

Program Performance Report

Statewide Automated Victim Information and Notification Program (SAVIN)

January–June 2013



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 gain valuable information about the cases of their offenders, including court, release, and parole dates. The critical information SAVIN systems offer may help promote victim safety. Some 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 self-reported performance data submitted by 29 SAVIN grantees in the Bureau of Justice Assistance (BJA) Performance Measurement Tool (PMT) between January and June 2013. These grantees received BJA SAVIN funding in Fiscal Years 2007–2011. Congress last appropriated funding for the SAVIN grant program in FY 2011. Subsequently, grantees began utilizing additional funds from other BJA grant programs, such as the Justice Assistance Grant (JAG) Program to supplement SAVIN implementation and enhancement efforts. The SAVIN Training and Technical Assistance (TTA) grant continues through a cooperative agreement with BJA and the National Criminal Justice Association (NCJA), Justice Solutions, and the IJIS Institute.

Accomplishments

Grantees conducted a variety of activities specific to their program needs during this review period:

- Conducted a variety of trainings and presentations to increase community and public awareness at conferences, several of which were conducted during Crime Victims' Rights Awareness Week.
- Presented instructional trainings about the capabilities of SAVIN systems to front-end users, such as law enforcement, county jail staff, victim services offices, victim advocate groups, dispatch personnel, district attorney offices, clerk of courts, and prosecutor's offices.
- Used a wide variety of marketing materials and related media, including but not limited to brochures, posters, bus benches, billboards, newspapers, public service announcements, radio, websites, newsletters, and Facebook.
- Linked SAVIN systems to additional court-related data and parole boards.
- Created additional enhancements to SAVIN systems, which included photo capabilities, real-time data bridging, text messaging, interactive voice recognition,¹ mobile application development, and online chatting.

¹ Interactive voice response (IVR) is a technology that enables customer telephone interaction by speech recognition or keypad entry without entering their assigned personal identification number (PIN).

Key Findings

These observations reflect aggregate data reported by SAVIN grantees in the PMT, illustrating the use of BJA funding to implement and enhance such programs across the country. The following is a sample of activities conducted by grantees during the reporting period, as reported in the PMT.

- SAVIN connects a variety of agencies, facilities, and systems. During the reporting period, 100 percent of private prisons, 98 percent of state prisons, and 85 percent of jails were connected to SAVIN systems. For a full list of connections during this reporting period, see Table 1.
- The majority of grantees use phone/voicemail (96 percent) and e-mail (93 percent), while 39 percent use SMS/text messaging and 46 percent use USPS (postal mail) as a method of notification (Table 2).
- SAVIN systems also offer referrals to other services. During the reporting period, SAVIN grantees most commonly referred victims to the national toll-free victim assistance referral numbers and hotlines (91 percent). Victims were then most often referred to system-based victim assistance programs (86 percent), followed by community-based programs (82 percent). See Table 3 for more information.
- The number of new subscribers increased between the reporting periods by over 12,000 (Figure 1).
- Inbound calls requiring operator assistance was relatively consistent in the review period, averaging about 21 percent (Figure 2).
- An average of 92 percent of counties and parishes were connected to SAVIN systems in the reporting period (Figure 3).
- There was a 32 percent increase in unscheduled downtime hours for the SAVIN system between January–March and April–June 2013 (Figure 4).

SAVIN grantees continue to do well connecting prisons (state, 98 percent; private, 100 percent) and jails (85 percent) to SAVIN systems (Table 1). However, prosecution systems (39 percent), attorney general systems (25 percent), and mental health facilities (state, 8 percent; other, 0 percent) remain difficult to connect to SAVIN systems. Connections to SAVIN systems are dependent on grant type. Basic implementation grants aid grantees in establishing a SAVIN system while enhancement grants enable grantees the ability to expand upon existing connections or create new connections to other agencies.

