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Final Report

Evaluation of the Statewide Automated Victim Information and Notification Program

Award No. 2009-VN-CX-K102
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Submitted to:
National Institute of Justice
Office of Justice Programs
U.S. Department of Justice

Submitted by:
ICF Incorporated
9300 Lee Highway
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Executive Summary

Automated victim notification (AVN) is often touted as an effective and efficient means for providing victims timely and accurate information of their offenders' court events and status changes at reduced burden to the criminal justice system. AVN systems, first introduced in 1994, operate by receiving electronic data (e.g., case number, offender demographics) from participating branches of the criminal justice system, coding the data to determine what type of notification is most appropriate based on the offenders' status change (e.g., release, transfer), and then transmitting the data to registered users using standardized language. AVN systems also allow users to proactively check offender status through a secured website or by calling into a toll-free hotline where additional information and referrals may be available.

In 2005, Congress established the SAVIN program (Pub. L. 110-5, emb. secs. 101-104; Pub. L. No. 109-108, 119 Stat. 2290, 2299; 28 U.S.C. 530C(a)(1)) to provide funding as well as critical structure and oversight to ensure that AVN services are implemented and occur in a timely and standardized manner. Since the inception of the SAVIN program, BJA has provided funding and oversight to 40 states and Puerto Rico, totaling more than \$50 million.

In 2009, the U.S. Department of Justice, National Institute of Justice funded ICF International to study the implementation and operation of AVN systems in supporting victims of crime. This report documents the methodology and findings from this evaluation and examines the implications for policy and practice.

Methodology

The evaluation featured three phases: (1) landscape of AVN; (2) use and experience with AVN; and (3) considerations for practice. The landscape of AVN consisted of a document review, interviews with system vendors, multiple iterations of interviews with system administrators,¹ a review of state legislation, and the development of AVN system profiles. This first phase of the evaluation provided key background information on the implementation, operation, and characteristics of AVN programs across the United States, and informed subsequent parts of the evaluation.

Phase II, use and experience with AVN, employed a two-pronged approach, surveying service providers² and victims to explore their awareness, use, and perceptions of AVN systems.³ The survey of service providers was administered online and targeted individuals providing direct services to victims of violent crime. Service providers were identified through multiple data sources (e.g., service provider directories, previously interviewed system administrators, the National Sheriffs' Association⁴ listserv), and the use of snowball sampling. The survey of victims was primarily administered through hard copies, but was also available electronically. Using the sample of respondents from the survey of service providers, researchers worked with over 200 victim service provider offices to disseminate the survey of victims to their clientele. All survey instruments were reviewed and pilot tested for readability, sensitivity, and applicability prior to

¹ Individuals tasked with overseeing the operation and/or financial management of AVN services will be referred to as system administrators.

² For this report, service providers refer to individuals who provide direct services to and/or manage public (i.e., government) or private (i.e., non-profit) programs serving victims of crime.

³ An impact study with true control groups was outside the scope of this evaluation.

⁴ The National Sheriffs' Association is a professional membership organization that provides training, education, and resources to sheriffs' offices and other public safety professionals and agencies nationwide. The expansive scope of the association's member agencies, both geographically and in types of agencies represented, and its strong reputation within and relationship with the law enforcement community allowed the research team to reach a diverse contingent of public safety professionals.

administration. Researchers analyzed survey data using a combination of descriptive statistics, simple comparison tests (e.g., t-tests, chi-square tests), and regression analyses.

In the final phase of the evaluation, researchers conducted eight case studies of states employing a range of practices for providing notification services to victims. Researchers visited each of the selected sites, conducting observations and semi-structured interviews with key stakeholders, including system administrators, service providers, government officials, facility administrators, and IT representatives. As part of Phase III, researchers also conducted a review of cost considerations. Based on interviews with system administrators, vendors, and other key stakeholders, as well as reviews of budget information provided by a select number of state administrators, researchers identified key cost considerations associated with the implementation and operation of AVN systems.

Evaluation Findings⁵

Phase I: Landscape of AVN

To date, 47 states, the District of Columbia, and Puerto Rico operate some form of AVN system. Evaluation findings indicated that 74% of states with AVN systems operate systems that are open to the public, 4% offer systems restricted to a subpopulation (e.g., victims), and 21% offer dual systems where some notifications are offered to all public users and others are restricted. Jails (89%) and prisons (87%) are more than twice as likely to provide AVN services as are courts (43%) and community corrections (36%). It should be noted that a state is considered to have participation from a branch of the criminal justice system if at least one agency is participating in the AVN system (e.g., jail is included if at least one jail within the state participates).

Depending on the jurisdiction, registered users may choose to be notified through email (100%), telephone (100%), postal mail (38%), or text message (30%). The most common events that trigger AVN services are escape (91%) release (87%), death (87%), transfer (85%), advance notice of release (72%), furlough/work release (65%), probation/parole transfer (50%), probation/parole release (48%), and offender called to court (46%).

Most states offer notifications in multiple languages (92%) and to the deaf community (92%). Some states (34%) also display offender photographs on the registration section of their AVN website to help victims verify that they are registering against the correct offender. A little over one-quarter (26%) of states offer seamless registration, where victims only need to register once to receive notifications as their offender moves through multiple (at least two) participating branches of the criminal justice system (e.g. from a county jail to a prison).

System administrators identified the following challenges and limitations in planning, implementing, and operating their AVN system: lack of buy-in from key stakeholders, leadership turnover, resistance to new technology, technology incompatibility, inaccurate data entry, and systems going offline. Administrators also noted that telephone notification can present challenges in jurisdictions requiring personal identification numbers (PINs),⁶ and when victims change their telephone numbers without updating their information in the AVN system.

⁵ In this context, the term "state;" also includes the District of Columbia and Puerto Rico.

⁶ Some states required users to enter a PIN to verify their identity prior to retrieving telephone notifications.

Phase II: Use and Experience with AVN

For Phase II, researchers administered a survey of service providers and a survey of victims to determine respondents' awareness and use of, satisfaction with, and experiences using AVN systems.

Findings from the Survey of Service Providers⁷

Surveys were received from 1,246 service providers in all 50 states and the District of Columbia, representing a diverse range of organizations, geographic service areas, types of victim services, and victim populations served.

Nearly three-quarters (74%) of survey respondents reported using AVN systems. Using logistic regression, researchers found that greater system coverage among branches of the criminal justice system, seamless registration, and greater language accessibility all increased the likelihood of AVN use among service providers. System coverage was also found to be significantly associated with higher levels of satisfaction; overall, the majority (63%) of service providers who have used AVN systems reported being "extremely satisfied" or "very satisfied" with their jurisdiction's AVN system.

Service providers perceived AVN systems to be beneficial in terms of increasing victims' sense of safety (91%); helping victims make decisions about their safety (88%); helping victims feel empowered (79%); and enhancing⁸ victims' participation in their related legal case(s) (68%). The two most frequently reported benefits for the criminal justice system were that AVN systems allow the criminal justice system to fulfill its mandates⁹ related to victim notification (82%) and allow law enforcement, prosecutors, service providers, and other criminal justice professionals to have immediate access to offender information (80%).

When asked about challenges in using their jurisdiction's AVN system, service providers reported that the most common challenges experienced by both themselves and their clients were delayed or outdated notifications (48%) and inaccurate notifications (47%).

The majority (60%) of service providers who use AVN systems continue to provide manual notifications via telephone, text, email, or postal mail. Of these, more than half (52%) of respondents provide manual notification in cases of imminent danger, and nearly one-third (32%) provide them in cases where victims choose not to receive automated notification. Respondents who reported providing manual notifications were also significantly more likely to use AVN. This finding suggests that providers who offer manual notifications may use AVN to supplement their non-automated notifications.

⁷ See Appendix A for the survey of service providers instrument.

⁸ The terminology used in this survey item refers to the perceived increase in victims' desire to be involved in their legal case. Phase II findings present victims' desire to be involved as a positive indicator; however, increased involvement may not be interpreted as a positive outcome for all victims.

⁹ This measure reflects respondents' perceptions; an assessment of the extent to which AVN fulfilled jurisdictions' notification mandate in a legally sufficient manner was beyond the scope of this evaluation.

Findings from the Survey of Victims

Surveys were received from 723 victims in 35 states¹⁰ and the District of Columbia. Less than one-quarter (23%) of victims reported using AVN systems. Despite this, 53% of non-registered victims indicated that they would be interested in receiving automated notifications. Based on multivariate analysis of AVN registration among victims, gender, race/ethnicity, and victimization type did not predict registration. The only demographic factor found to predict registration was age, with older victims (60+) being less likely to register.

The majority (59%) of registered victims first heard about the availability of AVN services from a service provider. Using logistic regression, researchers found that victims from community-based organizations were significantly less likely to be registered for AVN services. This may be due to the fact that criminal justice-based service providers may be required to provide notification as part of their official duties, while community-based providers may not; thus, they may be more likely to encourage the use of AVN services.

Most victims (56%) chose to receive automated notification via telephone, with approximately one quarter of victims choosing to receive postal mail (25%) or email (22%) notifications, and 18% selecting text notification. Given the variations in available methods of notification by jurisdiction, these findings do not necessarily indicate a preferred method of notification; in fact, the regression model found that receiving text notification was significantly associated with higher satisfaction and more benefits.

Overall, about three-quarters (76%) of victims who have used AVN systems reported being “extremely satisfied” or “very satisfied” with their jurisdiction’s AVN system. These sentiments are also reflected in the 94% of registered victims who would encourage other victims to register for and/or use AVN services. Respondents also reported that automated notification helped them make decisions about their safety (69%), helped them feel more empowered (66%), made them feel safe (65%), and made them want to be more involved in their legal case(s) (63%).

Only 18% of registered victims reported encountering a problem in using their jurisdiction’s AVN system. The most common problems reported were inaccurate notifications, not enough notifications,¹¹ and challenges with PINs.

Half of the victims who registered for AVN services reported that, in addition to automated notification, they also receive non-automated notification about their offender. Using logistic regression, researchers found that victims receiving manual notification were significantly more likely to use AVN systems. Although one might expect that AVN serves as a replacement for or an alternative to manual notifications, it appears that victims often use manual and automated notification in tandem, possibly reflecting a desire among victims to receive information through all available channels

¹⁰ Alabama, Arizona, Arkansas, California, Connecticut, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, Utah, Washington, and Wisconsin.

¹¹ Based on qualitative comments noted earlier in the findings from the survey of service providers, respondents may have interpreted “not enough notifications” to mean the type of notifications offered (e.g., notifications for arrest, transfer, escape, work release), as opposed to the actual number of individual notifications received.

Phase III: Considerations for Practice

During the final stage of the evaluation, researchers conducted case studies of states¹² employing a range of practices for providing notification services to victims to identify promising strategies and examined cost and sustainability issues relevant to AVN systems.

Case Study Findings

In most of the case study states, more than one administrator oversaw the operation and financial management of AVN services. These individuals often operated out of criminal justice entities, such as the Department of Corrections, which according to stakeholders facilitated buy-in and helped ensure AVN services were prioritized in the criminal justice community.

Stakeholders in case study states acknowledged that state administrators with a background in victim services and/or criminal justice are well positioned to build partnerships, obtain buy-in, and ensure victim-centered practices; however, they often lack the IT expertise to compare and evaluate the quality and cost of available technology solutions. System administrators emphasized the critical role IT expertise should play in developing, implementing, and operating effective and efficient AVN systems. They also indicated the need for early and consistent stakeholder engagement and participation to ensure coordinated AVN services.

Four case study states operated in-house AVN systems. Stakeholders in these states reported more control and ownership of their data and system, flexibility to make structural changes, and long-term cost savings. These gains required additional resources, especially during implementation, and the active involvement of the system administrator; however, stakeholders reported that implementation costs are often recouped through reduction of long-term operational costs.

In discussing the benefits of open versus closed systems, stakeholders in case study states with open systems reported that open systems allow victims who have not reported their victimization, whose crimes were not successfully prosecuted, and who fall outside of statutory notification requirements to register against incarcerated offenders. On the other hand, stakeholders in case study states with closed systems highlighted the ability to provide specialized services to victims as a primary benefit for restricting notification services; open systems are often unable to offer specialized services due to the anonymity of registrants and volume of registrations.

Across case study states, stakeholders reported that it was important for AVN systems to appear seamless to victims and identified seamless registration as an important feature for ensuring victim-centered services. In addition, stakeholders reported that notification systems need to be able to respond to registered users when they have questions or require additional information and/or services.

Cost Considerations

For states using an outside vendor to develop, implement, and/or operate their AVN systems, the largest monetary costs were often the fees associated with these services. Through this evaluation, however, researchers also identified noteworthy costs associated with labor, IT, training, and marketing. As states have continued to expand, improve, and upgrade their AVN systems, vendor, labor, IT, training, and marketing costs for each system have fluctuated. Each

¹² Georgia, Indiana, Kansas, Kentucky, Massachusetts, New Mexico, New York, and Virginia.

time a state wants to bring on another facility it must make investments. Similarly, if a state with a vendor-based system wants to add a feature (e.g., seamless registration), vendor fees often increase, both for initial implementation and ongoing system operation.

An assessment of the overall cost of an AVN system must take into consideration the savings associated with reducing or eliminating manual notification services. The more offenders processed through a system, conceivably the more manual notifications are required, thus the more cost savings potentially associated with AVN services. A one-to-one cost savings cannot be assumed, however, since manual notifications are generally restricted to a subpopulation (e.g., victims) and most AVN systems are open to all public users. In addition, providing duplicative manual notifications limits the savings associated with reducing or eliminating manual notification services.

In addition, much of the expected time savings of AVN are associated with agencies being able to route information and notification inquiries to the system's toll-free call center. However, these call centers often redirect victims seeking additional information or service referrals to entities in their local jurisdictions. These inquiries are often forgotten or not accounted for when assessing the overall price and potential cost-benefits of an AVN system.

The generally high costs of AVN systems highlight the importance of gaining a more in-depth understanding of the cost-benefit value of these systems. For a more thorough analysis, several key steps need to occur, including: share financial information from vendor contracts, disentangle routine operating costs from improvement and upgrade costs, and collect systematic and representative measurements from the state's participating agencies about changes in burden on manual notifications and telephone calls requesting information about offender status.

Discussion and Recommendations

Findings from the evaluation suggest that states have implemented AVN systems under a diverse set of structural designs. Underlying these structural differences are issues related to program operation, program administration, stakeholder participation, and target population. In developing and implementing AVN, states must decide whether they want to have a vendor-based or in-house system, and whether AVN services will be made available to all public users or closed/restricted to a subpopulation. The evaluation identified benefits as well as limitations to each type of system.

Across these systems, research findings indicate that administrative structure and stakeholder buy-in are critical to AVN success. In general, states should try to limit the number of individuals responsible for the financial and operational management of their AVN system and take steps to reduce turnover. In addition, states should make every attempt to provide comprehensive AVN services in all facilities coming in contact with offenders as they move through the criminal justice system, under one system that allows for seamless registration and, when applicable, under one vendor contract.

Recognizing that this is not always possible, evaluation findings suggest that victims need to better understand what services are and are not provided through their jurisdiction's AVN system. Victims require additional information on the entities that provide AVN services, events that trigger notifications, any steps the victim must take to ensure service delivery (e.g.,

reregistration), and who victims can contact if they require additional information. In addition, victims must have access to a live person who can provide additional information or services.

Findings from this evaluation also indicate that many jurisdictions use AVN systems to fulfill their legislative mandates to provide victim notification. Although this evaluation was not designed to examine the extent to which AVN provided victim notification in a legally sufficient manner, findings from the evaluation raise the question as to whether legal mandates are fulfilled by jurisdictions' reliance on AVN systems and highlight the need for additional research.

Limitations

Although this study provides important information regarding the implementation and operation of AVN systems in supporting victims of crime, its limitations are important to consider. Information on each state's AVN system, gathered in Phase I of the evaluation, was limited because not all administrators participated in each iteration of administrator interviews. In addition, due to administrator turnover both prior to and during the evaluation, administrators were not always able to provide comprehensive information on the AVN system in their state.

During Phase II of the evaluation, the survey of service providers and the survey of victims were both limited by their self-report aspect, which relied on respondents' perceptions and memories. In addition, the ability to assess representativeness and generalize findings from the survey of service providers and victims was hindered by the lack of an existing list of all eligible service providers, the use of snowball sampling in the survey of service providers, and the fact that the survey of victims was distributed through service providers using non-probability methods, thus limited to victims seeking services who actively volunteered to complete the survey. Also for these reasons, a valid response rate could not be generated for either survey, and the extent to which findings were representative of service providers' and victims' experience with AVN is unknown. Therefore, readers should use caution when interpreting findings. There are also limitations related to the survey instruments. Previously validated instruments could not be used due to the lack of existing measures related to AVN. The use of interreliability tests was challenged by the surveys' varying format of questions and the small number of items for scales (e.g., four items for the 5-point satisfaction scale on the victim survey). Findings from the site visits during Phase III of the evaluation were limited by researchers' ability to interview each agency providing AVN services in the state. The cost considerations section was limited by the lack of relevant information available to researchers. Some states were unable to provide cost information due to nondisclosure agreements with vendors. In addition, many current administrators were not present at the start of implementation or did not recall start-up costs or internal resource burdens. These administrators often reported not having access to past cost information.

Conclusion

The expanded use of automated notification over the past two decades has fostered a need to identify and disseminate promising practices for effectively developing, implementing, and operating AVN systems so they support victims of crime. Findings from this evaluation offer a unique window into the various AVN systems in operation around the country. While these evaluation findings provide new insights on AVN systems in the United States, much about AVN systems remains to be learned. Additional research is needed to better understand the population of AVN system users as a whole, the role of privacy and anonymity on victims' decision to register for AVN, and the awareness, use, and impact of AVN services among victims who do not seek services or participate in the criminal justice process. Research is also



needed to assess BJA's SAVIN training and technical assistance program to ensure these services are effectively meeting the needs of states and enhancing the services offered through their AVN systems. In addition, more information is needed to understand the range and effectiveness of different AVN marketing strategies and the extent to which they reach different victim populations. Finally, given the widespread implementation and uncertain future of many AVN systems, research is needed to examine the potential impact of system termination and promising practices for transitioning notification services in a victim-centered manner.

1. Introduction

Automated victim notification (AVN) is often touted as an effective and efficient means for providing victims timely and accurate information of their offenders' court events and status changes at reduced burden to the criminal justice system. Despite the expanded use of AVN systems over the past two decades, little is known about the implementation or the operation of different system components in meeting the needs of victims. In 2009, the U.S. Department of Justice, National Institute of Justice funded ICF International to study the implementation and operation of AVN systems in supporting victims of crime.¹³

This report documents the methodology and findings from this evaluation and examines the implications for policy and practice. The report begins with an overview of the history of AVN, the Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) program, the landscape of AVN systems in the United States, and relevant literature, before describing the methodology and findings from the evaluation.

1.1 History of Automated Victim Notification

The emergence of victim notification as a national concern emanated, in large part, from two tragic deaths. In 1989, Alan Metheney, a chronic domestic violence offender, brutally murdered his ex-wife Lisa Bianco in Mishawaka, Indiana. Two years prior, the court sentenced Metheney to eight years for the battery and confinement of Bianco. While incarcerated, Metheney repeatedly threatened and attempted to solicit others to kill Bianco. In response, Bianco requested and received assurance that prison officials would notify her if Metheney was ever released; however, in 1989, officials failed to notify her when Metheney was granted an eight-hour furlough. Upon release, Metheney drove to Bianco's house where he beat her to death with a shotgun.

Four years later, in Jefferson County, Kentucky, law enforcement arrested Donovan Harris for stalking, assaulting, and raping his ex-girlfriend, Mary Byron. Despite requests by Byron and her family that she be notified of Harris' release, officials failed to notify her when Harris posted bail. Harris subsequently shot Byron to death. One year later, in 1994, Jefferson County became the first jurisdiction to implement AVN.

Key Terminology

- **Automated Victim Notification (AVN)** – Information and notification services automatically generated through the use of technology.
- **Open/Closed System** – Indicates whether a system is open to all public users or closed/restricted to a subpopulation (e.g., victims).
- **Statewide** - Despite being commonly used by the Bureau of Justice Assistance (BJA), system administrators, and vendors, there is no consensus as to what constitutes a *statewide* system.
- **Statewide Automated Victim Information and Notification (SAVIN)** – The BJA program established to provide funding and critical structure and oversight to support the implementation and ongoing improvement of statewide AVN systems.
- **System Administrator** - Individual tasked with overseeing the operation and/or financial management of AVN services.

¹³ For the purpose of this evaluation, victims include individuals directly harmed as a result of the crime and immediate family members of victims in cases of murder and non-negligent manslaughter. It should be noted that other individuals (e.g., extended family) may also be considered a victim under legal statute.

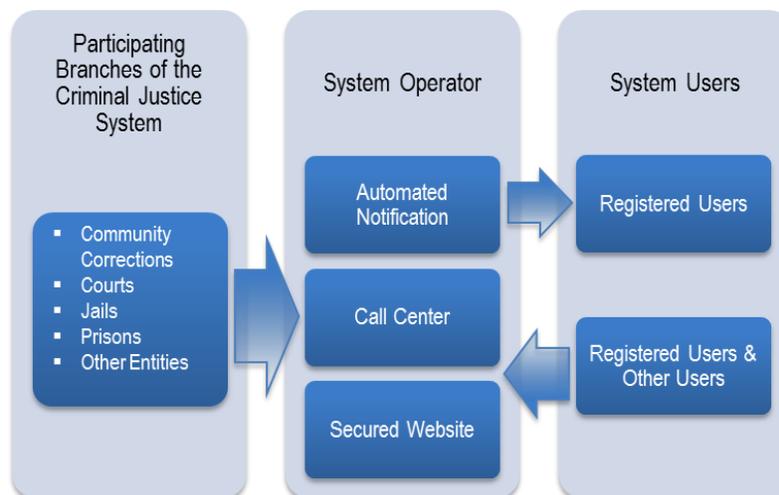
1.2 Overview of Automated Victim Notification

AVN systems are designed to provide information and notification to registered users without relying on criminal justice personnel or service providers¹⁴ to reach out to victims directly. They are often tailored to meet the needs of individual jurisdictions; however, the technology and fundamental operation remain fairly consistent across systems. Established notification systems receive data (e.g., case number, case status, offender demographics) from participating branches of the criminal justice system. Incoming data is coded to determine what type of notification is most appropriate based on the offender’s status change (e.g., release, transfer), and then transmitted to registered users using standardized language.

Depending on the jurisdiction, registered users may choose to be notified through email, telephone, postal mail, or most recently, text message (SMS). Offender status can also be proactively checked through a secured website or by calling the jurisdiction’s AVN system where additional and referral information may be available.

Exhibit 1 illustrates the general flow of information within AVN systems.

Exhibit 1: Information Flow within AVN Systems



AVN systems are intended to provide victims with information and notification services about the custody status of their offenders or the cases against their offenders, from the point of arrest and incarceration through disposition, release, and community supervision (Bureau of Justice Assistance, 2012); however, in practice, AVN systems have a great deal of variation. Systems vary in terms of:

- Participation among branches of the criminal justice system (prisons, jails, courts, community corrections, and other entities);¹⁵

¹⁴ For this report, service providers refer to individuals who provide direct services to and/or manage public (i.e., government) or private (i.e., non-profit) programs serving victims of crime.

¹⁵ Within each branch of the criminal justice system, participation can vary by jurisdiction as well as individual facility. For this report, a branch is considered to be participating in its state’s AVN system if at least one agency is offering AVN services (e.g., at least one jail within the state participates).

- Registration process (eligibility for registration, seamless registration versus the need to reregister each time an offender is transferred to a different facility or branch);
- Notification triggers (the status changes and court events triggering notification); and
- Notification mode (phone, email, postal mail, and text).

The administrative structures of these systems also vary. Systems are designed and/or operated within the criminal justice system or through an outside (e.g., contracted) vendor. In some states, one individual oversees the operation and management of all AVN. In other states, these roles are shared by multiple individuals, depending on: the number of participating branches; the presence of dual AVN systems (where some notification services are provided through a vendor-operated system while others are provided through an in-house state/local system); the presence and number of contracts with an outside vendor; and variation in government structure and operation. (Individuals tasked with overseeing the operation and/or financial management of AVN services will be referred to as system administrators.)

Service providers have long considered the right to notification a baseline right in that its assurance enables victims to effectively exercise other rights, such as their right to attend, be heard, and participate in the criminal justice process. The right to notification helps ensure that victims receive consistent and equitable information about their offenders and, in cases where victims' safety is at risk, information that might help save their lives. At the federal level, the Crime Victims' Rights Act (18 U.S.C. §3771) guarantees the right to notification, affording victims "The right to reasonable, accurate, and timely notice of any public court proceeding, or any parole proceeding, involving the crime or of any release or escape of the accused." All 50 states have also passed legislation guaranteeing victims the right to notification.¹⁶

1.3 The SAVIN Program

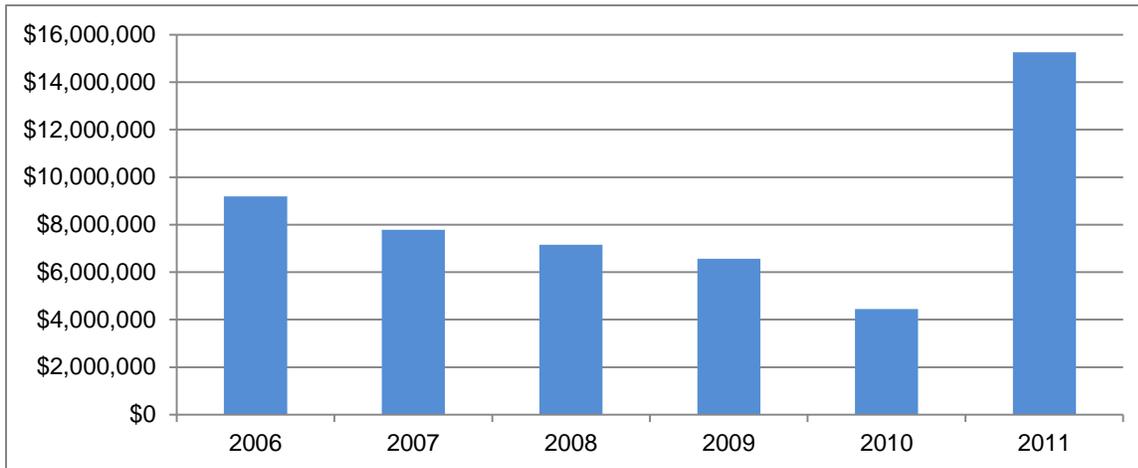
In 2005, Congress established the SAVIN program (Pub. L. 110-5, emb. secs. 101-104; Pub. L. No. 109-108, 119 Stat. 2290, 2299; 28 U.S.C. 530C(a)(1)) to support the implementation and ongoing improvement of statewide AVN systems. The SAVIN program was established to provide funding as well as critical structure and oversight to ensure that victim notification is implemented and occurs in a timely and standardized manner. Since the inception of the SAVIN program, BJA has provided funding and oversight to more than 80 grants to support AVN systems across states. Grants from the SAVIN program may be used to plan and implement new AVN systems or to expand and improve coverage, information, and notification functionality of existing AVN systems. Between 2005 and 2011, BJA provided more than \$50 million in SAVIN funding (see Exhibit 2 for funding by year).

Three Distinct Categories of States

- **SAVIN States** – States that have participated in the SAVIN program.
- **Non-SAVIN States** – States that have not participated in the SAVIN program but have at least one jurisdiction or branch of the criminal justice system operating an AVN system.
- **Non-Automated States** – States without automated notification.

¹⁶ At the time of publication, the District of Columbia had not passed applicable legislation.

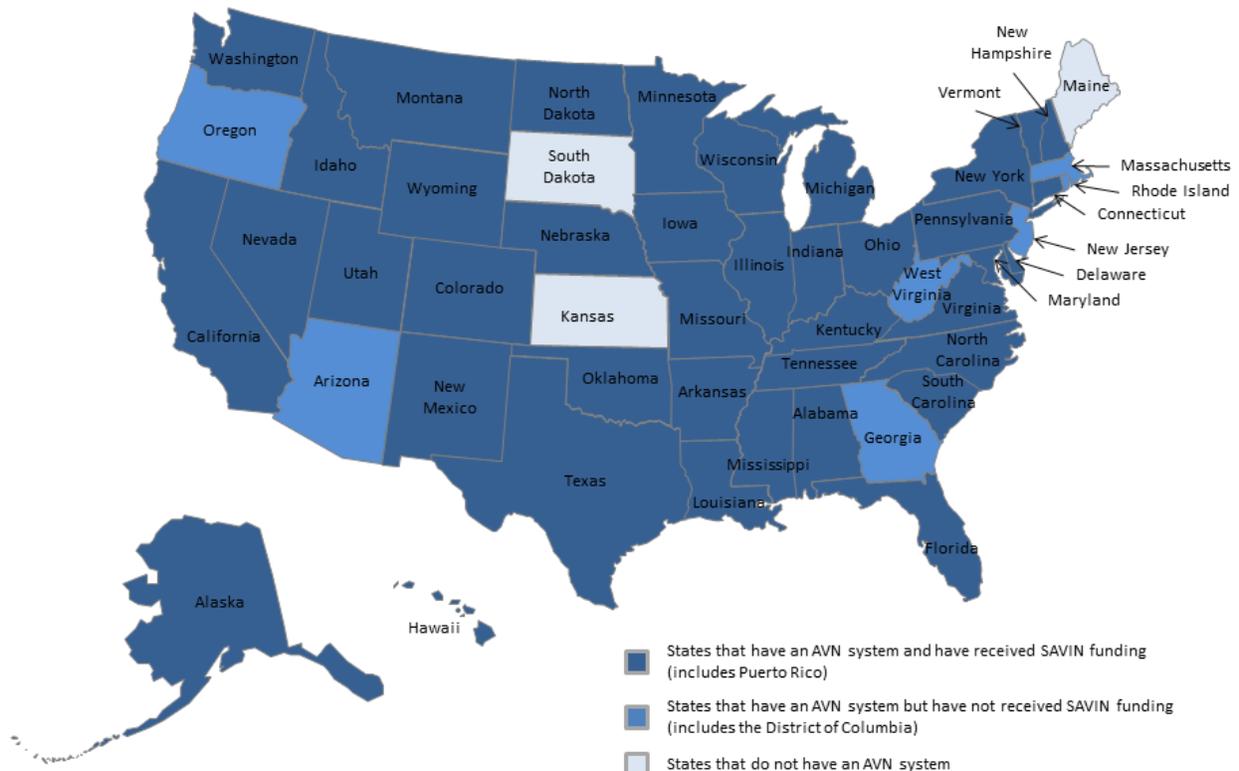
Exhibit 2: BJA SAVIN Funding by Year



1.4 Today's Landscape

To date, 47 states, Puerto Rico, and the District of Columbia operate some form of AVN system. Of these, 40 states and Puerto Rico have received BJA SAVIN funding (see Exhibit 3).

Exhibit 3: Participation in the SAVIN Program by State



1.5 Prior Evaluation of AVN Systems and Services

Literature on victim notification at the state and local levels is extremely limited. In 1999, the Vera Institute conducted a study examining the implementation and operations of VINE[®] (Victim Information and Notification Everyday), the first system established to offer AVN services (Trone, 1999). Through interviews with criminal justice officials, service providers, and vendor representatives, researchers detailed the infrastructure and function of the VINE system. In addition, the study identified challenges jurisdictions faced in implementing and operating VINE systems, as well as challenges victims faced in utilizing these systems. Identified challenges included:

- Technology incompatibility between the criminal justice system and VINE;
- Human resistance among staff unfamiliar with computer technology;
- Unreliable data due to inaccurate data entry and coding practices;
- Nonparticipation among branches of the criminal justice system;
- Limited awareness among victims and criminal justice personnel;
- Usability issues on the part of registered users; and
- Difficulty accessing telephone notifications requiring personal identification numbers (PINs).¹⁷

Throughout the study, researchers noted the following victim-specific considerations that must be addressed when implementing and operating VINE systems:

- The extent to which automated notification services will be available to the general public or closed/restricted to victims;
- The extent to which criminal justice personnel will be involved in the registration process;
- The extent to which additional efforts will be made to provide notification services when notifications are unconfirmed or undeliverable; and
- How victim information will be handled following the final notification.

The report from the Vera Institute study provided some of the first information about AVN systems. However, a noted limitation of the study was the absence of direct feedback from victims.

In 2004, the North Carolina Criminal Justice Analysis Center conducted a process and impact study of North Carolina's AVN system. This study was conducted through paper-based surveys of criminal justice personnel (i.e., sheriff's offices and state district attorneys) (N=47) and automated telephone surveys of randomly selected system users calling into North Carolina's AVN call center. System users were eligible for the survey if they had received a prior court notification call (N=41) or a prior notification call regarding offender movement within the criminal justice system (N=42). Overall, survey respondents were optimistic about the system's function and potential. Criminal justice personnel reported that they perceived AVN systems to increase victim awareness of offender location and court status. In addition, 80% of system users who received a court notification and 85% of system users who received an offender

¹⁷ Some states required users to enter a PIN to verify their identity prior to retrieving telephone notifications.



movement notification reported an increased sense of safety and security (Larson & Yearwood, 2004). These findings, however, were limited by the lack of information provided about survey respondents. In particular, the report did not specify the extent to which criminal justice personnel interacted with victims or whether surveyed users were victims or included other users (e.g., community members, criminal justice personnel, service providers). Furthermore, findings from the study may not be generalizable to other states due to differences in states' notification systems (e.g., differences in participation among branches of the criminal justice system, differences in the events that trigger notifications).

To begin to fill the gap in knowledge, this report explores the implementation and operation of AVN systems in supporting victims of crime. The report is laid out in four chapters. Following the introduction, the methodology chapter describes how the study was conducted. The next chapter of the report describes the evaluation findings, detailing the results of each phase of the study design. The report concludes with a chapter on the evaluation's implications for policy and practice, and recommendations to improve the ability of AVN systems to support crime victims.

2. Methodology

This chapter provides an overview of the methodology used to conduct the SAVIN evaluation. It begins with a description of the evaluation’s three-phase design and the guiding research questions. The chapter then discusses the multi-method approach used to answer the research questions in each phase of the evaluation.

2.1 Evaluation Design

The evaluation design featured three phases: (1) Phase I, **landscape of AVN**, provided key background information on the implementation, operation, and characteristics of AVN programs across jurisdictions; (2) Phase II, **use and experience with AVN**, analyzed data from surveys of service providers and victims to understand awareness, use, and perceptions of AVN; and (3) Phase III, **considerations for practice**, identified victim-centered practices, as well as cost considerations and sustainability implications for AVN. A roadmap to the evaluation design is presented in Exhibit 4.

Exhibit 4: Evaluation Roadmap



2.2 Research Questions

The following research questions guided the three phases of the evaluation:

1. *Phase I: Landscape of AVN*

What is the current status of AVN in the United States, including prevalence, state differences in funding sources and system components, and relevant legislation? How is AVN differentiated between states that have and have not participated in the BJA SAVIN program? What characterizes a “statewide” system? How are AVN systems marketed to stakeholders, in particular victims? What are the major obstacles that state and local jurisdictions have faced in developing, implementing, and sustaining their AVN systems? How is notification provided in states without AVN?

2. Phase II: Use and Experience with AVN

To what extent are victims and service providers aware of and using AVN systems in their state or jurisdiction? How are they finding out about the availability of AVN services? Are service providers assisting victims with the registration process? What do victims and service providers perceive to be the benefits of automated notifications? Have they experienced any challenges using their state's AVN system? How satisfied are victims and service providers with the system in terms of accessibility, usability, availability of needed features, and timeliness and accuracy of notifications?

3. Phase III: Considerations for Practice

What are promising practices for developing, implementing, and administering AVN systems so that they support the needs and concerns of victims? What are the costs associated with implementing and sustaining AVN systems?

2.3 Phase I: Landscape of AVN

Phase I provided an understanding of the landscape of AVN within the United States and informed subsequent parts of the evaluation. This study consisted of a document review, interviews with system vendors, multiple iterations of interviews with system administrators, a review of state legislation, and the development of AVN system profiles.

2.3.1 Document Review

To provide background and contextual data on the BJA SAVIN program, the research team reviewed all BJA SAVIN solicitations from 2006 through 2010 and collected data on grant requirements and funding for the SAVIN program since the program's inception. Researchers also reviewed BJA's *Planning, Implementing and Operating Effective Statewide Automated Victim Information and Notification (SAVIN) Programs*, published in 2006. This document offered information on the BJA-supported standards for planning, implementing, and operating AVN, and provided important contextual information on the elements comprising a model system.

Using the Office of Justice Programs Grants Management System (GMS), researchers systematically reviewed information from the BJA SAVIN proposals awarded as of April 2010 and the corresponding progress reports submitted between 2006 and April 2010¹⁸ to understand states' processes and progress implementing AVN systems. Metrics analyzed from these applications and reports included:

- Grantee information (state name, grant recipient, grant type – implementation/enhancement, grant duration, budget requested, amount awarded and dispersed, and closeout status and dates).
- Overall program performance (activities, achievements, goals, and barriers/challenges).
- Program participation (number of counties implementing and providing AVN, number of total and participating prisons and jails in the state, number of total and new subscribers, and number of felony victims).

¹⁸ Depending on the date of the awarded grants, one to nine progress reports were available, submitted at six-month intervals.

- Information on notification (total number of notifications, number of notifications by transaction type, number of notifications initiated by change in offender status, number of user-initiated notifications, number of notifications requiring operator assistance, and number of notifications meeting time standards).
- Other areas of performance (assistance needed from BJA to address problems/barriers, and extent to which grantee is on track to fiscally and programmatically complete program).¹⁹

Researchers also used population and crime data from the 2008 and 2010 census reports and the 2008 Federal Bureau of Investigation’s *Uniform Crime Report* to better understand the contextual variables that might influence the implementation and/or operation of AVN within each state. Data extracted from these reports included:

- Population demographics (states’ total population; population by sex, race, and educational attainment; median household income; and percentages of persons below poverty level, in the labor force, and unemployed).
- Crime statistics (crimes reported and by arrest; admission to and release from state/federal jurisdiction; and prison, jail, probation, community supervision/parole populations).

2.3.2 Vendor Interviews

During the first two years of the evaluation, the research team conducted in-person and telephone interviews with representatives from contracted vendors to understand the structure and technology used to operate AVN systems. Researchers interviewed two vendors and covered topics such as system features, quality assurance and emergency planning, implementation and operation successes and challenges, and cost and sustainability. Interviews also covered information specific to individual state systems served by the vendors. As part of the interviews, vendor representatives demonstrated system functions, illustrating how individuals register for and receive notifications, and researchers observed incoming calls into vendor-operated toll-free hotlines.

2.3.3 Administrator Interviews

To better understand the landscape of AVN systems across the United States—as well as the resources required to plan, implement, and operate these systems—researchers conducted telephone interviews with system administrators throughout the evaluation. Each year, researchers conducted telephone interviews with AVN system administrators including those in states not participating in the BJA SAVIN program. Researchers also interviewed individuals overseeing victim notification services in states without AVN. Interviews provided an enhanced understanding of states’ notification programs and program activities over the course of the evaluation.

Information gathered from the document review and provided by expert consultants informed the development of the interview protocol.²⁰ Protocols were semi-structured, with general questions followed by probes to elicit more information. The research team pilot tested the protocols with a select number of administrators who assessed their readability and applicability.

¹⁹ Performance metrics varied by reporting cycle and year the grant was awarded.

²⁰ See Appendix A for administrator interview protocol.

Protocols included six constructs:

- History of automated or manual notification programs
- Funding
- Planning and governance
- Availability of AVN services and features
- Victim and public outreach
- Program success and obstacles
- Training for service providers and relevant stakeholders

Information obtained through the review of GMS informed development of the initial list of SAVIN program administrators. BJA’s Training and Technical Assistance grantee and system vendors supplemented this list with contact information for administrators in the states that had not participated in the BJA SAVIN program. Prior to each iteration of interviews, researchers updated the contact list. Researchers excluded administrators from data collection after three attempts to reach the administrator were made with no response.

The research team conducted the first iteration of administrator interviews in 2010, which included interviews with 60 individuals across 49 states, the District of Columbia, and Puerto Rico (Exhibit 5 illustrates state participation by year). In Year 1 of the evaluation, researchers also created two online surveys to supplement the information gathered from the administrative interviews. In July 2010, researchers sent the SAVIN Follow-up Survey to administrators in the 39 states and territories that had participated in the SAVIN program; the survey requested information on system users, staff capacity, emergency response planning, notification timeframes, presence of a centralized toll-free number, training materials, inter-agency collaboration, and information on current system vendors (when applicable). Administrators from 33 states responded to this survey. In November 2010, researchers created a second follow-up survey, the AVN Participation Survey, requesting information on the percent and names of counties providing AVN services; the research team distributed this survey to administrators in the 45 states and two territories operating coordinated AVN in multiple jurisdictions. Administrators from 30 states provided responses to this online survey.

In Year 2, researchers conducted a second iteration of administrator interviews, interviewing 70 individuals across 46 states and Puerto Rico. The third and final set of interviews occurred in Year 3 and included interviews with 60 individuals across 46 states, the District of Columbia, and Puerto Rico. During this third iteration, researchers verified and updated the data collected from the previous administrator interviews, and asked about any training or technical assistance administrators had received related to their AVN programs.

Exhibit 5: State Participation in Administrator Interviews by Year*

	2010			Telephone Interviews-2011	Telephone Interviews-2012
	Telephone Interviews	SAVIN Follow-up Survey***	AVN Participation Survey****		
Alabama**	•			•	•
Alaska**	•			•	•
Arizona	•	N/A	N/A		•
Arkansas**	•	•		•	•

Exhibit 5: State Participation in Administrator Interviews by Year*

	2010			Telephone Interviews-2011	Telephone Interviews-2012
	Telephone Interviews	SAVIN Follow-up Survey***	AVN Participation Survey****		
California**	•	•	•	•	•
Colorado**	•	•	•	•	•
Connecticut**	•	•	•	•	•
Delaware**	•	•	•	•	•
District of Columbia	•	N/A	•		•
Florida**	•	•		•	•
Georgia	•	N/A	N/A	•	•
Hawaii**	•	•			•
Idaho**	•	•		•	•
Illinois**	•	•	•	•	•
Indiana**	•	•	•	•	•
Iowa**	•	•	•	•	
Kansas	•	N/A	N/A	•	•
Kentucky**	•	•	•	•	•
Louisiana**	•	•	•	•	•
Maine	•	N/A	N/A	•	•
Maryland**	•	•	•	•	•
Massachusetts	•	N/A		•	•
Michigan**	•	N/A	•	•	•
Minnesota**	•	•		•	•
Mississippi**	•	•	•	•	•
Missouri**	•	•	•	•	•
Montana**	•	•	•	•	•
Nebraska**	•			•	•
Nevada**	•	•	•	•	•
New Hampshire**	•	N/A	•	•	•
New Jersey	•	N/A		•	•
New Mexico**	•	•	•	•	•
New York**	•		•	•	•
North Carolina**	•	•		•	•
North Dakota**	•	•	•	•	•
Ohio**	•	•	•	•	•
Oklahoma**	•			•	•
Oregon	•	N/A	•	•	•
Pennsylvania**	•	•	•	•	•
Puerto Rico**	•	•		•	•
Rhode Island		N/A			
South Carolina**	•	•	•	•	•
South Dakota	•	N/A	N/A	•	•
Tennessee**	•	•		•	•
Texas**	•	•		•	•
Utah**	•				•
Vermont**	•	•	•	•	•
Virginia**	•	•	•	•	•
Washington**	•	•	•	•	•
West Virginia	•	N/A	•	•	
Wisconsin**	•	•	•	•	•
Wyoming**	•	•	•	•	•

* Boxes are marked if an interview was conducted with at least one administrator in that state.
 ** States that have received SAVIN funding. Michigan and New Hampshire were first awarded SAVIN funding in 2011.
 *** N/A indicates that a state had not participated in the SAVIN program at the time the survey was administered.
 **** N/A indicates that a state did not report operating coordinated AVN services in multiple jurisdictions and as a result was not sent the follow-up survey.

2.3.4 Review of Legislation

To better understand the legislative context in which AVN systems were being implemented and operated, researchers conducted a review of state laws using LexisNexis State Capital[®] and *VictimLaw* search engines.

LexisNexis State Capital, which included state statutes current through 2012, was the primary database through which laws explicitly addressing notification were identified. Researchers conducted searches of this database using the following keywords: victim notification, notify the victim, “notif” AND victim, notification of victim, automated victim, and SAVIN. The researchers restricted search results to laws for all 50 states, the District of Columbia, and Puerto Rico.²¹

To supplement results from LexisNexis State Capital, the research team reviewed the *VictimLaw* database, which included statutes current through 2011. Using the topical search function, researchers selected “victim notification systems” under the topic “right to be informed.”

Information ascertained from the review informed the development of legislative profiles for each state.²² Legislative profiles identified and briefly described statutes explicitly addressing victim notification, providing information on:

- Establishment of and funding for AVN
- Notification triggers
- Notification branches

Exclusionary criteria included notification statutes related to:

- Juvenile delinquents
- Interstate compacts
- Sexually transmitted infection test results
- Notifications resulting from an offender global positioning device
- Provision of criminal justice process information or notification of victims’ rights
- Notifications of other populations (e.g., witnesses or offenders’ family members)

This evaluation did not assess the extent to which AVN provided victim notification in a legally sufficient manner. As such, this review did not examine laws where there was an implicit right to notification, state constitutions, or victims’ bills of rights.

2.3.5 AVN System Profiles

From the aforementioned sources of information and case studies (discussed in section 2.5.1), researchers generated AVN system profiles²³ to illustrate the similarities and differences in AVN across states and offer a snapshot of the AVN landscape in the United States. AVN system profiles included information on:

²¹ Results excluded regulations as well as House and Senate bills that had been introduced or passed in the legislature but were not yet codified as law.

²² See Appendix B for legislative profiles.

²³ See Appendix C for individual AVN system profiles.

- System characteristics (presence of AVN, year AVN was first implemented, participating branches of the criminal justice system, number of county jails participating in AVN, system users, notification types, notification triggers, and special features).
- Outreach activities (training and victim and public outreach).
- Funding sources (current funding sources and number of SAVIN grants awarded).

The AVN system profiles reflect system characteristics, outreach activities, and funding sources across all participating agencies. Within each state, practices and system features often varied by agency; therefore, states' AVN system profiles may not reflect the available practices and system features within each agency. For example, regarding outreach, if one agency within a state exclusively uses vendor-provided training while another develops its own training and uses public ads, the AVN system profile had all three outreach activities (vendor-provided training, non-vendor provided training, and public ads) checked even though neither agency conducts all three activities. Additionally, characteristics from non-interviewed agencies were not reflected in these profiles.

2.4 Phase II: Use and Experience with AVN

Phase II of the evaluation explored service providers' and victims' awareness and use of AVN systems. Recognizing the important role service providers play in ensuring that victims are aware of and able to successfully register for AVN services, Phase II employed a two-pronged approach, surveying service providers and victims. These surveys provide a preliminary look at select outcomes related to AVN and can help to inform future impact studies of automated notification.²⁴

2.4.1 Survey of Service Providers

In Year 2, the research team conducted a survey of service providers to explore perceptions of AVN. The target population included service providers providing direct services to victims of violent crime (i.e., murder and non-negligent manslaughter, forcible rape, robbery, and aggravated assault) occurring in the United States. To obtain feedback from a large number of service providers, researchers used national and state databases to compile a list of service providers across the following criteria:

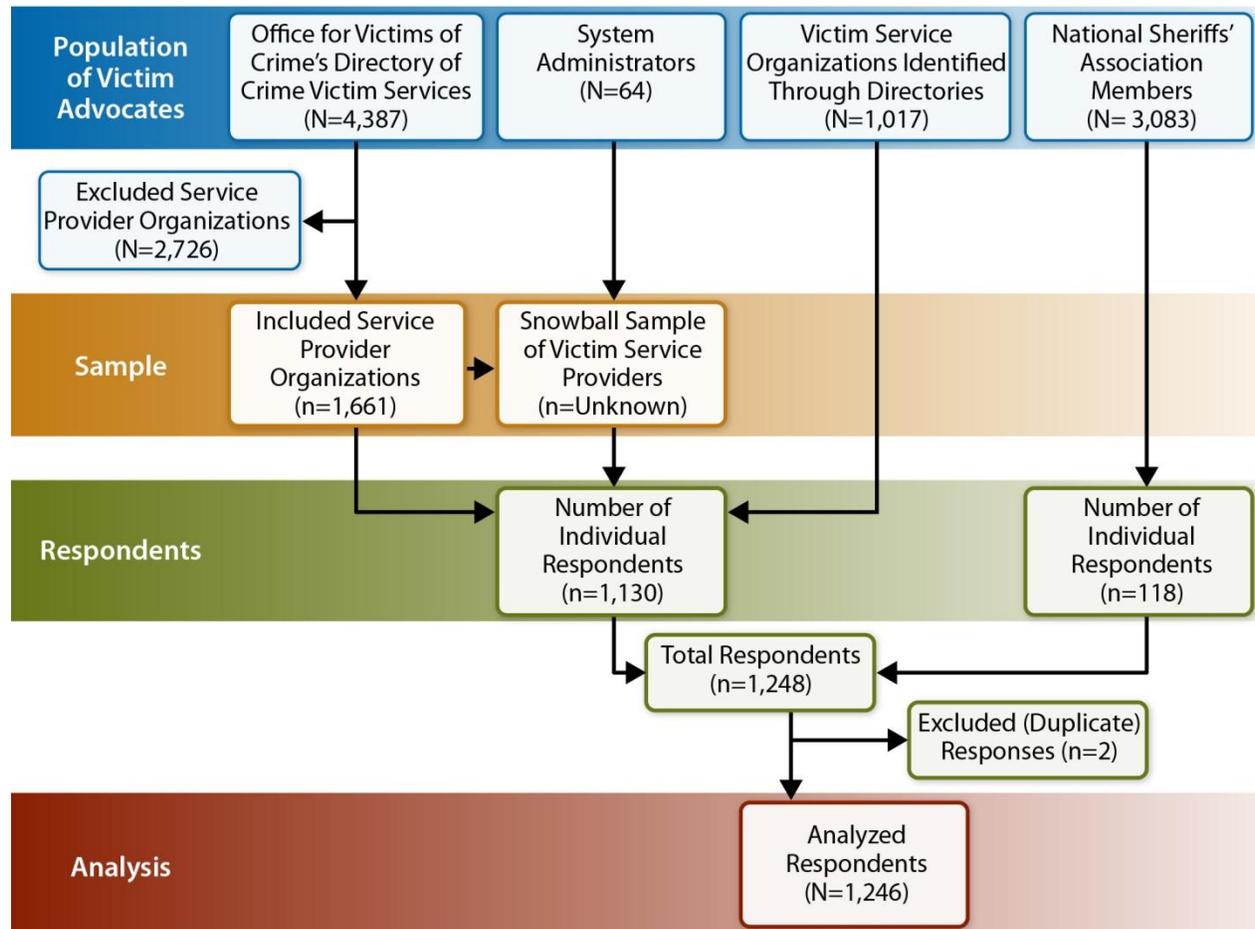
- **Geographic area** — The scope of, characteristics of, and outreach for AVN can vary greatly by jurisdiction. For this reason, it was important to strive for diverse geographic representation to capture any differences in awareness of and experiences using AVN systems that may be attributed to jurisdictional differences. Therefore, researchers surveyed service providers in every state and the District of Columbia.
- **Type of organization** — The needs of victims are varied. As a result, victims may seek services from organizations both within and outside of the criminal justice system. Therefore, researchers surveyed service providers working in diverse settings and provided a wide array of services including crisis intervention, counseling, legal and criminal justice advocacy, court accompaniment, and housing.
- **Population served** — AVN systems are designed to serve all victims of crime. Therefore, it was important that surveyed service providers worked with a wide range of

²⁴ An impact study with true control groups was outside the scope of this evaluation.

victim populations, including victims of domestic violence, sexual assault, stalking, child abuse, and elder abuse.

To include as many service providers as possible, the researchers supplemented national and state databases through snowball sampling, in which service providers were encouraged to forward the survey to other service providers in their organizations and the larger victim services field. Survey methodology and respondents are illustrated in Exhibit 6.

Exhibit 6: Respondents to Survey of Service Providers



The Office for Victims of Crime’s (OVC’s) *Directory of Crime Victim Services*²⁵ was the primary means through which service providers (N=4,387) were identified for the survey. The directory is administered by the OVC Resource Center (OVCRC) and includes all Victims of Crime Act (VOCA) funded organizations. Organizations not funded by VOCA are also represented in the directory but must manually submit their organization’s information to the OVCRC. To be added to the directory, the organization must:

- Focus primarily on the provision of direct services to victims of crime;

²⁵ The *Directory of Crime Victim Services* is an online resource designed to provide service providers and the general public with program and contact information for organizations providing nonemergency victim services.

- Demonstrate stability, meaning that it has provided crime victim services for at least 12 months and will offer listed programs and services for the foreseeable future;
- Be accessible to the public;
- Qualify as a public or private nonprofit or a public agency (i.e., state or local government) with a lawful purpose and lawful means of executing that purpose; and
- Submit factual information to assist users in finding victim-related information and services (Office for Victims of Crime, n.d.).

Through online research and telephone calls, researchers verified and updated the program contact information maintained in this database. Researchers also ensured that the service providers affiliated with the organizations were in the survey's target population; organizations that were out of the scope of the survey were excluded. Exclusionary criteria from this and other data sources included:

- Duplicate entries
- Departments of social services
- Facilities with the primary purpose of providing medical services
- Service providers located on tribal reservations
- Service providers in U.S. territories (including Puerto Rico)
- Victim compensation offices
- Organizations focused exclusively on the provision of:
 - ◆ Mental health services
 - ◆ Virtual services (i.e., services provided through the internet, email, or telephone)
 - ◆ Services for children and youth
 - ◆ Services for victims of non-violent crimes
 - ◆ Self- and peer-support services
 - ◆ Services for military personnel
- Organizations where contact was attempted at least three times with no response

Using the above criteria, 2,726 organizations in the *Directory of Crime Victim Services* were excluded, resulting in the inclusion of 1,661 organizations in the sample.

The research team supplemented the *Directory of Crime Victim Services* with online searches of service provider directories (N=1,017 organizations). Researchers used the same verification techniques used for the *Directory of Crime Victim Services* to ensure that contact information was accurate, duplicate entries were removed, and only organizations that fell within the survey's target population were surveyed. Researchers also sent the survey to previously interviewed system administrators (N=64), and to members subscribed on the National Sheriffs' Association (NSA)²⁶ listserv (N=3,083).

²⁶ The National Sheriffs' Association is a professional membership organization that provides training, education, and resources to sheriffs' offices and other public safety professionals and agencies nationwide. The expansive scope of the association's member

Due to the fact that there was no existing comprehensive list of victim service providers, researchers asked service providers to pass the survey along to other colleagues in order to generate a large response. This method also allowed researchers to reach service providers who may not appear in victim service directories, such as providers who do not receive government funding, faith-based providers, providers working in emerging fields of service (e.g., victims of human trafficking), and geographically isolated providers (e.g., providers in rural communities). As a result of this non-probability snowball sampling, the degree to which these sources represent the universe of eligible service providers is not discernible. In addition, the use of snowball sampling and the potential overlap between data sources²⁷ means that a valid response rate for this survey could not be generated.

