

Program Performance Report

Statewide Automated Victim Information and Notification Grant Program

July 2011–March 2012



BJA
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The Statewide Automated Victim Information and Notification (SAVIN) grant program was created to assist states in implementing and enhancing victim notification. Through SAVIN systems, victims are able to gain valuable information about the cases of their offenders, including court, release, and parole dates. The critical information provided by SAVIN systems may help to promote victim safety.

Some of the activities conducted by SAVIN grantees include the following:

- Increasing the number of counties/parishes and agencies or facilities connected to the SAVIN system.
- Providing timely, confidential, and cost-effective notification.
- Maintaining and enhancing the methods of notification offered by SAVIN systems.
- Adding alternative languages to their SAVIN systems, when needed and appropriate.
- Registering new subscribers to the SAVIN system.
- Conducting community outreach and public awareness activities.

This report summarizes the performance data SAVIN grantees reported in BJA's Performance Measurement Tool (PMT) between July 2011 and March 2012. These grantees received BJA SAVIN funding in Fiscal Years 2006–2010.

Accomplishments

Grantees conducted a wide range of activities based on their program needs. The following list includes examples of some of the activities and accomplishments grantees reported in the PMT:

- Conducted public outreach trainings at conferences and state fairs, used Internet and radio ads to increase public awareness about SAVIN, or filmed public service announcements about SAVIN.
- Provided training in multiple counties about the capabilities of SAVIN systems, in some cases including offering technical assistance to law enforcement officers, victim advocates, court officials, and parole and probation officers in small or rural counties.
- Implemented SAVIN system notifications in multiple languages, including Spanish, Portuguese, and Polish.
- Began developing a survey to evaluate victim satisfaction with the SAVIN system.
- Established governance boards to oversee the planning and implementation of the SAVIN system.
- Enhanced the SAVIN system by adding capabilities for pictures, real-time data, and text message notification.
- Adapted the SAVIN system to enable communication with other databases, such as protective order registries.

Key Observations

The observations below reflect a synthesis of data reported in the PMT by the SAVIN grantees and illustrate how BJA funding is being leveraged to expand and enhance SAVIN programs across the nation.

- All grantees use phone/voicemail notification, 73% use e-mail and TTY/hearing-impaired notification, and 27% use SMS/text messaging notification. See Table 1 for more information.
- In addition to notifying victims and others about the status of offenders, SAVIN systems provide referrals to other organizations. The most common services that SAVIN grantees refer individuals to are community-based victim assistance programs, followed by victim support groups and national toll-free victim assistance referral numbers and hotlines. See Table 2 for more information.
- The number of new subscribers to SAVIN systems increased over the course of three reporting periods, from 146,976 to 220,631.
- System downtime decreased from an average of 122 hours per month during the July–September 2011 reporting period to an average of 45 hours per month during the January–March 2012 reporting period.

Table 1. SAVIN Grantees Using Each Notification Type (Percent), January–March 2012

Notification Type (26 Grantees Reporting)	Percent of Grantees Using Notification Type (%)
Telephone (includes Voicemail)	100
TTY/Hearing Impaired	73
E-mail	73
SMS/Text Messaging	27
U.S. Postal Service (Mail)	19

As shown in Table 1, 100% of grantees use phone/voicemail notification, 73% use e-mail and TTY/hearing-impaired notification, 27% use SMS/text messaging, and 19% use U.S. Postal Service (mail). Since grantees can use more than one type of notification, these percentages do not add up to 100%.

Table 2. SAVIN Grantees Who Refer by Service Type (Percent), January–March 2012

Service Type (23 Grantees Reporting)	Percent of Grantees Who Refer for Service Type (%)
Community-based Victim Assistance Programs	91
System-based Victim Assistance Programs	78
Mental Health Services	48
Legal Services	61
Victim Support Groups	78
Subsistence Services (Housing, Food, Transportation, etc.)	35
National Toll-free Victim Assistance Referral Numbers and Hotlines	78
Other	30

SAVIN grantees are able to refer individuals who call for services such as those listed in Table 2. The services individuals are commonly referred to include community-based victim assistance programs, system-based victim assistance programs, victim support groups, and national toll-free victim assistance referral numbers and hotlines.