Table 1. SAVIN Connections by Agency, Facility, or System (Number and Percent), April–June 2013

Type of Agency, Facility, or System (N=28)	Number Connected to SAVIN System	Number of Possible Connections	Percent Connected to SAVIN System (%)
State Prison	166	170	98
Private Prison	42	42	100
Jail	1,152	1,359	85
Court	381	508	75
Probation/Parole Department	266	421	63
Prosecutors Case Management System	183	469	39
Attorney General/Appellate	4	16	25
State Mental Health Facility	3	37	8
Other Mental Health Facility	0	16	0
Other	77	227 ²	34

² In the “other” category, one grantee reported 150 of the 227 (66 percent) possible connections. This grantee reported possible connections as local police departments and towns that will eventually have SAVIN connections. Note that all other possible connections (77) are actually connected to the SAVIN system.

Multiple methods of notification to victims enables wider reach to a variety of victims. Table 2 details the type of notification used by SAVIN grantees during the reporting period. The main type of notification used was phone/voicemail (96 percent), followed closely by e-mail (93 percent). About 75 percent of grantees used TTY/hearing impaired notification and 46 percent of grantees used USPS (postal mail) to notify victims, while 39 percent of grantees used SMS/texting. Since January–March 2013, technology use as a method of notification increased. For instance, email usage increased by 20 percent and SMS/text messaging increased by 12 percent.

Table 2. SAVIN Grantees Notification Type (Percent), April–June 2013³

Type of Notification (N=28)	Percent of Grantees Using Notification Type (%)
Phone (includes voicemail)	96
E-mail	93
TTY/Hearing Impaired	75
U.S. Postal Service (mail)	46
SMS/Text Messaging	39
Other	11

SAVIN grantees have the ability to refer victims for a variety of services (Table 3). In this reporting period, victims were frequently referred to the national toll-free referral numbers and hotlines (91 percent), a 13 percent increase since January–March 2012. Other referral services used most often included system-based (86 percent) and community-based victim assistance programs (82 percent) and victim support groups (77 percent).

Table 3. SAVIN Grantees Referral Service Type (Percent), April–June 2013

Service Type (N=22)	Percent of Grantees Who Refer for Service Type (%)
Community-based Victim Assistance Programs	82
System-based Victim Assistance Programs	86
Mental Health Services	50
Legal Services	50
Victim Support Groups	77
Subsistence Services	45
National Toll-free Referral Numbers and Hotlines	91
Other	11

Key Performance Measures

The five identified key performance measures for SAVIN represent key aspects of either enhancing or implementing a victim information and notification system. Understanding the subscriber base through new registrations and cancellations enables reassessment of public outreach approach. The relative connections to the SAVIN systems within a state are a good indicator for the coverage of notification. When the system functions at capacity, downtime and operator assistance should also be minimal. The key performance measures are defined from data elements within the PMT. The full explanations of definitions are on page 6 of this report.

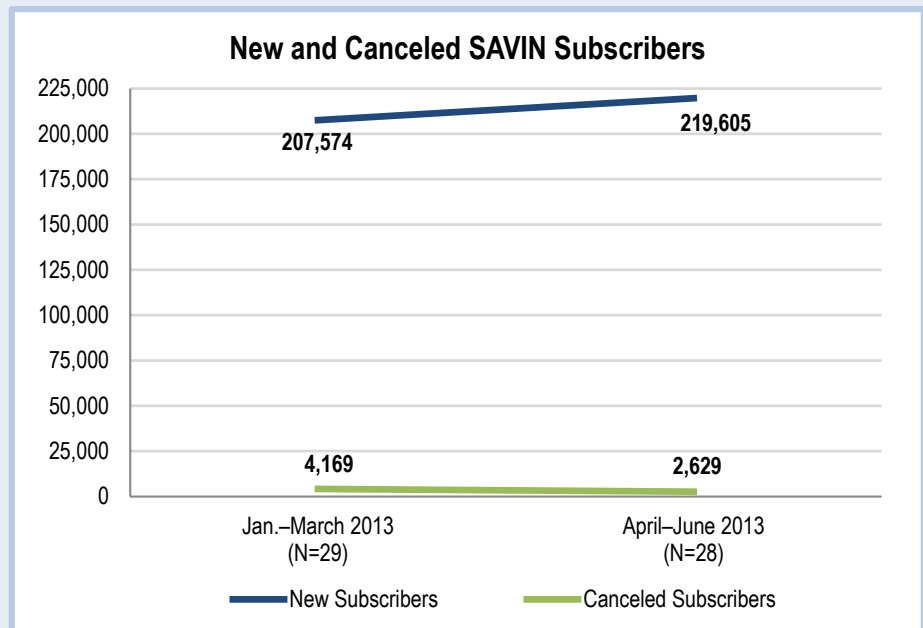
³ The percentages are not mutually exclusive. Grantees may use more than one type of notification.