Survey questions were informed by a review of the literature and information gathered from administrator interviews;²⁸ the instrument included four constructs in addition to respondent demographics:²⁹

- Awareness and use of AVN;
- Satisfaction with and benefits of AVN;
- Identification of limitations and/or challenges; and
- Proposed improvements and suggestions.

Prior to administration, the instrument was pilot tested with a select number of victim service providers who assessed the survey's readability and applicability to the field of victim services. The survey was primarily administered in electronic format using skip patterns, although paper versions were available upon request. The research team fielded the survey for three months, sending weekly reminder emails to individuals and organizations.

2.4.2 Survey of Victims

The primary objective of the survey of victims was to explore victims' perceptions of AVN. The target population included individuals who may have used or may potentially benefit from AVN systems. This population included friends and relatives of victims of crime³⁰ and other community members; however, the primary population was victims of crime.³¹ To obtain feedback from a large sample of victims, researchers disseminated the survey in partnership with service providers, employing stratified sampling (see Exhibit 7) to select service providers from the database of service provider offices described above.

agencies, both geographically and in types of agencies represented, and its strong reputation within and relationship with the law enforcement community allowed the research team to reach a diverse contingent of public safety professionals.

²⁷ Some degree of overlap between data sources (i.e., instances where service providers received the survey through multiple sources) may exist due to the use of the NSA listserv, to which the evaluation team did not have direct access.

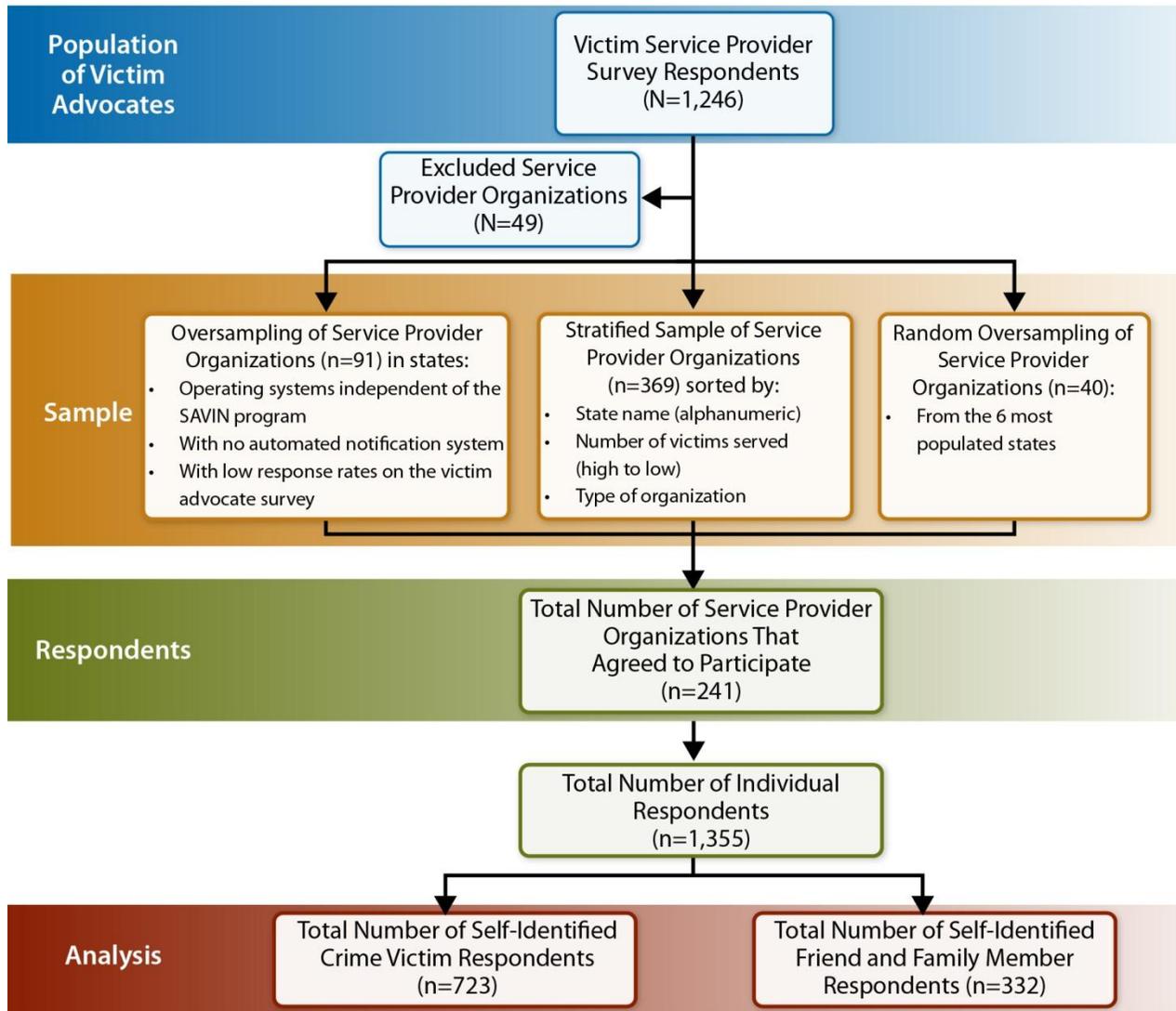
²⁸ Due to the limited research on this subject, validated instruments aimed at exploring the implementation and operation of AVN systems in supporting victims of crime do not exist and therefore could not be used to inform instrument development.

²⁹ See Appendix A for the survey of service providers.

³⁰ Under some statutes, relatives of crime victims are classified as a victim.

³¹ Surveys were restricted to respondents 18 years or older. Examination of the implementation and operation of AVN systems in supporting victims in cases of child victimization was beyond the scope of this evaluation.

Exhibit 7: Respondents to Survey of Victims



To obtain the sample, researchers divided respondents from the survey of service providers into strata based on geographic location, type of organization, number of victims served per month, and type of AVN system available (i.e., systems currently or previously operating as part of the SAVIN program, systems operating independent of the SAVIN program, and no AVN system). Respondents were excluded from the sample if they did not provide information about the number of victims they served, or who visited their office in-person to receive direct services; a total of 49 respondents were excluded.

Researchers oversampled states with automated systems that had not participated in the SAVIN program (n=9),³² states with no automated system (n=3), and states with low response

³² This included the District of Columbia.

rates³³ on the survey of service providers (n=6).³⁴ This resulted in the selection of 91 service providers that met at least one of these criteria for oversampling.

Researchers then sorted the remaining service providers (n=1,106) based on the following strata: state name (alphanumeric), number of victims served (high to low), and type of organization (non-profit organization, criminal justice government agency, non-criminal justice government agency, and other). Starting with the provider listed as number one, researchers selected every third service provider (n=369). To bring the number of sampled service providers to 500, researchers identified the remaining 40 service providers by randomly oversampling providers from the six most populated states.³⁵

Once selected, researchers contacted selected service providers via email and telephone to inform them that they had been identified to participate in the survey of victims and asked them to confirm their participation. Of the 500 sampled service providers, 241 agreed to participate (98 formally opted out and 161 were excluded after contact was attempted at least five times with no response), for a 48% participation rate.

The survey of victims was primarily administered through hard copies distributed by participating service providers.³⁶ Hard copy surveys were only available in English; however, the survey was also available electronically³⁷ in both English and Spanish. Survey administration packages were distributed to each office, and included:³⁸

- **200 surveys**, in individual envelopes that could be sealed upon completion;³⁹
- **1 display box**, to display the surveys;
- **1 drop box**, for respondents to deposit their completed, sealed surveys;
- **4 FedEx boxes**, (pre-paid and pre-addressed) for providers to return completed surveys; and
- **200 information cards** (one side English and one side Spanish), with information on the online survey that providers could hand out to clients who did not come into the office (e.g., clients they encountered through court or home visits);
- **1 instruction letter**, to provide detailed instruction to service providers on survey dissemination.

In order to protect respondents' privacy and minimize burden on participating service providers, researchers employed a convenience sampling method, asking participating organizations to display the surveys in a public area where they could be completed by anyone visiting the office for an issue related to victim services. To encourage participation from victims who did not receive in-office services, the research team gave providers a sample email (in both English and Spanish) that they could provide to remote clients with information about how to access the online survey. Due to the use of non-probability sampling, a valid response rate could not be generated.

³³ Low response rate was defined as any state with fewer than 10 responses.

³⁴ This included the District of Columbia.

³⁵ California, Florida, Illinois, New York, Pennsylvania, and Texas.

³⁶ See Appendix A for the survey of victims.

³⁷ via SurveyMonkey, an online survey tool.

³⁸ Some service providers requested and were provided additional packages for satellite offices.

³⁹ Service providers were sent additional surveys as needed/requested.

The research team fielded the survey for three months in 2012, with reminder emails sent to participating providers on a bi-weekly basis. Researchers also maintained a dedicated survey email address to facilitate communication with participating service providers and support their fidelity and engagement in survey dissemination. In addition to demographic information, the survey gathered information across the same four constructs as the survey of service providers:

- Awareness and use of AVN;
- Satisfaction and benefits of AVN;
- Identification of limitations and/or challenges; and
- Proposed improvements and suggestions.

Researchers designed the survey using sensitive and easy-to-understand language; questions were developed at an eighth grade reading level and in-depth definitions and examples were provided for potentially confusing terminology. In addition, the two-page survey was designed to limit burden on the respondent by using skip-patterns and only collecting information critical to the evaluation. Prior to administration, NIJ expert consultants in the field of victim services reviewed the survey and assessed its sensitivity, readability, and applicability.

2.4.3 Data Analysis

In total, 1,248 surveys of service providers and 1,355⁴⁰ surveys of victims were completed. Researchers cleaned the survey data using PASW Statistics 18 (SPSS). This process resulted in the exclusion of two duplicate surveys of service providers and 300 surveys of victims completed by individuals who did not self-identify as victims or friends and family members of victims. The remaining 1,246 surveys of service providers, 723 surveys from self-identified victims, and 332 surveys from self-identified friends and family members of victims were included in the final analysis.

Researchers analyzed survey data using descriptive statistics to provide basic information about survey respondents, AVN and manual notification use, and experience with AVN. In addition, simple comparison tests (e.g., t-tests, chi-square tests) were used to examine differences between subpopulations on shared outcomes (e.g., differences in satisfaction ratings between victims and service providers).

The research team also conducted multivariate analyses, including logistic and multiple linear regression for both victim and service provider respondents for the following survey outcomes: registration/usage, satisfaction, perceived benefits, and experienced challenges with AVN. Predictor variables were derived from survey responses and a number of state-level system variables created from administrator interviews. The research team built the models through a systematic, staged process. First, the researchers selected variables to include in the model that were theoretically believed to be associated with the outcomes or were important control factors. Upon examination, some variables had to be rejected due to extreme skew or sample construction issues (e.g., some items were only asked of some types of respondents due to survey branching). The research team was also limited in the selection of variables due to survey structure and question placement. For example, the survey of service providers organized respondents into four possible survey categories based on their reported usage of automated notification, with the question structure varying slightly for each group.

⁴⁰ Of the 1,355 surveys, 1,248 (92%) were submitted in hard copy and 107 (8%) were completed electronically.

At the second stage, the researchers used a correlation matrix of survey and administrator interview items to determine whether any additional variables should be added that had not been considered previously. A small number of variables (e.g., number of event triggers, language accessibility) were included at this stage. Other variables were significantly related to the outcomes, but did not have a strong theoretical basis or were determined to not be reliable enough for inclusion. For instance, the research team was interested in outreach methods and how this was related to registration rates. However, administrator reports of outreach were too broad, included outreach occurring years earlier and not necessarily continuing currently, and could not be easily consolidated into a comparable measure across states. Therefore, this could not be included in the final models.

Finally, the research team tested a series of models, refining them based on model diagnostics and fit. This resulted in six final models: three for service providers and three for victims. Two models were excluded due to poor fit. More information about the variables included in the models and how they were created is included in the evaluation findings (section 3.2).

2.5 Phase III: Considerations for Practice

In the final phase of the evaluation, researchers conducted case studies of states employing a range of practices for providing notification services to victims and conducted a review of cost considerations.

2.5.1 Case Studies

To better understand states' different administrative, technological, and system structures, and the implications of these differences in terms of required resources and available services, researchers conducted eight case studies of states employing a range of victim notification practices. After data was collected from these sources, researchers assessed states based on how well their notification programs fulfilled an identified set of criteria. The identified criteria included: the scope of notifications; sustainable program funding; training provided to stakeholders and collaborating agencies; outreach to victims, service providers, and criminal justice stakeholders; interagency collaboration; and other unique program elements that differentiate systems.

Multiple considerations went into a state's inclusion as a case study, including geographic location and demographic makeup. Researchers assessed each state to determine whether the program demonstrated any victim-centered features or unique characteristics that set it apart. The selected sites as well as their primary reasons for inclusion were:

- **Georgia** — Georgia administers multiple state-run (i.e., in-house) and vendor-operated independent notification systems that provide an opportunity to study the way in which adjoining jurisdictions, specifically those with and without AVN, collaborate to provide services to victims across jurisdictional lines.
- **Indiana** — During the evaluation, Indiana transitioned from a system operated by a private vendor to one operated in-house. This transition allowed for increased control of offender data, notification triggers, and overall operation. It also offered important lessons on system transition, specifically on how to transition operations with minimal burden on registered victims.

- **Kansas** — Kansas is a non-automated state whose notification practices and functionality offered an important contrast to states using AVN.
- **Kentucky** — As the first AVN system instituted in the United States, Kentucky offered an important historical understanding of AVN, as well as insight into the strategies jurisdictions use to support program sustainability.
- **Massachusetts** — Massachusetts administers one of the only closed systems, exclusively operated for the purpose of providing notification to crime victims (i.e., only victims, witnesses, immediate family members of victims, and individuals in fear of the offender, who complete a citizen-initiated petition, can register to track the offender and receive notification). In addition, this system provides supplemental manual notifications by local and state correctional agencies
- **New Mexico** — During the evaluation, New Mexico experienced significant economic strain that threatened the sustainability of its automated system, thus providing important information regarding program sustainability.
- **New York** — New York offered seamless registration between jails and prisons, a system feature identified as critical to ensuring that AVN services meet the needs of victims. As a populous state, New York also served as an example of how AVN systems can be implemented in criminal justice systems with large offender populations.
- **Virginia** — Virginia demonstrated unique practices with regard to its data management procedures, sustainability, and a unique registration process by which program administrators have tailored their system to meet the needs of victims.

In Year 3, the research team visited each of the selected sites, conducting observations and semi-structured interviews with key stakeholders, including system administrators, service providers, government officials, facility administrators, and IT representatives. Interviews lasted approximately 90 minutes and were audio taped and documented through note taking. Researchers developed individual reports for each of the selected sites based on: notes and the audio tapes reviewed as necessary to ensure accuracy of information; data gathered during interviews with affiliated vendors; and other extant data, including internet and document reviews.⁴¹ Upon completion of the draft site visit reports, the research team shared the draft reports with those who participated in the interviews at each site to verify accuracy and content; all reports were then revised and finalized based on comments and site feedback.

2.5.2 Review of Cost Considerations

Based on interviews with system administrators, vendors, and other key stakeholders, as well as reviews of budget information provided by a select number of state administrators, researchers identified key cost considerations associated with the implementation and operation of AVN systems. Researchers also identified data requirements for and challenges in pursuing a thorough cost-benefit analysis.

⁴¹ See Appendix D for the case study reports.

3. Evaluation Findings⁴²

This chapter presents evaluation findings across the three phases: landscape of AVN, use and experience with AVN, and considerations for practice.

3.1 Phase I: Landscape of AVN

For Phase I, researchers analyzed data from the document review, vendor and administrator interviews, and AVN system profiles to understand the structural, implementation, and operational characteristics of AVN systems. Characteristics examined included system history, funding, administration, registration, scope of notification services, and training and marketing. In addition, researchers examined the presence of structural and programmatic challenges affecting the implementation and operation of AVN systems.

3.1.1 History of State AVN Systems

Since AVN was first introduced in 1994, states have implemented AVN systems at a fairly steady rate, with the largest surge of implementation occurring between 1997 and 2000 (see Exhibit 8). Connecticut is the most recent state to introduce AVN, implementing its system in 2010.

Exhibit 8: Number of States Implementing AVN Systems by Year (N=48)*

1994	Kentucky
1995	Delaware, Virginia
1996	Arizona, Wisconsin
1997	Georgia, New Hampshire, New York, Tennessee
1998	Arkansas, Missouri, Montana, Nebraska, North Carolina, Ohio
1999	Florida, Maryland, Massachusetts, Michigan, Washington
2000	Alaska, Colorado, Illinois, Nevada, South Carolina
2001	Idaho, Oregon, West Virginia
2002	Louisiana, Minnesota, Texas
2003	District of Columbia
2004	New Jersey, New Mexico, Utah
2006	Iowa, Oklahoma, Wyoming
2007	Alabama, California, Indiana, Mississippi
2008	Pennsylvania, Puerto Rico
2009	Hawaii, North Dakota, Vermont
2010	Connecticut

* The year at least one jurisdiction within the state first used AVN.

3.1.2 Funding

States primarily use federal and state funding to support the implementation, development, and operation of AVN systems. During the third round of administrator interviews, occurring in Year 3, researchers asked system administrators to identify their systems' "current" funding sources. At the time of these interviews, 70% of states used federal funding to support their AVN systems, with 13% exclusively relying on federal funding.

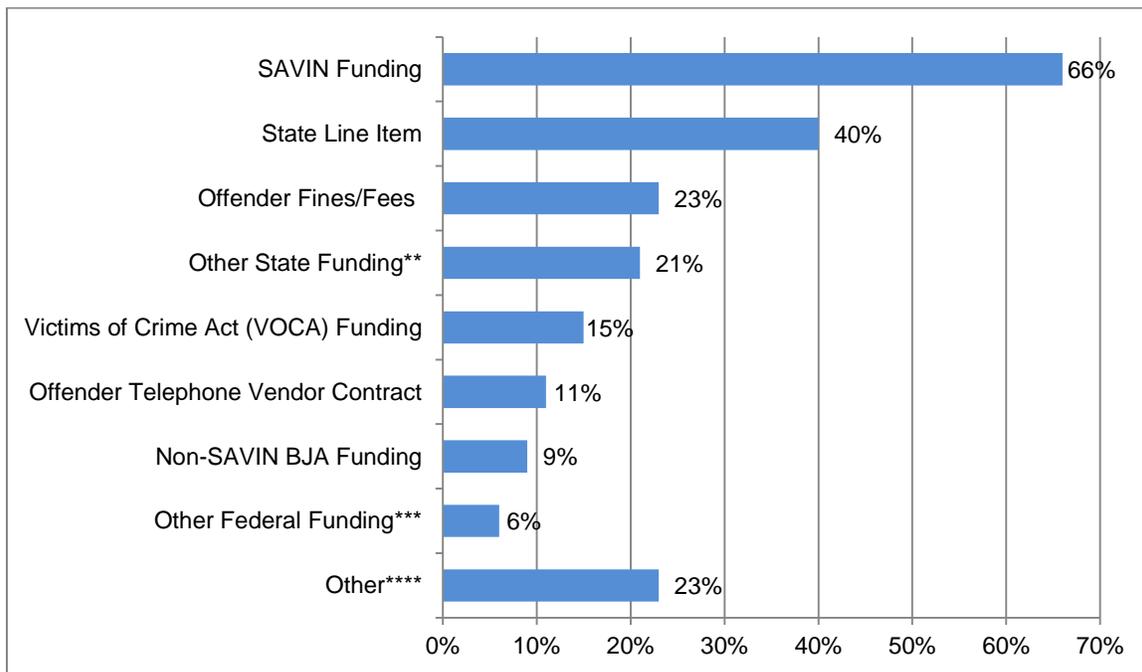
As illustrated in Exhibit 9, the most common federal funding source was the SAVIN program. Sixty-six percent of the states reported actively supporting their system, at least in part, through a SAVIN grant. SAVIN grants are provided for periods of up to 24 months; therefore, this

⁴² In this context, the term "state;" also includes the District of Columbia and Puerto Rico.

funding reflects the more than \$20 million in SAVIN funding BJA awarded between fiscal years 2010 and 2011.⁴³ Other sources of federal funding included the Victims of Crime Act (15%) and non-SAVIN BJA (9%) funding (e.g., Edward Byrne Memorial Justice Assistance Grant Program).

The majority of state administrators (75%) also reported employing some form of state funding to support their AVN system. States were most successful in securing funding by integrating it as a line item in their state budgets (40%). States also funded their systems through the use of offender fines and fees (23%) and by incorporating funding as a requirement under offender telephone vendor contracts (11%).

Exhibit 9: AVN System Funding Sources for 2012 (n=47)*



*Note: Funding sources do not include in-kind contributions provided by government agencies, vendors, or other entities.

**Other state funding included Department of Justice and parole board general funds, traffic fines/fees, civil action filing fees, state-level funds generated from inmate telephone calls and commissary, and tax dollars.

***Other federal funding included Office on Violence Against Women funding and Department of Justice American Recovery and Reinvestment Act funding

**** Other included general city and county funds, special surcharges for criminal convictions, police department general funds, victims' rights and services funds, Mary Byron Foundation Project Grant, inmate wages and benefit funds, general revenue from inmates, and county-level funding generated from inmates' commissary and telephone use.

3.1.3 Administrative Structure

In discussing the operational and financial management of their AVN systems, administrators reported operating under a range of administrative structures. In some states, one individual managed all aspects of the state's AVN system; in others states, multiple individuals had management responsibilities. Differences in administrative structure were largely dependent on the number of participating branches, the presence and number of contracts with an outside vendor, and variations in government structure and operation. North Carolina and Texas offered two examples of the many divergent administrative structures. In North Carolina, one individual

⁴³ This may also include funding provided through no-cost extensions of grants awarded in prior fiscal years.

has all management responsibilities for the state's AVN system, which is operated out of the Department of Public Safety under one vendor contract, and includes participation from the state's prisons and jails. Comparatively, in Texas, several individuals administer the state's AVN system at both the state and local levels. This is due, in large part, to the fact that Texas has participation from prisons, jails, courts, and community corrections, which operate under 162 different vendor contracts.

For states that used SAVIN funding to support the implementation of their AVN system, the grant application process had important implications for the system's administrative structure. The eligibility guidelines for the SAVIN program require applicants to verify that they are authorized to manage the planning and implementation of a SAVIN program. This could be accomplished through reference to state legislation designating this authority or, more often, by providing a letter from the governor or person expressly designated by the governor supporting the SAVIN program. In most states, a prosecutor's office, law enforcement agency, court, jail, or correctional institution applied for and administered the SAVIN grant. Through the application process, this agency was able to generate early buy-in and develop a shared vision for the system's operation. This agency often designated an individual who had been involved in the application process to administer the AVN system and manage both the finances and operation of the SAVIN grant. Administrators in these states reported familiarity with the requirements of the SAVIN program as a result of their participation in the application process. In a handful of states, the governor's office or another designated entity applied for the SAVIN funding. This often resulted in split administrative responsibilities, with the governor's office overseeing the grant's financial management and a designated criminal justice agency overseeing the system's operations. Many administrators in these states reported being hired after the SAVIN grant had been awarded, and reported less familiarity with the requirements of the SAVIN program and what the state proposed for their AVN system.

In addition to tasking individuals with direct operational and financial management responsibilities, BJA requires that states receiving SAVIN funding establish a governance structure to guide the development and delivery of AVN services. According to the *Statewide Automated Victim Information and Notification (SAVIN) Program: FY 2011 Competitive Grant Announcement* (BJA, 2011), these structures should include representatives of criminal justice and law enforcement agencies, technology staff, and victim services representatives. The existence and activity of these governing bodies varies greatly, with some states having defunct or inactive governance structures and others having active bodies that provide regular guidance and oversight. In addition, the role and involvement of these bodies often fluctuates depending on the needs of the system; governing bodies may take a more active role in the start-up phase of an AVN system and then be less involved once the program is fully operational. Depending on the state, governing bodies included representatives from the Department of Corrections, District Attorney's Office, Attorney General's Office, local correctional facilities, law enforcement, courts, related associations, service providers, mental health providers, community members, and victims and their families.

Researchers asked administrators if individuals with a background in information technology served on their staff or governing body. Many administrators reported that they, their staff, or someone in their agency provided technological information and assistance for their AVN systems; however, most administrators reported relying exclusively on their system's vendor for this information and assistance.

3.1.4 System Registration

In many states, a victim or someone on the victim’s behalf (e.g., a service provider or law enforcement) must register with the AVN system in order to receive notification. A few states proactively register victims, allowing those not interested to opt out. How a victim registers depends, in part, on whether the system is open to all public users or closed/restricted to a subpopulation (e.g., victims). As illustrated in Exhibit 10, 74% of states operate systems that are open to the public, 4% offer systems restricted to a subpopulation, and 21% offer dual systems where some notifications are offered to all public users and others are restricted.

The majority of AVN systems are open to the public and generally allow victims to register through secure websites by calling their jurisdiction’s AVN system or by completing a paper-and-pencil registration form. Registration requires that victims know all or part of their offender’s first and last name; a limited number of jurisdictions also allow victims to locate offenders through other identifiers, such as inmate identification number, date of birth, or date of arrest. Under open systems, victims can register anonymously. In Vermont, the registration process asks that registrants identify whether they are a “direct victim and/or affected person” or “other” registrant; most open systems, however, do not differentiate between victims and other registrants.

For closed systems, victims requesting notification must have their eligibility confirmed, typically by a criminal justice or victim services entity, prior to being registered to receive services. In Georgia, for example, victims with offenders incarcerated at the state level can register to receive notification by completing a Crime Victim Notification Request Form in hardcopy and sending it to the Office of Victim Services; completing an online form through the Georgia Pardons and Parole website; or completing a victim impact statement. Office of Victim Services staff then screen applicants, verify the relationship of the applicant to the offender, and manually enter eligible individuals into the system.

Unintended System Users

A few administrators in states operating open systems reported instances of individuals registering against offenders for reasons outside of the system’s intended application, compromising the system. Examples of this include:

- Gang members registering against other gang members to track their movements within the criminal justice system and after their release back into the community.
- Offenders registering against co-defendants to monitor preferential treatment that might suggest cooperation with law enforcement.
- Media registering against high-profile offenders to track and record release for the public.
- Individuals registering third parties for notifications as a form of harassment.

Administrators addressed some of these issues by blocking access to AVN services in correctional facilities and restricting registration against high-profile cases.

Exhibit 10: Percent of States Operating Open, Closed, or Dual System Registration Options (n=47)*

Open System	74%
Closed System	4%
Dual System	21%

* Due to rounding, percentages do not sum to 100.

For both open and closed systems, the registration process requires victims to select how they want to be notified. All states offering AVN allow victims to receive notifications via telephone and email, with 38% offering postal mail and 30% offering text notification (see Exhibit 11). In

some jurisdictions, victims must select or are assigned a personal identification number (PIN) that they must enter to verify their identity prior to retrieving telephone notifications. In most states, once victims select their preferred mode, all notifications are provided in this manner. Indiana is one of a few states that allows victims to customize notification mode based on the notification type. Victims can select email, text, or postal mail options for different routine notifications (e.g., transfers, calls to court); telephone notifications are reserved for emergency or urgent notifications (e.g., escape).

Phone	100%
Email	100%
Postal mail	38%
Text	30%

3.1.5 Scope of Notification Services

The time between when a crime occurs and termination of an offender’s involvement in the criminal justice system can range from months to years, and in some cases it can last a lifetime. Providing victims with notification services during each stage of the criminal justice process requires involvement from each branch of the criminal justice system that comes into contact with the offender. In instances of hospitalization or civil commitment, it may also require involvement from ancillary entities, such as the Department of Health and Human Services.

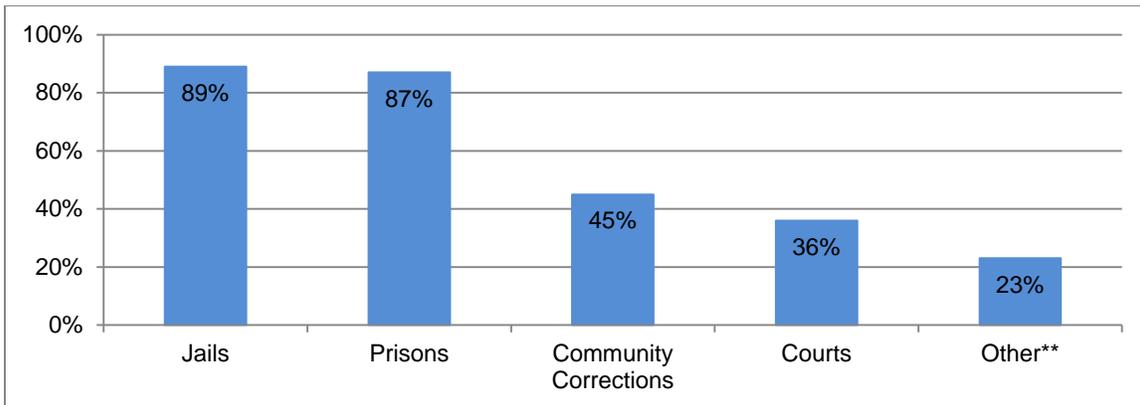
The extent to which victims are able to receive AVN services throughout the criminal justice process can be determined, in part, by examining participation among branches of the criminal justice system. As illustrated in Exhibit 12, jails (89%) and prisons (87%) are more than twice as likely to provide AVN services as are community corrections and courts. States with jails providing AVN have an average participation rate of 88% among county jails throughout the state.⁴⁴

Participation among Tribal Justice Agencies

The criminal justice systems operating in Indian Country vary by tribe. A 2002 census of tribal justice agencies in Indian Country found that 60% of tribes had some form of a tribal justice system (Perry, 2005). Researchers attempted to assess the scope of participation among tribal justice systems as well as the extent to which states engaged in outreach activities specifically aimed at people living on tribal and/or Indian land. Administrators were unable to provide this data in a consistent manner across states. However, administrators who were able to provide this information generally indicated that participation among tribal justice agencies was minimal, as was outreach specifically aimed at people living on tribal and/or Indian land. Additional research is needed to assess participation among tribal communities to fully examine the availability of AVN within and across states.

⁴⁴ Participation among county jails ranges from 4 to 100 percent across these states.

Exhibit 12: Participation among Branches of the Criminal Justice System (n=47)*

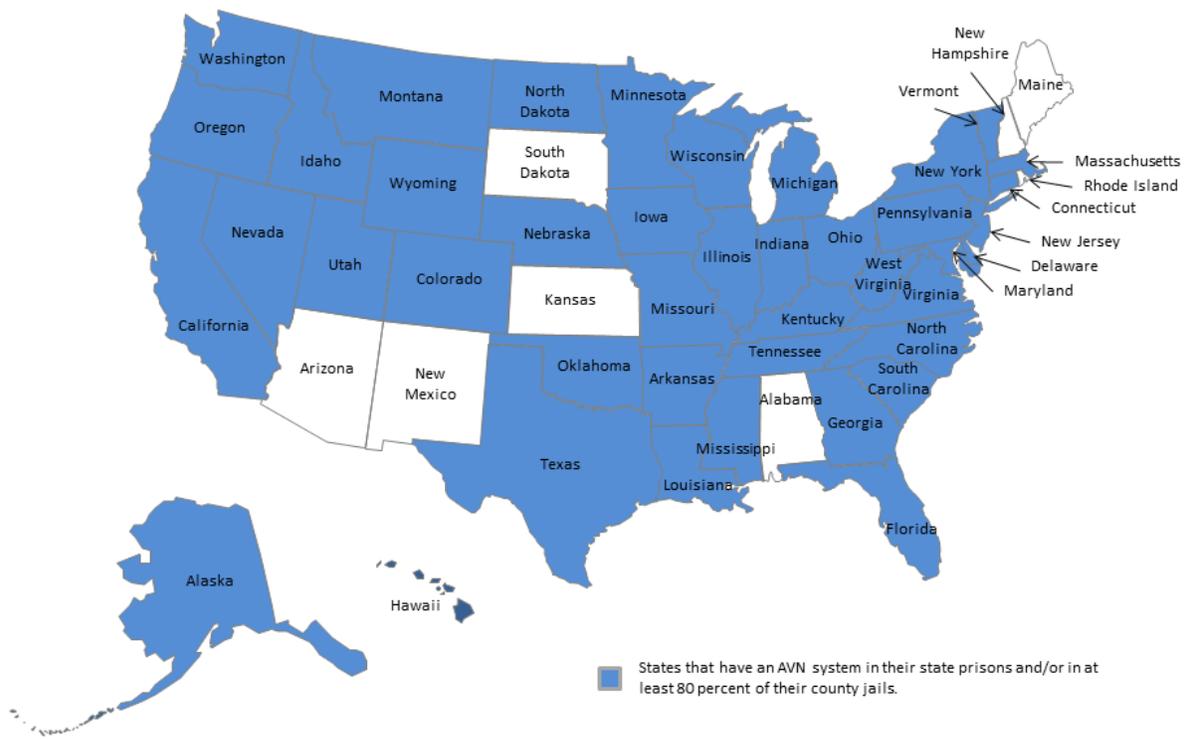


* A state is considered to have participation from a branch of the criminal justice system if at least one agency is participating in the AVN system (e.g., jail is included if at least one jail within the state participates).

**Other includes the Attorney General's Office, Department of Health and Human Services, Department of Youth Services, federal courts, juvenile institutions, and law enforcement.

As the program name suggests, the BJA SAVIN program was established to assist states in developing or improving existing *statewide* victim notification systems. Despite the term being commonly used by BJA, system administrators, and vendors, there is no consensus as to what constitutes a statewide system. To illustrate the availability of AVN services across the United States, Exhibit 13 shows which states operate AVN systems in their state prisons and/or in at least 80% of their county jails.

Exhibit 13: Presence of a Statewide AVN System by State*



* Rhode Island did not participate in the administrator interviews and Alabama was in the process of developing a new AVN system during the time of the evaluation; as a result, data on these states are not reflected.

In addition to participation among branches of the criminal justice system, the scope of AVN

Participation among Municipal Jails

In addition to county jails, offenders can be incarcerated in municipal jails. The extent to which a state’s offender population is incarcerated in county versus municipal jails varies by state. Researchers attempted to assess the scope of participation among municipal jails; however, available data sources were unable to provide this data in a consistent manner across states. Administrators who were able to provide this information generally indicated that participation among municipal jails was minimal. Additional research is needed to assess participation among municipal jails in order to fully examine the availability of AVN within and across states.

services can be assessed by the number and types of events designated to trigger a notification. BJA’s *Guidelines and Standards* for AVN identifies 74 potential notification triggers (Bureau of Justice Assistance, 2012); most states offer notification for a subset of these triggers. The most common events that trigger AVN are escape (91%) and release (87%) (see Exhibit 14). However, despite notification of release being offered in 87% of states, advance notice of release is offered in only 72% of states with AVN systems. Given that notification triggers are largely tied to the affiliated branches of the criminal justice system, and prisons and jails are more than twice as likely to provide AVN services as are court and community corrections,

it is not surprising that status changes are offered at a much higher rate than court events.

Exhibit 14: AVN Triggers (n=46)

Escape	91%
Release	87%
Death	87%
Transfer	85%
Advance Notice of Release	72%
Furlough/Work Release	65%
Probation/Parole Transfer	52%
Probation/Parole Release	50%
Offender Called to Court	46%
Probation/Parole Appearance	41%
Protective Order Delivered	26%
Other*	35%

*Other triggers were offered in less than 10% of states or territories and included 30-day advance notice of protective order expiration, agency outage/back online, arrest, bootcamp transfer/release, change of sex offender residence, civil confinement, clemency, continuing supervision, escorted leave, discharged while owing restitution, execution, home incarceration, hospitalization, intensive prison program, mandatory reentry supervision, offender name change, out of state transfer/return, pardon/executive clemency hearing and decision, parole decision, parole violation, pending grand jury, post-incarceration supervision, release on bond, return to custody, revoked to county jail, secure state agency transfer, sex offender conditional discharge, shock probation, temporary release of custody (e.g., hospitalization), transition program hearing, transition program entrance, transitional control review, and unsupervised release.

3.1.6 Other Information Services

Through secure websites and centralized toll-free telephone numbers, AVN systems also allow victims to proactively obtain information related to their victimization. These services provide victims 24-hour access to information on their offender’s criminal case and his or her custody status. Victims who do not wish to receive notification can use these services to access status information on their case and offender. In addition, registered victims can use the secure websites and centralized toll-free telephone numbers to verify status information between notifications.

System administrators report that 24-hour access to information can empower victims and alleviate fears or concerns related to the status of their offender. Administrators also report that access to a live person is an important feature of any notification system, since victims may not be able to articulate their needs clearly and may require additional assistance not available through an automated system. System telephone operators are able to provide information and referrals; however, administrators and vendors are quick to point out that they are not emergency personnel or service providers, and should not be relied upon for emergency or service-related needs.

AVN systems can also serve as a central repository that provides victims with information on their rights and available services. This information can be provided through notification (e.g., information on how to apply for compensation, referrals to victim assistance services), as well as through the system’s website and centralized toll-free telephone number. Jurisdictions vary in the extent to which they integrate information and referral services into their AVN systems.

3.1.7 Special Features

In addition to the basic features offered through AVN systems, some states have incorporated special practices or features to strengthen their AVN services. The most common of these special features is offering notifications in multiple languages and to the deaf community through teletypewriter (TTY) or another telecommunication device for the deaf (TDD) (see Exhibit 15). Of the 92% of states offering notifications in multiple languages, 98% offered notifications in Spanish. States also reported providing notifications in Somali (7%), Vietnamese (7%), Hmong (5%), Korean (5%), and Russian (5%). Bosnian, Creole, French, Japanese, Llocano, Polish, Tagalog, Tagalic, and Yupik, were each offered in one state.

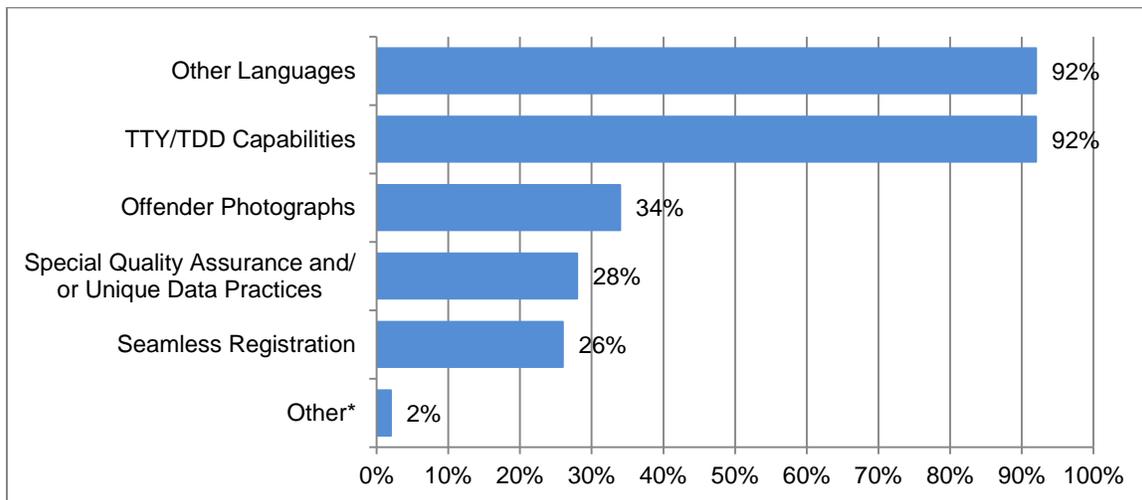
To help victims verify that they are registering against the correct offender, 34% of states display offender photographs on the registration section of their AVN website. Displaying offender photographs can help to ensure accurate registration; however, it can also cause unintended trauma, especially if victims do not anticipate seeing an image of their offender as part of the registration process. Arkansas has addressed this potential drawback by offering a “show photo” option on its registration page, where a victim/registrant has the option of viewing a photo, but the photo does not appear automatically when he or she selects an offender.

Special quality assurance practices and/or unique data practices that go above and beyond what is offered by a system vendor or the system’s built-in data and quality assurance functions were offered by 28% of states. For states operating systems through third-party vendors, this may include managing, checking, or manipulating data prior to allowing the vendor to access it. States operating their systems in house may be able to develop new, customized data features, or may be actively involved in data activities beyond the system’s own built-in data quality assurance functions. A few states have also implemented quality assurance practices by conducting system evaluations to assess the accuracy of or satisfaction with their system. Washington State’s partnership with Western Washington University offers one such example. Through this partnership, the Washington Association of Sheriffs and Police Chiefs provided Western Washington University with a list of offenders who were scheduled to be released within a two-month period. Criminal justice students at the university then registered against these offenders to assess the accuracy and timeliness of the state’s AVN system.

Seamless registration, offered by 26% of states, is defined as a system through which victims only need to register once to receive notifications as their offender moves through multiple (at

least two) participating branches of the criminal justice system. Under seamless registration, a user would not need to reregister if an offender was transferred from a jail to a prison. The criminal justice system can be complex and overwhelming for victims who may not be familiar with its structure or the roles and responsibilities of different branches. Seamless registration can help ensure that victims receive continuous notification services, without requiring that they understand the nuances of the criminal justice system or their jurisdiction’s AVN system.

Exhibit 15: Special Features (n=47)*



*Other includes ability to set preferences for notification mode by trigger priority.

3.1.8 Training and Marketing

Training and marketing are critical to ensuring that victims are aware of and able to access the services offered through AVN systems. All states providing AVN services reported engaging in training and marketing activities to support the use of AVN. For states operating vendor-based AVN systems, training and marketing materials are typically provided as part of the vendor contract. As illustrated in Exhibit 16, 94% of states provided trainings outside of what was offered by their system vendor, and 66% offered vendor-provided trainings. Training audiences typically included service providers, advocacy groups/task forces, corrections personnel, court officials, law enforcement, and prosecutors. A few states have expanded their trainings, offering them to hospital personnel, mental health providers, child protective services, funeral directors, military service providers, individuals working in the service industry, college students, youth groups, the general public/community groups (e.g., Rotary Clubs), and offender populations, since many offenders are also victims. Offering training to multiple audiences who may interact with diverse victim populations during different points in the criminal justice process helps to promote AVN services and ensure that key stakeholders can assist victims with the registration process.

Training content tends to provide information on the services offered through the jurisdiction’s AVN systems, the benefits of notifications for victims and the criminal justice system, the registration process, and victim rights and services. In some states, training includes a practicum, where attendees can practice registering individuals to receive notification. The administrator in South Carolina, for example, has created targeted training curricula for service providers, law enforcement, corrections personnel, and the general public. South Carolina’s administrator works with each agency to better understand how they plan to use AVN, and then

modifies the training to better meet the needs of each audience. Training is often conducted in computer labs at high schools or colleges, or using laptops so audience members can practice the registration process while getting real-time assistance and feedback. Each agency is then provided a master training manual and copies of all instructional sheets that they can refer to as needed. To encourage participation, this training is accredited through the South Carolina Criminal Justice Academy as well as accrediting bodies for service providers.

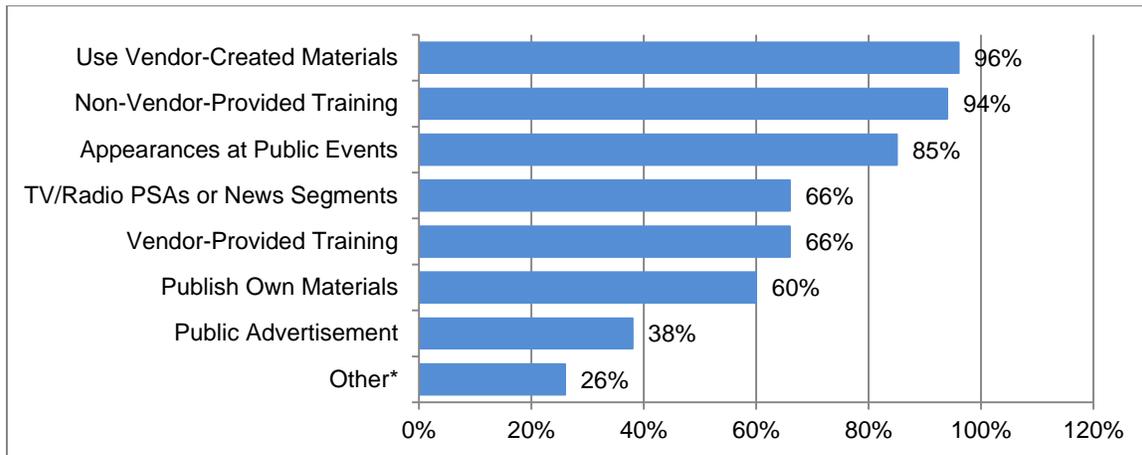
Oklahoma mandates training on AVN for all law enforcement. The police academy has incorporated training on AVN, and law enforcement can take this module during their in-service training and receive continuing education credits. In-person training is recorded and left with each county so they can train new deputies and dispatchers as they are recruited. Each attendee also receives a CD with information on the history of the victims' rights movement, state statutes, and service providers in their area.

Vermont requires all correctional facilities to train their staff on AVN and integrated this requirement into the facility audit process to ensure compliance. Similarly, Illinois and Utah incorporated training into their State Victim Assistance Academy, which is attended by law enforcement, service providers, corrections personnel, and court officials.

In addition to training, states engage in a wide variety of marketing activities to promote AVN. Vendors offer states a range of materials, including brochures, posters, tear pads, and business cards with system information to assist states with their promotional activities. Ninety-six percent of states use these materials; 60% produce their own marketing materials. Marketing activities also include billboards, public service announcements (PSAs), and media advertisements/releases. Vendors also assist by providing templates for PSAs and press releases. Administrators also report marketing AVN through their attendance and presentations at conferences, state fairs, and other community events. New York State holds an annual conference dedicated to promoting AVN, which is attended by law enforcement, corrections personnel, service providers, prosecutors, and other criminal justice personnel throughout the state.

A number of administrators noted that their marketing activities tended to be concentrated during the implementation phase of their AVN system and/or during National Crime Victims' Rights Week in April of each year or Domestic Violence Awareness Month in October. The impact of marketing activities has generally not been measured; however, Hawaii reported the highest spike in registrations after advertising its AVN system on bus posters. Michigan encourages marketing by offering a scholarship to the National Organization for Victim Assistance annual training for counties with the highest increase in registration.

Exhibit 16: Outreach Activities (n=47)



*Other included displaying information and participating in professional conferences, hosting an annual state conference on AVN, hosting virtual trainings, including brochures in DMV registration materials, disseminating press releases, including AVN training as a facility audit requirement, offering dedicated training at the State Victim Assistance Academies, putting information on placemats during National Crime Victims' Rights Week, sending brochures to public libraries and medical associations, and using social media.

3.1.9 Structural/Programmatic Challenges

As part of the administrator interviews, system administrators were asked to identify any challenges or limitations they faced in planning, implementing, or operating their AVN system. One of the common challenges identified by administrators was obtaining buy-in from key stakeholders. Administrators cited leadership turnover and resistance to new technology as major obstacles. Technology challenges were especially acute in rural areas with limited or no access to the internet, computers, and computer literate individuals. This not only resulted in resistance from these communities but higher implementation costs in terms of time and material. According to administrators, stakeholders in these communities thought that the cost to implement AVN systems outweighed the benefit given their size and limited number of jail beds. In addition, administrators noted that victims in these communities did not always have telephone numbers or computers to receive notifications.

Administrators also cited technology compatibility as a significant challenge to implementation and operation. Criminal justice facilities use a variety of different booking/management systems with varying levels of sophistication and different standards and terminology. In Indiana, for example, jails use at least 28 different management systems, and systems often change as an agency acquires a new sheriff who may be more familiar and comfortable with a different system. Incompatibility between these systems and/or vendor-operated AVN systems can hinder data transfer. As a result, implementation costs increased for communities that needed to implement or upgrade their facilities' booking/management systems. Once implemented, administrators reported experiencing challenges when facilities changed their booking/management systems. One administrator reported that it took six months to get new interfaces when facilities changed a booking/management system. To ensure continued compatibility, administrators noted that it is important that partners consider the implications for AVN when selecting or redesigning their offender booking/management system.

Once buy-in and compatibility issues are overcome, administrators reported that notification can be compromised by inaccurate data entry and systems going offline. Vendors and

administrators note that AVN systems are only as good as the data inputted. When information is not entered consistently or accurately, it can result in victims receiving delayed or inaccurate notification, or in some cases not receiving notification at all. Victims may also not receive notification if a system goes offline. Administrators recognized that systems can go offline for routine maintenance; however, administrators also reported systems going offline for other unanticipated reasons (e.g., a weather related incident, a computer outage). Administrators reported that these outages can last from a couple of hours to weeks and months (e.g., due to an offender booking/management system change); a few administrators reported outages as a recurring issue with facilities being offline for extended periods of time. When administrators are aware that a system is offline, which is not always the case, they note that it can be challenging to communicate this information to participating facilities, service providers, and registered victims in a timely manner.

In terms of specific notifications, administrators noted that telephone notification can present challenges for a few reasons. In jurisdictions requiring a PIN, victims may forget their PINs or authorities registering on behalf of victims may forget to share this information. This results in continuous calls at regular intervals (e.g., every 30 minutes) for an extended period of time (e.g., 24 or 48 hours). Telephone notification may also result in problems when victims change their telephone numbers without updating their information in the AVN system. Individuals who inherit these numbers may end up receiving unwanted notification that they are unable to terminate. In both of these instances, individuals must call into the AVN system to access the notification and/or stop the notification calls, a process administrators reported as confusing and frustrating. Administrators expressed a desire to have authority or access to directly assist individuals calling their office because of these issues.

Additionally, administrations shared concerns about system sustainability. Administrators reported high annual operating costs, noting that they were working toward, but had not obtained, sustainable funding. With many states experiencing large budget cuts, administrators were worried about how funding cuts may affect their ability to engage in marketing, training, or operational activities. When asked how victims would receive notification if the AVN system could not be maintained, most administrators said that they would have to return to manual notification but were unsure of how manual notification would be implemented or how the transition from automated to manual notification would occur. In a few states, such as Utah, lack of funding has already resulted in reductions to the scope of notification services.

3.2 Phase II: Use and Experience with AVN

The purpose of Phase II was to determine service providers' and victims' awareness and use of, satisfaction with, and experiences using AVN systems. By administering both a survey of service providers and a survey of victims, researchers were able to analyze survey data to explore select outcomes and conduct multivariate analyses to identify important predictors of awareness and use of, satisfaction with, challenges using, and perceived benefits of automated notification among survey respondents.

3.2.1 Findings from the Survey of Service Providers

The survey of service providers incorporated the perspectives of both criminal justice and community-based service providers. Beginning with an overview of survey respondents, the survey findings presented in this section describe the extent to which service providers use or encourage the victims they work with to use AVN systems. It then examines the perceived

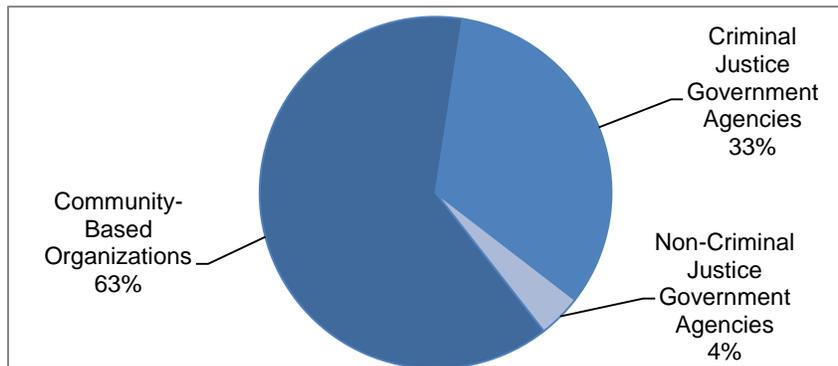
benefits of such systems, challenges faced during use, and the extent to which service providers supplement automated notification with manual notification. The section presents recommendations from survey respondents on how current AVN systems could be enhanced to better meet the needs of victims. The section concludes with multivariate analyses examining predictors of usage of and satisfaction with AVN services among service providers, as well as perceived benefits and experienced challenges.

RESPONDENT BACKGROUND

Surveys were received from 1,246 service providers in all 50 states and the District of Columbia, representing a diverse range of organizations, geographic service areas, types of victim services, and victim populations served. Five states with the largest number of respondents represented one-fourth (25%) of the total sample: Washington (n=90), California (n=71), Texas (n=53), Minnesota (n=50), and Colorado (n=49). The majority of respondents reported serving counties, cities, and other localities (83%), with 12% of respondents serving state or regional areas, and 1% serving victims at the federal level.⁴⁵ The geographic diversity and high concentration of service providers working at the local level help to ensure that the survey findings reflect the perspectives of service providers from jurisdictions all across the United States.

As illustrated in Exhibit 17, 63% of respondents reported working for non-profit/community-based organizations (hereafter referred to as community-based organizations) and 33% worked for criminal justice government agencies such as courts, prosecutor’s offices, law enforcement entities, and correctional agencies. The remaining respondents (4%) reported working for non-criminal justice government agencies, such as child protection and social services.

Exhibit 17: Respondents by Organizational Type (n=1,246)



Domestic violence was the most common victim population served by both community-based organizations (89%) and criminal justice government agencies (95%) (see Exhibit 18). Other types of victim populations commonly served by all respondents included sexual assault (82%), stalking (73%), child abuse (65%), assault (60%), and elder abuse (57%).

⁴⁵ Six percent reported working in “other” types of jurisdictions. When asked to identify “other,” the large majority reported working in multiple counties.

Exhibit 18: Types of Population Served by Organizational Type

	All (n=1,199)	Community-Based Organizations (n=760)	Criminal Justice Government Agencies (n=387)	Other Organizations (n=52)
Domestic Violence	91%	89%	95%	90%
Sexual Assault (including Rape)	82%	78%	90%	87%
Stalking	73%	68%	85%	69%
Child Abuse	65%	54%	86%	69%
Assault	60%	41%	94%	73%
Elder Abuse	57%	45%	79%	60%
Special Needs/ Victims with Disabilities	46%	36%	66%	40%
Survivors of Homicide Victims	42%	20%	54%	54%
Robbery	35%	10%	82%	44%
Human Trafficking	35%	34%	38%	37%
Burglary	33%	10%	78%	46%
Property/Economic Crime/Fraud	32%	11%	73%	39%
DUI/DWI/Other Traffic Crimes	31%	8%	73%	46%
Missing/Exploited Children	21%	9%	46%	19%
Other*	6%	4%	9%	21%

*Other included cold cases, crimes involving drugs and/or substance abuse, crimes involving the homeless, crimes involving immigrants/refugees/individuals with limited English, crimes involving law enforcement, crimes involving the LGBT community, dating violence, ID theft, hate crimes, neglect, sexual harassment, and protection order violations.

