to meet service, funding, legal, or technological requirements in furtherance of this project. The Guidelines and Standards as a whole will be reviewed annually by the Committee. The current guidelines were adopted on October 10, 2007.

The Hawaii SAVIN Governance Committee Members are as follows:

Tommy Johnson, Deputy Director for Corrections	Department of Public Safety
Mike Mamitsuka, ITS Chief	Department of Public Safety
Michael Hoffman, Institutions Divisions Administrator	Department of Public Safety
Lacene Terri, Victim Services (Project) Coordinator	Department of Public Safety
Max Otani, Administrator	Hawaii Paroling Authority
Pam Ferguson Brey, Executive Director	Crime Victims Compensation Commission
Adrian Kwock, Branch Chief, Grants & Planning	Office of the Attorney General
Shaleigh Tice, Criminal Justice Planning Specialist	Office of the Attorney General
Dennis Dunn, Kokua Victim Services Office	Prosecutor’s Office, City & County of Honolulu
Phyllis Shinno, Victims Services Office	Prosecutor’s Office, County of Hawaii
Diana White, Victim Services Office	Prosecutor’s Office, County of Kauai
Lena Lorenzo, Victim Services Office	Prosecutor’s Office, County of Maui
Carol Lee, President	Coalition Against Domestic Violence
Adri Rameli, Executive Director	Sex Abuse Treatment Center
Annelise Rossi, Grant Administrative Specialist	Mothers Against Drunk Driving (MADD)
Name(s) protected	Crime Victim Representative(s)
Erik Vaught, Account Manager	Appriss, Inc.

Chapter 1: Vision, Purpose, and Guiding Principles

1.1 Vision Statement

Hawaii Revised Statute (HRS) 801-D4 requires a good faith effort on the part of the responsible parties to notify a crime victim of changes in status of the offender involved in their case, ie. escape, release, death, or transfer, etc. The “*right to be notified*” is critical in helping victims/survivors make informed decisions regarding their personal safety, the safety of their family members, their cases, and their lives.

1.2 Purpose Statement

The purpose of this project is to automate victim notification of offender’s custody and parole status for the State of Hawaii. Currently, the victim’s are notified manually by the Office of Victim Services at each County’s Prosecutor Office. Automating this function will streamline the notification process by offering victims the option to register and receive notifications that will help ensure their safety by keeping them informed of the status, location, pending hearings, etc. involving the offender(s) in their case.

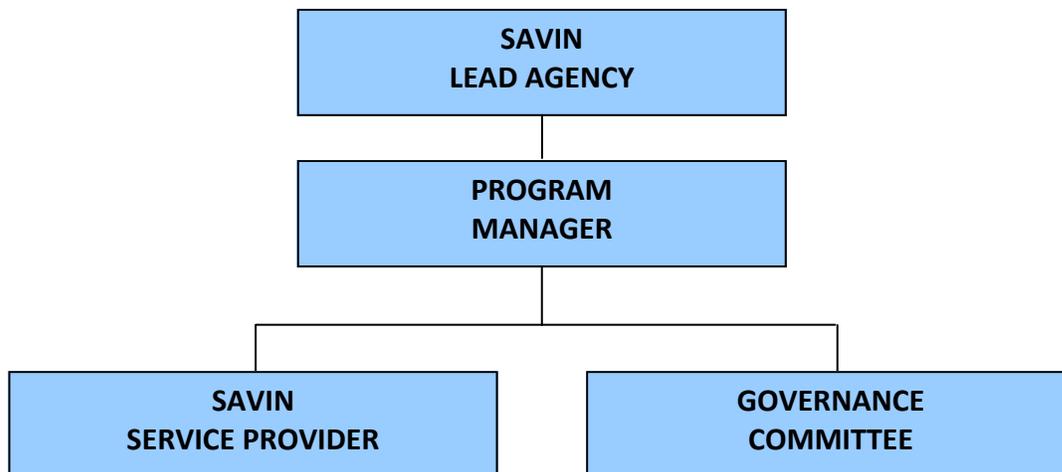
1.3 Guiding Principles

SAVIN services will be developed and implemented using the following guiding principles as the basis for all decision-making:

- ◆ Be victim-focused
- ◆ Be safety-driven
- ◆ Provide for victim/survivor confidentiality
- ◆ Provide for autonomy (right to access/decline services)
- ◆ Provide multiple means of accessing the system and receiving notification

Chapter 2: Governance Structure

2.1 Organizational Chart



2.2 Lead Agency/Project Sponsor (PSD/Tommy Johnson)

The lead agency is responsible for:

