

South Carolina SAVIN FAQs



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Frequently Asked Questions

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What is SAVIN?

SAVIN is a service that will provide victims of crime with information and notifications on the status of an offender. SAVIN will be free and available by telephone or the Internet 24–hours a day in both English and Spanish. In addition, SAVIN will automatically notify registered victims of important events, such as the transfer or release of an inmate or parole hearings and determinations.

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How Would SAVIN Notifications Work?

Data from booking and offender management systems would be collected every 15 minutes and transmitted to a secure central data bank. A victim would register to receive automated notifications with a victim service staff person, over the phone with an operator in the SAVIN call center, or on their own through a secure web site. The victim would provide the telephone number and/or an email address where they wish to receive automated notifications and their PIN code would be established. A letter would be sent to the victim confirming their registration and providing detailed instructions on using the automated system. When there is a defined event with an offender that would require victim notification, the system will search the database to determine whether that offender has any registered victims. When a registered victim is identified, the system would immediately place a call with a pre–recorded script. For example: "This is an important message from the XYZ County Detention Center. Offender John Doe has been released from custody on August 20, 2007. If you need more information, please call 803.555.5555. Please enter your PIN code to confirm receipt of this message." This script is for illustration purposes only and may be different from a final version. Once a victim enters their PIN code to confirm receipt of the notification, the calls stop. If there is no answer or if a machine answers, the system will continue to call for a designated period of time. In the event that the victim is not reached after all calls have been attempted, a letter will be generated to provide the information.

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Which Offenders Would be Monitored by SAVIN?

Offenders who are incarcerated in South Carolina County Detention Centers and some City Jails, inmates of the South Carolina Department of Corrections, and offenders who are being supervised by the South Carolina Department of Probation, Parole and Pardon Services.

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What are the Benefits of SAVIN?

- Assisting victims via a live operator available 24-hours a day
- Monitoring of all automated systems provided 24-hours a day
- Freeing of staff time to focus on core responsibilities
- Satisfying legislative requirements for victim notification
- Providing records and a history of notifications
- Notifications provided in English and Spanish

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Who Could Use the SAVIN Service?

Anyone concerned with the status of an offender or inmate could call the SAVIN toll-free hotline or log-on to the web site for custody status information. To register for automated notifications, the person must be a victim of the crime, as defined by state statute. Victims would be able to register through any of the participating law enforcement agencies, through the SAVIN toll-free hotline, or through self-registration on a secure web site.

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What Would I Tell Victims About SAVIN?

Victims should know that SAVIN is a free service that is available to assist them in determining the status of an offender. **All SAVIN registrations are anonymous and confidential.** Victims should also know that they can opt-out of the service at anytime if they no longer wish to receive notifications. A SAVIN brochure will be available to victims with information on how to use the service.

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Additional Important Information about SC SAVIN

- SAVIN does not guarantee the safety of crime victims.
- Anyone can call SAVIN for custody status information.

- SAVIN monitors offenders who are in South Carolina state and county detention facilities or those who are under community supervision with the Department of Probation, Parole and Pardon Services.
- SAVIN cannot track offenders who are on "bond" and out of custody. If no custody information is available through SAVIN, assume the offender has been released from custody.
- SAVIN cannot track offenders housed within Juvenile facilities or mental health facilities.
- **Victims must re-register with SAVIN when an offender is transferred between agencies (ex. transfer from a County detention center to the Department of Corrections).**
- **If a registrant moves or changes their phone number, they are responsible updating that information with SAVIN.**
- Registration for Department of Corrections notification must be done through their Division of Victim Services.
- Those calling from a rotary phone can stay on the line and an operator will assist them.
- SAVIN notification calls are made for 48-hours or until the four digit pin code is entered.
- Offenders cannot access SAVIN to see who has registered for notifications.
- SAVIN is available in Spanish and English.
- VINE® operators are available 24-hours a day to assist victims.
- SAVIN does not provide court notifications.

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