The most common service provided by both community-based organizations (95%) and criminal justice government agencies (92%) was information and referrals (see Exhibit 19). Other services, however, tended to vary based on organizational setting. With a focus on supporting victims as they navigate the criminal justice system, the most common services reported by service providers in criminal justice government agencies included criminal justice system advocacy (81%), court accompaniment (77%), compensation claim assistance (77%), victim impact statement assistance (76%), and restitution assistance (71%). Conversely, community-based providers, who tend to provide a broader range of services, reported crisis intervention (93%), 24-hour call centers (88%), legal advocacy (75%), short-term counseling (74%), and transitional housing/emergency shelter (70%) as the services they most commonly provide to victims.

Exhibit 19: Types of Victim Services Provided by Organizational Type

	All (n=1,193)	Community-Based Organizations (n=760)	Criminal Justice Government Agencies (n=381)	Other Organizations (n=52)
Information/Referrals	94%	95%	92%	89%
Court Accompaniment	83%	87%	77%	73%
Crisis Intervention	81%	93%	60%	71%
Criminal Justice System Advocacy	73%	69%	81%	67%
Compensation Claim Assistance	71%	69%	77%	65%
24-Hour Call Center	61%	88%	13%	31%
Legal Advocacy	62%	75%	37%	40%
Victim Impact Statement Assistance	61%	53%	76%	64%
Short-Term Counseling	55%	74%	17%	48%
Transitional Housing/ Emergency Shelter	50%	70%	13%	25%
Restitution Assistance	38%	21%	71%	50%

Exhibit 19: Types of Victim Services Provided by Organizational Type

	All (n=1,193)	Community-Based Organizations (n=760)	Criminal Justice Government Agencies (n=381)	Other Organizations (n=52)
Long-Term Counseling	30%	43%	5%	25%
Long-Term Housing	5%	8%	1%	2%
Other*	17%	16%	17%	31%

*Other included capacity building and educational classes, case management, child care, crime scene response services, emergency assistance (e.g., financial assistance), forensic exams, immigration assistance, legal representation, medical accompaniment and advocacy, notification services, relocation services, resource assistance (e.g., clothing, food), restraining and protective order assistance, safety planning, supervised visitation and exchange, support groups/group counseling, translation and interpretation services, and transportation assistance.

AWARENESS AND USE

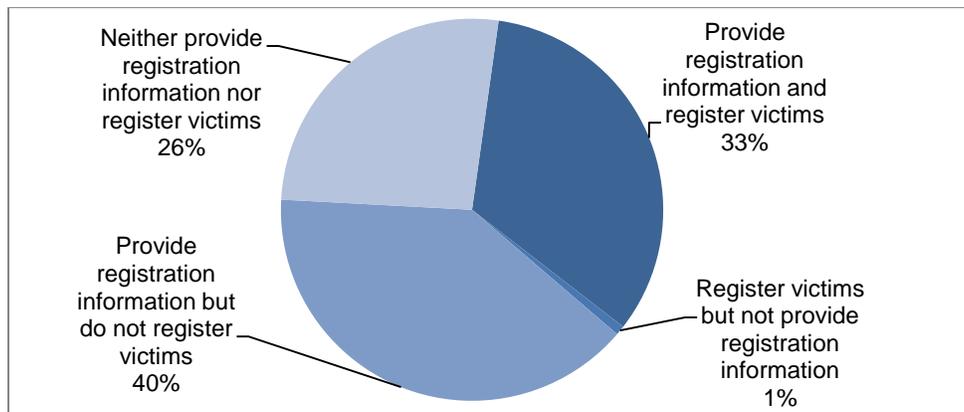
Nearly three-quarters (74%) of all survey respondents reported using AVN systems (see Exhibit 20); 40% reported that they provide victims with registration information, 33% noted that, depending on the victim, they either provide registration information or complete the registration process on behalf of the victim, and 1% reported always completing the registration process on behalf of their clients. Of the remaining 26%, two-thirds (66%) reported that they did not use AVN systems due to the absence of a system in their jurisdiction, while more than one-third (34%) reported a preference not to use the system that is in place.

Awareness of Automated Victim Notification Systems among Non-System Users

Further assessment regarding the awareness of automated notification systems among non-system users suggests that not all service providers are accurately informed about the availability of such systems in their jurisdiction.

Of those providers who work in states with AVN coverage across 100% of local jails and the Department of Corrections (n=52), more than half (56%) reported that their state and/or county did not have an automated notification system.

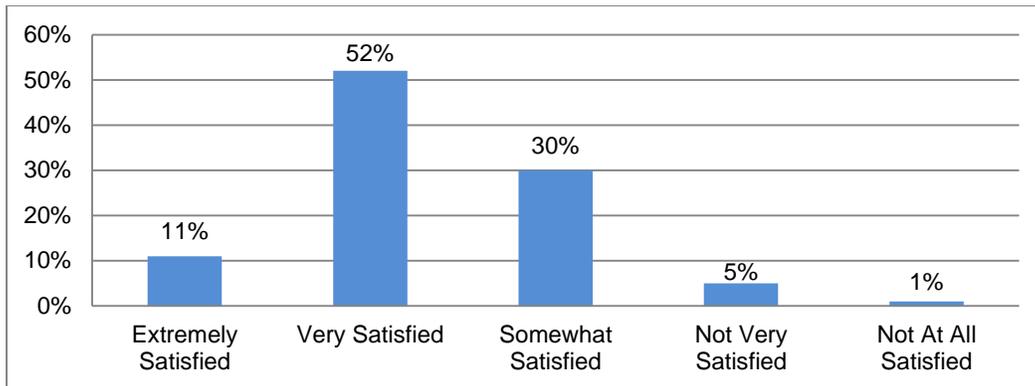
Exhibit 20: Use of AVN Systems (n=1,203)



SATISFACTION AND BENEFITS

Overall, the majority (63%) of service providers who have used AVN systems reported being “extremely satisfied” or “very satisfied” with their jurisdiction’s AVN system, while only 6% reported being “not very satisfied” or “not at all satisfied” (see Exhibit 21).

Exhibit 21: Satisfaction with AVN Systems (n=675)

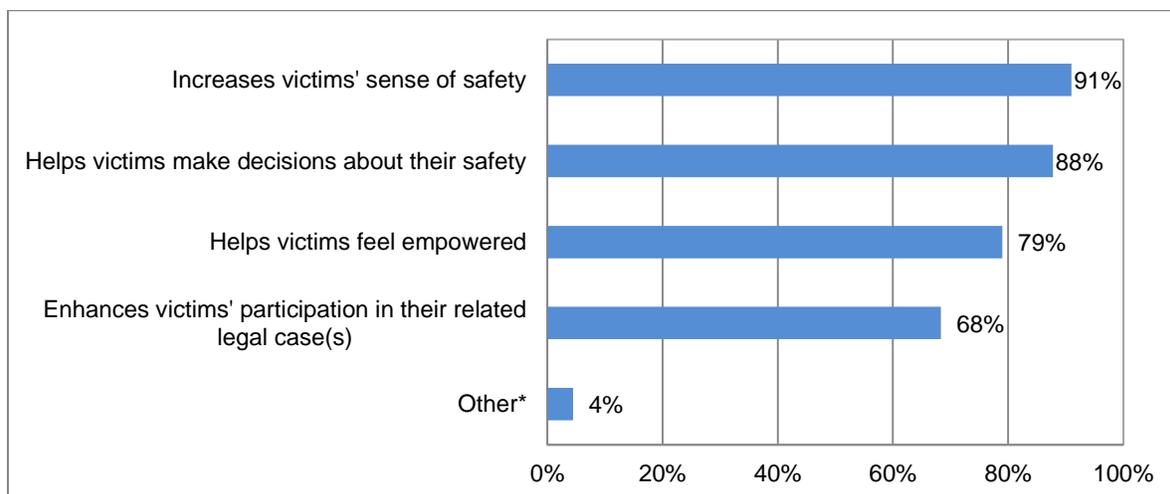


Respondents provided their perspectives on AVN system benefits for victims. The survey featured questions about specific benefits identified by the researchers and included a space for respondents to identify other, non-specified benefits. As illustrated in Exhibit 22, respondents perceived AVN systems to be beneficial in terms of increasing victims’ sense of safety (91%); helping victims make decisions about their safety (88%); helping victims feel empowered (79%); and enhancing⁴⁶ victims’ participation in their related legal case(s) (68%). Other benefits identified by service providers included enhancing victims’ sense that the criminal justice system cares about their safety, providing victims with 24-hour information on and timely notice of changes in offenders’ status, and serving as a backup system for manual notifications.

“This has been a wonderful program for our victims and one that they rely on. When the automated system can't work for our victim, a real person gets on the line to help. Sometimes our victims are so traumatized they can't even punch in the correct numbers, so that human element is important.”

- Survey of Service Providers Respondent

Exhibit 22: Perceived Benefits of Automated Notification for Victims (n=854)

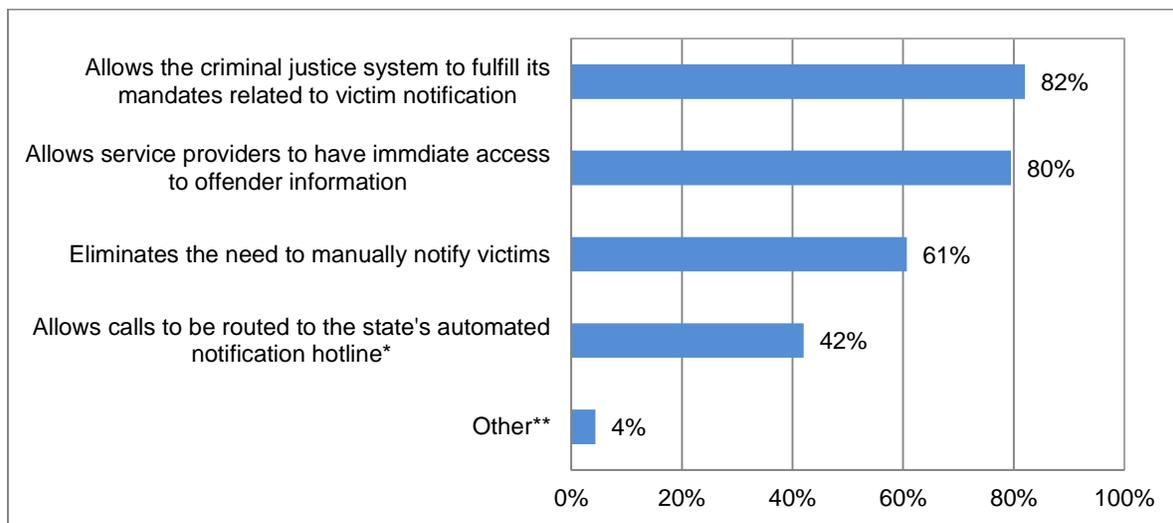


*Other included enhancing victims’ sense that the criminal justice system cares about their safety, providing victims with 24-hour information on and timely notice of changes in offenders’ status, and serving as a backup system for manual notifications.

⁴⁶ The terminology used in this survey item refers to the perceived increase in victims’ desire to be involved in their legal case. Phase II findings present victims’ desire to be involved as a positive indicator; however, increased involvement may not be interpreted as a positive outcome for all victims.

Service providers also provided feedback on the benefits of AVN systems for the criminal justice system (see Exhibit 23). In addition to being asked about specific benefits, service providers were given an opportunity to identify other, non-specified benefits. The two most reported benefits were that AVN systems allow the criminal justice system to fulfill its mandates⁴⁷ related to victim notification (82%) and allow law enforcement, prosecutors, service providers, and other criminal justice professionals to have immediate access to offender information (80%). Service providers also reported that AVN systems eliminate the need to manually notify victims, allowing criminal justice staff to focus on other responsibilities (61%), and allow local criminal justice agencies to route calls concerning custody and court status to the state’s AVN call center (42%). Another reported benefit to the criminal justice system, commonly cited under “other,” was that it provided a backup to manual notifications. Additionally, service providers reported that AVN systems provide a tracking system for offenders and allow interested parties beyond the primary victim to receive notifications.

Exhibit 23: Benefits of AVN Systems for the Criminal Justice System (n=844)



*Not all jurisdictions have this function as part of their AVN system.

**Other included offers a backup to manual notifications, provides a tracking system for offenders, and allows interested parties beyond the primary victim to receive notifications.

CHALLENGES

Service providers were also asked what challenges they had experienced, as well as what perceived challenges their clients had experienced, in using their jurisdiction’s AVN system. As shown in Exhibit 24, service providers reported that the most common challenges experienced by both themselves and their clients were inaccurate notifications and/or delayed or outdated notifications. A couple of service providers reported hearing of instances where inaccurate, delayed, or absent notifications allowed offenders to show up at victims’ homes and, in some cases, re-assault them.

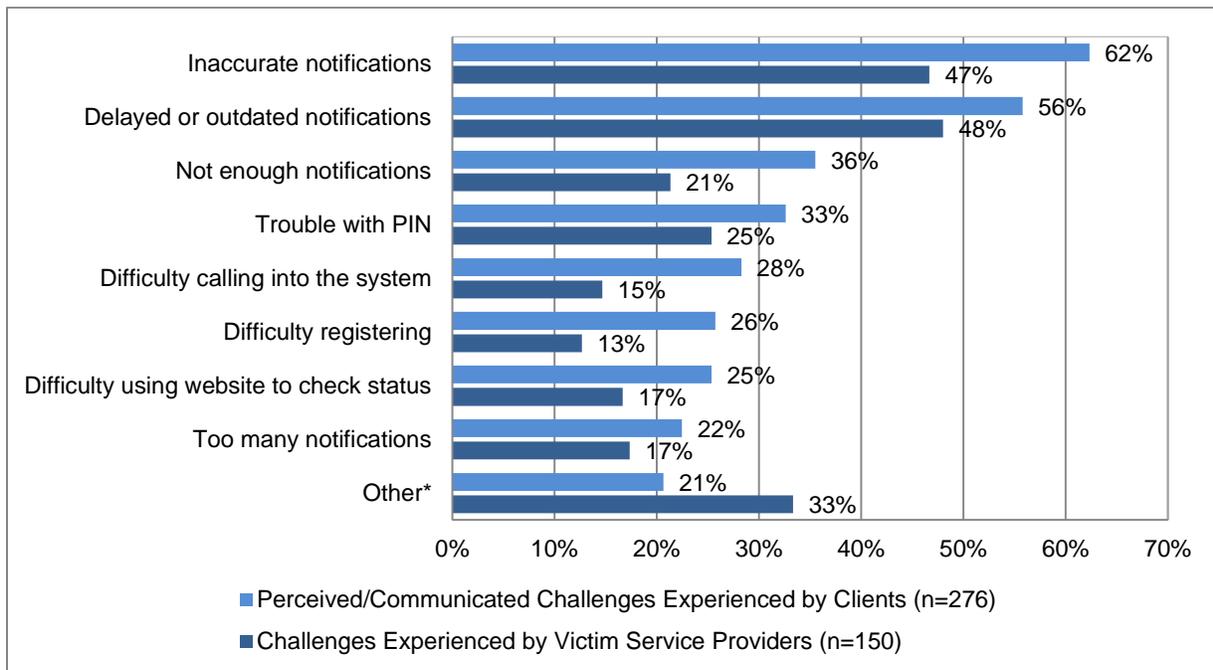
“Last month we had a [registered] victim who was never notified of her offender’s release. He came to her house and assaulted and raped her.”

- Survey of Service Providers Respondent

⁴⁷ This measure reflects respondents’ perceptions; an assessment of the extent to which AVN fulfilled jurisdictions’ notification mandate in a legally sufficient manner was beyond the scope of this evaluation.

Additionally, service providers reported that they and their clients did not receive enough notifications. Qualitative comments suggest that respondents may have been speaking about the type of notifications (e.g., notifications for arrest, transfer, escape, work release), as opposed to the quantity of individual notifications received. Respondents reported that they wanted to be informed of additional status changes and court events as offenders move through the criminal justice system. Service providers also reported that they and their clients experienced challenges with PINs,⁴⁸ calling into the system, registering to receive notifications, and using the website to check an offender’s status.

Exhibit 24: Challenges in Using AVN Systems



*Other included inability of live operators to provide direct support services, lack of seamless registration across branches of the criminal justice system, events not being covered under the AVN system (e.g., notifications available for release but not transfers or work furlough), non-participation by some branches of the criminal justice system, notifications received by non-registrants due to their obtaining new telephone numbers, trouble locating offenders in the system, unclear information provided in the notifications, scripting errors resulting in inaccurate/no notifications, and system outages.

When asked to identify other challenges that they or their clients experienced when using AVN systems, a large number of service providers across jurisdictions reported system outages, with some service providers reporting that their systems had been down for weeks at a time. Service providers noted that this challenge not only resulted in a lack of notifications for registered victims, but also unnecessary anxiety since victims often do not understand what it means for a system to be down.

Service providers also reported non-participation among some entities of the criminal justice system (e.g., law enforcement, jails, prisons, probation and parole, courts) as a challenge to ensuring that victims receive accurate and timely notifications. In jurisdictions where all entities do not participate, as well as jurisdictions that do not have seamless registration between those that do, service providers reported instances of victims receiving notifications of an offender’s

⁴⁸ Based on qualitative comments, most PIN challenges were related to service providers and/or victims forgetting their PINs and then not being able to retrieve the notification information or stop the telephone calls providing the notification prompt.

release when the offender was still in custody and had simply been transferred to a different facility or sector of the criminal justice system. In cases where the receiving facility or entity did not provide automated notifications, the victim could not receive additional information about the offender when they called into the notification system. For example, in jurisdictions where probation and parole do not provide automated notifications, victims cannot receive information about conditions of release when they call into AVN systems. As occurs when a system is down, this can cause unnecessary anxiety for victims. Non-participation by some branches of the criminal justice system also causes confusion among victims who do not understand that their registration is tied to a specific facility or entity and not the criminal justice system as a whole.

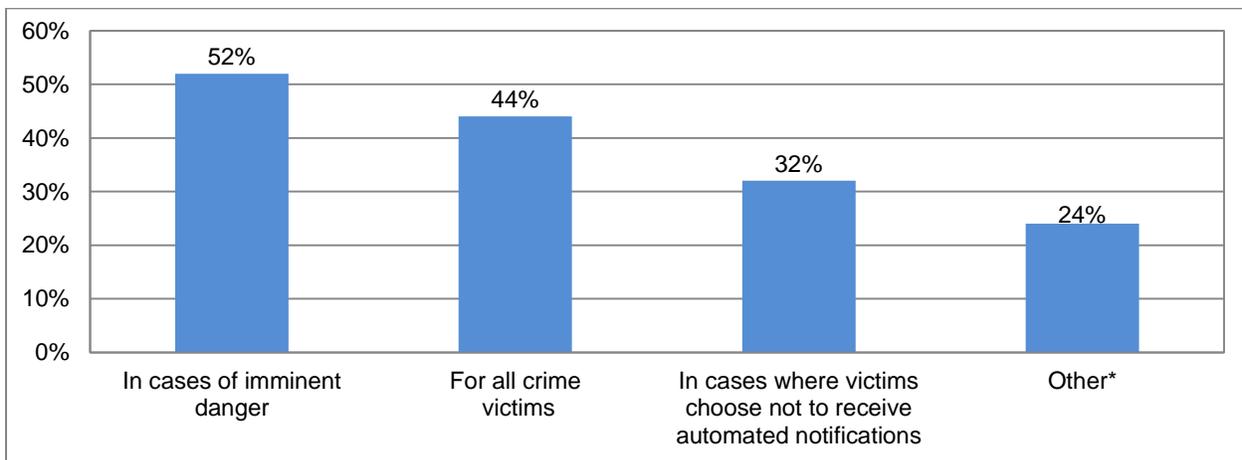
USE OF MANUAL NOTIFICATIONS

The majority (60%) of service providers who register victims for and/or refer victims to AVN systems continue to provide manual notifications via telephone, text, email, or postal mail. For some service providers, it is a personal choice to provide both automated and manual notifications. For example, more than half (52%) of respondents provide manual notification in cases of imminent danger, and nearly one-third (32%) provide them in cases where victims choose not to receive automated notification (see Exhibit 25). In some jurisdictions (e.g., Massachusetts), however, service providers are mandated to provide manual notifications.

“Manual notification is still used for most person-type crimes...because it’s usually unknown whether [or not] the victim has decided to utilize the automated system.”

- Survey of Service Providers Respondent

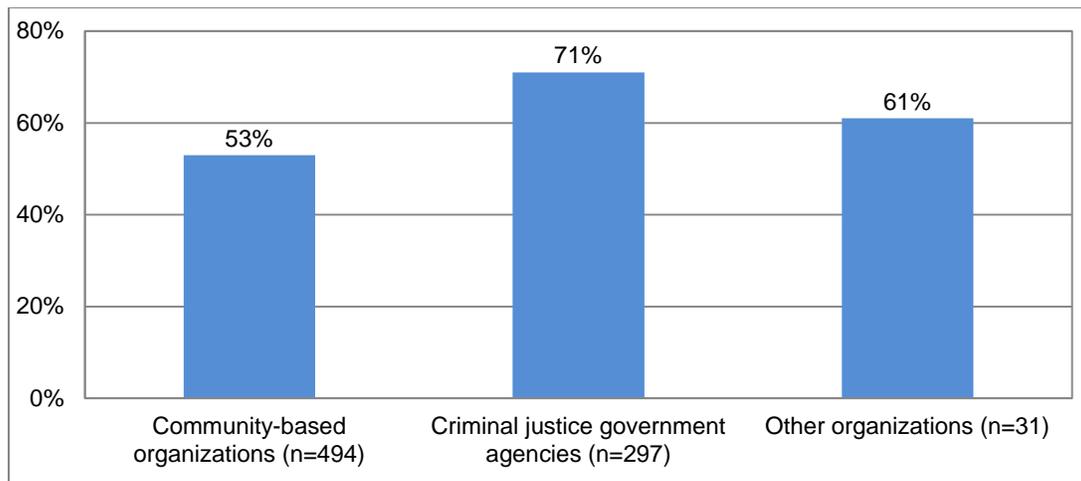
Exhibit 25: Use of Manual Notifications among Service Providers (n=474)



*Other included any time the service provider receives status information, for events (e.g., court dates) not covered by the AVN system, for specific cases (e.g., domestic violence, on a case-by-case basis), in counties where services are provided but automated notification is not available, when law enforcement is unable to reach the victim, when the AVN system is offline, when the crime occurred prior to implementation of the AVN system, when the offender is being transferred to a facility or branch that does not participate in the AVN system, when the victim does not have access to a telephone and/or computer, when the victim has limited English proficiency, and when victims/prosecutors request manual notifications.

Of those who reported using their jurisdiction’s AVN system, 53% of service providers working in community-based organizations, 71% of service providers in criminal justice government agencies, and 61% of service providers operating out of “other” organizations continue to provide manual notifications (see Exhibit 26).

Exhibit 26: Use of Manual Notifications by Organizational Type



RECOMMENDATIONS FOR IMPROVING AVN SERVICES

Upon assessing their own and their clients' experiences using AVN systems, service providers were asked if they had any recommendations as to how current AVN systems and services could be further improved to support the needs of victims. Recommendations provided by survey respondents included:⁴⁹

- *Where possible, provide comprehensive notifications across all branches of the criminal justice system.* Service providers discussed the importance of providing notification from the time of arrest through probation and parole that not only includes routine court or custody status notification, but also notification for protection orders, work release/furlough, and commitments to state hospitals and other facilities for conditional release.
- *Provide seamless registration across facilities and branches of the criminal justice system so that victims only need to register one time to receive notification.* In jurisdictions where seamless registration is not possible, transfer notifications should specifically indicate that the victim will need to reregister to continue receiving notification and should provide information on the registration process and who they can contact if they have questions.
- *Offer comprehensive information as part of the notification to reduce unnecessary stress or anxiety among victims.* Provide a more detailed explanation for notification and include information for a local agency that the victim can contact if there are additional questions or concerns regarding the notification.
- *Where possible, provide advance notice of release so that victims have sufficient time to take measures to ensure their safety.* Specific suggestions regarding the timing of such notifications included notifying victims one month, one week, and one day prior to the offender's scheduled release date, and then providing an additional notification at the time of release.

⁴⁹ Due to the differences in automated notification systems, individual recommendations may not be relevant to all jurisdictions.

- *Identify and fix system outages and problems in a timely manner.* Service providers suggested that procedures and processes be put in place to ensure that victims are provided with accurate and timely notifications during anticipated and unanticipated system outages.
- *Enhancing telephone notification so that the system is easier to use and victims receive accurate and timely information.* During the registration process, incorporate a mechanism to test and verify the registered telephone number upon initial entry to ensure accuracy. Implement a more user-friendly system for victims to retrieve a forgotten PIN or access number and stop notification without entering a PIN.
- *Allow for multiple ways to locate an offender when registering online or checking an offender's status.* Providing multiple search points for offender lookup, such as partial name and arrest date, can reduce burden and potential errors in identifying the correct offender for registration.
- *Improve services for special needs populations.* Service providers reported that additional supports and tailored services are needed for non-English speaking populations and for victims with disabilities.
- *Increase public awareness of the system.* Service providers reported that there is not widespread awareness of the availability of AVN services among their colleagues and the community at large. Some service providers suggested offering more frequent and in-depth training for practitioners who come in contact with victim populations to enhance their ability to educate and inform victims of AVN services.

MULTIVARIATE ANALYSIS OF OUTCOMES FROM THE SURVEY OF SERVICE PROVIDERS

The research team performed multivariate analyses to predict usage, satisfaction, perception of benefits, and experienced challenges among service providers. Predictor variables included state system features, organization characteristics, and services factors (see Exhibit 27 for a description of all variables included in models). All outcome variables were derived from survey items. The first model predicts whether service providers use AVN, either by referring victims to AVN, registering victims for AVN, or referring and registering victims for AVN. These categories were collapsed into a single variable measuring AVN use (dichotomous). Subsequent models explore satisfaction (5-point Likert scale), experienced challenges (dichotomous), and a perceived benefits scale that was computed by summing five individual benefit items (dichotomous).

State-level system variables were created from administrator interview information for the respondent's state. Most of the state characteristics were simple dichotomous variables (e.g., seamless registration) or simple sums of endorsed features (number of primary triggers endorsed in AVN system profiles). System coverage was computed by summing four dichotomous variables indicating whether the Department of Corrections, courts, community corrections, and other branches were participating in the state's AVN system. This was then added to a fraction representing the proportion of participating county jails within that state.⁵⁰ To preserve the sample size, for states that were unable to provide an estimated percentage of participating jails, the research team used mean imputation to impute the average proportion of

⁵⁰ States with no participating jail systems were counted as having 0% of jails, while states with integrated prison/jail systems were counted as having 100% of jails participating.



participating jails. For the exhibits presented in this section, results are footnoted for models using the original coverage variable as well.

Exhibit 27: Descriptive Statistics for Service Provider Respondents

	<i>Coding</i>	<i>Mean</i>	<i>Item</i>
OUTCOME VARIABLES			
Usage	1=Y, 0=N	0.74	Do you register victims for and/or refer victims to automated notification services?
Satisfaction	Likert scale, 1=Not at all satisfied to 5=Extremely satisfied	3.66	Overall, how satisfied are you with your jurisdiction's automated notification system?
Perceived benefits scale	Continuous (0 to 5 range)	3.31	Sum of 5 scale items listed below.
Benefits scale item #1	1=Y, 0=N	0.91	Automated notifications increase victims' sense of safety.
Benefits scale item #2	1=Y, 0=N	0.88	Automated notifications help victims make decisions about their safety.
Benefits scale item #3	1=Y, 0=N	0.79	Automated notifications help victims feel empowered.
Benefits scale item #4	1=Y, 0=N	0.68	Automated notifications enhance victims' participation in their related legal case(s).
Benefits scale item #5	1=Y, 0=N	0.04	Other benefits of AVN systems for victims.
Experienced challenge	1=Y, 0=N	0.38	Have you experienced any problems with your jurisdiction's automated notification system?
SYSTEM VARIABLES			
System coverage	Continuous (0 to 5 range)	2.69	Calculated by summing (a) 4 dichotomous variables indicating whether state has Department of Corrections, courts, community corrections, and other criminal justice branches participating in AVN and (b) the proportion of participating jails. The mean percentage of jails was imputed for states where this information was missing.
Closed system	1=Y, 0=N	0.33	System administrator report on whether any system within state is restricted only for victim use (including jurisdictions with both closed and open systems).
Seamless registration	1=Y, 0=N	0.23	System administrator report on whether system has seamless registration.
Language accessibility	Continuous (0 to 7 range)	2.45	Scale based on system administrator report on the summed number of languages offered for notifications + whether TTY/TDD is available.

Exhibit 27: Descriptive Statistics for Service Provider Respondents

	<i>Coding</i>	<i>Mean</i>	<i>Item</i>
Number of triggers	Continuous (0 to 12 range)	8.06	Scale based on system administrator report on the summed number of event triggers listed in the AVN system profile. (This is NOT necessarily the total number of event triggers.)
ORGANIZATION			
Community-based organization	1=Community-based, 0=Criminal Justice Government Agency	0.65	Select the type of entity that best describes the agency/organization you work for (coded as dichotomous variable).
Local organization	1=Local, 0=Other	0.83	Select the jurisdiction that best describes the geographic area you serve (coded as dichotomous variable).
Small victim caseload	1=Y, 0=N	0.36	On average, approximately how many victims do you serve in one month? (This dummy variable indicates respondents who reported serving fewer than 31 victims in one month.)
Large victim caseload	1=Y, 0=N	0.22	On average, approximately how many victims do you serve in one month? (This dummy variable indicates respondents who reported serving more than 100 victims in one month; reference group for this and previous question is respondents serving 31-100 victims.)
SERVICES			
Service provider receives notification	1=Y, 0=N	0.24	When you provide registration services for automated notification services, who do you designate to receive notifications (you, who then informs the victim or his/her parent/guardian)?
Experienced challenge	1=Y, 0=N	0.38	Have you experienced any problems with your jurisdiction's automated notification system?
Provides manual notifications	1=Y, 0=N	0.55	Do you continue to provide manual notifications to victims? (for register or refer) OR Do you provide other forms of non-automated notifications (for non-system users)?

Researchers also considered including notification mode in the multivariate analysis. However, because the notification mode variables are derived from administrator reports of available AVN features in the state, and do not reflect the types of modes through which service providers actually receive notification, they were not included in the models. Organization and service variables were created from survey responses. Exhibit 29 shows the questions for these items. Information regarding the types of victim populations served and victim services provided were not included in the models because of the high proportion of respondents selecting multiple categories. The geographic area served by respondents was included in the final models; however, it is skewed with 83% of respondents serving local jurisdictions. Due to question placement within the survey, service providers' reports of the proportion of victim clients with an incarcerated offender could not be used as a control variable for whether they register and/or refer victims for AVN services. This question was only asked of those respondents who reported using AVN and not those who indicated that they do not use AVN.

Use of AVN Systems among Service Providers

Using logistic regression, researchers predicted the likelihood of service providers registering and/or referring victims for AVN services (AVN Use coded Yes=1, No=0). As illustrated in Exhibit 28, diagnostics of overall model fit yielded mixed results with a significant Omnibus Test of Model Coefficients ($\chi^2[10, N=1,094]=233.725, p<.01$) and a significant Hosmer and Lemeshow test ($\chi^2[8, N=1,094]=24.627, p=.002$) (significant Omnibus tests and *non-significant* Hosmer and Lemeshow tests indicate good model fit). The pseudo R-square statistics demonstrated moderate predictive ability, explaining approximately 19.2–28.0% of the variation in automated notification use among service providers.

In this model, system variables proved to be significant predictors of usage of AVN services by service providers. Greater system coverage among branches of the criminal justice system, seamless registration, and higher language accessibility scores all increased the likelihood of AVN use. The number of notification triggers was also marginally associated with AVN use. The strong link between these system characteristics and AVN use among service providers speaks to the importance of comprehensive AVN systems, which has implications for the burden on service providers and ease of use among registered users. Although marginally significant, AVN systems that are closed to victims were negatively associated with AVN use. This finding is not surprising given that jurisdictions with closed registration may restrict service providers' ability to register themselves or on behalf of eligible victims.

Service providers serving local jurisdictions were significantly more likely to register and/or refer victims for AVN services. This may be due to service providers working at the local level being more likely to provide direct services to victims, creating a greater need for AVN services. Local service providers constituted the majority of the sample (83%), which may also have affected the results. Respondents who reported providing manual notifications were also significantly more likely to use AVN. This finding suggests that providers who offer manual notifications may use AVN to supplement their non-automated notifications. In addition, service providers who are already offering manual notifications may be more likely to use AVN because of their familiarity and comfort with providing notification services.

Exhibit 28: Logistic Regression Model Predicting Service Provider Usage of AVN Services

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	B	B	SE	e ^B	Wald
SYSTEM VARIABLES					
System coverage ¹	.665**	.585	.118	1.795	24.502**
Closed system	-.352*	-.337	.176	.714	3.685 [†]
Seamless registration	1.343**	.964	.244	2.623	15.623**
Language accessibility	.464**	.483	.082	1.621	34.499**
Number of triggers	.175**	-.067	.040	.935	2.819 [†]
ORGANIZATION					
Community-based organization	-.537**	-.124	.176	.884	.492
Local organization	.621**	.597	.195	1.818	9.389**
Small victim caseload	-.386**	-.139	.173	.870	.643
Large victim caseload	.376*	.256	.211	1.292	1.468
SERVICES					
Provides manual notification	.810**	.859	.160	2.362	28.854**
(Constant)		-1.932	.359	.145	28.892**
Pseudo R-squared = .192 -.280					
No. Observations = 1094 (88%)					

See Exhibit 29 for additional information about the definitions and interpretations of predictor variables.

** p<.01, * p<.05, † p<.10

¹ Because system coverage used imputation in its calculation (to avoid decreasing the sample size), the research team also ran the regression with another version of the variable that did not use imputation. There were no differences in terms of significant findings between the two models.

Service Provider Satisfaction

Researchers used multiple linear regression to predict service providers' satisfaction with AVN. Overall satisfaction with the AVN system was measured with a 5-point Likert scale from Not At All Satisfied (1) to Extremely Satisfied (5). The overall model was significant (F[12, 321]=7.950, p<.01) and explains 22.9% of the variation in satisfaction levels (see Exhibit 29).

The scope of AVN services across participating branches of the criminal justice system was significantly associated with higher levels of satisfaction. System scope may be associated with greater satisfaction for various reasons. AVN systems that offer these features may enable service providers to deliver enhanced assistance and information to victims and may also reassure providers that there are fewer potential gaps in notification services. On the other hand, a greater number of notification triggers was associated with lower satisfaction. One of the most common notification triggers offered across jurisdictions with AVN is notification of an offender's release, which is often considered one of the most important notifications for ensuring victims' safety. Due to the importance of one or a few critical notification triggers, additional notification offered above and beyond this (e.g., transfer) may be perceived as less beneficial and intrusive. However, this interpretation is in contrast to reports by service providers indicating that AVN services were not available for all desired notification triggers. Regression results also revealed that service providers working in criminal justice agencies were more likely to be satisfied with AVN than those working in community-based organizations. Systems-based providers may tend to have greater proximity to the agencies or individuals administering AVN services and a more in-depth working knowledge of the AVN system. In addition, AVN may

relieve the workloads of criminal justice-based service providers responsible for providing victim notification, while community-based service providers' workloads may have been less affected. This perspective may contribute to a more favorable rating of AVN among systems-based service providers. Not surprisingly, lower satisfaction was related to challenges experienced with AVN.

Exhibit 29: Logistic Regression Model Predicting Service Provider Satisfaction with AVN Systems

	<i>Bivariate</i>		<i>Unstandardized</i>		<i>Standardized</i>	
	beta		B	SE	beta	t
SYSTEM VARIABLES						
System coverage ¹	.156**		.210	.057	.281	3.700**
Closed system	.014		.070	.096	.041	.726
Seamless registration	.042		.021	.108	.011	.198
Language accessibility	.037		-.005	.029	-.009	-.156
Number of triggers	.067 [†]		-.048	.021	-.172	-2.288*
ORGANIZATION						
Community-based organization	-.190**		-.411	.088	-.248	-4.695**
Local Organization	.039		.003	.105	.002	.031
Small victim caseload	-.028		-.138	.090	-.083	-1.527
Large victim caseload	-.010		-.096	.104	-.050	-.926
SERVICES						
Receives notifications	.017		.092	.095	.049	.973
Experienced problem	-.351**		-.676	.083	-.413	-8.178**
Provides manual notification	-.008		-.120	.083	-.075	-1.457
(Constant)			4.094	.188		21.726**
R-squared = .229						
No. Observations = 334						

See Exhibit 29 for additional information about the definitions and interpretations of predictor variables.

** p<.01, * p<.05, † p<.10

¹ Because system coverage used imputation in its calculation (to avoid decreasing the sample size), the research team also ran the regression with another version of the variable that did not use imputation. There were no differences in terms of significant findings between the two models.

Perceived Benefits for Victims

Using the same predictor variables as the satisfaction model, multiple linear regression was used to predict service providers' perceptions of AVN benefits for victims. However, the overall model was not significant ($F[12, 377]=.978, p=.470$) and explains only 3% of the variation in perceived benefits. Therefore, the results are not presented here. The inadequacy of the model may be due to the fact that most (68%–91%) service providers perceive various benefits for victims, resulting in some slight skew (skew=1.1) in the benefits scale. In addition, the outcome variable is based on service providers' perception of AVN benefits for victims, which may not be well-predicted from the variables measured through this study.

Experienced Challenges with AVN

To predict whether service providers experienced challenges with AVN, researchers used logistic regression with the same predictor variables as the satisfaction and perceived benefits

models. As illustrated in Exhibit 30, diagnostics indicated the overall model had good fit with a significant Omnibus Test of Model Coefficients ($\chi^2[11, N=381]=22.159, p<.05$) and non-significant Hosmer and Lemeshow tests ($\chi^2[8, N=381]=8.430, p=.393$). However, the pseudo R-square statistics demonstrate weak predictive ability, explaining 5.7–7.7% of the variation in challenges experienced by service providers.

Two variables in the model proved to be significant predictors of experiencing AVN challenges. Service providers in community-based organizations were less likely to experience challenges than those working in criminal justice government agencies. As discussed earlier, providers working in criminal justice government agencies may have more exposure to the systems or be more knowledgeable of system limitations and errors, thus influencing their awareness of AVN challenges. Similarly, providers with smaller caseloads were significantly less likely to experience challenges. Smaller caseloads may translate into less exposure to the system, and more available time that providers can devote to personalized victim assistance and manual notification, meaning they rely less on AVN. In addition, service providers who divide their time with other administrative responsibilities may also have small caseloads, making them more distant from AVN services and potentially less likely to experience challenges.

Providing seamless registration was also associated with AVN challenges, although this relationship did not reach significance. This finding is counterintuitive and cannot be explained with known theory about these systems; therefore, this may merely be an artifact of the sample and data used.

Difficulty predicting AVN challenges may be linked to several factors. In particular, the survey items may not adequately capture variables associated with challenges, which may be due primarily to idiosyncratic system issues. Additionally, AVN problems may be outside the purview of most service providers (e.g., system administrators may be more familiar with system problems than service providers, especially those who only refer victims). As noted earlier, community-based service providers may be less aware of system issues, such as outages and more wide-scale notification errors.

Exhibit 30: Logistic Regression Model Predicting Service Provider Challenges with AVN Systems

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	B	B	SE	e ^B	Wald
SYSTEM VARIABLES					
System coverage ¹	.097	.152	.170	1.165	.804
Closed system	.022	.376	.308	1.456	1.484
Seamless registration	.372 [†]	.538	.285	1.713	3.579 [†]
Language accessibility	-.085	-.072	.085	.930	.712
Number of triggers	-.029	-.057	.062	.945	.851
ORGANIZATION					
Community-based organization	-.629**	-.548	.230	.578	5.698*
Local organization	-.074	.022	.324	1.023	.005
Small victim caseload	-.673**	-.705	.273	.494	6.686*
Large victim caseload	.231	-.200	.270	.819	.551

Exhibit 30: Logistic Regression Model Predicting Service Provider Challenges with AVN Systems

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	B	B	SE	e ^B	Wald
SERVICES					
Receives notifications	-.047	.134	.262	1.143	.262
Provides manual notification	.162	.048	.247	1.049	.037
(Constant)		-.135	.653	.874	.043
Pseudo R-squared = .057-.077					
No. Observations = 381 (31%)					

See Exhibit 29 for additional information about the definitions and interpretations of predictor variables.

** p<.01, * p<.05, † p<.10

¹ Because system coverage used imputation in its calculation (to avoid decreasing the sample size), the research team also ran the regression with another version of the variable that did not use imputation. There were no differences in terms of significant findings between the two models.

3.2.2 Findings from the Survey of Victims

While most AVN systems are open, meaning that any individual (e.g., law enforcement, service providers, victims’/offenders’ family members, community members) has the ability to register, the purpose of the evaluation was to examine use and experience with AVN among victims, the intended population for most AVN systems and the SAVIN program. To ensure victims’ perspectives were at the center of this evaluation, and to more accurately capture their experiences, the research team conducted a survey of victims to gain their input on AVN systems in their jurisdictions. Beginning with an overview of survey respondents’ demographics, the findings shed light on victims’ awareness and use of, satisfaction with, and experiences using AVN systems, followed by multivariate analyses of registration, satisfaction, perceived benefits, and experienced challenges. Researchers also analyzed survey responses from respondents who self-identified as friends or relatives of victims.

RESPONDENT BACKGROUND

Surveys were received from 723 victims in 35 states⁵¹ and the District of Columbia. The five states with the largest number of victims were Texas (n=92), Missouri (n=76), California (n=61), New York (n=49), and North Carolina (n=36). The large majority of victims—89%—were female. This may be attributed to the sampling strategy of disseminating surveys through service provider offices and the high correlation between gender and help-seeking behavior (Kaukinen, 2002).

The majority of victims were white (49%), with nearly a quarter African American (23%), and 15% Hispanic. The remaining 13% identified as Alaska Native, American Indian, Native Hawaiian, Other Pacific Islander, or multiple races. Victims were evenly divided among age groups: 18–29 (31%), 30–39 (25%), 40–49 (24%), and 50+ (20%).

When asked about their victimization, specifically the type of crime for which they were seeking services, 28% of victims reported seeking services for a violent crime (i.e., murder and non-negligent manslaughter, forcible rape, robbery, and aggravated assault), while 72% reported

⁵¹ Alabama, Arizona, Arkansas, California, Connecticut, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, Utah, Washington, and Wisconsin.

seeking services for non-violent crimes, including domestic violence.⁵² Because victims of domestic violence tend to be female (Catalano, 2012), the high percentage of domestic violence victimization reported may also help to explain the large proportion of female respondents. Exhibit 31 provides a breakdown of victimization by crime type.

Exhibit 31: Type of Victimization Experienced by Respondents (n=715)*

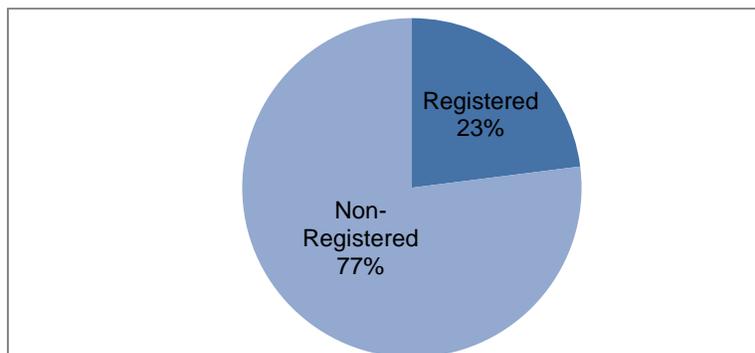
Domestic violence	68%
Stalking	13%
Rape	13%
Assault	12%
Robbery	6%
Burglary	5%
Other sexual offense	4%
Larceny	3%
Motor vehicle theft	2%
Murder	2%
Arson	1%
Other**	11%

*Respondents were able to select more than one crime category; therefore, percentages do not sum to 100.

**“Other” included responses that did not fit one of the above categorizations, such as attempted murder, human trafficking, and kidnapping.

As Exhibit 32 illustrates, less than one-quarter (23%) of victims reported using AVN systems. Of registered victims, 92% were female; nearly half reported being White (48%), followed by African American (19%), Hispanic (19%), and other (14%).

Exhibit 32: Registration for AVN Services Among Victims (n=716)*



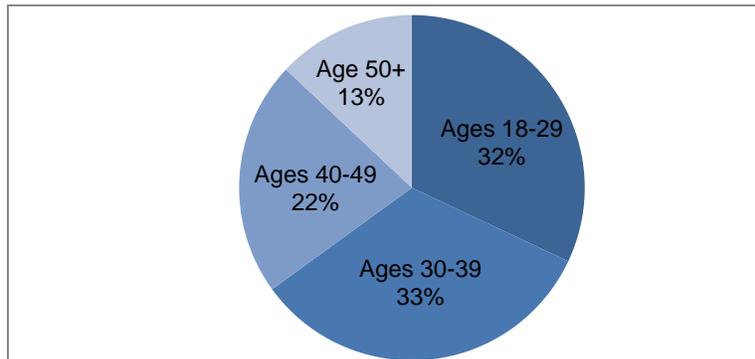
* Victims who reported not being registered for AVN were also asked to indicate why they chose not to receive automated notifications. Some victims may not be registered because of eligibility (i.e., the crime is not yet eligible for notification).

A chi-square test was used to determine whether registration rates among victims receiving services from community-based organizations differed significantly from those receiving services through criminal justice government agencies because the survey sample had a larger number of victims from community-based service providers. The results were not significant ($\chi^2[1, n = 675] = 2.647, p = .104$); therefore, the samples were combined and analyzed together. Twenty percent of victims receiving services through community-based agencies were registered for AVN, compared to 28% of victims seeking services from criminal justice-based agencies.

⁵² Domestic violence is defined as a non-violent crime by the FBI’s Uniform Crime Reporting Program.

Given that younger generations may be more confident using technology to communicate and manage secure information, it is not surprising that the majority (65%) of victims who registered to receive information regarding their offenders through an automated system were younger than age 40 (see Exhibit 33).

Exhibit 33: Registered Victims by Age (n=161)



The majority of registered victims reported being a victim of domestic violence (70%), stalking (19%), assault (16%), and rape (11%). Within type of crime, 18% to 33% of victims registered across crime categories (see Exhibit 34). When comparing registration between non-violent and violent crime, there was little variation in registration patterns: 23% of violent and 24% of non-violent victims registered to receive automated notification.⁵³ This finding suggests that the desire to receive AVN services is not dependent on type of victimization.

Exhibit 34: Registration by Type of Victimization (n=709)*

	Registered	Non-Registered
Murder (n=15)	33%	67%
Stalking (n=94)	32%	68%
Burglary (n=36)	31%	69%
Assault (n=88)	28%	72%
Larceny (n=20)	25%	75%
Other sexual offense (n=28)	25%	75%
Robbery (n=39)	23%	77%
Domestic violence (n=483)	23%	77%
Arson (n=5)	20%	80%
Rape (n=88)	19%	81%
Motor vehicle theft (n=17)	18%	82%
Other (n=79)**	18%	82%

*Respondents were able to select more than one crime category; therefore, percentages do not sum to 100.

**Includes other non-violent offenses and responses that did not fit in one of the above categorizations.

⁵³ Because domestic violence is considered a non-violent crime in the Uniform Crime Reports definitions, the research team excluded domestic violence to assess its influence in registration trends. When victims of domestic violence are excluded from the analysis, registration among victims of non-violent crimes remains relatively unchanged (23%).

AWARENESS AND USE

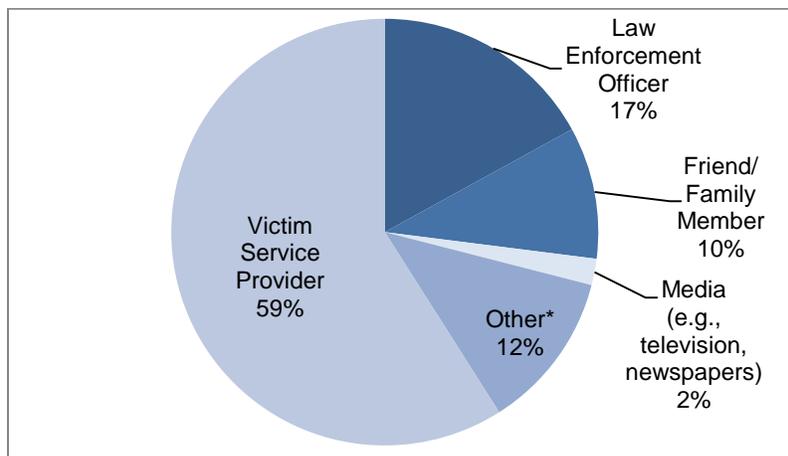
As illustrated in Exhibit 35, the majority (59%) of registered victims first heard about the availability of AVN services from a service provider. While this finding indicates that service providers play a critical role in disseminating information related to automated notification, it may also be a reflection of the fact that the surveyed population was composed of victims receiving services through service providers. Other individuals who played a role in informing victims of the services offered through AVN systems included law enforcement (17%) and friends and family members of the victims (10%).

Awareness of Automated Victim Notification Systems among Non-Registered Victims

Further analysis regarding awareness of AVN systems among non-registered victims suggests that a primary reason for not using automated notification services may be lack of awareness, not desire.

- Of the 555 non-registered victims, 75% reported that they did not know of any way to receive automated notifications in their jurisdiction.
- Despite this lack of awareness, 53% of non-registered victims (n=498) indicated that they would be interested in receiving automated notifications.

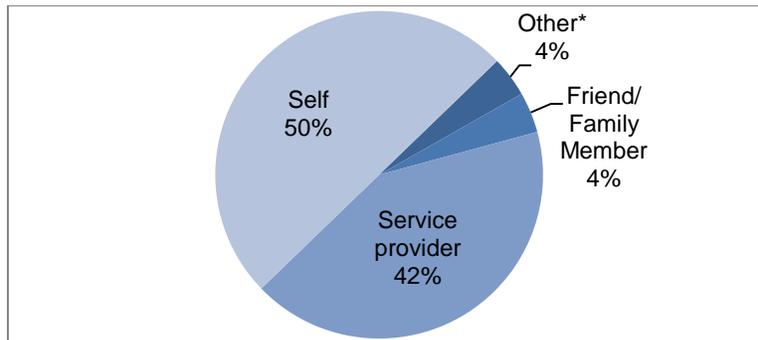
Exhibit 35: Initial Awareness of AVN Services (n=155)



*"Other" included judicial representatives, call centers, and funeral homes.

Half of registered victims reported registering on their own to receive automated notification (see Exhibit 36). Of those victims who specified registering through a third party, most (92%) were registered through a service provider. The high correlation between how victims first hear about AVN systems and how they register to receive such notification is not surprising: 48% of the victims who first heard about automated victim notification through a service provider were registered by a service provider. It is probable that the same service provider both informed and later registered the victim.

Exhibit 36: Registration for AVN Services (n=156)



*The majority of victims who marked “other” did not identify the third party who registered them.

The mode (phone, email, text, postal mail) through which victims can register to receive automated notifications varies by jurisdiction, with almost all jurisdictions offering telephone and email notification services, and a more limited number offering postal mail and text notification services. Most victims (56%) chose to receive automated notification via telephone, as illustrated in Exhibit 37, with approximately one quarter of victims choosing to receive postal mail (25%) or email (22%) notifications, and 18% selecting text notification. Some (21%) victims chose multiple methods to receive automated notification. Given the variations in available methods of notification by jurisdiction, these findings do not necessarily indicate a preferred method of notification; in fact, anecdotal information suggests that there is a growing interest in expanding the availability of text services.

Exhibit 37: Registered Method of Notification (n=158)*

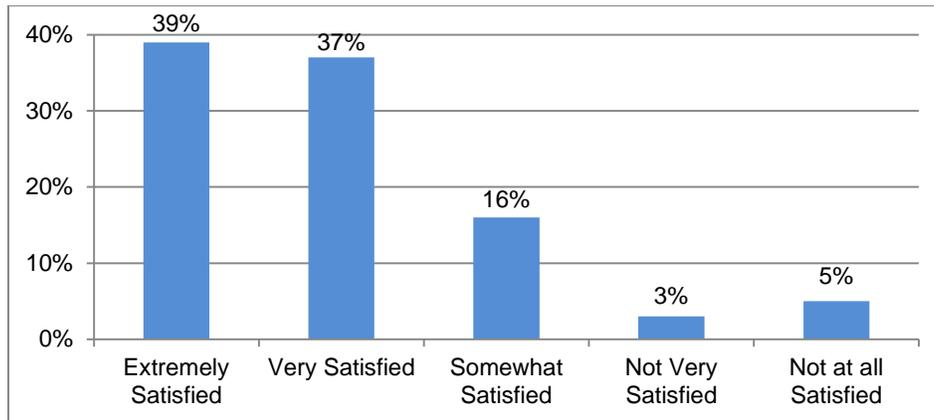
Phone	56%
Postal mail	25%
Email	22%
Text	18%

*Respondents were able to select more than one notification method; therefore, percentages do not sum to 100.

SATISFACTION AND BENEFITS

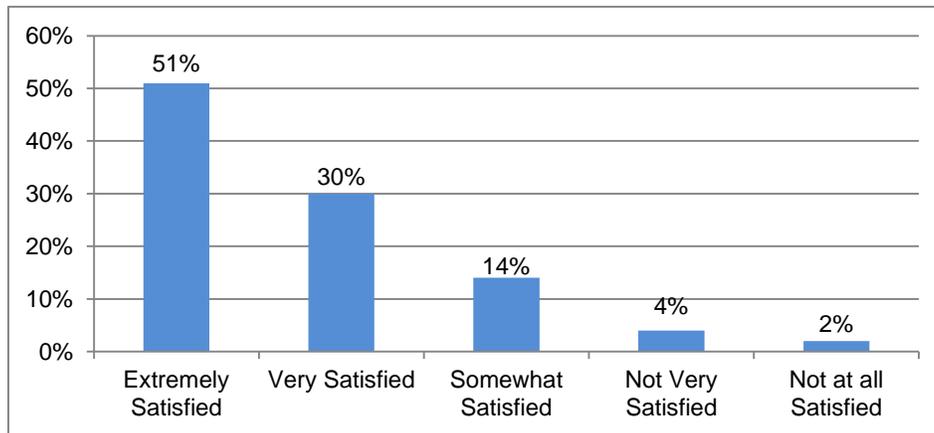
Overall, about three-quarters (76%) of victims who have used AVN systems reported being “extremely satisfied” or “very satisfied” with their jurisdiction’s AVN system. Only 8% reported being “not very satisfied” or “not at all satisfied” (see Exhibit 38). These sentiments are also reflected in the 94% of registered victims who would encourage other victims to register for and/or use AVN services.

Exhibit 38: Overall Satisfaction with AVN Systems (n=150)



When asked about their satisfaction with particular aspects of their jurisdiction’s AVN system, 81% of the victims who had received an automated notification were either extremely satisfied or very satisfied with the automated notifications that they had received (see Exhibit 39).