1. implementing and monitoring the SAVIN program and services
2. developing and monitoring program budget
3. being accountable to all funding sources for overall programmatic and fiscal responsibilities
4. hiring or assigning a SAVIN Program Manager
5. Identifying, contracting with, and managing the SAVIN provider consistent with Federal, State and local laws.
6. Complying with all BJA guidelines and reporting requirements. (See Appendix 2)

2.3 Program Manager (Lacene Terri)

The program manager is responsible for:

1. managing the day-to-day operation of the program
2. working with stakeholders to ensure expectations are met
3. building collaborative efforts with vendor for the project's success
4. maintaining fiscal accountability
5. serving as Chairperson of the Governance Committee
6. developing a project plan and implementation schedule
7. developing communication and program evaluation strategies
8. monitoring the progress of the program and services
9. evaluating, and reporting on the progress against the project plan
10. identifying gaps in services and recommending corrective action
11. developing and implementing statewide awareness campaign and training

12. compiling and distributing quantitative and qualitative data

2.4 Technical Advisor, Manager, and Leader (Mike Mamitsuka, Judy Yamada, Suzy Camacho)

The technical team is responsible for:

1. Providing technical leadership on the design of application architecture within operation parameters and polices and procedures
2. Leading resolution of any application development issues
3. Facilitating technical design sessions
4. Providing quality assurance to technical deliverables

2.5 Governance Committee (Individuals listed on page 3)

The Governance Committee is responsible for:

1. advising the lead agency about the safe and effective development of SAVIN services including collaborative efforts, operation parameters, polices and procedures, and problem solving
2. ensuring compliance of the program with the SAVIN mission, guiding principles, goals, and objectives
3. establishing performance measures and fiscal controls

Governance committee members must include victims/survivors of crime and/or surviving family members. Stakeholder organizations must agree to assign a representative who is competent, able to represent the organization, and commit to serving for a minimum of two years. Meetings are to be held no less than twice a year. During the implementation stage, meetings will be held quarterly.

2.6 Project Advisors (Adrian Kwock & Shaleigh Tice, Attorney General's Office)

The project advisors are responsible for:

1. providing advice to the project manager and lead agency on the overall project processes, procedures, and deliverables
2. working with the project leadership to ensure project expectations are met

2.7 Business Process Leaders (Victim Witness Directors, Prosecutor's Offices: Phyllis Shinno, County of Hawaii, Dennis Dunn, City and County of Honolulu, Diana White, County of Kauai, Lena Lorenzo, County of Maui)

The business process leader is responsible for:

1. providing practical user perspectives and information at the victim-level
2. validating the system's viability
3. serving as primary user acceptance tester

Chapter 3: Implementation Plan, August 2008 - Spring 2009

3.1 Schedule of Project Activities

- ◆ Establish Governance Committee – Fall/Winter 2007
- ◆ Hire Program Manager – January 2008
- ◆ Procure vendor services for SAVIN technology – August 2008
- ◆ Develop project plan – Ongoing
- ◆ SAVIN grant award – Expected in August/September 2008
- ◆ Develop interfaces for PSD's Correctional Management Information Management System (CMIS) and the Hawaii Paroling Authority database – September, October, November 2008
- ◆ Test system and complete SAVIN start-up – Winter 2008
- ◆ Host statewide press conference – Spring 2009
- ◆ Provide information and training – Spring 2009
- ◆ Stabilize operations (ie. seek permanent funding, make recommendations for future enhancements for SAVIN, etc.) – Ongoing

Appriss, Inc., based in Louisville, Kentucky, is the vendor of choice for this project. The company will provide a schedule for deployment and will monitor the implementation schedule. Appriss has a proven track record of successful implementation and execution. PSD oversees 4 jails and 4 correctional facilities in Hawaii and houses additional inmates at the Federal Detention Center located near the Honolulu International Airport, Otter Creek Correctional Center in Kentucky, and Saguaro and Red Rock Correctional Centers in Arizona. Transmission of data on the custody and parole status of offenders to Appriss will occur every 15 minutes. Appriss will provide weekly status updates on PSD's connection to their service.

3.2 Funding

PSD depends on funding from two federal grants: Victims of Crime Act (VOCA) and SAVIN. A grant application for SAVIN federal funds from the Bureau of Justice Assistance, a component of the Office of Justice Programs, was submitted on January 3, 2008. Award notification is expected later this month (August). In the future, funding from the State Legislature will be needed to sustain this project.