Graphs of Key Performance Measures

Figure 1. New and Canceled SAVIN Subscribers

As noted previously, the number of SAVIN subscribers continues to increase. This suggests a positive impact from SAVIN grantee involvement in public outreach and community awareness campaigns and their effectiveness in attracting new subscribers.

The number of cancelations across reporting periods continues to decline. As SAVIN systems are in place and awareness spreads, subscription to the system is likely becoming more stable. This decline could also possibly be attributed to public awareness and better understanding of the SAVIN system by the community.



Inbound Calls to SAVIN that Required Assistance

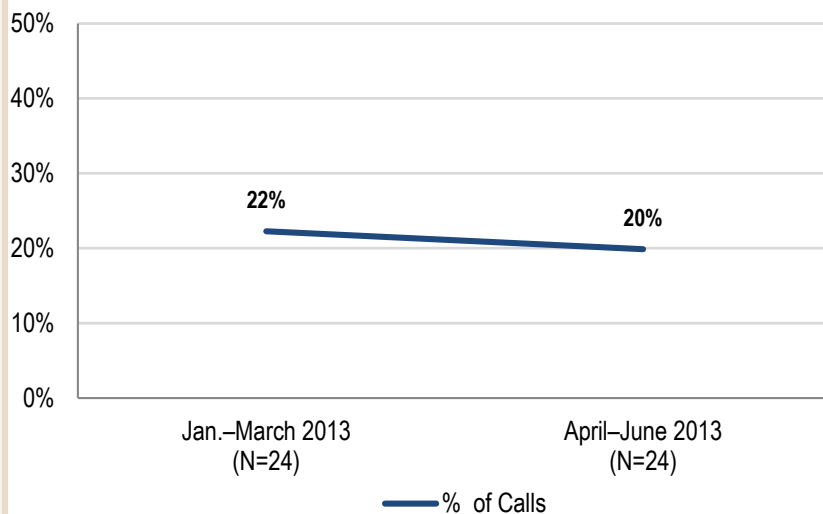


Figure 2. Percent of Inbound Calls to the SAVIN System that Required Operator Assistance

There was a slight decrease (2 percent) in calls that required operator assistance from January–June 2013. The types of calls that required assistance most often were registration requests (96 percent) followed by registration updates (92 percent) and requests about offender status (92 percent). During this reporting period, three grantees indicated that all of their inbound calls required assistance.⁴ Two other grantees had 97 percent operator-assisted calls. Despite these outliers, less than one quarter of calls overall required assistance.

⁴ The design of some states' hotlines allow direct access to an operator, which increases the number of assisted calls.

Figure 3. Percent of Counties/Parishes Connected to SAVIN⁵

Between January–March 2012 and April–June 2013, the percentage of counties/parishes connected to the SAVIN system increased by 5 percent (not shown).⁶ Overall, the number of counties/parishes connected remains consistent (around 90 percent), suggesting that once these connections are made, they remain stable.