Exhibit 39: Satisfaction with Automated Notifications Received (n=104)

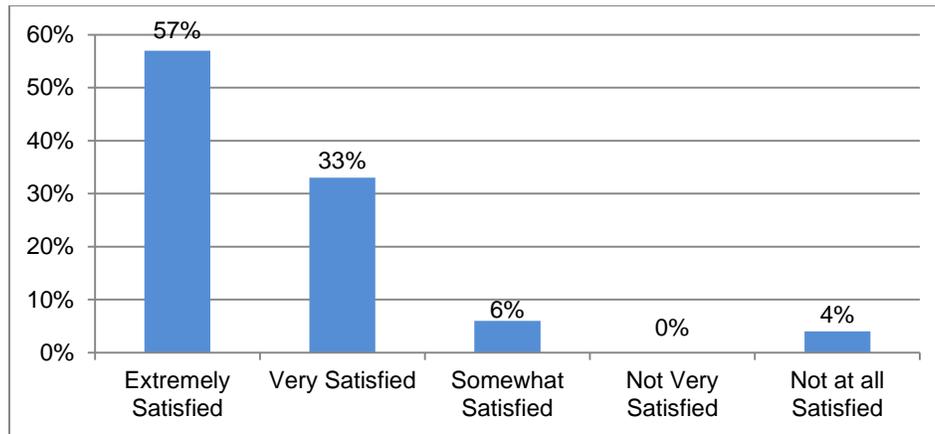


*Due to rounding, percentages do not sum to 100.

In addition to registering for AVN services, one-third (33%) of registered victims reported having called into their jurisdiction’s call center. The relatively small number of victims (n=49) who used this service were generally satisfied with their experience, with 90% reporting that they were either “extremely satisfied” or “very satisfied” (see Exhibit 40).

“I am very pleased. This system gave me much needed peace of mind.”
 - Survey of Victims Respondent

Exhibit 40: Satisfaction with AVN Call Centers (n=49)



Similar to the survey of service providers, the survey of victims asked respondents to identify the benefits of AVN systems. Exhibit 41 illustrates the degree to which victims indicated that the sentences were “very true” or “extremely true,” with the majority of victims indicating that automated notification had helped them make decisions about their safety (69%), helped them feel more empowered (66%), made them feel safe (65%), and made them want to be more involved in their legal case(s) (63%). One-quarter (25%) of victims reported that automated notification had no impact.

Exhibit 41: Perceived Benefits of AVN Services

Automated notifications have...	Percent of Victims Indicating “Very True” or “Extremely True”
Helped me make decisions about my safety (n=137)	69%
Helped me feel more empowered (n=138)	66%
Made me feel safe (n=137)	65%
Made me want to be more involved in my legal case(s) (n=134)	63%

CHALLENGES

Victims were also asked if they had experienced any challenges in using their jurisdiction’s AVN system. Eighteen percent of registered victims reported encountering at least one problem, with 13% of these victims reporting multiple challenges. Of the 24 individuals who reported challenges, the most common problems reported were inaccurate notifications, not enough notifications, and challenges with PINs (see Exhibit 42). Based on qualitative comments noted earlier in the findings from the survey of service providers, respondents may have interpreted “not enough notifications” to mean the type of notifications offered (e.g., notifications for arrest, transfer, escape, work release), as opposed to the actual number of individual notifications received. Victims also reported experiencing difficulty registering, difficulty using the website to check offender status, delayed or outdated notifications, and system issues (e.g., systems being offline).

Exhibit 42: Challenges in Using AVN Systems (n=24)*

Inaccurate notifications	21%
Not enough notifications	17%
Trouble with PINs	17%
Difficulty registering	13%
Difficulty using the website to check offender status	13%
Delayed or outdated notifications	13%
System issues (e.g., systems offline)	13%
Too many notifications	4%
Timing of notifications	4%
Other**	4%

*Respondents were able to select more than one challenge; therefore, percentages do not sum to 100.

**The majority of victims who marked “other” did not specify the challenges they experienced. However, a few indicated that they were not receiving the notifications they had signed up for.

USE OF MANUAL NOTIFICATIONS

As illustrated in Exhibit 43, half of the victims who registered for AVN services reported that, in addition to automated notification, they also receive non-automated notification about their offender. Given the central role that service providers play in offering services to victims, it is not surprising that they were identified as the most frequent providers of non-automated notification (65%). Prosecutor’s offices (21%), law enforcement (18%), and correctional staff (9%) were also identified as sources for non-automated notification.

Exhibit 43: Non-Automated Notification (n=77)*

Service provider	65%
Prosecutor’s office	21%
Law enforcement	18%
Correctional staff	9%
Other**	5%

*Respondents were able to select more than one source; therefore, percentages do not sum to 100.

**The majority of victims who marked “other” did not specify their provider of non-automated notifications.

MULTIVARIATE ANALYSIS OF OUTCOMES FROM THE SURVEY OF VICTIMS

As with the survey of service providers, the research team performed multivariate analyses to predict registration for, satisfaction with, perceived benefits of, and challenges experienced by victim respondents. Predictor variables included state system characteristics, demographics, and services factors (see Exhibit 44 for a description of all variables included in the models). Outcome variables were derived from individual survey items for registration (dichotomous), satisfaction (5-point Likert scale), and experienced challenges (dichotomous). The perceived benefits scale was computed by summing four individual benefits items (all using 5-point Likert scales).⁵⁴

State-level system variables were created in the same manner as described for the survey of service providers. Demographic and service variables were created from survey responses. Some variables are not mutually exclusive; for instance, dummy variables for race/ethnicity and for victimization types may include respondents falling within multiple groups because these questions were check-all-that-apply. Because gender was particularly skewed (89% female), results are also footnoted for models excluding gender as a predictor variable. The researchers

⁵⁴ An additional scale item option was “N/A.” For the current analysis, all respondents selecting this option (N=50) on any of the four items were removed to aid in interpretation.

examined relationships with notification modes using different combinations, but this often resulted in multicollinearity problems. Furthermore, modes other than text notifications were not significant in bivariate analyses with the exception of automated postal mail, which were only related to lower satisfaction. This could result from the fact that victims may not view postal mail notifications generated automatically as substantially different from those generated manually. Therefore, only text notifications were included in final models. Finally, the dummy variable for community-based organizations was created by linking the victims' surveys to the service provider organization from where it originated. The research team then determined whether the organization was community-based (i.e., a public or private nonprofit providing services to individuals) or criminal justice-based (i.e., federal, state, or local government agencies) by conducting an online search of the organizations to verify their status.

Exhibit 44: Descriptive Statistics for Victim Respondents

	<i>Coding</i>	<i>Mean</i>	<i>Item</i>
OUTCOME VARIABLES			
Registration	1=Y, 0=N	0.22	Have you registered to receive or has a service provider registered you to receive automated victim notifications?
Satisfaction	Likert scale, 1=Not at all satisfied to 5=Extremely satisfied	4.00	Overall, how satisfied are you with the automated notification system?
Perceived benefits scale	Continuous (4 to 20 range)	15.50	Sum of 4 scale items listed below.
Benefits scale item #1	Likert scale, 1=Not at all true to 5=Extremely true	3.84	Automated notifications have made me feel safe.
Benefits scale item #2	Likert scale, 1=Not at all true to 5=Extremely true	3.91	Automated notifications have helped me make decisions about my safety.
Benefits scale item #3	Likert scale, 1=Not at all true to 5=Extremely true	3.85	Automated notifications have helped me feel more empowered.
Benefits scale item #4	Likert scale, 1=Not at all true to 5=Extremely true	3.77	Automated notifications have made me want to be more involved in my legal case(s).
Experienced challenge	1=Y, 0=N	0.18	Have you experienced any problems with the automated notification system?
SYSTEM VARIABLES			
System coverage	Continuous (0 to 5 range)	2.87	Calculated by summing (a) 4 dichotomous variables indicating whether state has Department of Corrections, courts, community corrections, and other criminal justice branches participating in AVN and (b) the proportion of participating jails. The mean percentage of jails was imputed for states where this information was missing.
Closed system	1=Y, 0=N	0.13	System administrator report on whether any system within state is restricted only for victim use (including jurisdictions with both closed and open systems).
Seamless registration	1=Y, 0=N	0.26	System administrator report on whether system has seamless registration.
Language accessibility	Continuous (0 to 7 range)	2.17	Scale based on system administrator report on the summed number of languages offered for notifications + whether TTY/TDD is available.
Number of triggers	Continuous (0 to 12 range)	8.39	Scale based on system administrator report on the summed number of event triggers listed in the AVN system profile. (This is NOT necessarily the total number of event triggers.)

Exhibit 44: Descriptive Statistics for Victim Respondents

	<i>Coding</i>	<i>Mean</i>	<i>Item</i>
DEMOGRAPHICS			
Male gender	1=Y, 0=N	0.11	Are you female or male?
Age 30-39	1=Y, 0=N	0.25	How old are you? (29 and younger is the reference group)
Age 40-49	1=Y, 0=N	0.24	How old are you? (29 and younger is the reference group)
Age 50-59	1=Y, 0=N	0.14	How old are you? (29 and younger is the reference group)
Age 60+	1=Y, 0=N	0.06	How old are you? (29 and younger is the reference group)
Black/African American	1=Y, 0=N	0.24	What is your race? (includes biracial or multiracial respondents)
Hispanic/Latino	1=Y, 0=N	0.16	What is your race? (includes biracial or multiracial respondents)
Violent victimization	1=Y, 0=N	0.28	What type of crime is your current visit to this office related to? (respondent may check multiple victimization types)
Domestic violence victimization	1=Y, 0=N	0.68	What type of crime is your current visit to this office related to? (respondent may check multiple victimization types)
SERVICES			
Community-based org	1=Y, 0=N	0.84	Determined based on an online search of the organization delivering the victim surveys.
Registered 1 year or less	1=Y, 0=N	0.74	How long ago did you register to receive or did a service provider register you to receive automated notifications?
Registered self	1=Y, 0=N	0.50	Did you register to receive automated notifications or did a service provider, family member/friend, or another individual register on your behalf?
Receive text notifications	1=Y, 0=N	0.18	How did you choose to receive notifications?
Have received notification	1=Y, 0=N	0.72	How you ever received an automated notification?
Ever called AVN system	1=Y, 0=N	0.33	Have you ever called the automated notification system?
Experienced challenge	1=Y, 0=N	0.18	Have you experienced any problems with the automated notification system?
Receive manual notifications	1=Y, 0=N	0.17	Do you receive non-automated notifications about the offender in addition to the notifications you receive through the automated notification system? (for registered) OR Do you currently receive non-automated notifications (for non-registered)?

Victim Registration

The first model used logistic regression to predict whether victims have registered (either directly or through a service provider) to receive automated victim notification (coded Yes=1, No=0). Diagnostics revealed mixed support for the overall model fit with a significant Omnibus Test of Model Coefficients ($\chi^2[16, N=560]=138.601, p<.01$) and a significant Hosmer and Lemeshow test ($\chi^2[8, N=560]=15.937, p=.043$) (significant Omnibus tests and non-significant Hosmer and Lemeshow tests indicate good model fit). Pseudo R-square statistics show that the model explains approximately 21.9–33.4% of the variation in victim registration rates. In this model, victims from community-based organizations and victims who were 60 years or older were significantly less likely to be registered (see Exhibit 45). In addition, victims who were ages 50–59 were also associated with a lower likelihood of registration, although this relationship was only marginally significant. Older victims may be less inclined to sign up for AVN services if they are less comfortable with technology. Victims receiving services at community-based organizations may also be less likely to use AVN for various reasons. For instance, victims turning to community-based organizations may be doing so because their offender is not under criminal justice control (e.g., an unreported crime, unidentified suspect, or a known suspect who was not convicted). Secondly, criminal justice-based service providers may have requirements to notify victims, while community-based providers may not; thus, they may be more likely to encourage the use of AVN services.

On the other hand, victims receiving manual notification were significantly more likely to use AVN systems. Although one might expect that AVN serves as a replacement for or an alternative to manual notifications, it appears that victims often use manual and automated notification in tandem, possibly reflecting a desire among victims to receive information through all available channels. In fact, the strongest predictor of registration was manual notification. Respondents receiving manual notification were nearly 14 times more likely to be registered for AVN. Meanwhile, many victims are not receiving either; 93% of victims not registered for AVN also were not receiving manual notification.

Interestingly, a victims’ decision to register did not seem to depend on system characteristics, such as the coverage or scope of the system, whether the system was closed to victims, whether the system had seamless registration, the level of language accessibility, and the number of events that could trigger a notification. Gender, race/ethnicity, and victimization type also did not significantly predict registration.

Exhibit 45: Logistic Regression Model Predicting Victim Registration

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	B	B	SE	e ^B	Wald
SYSTEM VARIABLES					
System coverage ¹	-.040	-.174	.174	.841	.991
Closed system	.454 [†]	-.050	.396	.951	.016
Seamless registration	-.277	-.260	.313	.771	.693
Language accessibility	.260**	.189	.124	1.209	2.321
Number of triggers	.076*	.104	.065	1.110	2.569
DEMOGRAPHICS					
Male gender ²	-.370	-.350	.478	.705	.535
Age 30-39	.510**	-.032	.300	.969	.011
Age 40-49	-.144	-.241	.322	.786	.561

Exhibit 45: Logistic Regression Model Predicting Victim Registration

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	B	B	SE	e ^B	Wald
Age 50-59	-.383	-.786	.449	.456	3.065 [†]
Age 60+	-1.153*	-1.956	.897	.141	4.753*
Black/African American	-.315	-.305	.305	.737	1.003
Hispanic/Latino	.363	.342	.321	1.407	1.136
Violent Victimization	-.067	-.213	.313	.808	.464
Domestic Violence Victimization	.124	-.395	.323	.674	1.499
SERVICES					
Community-based org	-.417 [†]	-.759	.337	.468	5.075*
Receive manual notifications	2.634**	2.609	.286	13.589	83.443**
(Constant)		-1.315	.618	.268	4.531*
Pseudo R-squared = .219-.334					
No. Observations = 560					

See Exhibit 46 for additional information about the definitions and interpretations of predictor variables.

** p<.01, * p<.05, † p<.10

¹ Because system coverage used imputation in its calculation (to avoid decreasing the sample size), the research team also ran the regression with another version of the variable that did not use imputation. There were no differences in terms of significant findings between the two models.

² Gender was particularly skewed (89% of respondents were female), so the research team also ran the regression without this variable to determine whether it was causing any instability in the model. The only differences in terms of significant findings were that greater language accessibility approached significance (+), and the 50–59 age group was no longer marginally significant.

Victim Satisfaction

The second model uses multiple linear regression to predict victims’ satisfaction with AVN systems. Overall satisfaction with the AVN system was measured with a 5-point Likert scale from Not At All Satisfied (1) to Extremely Satisfied (5). The overall model was significant (F[22, 97]=3.060, p<.01) and explains 41.0% of the variation in satisfaction levels.

Receiving text notification and having ever received a notification were significantly associated with higher satisfaction, while having experienced at least one challenge with an AVN system was significantly associated with lower satisfaction (see Exhibit 46). Text is an emerging service; the research team heard anecdotally from administrators that victims desired text notification. The survey findings confirm that victims value text notification. Perhaps unsurprisingly, greater satisfaction was related to having received a notification at some point in the past and not experiencing any challenges with the AVN system. In addition, victims aged 60 or older had higher satisfaction ratings, although this relationship only approached significance. System characteristics and victim demographics were generally not related to satisfaction with AVN services.

Exhibit 46: Ordinary Least Squares Regression Model Predicting Satisfaction with AVN Systems

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	beta	B	SE	beta	t
SYSTEM VARIABLES					
System coverage	.107	.033	.136	.031	.244
Closed system	-.079	-.179	.287	-.056	-.623

Exhibit 46: Ordinary Least Squares Regression Model Predicting Satisfaction with AVN Systems

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	beta	B	SE	beta	t
Seamless registration	-.001	-.154	.218	-.062	-.706
Language accessibility	.014	-.035	.098	-.032	-.354
Number of triggers	.019	.019	.046	.048	.402
DEMOGRAPHICS					
Male gender	-.063	-.384	.310	-.112	-1.239
Age 30-39	-.040	.271	.235	.109	1.155
Age 40-49	-.030	.227	.241	.090	.945
Age 50-59	.060	.392	.286	.126	1.368
Age 60+	.154 [†]	.775	.407	.174	1.902 [†]
Black/African American	.053	-.155	.215	-.062	-.721
Hispanic/Latino	-.026	.068	.257	.023	.263
Violent Victimization	.218**	.270	.216	.113	1.248
Domestic Violence Victimization	-.188*	-.029	.228	-.012	-.125
SERVICES					
Community-based org	-.014	-.161	.256	-.054	-.628
Registered 1 year or less	-.071	.180	.227	.073	.794
Registered self	.107	.210	.191	.097	1.096
Receive text notifications	.209*	.612	.242	.217	2.530*
Have received notification	.368**	.876	.214	.367	4.090**
Ever called AVN system	.201*	.279	.204	.122	1.366
Experienced challenge	-.322**	-1.146	.242	-.408	-4.741**
Receive manual notifications	.081	.079	.238	.027	.331
(Constant)		2.935	.521		5.635**
R-squared=.410					
No. observations=120					

See Exhibit 46 for additional information about the definitions and interpretations of predictor variables.

** p<.01, * p<.05, † p<.10

¹ Because system coverage used imputation in its calculation (to avoid decreasing the sample size), the research team also ran the regression with another version of the variable that did not use imputation. There were no differences in terms of significant findings between the two models.

² Gender was particularly skewed (89% of respondents were female), so the research team also ran the regression without this variable to determine whether it was causing any instability in the model. There were no differences in terms of significant findings between the two models.

Perceived Benefits

Multiple linear regression was also used to predict victims’ perceptions of AVN benefits. Perceived benefits were measured through summing four items using a 5-point Likert scale from Not At All True (1) to Extremely True (5). The overall model was significant (F[22, 88]=3.654, p<.01) and explains 47.7% of the variation in perceived benefits (see Exhibit 47).

Similar to the findings for satisfaction ratings, receiving text notification and having ever received a notification were significantly associated with higher scores on the perceived benefits scale, while having experienced at least one challenge with an AVN system was significantly associated with lower scores. Victims also find benefit in calling AVN systems. This may be because of the more personal nature of telephone interactions or simply due to the added ease of obtaining answers to questions or acquiring information about offenders instantaneously. It is

unsurprising that having received a notification would be related to greater perceived benefits, as victims would have had the opportunity to obtain information, evaluate its usefulness, and act on this information if so desired. As with the satisfaction findings, the strongest predictor of perceived benefits was having experienced a challenge with the AVN system in the past. In addition, a larger number of triggers, Hispanic/Latino ethnicity, and being registered for one year or less were marginally significant predictors of more perceived benefits. Again, system characteristics and victim demographics generally did not predict perceived benefits. Instead, actual experiences with the systems were much more important predictors.

Exhibit 47: Ordinary Least Squares Regression Model Predicting Perceived Benefits of AVN Systems

	<i>Bivariate</i>	<i>Unstandardized</i>		<i>Standardized</i>	
	beta	B	SE	beta	t
SYSTEM VARIABLES					
System coverage	.297	-.592	.533	-.138	-1.110
Closed system	-.168 [†]	-.281	1.123	-.022	-.250
Seamless registration	.091	.841	.854	.086	.984
Language accessibility	-.115	-.597	.383	-.138	-1.559
Number of triggers	.064	.337	.181	.221	1.865 [†]
DEMOGRAPHICS					
Male gender	-.150 [†]	-1.280	1.214	-.094	-1.055
Age 30-39	-.058	-.186	.920	-.019	-.202
Age 40-49	-.087	-.079	.942	-.008	-.084
Age 50-59	-.009	.540	1.120	.044	.482
Age 60+	.054	.637	1.594	.036	.399
Black/African American	.218*	.852	.843	.085	1.01
Hispanic/Latino	.063	1.817	1.007	.156	1.804 [†]
Violent Victimization	.021	-.413	.846	-.043	-.487
Domestic Violence Victimization	-.025	.311	.891	.034	.349
SERVICES					
Community-based org	.055	.344	1.002	.029	3.44
Registered 1 year or less	.009	1.724	.888	.177	1.941 [†]
Registered self	.064	.804	.748	.094	1.075
Receive text notifications	.223*	2.385	.947	.213	2.517*
Have received notification	.233**	2.177	.838	.230	2.598*
Ever called AVN system	.352**	3.247	.800	.358	4.058**
Experienced challenge	-.350**	-5.076	.946	-.456	-5.366**
Receive manual notifications	.086	.713	.930	.062	.767
(Constant)		10.755	2.039		5.275**
R-squared=.477					
No. observations= 111					

See Exhibit 46 for additional information about the definitions and interpretations of predictor variables.

** p<.01, * p<.05, † p<.10

¹ Because system coverage used imputation in its calculation (to avoid decreasing the sample size), the research team also ran the regression with another version of the variable that did not use imputation. There were no differences in terms of significant findings between the two models.

² Gender was particularly skewed (89% of respondents were female), so the research team also ran the regression without this variable to determine whether it was causing any instability in the model. The only difference in terms of significant findings were that the number of triggers became significant at the p<.05 level (as opposed to approaching significance).

Experienced Challenges with AVN

The research team also analyzed a model predicting whether registered victims experienced challenges with their jurisdiction's AVN system. This model included the same predictor variables as those in the satisfaction and perceived benefits models. However, the regression model did not contribute to a better understanding of AVN problems. Although the Hosmer and Lemeshow test evidenced adequate model fit ($\chi^2[8, N=98]=9.249, p=.322$) and the pseudo R-squared statistics (.166-.270) showed moderate predictive ability, the Omnibus Test of Model Coefficients was not significant ($\chi^2[21, N=98]=17.805, p=.661$) and no individual variables were significant predictors. Therefore, results are not presented here. Issues with the model may have occurred because the outcome variable was skewed (skew = -1.7) and the sample size was smaller (N=98). Alternatively, challenges with AVN systems may be too idiosyncratic to predict on a systematic basis, may be unrelated to the variables measured by this survey, or may be experienced more frequently by those involved in the operation of AVN systems (e.g., system administrators or participating agencies) than by victims directly.

3.2.3 Sub-Analysis of Friends and Family of Victims

Although the primary population of interest for the survey of victims was victims of crime, the survey targeted all individuals who may have used or may potentially benefit from AVN systems. This population included friends and relatives of victims and other community members. Just over one-fourth (26%) of respondents to the survey of victims self-identified as a friend or relative of a victim.⁵⁵ Friends and family play an important role in supporting victims through their recovery and assisting victims as they navigate the criminal justice system. They often register for automated notification services on behalf of the victim, who may prefer not to receive notification directly due to safety, privacy, or other concerns. In addition, many studies have indicated that the impact of victimization on relatives and close friends, in some cases referred to as secondary or indirect victims, may be similar to that experienced by victims themselves. For example, one study investigating the collateral impact of crime on victims' friends and family found heightened fear of crime to be a common symptom of secondary victimization, especially among females (Davis, Taylor, & Bench, 1995).

Recognizing the collateral impact of crime and the important role that friends and family play in victims' recovery, researchers conducted a sub-analysis of survey responses from friends and relatives to capture their experience with and perceptions of automated notification services. Beginning with the background of survey respondents, the findings in this section then detail the level of awareness and use of, satisfaction with, and experiences using AVN systems among self-identified friends and relatives of victims.

RESPONDENT BACKGROUND

Surveys were received from 332 respondents in 29 states⁵⁶ and the District of Columbia. Four states and the District of Columbia comprised just under two-thirds of the sample (64%): Texas (n=122), District of Columbia (n=21), New York (n=20), Connecticut (n=19), and Idaho (n=19). In contrast to victims, friends and family respondents had a greater representation of males (27%), although the majority was still female (74%). Friends and relatives also mirrored victim

⁵⁵ The percentage of friends and family was calculated based on the 1,258 respondents who answered the question, *Which of the following best describes you?*

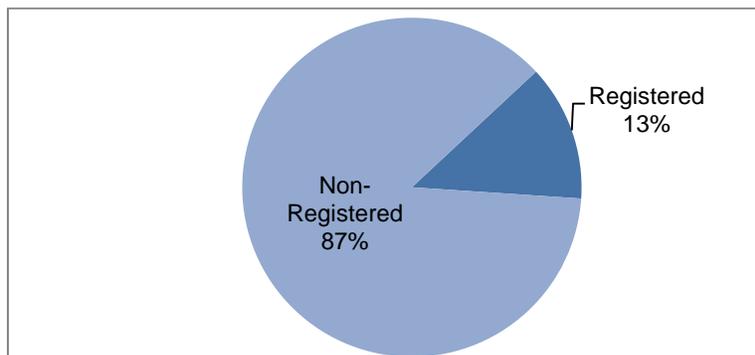
⁵⁶ Alabama, Arizona, California, Connecticut, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Louisiana, Massachusetts, Michigan, Mississippi, Missouri, New Jersey, New Mexico, New York, North Carolina, Ohio, Oregon, Pennsylvania, Tennessee, Texas, Utah, Washington, and Wisconsin.

respondents in regard to race, ethnicity, and age, with nearly half identifying as White (47%), one-quarter as African American (23%), 22% as Hispanic, and 9% as other races or ethnicities. The reported ages of respondents were: 18–29 (26%), 30–39 (21%), 40–49 (19%), and 50+ (34%).

Friends and relatives of victims often provide support to victims who are participating in the criminal justice process and may also accompany them as they receive services from service providers. Therefore, it is not surprising that friends and relatives reported similar types of crimes as the reason for visiting a service provider’s office. Domestic violence was the primary reason for visiting a service provider, according to both victims (68%) and friends and family (35%).

As illustrated in Exhibit 48, 13% (n=42) of friends and family reported using AVN systems.

Exhibit 48: Registration for Automated Notification Services Among Friends and Family (n=326)

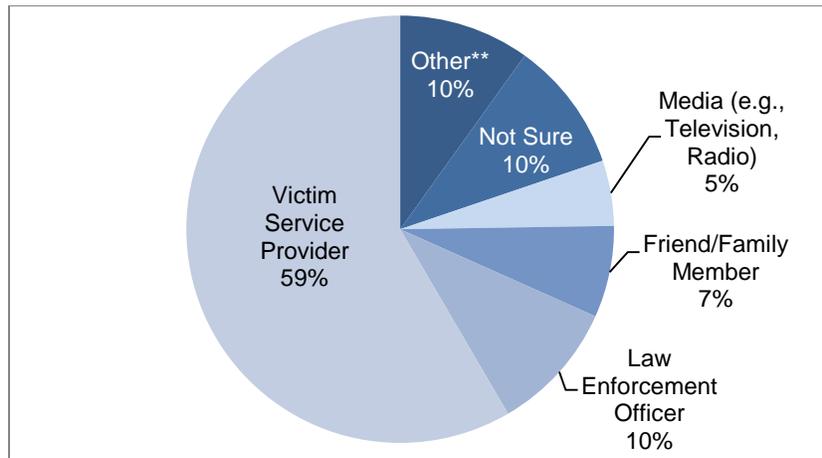


The gender distribution among registered friends and family mirrored that of victim respondents, with 93% identifying as female. Although men represented 27% of the total sample, they constituted only 7% of those registered for automated notification. When assessing registration rates within gender, a significant difference in rates of registration were found between male (4%) and female (17%) respondents, suggesting that even among friends and family, females are more likely to seek automated notification services ($\chi^2[1, n = 315] = 8.105, p < .01$).

AWARENESS AND USE

As illustrated in Exhibit 49, the majority (59%) of friends and family reported first hearing about the availability of automated notification from a service provider. Similar to victim respondents, this finding may be attributed, in part, to the fact that the surveyed population was composed of friends and family who were visiting a service provider’s office. Other individuals who played a role in informing friends and family of the services offered through automated notification included law enforcement (10%) and other friends and family members (7%), while 10% were not sure where they first heard about the service.

Exhibit 49: Initial Awareness of Automated Notification (n=41)*

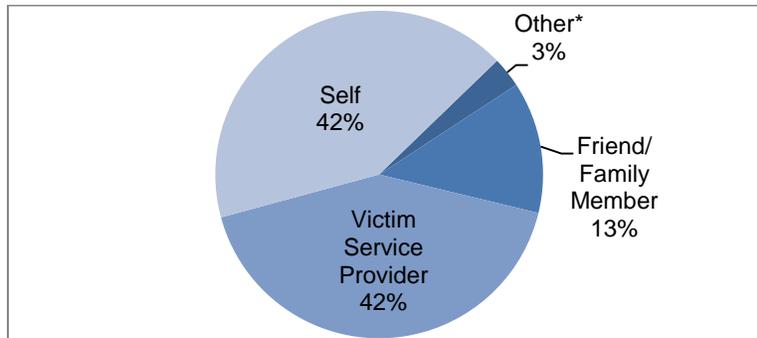


*Due to rounding, percentages do not sum to 100.

**"Other" included judicial representatives, online, and professional or educational sources.

Friends and family members were most likely to register for AVN services on their own (42%) or through a service provider (42%) (see Exhibit 50). For those respondents who first heard about automated notification through a service provider, just under half (46%) also registered through a service provider. This finding suggests that, similar to victim respondents, service providers play a key role in providing registration services to both victims and their support network.

Exhibit 50: Registration for Automated Notification (n=38)



*The one respondent who marked "other" indicated "state appointed" as the third party who registered him/her.

Phone notifications were identified as the primary mode through which both victims (56%) and friends and relatives (49%) chose to receive automated notification (see Exhibit 51). This was followed by 31% of friends and family respondents choosing to receive email notification, 21% choosing text notification, and 15% selecting postal mail notification. Nearly one-quarter (23%) of respondents selected multiple methods for receiving automated notification.

Exhibit 51: Registered Method of Notification (n=39)*

Phone	49%
Email	31%
Text	21%
Postal mail	15%
Other**	10%

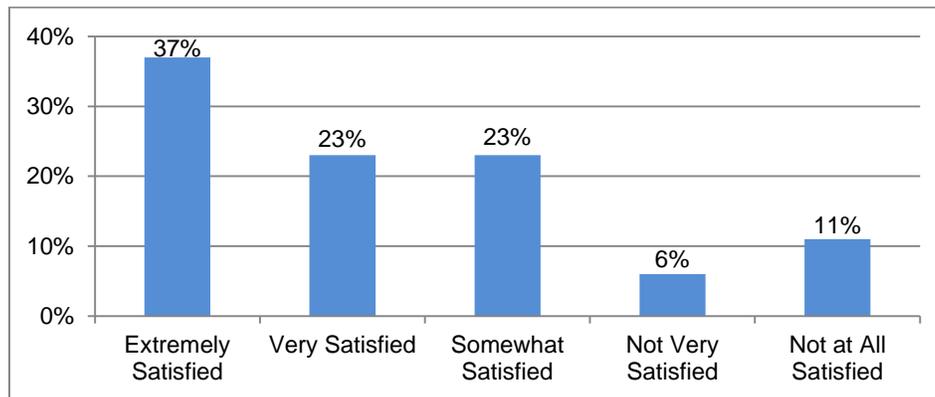
*Respondents were able to select more than one notification method; therefore, percentages do not sum to 100.

** All respondents who marked “other” did not indicate a method of notification.

SATISFACTION AND BENEFITS

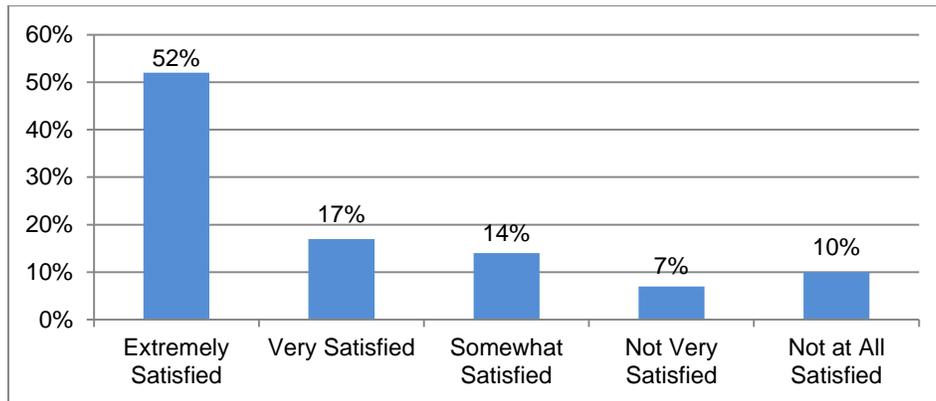
The majority (60%) of friends and family who registered to receive automated notifications reported being “extremely satisfied” or “very satisfied” overall with their jurisdiction’s AVN system, whereas only 17% of respondents reported being “not very satisfied” or “not at all satisfied” (see Exhibit 52). Although overall satisfaction with AVN was slightly lower for friends and relatives (60%) than victim respondents (76%), the majority of both respondent groups (95% of friends and family and 94% of victims) indicated that they would encourage others to register for and/or use automated notification services.

Exhibit 52: Overall Satisfaction with AVN Systems (n=35)



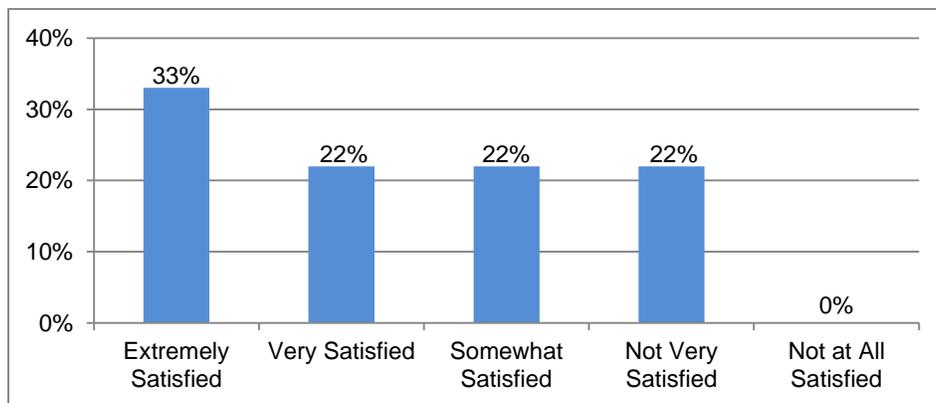
Respondents were also asked about their satisfaction with particular aspects of their jurisdiction’s AVN system, although the sample size became particularly small for some items, so results should be interpreted with caution. Only 31 respondents reported having ever received an automated notification, constituting approximately 10% of all friends and family registered for AVN services. Despite this, the majority (69%) of the respondents who had received an automated notification were either “extremely satisfied” or “very satisfied” with the automated notification(s) that they had received (see Exhibit 53).

Exhibit 53: Satisfaction with Automated Notifications Received (n=29)



As illustrated in Exhibit 54, satisfaction was also high among respondents calling AVN systems; however, only 9 respondents reported ever calling their jurisdiction’s AVN system.

Exhibit 54: Satisfaction with Automated Notification Call Center (n=9)



Friends and relatives were also asked to identify the benefits of automated notification. Because the survey was designed for victims, the question asked respondents to identify the benefits they experienced; however, survey responses could be interpreted as the benefits that friends and family perceived for victims. Approximately one-third of friends and family reported that automated notification enhances feelings of empowerment (37%), increases involvement in related legal case(s) (37%), enhances the ability to make safety decisions (32%), and increases feelings of safety (27%). Twenty-three percent of respondents reported that automated notification had no impact (see Exhibit 55).

Exhibit 55: Perceived Benefits of Automated Notification

Automated notifications...	Percent of Victims Indicating “Very True” or “Extremely True”
Enhance feelings of empowerment (n=30)	37%
Increase involvement in related legal case(s) (n=30)	37%
Enhance ability to make safety decisions (n=28)	32%
Increase feelings of safety (n=30)	27%

CHALLENGES

Eighteen percent (n=6) of registered friends and family reported encountering a challenge with their jurisdiction's AVN system. Problems reported were inaccurate notification, not receiving enough notifications, difficulty calling the AVN system, and receiving too many notifications. Some respondents also reported experiencing difficulty registering, delayed or outdated notifications, and trouble with their PIN.

MANUAL NOTIFICATIONS

A small number of registered respondents (n=10) reported that, in addition to automated notifications, they also received non-automated notification. Of these, the prosecutor's office, service providers, and correctional staff were identified as the most frequent providers of notification services to friends and family.

3.2.4 Conclusions

The findings from the survey of service providers, survey of victims, and sub-analysis of friends and family of victims provide a greater understanding of individuals' awareness and use of, satisfaction with, and experiences using AVN systems.

Nearly three-quarters of service providers reported using AVN systems in some way (whether referring, registering, or providing both registration and referral services to victims); however, fewer than one-quarter of victim respondents were registered for AVN services. Of victims who were not registered, about three-quarters were unaware of the availability of AVN services. Among unregistered victims who were aware of these services, the most common reason for not registering was a lack of interest in receiving automated notification, followed by privacy/security concerns.

The factors that predicted AVN use by victims (i.e., registration) and service providers (i.e., registration and/or referral) were different. System variables such as the scope of AVN services across participating branches of the criminal justice system, seamless registration, and level of language accessibility were all important predictors of AVN use among service providers. In contrast, none of the five system variables were significant in the victim registration model. These differences may be linked to awareness of system features. Victims may simply be unaware of available system features and what services they are or are not receiving.

Gender, race/ethnicity, and victimization type did not predict victim registration. The only demographic related to registration in the multivariate analyses was age, with older victims less likely to register. The type of organization where victims were receiving services was also a significant predictor of registration, with more victims in criminal justice-based agencies reporting being registered. Although this differs from the descriptive analysis that found no significant difference in registration between victims in community-based and criminal justice-based organizations when compared with a chi-square test, this difference does become significant when controlling for other variables included in the model. Organization type did not affect service provider use of AVN systems, although jurisdictional type did. More service providers from organizations serving victims at the local level used AVN services, potentially due to their greater likelihood of performing direct service work, as opposed to other types of victim advocacy.

Many victims, friends, and relatives reported receiving manual notification in addition to automated notification, with the most common provider of notification being service providers and prosecutors' offices. Provision of manual notification services proved to be among the strongest predictor of registration and use among both service providers and victim respondents. These findings suggest that both victims and service providers prefer to use automated and manual notifications concurrently, rather than automated notification as an alternative to manual notification. The direction of this relationship, however, is not clear. Automated notifications may be a supplemental form of notification for those victims already receiving manual notification or the reverse may be true if those victims receiving automated notification seek out more services as a result of their registering for AVN services.

Survey findings also illustrate the mechanics of AVN use. Just under half (40%) of service providers refer victims to automated notification services, but do not register victims, while approximately one-third (33%) both refer victims to and provide registration for automated notification. The majority of victims, friends, and relatives most commonly register for automated notification themselves or through a service provider. In addition, all three respondent types are most likely to register to receive automated notification by telephone, with some respondents indicating that they registered to receive notifications through multiple modes. However, only one-third (33%) of victims reported ever calling their jurisdiction's AVN call center and only 15% reported having received an automated notification.

Additionally, the surveys identified some important outcomes of AVN use, including satisfaction with the systems, perceived benefits, and challenges experienced with the systems. In general, satisfaction was high among both victims (76% very or extremely satisfied) and service providers (63%), although victims reported significantly higher satisfaction ratings ($t(186.309) = 3.617, p < .01$). In addition, the majority of both victims and friends and family respondents indicated that they would encourage other victims to use AVN services.

Similar to the regression models for AVN registration and use, system-level variables again proved to be more important for predicting outcomes among service providers than for victims. In particular, service provider respondents from jurisdictions with greater system coverage among participating branches of the criminal justice system were more likely to be satisfied with their jurisdiction's AVN system. Again, this may suggest that victims are unaware AVN services may not be available in all criminal justice agencies, meaning they may also be unaware of gaps in system coverage. Interestingly, a larger number of triggers, which is another indicator of system comprehensiveness, was related to less satisfaction among service providers. It is unclear why these two variables may have different relationships with satisfaction.

Those respondents (both victims and service providers) who had experienced problems with the system reported lower satisfaction. Other system usage factors also influenced satisfaction for victims, including having previously received a notification and the ability to register for text notifications. These findings suggest that victims who have experienced an AVN system first-hand are more satisfied, while also confirming the emergence of text notification as a valued mode among victims.

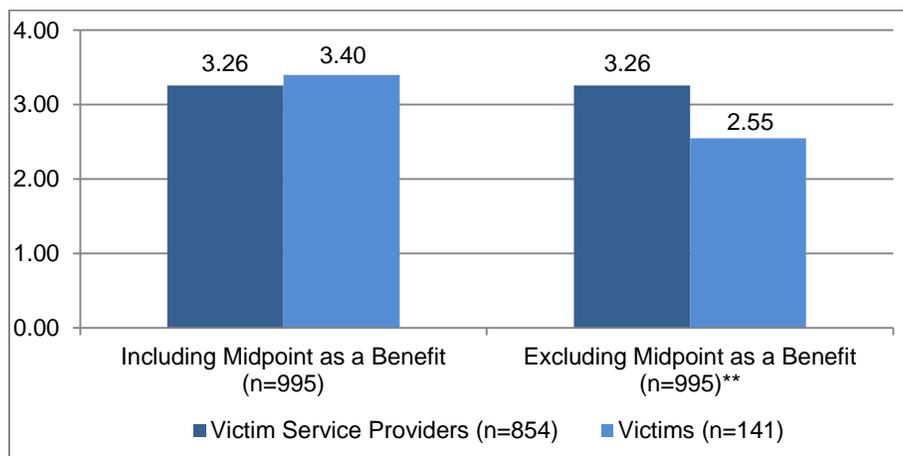
The majority of victims and service providers believed AVN systems have a number of benefits for victims, including increasing their sense of safety and ability to make safety decisions, helping them feel more empowered, and enhancing their desire to be involved in their related legal case(s). Because the answer response scales were different for the two surveys, with service providers indicating whether these were benefits with a dichotomous Yes/No scale,

while victims used a 5-point Likert scale (1=Not at all true to 5=Extremely true), comparisons between the two surveys are challenging. Depending on how the midpoint for the victim survey is categorized (either as a “No” or a “Yes”), the findings are different.

If the victim scale is collapsed into a comparable dichotomous response with the midpoint categorized as not a benefit (as is done in the descriptive analyses above), service providers were significantly more likely to report victim benefits than victims themselves. This was true for an overall perceived benefits scale (created by summing the four individual benefits items) ($t[157.528]=4.886, p<.01$), perceptions of increased victim safety ($\chi^2(1, n = 991) = 72.461, p<.01$), victims’ enhanced ability to make decisions about their safety ($\chi^2[1, n = 991] = 30.072, p<.01$), and victims feeling empowered ($\chi^2[1, n = 992] = 11.089, p < .01$). The only benefit item that did not produce significant results was whether respondents reported that automated notification enhances victims’ participation in their related legal case(s) ($\chi^2(1, n = 988) = 1.40, p= .237$).

In contrast, when the midpoint is instead categorized as a benefit, there is no significant difference between victims and service providers for overall perceived benefits ($t[993]=1.476, p=.140$), perceived increases in victims’ sense of safety ($\chi^2[1, n = 991] = .148, p=.700$), or perceived assistance in make decisions about victims’ safety ($\chi^2(1, n = 991) = .094, p=.759$). In addition, victims were significantly more likely to perceive benefits for feeling empowered ($\chi^2[1, n = 992] = 4.080, p < .05$) and wanting to be more involved in their related legal case(s) ($\chi^2[1, n = 988] = 16.375, p < .01$). Because the differences in response options varied across the surveys, it was impossible to know with confidence how victims and service providers compared in terms of perceived benefits since the findings differed (see Exhibit 56) when the midpoint was treated differently.

Exhibit 56: Perceived Benefits Scale



** p<.01, * p<.05, † p<.10

Perceived benefits were modeled for both victims and service providers, although the overall model did not perform well for the latter. For victims, relationships were similar to the findings for satisfaction ratings. Specifically, receiving text notifications and having ever received a notification were significantly associated with more perceived benefits, while having experienced at least one challenge with AVN was significantly associated with lower scores. However, calling the AVN system was also related to higher perceived benefits, possibly due to the additional avenue for acquiring information or the more personal nature of phone calls.

A relatively small number of respondents reported experiencing challenges with AVN across all survey groups. Service providers (38%) were more likely to have encountered problems with AVN than victim respondents (18%), $\chi^2(1, n = 534) = 16.654, p < .01$. Service providers may be more likely to encounter problems, in part, because of the higher frequency with which they register clients for AVN services and/or receive notification on behalf of their clients. Service providers may also be more likely to report challenges due to their awareness of the limitations of their jurisdiction's AVN system through their coordination with other service providing agencies or participation in various stakeholder activities where AVN problems may be discussed. However, service providers still may know less about "behind-the-scenes" challenges than system administrators or participating facilities (e.g., local jails).

Predicting challenges experienced by victims and service providers proved difficult. Although the overall model predicting challenges experienced by service providers was significant, it had low overall predictive ability and only two significant predictor variables. Service providers in community-based organizations and those with smaller caseloads (fewer than 31 clients in one month) were less likely to report experiencing challenges with AVN. These findings may be linked to the level of experience with AVN services, as well as awareness of AVN features and limitations among these groups of service providers. The research team also analyzed a model predicting whether registered victims experienced challenges with AVN. However, this model was not significant and did not contribute to a better understanding of AVN problems. In general, AVN problems may be difficult to predict on a systematic basis due to their idiosyncratic nature, the degree to which predictor variables can be captured by the survey, and survey respondents' lack of awareness regarding behind-the-scenes system administration.

Victims, service providers, and friends and family reported high overall satisfaction with their jurisdiction's AVN system, and indicated that they would recommend the system to others. Also, the more interactions victims had with the system (i.e., receiving notification, calling the system), the more satisfied they were. Findings showed that while improvements and enhancements to service may be desired, the overall concept of automated notification is important to victims, service providers, and friends and families of victims.

3.3 Phase III: Considerations for Practice

During the final stage of the evaluation, researchers conducted case studies of states employing a range of practices for providing notification services to victims. The case studies were designed to identify promising strategies used by states to enhance victim notification and to examine cost and sustainability issues relevant to AVN systems.

3.3.1 Case Study Findings

Researchers conducted case studies in Georgia, Indiana, Kansas, Kentucky, Massachusetts, New Mexico, New York, and Virginia to better understand the range of practices for providing notification services to victims.

- Georgia — Georgia administers dual notification systems. Georgia's Corrections and Parole Board Office of Victim Services (OVS) operates an in-house AVN system. This system is restricted to direct victims, victims' close friends or family members, and service providers, and is designed to supplement the manual information and notifications that continue to be provided by OVS. In addition, 6 of Georgia's 159 counties administer vendor-operated AVN systems open to all public users. Seamless

registration is not available among the six county AVN systems or between the vendor-operated and in-house systems.

- Indiana — Indiana administers dual notification systems. During the evaluation, Indiana’s Department of Corrections (DOC) transitioned from a vendor-operated AVN system to an in-house system. The in-house system is used by DOC facilities, courts, and a select number of jails. Some jails continue to provide AVN services through their original vendor-operated system either in addition to or instead of participating in the DOC’s in-house system. Both of these systems are open to the public; however, seamless registration is not available between the systems.
- Kansas — Kansas provides manual information and notification services throughout all of its criminal justice agencies.
- Kentucky — Kentucky’s AVN system is vendor-operated and is used by DOC facilities, courts, juvenile detention facilities, and all 84 of its county jails. This system is open to all public users, and offers seamless registration across its prisons and jails.
- Massachusetts — The Massachusetts DOC administers a vendor-operated AVN system that is closed (i.e., only victims, witnesses, immediate family members of victims, and individuals in fear of the offender who complete a Citizens Initiated Petition can register to track the offender and receive notification). Similar to Georgia’s system, the Massachusetts system is designed to supplement the manual information and notifications that continue to be provided by the DOC.
- New Mexico — At the beginning of this evaluation, New Mexico’s Administrative Office of the District Attorneys (AODA) administered a vendor-operated AVN system that provided automated notification services in 19 of the 31 county jails and 32 of the 33 District Attorney’s Offices across the state. Over the course of the evaluation, the AODA transitioned to an in-house system that exclusively provides court notifications. Several county jails continue to provide AVN services through the original vendor-operated system.⁵⁷ Both of these systems are open to the public; however, seamless registration is not available among the jails or between the vendor-based and in-house systems.
- New York — New York administers dual notification systems. Through three separate contracts, New York offers vendor-operated AVN services in its prisons, county jails, and New York City correctional facilities. During the evaluation, New York implemented an in-house system to provide protective order notification services. Both systems are open to all public users. Registration is seamless between the prisons and jails, but is not seamless between the vendor-based and in-house systems.
- Virginia — Virginia provides AVN services in its DOC and in 75 of its 76 county jails. AVN services are available to all public users; however, the DOC has adopted a victim-centered philosophy: directly registering known victims, relying on a network of local service providers for direct access to victims rather than engaging in wider public outreach, and performing customized notifications, including manual phone notifications

⁵⁷ An accurate estimate of county jails administering vendor-operated systems could not be determined; however, estimates ranged from approximately 6 to 16 local jails.

for cases or notifications considered more sensitive. Seamless registration is not available in Virginia.

Exhibit 57 offers an overview of these states' demographics and AVN system characteristics.

Exhibit 57: Case Study Site Overview								
	GA	IN	KS	KY	MA	NM	NY	VA
STATE DEMOGRAPHICS								
Total Population*	9,687,653	6,483,802	2,853,118	4,339,367	6,547,629	2,059,179	19,378,102	8,001,024
Prison Population**	56,432	28,028	9,051	20,544	11,312	6,659	58,687	37,410
SYSTEM CHARACTERISTICS								
System Type	Automated	Automated	Non-Automated	Automated	Automated	Automated	Automated	Automated
Year of Implementation	1997	2007	--	1994	1999	2004	1997	1995
Registered Users	Open and Closed	Open	--	Open	Closed	Open	Open	Open
System Operator	Dual Systems	Dual Systems	--	Vendor	Vendor	Dual Systems	Dual System	Vendor
Special Features								
Seamless Registration	No	Yes	--	Yes	No	No	Yes	No
Special Quality Assurance and/or Unique Data Practices	No	Yes	--	Yes	Yes	Yes	Yes	Yes
Offender Photographs	Yes	No	--	No	No	No	Yes	Yes
TTY/TDD Capabilities	Yes	Yes	--	Yes	No	Yes	Yes	Yes
Other Languages	Spanish	Spanish	--	Spanish	Spanish	Spanish	Spanish	Spanish

* The census population of each state for 2010. Mackun, P., & Wilson, S. (2011, March). Population distribution and change: 2000 to 2010. *2010 Census Briefs*. Retrieved from <http://www.census.gov/prod/cen2010/briefs/c2010br-01.pdf>

** The number of prisoners in the state under the jurisdiction of state and federal correctional authorities for 2010. Paul Guerino, P., Harrison, P. M., & Sabol, W. J. (Revised 2012). *Prisoners in 2010* [NCJ 236096]. Washington, DC: U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics. Retrieved from <http://bjs.ojp.usdoj.gov/content/pub/pdf/p10.pdf>

Researchers analyzed interview notes and other materials from each of the eight case studies to identify victim-centered practices and lessons learned. The practices and lessons discussed by stakeholders focused on the following areas: administrative structure, stakeholder engagement and participation, information technology expertise, data management and quality assurance, registration, and notification services. The practices and lessons described here reflect themes identified across case studies and are not exhaustive. In addition, researchers applied the information gathered during the administrator interviews to frame the findings and compare the practices of the case study states to AVN systems nationwide.

ADMINISTRATIVE STRUCTURE

AVN systems were operated under a range of administrative structures across case study states. Of the seven states offering AVN services, three states operated their systems under a single vendor and four operated dual notification systems: some notification services were provided through a vendor-operated system while others were provided in-house (although an external vendor may have originally designed the system).

As a result of operating dual systems, and operating systems through multiple vendor contracts, most case study states had more than one administrator overseeing the operation and financial management of their AVN services. Administrators were often responsible for multiple programs, with AVN services taking up only a small portion of their time and resources. Kentucky was the only case study state that had a single administrator exclusively dedicated to AVN. DOC victim services staff in Kentucky noted that AVN makes up a small portion of the agency’s daily operation, which can result in low prioritization. They reported that having a dedicated AVN administrator has enabled them to identify and respond to AVN-related issues, and coordinate with internal and external staff and partners in an effective and timely manner.

In most of the case study states, criminal justice entities, such as the DOC, managed AVN system operation. Administrators and stakeholders noted that having a criminal justice entity manage AVN system operation facilitated buy-in and helped ensure AVN services were prioritized in the criminal justice community. Virginia, however, offered a different model, operating its jail notification services out of the Virginia Center for Policing Innovation (VCPI), a non-profit organization established to provide training and technical assistance to law enforcement professionals and the communities they serve. VCPI representatives credited their status as an independent party for their ability to successfully engage and build partnerships with the Virginia Sheriffs’ Association and local jails, and implement AVN services in 75 of the 76 county jails across the state.

STAKEHOLDER ENGAGEMENT AND PARTICIPATION

System administrators in the case study states indicated the need for early and consistent stakeholder engagement and participation to ensure coordinated AVN services. A number of administrators reported that buy-in and participation can be facilitated by leveraging a state’s history of collaboration, an administrator’s prior relationships with partnering agents, and stakeholders’ shared vision for automated notification. When these elements are not present, administrators suggested identifying instances in which AVN services can be mutually beneficial to stakeholders and the victim community. For example, one interviewee suggested that when working with law enforcement, it can be beneficial to stress that victim notification programs

Transitioning from a Vendor-Based to an In-House AVN System

A limited number of states have transitioned their AVN system in house after previously offering it through an outside vendor; however, the experiences of these states highlight some of the potential challenges and considerations involved in making this transition. Potential considerations for ensuring a successful victim-centered transition include:

- Coordinating with all involved parties to provide victims consistent messaging regarding the transition.
- Ensuring victims are notified of the new structure in a manner that reduces the potential for unintended alarm or confusion.
- Transferring victims to the new system without requiring reregistration.
- Letting victims know who they can contact if they have questions or require additional information or assistance.

demonstrate law enforcement's concern for victims, which, in turn, can foster trust and enhance law enforcement's reputation in the community.

Some system administrators in the case study states emphasized continued stakeholder engagement throughout the life of the program. Continued engagement was accomplished through ongoing trainings and active solicitation and incorporation of stakeholder feedback. In New Mexico, the AODA administered a questionnaire to service providers after one month and four months following the launch of its new AVN system to solicit feedback on system performance. Similarly, New York redesigned its marketing materials following domestic violence service providers' suggestion that posters feature the image of a woman using her telephone to learn about her protective order instead of a sheriff delivering the order to the offender. Providers in this state also suggested changing the poster's background color to purple, the color used in domestic violence awareness campaigns. Case study administrators and service providers reported that proactively soliciting and incorporating input from service providers can help ensure their continued support and use of AVN services.

Case study states noted that stakeholder engagement is particularly important prior to making significant changes or transitioning to a new AVN system. In Indiana, for example, when the DOC decided to start a new AVN system, it formed a taskforce to assist in the implementation. However, a short decision-making and transition period hindered external involvement and some stakeholders reported wanting to have had more opportunity to be involved in earlier stages when alternative solutions were considered. Similarly, stakeholders in New Mexico reported a lack of communication and coordination between stakeholder groups when the state transitioned to an in-house court notification system. In both of these states, lack of clear communication and early buy-in resulted in fragmented notification, with some jurisdictions choosing not to transition to their state's new AVN system.