3.3 Risk Management

Appriss, Inc. developed VINE (Victim Information and Notification Everyday) notification system in 1994 in Louisville, Kentucky and currently serves 43 states. The product is protected by uninterruptible power supply and monitoring controls. All information is tracked and backed up by a remote server. Live

operational support is also available 24 hours a day, 7 days a week when problems arise. The Program Manager and designated key program staff will have access to VINEWatch, a tracking system, to monitor and gather statistics regarding usage. As the contracted vendor, Appriss, Inc. will meet all standards as identified in the BJA Guidelines and Standards for SAVIN Vendor Operations. (See Appendix 2) In addition, Appriss has established its internal risk management plan as it relates to monitoring, evaluating, and managing risks throughout the life of the project.

3.4 Communication Strategy

Communication with stakeholders during the implementation phase will include providing information about the project's progress and resolution of any arising challenges and problems, via email, phone, and quarterly governance committee meetings. Printed materials with information for victims and other users will be created and published in English and other designated languages. A press conference, supported by public service announcements will be conducted to introduce the program to the public. Stakeholders will be invited to participate.

3.5 Product Testing

All services will be reviewed and tested before implementation. Appriss will establish a testing plan which includes case scenarios to test the full functionality of the system. The Lead Agency will sign a User Acceptance Document to be submitted to Appriss before the program is made operational. Print materials will be reviewed and edited as necessary before sign-off. Print materials in languages other than English will be reviewed by persons fluent in that language.

3.6 Training Strategy

The primary goal of training is to ensure access to notification to enhance victim safety. To achieve this goal, victims will need to know about the program, how to register to track an offender's custody and parole status and to receive notification, if desired. During the implementation phase, informational trainings will be held around the state with invitations extended to law enforcement, corrections personnel, prosecuting attorney offices, victim advocacy agencies, and other designated victim service groups. The program manager will schedule training dates and locate training facilities that allow for accessibility to all agencies. A training outline will be prepared to ensure consistency of information. As much as possible the training will include printed handouts, informational videos, and direct, experiential learning opportunities by connecting to the website. Evaluation forms will be distributed, collected, and tabulated to ensure the training sessions are meeting the needs of the attendees.

Appendix 1

Basic Bill of Rights for Victims and Witnesses

Section 801D-4, Hawai'i Revised Statutes

a) Upon written request, victims and surviving immediate family members of crime shall have the following rights:

1. To be informed by the police and the prosecuting attorney of the final disposition of the case. If the crime charged is a felony, the victim or a surviving immediate family member shall be notified of major developments in the case and whenever the defendant or perpetrator is released from custody. The victim or a surviving immediate family member shall also be consulted and advised about plea bargaining by the prosecuting attorney;
2. To be notified by the prosecuting attorney if a court proceeding to which they have been subpoenaed will not proceed as scheduled;
3. To receive protection from threats or harm;
4. To be informed by the police, victim/witness counselor, or other criminal justice personnel, of financial assistance and other social services available as a result of being a witness to or a victim of crime, including information on how to apply for the assistance and services;
5. To be provided by the court, whenever possible, with a secure waiting area during court proceedings that does not require them to be in close proximity to defendants and families and friends of defendants;
6. To have any stolen or other personal property expeditiously returned by law enforcement agencies when the property is no longer needed as evidence. If feasible, all the property, except weapons, currency, contraband, property subject to evidentiary analysis, and property, the ownership of which is disputed, shall be returned to the person within ten days of being taken; and
7. To be informed by the Department of Public Safety of changes planned by the department in the custodial status of the offender that allows or results in the release of the offender into the community, including escape, furlough, work release, placement on supervised release, release on parole, release on bail bond, release on appeal bond, and final discharge at the end of the prison term.

b) Upon written request, the victim or the parent or guardian of a minor or incapacitated victim of [Sexual Assault in the First or Second Degree] and [Sexual Assault in the Third Degree that involves sexual penetration by compulsion], shall have the right to be informed of the human immunodeficiency virus (HIV) status of the person who has been convicted or a juvenile who has been adjudicated under that section and to receive counseling regarding HIV. The testing shall be performed according to the protocols set forth in HRS section 325-17 [Quality assurance standards for HIV antibody testing]. Upon request of the victim, or the parent or guardian of a minor or incapacitated victim, the Department of Health shall provide counseling.

c) Notwithstanding any law to the contrary, the department of public safety, the Hawaii paroling authority, the judiciary probation divisions and branches, and the department of the attorney general shall make good faith efforts to notify the victim of a crime, or surviving immediate family members of a victim, of income received by a person imprisoned for that crime when the imprisoned person has received a civil judgment that exceeds \$10,000, a civil settlement that exceeds \$10,000, or any income that exceeds \$10,000 in one fiscal year, whenever the income is known to the agency, and, in addition, the department of public safety shall make good faith efforts to notify the victim of a crime or surviving immediate family members of a victim, whenever it is known to the agency that a person imprisoned for that crime has a financial account, of which the department of public safety is aware, of a value exceeding \$10,000.