Key Performance Measures

Five of the measures reported by SAVIN grantees were identified as key performance indicators for this program. These measures are calculated using the PMT data elements listed below.

Measure	Data Elements Used to Calculate Measure	Interpretation
Number of New Subscribers Registered with the SAVIN System	Number of new subscribers registered with the SAVIN system	A larger number of new subscribers may indicate that outreach and marketing is effective, since more individuals are registering.
Number of Subscribers Who Canceled Registration with the SAVIN System	Number of existing subscribers who canceled their registration with the SAVIN system	The number of canceled subscribers may indicate that the individuals no longer need or want the services provided by the SAVIN system. It can also be an indicator of the quality or accuracy of the service provided.
Percent of Inbound Calls that Required Operator Assistance	Number of inbound calls received Number of inbound calls that required operator assistance	Higher percentages may indicate that the capabilities of the SAVIN system need to be enhanced to offer services that can be provided without the expertise of an operator.
Percent of Counties/Parishes in the State Connected to the SAVIN System	Number of counties/parishes in the state Number of counties/parishes in the state connected to the SAVIN system	Higher percentages may indicate that more counties/parishes have been connected to the SAVIN system. More individuals can therefore be notified through the SAVIN system.
Number of Hours of Unscheduled Downtime	Cumulative duration of unscheduled downtime of the SAVIN system	Lower numbers may indicate that the SAVIN system is functioning appropriately and has the technical capacity to not need unscheduled downtime.