In addition to coordination across agencies directly involved in AVN, case study stakeholders indicated that coordination with agencies not offering AVN services is important to mitigate gaps in notification services. Case study stakeholders noted that agencies offering AVN services must coordinate with agencies not offering such services, especially in instances of custodial transfer, to ensure victims receive notification services. Stakeholders in a number of the case study states expressed concern that AVN services were not being offered in a consistent manner across jurisdictions, noting that this often led to confusion among victims as well as potential gaps in notification services. Massachusetts has fostered collaboration among criminal justice entities by holding regular meetings (every other month) with individuals responsible for providing victim notification services in each agency; these meetings include entities providing automated as well as manual notification services.

INFORMATION TECHNOLOGY EXPERTISE

Administrators and information technology (IT) specialists in a number of case study states emphasized the critical role IT expertise should play in developing, implementing, and operating effective and efficient AVN systems. Stakeholders in these states acknowledged that state administrators with a background in victim services and/or criminal justice are well positioned to build partnerships, obtain buy-in, and ensure victim-centered practices; however, they often lack the IT expertise to compare and evaluate the quality and cost of available technology solutions. This sentiment was particularly stressed by stakeholders in the case study states operating in-house AVN systems.

Four case study states provided at least some of their AVN services through an in-house system. Some stakeholders reported finding efficiencies in integrating AVN services into existing infrastructures. In New Mexico, for example, AVN services for calls to court have been integrated into the AODA’s central management system, which houses data from all District Attorney’s Offices and courts throughout the state. New York also leverages existing infrastructures to provide AVN services for protective orders. These automated notifications are integrated into NY-Alert, the statewide emergency management system that provides customized automated notification for events related to public health and safety, disasters, weather, traffic conditions, Amber Alerts, and sex offender relocations. To administer protective order notifications, NY-Alert pulls information from the existing family court system and law enforcement’s eJusticeNY portal.

IT representatives/units in Georgia and New Mexico conduct routine updates and maintenance of their in-house AVN systems. These individuals are charged with making system changes, resolving any system errors, and developing, testing, and implementing new features. They are also responsible for coordinating with the external IT partner when necessary to implement larger system changes or updates. Stakeholders in New Mexico reported that reliance on internal staff for system operation has meant collaboration between IT and victim services staff can lead to immediate system changes that incorporate the needs of victims; however, representatives in both states noted that maintenance of and enhancements to AVN systems require a certain level of IT capacity and skills.

“[The IT Department is] equally invested in this. If I pick up the phone and say I need to know what you sent in the new data run on January 7, nobody puts me on hold, nobody tells me they are going to call me back because they know that it could be somebody in the community that got harmed or missed a notification and they get me the information quickly.”

- System Administrator

Stakeholders in case study states operating in-house AVN systems reported more control and ownership of their data and system, flexibility to make structural changes, and long-term cost savings. However, these gains required additional resources, especially during implementation, and the active involvement of the system administrator. In Georgia, implementation of an in-house system required that the OVS purchase a software license, establish communication ports, and pay development costs to an external IT partner. In addition, victim services staff had to integrate paper files still used by parole boards to ensure that victims registered in the paper files were transferred to the AVN system. In Indiana, initial implementation of a new in-house AVN system required nearly 100% of the administrator’s time, and now requires 50% due to ongoing responsibilities managing data and staff. Stakeholders in these states, however, reported that implementation costs are often recouped through reduction of long-term operational costs; however, they are important considerations for states contemplating an in-house AVN system.

“The challenging part is the structure. What do you want to say to the public when they call in? What kind of data does the DOC have that connects that software to the backend? If you are going to purchase software that you can afford yourself, you need to have the right kind of IT people watching over it.”

- Georgia Corrections and Parole Board Representative

DATA MANAGEMENT AND QUALITY ASSURANCE

Case study administrators also cited the importance of IT expertise when discussing the development and implementation of customized data practices and quality assurance procedures. For example, the New York State Department of Corrections and Community Supervision IT staff routinely compare snapshots taken of AVN data in-house with snapshots

taken by the vendor at the same time to identify any discrepancies. The IT staff then attempt to discover the source of discrepancies or issues with data accuracy in-house before approaching the vendor. This practice enables the administrator to have leverage in discussions with the vendor and thus ensure timely responses as problems arise.

Virginia’s DOC has also implemented unique data practices, controlling the data it shares with its AVN vendor. Unlike many states where the vendor’s software interfaces directly with facilities’ data management systems and extracts and codes all data, the Virginia DOC prepares and sends data to the vendor, which only includes status changes. By doing so, the vendor only receives the data necessary for relevant notification. In addition to restricting the vendor’s access to superfluous data, this practice enables the DOC to make query changes more easily, perform checks of the data, and detect and address errors prior to sending data to the vendor.

Indiana’s DOC has also developed a quality assurance practice aimed at reducing system errors. The Indiana in-house system has an established threshold for the number of various types of notification which, when surpassed, could indicate a potential problem with the system. Once this threshold is breached (e.g., notifications are created for more than seven offender deaths or more than 250 releases during a specified time period), notifications stop and the administrator is alerted.

Additionally, New Mexico’s AODA has enhanced its ability to follow up on failed notifications. The system reroutes undeliverable telephone notifications back into the call queue three times before an email alert is sent to a service provider in the corresponding district for follow-up and notify victims manually. These unique data practices and quality assurance procedures help ensure that registered users receive timely and accurate information of offenders’ court events and status changes.

REGISTRATION

Case studies allowed researchers to obtain a greater understanding of the benefits and drawbacks of open and closed AVN systems in meeting the needs of victims. Although interviews revealed that most system administrators identified victims as the primary target population for AVN systems, most open systems do not track the victim status of registered users. During interviews, most administrators acknowledged that a variety of other individuals and community members are also served by these systems. Some case study states operate systems

“This really allows more and more victims to be actively participating in their right to information and notification, which I am 100% convinced was not true prior to the existence of this system.”

- System Administrator

open to all public users, while others operate systems closed to a subpopulation (e.g., victims). In addition, a few states offered some services to the general public and restricted others to victims. Stakeholders in case study states with open systems reported that these systems allow victims who have not reported their victimization, whose crimes were not successfully prosecuted, and who fall outside of notification laws to register against incarcerated offenders. The availability of notification services for other interested parties (e.g., law enforcement, service providers, and witnesses) was also identified as an important benefit of open systems. On the other hand, stakeholders in case study states with closed systems highlighted the ability to provide specialized services to victims as a primary benefit for restricting notification services; open systems are often unable to offer specialized services due to the anonymity and volume of registrations. Stakeholders in Massachusetts, which offers a closed AVN system, noted that

closed systems reduce operational costs, freeing up resources to provide additional victim services; they also help to protect offender information by restricting its availability.

The New York protection order system offers a unique example of a system that is semi-open to the public. Through this system, only users with access to specific protection order information can register for AVN services; a community member cannot query the system with an offender’s name to see if a protective order has been issued. This system, however, does allow registered users to enter contact information for additional persons (e.g., attorney, family member, service provider) so they too may receive notification. According to stakeholders in New York, this feature may reduce the burden on victims by minimizing their need to reach out to and notify their attorneys or support networks.

Similarly, in Virginia, while AVN services are available to all public users, the DOC has developed a tailored registration system for victims.⁵⁸ This system allows the DOC to ensure the correct inmate is linked with each victim and enter internal notes about which victims may require special care due to characteristics of the case, relation to the offender, or other contextual factors (e.g., the inmate will be making a media appearance). According to representatives within the DOC, this process allows service providers to better understand and identify the needs of victims in their communities. The DOC also targets its marketing efforts exclusively to service providers, as opposed to the larger community. To provide these tailored notification services as well as manual notification, the DOC employs three full-time dedicated staff and a part-time parole advocate. Similar costs were reported by the DOC in Georgia, which operates a closed system and employs two staff members who are fully dedicated to manually registering the 300–500 confirmed eligible victims each month.

In general, most systems open to the public allow for anonymous registration, while closed systems require identifying information to verify service eligibility. Stakeholders in case study states with anonymous registration reported that open systems are beneficial because they include victims who otherwise would not register due to unwillingness or fear of entering identifying information. However, anonymous registration may hinder an administrator’s ability to know the population of users and provide additional information, notification, and services, especially to victims of crime. Furthermore, the need for anonymous registration is unclear. The Indiana in-house system is one of a few open systems that require registered users to provide their names and multiple forms of contact information. Stakeholders in this state reported that requiring identifying information helps to ensure that follow-up can be conducted when a notification cannot be delivered due to outdated or inaccurate information. According to these stakeholders, registered users have not complained about the lack of anonymous registration services, perhaps indicating that anonymous registration may not be essential for AVN system operation.

Across case study states, stakeholders reported that it was important for AVN systems to appear seamless to victims and other potential users and identified seamless registration as an

“At the end of the day, the end user needs to think it’s just one [automated system].”

- VCPI Representative

important feature for ensuring victim-centered services. These stakeholders reported that registered users can easily become confused by the need to reregister when offenders move through multiple branches of the criminal justice system. Indiana, Kentucky, and New York have all developed innovative practices

⁵⁸ See Appendix D for a full description of this registration process. Victims and non-victims may also register through a public online portal or by telephone.

for matching offenders across branches of the criminal justice system with different offender identification systems to provide seamless or near-seamless registration. Indiana’s in-house system employs a comprehensive matching algorithm that uses offenders’ names, Social Security numbers, dates of birth, and other characteristics to match offenders with different jail and prison identification numbers. Kentucky employs a similar system using offenders’ dates of birth and Social Security numbers. Victim services staff in Kentucky’s DOC stated that seamless registration, which was implemented in 2012, has resulted in fewer calls from registered users confused about duplicate or missing notifications. New York’s vendor-operated AVN system links fingerprints to victim registration, ensuring that the victim receives notification if the offender returns to the NY DOCCS, regardless of the identifying information that the offender provides.

NOTIFICATION SERVICES

Some case study states reported offering special features to make the notification process more user-friendly. Indiana’s in-house system, for example, allows registered users to customize their notifications. Through this system, registered users are able to select which notifications they want to receive (e.g., calls to court, escape, release, transfer) and in what mode they want to receive the notification. Users can select email, text, or postal mail options for routine

“The automated system is what we would refer to as an enhancement. I would say that you can’t ever underestimate the personal touch, personal contact, and personal relationship that’s built by the direct contact of the unit. The automated system is definitely an enhancement. It allows us to reach a little bit further, and it’s a check and balance. But I think that the heart of what we do is the human factor.”

– Massachusetts DOC Leadership Representative

notification, with telephone notification reserved for emergency or urgent notification. Indiana has also implemented a feature in which users can determine the timeframe for receiving a notification (e.g., whether to receive advance notice of a status change 90 versus 60 days prior to the change taking place). Stakeholders in Indiana reported that this customization empowers victims and helps ensure that users receive the information they desire without being overburdened with additional notifications.

In addition to providing AVN services, stakeholders reported that notification systems need to be able to respond to registered users when they have questions or require additional information and/or services. To provide additional information and referral services at the time of notification, Indiana⁵⁹ and Massachusetts⁶⁰ provide all DOC telephone notifications manually. Other states provide manual telephone notification for select situations. Virginia’s DOC, for example, supplements its automated efforts with a personalized call for particularly sensitive situations, such as older victims or victims who are known to be particularly fearful. In addition to being able to provide additional information and referral services at the time of notification, manual telephone notification also allows states to follow up on failed notifications resulting from incorrect or outdated contact information.

“As a service provider, I think it’s more than just a notification. There is a service available; the advocate will provide safety planning and referrals, and will do a little bit of crisis intervention and will listen, and can help assuage some of the fears, as opposed to just being told that someone is going to be released.”

- Victim Service Provider

⁵⁹ Automated telephone notifications are still provided for jails administering vendor-operated AVN services.

⁶⁰ In Massachusetts, regulations state that AVN services cannot substitute for mandated written notification and telephone calls. Massachusetts DOC offers automated telephone calls as a supplemental service.

Similarly, to immediately answer questions and provide additional information and/or services to individuals calling the AVN system call center, Georgia, Indiana, and Massachusetts operate their call centers in-house.⁶¹ This allows callers to access a live person familiar with the state's criminal justice system without having to be rerouted.

Offering manual telephone notification and in-house call centers may enhance service provision to victims; however, it may come at an increased cost for staff time and resources. The DOC in Georgia, for example, employs six staff members in addition to the OVS director, who dedicates a large proportion of time to operating the DOC AVN system. To reduce costs, the DOC has implemented a tiered registration system. Only “level one” registrants—victims and their immediate family members—are eligible to receive telephone notification, and these notifications are reserved for releases and escapes. Similarly, the Indiana DOC has limited the availability of telephone notifications, primarily providing them for emergency and urgent notifications.

Stakeholders in Georgia, Indiana, Massachusetts, and Virginia all reported value in having a live local person respond to the needs of registered users; however, they also acknowledged the value of AVN services. Specifically, they noted that victim services staff do not have the capacity to do manual notifications for all status changes and court events to all interested parties. According to these stakeholders, the availability of automated notification allows registered users to receive additional notification and information. In Indiana and Virginia, which operate open systems, stakeholders reported that AVN allows for a more specialized notification approach where the staff can direct their efforts to the most sensitive cases and system users.

3.3.2 Cost Considerations

Based on interviews with system administrators, vendors, and other key stakeholders, as well as reviews of budget information provided by a select number of state administrators, researchers identified key cost considerations associated with the implementation and operation of AVN systems. Cost considerations are discussed in broad terms because differentiating start-up and implementation costs from annual operational costs is complicated by the fact that most states with AVN systems have continued to make system improvements and upgrades. In addition, due to the lack of transparency in contract costs, turnover among system administrators, and the fact that system administrators were not always involved in applying for system funding or negotiating system contracts, the actual dollar cost for most states' systems could not be obtained.

For states using an outside vendor to develop, implement, and/or operate their AVN systems, the largest monetary costs were often the fees associated with these services. Through this evaluation, however, researchers also identified noteworthy costs associated with labor, IT, training, and marketing.

Labor costs associated with implementation and operation of AVN systems can include monetary and resource expenditures for system administrators, stakeholder staff, and IT personnel. As already discussed, AVN systems operate under a range of administrative structures. Depending on a number of factors, one or multiple individuals may be responsible for the operational and financial management of an AVN system. Although a number of states discussed these issues, their resource requirements compared to AVN nationally remain

⁶¹ Jails in these states administering vendor-operated AVN services maintain their vendor-based call centers.

relatively unknown. More research is needed to fully understand the cost-benefits of different administrative structures.

In addition to overseeing day-to-day finances and operations, system administrators are often responsible for interacting with vendors and key stakeholders. AVN systems require coordination among a wide array of agencies. Depending on the history of collaboration within each jurisdiction, obtaining stakeholder buy-in may require substantial time and resources from system administrators. Participating agencies assume labor costs in that they often must attend meetings, address challenges within their facilities, and engage in training and marketing activities.

Much of the expected time savings of automated notification are associated with agencies being able to route information and notification inquiries to the system's toll-free call center. However, these call centers often redirect victims to entities in their local jurisdictions when victims are seeking detailed information about a status change, court event, or custodial facility, as well as for service referrals. These inquiries may be answered by system administrators or staff in participating agencies, and are often forgotten or not accounted for when assessing the overall price and potential cost-benefits of an AVN system.

The IT resources required to implement and operate AVN systems include labor costs as well as costs to purchase and/or upgrade IT infrastructure and equipment. Few states with vendor-based systems reported employing the services of internal IT staff or IT consultants for operating their AVN systems. However, IT staff described spending substantial time working with vendors to link data and iteratively test the systems during initial implementation. States with in-house systems also spoke of their need for and reliance on IT personnel for general operations. The costs for IT personnel are generally assumed to be higher for in-house systems than for vendor-operated systems. However, states with in-house systems reported finding efficiencies in integrating their AVN services into existing infrastructures. The increased IT staff costs for in-house systems may be offset by the absence or reduction of vendor fees.

The availability of internal IT expertise varies across states as well as individual facilities, as does IT infrastructure and equipment. Some administrators reported having to purchase and/or upgrade their IT infrastructure and equipment in order to implement their state's AVN system. These administrators often reported increased overall labor costs as staff needed to be trained on and adapt to new systems and practices. This was more common in rural jurisdictions which tended to operate older, obsolete, or manual offender management and booking systems. As technology improves and systems continue to evolve, IT-related expenses likely will ebb and flow as states choose whether to maintain current functionality or implement new, innovative functions that require enhanced IT infrastructure and equipment.

System administrators reported engaging in a variety of training and marketing activities once their systems were operational to ensure law enforcement, service providers, and other first responders were aware of the system and able to assist victims and others with the registration process. For states with vendor-operated AVN systems, training and marketing materials were often provided for in their contract. For these states, additional training and marketing costs varied depending on the extent to which they used these resources. For states with in-house systems, costs associated with the development, production, and implementation of these training and marketing efforts were contracted out or directly assumed by the states. In addition, many outreach activities required administrators to travel frequently as they conducted on-site, local trainings.

As states have continued to expand, improve, and upgrade their AVN systems, vendor, labor, IT, training, and marketing costs for each system have fluctuated. Each time a state wants to bring on another facility it must make investments in labor, IT, training, and marketing. Similarly, if a state with a vendor-based system wants to add a feature (e.g., seamless registration), vendor fees often increase, both for initial implementation and ongoing system operation.

The overall cost of an AVN system must take into consideration the savings associated with reducing or eliminating manual notification services. The more offenders processed through a system, conceivably the more manual notifications are required, thus the more cost savings potentially associated with AVN services. A one-to-one cost savings cannot be assumed, however, since manual notifications are generally restricted to a subpopulation (e.g., victims) and most AVN systems are open to all public users. In addition, providing duplicative manual notifications limit the savings associated with reducing or eliminating manual notification services. Systematically measuring the scope of manual notifications and the extent to which they are duplicative is difficult because these efforts often vary by agency and individual service provider.

In considering costs, each state's unique system structure (e.g., operated in-house or by an outside vendor, number of participating facilities/branches, availability of different system features) must be taken into account. For example, a system operating throughout all criminal justice agencies may require more start-up costs for IT infrastructure or equipment than a system exclusively operating in the Department of Justice. Costs must also be understood in the context of each state's unique demographic characteristics (e.g., population of incarcerated offenders, number of custodial facilities). Implementing a statewide AVN system across all criminal justice agencies will cost less in Delaware than in Texas, for example.

Finally, if AVN is adopted as the primary means through which a jurisdiction provides notification, the legal costs associated with notification must be considered. For example, a jurisdiction may incur legal costs if the system is not fully implemented, does not provide notification in a legally sufficient manner (e.g., litigation), or provides incomplete, inaccurate, or undelivered notifications (e.g., reconsideration of proceedings).

The generally high costs of AVN systems highlight the importance of gaining a more in-depth understanding of the cost-benefit value of these systems. For a more thorough analysis, several key steps need to occur, including: share financial information from vendor contracts, disentangle routine operating costs from improvement and upgrade costs, and collect systematic and representative measurements from the state's participating agencies about changes in burden on manual notifications and telephone calls requesting information about offender status. Due to administrators' limited knowledge of current and historical funding sources, lack of transparency in contract costs, and difficulty in systematically measuring system benefits (e.g., changes in staff burden, number of prevented incidents), gaining such an understanding will be extremely challenging.

4. Discussion and Recommendations

This chapter incorporates findings from all phases of the evaluation, identifying overall themes and recommendations. It begins with a discussion of the primary variations among AVN systems and the benefits, drawbacks, and considerations associated with different structural designs. It then examines areas where services could be enhanced to better meet the needs of victims, before describing the evaluation's limitations and implications.

4.1 Variations among AVN Systems

Findings from the evaluation suggest that states have implemented AVN systems under a diverse set of structural designs. Underlying these structural differences are issues related to program operation, program administration, stakeholder participation, and target population.

4.1.1 Program Operation

One of the first decisions stakeholders must make when designing an AVN system is whether the system will be developed and/or operated in-house or by an outside vendor. At the time of this evaluation, the large majority of AVN systems were being developed and operated by outside vendors; however, over the course of the evaluation, some states shifted to providing AVN services in-house.

The evaluation identified benefits as well as limitations to vendor-based and in-house systems. One of the primary benefits of vendor-based AVN systems is that post-implementation they generally operate behind the scenes, requiring limited state staff time and resources. Contracted vendors oversee day-to-day operation and are responsible for addressing system issues and problems. For example, when agencies/facilities change booking systems or make other operational changes, vendors are responsible for adapting to and integrating these changes. Some case study stakeholders reported that at least one vendor had been able to successfully leverage its multiple AVN contracts when working with software companies to ensure that updates to booking systems were compatible with their AVN infrastructures. In addition, vendor-operated systems run through the vendors' IT servers, and do not require states to have robust IT infrastructures.

On the other hand, administrators operating in-house systems cited lower operational costs, increased data ownership, and additional flexibility as benefits of their in-house systems. For example, a number of states operating in-house systems found efficiencies integrating their AVN services into existing infrastructures, reducing their long-term operational costs. However, implementing these systems may be quite costly. In addition, in-house systems, by their very nature, do not run behind the scenes and require more resources in terms of staff time and IT expertise.

When deciding to develop and/or operate an AVN system in-house or through an outside vendor, states may consider related legislation, sustainability of financial and staff resources, IT expertise within their criminal justice system, importance of data and system ownership, and desire to maintain operational responsibility. To compare and evaluate the quality and cost of technology solutions, vendor contracts should be more transparent. Contracts should provide a clear breakdown of implementation and operational costs, state the system features that are and are not provided, identify who owns related data (e.g., registration data), provide instructions for how notifications will be provided during system outages and other emergencies, and describe the conditions for contract termination (e.g., how and in what timeframe registration data will be transferred to the state, how and who will notify registered users of the change in services). Researchers found that administrators were often not familiar with the terms of their vendor contracts. Some administrators reported adding clauses in their vendor contracts to ensure that data ownership and other key issues were addressed; however, this was not a common practice. Additional research is needed to assess the security of victim data maintained by AVN systems, processes for destroying data no longer required for notification, and the extent to which data maintained by AVN systems is protected by law. In addition, most

AVN systems are funded, at least in part, by federal and/or state tax dollars; therefore, funded contracts should be made publicly available in accordance with federal government and states' record access laws.

The decision to develop and/or operate an AVN system in-house or through an outside vendor must be made before implementation; however, as this evaluation illustrates, states may choose to change the structure of their AVN system once it is operational. States considering changes to their AVN system's structure (e.g., switching vendors or moving their AVN services in-house) can learn important lessons from the experiences of states that have already gone through this process. The evaluation found that clear communication and early stakeholder engagement are critical to ensuring that any system changes are adopted by all stakeholders and do not result in fractured AVN services. States also should clearly communicate changes to registered users, letting them know when the transition will take place, what the impact will be on system services, and what actions they must take, if any, to ensure they will continue to receive notification. Attempts should be made to minimize the burden on registered users during such transitions; when possible, states should transition registered users to a new system without requiring reregistration.

4.1.2 Program Administration

Research findings indicate that the administrative structure of a state's AVN system is critical to its overall success. For most administrators, AVN services are just one of their many responsibilities; the percent of time an administrator can dedicate to AVN operation varies dramatically across states. In general, the more time that an administrator could dedicate to AVN operation, the more likely they were to report innovative victim-centered practices. In addition, these administrators were often more familiar with the terms of vendor contracts, aware of and actively addressing system challenges (e.g., frequent outages), and committed to the ongoing improvement of their AVN systems. Throughout the evaluation, stakeholders expressed varying opinions regarding the ideal background of system administrators; some stakeholders reported that administrators should have a background in victim services while others thought their backgrounds should represent the criminal justice system. Researchers found equally engaged and dedicated administrators in states with in-house and vendor-operated systems, and among those with a background in victim services and those with a background in criminal justice.

"I think if you had someone who was just IT administering the role, you'd lose sight of what exactly the program [is] for. But if you have a victim advocacy perspective, you know why it's there, you know what's important, and you know why we're doing this."

- Kentucky DOC Representative

Multiple administrators and frequent turnover can present challenges to effective program management. Most states have more than one individual who is responsible for the financial and operational management of their state's AVN system. Victims do not and should not be expected to have a comprehensive understanding of their state's AVN system. Administrators must collaborate so they are able to market their AVN system in its entirety and meet the needs of victims to the best of their ability. High turnover among administrators can hinder this collaboration as well as effective system operation. Each time a state experiences administrative turnover, important historical knowledge is lost. In addition, new administrators often face a steep learning curve given the complex nature of these systems; this is especially true for individuals less familiar with technological solutions. States should try to limit the number of individuals responsible for the financial and operational management of their AVN system and take steps to reduce turnover.

The BJA SAVIN program requires participating states to establish a governance structure to guide the development and delivery of AVN services. Study findings suggest that the existence and activity of these governing bodies vary greatly; however, there are important benefits to having an active oversight body. Representative bodies that include individuals with IT expertise, victims, service providers, law enforcement, and representatives from the criminal justice system can help states compare and evaluate the quality and cost of available technology solutions in a comprehensive manner. In addition, these bodies can facilitate early buy-in and serve as a sounding board when states experience challenges or consider changes to their AVN systems or services. Involvement of these bodies is likely to change as systems evolve; however, establishing and maintaining this type of oversight body can aid in the implementation and operation of AVN systems.

4.1.3 Stakeholder Participation

Stakeholder participation is also an important influence on AVN systems. As offenders move through the criminal justice system, they often come into contact with multiple criminal justice and ancillary entities; providing comprehensive AVN services depends on participation by these entities.

In implementing AVN systems, most states began in a single branch of the criminal justice system. Starting with a single branch can offer a number of benefits: reduce initial implementation costs; allow states to test systems prior to widespread implementation; and provide the opportunity for reluctant stakeholders to see how AVN systems work, potentially facilitating buy-in. Many administrators, in fact, reported increased buy-in and participation following the initial implementation of their AVN systems.

Starting with a single branch and/or agency, however, also has drawbacks. Evaluation findings indicate that when AVN systems are implemented in a single branch they may be designed with only that branch in mind, not taking into account the structures and needs of other branches. System modifications to meet the structures and needs of other branches can be costly, as can implementing features to facilitate AVN services across branches. For example, despite being identified as a critical system feature, seamless registration was only identified in 26% of states; a number of administrators reported high costs as the primary barrier to implementing seamless registration. In addition, if key decisions (e.g., whether to operate the system in-house or through an outside vendor) are made without buy-in from other branches of the criminal justice system, the excluded branches may choose to offer AVN services under a different system, resulting in fractured AVN services.

Stakeholders across states expressed concern that nonparticipation and fractured systems resulted in inconsistent AVN services across criminal justice entities and jurisdictions, confusion among registered users, and potential gaps in notification services. These issues are confounded by the fact that many administrators and other stakeholders described their AVN systems as being statewide. Despite frequent use of the term statewide, there is no consensus regarding what constitutes a statewide system. The recurrent use of this term among BJA, system administrators, and vendors could be misleading to victims and other system users who may misinterpret this term and make inaccurate assumptions about their state's AVN system.

As a legal right, victims are entitled to information and notification from time of arrest through probation and parole, and also for protection orders, work release/furlough, and commitments to state hospitals and other facilities for conditional release. For states to deliver these wraparound

notification services, they must ensure collaboration among branches of the criminal justice system. States should make every attempt to provide comprehensive AVN services in all facilities coming into contact with offenders as they move through the criminal justice system, under one system that allows for seamless registration and, when applicable, under one contract.

4.1.4 Target Population

In developing and implementing AVN, states must also determine whether AVN services will be made available to all public users or closed/restricted to a subpopulation (e.g., victims). Stakeholders from both open-system states and closed-system states identified victims as the target population for AVN services. One of the benefits of an open system in meeting the needs of victims is that it allows for registration by a wider victim population. For example, open systems allow victims not defined as such under state statute (e.g., victims who did not report their crime) as well as affected friends, family, and community members to receive AVN services. In addition, stakeholders in communities with open systems report that while the target population of AVN systems may be victims, other populations can also benefit from AVN services. Open systems allow service providers and law enforcement officials to register against offenders (e.g., in cases where the offender had threatened them), and enable family members of offenders to track the status of their loved ones as they move through the criminal justice system.

The large majority of open systems offer anonymous registration. This allows individuals to register without providing any identifying information, removing a potential barrier to service provision. The drawback of anonymous registration, however, is that administrators, service providers, and researchers are severely limited in their ability to gather information on the population of individuals using AVN services. Anonymous registration also limits the ability to provide specialized services to victims and other special populations. Some administrators and service providers expressed concern that these systems are being promoted as and often funded under the umbrella of victim services despite the fact that there is little understanding of the population of registered users. For example, they noted that it would not be appropriate to use victim services funding to support these systems if the primary population of registered users is offender family members.

Closed systems allow specialized services (e.g., safety planning) to be provided to victims and other registered users; they also might provide some cost savings because fewer registered users may result in lower operational costs. However, the structure of a closed system requires additional staff resources because eligibility must be assessed for each individual seeking notification services. Most closed systems allow registration by other interested and/or affected parties in addition to victims and other clearly defined stakeholders (e.g., family members of victims); however, during the registration process these parties must disclose their relationship to the offender as well as their reason for needing AVN services, which is a potential deterrent for users.

As discussed in the considerations for practice section (section 2.5), some states have implemented innovative practices to overcome the limitations presented by both closed and open systems. However, even with these practices, stakeholders ultimately have to decide whether registration will be open to all public users or closed/restricted to a subpopulation. Their decisions can be influenced by the desired target population, availability of supplemental

notification and information services for victims (e.g., manual notifications), availability and sources of funding, and the impact registration volume may have on operational costs.

4.2 Meeting the Needs of Victims

This evaluation was designed to explore the implementation and operation of AVN systems in supporting victims of crime, the target population for most AVN systems and the BJA SAVIN program.

Findings from this evaluation indicate that many jurisdictions use AVN systems to fulfill their legislative mandates to provide victim notification. This practice is supported by BJA's promotion of SAVIN as a program that "helps protect victims of crime from further victimization and ensures that their rights are secured" (BJA, 2011, p. 13). Although this evaluation was not designed to examine the extent to which AVN provided victim notification in a legally sufficient manner, findings from the evaluation highlight the need for additional research to answer the question of whether legal mandates are fulfilled if jurisdictions are relying on AVN as their primary or sole source of notification services. At the federal level, the Crime Victims' Rights Act (18 U.S.C. §3771) guarantees the right to notification, affording victims "The right to reasonable, accurate, and timely notice of any public court proceeding, or any parole proceeding, involving the crime or of any release or escape of the accused." All 50 states have also passed legislation guaranteeing victims the right to notification.⁶² Researchers' review of state legislation explicitly addressing victims' right to notification indicates that victim notification is most often explicitly mandated for events that result in an offender being out of the custody of the criminal justice system. Release (77%) and escape (77%) were the most common notification triggers, followed by probation/parole appearance (64%), offenders called to court (62%), furlough/work release (52%), probation/parole transfer (44%), advance notice of release (40%), probation/parole release (37%), return to custody (25%), transfer (25), death (19%), protective order delivered (8%), and general change in status (8%).⁶³ When legislation explicitly identified the branch of the criminal justice system responsible for providing notification services, which is not the case in all states, it tended to place these responsibilities on prisons (77%), courts (77%), community corrections (75%), and jails (52%).⁶⁴ To date, 16 states have passed laws calling for the establishment of AVN, and 14 have authorized a state or local funding source.⁶⁵

Most state statutes mandate that notification services be provided upon a victim's request. However, it remains unclear as to whether jurisdictions exclusively relying on AVN systems for victim notification are meeting their mandates if victims are unaware of the availability of these services. Three quarters of non-registered victims who responded to the survey of victims reported not being aware of any way through which they could receive AVN services in their jurisdiction. It is unclear what percentage of these responses were due to actual system

⁶² To date, the District of Columbia had not passed applicable legislation.

⁶³ Other includes notifications related to absence, arrest, certificate of relief, change of name/address, civil commitment, clemency, conditional release (e.g., community service/temporary/medical), commutation, decision to prosecute, denial of a victim's request to house the offender in another county, dismissal of charges, early/final disposition, execution, expunction, home detention/visits, innocence inquiry, medical parole, mental health examination/defect, notifications regarding offender registries (e.g., petition for removal), notifications specific to sex offenders, outpatient care, pardon, placement in non-secure facility/special unit, plea/sentence negotiation/agreement, post-conviction forensic results, post-release specialized program (e.g., community/diversion/intensive supervision), protective order modification/termination, probation/parole violation/termination/revocation, probation/sentence modification/reversal, release on bail/bond, reprieve, retrial, sentence vacated, successful appeal, transitional/release programs, torture inquiry, warrant, and writ of attachment.

⁶⁴ Other entities identified in the legislation include the attorney general, community/mental health/rehabilitation/residential facilities, departments of health/human and social services/mental health/social rehabilitation/public welfare, the governor/governor offices, hospitals, innocence/human rights commissions, law enforcement, and prosecution.

⁶⁵ In some states, the funding source was available for, but not necessarily limited to, AVN services.

unavailability (e.g., offender incarcerated in a facility not offering automated notification), lack of awareness about automated notification, or being ineligible to receive notifications (e.g., unreported crime or non-incarcerated offender). Regardless of the reason, the suggestion that not all victims are aware of the availability of AVN services is compelling given the fact that the survey of victims was conducted in service provider offices, and thus completed by victims actively seeking services. In addition, this finding comes despite the fact that the majority of administrators reported actively promoting awareness and use of AVN services among victims and first responders who encounter victims. More research is needed to evaluate the range and effectiveness of different AVN marketing strategies and the extent to which they reach different victim populations. Research is also needed to examine service providers' level of knowledge and understanding of victims' legal rights as it relates to notification, and the extent to which service providers are informing victims of AVN services.

Research should also explore the role of law enforcement in promoting awareness and use of AVN services among victims. Administrators and other key stakeholders often pointed to the important role service providers played in promoting awareness and use of AVN services; however, a recent report from the Bureau of Justice Statistics found that between 1993 and 2009, an average of 9% of victims of serious violent crime received assistance from a victim service agency (Langton, 2011). This finding suggests that many victims may never encounter a service provider; law enforcement may be their initial and possibly only interaction with the criminal justice system.

Stakeholders noted that victims who are aware of available AVN services are often confused by the variations in services offered across jurisdictions, criminal justice branches, and individual facilities. In fact, findings from the multivariate analysis of the survey of victims highlighted that with few exceptions, demographics and system-level variables do not influence victim use of, satisfaction with, or perceived benefits of AVN, unlike the findings related to service providers. These differences may be linked to awareness of system features. Unlike service providers, victims may be unaware of available system features and what services they are or are not receiving. For instance, a victim may not realize that the system requires them to reregister when an offender transfers to another criminal justice agency or that they might not be notified if an offender temporarily returns to the community on furlough. This potential misunderstanding of system features has important implications for victim safety. Additional research is needed to assess gaps in system coverage and its impact on victims, especially in cases of imminent danger.

Findings suggest that states should strive to provide comprehensive AVN services through a single system tied to all criminal justice and ancillary facilities. Recognizing that this is not always possible, evaluation findings suggest that victims need to better understand what services are and are not provided through their jurisdiction's AVN system. Therefore, victims require additional information, including details on entities that provide AVN services, events that trigger notifications, any steps the victim must take to ensure service delivery (e.g., reregistration), and who victims can contact if they require additional information.

Additional information within the notifications themselves may be required in some jurisdictions, as some AVN notifications offer minimal, incomplete, or confusing information. For example, service providers and other stakeholders reported that in some jurisdictions a "release" notification is sent instead of a "transfer" notification when an offender transfers from a facility providing AVN services to one that does not. This may result in a victim fearing that their offender has been released when, in fact, the offender has been transferred. If victims are

unable to fully understand or interpret the implication of a notification, they may experience unnecessary stress or anxiety.

Based on feedback from stakeholders across all phases of the evaluation, researchers recommend that status change notifications specify the type of status change and, in cases of transfer, the location to which an offender is being moved. In jurisdictions where participation by all branches of the criminal justice system is not possible, notifications should specifically indicate when an offender is being transferred from a facility or branch that does provide automated notification to one that does not; such notifications should clearly state that the offender remains in custody and should provide information on the location to which the offender is being transferred. Similarly, in jurisdictions where seamless registration is not possible, transfer notifications should specify that the victim will need to reregister to continue receiving automated notification and should provide information on the registration process.

Researchers also found that notifications for calls to court did not always include the purpose of the court event (e.g., bond motion, sentencing). Providing this information may assist victims in deciding whether to attend such events and better prepare them for any potential change in their offender's status that may result from the event. Court notification should also include the offender's full name as well as the case number so that victims registered against offenders with multiple charges know what charge the notification is related to.

The limited information provided in some automated notifications and findings from the evaluation indicating that issues exist regarding the accuracy and reliability of notifications again raise questions regarding the extent to which AVN systems are able to fulfill legislative mandates (e.g., lack of information regarding the purpose of a court event may be considered insufficient notice under some statutes). Research is needed to explore the legal and safety implications of incomplete, inaccurate, and undelivered notifications (e.g., due to system outages, human errors in data entry). Regardless of the information included within individual notifications, stakeholders agree that all automated notifications should provide information on who victims can contact if they have questions or require additional information or assistance. Recognizing that even the most robust AVN system may result in victims having questions or requiring additional information or services, access to a live person emerged as an important element in providing comprehensive notification services to victims. One of the benefits offered through most vendor-based AVN systems is the ability to route information and notification inquiries to the vendor's toll-free call center. These centers can typically assist with registration services and offer offender status updates. However, the services and information available through these centers may be limited. For example, these call centers often redirect victims to participating agencies in their local jurisdictions when victims are seeking detailed information about a status change, court event, or custodial facility, as well as service referrals. Thus, both automated and non-automated notification systems ultimately require someone at the local level be available to answer questions and provide additional information and referral services. Interviews with key stakeholders suggest that these local services can often be forgotten or not accounted for when assessing the costs of AVN systems; however, these services require time and resources and are an important consideration for states implementing and operating AVN systems.

In addition, although 47 states, the District of Columbia, and Puerto Rico all operate AVN systems, findings from the survey of service providers indicated that a large number of service providers across the country continue to provide manual notification services to victims. Findings from the survey of victims showed that victims receiving manual notifications were

significantly more likely to use AVN systems; in fact, the strongest predictor of AVN registration was manual notification. Assessing the range and scale of manual notifications available to victims was outside the scope of this evaluation. However, future cost-benefit analyses of AVN systems should consider the continued provision of manual notifications, especially when notifications are duplicative in content.

4.3 Limitations

Although this study provides important information regarding the implementation and operation of AVN systems in supporting victims of crime, its limitations are important to consider. Information on each state's AVN system, gathered in Phase I of the evaluation, was limited because not all administrators participated in each iteration of administrator interviews. In addition, due to administrator turnover both prior to and during the evaluation, administrators were not always able to provide comprehensive information on the AVN system in their state.

During Phase II of the evaluation, the survey of service providers and the survey of victims were both limited by their self-report aspect, which relied on respondents' perceptions and memories. The ability to assess representativeness and generalize findings from both surveys was also hindered by the lack of an existing list of all eligible service providers, the use of snowball sampling in the survey of service providers, and the fact that the survey of victims was distributed through service providers using non-probability methods, thus limited to victims seeking services who actively volunteered to complete the survey. Also for these reasons, a valid response rate could not be generated for either survey, and the extent to which findings were representative of service providers' and victims' experience with AVN is unknown. The resultant samples evidenced diversity in many aspects; however, there was overrepresentation by females and community-based service provider offices. Readers should use caution when interpreting these findings.

Although an impact study was outside the scope of this evaluation, during the course of this evaluation researchers identified a number of challenges that may hinder future attempts to conduct a more rigorous, full-scale impact study (e.g., with control groups, post-hoc matching). These challenges include, but are not limited to, limited availability of vendor and cost data, the already widespread use of AVN, ethical concerns related to randomizing a service intended to increase victims' safety, and challenges identifying and surveying victims not seeking services through a victim service provider.

There were also limitations related to the nature of responses and the instruments. The nature of responses sometimes made analysis challenging and prevented the inclusion of additional control variables. For instance, service providers reported serving *most* victim population types and providing *most* victim services, so researchers could not analyze how these factors were related to the outcome variables. In addition, administrators did not know some system details, making it difficult to account for these in analyses. Some state-level variables were also too diffuse to include as appropriate predictors (e.g., state outreach approaches conducted over a number of years).

Certain differences between the two surveys sometimes made comparisons difficult (e.g., different response option scales for questions about perceived benefits). The branching structure of the survey of service providers also led to some questions not being asked for all types of service providers (e.g., a question about the percentage of victim clients with an

incarcerated offender could not be used as a control variable because it was not asked of service provider respondents who did not use AVN).

There are also limitations related to the survey instruments. Previously validated instruments could not be used due to the lack of existing measures related to AVN. In addition, the use of interreliability tests was challenged by the surveys' varying format of questions and the small number of items for scales (e.g., four items for the 5-point satisfaction scale on the victim survey).

To protect victim privacy, the survey of victims did not ask specific questions regarding the status of victims' offenders or the jurisdiction in which victims were registered (i.e., geographic location was determined by the location of the service provider's office), limiting the degree to which researchers could match survey responses with a particular jurisdiction for additional analysis or assess victims' eligibility or need for AVN services. The survey was translated into Spanish to avoid exclusion of Spanish-speaking victims; however, other non-English speakers may have been unable to complete the survey. This may result in an underestimated relationship between AVN system language accessibility and outcomes (since victims speaking these additional languages likely would not have completed the survey to express the importance of this feature).

Findings from the site visits during Phase III of the evaluation were limited by researchers' ability to interview each agency providing AVN services in the state. The cost considerations section was limited by the lack of relevant information available to researchers. Some states were unable to provide cost information due to nondisclosure agreements with vendors. In addition, many current administrators were not present at the start of implementation or did not recall start-up costs or internal resource burdens. These administrators often reported not having access to past cost information. Despite the study's limitations, research findings enhanced overall knowledge about the implementation and operation of AVN systems in supporting victims of crime.

4.4 Future Considerations

With the number of states providing victim notification services through AVN systems exponentially increasing over the past two decades, some stakeholders have suggested the development of a national AVN system. The premise of this system is that it would be able to provide consistent and comprehensive AVN services in a unified and seamless manner throughout the United States.

In theory, this type of system promises a number of benefits for enhancing notification effectiveness and efficiency. For example, a national system could facilitate notification services for interstate transfers. However, the feasibility of developing such a system remains unclear. Many of the challenges faced by state AVN systems would also affect a national system, the most notable being stakeholder participation. Stakeholder participation varies greatly across states. There is no indication that stakeholders unwilling to provide AVN services on a local or state level would be willing to participate in a national program, thus greatly limiting the ability of any national system to serve as a single structure through which victims could receive information and notification services.

Implementing a national AVN system linking current AVN systems across state lines also would be challenging. AVN systems' varied operational structures would mean linking systems using

different technologies, functioning under different infrastructures, and operated by different entities (e.g., vendors, criminal justice agencies, and non-profit organizations). The viability of making these linkages, and offering critical features such as seamless registration, is unknown at this time. It is also unclear how a national system would be marketed given the wide variation of services that would be available across states lines, jurisdictions, criminal justice branches, and individual facilities.

In addition to structural and marketing barriers, the development of a national system may be hindered by the uncertain future of many state AVN systems. In 2011, BJA suspended its SAVIN program indefinitely. Since SAVIN grants are provided for periods of up to 24 months, the impact of this suspension will not be fully realized until 2013 (or later for states receiving no-cost extensions); however, with 66% of states reporting that they were receiving SAVIN funding as of late 2012, the impact will likely be significant. Some states have identified sustainable funding streams through line items in state budgets, offender telephone vendor contracts, or

“Stable funding is critical; it shouldn’t be a question of whether you’ll notify or not.”

- Virginia DOC Representative

other funding sources. However, limited funding has already resulted in some states changing the structure of their AVN systems by moving services in-house to reduce long-term operational costs; other states have also suspended some of their AVN system services.

When asked what they would do if funding for their state’s system was reduced, a number of administrators reported that they would likely reduce notification services to those that were legislatively required to receive notifications. Administrators were less certain about implications should their states’ AVN systems cease operation altogether. Criminal justice agencies and entities would continue to be responsible for notification under the law; however, in some states, it remains unclear where this responsibility would fall and whether there would be resources to support manual notification services. In addition, there is little information regarding what a transition from automated to manual notification services would entail. Significant questions remain, including: How would registration data be transferred, especially when held by outside vendors? Would all registered users continue to be eligible for notification services? Would those who were eligible need to reregister for manual notification services? How would this transition best be communicated? Given the scale of AVN systems currently operating within the United States, additional research is needed to examine these questions so, if necessary, states can make this transition in an informed, victim-centered manner.

Conclusion

The expanded use of automated notification over the past two decades has fostered a need to identify and disseminate promising practices for effectively developing, implementing, and operating AVN systems so they support victims of crime. Findings from this evaluation offer a unique window into the various AVN systems in operation around the country. The experiences of key stakeholders involved in AVN systems, as well as the challenges faced and lessons learned, can help others implement and improve AVN services in communities nationwide. Local and state policymakers can look to the evaluation findings as they develop and pass victim-centered policies and redirect resources to maximize notification services.

While these evaluation findings provide new insights on AVN systems in the United States, much about AVN systems remains to be learned. Additional research is needed to better understand the population of AVN system users as a whole, the role of privacy and anonymity on victims’ decision to register for AVN, and the awareness, use, and impact of AVN services



among victims who do not seek services or participate in the criminal justice process. Research is also needed to assess BJA's SAVIN training and technical assistance program to ensure these services are effectively meeting the needs of states and enhancing the services offered through their AVN systems. In addition, research should examine the extent to which branches of the criminal justice system that do not participate in AVN are meeting their notification requirements. Finally, given the widespread implementation and uncertain future of many AVN systems, research is needed to examine the potential impact of system termination and promising practices for transitioning notification services in a victim-centered manner.

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Appendices



Appendix A: Evaluation Instruments

Administrator Interview Protocol

I. GENERAL SAVIN INFORMATION AND HISTORY OF THE PROGRAM

- 1) When did your state first began using automation for the purpose of providing victims with information and notification?
 - a. Which agencies/jurisdictions **initially** used automated victim notification?
 - 2) Prior to adopting automation, how were victims were notified about the status of their cases and/or offenders, and the location of their offenders?
 - a. How were these notification services funded?
 - 3) In your state, what is your automated victim notification system called?
 - 4) How was your SAVIN program started?
 - 5) Was there a specific impetus that led your state to start its SAVIN program?
 - 6) When (in what year) did your state first receive funding from BJA for SAVIN?
-

II. SAVIN FUNDING

- 1) Prior to receiving SAVIN funding from BJA, what types of automated victim information and notification services did you offer in your state?

YES/NO

 - Notification about the status of and location of alleged offenders in jails:
 - Notification about the status or and location of convicted offenders in prison:
 - Notification that alleged or convicted domestic violence offenders have been served with a protective order:
 - Sex offender notification:
 - Call-to-court:
 - Survey Solutions:
 - Other (*please describe*):
- 2) Since receiving SAVIN funding from BJA, what types of automated victim information and notification do you offer now?

YES/NO

 - Notification about the status of and location of alleged offenders in jails:
 - Notification about the status or and location of convicted offenders in prison:
 - Notification that alleged or convicted domestic violence offenders have been served with a protective order:
 - Sex offender notification:
 - Call-to-court:
 - Survey Solutions:
 - Other (*please describe*):

- 3) In addition to the funding you receive from BJA, is your SAVIN program *partially funded* by other sources? (If yes, please describe)
- 4) How do you expect to sustain your program in the future?

III. SAVIN PLANNING AND GOVERNANCE

- 1) Do you have a strategic plan that guides the planning and implementation of your SAVIN program?
- 2) Have your initial goals for your SAVIN program changed since the inception of your program?
- 3) Do you have a SAVIN Governance Committee?
 - a. (If “yes”) Which professions are represented on your SAVIN Governance Committee?
 - b. (If “no,”) Why not?
- 4) Who are the main SAVIN sponsors and participants in your state?
- 5) Has your state developed any “memoranda of understanding” or inter-agency policies that guide the implementation of SAVIN? (please describe)
- 6) What jurisdictions within your state participate in your SAVIN programs, i.e., actually *sponsor and use* the SAVIN technology?
- 7) Are there any jurisdictions or agencies in your state that refuse to participate in SAVIN?
 - a. (If “yes”) Do you know why they don’t want to participate in SAVIN?
- 8) Is SAVIN your state’s *only method* for providing victims with information and notification?
 - a. (If “no”) What other methods are used to notify victims, and who does such notifications?

IV. SAVIN SERVICES

- 1) What types of information and notification do you provide to victims through your SAVIN system?

YES/NO

- Notification:
- Telephone in-bound from the victim:
- Telephone out-bound to the victim:
- Web site registration:
- Email:
- Text/SMS:
- In writing (snail mail):
- Other (please describe):

- 2) Are your SAVIN services available in languages other than English?
 - 3) Are your SAVIN services available in TDD or TTY for users who are Deaf?
-

V. VICTIM AND PUBLIC OUTREACH

- 1) Please describe your SAVIN program's efforts in outreach to crime victims and survivors, service providers, and the public?
 - 2) Please describe any media relations activities you sponsor to promote SAVIN?
-

VI. PROGRAM SUCCESSES AND OBSTACLES

- 1) What do you perceive as the greatest success(es) of your SAVIN program?
 - 2) What is your definition of "success" (outcomes)?
 - 3) Have you encountered any challenges or limitations to planning, implementing or evaluating your SAVIN program? (*please describe*)
 - a. Have you resolved these challenges or limitations? How?
 - b. If not, what resources are needed to resolve these issues?
-

VII. TRAINING AND CROSS-TRAINING

- 1) Do you conduct any training programs for criminal or juvenile justice and allied professionals about SAVIN, and their respective roles in SAVIN implementation? (*please describe*)
 - 2) Please describe the types of audiences that you provide SAVIN training to?
 - 3) Do you sponsor a "train-the-trainers" program, to encourage allied professionals to also provide training to their constituents and clients about SAVIN?
If "yes," please describe.
-

Can you think of anything else you would like us to know about your SAVIN program?



Survey of Service Providers

Introductory Disclaimer:

This survey is being conducted by ICF International to assess the experiences and perspectives of victim service providers as it relates to automated victim notification systems - systems that automatically inform victims through a call, email, text, or letter of an offender's release, escape, transfer, or court case. The results of this study will generate attention on the best practices regarding assisting victims/survivors of crime. The final product of the study will be a Toolkit that will outline any identified gaps in services, as well as the important elements and usefulness of existing notification systems. Additionally, this survey asks a few questions for a related study on the experiences of victims in cases that have been overturned.

Participation in this survey is confidential; you may choose not to answer any question, or stop participating at any time. The information you give us is confidential. Responses to survey questions will be reported in aggregate and never identify you or your agency. If you have any questions about the survey or this process, please feel free to contact the ICF Project Manager, Seri Irazola at SIrazola@icfi.com or by telephone at 703-934-3000 or the chairperson of ICF International's Institutional Review Board, Janet Griffith at JGriffith@icfi.com or by telephone at 703-934-3000.

I. Background

Your Name: _____

Your Agency's Name: _____

What state is your agency located in? _____

What county is your agency located in? _____

Select the jurisdiction that best describes the geographic area you serve (**check only one**)

- Federal district
- Regional
- State
- Local (such as county, city, or other locality)
- Other, *please describe:* _____

Select the type of entity that best describes the agency/organization you work for (**check only one**)

- Non-Profit Organization
- Criminal Justice Government Agency
- Non-Criminal Justice Government Agency
- Other, *please describe:* _____

If **criminal justice system**, please select the system that best describes where you work (**check only one**)

- Corrections
- Parole
- Court/Prosecution
- Police
- Juvenile Justice
- Probation
- Tribal Justice
- Military



- Other, *please describe:* _____

On average, approximately how many crime victims do you serve in one month? (**check only one**)

- 0
- 1-10
- 11-30
- 31-50
- 51-100
- 101-200
- More than 200

Please indicate below the types of victim populations that you serve (**check all that apply**)

- Survivors of Homicide Victims
- Assault
- Robbery
- Burglary
- Missing/Exploited Children
- Child Abuse
- Property/Economic Crime/Fraud
- DUI/DWI/other traffic-related crimes
- Domestic Violence
- Sexual Assault (including Rape)
- Human Trafficking
- Elder Abuse
- Stalking
- Special Needs/Victims with Disabilities
- Other, *please specify:* _____

Please indicate the types of victim services that you provide to crime victims (**check all that apply**)

- Long Term Housing
- 24-hour Hotline
- Transitional Housing/Emergency Shelter
- Compensation Claim Assistance
- Information/Referrals
- Crisis Intervention
- Short-term Counseling
- Long-term Counseling
- Court Accompaniment
- Legal Advocacy
- Criminal Justice System Advocacy
- Victim Impact Statement Assistance
- Restitution Assistance
- Other, *please specify:* _____

Please estimate the proportion of your victim clients who come in-person to your office at least once (**check only one**)

- None or very few
- More than a few but less than 25%

- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all
- Not Applicable, please describe:

II. Registration

Do you register victims for and/or refer victims to automated notification services (services that automatically inform victims through a call, email, text, or letter of an offender's release, escape, transfer, or court case)? *(check only one)*

- Yes, I register victims for AND refer victims to automated notification services.
(Please continue to page 3)
- Yes, I register victims for automated notification services, but do not make referrals.
(Please continue to page 4)
- Yes, I refer victims to automated notification services, but do not register victims.
(Please continue to page 5)
- No (Note: not all states and/or counties currently have automated notification systems).
(Please continue to page 7)

If you register AND refer victims to automated notification services, please answer the following questions:

About what proportion of your victim clients have an incarcerated offender? (*check only one*)

- None or very few
- More than a few but less than 25%
- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all

About what proportion of your victim clients **with an incarcerated offender** do you register for or refer to automated notification services? (*check only one*)

- None or very few
- More than a few but less than 25%
- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all

When you provide registration services for automated notification services, who do you designate to receive notifications? (*check all that apply*)

- You, who then informs the victim or his/her parent/guardian
- The victim or his/her parent/guardian directly
- Other, please specify: _____

Have you experienced any problems with your jurisdiction's automated notification system?

- YES
- NO

If yes, what problems have you experienced (*please check yes, no, or not applicable for each*)?

- Difficulty registering
- Difficulty using the website to check offender's status
- Difficulty calling into the system
- Inaccurate notifications
- Not enough notifications
- Too many notifications
- Delayed or outdated notifications
- Trouble with the PIN
- Other, please describe: _____

Have any of the clients you serve ever experienced any problems with your jurisdiction's automated notification system?

- YES
- NO

If yes, what problems have your clients experienced (*please check yes, no, or not applicable for each*)?

- Difficulty registering
- Difficulty using the website to check offender's status



- Difficulty calling into the system
- Inaccurate notifications
- Not enough notifications
- Too many notifications
- Delayed or outdated notifications
- Trouble with the PIN
- Other, please describe: _____

(Please continue to page 6)



If you register victims to automated notification services, but do not refer victims, please answer the following questions:

About what proportion of your victim clients have an incarcerated offender? (*check only one*)

- None or very few
- More than a few but less than 25%
- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all

About what proportion of your victim clients **with an incarcerated offender** do you register to your jurisdiction's automated notification system? (*check only one*)

- None or very few
- More than a few but less than 25%
- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all

When you provide registration services for automated notification services, who do you designate to receive notifications? (*check all that apply*)

- You, who then informs the victim or his/her parent/guardian
- The victim or his/her parent/guardian directly
- Other, please specify: _____

Have you experienced any problems with your jurisdiction's automated notification system?

