

PA SAVIN FREQUENTLY ASKED QUESTIONS FOR CORRECTIONS

What is the difference between PA SAVIN, Appriss, VINE, VineLink and VineWatch?

** SAVIN stands for the Statewide Automated Victim Information Notification program. Most states across the country utilize some sort of SAVIN in county jails and/or state Departments of Corrections to provide automated notifications to victims and other registrants.

Appriss, Inc. is the vendor that provides the SAVIN system for Pennsylvania. They are headquartered in Louisville, Kentucky and receive the actual data from the jails which triggers the notifications.

VINE stands for **V**ictim **I**nformation **N**otification **E**veryday. VINE is the technology that Appriss uses to provide SAVIN in Pennsylvania.

VineLink is a public website (www.vinelink.com) which victims and other interested parties can use to search for an inmate's location and/or to sign up to receive notifications of a change in an inmate's custody status.

VineWatch (www.vinewatch.com) is a secure website used by select criminal justice system professionals such as jail staff and victim service providers. VineWatch provides statistics and audit reports of all notifications that were made. Jails can utilize VineWatch to access the Emergency Override Line (EOL) when the SAVIN system is disabled so that notifications can go out promptly.

Why would Corrections Officers use VineWatch?

- ** To verify which inmates have registrants who are requesting notifications
- ** To find out when the jail last sent data to Appriss
- ** To run reports on registrations and notifications
- ** To compare population counts to that of Appriss
- ** To override the SAVIN system if service has been disrupted in order to ensure that notifications go out on time

Prison staff **MUST** override the SAVIN system if an offender is released during a service disruption. If this is not done, then the notification will not go out until service is restored, which could potentially be a serious safety issue for the registrant. **By overriding the system, the notification will go out in a timely manner and the prison will be in compliance with the Crime Victims Rights Act 18 P.S. § 11.214.**

What could cause SAVIN service to be disrupted?

- a power outage, or the VINE computer being accidentally turned off
- a change in the jail's server
- a change in the jail's computer IP address
- the implementation of a new jail booking system
- a "glitch" in the system that requires the jail to reboot the computer

How would prison staff know if there is a problem?

- ** If Appriss does not receive any files from a prison within a pre-determined amount of time, known as the **threshold**, Appriss will e-mail an alert to jail staff informing them that no files have been received and asking them to troubleshoot. If it is simply a case of no files being sent because there were no booking, transfer or release transactions, then the prison can just reply that there is no new data.
- ** If there HAVE been transactions during the threshold, then once the jail has alerted Appriss of a problem, the standard procedure is for Appriss to call the prison, confirm that data has not been sent, and verify a fax number for the Emergency Override Instructions to be faxed to the jail. (Appriss may e-mail if the prison prefers that method of notification.) When the fax number is confirmed, Appriss will then fax a cover page, a list of offenders with registrants and the instructions to override the system via telephone so that notifications can go out to registrants if offenders with registrations are released during the outage.

How can I find out what our threshold is?

- ** Contact the SAVIN Program Coordinator:

Robin Shea
 PA Commission on Crime & Delinquency
 3101 North Front St.
 Harrisburg, PA 17110
 717-265-8707
robshea@state.pa.us

or contact Appriss at 1-866-277-7477 cfcd@appriss.com

- ** **Thresholds can be adjusted.** If you find that you are receiving too many e-mail alerts, the threshold can be lengthened. If you find that you aren't receiving any alerts, you may want to shorten the threshold to ensure that a problem can be identified quickly.

How can I override the system during an outage?

- ** The link below provides the instructions on overriding the SAVIN system via phone or Internet using VineWatch.

http://www.portal.state.pa.us/portal/server.pt/community/are_you_a_victim_service_provider/5416/pa_savin_for_victim_advocates/995827

How do I know when the prison last sent data to Appriss?

- ** Appriss staff or the PA SAVIN Program Coordinator (contact info listed above) can provide this information. The last data time stamp is also available at the Vinewatch website, under "Reports" > "Snapshot."

How do I get a VineWatch account?

- ** The Program Coordinator or your Agency Administrator can create new accounts. The Agency Administrator is the person in your facility who can add, delete or update Vinewatch accounts. A prison may have more than one Agency Administrator.

I haven't used VineWatch for a long time. How do I get into my account again?

- ** The Program Coordinator can re-set your account, as can the prison's Agency Administrator.

I'm in VineWatch but I'm having trouble finding what I need. How do I become familiar with the website?

- ** The link below provides a one-hour WebEx training session that thoroughly reviews the VineWatch website. It can be accessed as many times as needed. Additionally, the Program Coordinator is in the process of visiting all county prisons to do refresher informational sessions on PA SAVIN, which include a brief review of the VineWatch website.

<https://copa.webex.com/copa/lsr.php?AT=pb&SP=EC&rID=4475457&rKey=208be420f99689e5>

The beginning of the WebEx is cut off, but the presenter was just explaining that the VineLink website is public, and anyone can search in almost any state, but VineWatch is private and you must select Pennsylvania on the map in order to log in to your account.

Should the prison provide PA SAVIN information to visitors?

- ** Having a poster or brochures in the lobby or waiting area of the prison can inform any interested parties as to how to obtain automatic inmate status information without calling the prison. The number of status inquiry calls that the jail receives

can be reduced if people know that they can sign up to be notified of changes, saving the prison time and money.

Where can I get posters or brochures?

** Contact the PA SAVIN Program Manager

What if I need more information?

** Contact the PA SAVIN Program Manager:

Robin Shea
PA Commission on Crime & Delinquency
3101 North Front St.
Harrisburg, PA 17110
717-265-8707
robshea@state.pa.us

Robin and colleague Donna Hull (717-238-5416, dhull@pdaa.org) are going out to all PA county correctional facilities to do SAVIN informational sessions. These informal presentations are refreshers for staff who were on board when SAVIN was implemented, and they instruct new staff who are unfamiliar with the program. If your facility has not yet received a recent visit, one of the women will be in touch to schedule a session. Even if you have already had a presentation, Robin and/or Donna are more than happy to come back out to do additional sessions at any time. Please contact Robin or Donna if you are interested in a refresher session.

** Additional resources:

<http://www.pacrimevictims.state.pa.us> – Click on “Find Help in Your County” on the home page menu for a directory of victim service agencies in your county.
<http://www.appriss.com/pavine>
<http://www.pachiefs.org> - The PA Chiefs Association handles the billing for SAVIN accounts.