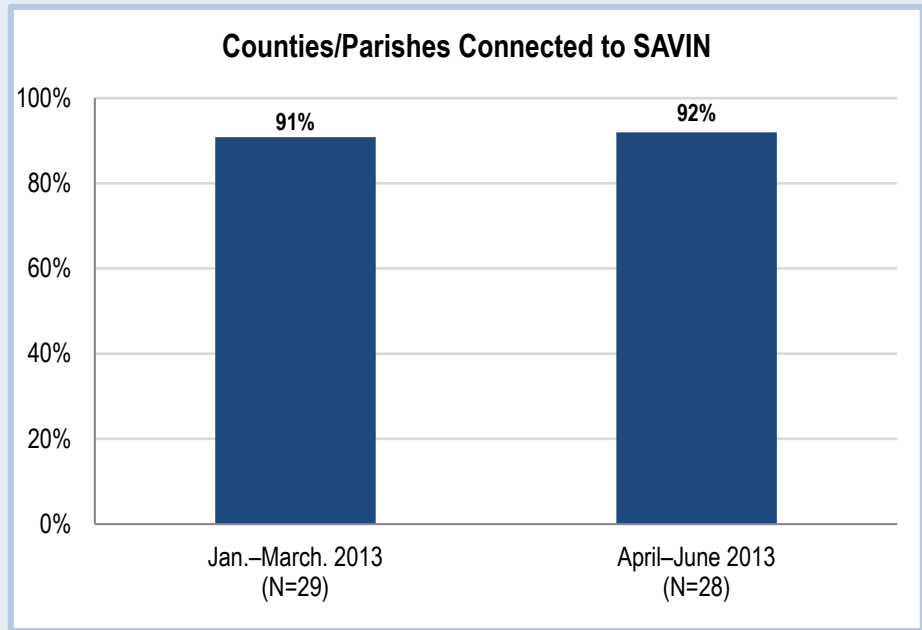
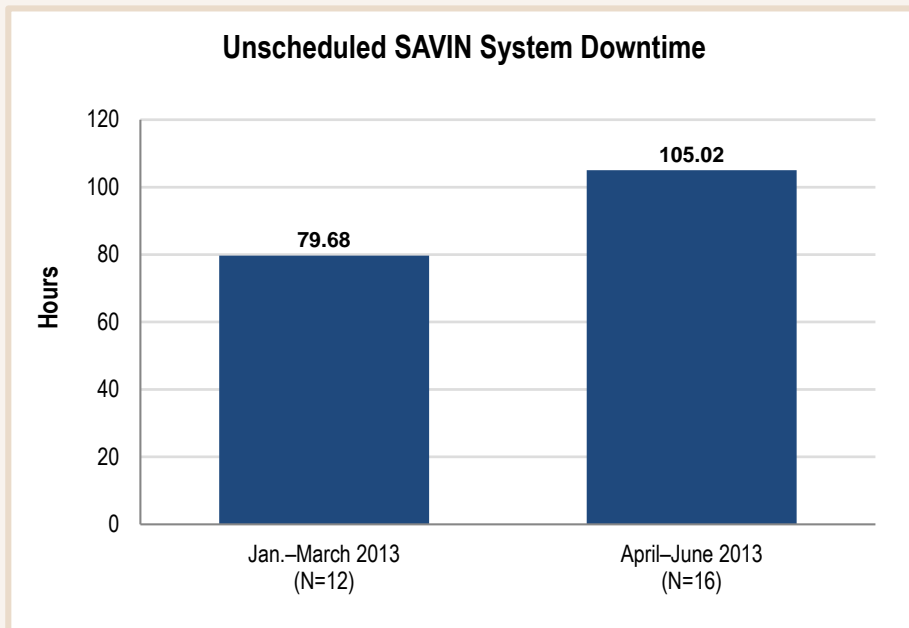


Figure 4. Hours of SAVIN Unscheduled Downtime

SAVIN systems appear to be stabilizing over time. Unscheduled downtime hours show decreases, despite the most recent quarter showing an increase by about 25 hours. Only a portion of total grantees reported having SAVIN system downtime. In January–March 2013, approximately 41 percent of active grantees reported downtime compared to 57 percent in April–June 2013.



⁵ Reported for counties/parishes of states receiving BJA SAVIN funding.

⁶ Willis, T. (2013) *Statewide Automated Victim Information and Notification Grant Program: Program performance report, July 2011–March 2012*. Washington, DC: U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Assistance. Retrieved April 3, 2014, from https://www.bja.gov/Publications/SAVIN_PPR_03-12.pdf.