- Yes
- No
- Don't Know

If yes, what problems have you experienced (*please check yes, no, or not applicable for each*)?

- Difficulty registering
- Difficulty using the website to check offender's status
- Difficulty calling into the system
- Inaccurate notifications
- Not enough notifications
- Too many notifications
- Delayed or outdated notifications
- Trouble with the PIN
- Other, please describe: _____

(Please continue to page 6)

If you refer victims to automated notification services, but do not register victims, please answer the following questions:

About what proportion of your victim clients have an incarcerated offender? (*check only one*)

- None or very few
- More than a few but less than 25%
- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all

About what proportion of your victim clients **with an incarcerated offender** do you refer to automated notification services? (*check only one*)

- None or very few
- More than a few but less than 25%
- About 25% to 50%
- About 51% to 75%
- Over 75% but not all
- All or virtually all

Have any of the clients you serve ever experienced any problems with your jurisdiction's automated notification system?

- YES
- NO

If yes, what problems have your clients experienced (*please check yes, no, or not applicable for each*)?

- Difficulty registering
- Difficulty using the website to check offender's status
- Difficulty calling into the system
- Inaccurate notifications
- Not enough notifications
- Too many notifications
- Delayed or outdated notifications
- Trouble with the PIN
- Other, please describe: _____

(Please continue to page 6)

Overall (All agencies who register victims for and/or refer victims to automated notification systems)

Overall, how satisfied are you with your jurisdiction's automated notification system?

- Extremely Satisfied (5)
- Very Satisfied (4)
- Somewhat Satisfied (3)
- Not Very Satisfied (2)
- Not at all Satisfied (1)

What do you perceive as the benefits of automated notification for crime victims (**please check all that apply**)?

- Increases victims' sense of safety
- Helps victims make decisions about their safety
- Helps victims feel empowered
- Enhances victims participation in their related legal case(s)
- No benefits
- Other, *please describe*: _____

What do you perceive as the benefits of automated notification for the criminal justice system (**please check all that apply**)?

- Allows the criminal justice system to fulfill its mandates related to victim notification.
- Allows law enforcement, prosecutors, victim advocates, and other criminal justice professionals to have immediate access to offender information.
- Allows local criminal justice agencies to route calls concerning custody and court status to the state's automated notification hotline
- Eliminates the need to manually notify victims, allowing criminal justice staff to focus on other responsibilities
- No benefits
- Other, *please describe*: _____

Do you continue to provide manual notifications (via phone, text, email, or mail) to crime victims?

- YES
- NO

If yes, to what extent do you continue to provide manual notifications (please check all that apply**)?**

- For all crime victims regardless of whether or not they have registered for automated notification
- In cases where victims choose not to receive automated notifications
- In cases of imminent danger
- Other, *please describe*: _____

(Please continue to page 8)

Automated Notification - NO

To your knowledge, does your state and/or county have an automated notification system?

- Yes
- No

If **yes**, why don't you provide automated notification registration and/or referral services (**please check all that apply**)?

- Difficulties accessing or utilizing the system
- Privacy/security concerns
- Concerns that automated notification hinders the provision of support services
- Lack of client interest in receiving automated notifications
- Confidence that the current notification system is sufficient
- Unsure of the benefits to automated notification
- Other, *please describe*: _____

If **no**, would you be interested in providing registration and/or referral services for victims to receive automated notifications of an offender's releases, escapes, or transfers?

- Yes
- No
- Don't Know

If **no**, what would you want in an automated notification system (**please check all that apply**)?

- Telephone number that allows victims to anonymously check offender status
- Website that allows victims to anonymously check offender status
- Ability for victims to register for notifications through an outside party (like a victim advocate or police)
- Multiple formats for receiving notification (like phone, emails, texts, or letter)
- Ability for victims to select the notifications they are interested in receiving (like escapes, transfers, or court appointments)
- 24-Hour access to emergency support systems (like victim advocate or police)
- Other, *please describe*: _____
- Not interested in automated notification

Do you provide other forms of NON-AUTOMATED notifications?

- Yes
- No

If **yes**, what forms of NON-AUTOMATED notifications do you provide (**please check all that apply**)?

- Phone
- Email
- Text
- Mail
- Other, *please describe*

If **yes**, to what extent do you provide NON-AUTOMATED notifications (**please check all that apply**)?

- To all crime victims
- To crime victims who specifically request notifications



- In cases of imminent danger
- Other, *please describe*: _____

(Please continue to page 8)



III. Overall

What suggestions do you have for improving automated notification services or victim notification in general?

Do you have any additional comments regarding automated notification services or victim notification in general?



Survey of Victims

SURVEY: Automated Notification Systems

This survey is sponsored by the U.S. Department of Justice (DOJ), National Institute of Justice (NIJ). The purpose of this survey is to learn more about resources and services that would be useful to support victims of crime. You do not have to be a victim to complete the survey. You must be age 18 or older to complete the form. Participation in this survey is completely voluntary; you may choose not to answer any question, or stop participating at any time.

If you have any questions about the survey or this process, please feel free to contact the ICF Project Manager, Seri Irazola at sirazola@icfi.com or by telephone at 703-934-3000 or the Chairperson of ICF International's Institutional Review Board, Janet Griffith at jgriffith@icfi.com or by telephone at 703-934-3000.

If upon completion of this survey you experience unease or are concerned about your safety, please contact your local victim advocate provider or the National Center for Victims of Crime to be connected to a local service provider:

NATIONAL CENTER FOR VICTIMS OF CRIME (WWW.NCVC.ORG) – 1-800-FYI-CALL (1-800-394-2255)

BACKGROUND

A. Are you Female or Male? Female Male

B. How old are you?

- 1 18-21
- 2 22-29
- 3 30-39
- 4 40-49
- 5 50-59
- 6 60+

C. What is your race? (check all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or Other Pacific Islander
- 6 White

D. Which of the following best describes you?

- 1 Victim/survivor of a crime
- 2 Relative of a victim/survivor
- 3 Friend of a victim/survivor
- 4 Other visitor, please describe: _____

E. What type of crime is your current visit to this office related to? (check all that apply)

- 1 Murder
- 2 Forcible rape
- 3 Robbery
- 4 Aggravated assault
- 5 Burglary
- 6 Larceny-theft
- 7 Motor vehicle theft
- 8 Arson
- 9 Domestic violence
- 10 Stalking
- 11 Other, please describe: _____

F. Have you registered to receive or has a service provider registered you to receive automated victim notifications (like a call, text, email or letter that tells you where an offender is, or if he/she has a court case)?

- 1 YES (if yes, please complete questions 1-14 on pages 2 and 3)
- 2 NO (if no, please complete questions 15-20 on page 4)

NOTE: Not all states and/or counties currently have automated notification systems

9. Please rate how well each of the following sentences describes your experience with automated notification:	Not at all true	Not very true	Somewhat true	Very true	Extremely true	N/A
<i>Automated</i> notifications have made me feel safe	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
<i>Automated</i> notifications have helped me make decisions about my safety	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
<i>Automated</i> notifications have helped me feel more empowered	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
<i>Automated</i> notifications have made me want to be more involved in my legal case(s)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
<i>Automated</i> notifications have had no impact on me	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆

Other, please describe: _____

10. Would you encourage other victims to register for and/or use *automated* notifications?
₁ YES ₂ NO If **no**, please explain: _____

11. Do you receive *non-automated* notifications about the offender (like a call or letter that tells you where an offender is, or if he/she has a court case) in addition to the notifications you receive through the *automated* notifications system? ₁ YES ₂ NO

If **yes**, please identify from which sources you receive notification: (check all that apply)
₁ A victim advocate/victim witness coordinator ₄ Correctional staff (prisons and jails)
₂ Law enforcement ₅ Other, please describe: _____
₃ Prosecutor's office _____

If **yes**, how satisfied were you with the notification(s) you have received from these other sources?
₁ Extremely satisfied ₃ Somewhat satisfied ₅ Not at all satisfied
₂ Very satisfied ₄ Not very satisfied

12. How helpful are each of these services in improving your sense of safety and/or security?	Not at all important	Slightly important	Neutral	Somewhat important	Very important	N/A
Support from victim service providers	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
Support from friends/family members	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
Support from other community resource providers	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
Support from police	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
Receiving <i>automated</i> notifications	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
Receiving <i>non-automated</i> notifications	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆
Developing a safety plan	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅	<input type="radio"/> ₆

13. Do you have any additional comments regarding *automated* notification or victim notification in general? _____



Appendix B: State Legislative Profiles

State Legislative Profiles

The following profiles provide descriptive information about state statutes explicitly addressing victim notification. The information contained in this document is not comprehensive (please see section 2.4.4 for a description of the methodology); in particular, these profiles do not include laws where there is an implicit right to notification, state constitutions, or victims' bills of rights. Please consult your state legislature for the most accurate, up to date, and applicable information on victim notification legislation.

Please see glossary definitions for clarification on legislative characteristics below.

Authorizes a State or Local Funding Source = Authorized funding sources for victim notification, not necessarily limited to automated notification.

Notification Triggers = The different events or offender status changes which trigger a notification to a victim. Excluded notification triggers include: events relating to juvenile delinquents, Interstate Compacts, notifications related to sexually transmitted infection, notifications to non-victim populations (e.g. witnesses or offender family members), notifications from offender global positioning devices, and the provision information related to the criminal justice process or victims' rights. Note that triggers were checked if they were referenced in *any* of the identified statutes. Mandated triggers often varied by branch.

Offender Called to Court = Includes all pre-conviction hearings and post-conviction proceedings and appeals.

Participating Branches of the Criminal Justice System = The criminal justice branches required to supply information on or notify a victim of an offender's change in status or court event. If probation and/or parole are operated out of a state's Department of Corrections, community corrections is checked if notifications are mandated for probation and/or parole status changes. If legislation identifies the Prosecutor's Office as the notifying branch, "other" is checked as well the entity directly related to the notification trigger (e.g., community corrections is checked if a prosecutor is mandated to notify a victim upon release of probation/parole). Note, branches were checked if they were referenced in *any* of the identified statutes.



Alabama		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **Code of Ala. § 15-22-36**
 - Establishes a taskforce to guide and support the implementation of a statewide automated victim notification system.
 - States that victims shall be notified, upon request, 30 days or more in advance of any parole board hearing or action.

Alaska			
Automated Notification			
<input checked="" type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source			
<p style="text-align: center;">Notification Triggers</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding: 2px;"> <input checked="" type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered </td> <td style="width: 50%; vertical-align: top; padding: 2px;"> <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other: </td> </tr> </table>	<input checked="" type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input type="checkbox"/> Other:
<input checked="" type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:		

Statutes

- **Alaska Stat. § 12.61.050**
 - Establishes an automated victim notification system.

- **Alaska Stat. § 33.30.013**
 - States that victims shall be notified in instances of escape or when an offender is released to the community, including release through furlough and early release programs.
 - States that victim, upon request, and all victims of domestic violence shall be notified of an offender’s change in status.

- **Alaska Stat. § 44.28.020**
 - Allows revenue generated by the inmate telephone system to pay the costs of establishing and maintaining an automated victim notification system.

Arizona		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **A.R.S. § 31-411**
 - States that victims shall be notified, upon request, 15 days or more in advance of any parole board hearing on the commutation, absolute discharge, or parole of an offender.
- **A.R.S. § 41-1604.03**
 - Allows the special services fund (which includes revenues generated by the inmate telephone system and the automated public access program) to pay the costs of a telephonic victim notification system.
- **A.R.S. § 41-1604.13**
 - States that victims shall be notified, upon request, 15 days or more in advance of any parole board hearing on home arrest.

Arkansas		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Commutation/ Clemency/Pardon Recommendation</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of Human Services</u>

Statutes

- **A.C.A. § 12-12-914**
 - States that victims shall be notified of a sex offender’s release from incarceration or release following an acquittal on the grounds of mental disease.

- **A.C.A. § 12-12-1201**
 - Establishes an automated victim notification system.

- **A.C.A. § 12-12-1202**
 - States that victim notification requirements may be accomplished through automated notification, and that the automated notification system shall include information on furloughs, work release, and community correction programs.

- **A.C.A. § 12-29-114**
 - States that victims shall be notified, upon request, following the escape of an inmate from the custody of the DOC.

- **A.C.A. § 16-21-106**
 - States that victims shall be notified, upon request, of critical events in the criminal justice process.

- **A.C.A. § 16-93-204**
 - States that victims shall be notified, upon request, prior to considering, holding a hearing for, or submitting to the Governor a recommendation regarding an application for a pardon or commutation of sentence of a person convicted of capital murder.

- **A.C.A. § 16-93-615**
 - States that advanced notification regarding the consideration for transfer by the parole board must be provided to a victim of a felony offense listed in subdivision (b)(1), unless a request not to be notified has been made, as well as to all other felony victims, upon request.

- **A.C.A. § 16-93-702**
 - States that advanced notification regarding the consideration for parole by the parole board must be provided to a victim of a capital murder, or of a class Y, class A, or class B felony, or any violent or sexual offense, unless a request not to be notified has been made, as well as to all other felony victims, upon request.

California		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Execution, Negotiations in Exchange for In-Custody Informing, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution, State Department of Mental Health</u>

Statutes

- **Cal. Penal Code § 646.92**
 - States that victims of domestic violence and stalking shall be notified, upon request, at least 15 days prior to release from state prison or county jail, for any change in the parole status or location, if the convicted person absconds from supervision while on parole, or of escape from an institution or reentry facility.
- **Cal. Penal Code § 646.93**
 - States the prosecutor shall make all reasonable efforts to notify victims of stalking of upcoming bail hearings.
 - States that a telephone number shall be available to the public in counties that do not operate a victim notification system so that the public may inquire about bail status or release date of an offender.
- **Cal. Penal Code § 679.02**
 - States that victims have the right to be notified of court events, parole eligibility hearings, and an offender's escape, placement in a reentry or work furlough program, and placement on parole or probation.
- **Cal. Penal Code § 679.03**
 - States that a victim may request and receive notification of a violent offender's release, escape, scheduled execution, or death.
- **Cal Penal Code § 1191.25**
 - States that the prosecution shall make a good faith attempt to notify any victim of a crime that was committed by an in-custody informant and that the notice shall include information regarding the prosecution's intention to offer the in-custody informant a modification or reduction in sentence, early parole, or dismissal of the case in exchange for the in-custody informant's testimony. The notice shall be made no later than the time the in-custody informant is called to the stand.
- **Cal Penal Code § 3043**
 - States that victims shall be notified, upon request, at least 90 days before any hearing to review or consider the parole suitability or the setting of a parole date.

- **Cal Penal Code § 3053.2**
 - States that a victim of domestic violence may request to be notified of the release of a parolee and the parolee's location and parole agent or officer.
- **Cal. Penal Code § 3058.8**
 - States that victims of violent offenses shall be notified, upon request, of an offender's release, including conditional release, from Department of Corrections and Rehabilitation or from the State Department of Mental Health.
- **Cal Penal Code § 3605**
 - States that the warden of a state prison where an execution is to occur should invite the victims(s) or members of the victims' immediate family within 30 days of the execution if they request to be invited in writing
- **Cal. Penal Code § 4024.4**
 - Allows for the establishment of an automated victim notification system.
- **Cal Penal Code § 11155**
 - States that victims shall be notified, upon request, at least 60 days prior to placement of an inmate in any reentry or work furlough program.
 - States that victims shall be notified, upon request, in the event of an escape and within 30 days after regaining custody of the inmate.

Colorado		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Commutation/Pardon, Execution, Home Detention, Petition for Removal from Sex Offender Registry, Vacated Sentence</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>State Hospitals, The Department of Human Services</u>

Statutes

- **C.R.S. § 16-8-115**
 - States that the victim shall be notified prior to the hearing for release of an offender found not guilty by reason of insanity.
- **C.R.S. § 16-8-118**
 - States that victim shall be notified, upon request, when an eligible sex offender who has undergone treatment and rehabilitation petitions to be removed from the sex offender registry.
- **C.R.S. § 16-22-113**
 - States that a victim shall be notified, upon request, if an eligible sex offender petitions to discontinue his or her duty to register as a sex offender. The victim shall also be notified of the outcome of the petition.
- **C.R.S. § 18-1.3-105**
 - States that a sentencing judge shall make every reasonable effort to notify the victim if an offender has been sentenced to a home detention program.
- **C.R.S. § 18-1.3-301**
 - States that a probation officer shall provide any required victim notification when the officer submits a petition for early termination of an offender’s community corrections sentence.
- **C.R.S. § 24-4.1-302.5**
 - States that a victim has the right to be notified, upon request, of the following events:
 - Release or discharge from county jail or correctional facility;
 - Placement in or transfer to a less secure facility;
 - Probation/parole hearing, placement, or escape;
 - Transfer, release, or escape from any public, private, or state hospital;
 - Proceedings considering for postconviction release; and
 - Execution.

- HB 1053 amended C.R.S. § 24.4.1.302.5 to include:
 - States that a victim has the right to be notified of a vacated sentence due to post-conviction DNA testing.
 - States that a victim has the right to be notified an offender's transition from a residential facility to a nonresidential setting.
 - States that victim notifications can be provided through email and/or automated notification system.
- **C.R.S. § 24-4.1-303**
 - States that a victim has the right to be notified, upon request, of the following events:
 - Transfer, release, escape, and recapture from any state hospital, detention facility, correctional facility, community correctional facility, or other program;
 - Commutation of sentence or pardon;
 - Non-secured facility placement, transfer, and release;
 - Furlough/work release and release to a community correctional facility;
 - Probation/parole hearings, placements, changes in status or location, and release;
 - Petition for removal from the sex offender registry; and
 - Death.
- **C.R.S. § 24-33.5-507**
 - Allows grant funds from the Division of Criminal Justice to be used for equipment and operating expenses related to victim assistance and notification programs.

Connecticut		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Civil Commitment, Commutation/Pardon, Court Order, Plea Agreement, Protective Order Modification/ Termination, Sex Offender Registration and Exemption</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution, Social and Human Services and Resources Agency</u>

Statutes

- **Conn. Gen. Stat. § 17a-601**
 - States that a victim who desires notice shall be notified by the court of psychiatric board hearings, court orders, or escape of any defendant found not guilty by reason of mental disease or defect.
- **Conn. Gen. Stat. §18-81e**
 - States that a victim, a member of a deceased victim's immediate family, or the victim's legal representation who requests notification and provides a current address shall be notified upon the release of an inmate from a correctional facility.
- **Conn. Gen. Stat. §51-286e**
 - States that a victim, a member of a deceased victim's immediate family, or the victim's legal representation who requests notification and provides a current address shall be notified by the state's attorney of a defendant's arrest, arraignment, or release.
 - States that a victim, a member of a deceased victim's immediate family, or the victim's legal representation who requests notification and provides a current address shall be notified of related proceedings, including a guilty plea, trial, and sentencing.
- **Conn. Gen. Stat. §54-56d(l)**
 - States that the prosecuting authority should make reasonable efforts to notify any victims if the defendant fails to return to a court ordered mental health treatment facility.
- **Conn. Gen. Stat. § 54-91e**
 - States that a victim who has requested notification through the state-wide automated victim information and notification system shall be notified prior to the acceptance of a plea agreement by the court.

- **Conn. Gen. Stat. §54-130d**
 - States that the Board of Pardons and Paroles shall notify a victim, member of a deceased victim's immediate family, or the victim's legal representative if the board is prepared to grant a commutation, release, or pardon to a perpetrator of a crime involving the use, attempted use, or threatened use of force resulting in the physical injury, serious physical injury, or death of another person.
- **Conn. Gen. Stat. §54-203**
 - Establishes a victims' notification clearinghouse for persons who have filed a request on or after January 1, 1994 to be notified whenever:
 - An inmate has applied for release from a correctional institution, reduction of sentence, or review of sentence;
 - An inmate is scheduled to be released from a correctional institution; or
 - There is any modification or termination of criminal orders of protection for victims of family violence crimes.
- **Conn. Gen. Stat. §54-227**
 - States that the Office of Victim Services and the Victim Services Unit within the Department of Correction may have direct access to the Board of Pardons and Paroles court and sentence review records for the purpose of victim notification.
- **Conn. Gen. Stat. § 54-228**
 - States that a victim has the right to be notified, upon request, of the following events:
 - An inmate's application to the Board of Pardons and Paroles, Department of Correction, sentencing court or judge or review division;
 - An inmate's release, other than on a furlough; and
 - An inmate's petition for exemption or change in information status related to the sex offender registry.
- **Conn. Gen. Stat. §54-230**
 - States that the Office of Victims Services shall notify by certified mail all persons who have requested to be notified when an inmate or sexual offender seeks release or other relief or is released from a correctional institution.
- **Conn. Gen. Stat. §54-231**
 - States that the Department of Corrections shall notify the Office of Victim Services whenever the department schedules the release of an inmate from a correctional institution other than on furlough.
 - States that the Department of Corrections may make any records available for the purpose of victim notification.
- **Conn. Gen. Stat. § 54-235**
 - Establishes an automated victim notification system.
- **Conn. Gen. Stat. §54-251**
 - States that a victim, upon request, shall be notified if a person files an application to be exempted from sex offender registration.

Delaware			
Automated Notification			
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source			
<p style="text-align: center;">Notification Triggers</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding-right: 10px;"> <input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other: </td> </tr> </table>	<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General</u>
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:		

Statutes

- **11 Del. C. § 4121**
 - States that the attorney general shall use any reasonable means to notify the victim(s), unless the victim has requested not to be notified, whenever a sex offender is released, discharged, paroled, or sentenced to a period of probation. The notice shall include the offender’s legal name, known aliases, a photograph taken within 90 days of the offender’s release, and the offender’s anticipated future residence, school, and/or employment.

- **11 Del. C. § 4336**
 - States that the attorney general shall use any reasonable means to notify the victim, unless the victim has requested not to be notified, of the anticipated release of a sex offender from the Department of Correction.

- **11 Del. C. § 4347**
 - States that the Board of Parole shall notify the victim or the immediate family of the victim, unless they request not to be notified, at least 30 days prior to a scheduled parole eligibility hearing for an inmate convicted of a felony offense.

- **11 Del. C. § 6541**
 - States that the Department of Correction shall notify the victim at the victim’s last known place of residence upon placing an inmate on supervised custody, work release, or furloughs.

- **11 Del. C. § 9418**
 - Allows The Victims' Rights Fund to be used for the establishment of necessary infrastructure and systems development in support of victim notification initiatives.

- **11 Del. C. § 9413**
 - States that the Department of Correction shall notify a victim in writing upon the following triggers:
 - In advance of an offender’s projected release date;
 - Release or release to a community-based program;
 - In advance of a parole board hearing date;



- Escape (by telephone); and
- Probation, parole, or release, upon request.



District of Columbia		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- Research methodology resulted in no applicable legislation.

Florida			
Automated Notification			
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source			
<p style="text-align: center;">Notification Triggers</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding: 2px;"> <input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered </td> <td style="width: 50%; vertical-align: top; padding: 2px;"> <input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other: </td> </tr> </table>	<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Mental Health Facility, Residential Commitment Facility</u>
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:		

Statutes

- **Fla. Stat. §394.926**
 - States that any victim of a sexually violent predator shall be notified of the offender's release from involuntary civil commitment.

- **Fla. Stat. § 394.927**
 - States that victims shall be notified if a civilly committed sexually violent predator escapes from custody.

- **Fla. Stat. § 944.605**
 - States that the unless they request not to be notified, the Department of Corrections shall notify the victim, victim's parent or guardian if the victim is a minor, the lawful representative of the victim, or the victim's next of kin in the case of homicide:
 - Within 6 months of the inmate's release; and
 - Within 30 days after an inmate is approved for community work release.

- **Fla. Stat. § 960.001**
 - States that the victim, appropriate next of kin of a victim, or other designated contact of the victim shall be notified, upon request, of the following events:
 - Judicial and post-judicial proceedings related to the arrest, release, modification of release conditions, or any major filings/events in the case against the offender;
 - Release from incarceration, detention, or residential commitment;
 - Release following sentencing, disposition, or furlough;
 - Approval for work release; and
 - Escape from a state correctional institution, county jail, or residential commitment facility.

Georgia		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Order for Shortening Probation, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Prosecution</u>

Statutes

- **O.C.G.A. § 16-5-93**
 - States that a victim of stalking or aggravated stalking who provides a landline telephone number shall be notified of the following events:
 - Hearing of bail;
 - Release from custody; and
 - Escape.

- **O.C.G.A. § 17-10-1**
 - States that the court shall provide notice to any victim(s) of sex related or violent offenses prior to entering any order for shortening a period of probation.

- **O.C.G.A. § 17-10-1.2**
 - States that if a victim is not present at the presentence hearing the court shall inquire if the prosecuting attorney made a reasonable attempt to notify the victim. If the prosecuting attorney did not make a reasonable attempt to notify the victim then the presentence hearing shall be recessed in order to provide the victim the opportunity to attend prior to sentence being imposed.

- **O.C.G.A. § 17-17-5**
 - States that all victims who provide a current address and telephone number, wherever practicable, shall be entitled to notification of:
 - The accused's arrest;
 - The accused's release from custody;
 - Any judicial proceedings at which the release of the accused will be considered; and
 - Escape and subsequent re-arrest.

- **O.C.G.A. § 17-17-7**
 - States that the prosecuting attorney shall notify the victim whenever possible prior to any proceeding in which the release of the accused will be considered.

- **O.C.G.A. § 17-17-8**
 - States that if the victim requests in writing to be notified, the prosecuting attorney shall give advance notification of any scheduled court proceedings and changes to that schedule.

- **O.C.G.A. § 17-17-12**
 - States that if the victim requests in writing to be notified, the prosecuting attorney shall notify the victim of the following events:
 - The accused's filing of a motion for a new trial, appeal, or an extraordinary motion for a new trial;
 - The accused's release on bail or other recognizance pending the disposition of the motion or appeal;
 - Appellate court proceedings; and
 - Result of the motion or appeal.
 - States that in cases involving the death penalty the attorney general shall provide the following notification to a victim, upon written request:
 - The accused's filing and disposition of all collateral attacks, including petitions for a writ of habeas corpus; and
 - The status of all pending appeals, collateral attacks, or other litigation concerning such conviction at least every six months.

- **O.C.G.A. § 42-1-11**
 - States that a custodial authority shall make a good faith effort to notify a victim, upon written request and provision of an updated address, of the following events:
 - Release from imprisonment;
 - Furlough;
 - Work release;
 - Escape (within 6 hours of discovering the escape or as soon thereafter as is practical) and when the offender is apprehended (within 24 hours or as soon thereafter as is practical); and
 - Death.
 - States that if a victim of a sexual offense requests to be notified then the custodial authority shall notify the victim no later than 10 days before the offender's release from imprisonment, transfer to or release from work release, or any emergency situations. The notice must include the conditions governing the offender's release or transfer and either the identity of the corrections agent or the county officer who will be supervising the offender's release.
 - States that victim's identifying information including the request to receive notice shall be confidential.
 - States that a designated official in the Department of Corrections, the county correctional facility, and the Sheriff's Office shall coordinate all victim correspondence and monitor staff responses to requests for such notification.

Hawaii		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Final Disposition, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of Public Safety, Prosecution</u>

Statutes

- **HRS § 36-27**
 - Exempts the automated victim information and notification system special fund from transfer to the general state funds.

- **HRS § 36-30**
 - Exempts the automated victim information and notification system special fund from the transfer to reimbursement for departmental administrative expenses.

- **HRS § 706-670.5**
 - States that victims and surviving immediate family who submit a written request for notice shall receive the following:
 - Advance written notice from the paroling authority of the parole or release from parole of a prisoner or a parolee; and
 - Advance written notice from the Department of Public Safety of the final unconditional release of a prisoner or parolee.

- **HRS § 801D-4**
 - States that victims and surviving immediate family members, upon request, have the following rights:
 - To be informed of the final disposition of the case;
 - To be notified of major developments in the case of a felony;
 - To be notified if an accused felon or perpetrator of a felony is released from custody;
 - To be notified if a court proceeding to which they were subpoenaed will not proceed as scheduled; and
 - To be informed of custodial status changes 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 term.



- **HRS § 844D-132**
 - States that the prosecuting attorney shall give notice to the victim or surviving family member of any motion, hearing, or disposition related to post-conviction DNA testing.

Idaho		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **Idaho Code § 19-5306**
 - States that a victim of crime can submit a written request to be informed of the following:
 - Prior notification of trial court, appellate, probation, and parole proceedings;
 - Information about the sentence, incarceration, probation, or release of the defendant; and
 - Notification of release or escape from custody.
- **Idaho Code § 31-3204**
 - Authorizes a \$10.00 fee for each felony or misdemeanor to support victim notification services.
- **Idaho Code § 67-2912**
 - Establishes a state victim notification fund for administering the statewide automated victim information and notification system.

Illinois		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Final Disposition,</u> <u>Mandatory Supervised Release,</u> <u>Temporary Release, Torture</u> <u>Inquiry</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of</u> <u>Human Services, Human</u> <u>Rights Commission,</u> <u>Prosecution</u>

Statutes

- **725 ILCS 120/4.5**

- States that the Office of the State’s Attorney shall provide notice of the filings, the commencement of the prosecution for any violent crime, and notice of the date, time, and place of a trial.
- States that the Office of the State’s Attorney shall notify a victim’s surviving family members of a trial.
- States that the Office of the States’ Attorney shall notify the victim of:
 - The right to request information from the Prisoner Review Board concerning the release of the defendant;
 - Victim notification services available through the Department of Human Services;
 - Possible plea agreement;
 - Final disposition of the case; and
 - Appeals or post-conviction review filed and any hearings concerning the petition.
- States that the Prisoner Review Board shall inform a victim or any other concerned citizen, upon written request, of a prisoner’s:
 - Release on parole;
 - Mandatory supervised release;
 - Work release;
 - International transfer or exchange; and
 - Furlough.
- States that when the defendant is committed to the Department of Human Services, the victim may request to be notified of the defendant’s:
 - Furlough;
 - Temporary release;
 - Final discharge;
 - Approval of an on-grounds pass;
 - Approval of a supervised off-grounds pass;
 - Approval of an unsupervised off-grounds pass;
 - Conditional release;
 - Release on and return from an off-grounds pass;
 - Transfer to another facility;

- Conditional release;
 - Escape;
 - Death; and
 - Final discharge.
 - States that the Department of Human Services shall establish and maintain a statewide telephone number to be used by victims to make notification requests and shall publicize this number on its website and to the state's attorney of each county.
 - States that the Prisoner Review Board shall notify the victim of an escape from the Department of Corrections.
 - States that the victim shall receive reasonable written notice of a parole interview.
 - States that the Prisoner Review Board shall inform the victim of any order of discharge.
 - States that the Prisoner Review Board shall notify the victim, upon request, of the death of a prisoner while on parole or mandatory supervised release.
 - States that the Prisoner Review Board shall notify the victim of a sex offender's eligibility for release on parole, mandatory supervised release, electronic detention, work release, international transfer or exchange, or discharge.
 - States that the sheriff shall notify the victim in advance of a sex offender's final discharge from county custody.
 - States that the officials may satisfy some or all of their obligations to provide notices and other information through participation in a statewide victim and witness notification system.
- **725 ILCS 120/8**
 - States that a county sheriff with the approval of the county board in counties with 3,000,000 or fewer inhabitants, or a county Department of Corrections with the approval of the county Board of Commissioners and under the direction of the sheriff in counties with more than 3,000,000 inhabitants and the Office of the State's Attorney with the approval of the respective county board or county Board of Commissioners may contract with a private entity to operate a crime victim and witness notification service.
 - **725 ILCS 120/8.5**
 - States that the attorney general may establish a crime victim and witness notification system to assist public officials in carrying out their duties to notify and inform crime victims and witnesses. The system shall automatically transmit information to victims and witnesses by telephone, computer, or written notice.
 - States that the Illinois Department of Corrections, the Department of Juvenile Justice the Department of Human Services, and the Prisoner Review Board shall cooperate with the attorney general in the implementation of this section and shall provide information as necessary to the effective operation of the system.
 - States that state's attorneys, circuit court clerks, and local law enforcement and correctional authorities may enter into agreements with the attorney general for participation in the system. The attorney general may provide those who elect to participate with the equipment software or training necessary to bring their offices into the system.
 - States that the notification system satisfies a given state or local official's corresponding obligation to provide information.
 - Establishes a Crime Victim and Witness Notification Advisory Committee.
 - **730 ILCS 105/25**



- States that the victim shall receive advance written notification of all forthcoming parole hearings to the victim's last known address.
- States that the victim shall receive notification of the parole board's decision to grant parole. If parole is denied, the parole board shall notify the victim of the next scheduled hearing.

- **730 ILCS 150/3**
 - States that sex offender registration fees shall be used to educate the public, victims, and witnesses of their rights under various victim notification laws.

- **775 ILCS 40/40**
 - States that the victim shall be notified if a formal inquiry regarding a claim of torture is granted.

- **775 ILCS 40/45**
 - States that a victim of tortured shall be notified in advance of any proceedings into the inquiry of their case.

Indiana		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input checked="" type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Parole Violation, Probation Modification, Consideration of Clemency/ Pardon, Temporary Leave</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **Burns Ind. Code Ann. § 5-2-6-14**
 - Establishes a victim and witness assistance fund, which may be used to establish and maintain a victim notification system (if such a system is established by the Department of Corrections).
- **Burns Ind. Code Ann. § 11-8-7-2**
 - States that the Department of Corrections shall establish an automatic victim notification system and automatically notify a registered crime victim when an offender:
 - Is assigned to a department facility, county jail, or any other facility not operated by the department;
 - Is transferred to a department facility, county jail, or any facility not operated by the department;
 - Is given a different security classification;
 - Is released on temporary leave;
 - Is discharged;
 - Has escaped;
 - Has a change in the expected date of release from incarceration;
 - Is scheduled to have a parole release hearing;
 - Has requested clemency or pardon consideration;
 - Is placed in a minimum security facility or work release program; or
 - Dies.
 - Allows the registered crime victim to receive the most recent status report for an offender by calling the automated notification system on a toll-free telephone number.
 - Allows the crime victim to register or update registration information by calling a toll-free telephone number.
 - States that a sheriff responsible for the operation of a county jail shall immediately notify the Department of Corrections if a committed offender:
 - Is transferred to another county jail or facility not operated by the department of correction;
 - Is released on temporary leave;
 - Is discharged; or

- Has escaped.
 - States that sheriffs and other law enforcement officers and prosecuting attorneys shall cooperate with the Department of Corrections in establishing and maintaining an automated victim notification system.
 - States that an automated victim notification system may transmit information to a person by telephone, electronic mail, or other method as determined by the Department of Corrections.
 - States that the Department of Corrections shall provide the opportunity for a registered crime victim to receive periodic status reports including:
 - The offender's projected release;
 - The facility where the offender is imprisoned; and
 - The current security classification of the offender.
 - Allows the registered crime victim to choose to receive a status report annually, quarterly, monthly, or only when there is an aforementioned event.
- **Burns Ind. Code Ann. § 11-8-7-3**
 - States that the Department of Corrections must ensure that offender information contained in an automated victim notification system is updated frequently enough to timely notify of:
 - Release;
 - Discharge; and
 - Escape.
- **Burns Ind. Code Ann. § 11-8-7-4**
 - States that if the Department of Corrections establishes an automated victim notification system then the Department, in cooperation with the Indiana Criminal Justice Institute:
 - May use money in the victim and witness assistance fund; and
 - Shall seek federal grants and other funding.
- **Burns Ind. Code Ann. § 11-13-3-3**
 - States that unless the victim has requested in writing not to be notified, the Department of Correction shall notify a victim, the next of kin, or any witness of a felony when the offender:
 - Is to be discharged from imprisonment;
 - Is to be released on parole;
 - Is to have a parole release hearing;
 - Is to have a parole violation hearing;
 - Is to be released from custody under any temporary release program, including a minimum security assignment or minimum security work release program; or
 - Escapes.
 - States that the Department of Corrections shall make the notification no later than 24 hours after the escape of a committed offender.
 - States that the Department of Corrections shall notify at least 40 days before the discharge or release of a committed offender and the date of hearing concerning the offender's possible discharge or release.
 - States that the probation officer shall inform the victim and witness of their right to receive notification from the Department of Corrections.
 - States that notice must specify whether the prisoner is being discharged, released on parole, released on lifetime parole, is having a parole release hearing, having a parole violation hearing, or has escaped. The notice must contain the name of the

prisoner, the date of the offense, the date of conviction, the felony, the sentence imposed, the amount of time served, and the date and location of the interview (if applicable).

- **Burns Ind. Code Ann. § 33-39-1-8**
 - States that the prosecuting attorney must notify the victim when prosecution is withheld against an accused person.

- **Burns Ind. Code Ann. § 35-40-7-2**
 - States that the Office of the Prosecuting Attorney having jurisdiction or a law enforcement agency having custody of a person accused of a crime shall notify the victim, upon request, of:
 - Scheduling a bond hearing;
 - Escape of the accused;
 - Death of the accused;
 - Release of an offender to a work release program; or
 - Post-arrest release of a person convicted of a crime or charged with a crime against the victim.

- **Burns Ind. Code Ann. § 35-40-8-1**
 - States that a criminal court shall notify the victim, upon request, of any probation or forensic diversion revocation disposition proceeding or proceeding in which the court is asked to terminate the probation or forensic diversion.

- **Burns Ind. Code Ann. § 35-40-8-2**
 - States that a criminal court shall notify the victim, upon request, of a modification of the terms of probation or a forensic diversion program only if the modification will substantially affect the person's contact with or safety of the victim or the modification affects the person's restitution or confinement status.

Iowa		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Commutation/Pardon/Reprive Recommendation, Petition for Sex Offender Registry Modifications</u>	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Director of Human Services, Governor, Prosecution</u>

Statutes

- **Iowa Code § 13.31**
 - Establishes a victim assistance program to administer an automated victim notification system.
- **Iowa Code § 692A.128**
 - States that the county attorney shall notify the victim, if the victim’s address is known, when an eligible sex offender applies for a modification to the sex offender registration requirements.
- **Iowa Code § 915.10A**
 - Establishes an automated victim notification system within the Crime Victim Assistance Division of the Department of Justice to assist public officials in providing information and notification to crime victims, victims’ family members, and other interested persons. The system shall disseminate information and notification to registered users through telephonic, electronic, or other means of access.
 - States that an office, agency, or department may satisfy a notification obligation to registered victims through participation in this system to the extent that information is available. If information is unavailable for dissemination through the system, then the entity is still required to provide that notification.
- **Iowa Code § 915.11**
 - States that a Local Police Department or County Sheriff’s Department shall provide a telephone number and website to each victim to register with the automated victim notification system.
- **Iowa Code § 915.12**
 - States that a victim may register for notification by filing a written request-for-registration form with the county attorney. The county attorney shall notify the victims in writing and advise them of their registration and rights. The county attorney shall provide a registered victim a list of the offices, agencies, and departments required to provide information for notification purposes.

- Allows a victim, a victim's family, and other interested person to register with the automated victim notification system by filing a request for registration through written, telephonic, or electronic means.
- States that the registration of a victim, a victim's family, and other interested person shall be confidential.
- **Iowa Code § 915.18**
 - States that the Board of Parole shall notify a registered victim of a violent crime:
 - Not less than 20 days prior to a hearing at which the board will interview the offender; and
 - Of any decision regarding the release of the offender.
 - States that if the Board of Parole makes a recommendation to the Governor for a reprieve, pardon, or commutation of sentence, the Board shall forward information identifying any registered victim for the purposes of notification by the Governor.
- **Iowa Code § 915.45**
 - States that the Director of Human Services shall give written notice to a victim, if the victim's address is known, upon discharge of a committed sexually violent predator.
 - Allows notification to occur through an automated victim notification system to the extent that such information is available for dissemination through the system.
- **Iowa Code § 915.94**
 - Establishes a victim compensation fund in the state treasury, which may be used to support an automated victim notification system.

Kansas		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Conditional Release, Temporary Release</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Secretary of Social and Rehabilitation Services</u>

Statutes

- **K.S.A. § 8-1019**
 - States that prior to sentencing a person convicted of an alcohol or drug-related offense which resulted in serious bodily injury to a person or the death of the person, the court shall make reasonable attempts to notify the victim or the victim’s family, who shall be given an opportunity to make a victim impact statement.
- **K.S.A. § 22-3303**
 - States that when a defendant is found to be incompetent to stand trial and committed to the appropriate state, county, or private institution, the institution shall notify the Secretary of Corrections for the purpose of victim notification.
 - States that if a defendant is later found to be competent to stand trial, the court shall give reasonable notice to the Secretary of Corrections for the purpose of victim notification.
- **K.S.A. § 22-3305**
 - States that the Secretary of Social and Rehabilitation Services shall notify the Secretary of Corrections for the purpose of providing victim notification of the result of
 - An involuntary commitment proceeding;
 - A discharge of the defendant from a mental health facility or treatment center; and
 - A hearing on the defendant’s competency to stand trial.
- **K.S.A. § 22-3428**
 - States that the court shall notify the Secretary of Corrections for the purpose of providing victim notification when:
 - The defendant is found not guilty by reason of mental disease or defect and is committed to the state security hospital;
 - A hearing is set to determine whether or not the defendant is a mentally ill person (the outcome of the hearing shall also be conveyed);
 - The state security hospital recommends a transfer, conditional release, or discharge (the outcome of the hearing to determine transfer, conditional release, or discharge shall also be conveyed);

- A defendant is to be conditionally released; and
- A defendant files a motion for modification of the conditions of release.
- **K.S.A. § 22-3428a**
 - States that a person who is hospitalized may request a hearing annually to determine whether or not the person continues to be a mentally ill person. The court shall notify the Secretary of Corrections for the purpose of providing victim notification of the hearing and of the hearing's outcome.
- **K.S.A. § 22-3430**
 - States that the court shall notify the Secretary of Corrections for the purpose of providing victim notification in the case of a defendant's institutionalization or discharge.
- **K.S.A. § 22-3431**
 - States that the court shall notify the Secretary of Corrections for the purpose of providing victim notification when a hearing is scheduled, as well as for the outcome of a hearing, in which the institution recommends future treatment or discharge.
- **K.S.A. § 22-3727**
 - States that the Secretary of Corrections shall provide the following notifications to the victim or the victim's family, if the address is known to the Secretary:
 - Advance notice of release of any inmate on parole;
 - Advance notice of conditional release;
 - Advance notice of expiration of sentence or post-release supervision;
 - Advance notice of release into the community;
 - Escape; or
 - Death of an inmate.
- **K.S.A. § 74-7335**
 - States that the court clerk shall notify any victim of crime, or the victim's surviving family, whose address is known of any public hearing or proceeding or hearing in which probation or parole is considered or granted by a judge.

Kentucky		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Release on Bail/Bond</u>	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Psychiatric/Forensic Psychiatric Facilities</u>

Statutes

- **KRS § 202A.410**
 - States that the Department of Corrections, or contracted private entity, shall notify the victim, upon request, of the discharge or escape of an offender from a psychiatric facility or forensic psychiatric facility.
- **KRS § 421.500**
 - States that if a victim shall receive prompt notification of the following events (if the victim provides a current address and telephone number):
 - Judicial proceedings;
 - Hearings for parole and shock probation; and
 - Appeals, bail pending appeal, and any orders resulting from that hearing.
- **KRS § 439.3403**
 - States that parole hearings shall be conducted according to the requirements related to notification of victims.

Louisiana			
Automated Notification			
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source			
<p style="text-align: center;">Notification Triggers</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding: 2px;"> <input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered </td> <td style="width: 50%; vertical-align: top; padding: 2px;"> <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Successful Appeal</u> </td> </tr> </table>	<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Successful Appeal</u>	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Successful Appeal</u>		

Statutes

- **La. R.S. 15:574.2**
 - States that the victim or next of kin shall be notified in writing no less than 30 days prior to any parole hearings unless the victim requests in writing not to be notified.
- **La. R.S. 15:1228.6**
 - Includes automated victim notification as a component of Louisiana’s Integrated Criminal Justice Information System (ICJIS).
- **La. R.S. 15:1229**
 - Establishes an automated victim notification system.
- **La. R.S. 46:1844**
 - States that the Department of Public Safety and Corrections shall maintain a Crime Victims Services Bureau that shall inform victims of:
 - Successful court appeals;
 - Parole board hearings, pardon hearings, or other release hearings; and
 - Information regarding dates of possible release from physical custody;
 - Escape and apprehension.
 - States that a victim, or designated family member, who registers with the appropriate agency shall receive advance notice of judicial proceedings.
 - States that the Department of Public Safety and Corrections shall notify the victim by certified mail of appeal, discharge, or parole.
 - States that the Department of Public Safety and Corrections shall immediately notify a victim, victim’s family, or witness if the inmate escapes or absconds from custody. If the inmate is recaptured, the Department provide notification within 48-hours.
 - States that the Board of Pardons or the Board of Parole shall notify a victim or the victim’s family, and the district attorney of a scheduled hearing.

Maine	
Automated Notification	
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source	
<p style="text-align: center;">Notification Triggers</p> <input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Commissioner of Health and Human Services, Prosecution</u>
<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Conditional Release, Release on Bail/Bond</u>	

Statutes

- **15 M.R.S. § 2138**
 - States that the attorney for the State, when practicable, shall make a good faith effort to provide the victim, or next of kin, with written notice of a motion for post-conviction DNA analysis. The notice shall be sent by first-class mail to the victim’s last known address.
 - States that, upon the victim’s request, the attorney for the state shall give the victim notice of the time and place of any hearing on the motion for post-conviction DNA analysis and shall inform the victim of the court’s grant or denial of a new trial.

- **17-A M.R.S. § 1175**
 - States that a victim may request to receive notification of the defendant’s release by filing a request for notification with the Office for the Attorney for the State.
 - States that the Department of Corrections, county jail, or commissioner of health and human services must notify the victim of:
 - A defendant’s unconditional release and discharge from institutional confinement; or
 - Conditional release of the defendant from institutional confinement, including probation, supervised release for sex offenders, parole, furlough, work release, intensive supervision, supervised community confinement, home release monitoring, and administrative release.
 - States that written notification must contain:
 - The name of the defendant;
 - The nature of the release;
 - The anticipated date of the defendant’s release and any date on which the defendant must return to institutional confinement, if applicable;
 - The geographic area to which the defendant’s release is limited, if any;
 - The address at which the defendant will reside; and
 - The address at which the defendant will work, if applicable.

- **17-A M.R.S. § 1175-A**
 - States that for crimes involving domestic violence, sexual assault, or stalking, a jail or arresting law enforcement agency shall make a telephone call to notify the victim of the defendant’s release on pre-conviction bail no later than one hour after the defendant’s release.

Maryland		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Absence without Authorization, Civil Commitment, Consideration of Commutation/Pardon/Remission of Sentence, Court Order for Conditional Release/Discharge, Criminal Charges Dismissed, Final Disposition, Hospital Warrant, Mandatory Supervision Release and Violation, Medical Parole, Mental Health Examination, Parole Violation, Plea Agreement, Petition for Release, Recommendation for Release</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Health Department, Patuxent Institute, Prosecution</u>

Statutes

- **Md. CORRECTIONAL SERVICES Code Ann. § 4-303**
 - States that the Board of Review shall provide the victim with advance notice of work release or leave to an eligible person. The Board of Review also shall notify the victim of the decision regarding work release or leave.
- **Md. CORRECTIONAL SERVICES Code Ann. § 4-305**
 - States that the Board of Review shall provide the victim with advance notice of parole hearings, and notify the victim of the Board’s decision regarding parole.
 - States that if the Board of Review concludes that the individual is safe to be permanently released, the Director shall serve notice the victim with the petition of release.
- **Md. CRIMINAL PROCEDURE Code Ann. § 7-105**
 - States that a victim or victim’s representative shall be notified before a hearing held on a post-conviction petition.
- **Md. CORRECTIONAL SERVICES Code Ann. § 7-309**
 - States that provisions of law relating to victim notification and opportunity to be heard shall apply to proceedings relating to medical parole. However, in cases of imminent death, time limits relating to victim notification and the opportunity to be heard may be waived at the discretion of the commission.

- **Md. CORRECTIONAL SERVICES Code Ann. § 7-505**
 - States that the Department of Correction shall notify the victim or the victim's representative, upon request, of release on mandatory supervision for an inmate convicted of a violent crime and shall also notify:
 - If a warrant or subpoena is issued by the commission for an alleged violation of a condition of mandatory supervision;
 - If the individual has been found guilty or not guilty of violating a condition of mandatory supervision; and
 - Of any punishment imposed for the individual's violation of a condition of mandatory supervision.

- **Md. CORRECTIONAL SERVICES Code Ann. § 7-801**
 - States that the Department of Corrections shall notify the victim, upon written request, at least 90 days before an inmate's parole release hearing.

- **Md. CORRECTIONAL SERVICES Code Ann. § 7-803**
 - States that if a victim has requested notification and it is practicable to do so, the victim shall be notified in writing at least 90 days before entering into or signing a predetermined parole release agreement with an inmate.

- **Md. CORRECTIONAL SERVICES Code Ann. § 7-804**
 - States that if a victim of a violent crime made a written request for notification, then the Department of Corrections shall notify the victim or the victim's representative:
 - If a warrant or subpoena is issued by the commission for an alleged violation of a condition of parole;
 - If the individual has been found guilty or not guilty of violating a condition or parole; and
 - Of the punishment imposed on the individual for violating a condition of parole.

- **Md. CORRECTIONAL SERVICES Code Ann. § 7-805**
 - States that the Department of Corrections, upon request, shall notify the victim or the victim's designated representative in writing that an inmate is being considered for a:
 - Commutation of sentence;
 - Pardon; or
 - Remission of sentence.

- **Md. CORRECTIONAL SERVICES Code Ann. § 8-103**
 - States that the Commission shall adopt regulations that establish minimum mandatory standards for victim notification.

- **Md. CRIMINAL PROCEDURE Code Ann. § 3-123**
 - States that if a victim or victim's representative has requested notification, the Health Department shall promptly notify them in writing when:
 - The Health Department receives a court order to examine a defendant as to whether they are competent to stand trial or where a plea of not criminally responsible has been entered;
 - The Health Department receives a court order committing a defendant to the Health Department;
 - A hearing relating to a defendant is scheduled;
 - The Health Department receives notice that a defendant has applied for a hearing or filed a petition for release;

- The Health Department submits a recommendation to the court for a defendant's conditional release;
 - The facility of the Health Department that has charge of a defendant has notified the state's attorney that a defendant is absent without authorization;
 - The Health Department receives a court order for the conditional release or discharge from commitment of the defendant;
 - The defendant is absent without authorization;
 - A hospital warrant is issued for the defendant;
 - A hearing relating to a defendant is scheduled;
 - The criminal charges against the defendant have been dismissed;
 - The defendant escapes;
 - The defendant is re-captured;
 - The defendant is transferred to another facility;
 - The defendant is released; or
 - The defendant has died.

- **Md. CRIMINAL PROCEDURE Code Ann. § 11-104**
 - States that upon first contact with a victim or victim's representative, a law enforcement officer, or district court commissioner shall give the victim or the victim's representative the pamphlet describing victim notification.
 - States that within 10 days after the filing or the unsealing of an indictment, the prosecuting attorney shall mail or deliver to a victim or victim's representative the pamphlet describing victim notification and the notification request form.
 - States that a victim or victim's representative may file a completed notification request form with the prosecuting attorney.
 - States that the prosecuting attorney shall send a victim or victim's representative, upon request, prior notice of each court proceeding in the case, of the terms of any plea agreement, and of the right of the victim or victim's representative to submit a victim impact statement to the court if prior notice is practicable.
 - States that the prosecuting attorney shall tell a victim or victim's representative, upon request, of:
 - The terms of any plea agreement, judicial action, and proceeding that affects the interests of the victim or victim's representative, including a bail hearing;
 - Change in the defendant's pretrial release order;
 - Dismissal or nolle prosequi;
 - Stetting of charges;
 - Trial and disposition; and
 - Post-sentencing court proceedings.
 - States that regardless of whether or not a victim or victim's representative has filed a notification request form, the prosecuting attorney may give the victim or the victim's representative information about the status of the case upon request.
 - States that a victim or victim's representative, upon request, shall receive notice of any commitment order or probation order that is passed, and if an appeal is filed.

- **Md. CRIMINAL PROCEDURE Code Ann. § 11-503**
 - States that if a victim or victim's representative requests to receive post-conviction or adjudication notifications, the state's attorney shall notify of:
 - All appeals to the court of special appeals and the court of appeals;
 - Each subsequent date pertinent to the appeal, including dates of hearings, postponements, and decisions of the appellate courts

- **Md. CRIMINAL PROCEDURE Code Ann. § 11-504**
 - States that the Board of Review for Patuxent Institution shall give the victim or victim’s representative:
 - Notice of eligibility for work release or leave of absence; and
 - Petition to suspend or vacate the sentence of a person who has successfully completed 3 years on parole without violation and who the Board concludes is safe to be permanently released.
- **Md. CRIMINAL PROCEDURE Code Ann. § 11-505**
 - States that the Department of Public Safety and Correctional Services shall notify a victim or victim’s representative, upon request, whenever:
 - A person who was convicted of a violent crime is found guilty of violating a condition of parole;
 - A warrant or subpoena is issued for a person who was convicted of a violent crime for an alleged violation of a condition of parole;
 - A person who is sentenced is considered for a commutation, pardon, or remission of sentence; and
 - Whenever a person convicted of a crime of violence is found guilty of violating a condition of mandatory supervision.
 - States that before entering into a predetermined parole release agreement with an inmate, the Maryland Parole Commission shall notify the victim or the victim’s representative.
- **Md. CRIMINAL PROCEDURE Code Ann. § 11-508**
 - States that a commitment unit shall notify a victim, victim’s representative, or witness, upon request, in advance of any of the following events:
 - An escape;
 - A recapture;
 - A transfer to another commitment unit; and
 - A release from confinement and any conditions attached to the release; and
 - Death.
- **Md. CRIMINAL PROCEDURE Code Ann. § 11-914**
 - States that the State Board of Victim Services shall develop a notification request form in consultation with the Administrative Office of the Courts, through which a victim may request to be notified.
- **Md. Rule 4-243**
 - States that the state’s attorney shall give prior notice, if practicable, of the terms of a plea agreement to each victim or victim’s representative who has filed a Victim Notification Request form.
- **Md. Rule 4-332**
 - States that upon receipt of a petition for actual innocence, the state’s attorney shall notify the victim or victim’s representative, upon request, of the filing of petition.
- **Md. Rule 4-345**
 - States that the state’s attorney shall give notice to each victim and victim’s representative who has filed a Crime Victim Notification Request of subsequent proceedings including:
 - Filing of a motion to modify or reduce a sentence; and
 - Denial of the motion without a hearing, or the date, time, and location of the scheduled hearing.