Appendix 1
(Continued)

d) Notwithstanding any law to the contrary, payment of restitution and judgments to victims, or surviving immediate family members of a victim, shall be a precondition for release on parole for any imprisoned person whom the Hawaii paroling authority determines has the financial ability to make complete or partial restitution payments or complete or partial judgment payments to the victim of the person's crime, or to the surviving immediate family members of a victim.

e) Notwithstanding any law to the contrary, the State of Hawaii, any political subdivision of the State of Hawaii, any department or agency of the State, any officer of the State, and any employee of the State shall be immune from damages in any lawsuit based on noncompliance with subsection (c) or (d). Nothing in this subsection shall be construed to prevent disciplinary action against any employee of the State who intentionally fails to comply with subsection (c) or (d) after being warned that compliance is required.

**Bureau of Justice Assistance: SAVIN Vendor Operations Guidelines and Standards
Office of Justice Programs, US Department of Justice**

SAVIN Vendor Operations

Service level standards are crucial to the success of any SAVIN system. These guidelines and Standards will be the basis for determining the quality and measuring the performance of the SAVIN Program. The vendor should demonstrate the ability to provide 99.95% system uptime by providing servers/system redundancy, 24-hour IT staffing and support, et. Minimum standards should be set for the following areas:

SAVIN Vendor Operations Standards

Account Management

A process should be developed by the SAVIN vendor to establish clear and consistent methods of communication with the Program Manager. This process should include consistent review of the SAVIN system in an effort to respond to issues that may arise and to identify opportunities to enhance/improve the program.

Alarm Management

A primary function of the SAVIN vendor is to monitor and manage the flow of data. Triggering of alarms for the disruption in data flow and/or issues with hardware is critical. The following standards should be developed:

1. Data monitoring frequency – 24 hours a day, 365 days a year.
2. Alarms monitored by technical support staff 24 hours a day, 365 days a year.
3. Customer notification of alarm conditions.
4. Alarm resolution.
5. Customer access to both current (real-time) and archived system logs/reports of metrics/alarms.

Provider Data Management

One of the most important components of providing a SAVIN system is the management and monitoring of the quality of submitted data by the SAVIN provider. The quality of service to the victims suffers as the quality and/or timely transmission of data deteriorates. Standards should be developed for the following:

1. The design and development of high-quality data interfaces between the SAVIN provider, the customer, and the customer's vendor(s).
2. Methods of maintaining the quality of data interfaces to ensure that the interface performs and remains compliant with the original design specifications.
3. Resolution of problems that arise with a data interface.
4. Database synchronization – ensuring that the data maintained by the SAVIN vendor is accurate and up-to-date at all times.
5. Monitoring data rejection reports to identify problems with an interface.

Problem Resolution

The SAVIN system should have a formal process to document and track incidents and resolve issues that occur within the SAVIN system. This process must also include

Appendix 2 (Continued)

standards for communicating with the customer during problem resolution. Processes and standards should be developed for the following:

1. Incident tracking
2. Problem resolution
3. Agency communication
4. Change management/change requests
5. Escalation process

Program Reporting

The SAVIN system should provide a SAVIN Program Manager with a complete and accurate update (at a minimum on a monthly basis, but preferably weekly) on the performance of the SAVIN service. The SAVIN customer should have access to reports via a web-based tool on the following information:

1. Statistical reports
 - a. inbound call volume
 - b. number of outbound notifications
 - c. number of notifications, confirmed, unconfirmed or undeliverable
 - d. number of victim registrations
 - e. number of active and inactive registrations
2. Alarm monitor reports
3. Incident tracking reports
4. Change management and problem resolution

Notification Types

All 50 states have statutory provisions that address some type of victim notification. In many states, victims of crime have a statutory right to receive notification of their rights as a crime victim as well as notification of hearings and other events involving the person accused of the crime committed against them. SAVIN systems should address the state's legal requirements for notification.