Key Performance Measure Definitions

Measure	Data Elements Used for Calculations	Definition	Interpretation
Number of New Subscribers Registered with the SAVIN System	Number of new subscribers registered with the SAVIN system	<p>A subscriber is a person who is registered for notification of offender status updates. The 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.</p> <p>New subscribers are newly registered to receive updates.</p>	A larger number of new subscribers may indicate effective public outreach and marketing, 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	A subscriber is a person who is registered for notification of offender status updates.	The number of canceled subscribers may indicate that the individuals no longer need or want the services the SAVIN system offers.
Percent of Inbound Calls that Required Operator Assistance	<p>Number of inbound calls received</p> <p>Number of inbound calls that required operator assistance</p>	<p>Operator assistance refers to calls requiring the expertise of an operator to address the questions or concerns of the caller.</p> <p>Some state systems are designed so that callers can choose to speak to an operator or the system only provides the option to speak to a live person.</p>	Higher percentages may indicate that the capabilities of the SAVIN system need to be enhanced to offer services that can be provided without an operator's assistance.
Percent of Counties/Parishes in the State Connected to the SAVIN System	<p>Number of counties/parishes in the state</p> <p>Number of counties/parishes in the state connected to the SAVIN system</p>	A county/parish is considered to be connected to the SAVIN system when all 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.	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	Unscheduled downtime includes downtime for the main SAVIN system responsible for the automated statewide notification and not downtime within individual facilities, agencies, or systems connected to the SAVIN system.	Lower numbers may indicate that the SAVIN system is functioning as intended and has the technical capacity to sustain itself without unscheduled downtime.

Appendix A: Key Performance Measure Data for SAVIN Grantees, January–June 2013

Grantee	State	Federal Award Number	Federal Award Amount (Dollars)	Total Number of NEW Subscribers Registered with SAVIN System		Number of Canceled Subscribers		Percent of Inbound Calls Needing Operator Assistance (%)		Percent of Counties/Parishes in State Connected to SAVIN System		Number of Hours of Unscheduled Downtime	
				Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013
Alabama Criminal Justice Information Center	AL	2011-VN-CX-0016	\$996,379	0	0	0	0	0	NA	3%	3%	NA	NA
Arkansas Crime Information Center	AR	2010-VN-CX-0006	\$500,000	22,957	24,499	0	0	13%	12%	100%	100%	NA	NA
County Sheriffs of Colorado Inc.	CO	2011-VN-CX-0007	\$1,000,000	7,359	0	0	0	9%	16%	78%	77%	7.10	8.30
Connecticut Judicial Branch	CT	2009-VN-CX-0002	\$190,000	2,478	2,100	0	0	96%	97%	100%	100%	NA	NA
		2011-VN-CX-0009 ⁷	\$99,700	NA	218	NA	0	NA	97%	NA	100%	NA	NA
Delaware State Police	DE	2011-VN-CX-0001	\$347,416	35,253	30,282	982	27	100%	100%	100%	100%	NA	NA
State of Hawaii Department of Public Safety	HI	2008-VN-CX-0017 ⁸	\$706,664	1,247	NA	751	NA	1%	NA	100%	NA	NA	NA
Idaho Sheriffs Association	ID	2010-VN-CX-0010	\$496,536	2,492	6,042	4	0	19%	28%	100%	100%	NA	1.89
		2011-VN-CX-0020	\$749,000	3,739	7,215	6	83	19%	28%	100%	100%	NA	2.83
Illinois Attorney General's Office	IL	2011-VN-CX-0013	\$861,568	31,056	28,678	185	304	21%	21%	93%	93%	7.20	8.50
Indiana Department of Correction	IN	2009-VN-CX-0015	\$499,995	648	600	0	0	47%	34%	96%	96%	NA	NA
		2010-VN-CX-0011	\$499,592	648	600	0	0	47%	34%	96%	96%	NA	NA
		2011-VN-CX-0010	\$1,000,000	1,295	1,199	0	0	47%	34%	100%	93%	NA	NA
Louisiana Commission on Law Enforcement	LA	2011-VN-CX-0018	\$995,114	12,081	14,302	0	0	0%	0%	100%	100%	7.30	8.12
Michigan Department of Community Health	MI	2011-VN-CX-0021	\$600,000	10,246	12,993	10	10	2%	3%	89%	92%	7.12	8.30
Minnesota Department of Public Safety	MN	2011-VN-CX-0011	\$459,027	3,304	3,503	0	0	14%	11%	82%	82%	NA	NA
Missouri Department of Public Safety	MO	2011-VN-CX-0002	\$665,000	13,107	7,102	208	133	1%	2%	97%	97%	NA	0.13
		2006-VN-CX-0016 ⁹	\$877,167	NA	10,654	NA	199	NA	2%	NA	97%	NA	0.20
Mississippi Department of Corrections	MS	2010-VN-CX-0002	\$492,000	1,880	1,516	830	812	11%	11%	100%	100%	3.56	4.15
		2009-VN-CX-0011	\$500,000	1,880	1,516	830	813	11%	11%	100%	100%	3.56	4.15