- **Md. Rule 15-1206**
 - States that the state's attorney shall give notice to each victim and victim's representative who has filed a Crime Victim Notification Request form of subsequent proceedings including:
 - The filing of a petition for a writ of error coram nobis; and
 - Denial of the petition without a hearing, or the date, time, and location of the scheduled hearing.

Massachusetts		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Placement in Pretrial Diversion Program, Post-Conviction Forensic/Scientific Analysis and Results</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **ALM GL ch. 6, § 172**
 - States that criminal offender record information shall be limited to a victim of crime, witness, or family member of a homicide victim.
- **ALM GL ch. 6, § 178A**
 - States that a victim, witness, or family member of a homicide victim shall be certified by the Board, upon request, to receive criminal offender record information.
- **ALM GL ch. 127, § 20B**
 - States that a victim shall be notified if an inmate is placed in a pretrial diversion program.
- **ALM GL ch. 209A, § 6**
 - States that a victim shall be notified immediately of a release from custody of a person charged with or arrested for a crime involving domestic abuse.
- **ALM GL ch. 258B, § 3**
 - States that prosecutors shall notify victims and witnesses of changes to court proceedings if they have a current telephone number and address.
 - States that victims shall be informed in advance by the appropriate custodial authority:
 - Whenever the defendant receives a temporary, provisional, or final release from custody;
 - Whenever a defendant is moved from a secure facility to a less-secure facility; and
 - Whenever a defendant escapes custody.
 - States that the prosecutor shall inform the victim about notification rights and the certification process required to access the criminal offender record information files.
- **ALM GL ch. 258E, § 8**
 - States that a victim shall be notified immediately of the release from custody of a person charged with or arrested for a crime involving harassment.

- **ALM GL ch. 278A, § 14**
 - States that the prosecuting attorney shall notify the victim if there is a motion filed for post-conviction access to forensic and scientific analysis.
 - States that the prosecuting attorney shall notify the victim if the court allows a motion for forensic or scientific analysis, and shall promptly notify the victim of the result of the analysis.

- **ALM Dist. S.O. 1-09**
 - States that the District Attorney's Office shall notify the victims of the scheduled final hearing for a sealing of criminal records where a dismissal, nolle prosequi, finding of no probable cause, or the defendant was found not guilty.

Michigan		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Early Termination of Probation, Final Disposition, Leave of Absence, Offender Name Change, Placement in Special Alternative Incarceration Unit, Plea Agreement, Probation Revoked, Release on Bail/Bond, Temporary Release</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Civil Commitment Facilities/Hospitals, Law Enforcement, Prosecution</u>

Statutes

- **MCL § 780.621**
 - States that the prosecuting attorney shall notify the victim of an assaultive crime or serious misdemeanor of an application for order setting aside conviction.
- **MCLS § 780.755**
 - States that the law enforcement agency investigating the crime shall promptly notify the victim of the arrest or pretrial release of the defendant if the victim requests that information.
- **MCLS § 780.763a**
 - States that the prosecuting attorney shall provide the victim with a form when the defendant is sentenced to probation so that the victim may submit to receive notification services.
 - States that the Department of Corrections or the sheriff, as applicable, shall notify the victim if probation is revoked and the defendant is sentenced to the Department of Corrections or to jail for more than 90 days. The notice shall include a form the victim may submit to receive notification services.
 - States that the Department of Corrections shall notify the victim, upon request, at least 30 days prior to placing the defendant in the special alternative incarceration unit.
- **MCLS § 780.768a**
 - States that the prosecuting attorney shall notify the victim, upon request, of the following:
 - That the defendant filed an appeal of his or her conviction or sentence, or that the prosecuting attorney filed an appeal;

- Whether the defendant has been ordered released on bail or other recognizance pending the disposition of the appeal;
 - The time and place of any appellate court oral arguments, or any changes in the time or place of those arguments; and
 - The result of the appeal.
- **MCLS § 780.768b**
 - States that the court shall notify the victim by mail if the court orders that probation be terminated earlier than previously ordered.
- **MCLS § 780.769a**
 - States that when a defendant is found not guilty by reason of insanity and a victim requests notification in writing, the director of a hospital or facility admitting the defendant, shall notify the victim of the following events:
 - A pending transfer to a less secure hospital or facility;
 - A pending transfer to alternative care or treatment, community placement, or aftercare reintegration; or
 - A pending leave, absence, furlough, or other release from confinement for the defendant, whether temporary or permanent.
- **MCLS § 780.772**
 - States that the prosecuting attorney shall notify the victim, upon request, in writing of the final disposition of the case within 30 days.
- **MCLS § 780.815**
 - States that the law enforcement agency having responsibility for investigating the crime shall promptly notify the victim of the arrest or pretrial release of the defendant, or both, if the victim requests or has requested that information.
- **MCLS § 780.816**
 - States that within 48 hours of the court accepting a plea of guilty or nolo contendere, the prosecuting attorney shall give to each victim a written notice of:
 - Scheduled court proceedings, upon request; and
 - If the case against the defendant is dismissed.
- **MCLS § 780.827**
 - States that the prosecuting attorney shall, within 30 days after the final disposition of the case, notify the victim in writing of the final disposition of the case if the victim requested notification.
- **MCLS § 780.827b**
 - States that if a defendant is sentenced to probation with a condition for the protection of the victim and if requested by the victim, the court shall notify the victim by mail if the court orders that the probation be terminated earlier than previously ordered.
- **MCLS § 780.828**
 - States that the prosecuting attorney shall notify the victim, upon request, of the following:
 - That the defendant filed an appeal of his or her conviction or sentence or the prosecuting attorney filed an appeal;
 - Whether the defendant has been ordered released on bail or other recognizance pending the disposition of the appeal;

- The time and place of any appellate court oral arguments and any changes in the time or place of those arguments; and
- The result of the appeal.

- **MCLS § 780.828a**
 - States that the sheriff shall mail to the victim of a serious misdemeanor, upon request, the following:
 - The sheriff's calculation of the earliest release date of the prisoner;
 - Notice that a prisoner has had his or her name legally changed while imprisoned in the county jail or within 2 years of the release from county jail;
 - Notice that the prisoner has been placed on day parole or work release; and
 - A form for the victim to submit in order to receive notification services.

- **MCLS § 780.829**
 - States that the sheriff shall notify the victim, upon written request, of the earliest possible release date of the defendant if the defendant is sentenced to more than 92 days imprisonment.

Minnesota		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Consideration of Sentence Modification, Decline to Prosecute, Expunction, Final Disposition, Petition and Decision for Civil Commitment, Plea Agreement, Sexually Violent Predator Civil Commitment and Conditional Release</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Civil Commitment Facility, Prosecution</u>

Statutes

- **Minn. Stat. § 243.05**
 - States that the commissioner of corrections shall make reasonable efforts to notify the victim, in advance, of the time and place of the inmate’s parole review hearing.
- **Minn. Stat. § 244.05**
 - States that the commissioner of corrections shall make reasonable efforts to notify the victim, in advance, of the time and place of the inmate’s supervised release review hearing.
- **Minn. Stat. § 253B.18**
 - States that victim notification for the following situations shall only apply to victims who have requested notification through the Department of Corrections electronic victim notification system, or who contacted in writing, the county attorney in the county where the conviction for the crime occurred:
 - A county attorney who files a petition to commit a person who is allegedly mentally ill and a danger to society shall make a reasonable effort to provide prompt notice of the filing of the petition to any victim of a crime for which the person was convicted. The county attorney shall also provide notification of the resolution of the petition; and
 - The head of the treatment facility shall make a reasonable effort to notify any victim of a crime for which the person was convicted that the person may be discharged or released. To the extent possible, this notice must be provided at least 14 days before any special review board hearings.
- **Minn. Stat. § 253B.185**
 - States that victim notification for the following situations shall only apply to victims who have requested notification through the Department of Corrections electronic victim notification system, or who contacted in writing, the county attorney in the

county where the conviction for the crime occurred or where the civil commitment was filed, or, following commitment, the head of the treatment facility:

- A county attorney who files a petition to commit a person who is allegedly sexually dangerous to society, shall make a reasonable effort to provide prompt notice of the filing of the petition to any victim of a crime for which the person was convicted. The county attorney shall also provide notification of the resolution of the petition.
 - The head of the treatment facility shall make a reasonable effort to notify any victim of a crime for which the person was convicted that the person may be discharged or released. To the extent possible, this notice must be provided at least 14 days before any special review board hearings.
- **Minn. Stat. § 609.3455**
 - States that before a dangerous sexual offender is placed on conditional release, the commissioner shall make reasonable efforts to notify the victim of the terms of the offender's conditional release.
- **Minn. Stat. § 611A.03**
 - States that a prosecuting attorney shall make a reasonable and good faith effort to inform the victim of the contents of a plea agreement recommendation, and the right to be present at the sentencing hearing and at the hearing during which the plea is presented to the court.
- **Minn. Stat. § 611A.0315**
 - States that a prosecutor shall make every reasonable effort to notify a victim of domestic assault, criminal sexual conduct offense, or harassment that the prosecutor has decided to decline prosecution of the case or to dismiss the criminal charges filed against the defendant. Efforts to notify the victim should include contacting the victim by telephone and mail. If a suspect is still in custody, the notification attempt shall be made before the suspect is released from custody.
- **Minn. Stat. § 611A.039**
 - States that the prosecutor shall make reasonable good faith efforts to provide each affected crime victim with the final disposition of the case.
 - States that when the court is considering modifying the sentence for a felony, a crime of violence, or an attempted crime of violence, the court or its designee shall make a good faith effort to notify the victim of the crime.
 - States that the notice must include the date and approximate time of the review, the location where the review will occur, the name and telephone number of a person to contact for additional information; and a statement that the victim and victim's family may provide input to the court concerning the sentence modification.
- **Minn. Stat. § 611A.0395**
 - States that the prosecuting attorney shall make a reasonable and good faith effort to provide each affected victim notice of a pending appeal within 30 days of filing of the respondent's brief. The prosecuting attorney shall also make a reasonable and good faith effort to provide each affected crime victim notice of the final decision on an appeal within 15 working days.
- **Minn. Stat. § 611A.06**
 - States that the commissioner of corrections or other custodial authority shall make a good faith effort to notify the victim, upon request, that the offender is to be released

from imprisonment or incarceration, including release on extended furlough and for work release; release from a facility in which the offender is confined due to incompetency, mental illness, mental deficiency, or commitment; or if the offender's custody status is reduced. Notice for an offender sentenced to imprisonment for more than 18 months must occur 60 days before the offender's release. The notice must include the conditions of the offender's release and the contact information for the supervising agent or agency.

- States that the prosecuting authority shall make a good faith effort to notify a victim, upon request, that an offender's expunction is being sought.
 - States that the commissioner or other custodial authority shall make all reasonable efforts to notify a victim, upon request, of an offender's escape from imprisonment, incarceration, furlough, or work release, within six hours after discovering the escape. The victim shall also be notified within 24 hours of apprehending the offender.
- **Minn. Stat. § 629.725**
 - States that the court shall make a reasonable and good faith effort to notify the victim when an accused is scheduled to be reviewed for release from pretrial detention. The notification must include the date and approximate time of the review; the location where the review will occur; and the name and telephone number of a person that can be contacted for additional information.

Mississippi		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input checked="" type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Sex Offender Registry</u> <u>Noncompliance/Updates,</u> <u>Temporary Leave</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General,</u> <u>Law Enforcement,</u> <u>Prosecution</u>

Statutes

- **Miss. Code Ann. § 45-33-41**
 - States that the Department of Corrections shall notify, upon request, the victim of a sex offense at least 10 days prior to the inmate’s release and include the date when the offender’s release shall occur.
- **Miss. Code Ann. § 99-19-161**
 - States that the prosecuting attorney shall notify the victim or the victim representative in writing of the date, time, and place of any sentencing hearing.
- **Miss. Code Ann. § 99-43-9**
 - States that the prosecuting attorney shall notify the victim, upon request, of all charges filed against the defendant and any criminal proceedings, other than initial appearances, as soon as practicable, including any changes that may occur.
- **Miss. Code Ann. § 99-43-35**
 - States that the prosecuting attorney shall notify the victim of the sentence imposed on the defendant as soon as practicable after the date of sentencing. The names, addresses, and telephone numbers of the appropriate agencies and departments to whom request for notice should be provided.
 - States that the Office of the Attorney General or the Office of the District Attorney shall furnish the victim with the status of any post-conviction court review or appellate proceedings or any decisions arising from those proceedings within five business days after the status is known.
 - States that the sheriff or municipal jailer shall, upon request, notify the victim of any post-arrest release of the defendant.
 - States that in the case of domestic violence or sexual assault, the appropriate law enforcement agency shall make a reasonable attempt to notify the victim of the defendant’s post-arrest release regardless of whether the victim has requested to receive this information.
 - States that the agency having physical custody of a prison shall, upon request, and as soon as practicable, give notice to the victim of an escape and subsequent return to custody.

- **Miss. Code Ann. § 99-45-1**
 - Establishes a statewide automated victim information and notification (SAVIN) system that shall automatically notify a registered victim via their choice of telephone, letter, or email when any of the following events affect an offender housed in the Department of Corrections or any county jail in the state:
 - Transfer or assignment to another facility;
 - Transfer into the custody of another agency outside the state;
 - Change in security classification;
 - Release on temporary leave or otherwise;
 - Discharge;
 - Escape;
 - Receipt of protective order requested by the victim;
 - Upcoming court event where the victim is entitled to be present;
 - Upcoming parole or pardon hearing;
 - Change in parole or probation status;
 - Update in sex offender profile information; or
 - Noncompliance with state sex offender registry.
 - States that the system shall also permit a crime victim to receive the most recent status report for an offender in the Department of Corrections, county jail, or sex offender registry by calling the SAVIN system on a toll-free telephone number as well as by accessing the SAVIN system via a public website. All victims calling the SAVIN program will be given the option to have live operator assistance on a 24/hour, 365 day/year basis. The victim may register or update their information by calling a toll-free number or by accessing a public website.

- **Miss. Code Ann. § 99-45-3**
 - States that law enforcement participation in the SAVIN program and making offender and case data available on a timely basis to the SAVIN program will satisfy the Department of Corrections', sheriffs', and prosecuting attorneys' obligation to notify the crime victim of an offender's custody status and the status of upcoming court events.

- **Miss. Code Ann. § 99-45-5**
 - States that the Department of Corrections must ensure that offender information within the automated victim notification system is updated frequently enough to notify a crime victim that an offender has been released or discharged, or has escaped.

- **Miss. Code Ann. § 99-45-7**
 - States that law enforcement officers shall cooperate with the Department of Corrections in establishing and maintain the automated victim notification system.

- **Miss. Code Ann. § 99-45-9**
 - Establishes a special state fund derived from criminal fees to be known as the Statewide Victims' Information and Notification System Fund, which shall be distributed by the State Treasurer upon warrants issued by the Mississippi Department of Corrections. The fund shall be a continuing fund, not subject to fiscal year limitations, and shall consist of:
 - Monies appropriated by the Legislature;
 - Interest accruing to the fund;
 - Monies received through criminal fees;
 - Monies received from the federal government;
 - Donations; and



- And monies received from such other sources as may be provided by law.

Missouri		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
<p style="text-align: center;">Notification Triggers</p> <input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Acquitted for Mental Disease/Defect, Commutation/Pardon, Final Disposition, Petition for Removal from Sex Offender Registry, Release on Bail/Bond</u>	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Law Enforcement, Mental Health Facility, Prosecution</u>

Statutes

- **§ 455.038 R.S.Mo.**
 - States that circuit clerks able to access a statewide victim notification system shall be responsible for notifying a registered petitioner of service of ex parte orders of protection.
- **§ 552.040 R.S.Mo.**
 - States that the prosecutor shall use their best efforts to notify victims of dangerous felonies if a person was tried and acquitted for mental disease or defect.
- **§ 589.400 R.S.Mo.**
 - States that the prosecutor shall make reasonable efforts to notify a victim of when an offender person petitions to be removed from the sex offender registry.
- **§ 595.045 R.S.Mo.**
 - States that some criminal surcharge funds shall be appropriated for the administrative and operational costs of the Office for Victims of Crime, and if a statewide automated crime victim notification system is established, to the monthly payment of expenditures actually incurred in the operation of such system.
- **§ 595.209 R.S.Mo.**
 - States that the Prosecutor’s Office shall inform victims and witnesses in a timely manner of the filing of charges, preliminary hearing dates, trial dates, continuances, and the final disposition of the case. Final disposition information shall be provided within five days.
 - States that the Prosecutor’s Office shall inform the victim of bail hearings, guilty pleas, pleas under chapter 552, hearings, sentencing, and probation revocation hearings.
 - States that local law enforcement agencies shall inform the victim of the release of any person on bond or for any other reason; and for notice of escape by such person

- from a municipal detention facility, county jail, correctional facility, and mental health facility within 24 hours of escape and any subsequent recapture.
- States that a victim of a felony can request notification by the appropriate custodial authority of:
 - The projected date of such person's release from confinement;
 - Any release of such person on bond;
 - Any release of such person on furlough, work release, trial release, or to a community correctional facility or program or release for any other reason, in advance of such release;
 - At least 30-days advance notice of any scheduled parole or release hearings;
 - Within 24-hours of any escape, and the subsequent recapture;
 - Any decision by a parole board or circuit court to release such person or any decision by the Governor to commute the sentence of such person, or pardon such person; or
 - Within 30-days of the death of such person.
 - States that persons entitled to notice of events shall provide the appropriate agency with their current addresses and telephone numbers.
 - States that use of the statewide automated victim notification system shall constitute compliance with the victim notification requirement.
- **§ 632.370 R.S.Mo.**
 - States that if a civilly committed offender of a dangerous felony is transferred from one facility to another, the prosecutor shall use their best efforts to notify the victim.
 - **§ 632.505 R.S.Mo.**
 - States that the attorney general shall notify the victim in the event a civilly committed, sexually dangerous person on conditional release escapes from custody.
 - **§ 650.310 R.S.Mo.**
 - States that the Office for Victims of Crime shall assess and report to the Governor the costs and benefits of establishing a statewide automated crime victim notification system and shall serve as the coordinating agency for the development, implementation, and maintenance of any such system.

Montana		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Post-Conviction DNA Results, Parole Violation Requiring Restitution</u>	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **Mont. Code Anno., § 46-21-110**
 - States that the court shall notify any victim and the family of the victim if post-conviction DNA test results were not favorable to the petitioner.

- **Mont. Code Anno., § 46-23-1025**
 - States that the supervising parole officer shall notify the victim if the prisoner has violated a condition of release requiring the payment of restitution.

Nebraska		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Mental Health Institution</u>

Statutes

- **R.R.S. Neb. § 81-1848.01**
 - States that the attorney general shall notify the victim of the following:
 - If a defendant has filed an appeal of the conviction;
 - Whether the defendant has been released on bail or other recognizance pending the disposition of the appeal;
 - The time and place of any appellate proceedings and any changes in the time or place of those proceedings;
 - The result of the appeal; and
 - The final disposition of the case within thirty days after the final disposition.
- **R.R.S. Neb. § 81-1848.02**
 - States that whenever a prisoner escapes, the victim shall be notified immediately.
- **R.R.S. Neb. § 83-109**
 - States that when a defendant is committed to an institution, their records shall be accessible in order to comply with victim notification.

Nevada		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Final Disposition, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **Nev. Rev. Stat. Ann. § 178.4715**
 - States that a victim may request notification of a person's discharge, conditional release, or escape from custody by submitting a written request for notification and the current address of the victim.
 - States that the administrator shall then notify the victim at least 10 days before the person committed to the custody of the administrator will be discharged or conditionally released.
 - States that the administrator will notify the victim if the person escapes.
- **Nev. Rev. Stat. Ann. § 178.5694**
 - States that the prosecuting attorney shall make a reasonable effort to notify a victim or witness that a proceeding in court to which such victim or witness has been subpoenaed will not go as scheduled; or shall provide a system of notification which allows the victim or witness to call by telephone and receive such information.
- **Nev. Rev. Stat. Ann. § 178.5698**
 - States that the prosecuting attorney, sheriff, or chief of police shall, upon request, inform a victim or witness:
 - When the defendant is released from custody at any time before or during the trial, including when the defendant is released pending trial;
 - If the defendant is so released, the amount of bail required, if any; and
 - Of the final disposition of the criminal case.
 - States that if the offender is convicted of a sexual offense or an offense involving the use or threatened use of force or violence against the victim, the court shall provide:
 - A form advising the witness of the right to be notified;
 - The form that the witness must use to request notification in writing;
 - The form or procedure that the witness must use to provide a change of address after request for notification has been submitted.
 - States that the warden of a prison shall, upon request, notify the victim of a felony when the offender is released from the prison
 - States that the warden shall notify, upon request, the immediate family of a child victim of a sexual offense before the offender is released from prison.

- **Nev. Rev. Stat. Ann. § 209.392**
 - States that the Division of Parole and Probation shall notify, upon request, the victim of an offender's request to serve a term of residential confinement.
- **Nev. Rev. Stat. Ann. § 209.3925**
 - States that the Division of Parole and Probation shall notify, upon request, the victim if the director intends to assign the offender to parole.
- **Nev. Rev. Stat. Ann. § 209.521**
 - States that the Director of the Department of Corrections shall notify, upon request, the victim if the offender:
 - Will be released into the community for the purpose of employment, training, or education, or for any other purpose for which release is authorized; or
 - Has escaped from the custody of the Department.
- **Nev. Rev. Stat. Ann. § 213.017**
 - States that the Secretary of the State Board of Parole Commissioners shall be required to provide notifications to victims.
- **Nev. Rev. Stat. Ann. § 213.131**
 - States that the Board of Parole Commissioners shall notify the victim no later than 5 days after the Board fixes the date of the meeting to consider a prisoner for parole. The Board shall also notify the victim of its final decision.

New Hampshire		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Department of Health and Human Services</u>

Statutes

- **RSA 135:17-b**
 - States that the attorney general shall notify the victim when a civilly committed person is transferred to another facility or discharged to the community.
- **RSA 135-E:21**
 - States that the Department of Health and Human Services shall immediately notify the victim when an involuntarily committed sexually violent predator escapes from custody.

New Jersey		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Conditional Release, Petition and Decision for Commutation</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **N.J. Stat. § 2C:25-26.1**
 - States that the prosecuting agency shall notify the victim whenever a defendant charged with a crime or an offense involving domestic violence is released from custody.
- **N.J. Stat. § 30:4-123.53a**
 - States that the Office of Victim and Witness Advocacy shall use any reasonable means to notify a victim, unless the victim has requested not to be notified, of the anticipated release of an offender convicted of murder, manslaughter, aggravated sexual assault, sexual assault, aggravated assault, aggravated criminal sexual contact, kidnapping, endangering the welfare of a child by engaging in sexual conduct, or other offense involving serious bodily injury or the attempt to commit any of the aforementioned offenses.
- **N.J. Stat. § 30:4-123.55**
 - States that a victim or their family members, who have indicated that they would like to testify at a parole hearing, shall be informed at least 30 days prior to the inmate's date of eligibility for parole consideration.
- **N.J. Stat. § 52:4B-44**
 - States that notification to a victim of the defendant's release from custody shall include:
 - Notice of the defendant's escape from custody and return to custody following escape;
 - Notice of any release from custody, including placement in an Intensive Supervision Program or other alternative disposition; and any associated conditions of release;
 - Notice of the filing by an inmate of an application for commutation of sentence and its disposition;
 - Notice of parole consideration; and
 - Notice of pending release of an inmate due to expiration of sentence.

New Mexico		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<input type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Law Enforcement, Prosecution</u>

Statutes

- **N.M. Stat. Ann. § 31-26-4**
 - States that victims shall have the right to:
 - Notification of court proceedings; and
 - Information about the conviction, sentencing, imprisonment, escape, and release of the accused.

- **N.M. Stat. Ann. § 31-26-10.1**
 - States that if the victim is not present at any court proceeding, the court shall inquire on the record whether an attempt has been made to notify the victim of the proceeding. If the district attorney cannot verify that an attempt has been made, the court shall reschedule the hearing or reserve ruling until the victim has been notified and given an opportunity to make a statement, and order the district attorney to notify the victim of the rescheduled hearing.

- **N.M. Stat. Ann. § 40-13-7**
 - States that the arresting law enforcement agency shall make a reasonable attempt to notify the victim that the alleged perpetrator of domestic abuse is released from custody.

- **N.M. Const. art. II, § 24**
 - States that victims of bodily violence have the right to:
 - Notification of court proceedings; and
 - Information about the conviction, sentencing, imprisonment, escape, and release of the accused.

- **N.M. Magistrate Ct. R.Cr.P. 6-113**
 - States that the court shall inquire if the victim has been informed of the right to:
 - Notification of court proceedings;
 - Information about the conviction, sentencing, imprisonment, escape and release of the accused;
 - Be informed that the offender is eligible to earn meritorious deductions from the offender’s sentence and the amount of meritorious deductions that may be earned by the offender.

- States that if the victim is not present at the court proceeding, the court shall inquire of the district attorney whether an attempt has been made to notify the victim of the court proceeding. If the district attorney cannot verify that an attempt has been made, the court shall reschedule the hearing or reserve ruling until the victim has been notified and given an opportunity to make a statement, and order the district attorney to notify the victim of the rescheduled hearing.
- **N.M. L.D.R. Dist 2 LR2-406**
 - States that the prosecutor is responsible to notify victims of the date and time of sentencing proceedings and all other court proceedings for which the Crime Victims' and Witnesses' Bill of Rights mandates notification.
- **N.M. L.D.R. Dist 3 LR3-405**
 - States that the prosecuting agency in a criminal case is responsible to notify victims of a sentencing proceeding and any other court proceeding for which the Crime Victims' and Witnesses Bill of Rights Act mandates notification. Waivers of appearance or notification may be utilized in lieu of notification.
- **N.M. L.D.R. Dist 9 LR9-601**
 - States that the prosecuting agency in a criminal case shall be responsible to notify victims of a sentencing proceeding or any other court proceeding for which the Crime Victims' and Witnesses' Bill of Rights Act mandates notification. Waivers of appearance or notification may be utilized in lieu of notification.

New York		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Civil</u> <u>Commitment Special Orders of</u> <u>Conditions, Conditional Release,</u> <u>Modification/Reversal of Sentence,</u> <u>Post-Release Supervision</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Office of Mental</u> <u>Health, Prosecution</u>

Statutes

- **NY CLS CPL § 330.20**
 - States that whenever a court issues a special order of conditions pursuant to the rules for a defendant found not responsible by reason of mental disease or defect, the Commissioner of Mental Health shall make reasonable efforts to notify the victim that a special order of conditions has been issued, unless the victim has requested that such notice should not be provided.

- **NY CLS CPL § 380.50**
 - States that the prosecutor shall provide the victim with a form on which the victim may indicate a demand to be informed of escape, absconding, discharge, parole, conditional release, release to post-release supervision, transfer to the custody of the Office of Mental Health, or release from confinement.
 - States that the Department of Corrections and Community Supervision or the Office of Mental Health shall notify the victim by certified mail, upon request, of:
 - Discharge;
 - Parole;
 - Conditional release;
 - Release to post-release supervision; and
 - Release from confinement (for civilly committed offenders).
 - States that the appropriate custodial authority shall notify the victim immediately if the person escapes or absconds from a facility. When the person is re-apprehended, the victim shall be notified by certified mail within 48-hours.
 - States that the prosecutor shall, within 60 days of the imposition of sentence, provide the victim with a form on which the victim may indicate a demand to be informed of any petition to change the name of the defendant.

- **NY CLS Exec § 641**
 - States that if victims provide the appropriate official with a current address and telephone number, they shall be notified of:
 - The arrest of an accused;
 - The initial appearance of an accused before a judicial officer;
 - The release of an accused pending judicial proceedings; and

- Proceedings in the prosecution of the accused including entry of a plea of guilty, trial, and sentencing.
- **NY CLS Exec § 646**
 - States that if victims provide the appropriate court official with a current address and telephone number, they shall be notified of:
 - The initial appearance of an accused before a judicial officer;
 - The release of an accused pending judicial proceedings;
 - Proceedings in the prosecution of the accused, including entry of a plea of not guilty, trial, sentencing, and where a term of imprisonment is imposed; and
 - Reversal or modification of the judgment by an appellate court.

North Carolina		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Certificate of Relief, Consideration and Decision of Clemency/Pardon, Denial of Victim's Request to House the Offender in Another County, Final Disposition, Innocence Inquiry and Result, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Governor, Innocence Inquiry Commission, Law Enforcement, Prosecution</u>

Statutes

- **N.C. Gen. Stat. § 15A-145.5**
 - States that upon filing a petition for an expunction of records, the district attorney shall make his or her best efforts to notify the victim of the request for expunction prior to the date of the hearing.
- **N.C. Gen. Stat. § 15A-173.6**
 - States that the victim witness coordinator in the District Attorney's Office shall notify the victim of the consideration, proceeding for issuance, modification, or revocation of a Certificate of Relief.
- **N.C. Gen. Stat. § 15A-831**
 - States that within 72 hours the investigating law enforcement agency shall notify the victim of the arrest of a person believed to have committed a crime.
 - States that law enforcement shall provide the victim with a form on which the victim can indicate whether they wish to receive further notices from the investigating law enforcement agency on the status of the accused during the pretrial process.
- **N.C. Gen. Stat. § 15A-835**
 - States that the District Attorney's Office shall notify the victim, in writing, within 30 days after the final trial court proceeding in the case of:
 - The final disposition of the case;
 - The crimes for which the defendant was convicted;
 - The defendant's right to appeal, if any; and
 - The telephone number of offices to contact in the event of nonpayment of restitution by the defendant.
 - States that the Attorney General's Office shall provide the victim with the following:
 - A clear and concise explanation of how the appellate process works, including information about possible actions that may be taken by the appellate court;

- Notice of the date, time, and place of any appellate proceedings involving the defendant; and
 - The final disposition of an appeal.
 - States that the investigating law enforcement agency shall notify the victim that the defendant has been released on bail pending the outcome of the appeal.
- **N.C. Gen. Stat. § 15A-836**
 - States that the agency in custody of the defendant, upon request, shall notify the victim of:
 - The projected date by which the defendant can be released from custody;
 - An inmate's assignment to a minimum custody unit and the address of the unit. The notification shall include notice that the inmate's minimum custody status may lead to the inmate's participation in one or more community-based programs such as work release or supervised leaves in the community;
 - The defendant's escape from custody, within 72 hours. If the victim has notified the agency in writing that the defendant has issued a specific threat against the victim, the agency shall notify the victim as soon as possible and within 24 hours at the latest;
 - The defendant's capture, within 24 hours;
 - The date the defendant is scheduled to be released from the facility. Whenever practical, notice shall be given 60 days before release. In no event shall notice be given less than seven days before release; and
 - The defendant's death.
- **N.C. Gen. Stat. § 15A-837**
 - States that the Division of Adult Correction shall notify the victim within 30 days or as otherwise specified of:
 - The defendant's regular conditions of probation or post-release supervision, special or added conditions, supervision requirements, and any subsequent changes;
 - The date and location of any hearing to determine whether the defendant's supervision should be revoked, continued, modified, or terminated;
 - The final disposition of any hearing;
 - Any restitution modification;
 - The defendant's movement into or out of any intermediate sanction;
 - The defendant's absconding supervision, within 72 hours;
 - The capture of a defendant, within 72 hours;
 - The date when the defendant is terminated or discharged; and
 - The defendant's death.
- **N.C. Gen. Stat. § 15A-838**
 - States that the Governor's Clemency Office shall notify a victim when it is considering commuting the defendant's sentence or pardoning the defendant. The Governor's Clemency Office shall notify the victim of its decision.
- **N.C. Gen. Stat. § 15A-146**
 - States that the Director of the Innocence Inquiry Commission shall use all due diligence to notify the victim when a formal inquiry regarding a claim of factual innocence is granted, and to explain the inquiry process.

- **N.C. Gen. Stat. § 15A-1468**
 - States that the Director of the Innocence Inquiry Commission shall use all due diligence to notify the victim at least 30 days prior to any proceeding of the full commission held in regard to the victim's case.
 - States that the director shall use all due diligence to notify immediately the victim of the commission's conclusion in the case.

- **N.C. Gen. Stat. § 15A-1469**
 - States that if the Innocence Inquiry Commission concludes that there is sufficient evidence of factual innocence to merit judicial review, the clerk of court shall provide written notification to the victim 30 days prior to any case-related hearings.

- **N.C. Gen. Stat. § 148-5.1**
 - States that if a victim requests an inmate in a state prison to be confined outside the county where the victim resides or is employed, and the inmate is not so housed in another county, then the department shall notify the victim in writing.

North Dakota		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Consideration and Decision of Commutation/ Pardon, Final Disposition, Parole/Probation Change of Address, Sex Offender Registry Noncompliance/Update, Transfer to Mental Health Facility</u>	Notification Branches
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered		<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Governor, Law Enforcement, Prosecution</u>

Statutes

- **N.D. Cent. Code, § 12.1-34-02**
 - States that victims and witnesses of crime have the following rights:
 - To be informed of the statewide automated victim information and notification system. A victim or witness who clearly objects to registration may not be required to register with the system;
 - To be informed as to the status of investigation, upon request, except when the prosecuting attorney or law enforcement authority determines that to disclose such information would unreasonably interfere with the investigation;
 - To be informed of criminal charges filed and of the pretrial status of each person arrested, including bail and any pretrial release conditions;
 - Notice of pretrial release;
 - Registered victims must be given prompt notice of any hearing in which the arrested person’s pretrial release status will be determined;
 - Victims who are not registered must be given prompt notice by the law enforcement agency that has made an arrest in any case involving a crime of violence, of any hearing in which the arrested person’s pretrial release status will be determined;
 - Advance notice of all court proceedings;
 - Notice of final disposition and parole procedures. Registered victims and witnesses must be informed of the final disposition of any criminal case. Victims who are not registered must be given the same notice by the prosecuting attorney;
 - Registered victims and witnesses must be informed whenever a criminal defendant receives a temporary, provisional, or final release from custody or whenever the defendant escapes from custody. Victims who are not registered must be given the same notice by the appropriate custodial authority. Notification must include the transfer of the defendant to a work-release program, a community residential program, or transfer to a mental health facility; and

Ohio		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
<p style="text-align: center;">Notification Triggers</p> <input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Consideration and Decision of Commutation/ Pardon, Petition for Removal from Sex Offender Registry, Release on Bail/Bond, Sex Offender Registration and Residence Change, Transitional Control</u>	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Law Enforcement, Prosecution</u>

Statutes

- **ORC Ann. 2929.20**
 - States that if the court schedules a hearing for judicial release, the prosecuting attorney shall notify the victim.
 - States that the court shall notify the victim of the ruling on the motion for judicial release.
- **ORC Ann. 2930.03**
 - States that unless specified, victim notification may be oral or written.
 - States that a victim who wishes to receive any notice shall make a request for notice to the prosecutor or the custodial agency. If the victim does not make a request, then the prosecutor or custodial agency is not required to provide any notice other than the initial information and notice required to be given to a victim.
 - States that the victim shall inform the notifying agency of any changes in their name, address, or telephone number.
 - States that the notifying agency shall notify the victim of any significant changes to their registration information.
- **ORC Ann. 2930.05**
 - States that the law enforcement agency shall give the victim notice of the arrest or detention of the defendant.
- **ORC Ann. 2930.06**
 - States that a victim who request notification, shall be informed of the date, time, and place of any scheduled criminal proceedings, and notice of any changes in those proceedings.
- **ORC Ann. 2930.15**
 - States that the prosecutor shall notify the victim of the appeal, upon request, and shall provide the following information:

- A brief explanation of the appellate process, including the possible disposition of the case;
 - Whether the defendant or alleged juvenile offender has been released on bail or other recognizance or under conditions imposed by the juvenile court pending the disposition of the appeal;
 - The time, place, and location of appellate court proceedings and any subsequent changes in the time, place, or location of those proceedings; and
 - The result of the appeal.
- **ORC Ann. 2930.16**
 - States that if a victim requests to receive notification, then the prosecutor shall notify the victim of the date on which the defendant will be released from confinement, the name of the custodial agency, and how to contact the custodial agency.
 - States that the prosecutor, upon request, shall notify the victim of any hearing for judicial release or release. The court shall notify the victim of its rulings in each of those hearings and on each of those applications.
 - States that the prosecutor, upon request, shall notify the victim of any hearing to determine whether to modify the requirement that the offender serve the entire prison term in a state correctional facility, whether to continue, revise, or revoke any existing modification of that requirement, or whether to terminate the prison term. The court shall notify the victim of any order issued at the conclusion of the hearing.
 - States that, upon request, a victim shall receive at least three weeks' notice before the adult parole authority recommends a pardon or commutation of sentence for the defendant or at least three weeks prior to a hearing before the adult parole authority regarding a grant of parole to the defendant.
 - States that the victim shall receive notice at least three weeks before the defendant is transferred to transitional control.
 - States that the victim shall receive prompt notice of the defendant's escape from a facility, and of the capture of the defendant after an escape or absence.
 - States that the victim shall receive notice of the defendant's death while in confinement or custody.
 - States that the victim shall receive notice of the defendant's release from confinement or custody and the terms and conditions of the release.
- **ORC Ann. 2950.10**
 - States that sheriff, upon request, shall notify the victim in writing within five days after an offender has registered as a sex offender, and shall include the notice of the offender's name and photograph and the address or addresses of the offender's residence, school, institution of higher education, or place of employment, as applicable. States that the sheriff shall notify the victim in writing of the offender's change of address and shall include the offender's name and photograph.
- **ORC Ann. 2950.15**
 - States that the prosecutor shall notify the victim that an eligible offender is requesting a termination of sex offender registry duties.
- **ORC Ann. 2951.041**
 - States that victim notification provisions apply in relation to probation hearings.
- **ORC Ann. 2967.19**
 - States that a registered victim shall receive written notification when an offender is eligible to be considered for early release.



- States that the prosecuting attorney shall notify the victim of a hearing for the release of an offender.
- States that the court shall notify the victim after the ruling on whether to grant the offender early release.
- **ORC Ann. 2967.26**
 - States that the Division of Parole and Community Services shall notify the victim, upon request, of the pendency of the transfer at least three weeks prior to transferring the prisoner to transitional control.

Oklahoma		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Pardon</u>	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **21 Okl. St. § 142A-12**
 - States that the pardon and parole board shall notify all victims or representatives of a victim, if requested in writing, at least 20 days before an inmate is considered for parole by the board. The board shall notify all victims or representatives of a victim of the decision of the board within 20 days after the inmate is considered for parole by the board.
 - States that the pardon and parole board, if requested by the victim, shall provide written notification of placement of the inmate on specialized parole within the county or incorporated city or town to any victim.
- **21 Okl. St. § 142A-13**
 - States that the pardon and parole board shall provide written notification to any victim, upon request, of release of the inmate to the community.
 - States that the pardon and parole board shall provide written notification to any victim, upon request, upon the granting of a pardon by the Governor.
- **57 Okl. St. § 332.2**
 - States that the pardon and parole board shall notify all victims or victim's representatives in writing at least 20 days before an inmate is considered by the board, if the victim submitted a request for notification.
 - States that the pardon and parole board shall notify all victims or victim's representatives in writing of the board's decision no later than 20 days after the inmate is considered by the board.
- **74 Okl. St. § 18p-9**
 - Establishes an automated crime victim and witness notification and victim protective order system to assist public officials in carrying out their duties to notify and inform crime victims and witnesses.
 - States that the attorney general may provide those who elect to participate with the equipment, software, or training necessary to bring their offices into the system.

Oregon		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Conditional Release, Early Disposition, Sex Offender Registry Update</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of State Police</u>

Statutes

- **ORS § 135.943**
 - States that early disposition programs shall include victim notification and appearance.
- **ORS § 144.098**
 - States that the State Board of Parole and Post-Prison Supervision shall attempt to notify the victim, upon request, before the review of release plan by sending written notice to the victim.
- **ORS § 144.260**
 - States that the State Board of Parole and Post-Prison Supervision or the Department of Corrections, as the case may be, shall notify the victim, upon request, at least 30 days prior to the release of physical custody of any convicted person.
- **ORS § 144.750**
 - States that the State Board of Parole and Post-Prison Supervision must make reasonable efforts to notify a victim, upon request, of any hearings conducted by the board.
 - States that a supervisory authority must make a reasonable effort to notify the victim, upon request, of any contested hearings conducted.
- **ORS § 161.325**
 - States that a victim can request to be notified of any hearings and orders concerning the defendant and of any conditional release, discharge, and escape in the case of an entry of judgment of guilty except for insanity.
- **ORS § 161.326**
 - States that the victim who requests notifications for a defendant found guilty shall be informed of hearings and orders, conditional release, discharge, and escape.

- **ORS § 181.601**
 - States that the Department of State Police shall establish a toll-free telephone number to provide victims with updates on the prison status, release information, parole status, and any other information regarding the registered sex offender.

- **ORS § 813.222**
 - States that the victim of property damaged by a defendant driving under the influence of intoxicants shall be notified that the defendant may be eligible for diversion.

Pennsylvania		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Domestic Violence Offender's Community Service/Medical Leave, Final Disposition</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of Public Welfare, Law Enforcement, Prosecution</u>

Statutes

- **18 P.S. § 11.212**
 - States that in cases of personal injury crimes, the law enforcement agency shall make reasonable efforts to notify the victim of the arrest of the suspect and of the filing or forwarding of a complaint relating to the crime as soon as possible. Unless the victim cannot be located, notice of the arrest shall be provided within 24 hours of the preliminary arraignment.
 - States that in personal injury cases, a law enforcement agency, sheriff, deputy sheriff, or constable shall notify the victim of an inmate's escape from the custody of the law enforcement agency, sheriff, deputy sheriff, or constable.

- **18 P.S. § 11.213**
 - States that the Prosecutor's Office shall provide the victim of a personal injury crime with the form to request victim notification
 - States that the Prosecutor's Office shall provide notice, upon request, of the following:
 - Disposition and sentence of an adult (upon request);
 - Release from incarceration at sentencing (upon request);
 - Advance notice of entry of a consent decree; and
 - Filing, hearing or disposition of appeals (upon request).

- **18 P.S. § 11.214**
 - States that the Department of Corrections, local correctional facilities and Board of Probation and Parole shall develop standardized forms regarding victim notification.
 - States that the appropriate agency shall notify the victim, upon request, sufficiently in advance of a pending release decision.
 - States that the superintendent of the state correctional institution or warden of a local correctional facility shall immediately notify the victim, upon request, of escape.
 - States that the superintendent of the state correctional institution or warden of a local correctional facility shall notify the victim, upon request, of the commitment of the offender to a mental health facility and the location of the facility within 24 hours of the commitment.

- States that the department, local correctional facility, or the Board of Probation and Parole shall notify the victim of the final decision rendered, the date of any release and relevant conditions imposed prior to the release of the offender.
- **18 P.S. § 11.215**
 - States that the Department of Public Welfare shall designate the appropriate official to notify the victim, upon request, of the discharge of the offender from the mental health institution and the facility to which the offender was discharged within 24 hours of the discharge.
 - States that the Department of Public Welfare or the designated official shall immediately notify the victim of an escape of the offender from the mental health institution.
- **18 P.S. § 11.302**
 - States that victim advocates have the following powers and duties:
 - Supervise the victim notification duties presently conducted; and
 - Act as a liaison with the victim notification program director in the department to coordinate victim notification and services for the department and the board.
- **18 P.S. § 11.501**
 - States that the victim advocate shall notify the victim no later than 90 days prior to the parole date of an offender.
- **18 P.S. § 11.502**
 - States that the parole board shall notify the victim of its decision regarding parole prior to the release of an offender.
- **72 P.S. § 1712-F**
 - States that at least \$85,000 of the money appropriated to the Pennsylvania Commission on Crime and Delinquency shall be used to support the statewide automated victim information and notification system to provide offender information through county jails.
- **23 Pa.C.S. § 6114**
 - States that the appropriate releasing authority or other official shall use all reasonable means to notify the victim sufficiently in advance of the release from incarceration of an offender charged with domestic abuse.
 - States that notification shall be required for:
 - Work release;
 - Furlough;
 - Medical leave;
 - Community service;
 - Discharge; and
 - Escape and recapture.
 - States that the victim needs to submit current contact information or else they waive the right to notification.
- **61 Pa.C.S. § 6140**
 - States that the parole board shall notify the victim who has previously contacted the parole board at the time that an inmate is being considered for parole.



- States that the parole board shall provide notice of the time, place, and date of the parole hearing in writing at least 10 days prior to the hearing date.
- States that the parole board shall notify any victim who submitted a written statement for the parole report or testified at the hearing of the final decision rendered in the inmate's case.
- States that the parole board shall notify any victims who participated in the parole hearings of any additional parole hearings.

Puerto Rico			
Automated Notification			
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source			
<p style="text-align: center;">Notification Triggers</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; vertical-align: top;"> <input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered </td> <td style="width: 50%; border: none; vertical-align: top;"> <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Clemency/Pardon, Release on Bail/Bond, Temporary Leave</u> </td> </tr> </table>	<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Clemency/Pardon, Release on Bail/Bond, Temporary Leave</u>	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Law Enforcement</u>
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Clemency/Pardon, Release on Bail/Bond, Temporary Leave</u>		

Statutes

- **4 L.P.R.A. § 1273**
 - States that the Victims' Rights Committee shall notify the victim of hearings to place members of the correctional population in inmate diversion programs.

- **25 L.P.R.A. § 973a**
 - States that victim contact information shall be kept confidential except for the purpose of notification of the development of the investigation, proceedings and sentencing, consultation prior to settling a complaint, and information about the procedures after sentencing.
 - States that the Puerto Rico Police shall be responsible for furnishing all the necessary information so that the Corrections Administration may be able to comply with the provisions of this chapter and notify the victims and witnesses of a crime.

- **33 L.P.R.A. § 4025**
 - States that the Correctional Administration and/or the Executive shall notify the victim sufficiently in advance of releasing a person on bail, parole, temporary leave, clemency, and pardon.

Rhode Island			
Automated Notification			
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source			
<p style="text-align: center;">Notification Triggers</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding-right: 10px;"> <input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other: </td> </tr> </table>	<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:	<p style="text-align: center;">Notification Branches</p> <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input type="checkbox"/> Other:		

Statutes

- **R.I. Gen. Laws § 11-37-8.7**
 - States that the parole board shall notify the victim and his or her family of a scheduled parole hearing at least 45 days prior to the date of the hearing.

- **R.I. Gen. Laws § 12-28-6**
 - States that the parole board shall notify the victim of the pendency of the proceedings before the board. Should the parole board be unable to locate the victim, the board shall seek the assistance of the local police department in the city or town where the victim was last known to have resided.
 - States that the parole board shall also make a reasonable effort to notify the victim of the crime, or in homicide cases, the victim’s next of kin, not less than 30 days prior to the meeting.

- **R.I. Gen. Laws § 13-8-6**
 - States that the parole board shall make a reasonable effort to notify the victim not less than 30 days prior to the meeting in which the person is considered for parole.

- **R.I. Gen. Laws § 42-56-21.1**
 - States that the classification board shall notify the victim prior to release of any prisoner on work release.

South Carolina		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Arrest, Consideration and Decision of Classification as Sexually Violent Predator, Petition for Release of a Sexually Violent Predator, Placement in Community Penalty Plan</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Law Enforcement, Prosecution</u>

Statutes

- **S.C. Code Ann. § 16-3-1525**
 - States that the law enforcement agency must make a reasonable effort to inform each victim of the arrest or detention of a person accused, and of the appropriate bond or pretrial release hearing or procedure.
 - States that the law enforcement agency must provide contact information for each victim to the jail, prison, or detention or holding facility, as well as to the prosecuting agency and court.
 - States that the arresting agency must attempt to notify each victim of each case for which bond is being determined. The summary court judge, before proceeding with the bond hearing must ask the representative of the facility to verify that a reasonable attempt was made to notify the victim sufficiently in advance to attend the proceeding. If the notice was not given in a timely manner, the hearing must be delayed for a reasonable time to allow notice.
 - States that the prosecuting agency must attempt a reasonable effort to notify each victim of each case for which bond is being determined. States that the circuit court judge, before proceeding with a bond hearing, must ask the representative of the prosecuting agency to verify that a reasonable attempt was made to notify the victim sufficiently in advance to attend. If notice was not given in a timely matter, the hearing must be delayed for a reasonable time to allow notice.
 - States that the summary court judge must attempt to notify each victim upon scheduling a preliminary hearing for the defendant.
 - States that a diversion program reasonably must attempt to notify the victim prior to the defendant's release from the program unless the defendant is released to law enforcement.
 - States that the organization or facility responsible for a court-ordered or mandatory mental evaluation must make a reasonable attempt to notify the victim prior to the defendant's release from the facility unless the defendant is released to law enforcement.
 - States that notification may occur by electronic or other automated communication or recording. However, after three unsuccessful attempts to reach the victim in cases involving criminal domestic violence, criminal sexual conduct, stalking, harassment,

when physical injury has occurred as a result of a physical or sexual assault, and where a pattern of conduct exists by the offender or suspected offender that would cause a reasonable person to believe that the victim may be at risk of physical assault then the appropriate agency or diversion program shall attempt to make personal contact with the victim upon the judicial or administrative release or escape of the offender.

- **S.C. Code Ann. § 16-3-1530**
 - States that a department or agency having custody or custodial supervision of a person accused, convicted, or adjudicated guilty must attempt to notify each victim, upon request:
 - Before the release of the person;
 - Of an escape by the person; and
 - Before any non-intradepartmental transfer of the person to a less secure facility or to a diversionary program.
 - States that notification of a victim may not be only by electronic or other automated communication or recording except in the case of an intradepartmental transfer.
- **S.C. Code Ann. § 16-3-1550**
 - States that a circuit or family court judge, before proceeding with a trial plea, sentencing, or other dispositive hearing must ask the prosecuting agency to verify that a reasonable attempt was made to notify the victim sufficiently in advance to attend. If notice was not given in a timely manner, the hearing must be delayed for a reasonable time to allow notice.
- **S.C. Code Ann. § 16-3-1740**
 - States if a mental health evaluation of a person convicted of stalking or harassment results in the unsupervised release of the person, the victim must be notified prior to the person's release. All reasonable efforts must be made to notify the victim personally to assure the notice is received.
- **S.C. Code Ann. § 17-25-150**
 - States that every community penalty plan must include notification to the victim of the offender's placement in the program.
- **S.C. Code Ann. § 24-3-20**
 - States that the Department of Corrections shall notify registered victims before releasing inmates on work release.
- **S.C. Code Ann. § 24-13-710**
 - States that the Department of Corrections shall notify registered victims before releasing inmates through any supervised furlough.
- **S.C. Code Ann. § 44-48-50**
 - States that a multidisciplinary team that reviews the records of a person to determine if the person satisfies the definition of a sexually violent predator must notify the victim.
- **S.C. Code Ann. § 44-48-70**
 - States that the attorney general must notify the victim that the committee found that probable cause exists to support the allegation that the person is a sexually violent predator.

- **S.C. Code Ann. § 44-48-90**
 - States that the attorney general must notify the victim of the time, date, and location of the trial to determine whether the person is a sexually violent predator.
- **S.C. Code Ann. § 44-48-110**
 - States that the attorney general must notify the victim of all proceedings relating to a sexually violent predator.
- **S.C. Code Ann. § 44-48-120**
 - States that the attorney general must notify the victim of the proceeding of a petition for release of a sexually violent predator.

South Dakota		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Clemency, Parole Revoked, Placement/Removal from Intensive Supervision Program/Other Alternative Disposition</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of Human Services, Department of Social Services, Prosecution</u>

Statutes

- **S.D. Codified Laws § 23A-27-1.2**
 - States that the state’s attorney shall notify the victim at the victim’s last known address of the hearing to reduce the sentence of the offender.
- **S.D. Codified Laws § 23A-28C-5**
 - States that the Department of Corrections, Department of Human Services, Department of Social Services, or any jail or other facility shall provide notice, as soon as possible, if any of the following occur:
 - Upon the person’s escape from custody and return to custody following escape;
 - Of any release from custody, including placement in an intensive supervision program or other alternative disposition;
 - Upon the granting of parole or revocation of parole;
 - Prior to the defendant’s release from custody due to expiration of sentence; and
 - Of any removal from an intensive supervision program or other alternative disposition.
- **S.D. Codified Laws § 24-2-20**
 - States that the Department of Corrections may release some personally identifiable information for the purposes of community and victim notification.
- **S.D. Codified Laws § 24-14-4.1**
 - States that the Board of Pardons and Paroles shall notify the victim of the offender’s clemency hearing date, time, and location.
- **S.D. Codified Laws § 24-15-8.1**
 - States that the victim may request in writing to be notified by the Board of Pardons and Parole when an inmate is granted parole, the inmate’s parole is revoked, an early final discharge or partial early final discharge is considered, an inmate is

granted a clemency hearing, or clemency is recommended. The board shall send the notice by first class mail to the address provided by the victim.

- **S.D. Codified Laws § 24-15-8.2**
 - States that the victim may request in writing to be notified by the Department of Corrections if the inmate who was convicted of committing the crime escapes or is released from the penitentiary, or placed on regularly scheduled furlough or work release, or is returned from escape or removed from work release. The Department of Corrections may either telephone the victim or send the notice by first class mail.

- **S.D. Codified Laws § 24-15A-22**
 - States that the victim may request in writing to be notified by the board when an inmate is released on parole, the inmate's parole is revoked, an early final discharge or a partial early final discharge is considered, the inmate is granted a clemency hearing, or clemency is recommended. The board shall send the notice by first class mail to the address provided by the victim.

- **S.D. Codified Laws § 25-10-38**
 - States that the prosecutor shall notify the victim either orally or in writing of the status of the case within five days of receipt of a report of a case involving domestic abuse.

Tennessee		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Impending Grant of Clemency, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **Tenn. Code Ann. § 39-16-606**
 - States that the district attorney general of the judicial district in which the offender was convicted shall make a reasonable effort to notify the victim of an escape when the conviction was for a crime of violence.
- **Tenn. Code Ann. § 40-11-150**
 - States that the magistrate shall use all reasonable means to immediately notify a victim of stalking or aggravated stalking of an arrested defendant's release on bail.
- **Tenn. Code Ann. § 40-27-110**
 - States that the district attorney general, through the victim-witness coordinator, shall notify the victim of the impending grant of clemency prior to the notice of clemency action being made public.
- **Tenn. Code Ann. § 40-28-503**
 - States that probation, paroles, and pardons shall establish a standard victim notification form.
- **Tenn. Code Ann. § 40-28-505**
 - States that the Board of Probation and Parole shall send a notice of the date and place of the hearing for parole consideration at least 30 days prior to the scheduled parole hearing to the victim or victim's representative who has requested notification. Electronic notification may be used in addition to, but not in lieu of, written notification.
- **Tenn. Code Ann. § 40-38-501**
 - Establishes a statewide automated victim information and notification system.
- **Tenn. Code Ann. § 40-38-502**
 - States that the victim notification system shall be attached to the Tennessee Sheriffs' Association. All administrative expense incurred by the program shall be paid from grants and funds the Tennessee Sheriffs' Association receives for the notification system.