Graphs of Key Performance Measures

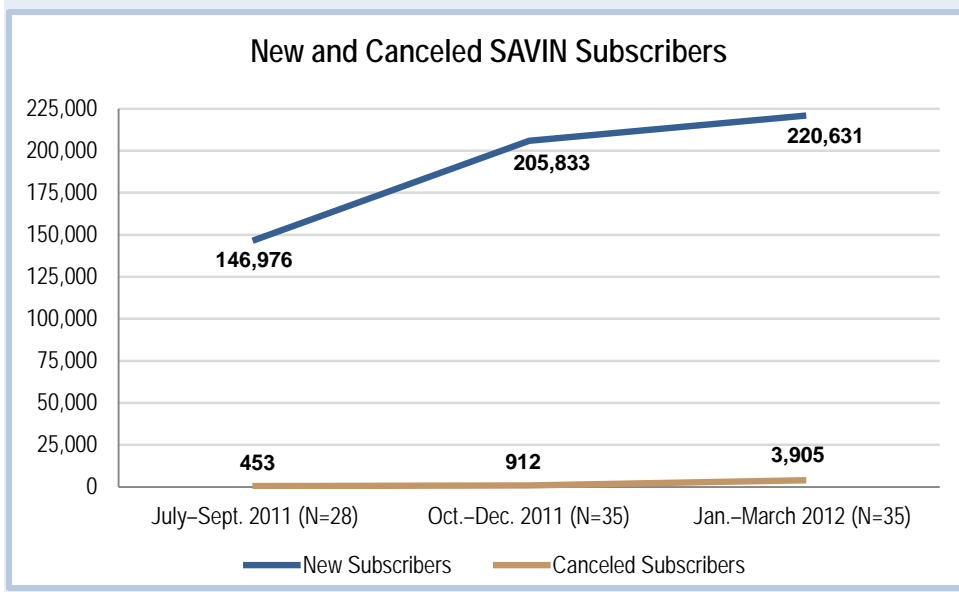


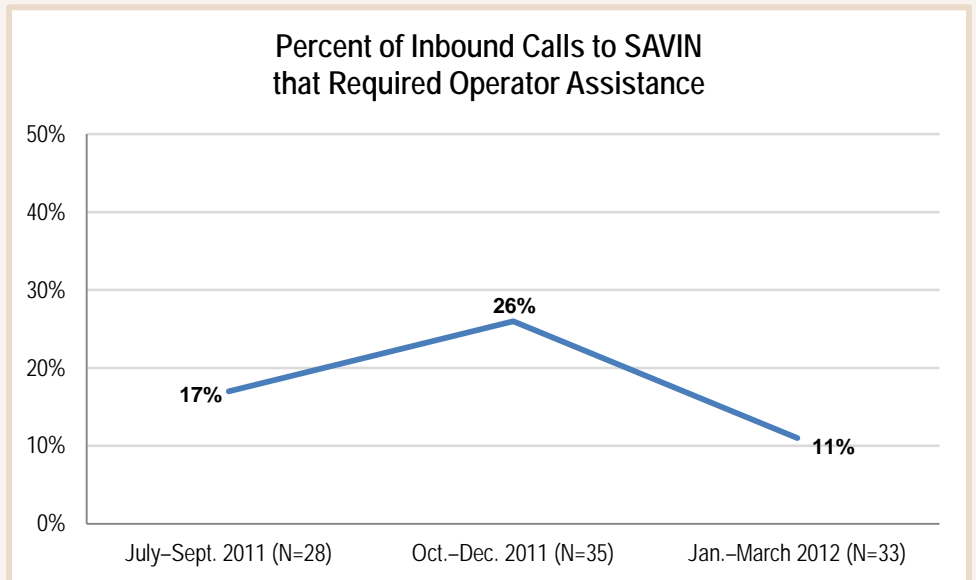
Figure 1. New and Canceled SAVIN System Subscribers

The number of new SAVIN system subscribers has been increasing across the three reporting periods. This may indicate that the outreach conducted by SAVIN grantees is effective in attracting new subscribers.

The number of cancelations to SAVIN systems increased during January–March 2012. One grantee reported 61% (2,368) of these cancelations. This grantee had subscribers canceled because they had been registered with incorrect phone numbers.

Figure 2. Percent of Inbound Calls to the SAVIN System that Required Operator Assistance

The percentage of inbound calls that required operator assistance increased by 9% between July–September 2011 and October–December 2011. Most of this increase was attributed to one grantee, because 93% of their inbound calls were operator assisted. The percentage decreased to 11% during January–March 2012, which may indicate that SAVIN system enhancements allowed for fewer operator-assisted calls.



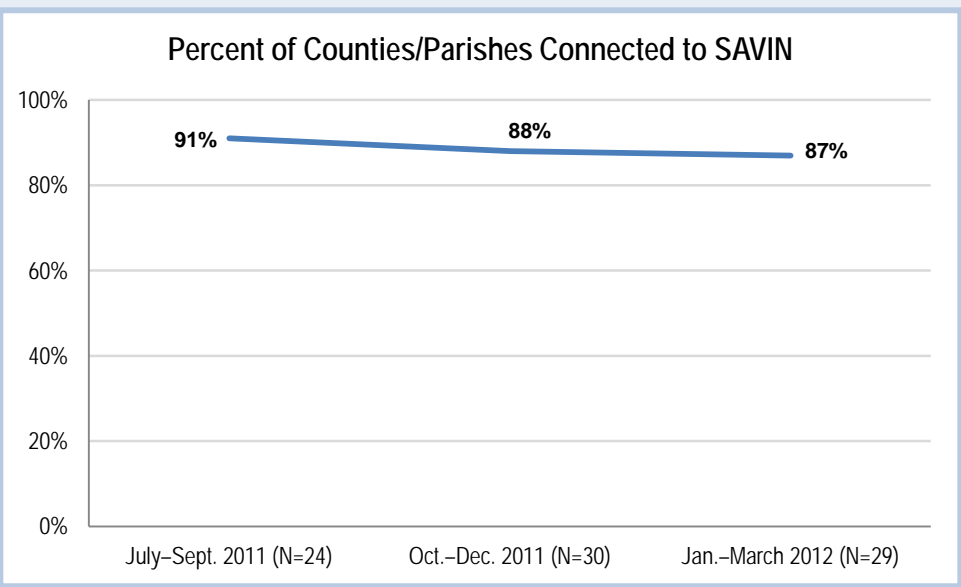


Figure 3. Percent of Counties/Parishes in States Receiving BJA SAVIN Funding Connected to SAVIN Systems

The percentage of counties/parishes connected to SAVIN systems has remained fairly consistent. The high percentages also show that most counties/parishes are connected and remain so.

Figure 4. Hours of SAVIN Unscheduled Downtime

The number of hours of unscheduled downtime decreased drastically between July–September 2011 and October–December 2011 and remained fairly consistent between October–December 2011 and January–March 2012.

Multiple grantees had unscheduled downtime during July–September 2011 that did not have downtime in the other reporting periods.