⁷ Grantee was nonoperational in January–March 2013 and only reported in April–June 2013 for the specific Federal award listed in the PMT.

⁸ Grantee only reported in January–March 2013 for the specific Federal award listed in the PMT. The award ended March 2013.

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				Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013	Jan.–March 2013	April–June 2013
Montana Department of Justice	MT	2011-VN-CX-0005	\$109,570	969	277	75	45	14%	16%	100%	100%	NA	NA
North Dakota Information Technology Department	ND	2011-VN-CX-0017	\$101,000	1,534	2,183	86	121	95%	97%	100%	100%	7.12	8.30
New Hampshire Department of Justice	NH	2011-VN-CX-0014	\$985,141	0	0	0	0	NA	NA	0%	10%	NA	NA
Administrative Office of the District Attorneys for the State of New Mexico	NM	2009-VN-CX-0013	\$1,336,922	45	320	0	0	NA	NA	100%	100%	NA	NA
		2010-VN-CX-0013	\$157,186	5	50	0	0	NA	NA	100%	100%	NA	NA
State of Nevada	NV	2009-VN-CX-0014	\$819,267	2,003	2,189	0	0	18%	43%	94%	100%	NA	2.17
New York State Sheriffs' Association Institute Inc.	NY	2011-VN-CX-0012	\$998,278	385	596	8	12	NA	NA	81%	100%	NA	NA
Oklahoma Office of the Attorney General	OK	2011-VN-CX-0019	\$1,000,000	13,425	13,534	44	24	100%	100%	96%	97%	7.12	8.30
PA Commission on Crime and Delinquency	PA	2008-VN-CX-0002 ¹⁰	\$500,000	0	NA	0	NA	0	NA	97%	NA	0.33	NA
		2010-VN-CX-0003	\$500,000	0	12,807	0	0	100%	100%	96%	100%	NA	3.00
Puerto Rico Department of Corrections and Rehabilitation	PR	2010-VN-CX-0008	\$500,000	60	29	0	0	34%	25%	100%	100%	NA	2.49
		2011-VN-CX-0006	\$1,000,000	139	69	0	0	3%	25%	100%	100%	NA	5.81
South Carolina Department of Corrections	SC	2011-VN-CX-0008	\$311,933	12,860	10,699	0	0	44%	22%	100%	100%	NA	NA
State of Utah	UT	2009-VN-CX-0008	\$495,000	2,985	3,125	0	0	0%	0%	100%	100%	NA	NA
Virginia Center for Policing Innovation	VA	2011-VN-CX-0004	\$999,756	11,241	10,252	130	16	21%	18%	100%	100%	7.20	8.50
Vermont Department of Corrections	VT	2010-VN-CX-0007	\$211,840	732	1,061	20	30	84%	46%	100%	100%	3.83	2.25
Washington Association of Sheriffs and Police Chiefs	WA	2011-VN-CX-0003	\$989,709	4,331	4,260	0	0	24%	5%	97%	97%	7.12	8.30
Wisconsin Department of Corrections	WI	2009-VN-CX-0016	\$500,000	2,906	2,876	0	0	4%	5%	98%	100%	3.98	8.32
		2010-VN-CX-0005	\$400,520	2,284	2,259	0	0	4%	0%	97%	100%	7.12	1.02

¹⁰ Grantee only reported in January–March 2013 for the specific federal award listed in the PMT. The award ended March 2013.