- **Tenn. Code Ann. § 40-38-503**
 - States that the purpose of the victim notification system is to increase the safety of victims of crime by providing access to timely and reliable information about the custody status of offenders in county jails.
 - States that this information shall be available 24 hours a day over the telephone, through the internet, or by email.
 - States that victims of crime and other concerned citizens can register to be notified immediately in the event of an offender's release, transfer, or escape.
- **Tenn. Code Ann. § 40-38-504**
 - States that funding for the victim notification system shall come from grants, donations, gifts, and appropriations made for that purpose.
- **Tenn. Code Ann. § 40-38-505**
 - States that the Department of Finance and Administration, Office of Criminal Justice programs, is authorized to make an annual grant from the litigation tax fund to the Tennessee Sheriffs' Association for the purpose of supporting implementation and management of the victim notification system. The grant authorized in this section shall not exceed \$650,000 and is subject to authorization contained in the general appropriations act.
- **Tenn. Code Ann. § 40-38-506**
 - States that \$34,000 shall be allocated from the victim notification fund for computer-related expenses.
- **Tenn. Code Ann. § 67-4-602**
 - Imposes an additional privilege tax on litigation of \$1.00 on all criminal charges, upon conviction or by order, instituted in any state or general sessions court, and increases that amount to \$3.00 as of July 1, 2012 for the statewide automated victim information and notification system fund.

Texas		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Bench Warrant/Writ of Attachment, Outpatient Care for Insanity Defense</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **Tex. Code Crim. Proc. art. 46C.003**
 - States that the court shall notify the victim of the release, discharge, or outpatient care of a defendant acquitted on the insanity defense.
- **Tex. Code Crim. Proc. art. 56.11**
 - States that the Texas Department of Criminal Justice or sheriff shall notify the victim whenever a defendant completes a sentence and is released, or escapes from a correctional facility.
 - States that the victim is responsible to provide their contact information in order to receive notification.
 - States that the prosecuting attorney shall notify the victim in writing of the victim's right to receive notice.
- **Tex. Code Crim. Proc. art. 56.12**
 - States that the Texas Department of Criminal Justice shall immediately notify the victim, the victim's guardian, close relative, or next of kin whenever the defendant:
 - Escapes from a facility operated by the department for the imprisonment of individuals convicted of felonies other than state jail felonies; or
 - Is transferred from the custody of a facility operated by the department to the custody of a peace officer under a writ of attachment or a bench warrant.
 - States that the victim is responsible to notify the Texas Department of Criminal Justice of the desire for notification and of any change of address.

Utah		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Decision of Whether to Prosecute, Domestic Violence Offender's Probation Violation, Petition and Decision for Removal from Sex Offender and Kidnap Offender Registry</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Community Center, Half-Way House, Law Enforcement, Prosecution, Rehabilitation Program, State Hospital</u>

Statutes

- **Utah Code Ann. § 64-13-14.7**
 - States that a victim who submits a written request of notification to the Department of Corrections shall be notified of an offender's release for:
 - Work release;
 - Any other release to or from a half-way house, rehabilitation program, state hospital, community center other than a release on parole;
 - Commutation or termination;
 - Transfer;
 - Escape; and
 - Hearings regarding parole.
- **Utah Code Ann. § 77-27-9.5**
 - States that the Board of Pardons and Paroles shall notify the victim of a hearing for parole grant or revocation.
- **Utah Code Ann. § 77-36-2.5**
 - States that the arresting law enforcement agency shall make a reasonable effort to notify the victim of the release after arrest for domestic violence.
- **Utah Code Ann. § 77-36-5.1**
 - States that the Adult Probation and Parole, or other provider, shall immediately report to the court and notify the victim of any offense involving domestic violence if the perpetrator fails to comply with any conditions of probation. Notification of the victim shall consist of a good faith reasonable effort to provide prompt notification, including mailing a copy of the notification.
- **Utah Code Ann. § 77-36-7**
 - States that the prosecutor shall notify the victim, upon request, of the decision of whether to prosecute a case within five days after the decision has been made.

- **Utah Code Ann. § 77-38-3**
 - States that the prosecuting agency shall notify the victim of the crime within seven days of filing of felony criminal charges against a defendant.
 - States that the prosecuting agency shall provide notice to a victim, upon request, for the important criminal justice hearings. In the event of an unforeseen important criminal justice hearing, the prosecuting agency shall attempt to contact the victim by telephone and then notify the victim of the results of the proceeding.
 - States that the prosecuting agency or Board of Pardons and Parole may provide notices in any reasonable manner, including telephonically, electronically, orally, or by letter or form.
 - States that the Board of Pardons and Parole shall notify the victim, upon request, for important criminal justice hearing. The board does not need to continue notifying the victim if they do not respond to the initial notice, request notice of subsequent proceedings, and update their contact information.
 - States that in all cases where the number of victims exceeds 10, the prosecuting agency may send any notices required in its discretion to a representative sample of the victims.

- **Utah Code Ann. § 77-41-112**
 - States that the victim shall be notified of an offender's petition to be removed from the Sex Offender and Kidnap Offender Registry, and that the prosecuting agency shall notify the victim of the court's decision.

Vermont		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Petition for Removal from Sex Offender Registry, Sex Offender Registration and Residence Change</u>	Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered		<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **13 V.S.A. § 5304**
 - States that victims shall be notified in a timely manner of court proceedings.
- **13 V.S.A. § 5315**
 - States that the Prosecutor's Office shall inform the victim of an appeal or post-conviction remedy and notify the victim of the date, time and place of any hearings and of the decision.
- **13 V.S.A. § 5317**
 - States that information required to be furnished to victims shall be provided, upon request, and may be furnished either orally or in writing.
 - States that the court, state's attorneys, public defenders, law enforcement agencies, and the Departments of Corrections and of Public Safety shall develop and implement an automated notification system to deliver the information required to be furnished to victims.
- **13 V.S.A. § 5410**
 - States that a victim shall be notified, upon request, of the initial registration of a sex offender and any time the sex offender changes address.
- **13 V.S.A. § 5411**
 - States that the state shall make a reasonable attempt to notify the victim of the proceeding for a sex offender who petitions for a termination of community notification.

Virginia		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Final Disposition, Offender Name Change, Release to Attend Business/Community/Educational Program, Release on Bail/Bond</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Attorney General, Prosecution</u>

Statutes

- **Va. Code Ann. § 9.1-922**
 - States that the Compensation Board or its contractor may use the statewide automated victim notification data for verification of registrant status and notification of victims. The Compensation Board shall ensure the confidentiality and security of the data.
- **Va. Code Ann. § 19.2-11.01**
 - States that victims shall receive advance notification when practicable from the attorney for the Commonwealth of judicial proceedings relating to their case and shall be notified when practicable of any change in court dates if they have provided their current contact information.
 - States that the attorney general, upon request, shall notify the victim of the filing and disposition of any appeal or habeas corpus proceeding involving their case.
 - States that the Department of Corrections or a sheriff or jail superintendent shall notify the victim if they have provided their current contact information in writing of an:
 - Escape;
 - Change of name;
 - Transfer;
 - Release or discharge of a prisoner; and
 - When the accused is released on bail,
 - States that such notification may be provided through the Virginia statewide automated victim notification system or other similar electronic or automated system.
 - States that victims shall be advise that, in order to protect their right to receive notices and offer input, all agencies and persons having such duties must have current victim addresses and telephone numbers. Any such information given shall be confidential.
 - States that the attorney for the Commonwealth, upon the victim's written request, shall consult with the victim either verbally or in writing to inform the victim of the contents of the proposed plea agreement. States that the victim shall be notified of any proceeding in which the plea agreement will be tendered to the court if they provide a written request.

- States that within 30 days of receipt of a victim's written request after the final trial court proceeding, the attorney for the Commonwealth shall notify the victim in writing of the disposition of the case, the crimes of which the defendant was convicted, the defendant's right to appeal, if known, and the telephone number of offices to contact in the event of nonpayment of restitution by the defendant.
- States that the victim shall be notified as soon as practicable that the defendant has been released on bail pending the outcome of an appeal.
- **Va. Code Ann. § 19.2-265.01**
 - States that the attorney for the Commonwealth shall give prior notice when practicable of any trial for a criminal case.
- **Va. Code Ann. § 53.1-133.02**
 - States that the sheriff or superintendent shall give notice delivered by first-class mail or by telephone or both of any victim who request notice prior to:
 - Release, including work release or discharge of any prisoner;
 - Transfer to a prison, a different jail facility, or any other correctional or detention facility;
 - Upon escape; and
 - Upon change of name.
 - States that such notification may be provided through the Virginia automated victim notification system or other similar electronic or automated system.
- **Va. Code Ann. § 53.1-155**
 - States that the Virginia parole board shall notify the victim in writing when a prisoner is being considered for parole.
 - States that the victim may submit a written request to be notified of the prisoner's parole eligibility date and mandatory release date, any parole-related interviews, and the board's decision regarding parole for the prisoner. The victim may request the board only notify the victim if, following its review, the board is inclined to grant parole to the prisoner.
- **Va. Code Ann. § 53.1-160**
 - States that the Department of Corrections shall have notice of the release or discharge of a prisoner, or of his transfer to a jail facility or any other correctional detention facility, delivered by first-class mail 15 days prior to such occurrence, or by telephone if notice by first-class mail cannot be delivered 15 days prior to the occurrence
 - States that the Department of Corrections shall give notice as soon as practicable by telephone upon the escape of a prisoner.
 - States that the Department of Corrections shall give notice to any victim by first-class mail upon the change of a prisoner's name.
 - States that the Department of Corrections shall give notice to the victim 15 days prior to the release of any prisoner to an authorized work release program or release to attend a business, educational, or other related community program.
 - States that notification may be provided through the Virginia statewide automated victim notification system or other similar electronic or automated system.

Washington		
Automated Notification		
<input checked="" type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input checked="" type="checkbox"/> General Change in Status <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Sex Offender Registry</u> <u>Noncompliance/Update,</u> <u>Temporary Leave</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **Wash. Rev. Code § 36.28A.040**
 - States that the Washington Association of Sheriffs and Police Chiefs shall implement and operate an electronic statewide city and county booking and reporting system no later than July 1, 2002.
 - States that a statewide automated victim information and notification system shall be added to the city and county jail booking and reporting system. The system shall automatically notify a registered victim via the victim's choice of telephone, letter, or email when any of the following events affect an offender housed in any Washington state city or county jail or Department of Corrections facility:
 - Is transferred or assigned to another facility;
 - Is transferred to the custody of another agency outside the state;
 - Is given a different security classification;
 - Is released on temporary leave or otherwise;
 - Is discharged;
 - Has escaped; or
 - Has been served with a protective order that was requested by the victim.
 - States that the system will automatically notify a registered victim via the victim's choice of telephone, letter, or email when an offender has:
 - An upcoming court event (if court information is made available to the statewide automated victim information and notification system administrator);
 - An upcoming parole, pardon, or community supervision hearing; or
 - A change in the offender's parole, probation, or community supervision status including a change in the offender's supervision status or a change in the offender's address.
 - States that the system will automatically notify a registered victim via the victim's choice of telephone, letter, or email when a sex offender has:
 - Updated his or her profile information with the state sex offender registry; or
 - Become noncompliant with the state sex offender registry.
 - States that the system will permit a registered victim to receive the most recent status report for an offender in any Washington state city and county jail, Department of Corrections, or sex offender registry by calling the statewide automated victim information and notification system on a toll-free telephone number or by accessing

the system via a public website. All registered victims calling the statewide automated victim information and notification system will be given the option to have live operator assistance to help use the program on a 24 hour, 365 day per year basis.

- States that the system shall permit a crime victim to register, or registered victim to update, the victim's registration information for the statewide automated victim information and notification system by calling a toll-free telephone number or by accessing a public website.
- States that offender information shall be updated frequently to ensure timely notification to a crime victim that an offender has been released, discharged, or has escaped.
- States that participation in the statewide automated victim information and notification program satisfies any obligation to notify the crime victim of an offender's custody status and the status of the offender's upcoming events so long as:
 - Information making offender and case data available is provided on a timely basis; and
 - Information a victim submits to register and participate in the victim notification system is only used for the sole purpose of victim notification.
- States that automated victim information and notification systems in existence and operational as of July 22, 2007 shall not be required to participate in the statewide system.
- States that when funded, the Washington Association of Sheriffs and Police Chiefs shall implement and operate an electronic statewide unified sex offender notification and registration program.

- **RCW 72.09.712**

- States that at the earliest possible date, the Department of Corrections shall send the victim, upon request, written notice of:
 - Parole;
 - Release (30 days advance notice);
 - Community custody;
 - Work release placement;
 - Furlough;
 - Escape; and
 - Recapture (no later than two working days).
- States that victim information is confidential.
- States that whenever mail is returned as undeliverable, the department shall attempt alternative methods of notification, including a telephone call to the person's last known telephone number.

West Virginia		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Placement in Non-Secure Facility, Plea/ Sentence Negotiations After a Post-Conviction Habeas Corpus, Retrial</u>	<input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Prosecution</u>

Statutes

- **W. Va. Code § 25-1-3b**
 - States that the commissioner of corrections shall establish an inmate benefit fund to be used to operate an automated inmate family and victim information notification system.
- **W. Va. Code § 53-4A-7**
 - States that the prosecuting attorney shall notify in writing the victim of next of kin prior to a retrial or entering into any plea negotiations or sentence negotiations whenever a conviction from a crime of violence is reversed or a sentence of incarceration is vacated through post-conviction habeas corpus.
- **W. Va. Code § 61-11A-2a**
 - States that the Prosecuting Attorney’s Office shall notify in writing the victim within 30 days of a presentation to a grand jury or circuit court. Nothing shall preclude the Prosecuting Attorney’s Office from other notification to victims of crime.
- **W. Va. Code § 61-11A-8**
 - States that the prosecuting attorney shall provide notice in writing or by telephone to the victim or a family member that requests to be notified prior to or at the time of:
 - The release of the accused pending judicial proceedings; and
 - Placement of the convicted person on work release, home confinement, or probation.
 - States that the state correctional facility or regional jail shall provide notice in writing or by telephone to the victim or family member that request notification prior to or at the time of:
 - Releasing the convicted person from imprisonment in any correctional facility;
 - Releasing the convicted person from confinement in any county or regional jail;
 - Placing the convicted person in a halfway house or other non-secure facility to complete his or her sentence; and
 - Any escape by the convicted person from a state correctional facility or a county or regional jail.



- States that victims or next of kin for victims of murder, aggravated robbery, sexual assault in the first degree, kidnapping, arson, any sexual offense against a minor, or any violent crime against a person can request notification.
- States that notification by telephone is not complete unless it is given directly to the person requesting notification and after that person's identity has been verified. An attempted notification made to a voice mail or another recording device or another member of the household is insufficient.

Wisconsin		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input checked="" type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers	Notification Branches	
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Community Residential Confinements/Intensive Supervision Programs, Conditional Release of Defendant Found Not Guilty by Mental Defect, Does Not Return from Temporary Leave/Other Violation, Home Visits, Inmate Leave Granted, Pardon Application, Sex Offender Registration and Update, Supervised Release</u>	<input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input checked="" type="checkbox"/> Other: <u>Department of Health Services, Governor, Prosecution</u>

Statutes

- **Wis. Stat. § 20.410**
 - Appropriates funds for victim notification services.
- **Wis. Stat. § 51.37**
 - States that the Department of Corrections shall make a reasonable attempt to notify the victim, next of kin, or legal guardian if a mental health patient:
 - Does not return to the treatment facility by the time designated in the granting of the home visit or leave; and
 - Any other violations believed to have been committed by the patient while on home visit or leave.
- **Wis. Stat. § 301.46**
 - States that a victim shall be notified, upon request, when a defendant is registered for a sex offense or changes their registration information.
- **Wis. Stat. § 302.113**
 - States the court may provide notice to the victim of the petition for extended supervision.
 - States that the clerk of the circuit court shall send a notice to the victim, upon request, of hearing for modification of the inmate’s bifurcated sentence.
- **Wis. Stat. § 806.025**
 - States that the Parole Commission shall make a reasonable attempt to notify the victim of applications for parole.
 - States that reasonable attempts shall be made to notify the victim of:

- Hearing or court proceedings; and
 - Petitions for sentence adjustment.
 - States that district attorneys shall make a reasonable attempt to notify the victim regarding conditional release.
 - States that the Department of Corrections shall make a reasonable attempt to notify the victim regarding:
 - Community residential confinements;
 - Participation in intensive sanctions program;
 - Escape;
 - Release upon expiration of sentence;
 - Extended supervision and parole releases; and
 - Leave granted to inmates.
 - States that the Department of Health Services shall make a reasonable attempt to notify the victim regarding termination or discharge, home visits, supervised release, or discharge.
 - States that the Governor shall make a reasonable attempt to notify the victim of a pardon application.
- **Wis. Stat. § 950.08**
 - States that law enforcement shall provide victims with information on how to request notice of court proceedings.
 - States that a district attorney shall make a reasonable attempt to provide each victim with written information on how to change their contact information in order to continue receiving notices.
- **Wis. Stat. § 971.17**
 - States that the district attorney shall make a reasonable attempt to notify the victim, next of kin, or parent/legal guardian if the court conditionally releases a defendant found not guilty by mental defect.
 - States that the Department of Health Services shall make a reasonable attempt to notify the victim, next of kin, or parent/legal guardian, upon request, if the court orders that the defendant's commitment is terminated or that the defendant is to be discharged from civil commitment.
- **Wis. Stat. § 973.195**
 - States that the district attorney shall notify the victim of the inmate's petition for an adjustment of the sentence.

Wyoming		
Automated Notification		
<input type="checkbox"/> Establishes an automated notification system <input type="checkbox"/> Authorizes a state or local funding source		
Notification Triggers		Notification Branches
<input type="checkbox"/> General Change in Status <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered	<input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Return to Custody <input checked="" type="checkbox"/> Other: <u>Sex Offender Residence Change</u>	<input type="checkbox"/> Prisons <input type="checkbox"/> Jails <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Community Corrections <input type="checkbox"/> Other:

Statutes

- **Wyo. Stat. § 7-13-402**
 - States that the Board of Probation and Parole shall make a reasonable effort to notify registered victims of the hearing for parole.
 - States that the board may adopt reasonable rules and regulations to carry out the functions of notification to victims of pending release of prisoners.

- **Wyo. Stat. § 7-19-302**
 - States that the victim or victim’s parent/guardian, upon request, shall be notified of a change of address for a sex offender.



Appendix C: AVN System Profiles

AVN System Profiles

The following profiles provide descriptive information about each state's automated notification system in order to illustrate similarities and differences in automated notification across states and offer a snapshot of states' systems. The profiles are based on information learned through the administrator interviews and case study site visits, where applicable (please see section 2.4.5 for a full description of the methodology). The AVN system profiles reflect system characteristics, outreach activities, and funding sources across all participating agencies. Within each state, practices and system features often varied by agency; therefore, states' AVN system profiles may not reflect the available practices and system features within each agency. For example, regarding outreach, if one agency within a state exclusively uses vendor-provided training while another develops its own training and uses public ads, the AVN system profile had all three outreach activities (vendor-provided training, non-vendor provided training, and public ads) checked even though neither agency conducts all three activities. Additionally, characteristics from non-interviewed agencies were not reflected in these profiles.

Additionally, characteristics from non-interviewed agencies will not be reflected in these profiles.

Please see glossary definitions for clarification on system characteristics below.

Automated Notification Modes = The modes of communication through which users can receive notifications. Postal mail is only selected when it is offered in conjunction with other types of notification, and when letters are generated through the automated notification system.

Automated Notification Triggers = The different events or offender status changes that trigger a notification. Notification triggers may vary within criminal justice branches if different facilities have different data capabilities or track different data.

Current Funding Sources = Current funding sources for operating automated victim notification within the state. States may have multiple sources, and selected sources may fund different components of the state's automated notification program (e.g., the court notification system may be funded by a different mechanism than the local-level notification system for jails). Funding sources do not include in-kind contributions provided by government agencies, vendors, or other entities.

Jails = The number of county jails participating (by supplying information on offender status) in the automated notification system, as well as the total number of county jails in the state to show the scope of the system's implementation among jails.

Number of SAVIN Grants = The total number of SAVIN grants ever awarded to the state, including both implementation and enhancement grants.

Offender Photographs = This option will be checked if users can access offenders' photographs either through an online search engine or through the inclusion of the photograph as part of the notification.

Other Languages = Notifications are provided in languages other than English (this is for actual notifications, not languages offered by the hotline or websites).

Outreach Activities = This section lists activities related to system marketing and training. Outreach activities are checked if they have been actively used within the state (not just available by the vendor).

Participating Branches of the Criminal Justice System = Branches participating (by supplying information on offender status) in the automated notification system. A branch is checked if at least one agency is participating in the automated notification system (e.g., jail will be marked if at least one jail within the state participates). Please note that both prisons and jails are checked for states with integrated corrections systems (Alaska, Connecticut, Delaware, Hawaii, Puerto Rico, Rhode Island, and Vermont). In addition, if probation and/or parole are operated out of a state's Department of Corrections (DOC), community corrections is checked if probation and/or parole status changes trigger notification.

Seamless Registration = This option will be checked if users only have to register once to receive notifications as designated offenders move through multiple (at least two), participating branches of the criminal justice system. For instance, seamless registration is present if a user can continue to receive notifications when an offender is transferred from a jail to a prison without having to reregister. It is not considered seamless registration if a user can continue to receive notifications when an offender is transferred between multiple DOC facilities since these are part of a single agency.

Special Features = This section identifies special practices or system features that are used or implemented by at least one jurisdiction related to victim notification. These are practices or features that are atypical in comparison to most other jurisdictions/states.

Special Quality Assurance and/or Unique Data Practices = This option will be checked if the state has developed and implemented customized data practices or quality assurance procedures above and beyond what is offered by its vendor. For states employing outside vendors, this may include managing, checking, or manipulating its data prior to allowing the vendor to access it. In states operating their systems in-house, this option will be checked if administrators are able to develop new, customized data features in-house or are *actively* involved in data activities beyond the system's own built-in data quality assurance functions.

System Type = Indicates whether at least one jurisdiction within the state uses automated notifications or not. A notification is considered automated if an event can be identified as requiring notification, a notification is created, and the notification is sent without requiring human intervention or manual communication. Please note that non-automated is only checked for states offering no form of automated notification; it is not checked for states offering both automated and non-automated notifications.

System Users = Indicates whether notification within the state is open to all public users or is closed or restricted to a sub-population (e.g., crime victims). In states where some notifications are offered to all public users and others are restricted to a sub-population, the state profile will indicate that the system is both "open" and "closed."

TTY/TDD Capabilities = This option will be checked if the system is able to provide notifications via TTY/TDD for hearing-impaired users.

Year automation was first implemented in the state = The year at least one jurisdiction within the state first used automated notification. This is not necessarily the year the current vendor



was first used or the year the system was first funded by SAVIN. Note, in cases where administrators were unsure of the exact date of implementation, the earlier date was recorded instead of providing a range (e.g., 2004 or 2005).



Alabama*

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 2007

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections

County Jails:

___ Jails Online
___ Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: _____
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: _____

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: _____

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____

Number of SAVIN Grants: 3

* During the time of this evaluation Alabama was in the process of developing a new automated notification system to be operated out of the Alabama Criminal Justice Information Center. This system was scheduled to be launched after data collection was completed for this report; therefore, information on Alabama's current system is not reflected in this profile.



Alaska

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 2000

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections _____

County Jails:*

___ Jails Online
___ Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Russian, Spanish, Yupik
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: _____

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: _____

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____ DOC Funds

Number of SAVIN Grants: 1

* Note: Alaska does not have a separate jail system.



Arizona*			
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated			
Year automation was first implemented in the state: <u>1996</u>			
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections <u>Law Enforcement</u>			County Jails: ___ Jails Online ___ Jails Total
System Users: <input type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input checked="" type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Arrest</u>	
Outreach			
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____			
Funding			
Current Funding Sources: <input type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input type="checkbox"/> Other: <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender <u>Police</u> <input type="checkbox"/> Other BJA Funds Fines/Fees <u>Department General</u> <input type="checkbox"/> Other Federal: <input type="checkbox"/> Other State: <u>Fund</u> _____ _____			Number of SAVIN Grants: <u>0</u>



Arkansas		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1998</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections <u>Attorney General</u>		County Jails: <u>74</u> Jails Online <u>74</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Agency Outage/Back Online, Bootcamp Transfer/Release, Execution, Escorted Leave, Out of State Transfer/Return, Pardon/Executive Clemency Hearing and Decision, Release on Bail/Bond, Return to Custody, Transition Program Hearing</u>
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender <input type="checkbox"/> Other BJA Funds Fines/Fees <input type="checkbox"/> Other Federal: _____ <input type="checkbox"/> Other State: _____		Number of SAVIN Grants: <u>2</u>



California		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2007</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections <u>Federal Courts</u>		County Jails: <u>35</u> Jails Online <u>58</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input type="checkbox"/> Other: <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>3</u>



Colorado		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2000</u>		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections <u>Colorado Division of Youth Corrections</u>		County Jails: <u>47</u> Jails Online <u>59</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>2</u>



Connecticut		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2010</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails:* ___ Jails Online ___ Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Polish, Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>2</u>

* Note: Connecticut does not have a separate jail system.



Delaware*

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 1995

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections _____

County Jails:**

___ Jails Online
___ Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Spanish
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: _____

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: _____

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____

Number of SAVIN Grants: 3

* Delaware did not participate in a 2012 administrator interview; as a result, profile information is based on prior interviews and some information is not available.

**Note: Delaware does not have a separate jail system.



District of Columbia		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2003</u>		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections		County Jails: <u>2</u> Jails Online <u>2</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____ _____		Number of SAVIN Grants: <u>0</u>



Georgia*		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1997</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>6</u> Jails Online <u>159</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Return to Custody</u>
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> VOCA <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other Federal: _____ <input checked="" type="checkbox"/> State <input checked="" type="checkbox"/> Line Item <input type="checkbox"/> Offender Fines/Fees <input checked="" type="checkbox"/> Other State: <u>DOC and Parole Board Operational Budget</u> <input checked="" type="checkbox"/> Offender Telephone Vendor Contract <input checked="" type="checkbox"/> Other: <u>Fund Generated from Jail Inmates' Commissary and Telephone Use, General County Funds</u>		Number of SAVIN Grants: <u>0</u>

* Interviews were conducted with some but not all of the state administrators in 2012; as a result, profile information may not reflect all automated notification systems in the state.



Idaho		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2001</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: <u>35</u> Jails Online <u>36</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input checked="" type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>3</u>



Illinois

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 2000

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections _____

County Jails:

91 Jails Online
94 Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Spanish
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: Parole Violation, Return to Custody

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: Press Releases

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item Other:
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____

Number of SAVIN Grants: 2



Indiana

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 2007

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections _____

County Jails:

84 Jails Online
92 Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Spanish
 Other: Ability to Set Preferences for Notification Mode by Trigger

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: Clemency, Community Transition Program Eligibility/Entrance, Hospitalization, Parole Decision, Reentry Program Eligibility/Entrance, Protective Order Termination, Return to Custody*

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: Provide Information at Professional Conferences

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal _____

Number of SAVIN Grants: 6

* Indiana has a total of 36 notification triggers, all of which could not be included due to limited space.



Iowa*

System Type:

[X] Automated [] Non-Automated

Year automation was first implemented in the state: 2006

Participating Branches of the Criminal Justice System:

[X] Prisons [] Courts [] Other:
[X] Jails [] Community Corrections

County Jails:

96 Jails Online
99 Jails Total

System Users:

[X] Open to Public
[X] Closed/Restricted

Automated Notification Modes:

[X] Phone
[X] Text
[X] Email
[] Postal Mail

Special Features:

[] Seamless Registration
[] Special Quality Assurance and/or Unique Data Practices
[X] Offender Photographs
[X] TTY/TDD Capabilities
[X] Other Languages: Bosnian, Somali, Spanish
[] Other:

Automated Notification Triggers:

[X] Advance Notice of Release
[X] Release
[X] Transfer
[X] Escape
[X] Death
[X] Furlough/Work Release
[X] Protective Order Delivered
[] Offender Called to Court
[] Probation/Parole Appearance
[X] Probation/Parole Transfer
[X] Probation/Parole Release
[X] Other: 30-Day Advanced Notice of Protective Order Expiration, Return to Custody

Outreach

Outreach Activities:

[X] Vendor-Provided Training [X] Public Ads- e.g., newspaper, billboard, bus
[X] Non-Vendor-Provided Training [X] Use Vendor-Created Materials
[X] Appearances at Public Events- e.g., fairs [X] Publish Own Materials
[X] TV/Radio PSAs or News Segments [X] Other: Provide Information on Restaurant Placemats during National Crime Victims' Rights Week

Funding

Current Funding Sources:

[] Federal [X] State [] Offender Telephone Vendor Contract
[] VOCA [] Line Item
[] BJA SAVIN [X] Offender Fines/Fees
[] Other BJA Funds [] Other State:
[] Other Federal:

Number of SAVIN Grants: 2

* Iowa did not participate in a 2012 administrator interview; as a result, profile information is based on prior interviews and some information is not available.



Kansas		
System Type: <input type="checkbox"/> Automated <input checked="" type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: _____		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: ___ Jails Online ___ Jails Total
System Users: <input type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input type="checkbox"/> Phone <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender <input type="checkbox"/> Other BJA Funds Fines/Fees <input type="checkbox"/> Other Federal: _____ <input type="checkbox"/> Other State: _____ _____ _____		Number of SAVIN Grants: _____



Louisiana		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2002</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: <u>64</u> Jails Online <u>64</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input checked="" type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>French, Spanish, Vietnamese</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input checked="" type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>3</u>



Maine		
System Type: <input type="checkbox"/> Automated <input checked="" type="checkbox"/> Non-Automated Year automation was first implemented in the state: _____		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: ___ Jails Online ___ Jails Total
System Users: <input type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input type="checkbox"/> Phone <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: _____



Maryland*		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1999</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>24</u> Jails Online <u>24</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>1</u>

* Maryland did not participate in a 2012 administrator interview; as a result, profile information is based on prior interviews and some information is not available.



Massachusetts		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1999</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: ___ Jails Online ___ Jails Total
System Users: <input type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input checked="" type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input checked="" type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>0</u>



Michigan		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>1999</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: <u>69</u> Jails Online <u>81</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>1</u>



Minnesota

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 2002

Participating Branches of the Criminal Justice System:

Prisons Courts Other:
 Jails Community Corrections

County Jails:

73 Jails Online
80 Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Hmong, Somali, and Spanish
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: _____

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: _____

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____

Number of SAVIN Grants: 2



Mississippi		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2007</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails:* ___ Jails Online ___ Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>2</u>

* The administrator reported that most county jails were online; however, they were unable to provide the number of county jails online as well as the total number of county jails in Mississippi.



Montana		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1998</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: ___ Jails Online ___ Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other Federal: _____ <input checked="" type="checkbox"/> State <input type="checkbox"/> Line Item <input type="checkbox"/> Offender Fines/Fees <input checked="" type="checkbox"/> Other State: <u>DOJ General IT Funds</u> <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> Other: _____		Number of SAVIN Grants: <u>2</u>



Nebraska		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1998</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>72</u> Jails Online <u>73</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish, Vietnamese</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input checked="" type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>1</u>



Nevada		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2000</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: <u>17</u> Jails Online <u>17</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input checked="" type="checkbox"/> Other: <u>Press Releases</u>		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> State <input checked="" type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input checked="" type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input checked="" type="checkbox"/> Other Federal: <u>QVW</u>		Number of SAVIN Grants: <u>1</u>



New Hampshire

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 1997

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections _____

County Jails:

1 Jails Online
10 Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Spanish
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: _____

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: _____

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____

Number of SAVIN Grants:* 1

*The New Hampshire Department of Justice was awarded a 2011 BJA SAVIN grant to implement automated notification in the state prisons. The state is currently in the process of implementing this grant; as a result, features including funding sources of this system are not reflected in the above profile.



New Jersey		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2004</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>20</u> Jails Online <u>21</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input checked="" type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>0</u>



New Mexico		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2004</u>		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections		County Jails: <u>16</u> Jails Online <u>33</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input checked="" type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Defendant Participation in Pre-Prosecution Diversion Program, Pending Grand Jury, Warrant</u>
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input checked="" type="checkbox"/> Other Federal: <u>DOJ American Recovery and Reinvestment Act Grant</u>		Number of SAVIN Grants: <u>2</u>



North Carolina

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 1998

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections

County Jails:

96 Jails Online
96 Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Spanish
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: _____

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: Offer a Track Dedicated to Victim Notification as Part of Their State's Victim Services Training Academy

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: VAWA Funding

Number of SAVIN Grants: 4



North Dakota		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2009</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>22</u> Jails Online <u>23</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input checked="" type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other Federal: _____ <input checked="" type="checkbox"/> State <input checked="" type="checkbox"/> Line Item <input type="checkbox"/> Offender Fines/Fees <input checked="" type="checkbox"/> Other State: <u>General Funds</u>		<input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> Other: _____ Number of SAVIN Grants: <u>3</u>



Ohio		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1998</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections <u>Department of Youth Services</u>		County Jails: <u>87</u> Jails Online <u>88</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Intensive Prison Program, Parole Violation, Return to Custody, Transitional Control Review</u>
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input checked="" type="checkbox"/> Other: <u>Brochure Sent Out with DMV New Registration Materials</u>		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input checked="" type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>1</u>



Oklahoma*		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2006</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>76</u> Jails Online <u>77</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input checked="" type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other Federal: _____ <input checked="" type="checkbox"/> State <input type="checkbox"/> Line Item <input type="checkbox"/> Offender Fines/Fees <input checked="" type="checkbox"/> Other State: <u>DOC General Funds</u> <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> Other: _____		Number of SAVIN Grants: <u>3</u>

* Oklahoma did not participate in a 2012 administrator interview; as a result, profile information is based on prior interviews and some information is not available



Oregon		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2001</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections <u>Oregon Youth Authority</u>		County Jails: <u>30</u> Jails Online <u>30</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Return to Custody</u>
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>0</u>



Pennsylvania		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2008</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>62</u> Jails Online <u>62</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input checked="" type="checkbox"/> Other: <u>Virtual Training for Law Enforcement</u>		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>3</u> <input checked="" type="checkbox"/> Other: <u>County Funds, Victim Rights and Services Funds</u>



Puerto Rico		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2008</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections <u>Juvenile Institutions</u>		County Jails:* ___ Jails Online ___ Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input checked="" type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>3</u>

* Note: Puerto Rico does not have a separate jail system.



Rhode Island*		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: _____		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: ___ Jails Online ___ Jails Total
System Users: <input type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input type="checkbox"/> Phone <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: _____

* Rhode Island did not participate in the administrator interview process; as a result, data on their state's automated notification system is not included in this profile.



South Carolina		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2000</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>46</u> Jails Online <u>46</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input checked="" type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>2</u>



South Dakota		
System Type: <input type="checkbox"/> Automated <input checked="" type="checkbox"/> Non-Automated Year automation was first implemented in the state: _____		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: ___ Jails Online ___ Jails Total
System Users: <input type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input type="checkbox"/> Phone <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input type="checkbox"/> Escape <input type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: _____



Tennessee		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1997</u>		
Participating Branches of the Criminal Justice System: <input type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections		County Jails: <u>85</u> Jails Online <u>95</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>1</u>



Texas		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2002</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input checked="" type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input checked="" type="checkbox"/> Community Corrections		County Jails: <u>161</u> Jails Online <u>235</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input checked="" type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input checked="" type="checkbox"/> Probation/Parole Transfer <input checked="" type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> VOCA <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other Federal: _____ <input checked="" type="checkbox"/> State <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other State: _____ <input checked="" type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> Other: _____		Number of SAVIN Grants: <u>1</u>



Utah		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated Year automation was first implemented in the state: <u>2004</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: <u>29</u> Jails Online <u>29</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input checked="" type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input checked="" type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> Other: _____ <input type="checkbox"/> BJA SAVIN <input checked="" type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>2</u>



Vermont

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 2009

Participating Branches of the Criminal Justice System:

Prisons Courts Other: _____
 Jails Community Corrections _____

County Jails:*

___ Jails Online
___ Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Spanish
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: Parole Decision

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: AVN System Training is a Facility Audit Requirement

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State: _____
 Other Federal: _____ DOC General Funds

Number of SAVIN Grants: 2

* Note: Vermont does not have a separate jail system.



Virginia		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>1995</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input checked="" type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: <u>75</u> Jails Online <u>76</u> Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input checked="" type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input checked="" type="checkbox"/> Offender Photographs <input checked="" type="checkbox"/> TTY/TDD Capabilities <input checked="" type="checkbox"/> Other Languages: <u>Spanish</u> <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input checked="" type="checkbox"/> Release <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input checked="" type="checkbox"/> Other: <u>Offender Name Change, Parole Decision</u>
Outreach		
Outreach Activities: <input type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input checked="" type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input checked="" type="checkbox"/> Appearances at Public Events- e.g., fairs <input checked="" type="checkbox"/> Publish Own Materials <input checked="" type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> State <input checked="" type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input checked="" type="checkbox"/> Line Item <input checked="" type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>2</u>



Washington

System Type:

Automated Non-Automated

Year automation was first implemented in the state: 1999

Participating Branches of the Criminal Justice System:

Prisons Courts Other:
 Jails Community Corrections Law Enforcement

County Jails:

38 Jails Online
39 Jails Total

System Users:

Open to Public
 Closed/Restricted

Automated Notification Modes:

Phone
 Text
 Email
 Postal Mail

Special Features:

Seamless Registration
 Special Quality Assurance and/or Unique Data Practices
 Offender Photographs
 TTY/TDD Capabilities
 Other Languages: Korean, Russian, Somali, Spanish, Tagalog, Vietnamese
 Other: _____

Automated Notification Triggers:

Advance Notice of Release
 Release
 Transfer
 Escape
 Death
 Furlough/Work Release
 Protective Order Delivered
 Offender Called to Court
 Probation/Parole Appearance
 Probation/Parole Transfer
 Probation/Parole Release
 Other: Return to Custody, Temporary Release, Transitional Program Entrance

Outreach

Outreach Activities:

Vendor-Provided Training Public Ads- e.g., newspaper, billboard, bus
 Non-Vendor-Provided Training Use Vendor-Created Materials
 Appearances at Public Events- e.g., fairs Publish Own Materials
 TV/Radio PSAs or News Segments Other: Press Releases

Funding

Current Funding Sources:

Federal State Offender Telephone Vendor Contract
 VOCA Line Item
 BJA SAVIN Offender Fines/Fees
 Other BJA Funds Other State:
 Other Federal: _____ Mary Byron Project Grant

Number of SAVIN Grants: 2



West Virginia*		
System Type: <input checked="" type="checkbox"/> Automated <input type="checkbox"/> Non-Automated		
Year automation was first implemented in the state: <u>2001</u>		
Participating Branches of the Criminal Justice System: <input checked="" type="checkbox"/> Prisons <input type="checkbox"/> Courts <input type="checkbox"/> Other: _____ <input type="checkbox"/> Jails <input type="checkbox"/> Community Corrections _____		County Jails: ___ Jails Online ___ Jails Total
System Users: <input checked="" type="checkbox"/> Open to Public <input type="checkbox"/> Closed/Restricted	Automated Notification Modes: <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Text <input checked="" type="checkbox"/> Email <input type="checkbox"/> Postal Mail Special Features: <input type="checkbox"/> Seamless Registration <input type="checkbox"/> Special Quality Assurance and/or Unique Data Practices <input type="checkbox"/> Offender Photographs <input type="checkbox"/> TTY/TDD Capabilities <input type="checkbox"/> Other Languages: _____ <input type="checkbox"/> Other: _____	Automated Notification Triggers: <input checked="" type="checkbox"/> Advance Notice of Release <input type="checkbox"/> Release <input type="checkbox"/> Transfer <input checked="" type="checkbox"/> Escape <input checked="" type="checkbox"/> Death <input type="checkbox"/> Furlough/Work Release <input type="checkbox"/> Protective Order Delivered <input type="checkbox"/> Offender Called to Court <input checked="" type="checkbox"/> Probation/Parole Appearance <input type="checkbox"/> Probation/Parole Transfer <input type="checkbox"/> Probation/Parole Release <input type="checkbox"/> Other: _____
Outreach		
Outreach Activities: <input checked="" type="checkbox"/> Vendor-Provided Training <input type="checkbox"/> Public Ads- e.g., newspaper, billboard, bus <input type="checkbox"/> Non-Vendor-Provided Training <input checked="" type="checkbox"/> Use Vendor-Created Materials <input type="checkbox"/> Appearances at Public Events- e.g., fairs <input type="checkbox"/> Publish Own Materials <input type="checkbox"/> TV/Radio PSAs or News Segments <input type="checkbox"/> Other: _____		
Funding		
Current Funding Sources: <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Offender Telephone Vendor Contract <input type="checkbox"/> VOCA <input type="checkbox"/> Line Item <input type="checkbox"/> BJA SAVIN <input type="checkbox"/> Offender Fines/Fees <input type="checkbox"/> Other BJA Funds <input type="checkbox"/> Other State: _____ <input type="checkbox"/> Other Federal: _____		Number of SAVIN Grants: <u>0</u> <input checked="" type="checkbox"/> Other: <u>Inmate Benefit Funds</u>

* West Virginia did not participate in a 2012 administrator interview; as a result, profile information is based on prior interviews and some information is not available.



Appendix D: Case Studies

Georgia Case Study Report

1. History

Automated victim notification (AVN) was first implemented in Georgia at the local level in 1997 with two jails adopting the Victim Information and Notification Everyday (VINE)[®] system, and has since expanded to six county jails in the Atlanta metropolitan area (herein referred to as the local-level system). At the state level, the Georgia Department of Corrections (DOC) also implemented the VINE system in the early 2000s.¹ In 2005, victim services at the state level underwent a substantial organizational transition when the DOC and the State Board of Pardons and Parole (herein referred to as the Parole Board) merged their victim services units to form the Corrections and Parole Board Office of Victim Services (OVS). In 2007, due in part to the newly centralized focus of victim services at the state level, OVS, together with the Information Technology Unit (ITU) within the Parole Board, transitioned off of the VINE system and developed an in-house Victim Information Program (VIP) with the support of an external IT partner. The timeline below provides an overview of important dates in the implementation of both the state- and local-level systems.

State and System Overview

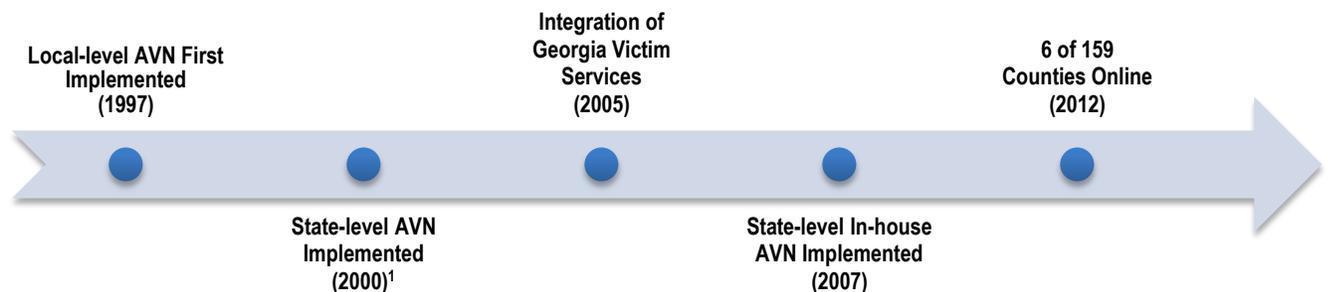
State Demographics:

- Total Population: 9,687,653
- Prison Population: 56,432

System Characteristics:

- System Type: Automated
- Year of Implementation: 1997
- Registered Users: Open to the Public and Closed/Restricted
- System Operator: Dual Systems
- Special Features: Offender Photographs, TTY/TDD Capabilities, Spanish Notifications

Primary Reason for Case Selection: Georgia administers multiple state-run (i.e., in-house) and vendor-operated independent notification systems that provide an opportunity to study the way in which adjoining jurisdictions, specifically those with and without AVN, collaborate to provide services to victims across jurisdictional lines.



2. Transitioning Between AVN Systems

Following the merge between the DOC and Parole Board victim services in 2005, the newly joined OVS inherited the VINE system originally implemented by the DOC. The original AVN system was available to victims only (i.e., a closed system) and provided automated notifications on the status of incarcerated offenders. It did not include notifications for parole. OVS continued to utilize the VINE system for 2 years before developing an in-house AVN system. One impetus for the transition to an in-house system was the discrepancy in data

¹ The exact date of implementation could not be determined based on case study interviews.

sharing and confidentiality restrictions between the DOC and the Parole Board. Parole data was held to a stricter standard for data sharing and confidentiality, which created challenges for integrating this data into the AVN system. In addition, OVS was interested in developing a more sustainable system that could be operated at a lower cost. Thus, in an effort to incorporate parole notifications and reduce operational costs, OVS and the ITU began investigating other solutions for AVN that would give them more control over and flexibility with their data. They ultimately chose to develop an in-house system. This solution allowed for agency ownership and integration with their internal data management system, while reducing the need for ongoing maintenance and support from a vendor.

Implementing the solution required that the agency purchase a software license and communication ports, and pay development costs to an external IT partner. The planning phase prior to implementation of the new system lasted three to four months, with actual implementation taking approximately six weeks. During the implementation phase, some of the challenges encountered included (1) integrating the paper files still used by the Parole Board into Scribe Software, the DOC's data management system, to ensure that victims registered in the paper files were transferred to the automated system; (2) managing incorrect or outdated contact information discovered during the transition; (3) working with an external IT partner located in another country; and (4) integrating the new AVN solution with the backend data management system. The new system was adopted in 2007, one week prior to the end of the contract with the previous vendor, to avoid any gap in AVN services. The primary benefits of the new system that were noted by agency stakeholders included the ease of making structural changes, significant cost savings, and having more control over the system.

In order to ensure that the transition between systems was not disruptive to victims, a notification was sent through the VINE system informing registered victims of the system change. In addition, the OVS sent informational packets to all registered victims that included an introductory letter, a brochure describing the VIP program, and a VIP Card that listed the registered victim's personal identification number (PIN).

3. Dual Systems

There are currently two types of AVN systems in Georgia, the in-house VIP system at the state level and the VINE system at the local level. The state-level system is administered by the Georgia Corrections and Parole Board Office of Victim Services (OVS), with the OVS Director serving as the VIP administrator. OVS has approached automated notification as a supplemental system to the individualized information and notifications they already provide to victims and victim service providers across the state. In order to maintain personalized services, the OVS employs six staff members, in addition to the OVS director, who are fully dedicated to operating the VIP system and responding to incoming calls from victims. Although the VIP administrator is charged with primary oversight of the VIP system, all OVS staff work collectively to ensure that the system is running smoothly and work with the ITU to troubleshoot system issues as they arise.

The local-level system is operated in 6 of Georgia's 159 counties by local sheriff's offices. Each county system is independently operated and managed by a designated administrator. The AVN administrator in each participating county is responsible for coordinating with the AVN vendor as issues arise and for distributing the outreach material provided by the vendor. As noted previously, there is no coordination among the six county AVN systems (local-level system) or between the local-level and state-level systems.

There is no central administrative body that provides oversight or coordination of AVN services across the state; therefore, the two systems operate largely independent of one another. It is important to note that both the state- and local-level systems were implemented prior to the 2006 introduction of the Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) grant program. Therefore, in contrast to many states that utilized BJA SAVIN funding to implement AVN, initial and ongoing funding for the AVN systems in Georgia have been provided at the state and local levels. This may explain, in part, the fragmented network of AVN services in Georgia. Another challenge in developing a comprehensive system in Georgia is its size. According to one representative from the state-level system, the Georgia Criminal Justice Coordinating Council considered implementing an AVN system to join local and state correctional agencies in the past; however, the expanse of Georgia's 159 counties and local jails would require extensive interagency collaboration and buy-in in order to coordinate an AVN system across all local jails.

4. Data Management and Linkages to Vendor Systems

Since the state-level system transitioned to an in-house AVN system in 2007, the Parole Board ITU has been charged with managing and querying offender data, maintaining all servers and ports used for the AVN system, and interfacing with the external IT partner as-needed. In addition, the ITU has recruited a full-time staff member who is dedicated to serving the technology needs of OVS. Because the Parole Board and the DOC employ different data management systems, there is a process in place for transferring data once an offender is released from correctional supervision. The DOC utilizes the SCRIBE data management system to store all offender data, which also houses a separate portal for OVS to manage AVN registration. Once an offender is released from prison to parole, data is automatically transferred from the DOC's SCRIBE system to the Parole Board's data management system, the Clemency Online Navigation System (CONS). The ITU queries the data used for outgoing automated notifications nightly. Data for incoming calls into the automated system is updated once a week due to the extensive amount of time it takes to query the data.

In contrast, the local-level system uses an AVN vendor that manages all incoming calls to the system and outgoing automated notifications. The vendor connects directly to the jail management system in each county, querying data every 15 minutes.

5. Registration

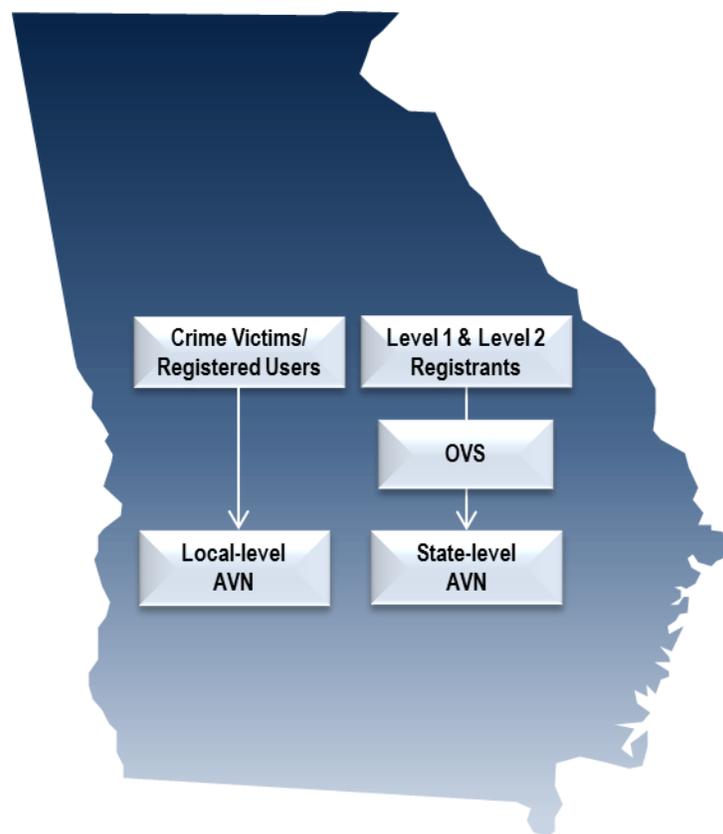
The state-level VIP system is a closed system in which automated notification services are limited to direct victims, victims' close friends or family members, and victim service providers. Individuals can register for automated notification by completing a Crime Victim Notification Request Form in hardcopy and sending it to the OVS, completing an online form through the Georgia Pardons and Parole website, or by completing a victim impact statement. Upon receipt of the application, OVS staff screen all applicants and verify the relationship of the applicant to the offender in order to assign him/her to an appropriate registration level, check for any existing registration in the system, and, on occasion, contact the applicant to verify information.

- **Level 1 registrants** primarily include direct victims and immediate family members of the victim who are eligible to receive automated phone notifications.

- **Level 2 registrants** largely consist of victim service providers and victims’ friends and family members who may receive notification by letter, but are not eligible to receive automated phone notifications.

Once eligibility has been confirmed and a registration level has been assigned, level 1 registrants are sent a confirmation letter and a VIP card containing the offender’s Georgia Department of Corrections identification (GDC ID) number and a unique PIN; level 2 registrants receive a confirmation letter. OVS staff manually conduct 300 to 500 registrations each month, with two staff members fully dedicated to the registration process. Despite the extensive amount of time and effort dedicated to manually registering victims, OVS staff contend that this registration process allows them to better understand their users.

Registration in Georgia



At the local level, the AVN system is open and anonymous, allowing victims and other registered users the option of registering via phone or online through a secure website. Registration among the six county jails utilizing AVN are not linked; therefore, if an offender is transferred from one county with AVN to another, the user must reregister against the offender in order to continue receiving automated notifications. If an offender is transferred from a county with AVN to one without AVN, the user is no longer able to receive automated notifications. Due to the contrasting registration processes used at the local and state levels, registration is not seamless between the two systems. All interviewees reported that having one seamless system would be a valuable improvement for victims.

6. Notification

In the state-level system, level 1 registrants are notified via letters and automated phone calls, while level 2 registrants are only eligible to receive letters. For level 1 registrants, automated phone calls are only used when an inmate is released or escapes from prison. Upon release, the system will attempt to call the registrant for 24 hours; the assigned PIN must be used to hear the message. All notifications are provided in English; however, Spanish-speaking staff are available to translate letters and assist users calling into the system. TTY/TDD services for the hearing impaired are not available through the AVN system; however, hearing-impaired users may call into a centralized number used by all state agencies to receive assistance. The majority of the notifications provided at the state level are conducted via letter. Examples of notification triggers for the VIP system include 72-hour advance notice of release, transfer, work release, parole consideration, and parole release. In addition to notifying of a status change, outgoing notifications also provide the registrant with the name, contact information, and location of the custodial parole and probation offices and/or correctional facilities. Urgent notifications, such as an escape or death, are done manually by OVS staff. OVS and ITU staff are working to add email and text messaging options for future notifications. In addition to outgoing notifications, the victim can call into the system using a PIN or GDC ID number to receive information about the offender. This service is also available to the general public, who can use a GDC ID number or case number to access offender information.

“The challenging part is the structure. What do you want to say to the public when they call in? What kind of data does the DOC have that connects that software to the backend? If you are going to purchase software that you can afford yourself, you need to have the right kind of IT people watching over it.”

- Georgia Corrections and Parole Board Representative

At the local level, all registered users can choose to receive automated phone and/or email notifications of an offender’s release. Upon release, the AVN system will call the registrant until the registrant enters the corresponding PIN to accept the message. Individuals can also call into the automated notification system to receive updates on the status of the offender. A local victim service provider noted that one challenge with the local-level AVN system was the lack of sufficient detail describing status change notifications, and also recommended that notification regarding system outages be provided to local victim service providers so that they can alert victims.

7. Changes in Burden Through Automation

At the state-level, OVS representatives did not report experiencing any additional burden as a result of the transition to the VIP system. The OVS has maintained a consistent team of four to six staff members under the previous and current systems who all work with the AVN system in varying capacities. OVS staff noted that switching over to a more reliable and centralized system has brought them relief because they have more control and oversight over outgoing notifications and they can quickly work with the ITU to remedy any technical issues that arise. However, as a result of bringing the AVN system in-house, the ITU has been charged with the primary responsibility for maintaining the system, which according to ITU staff requires a certain level of capacity and development skills in order to make structural changes to the system internally.

Although changes in burden may differ among automated counties, one automated county interviewed reported that the AVN system resulted in significant decreases in burden related to notification. Prior to AVN, victims in this county could receive notification regarding an offender’s

release by filling out a notification form through the arresting agency, which would then be put into the offender's file. Upon release, the jail officer releasing the inmate would check the offender's file for a notification slip and manually notify the victim. However, because the county sheriff is often not the arresting agency, it was difficult for them to meet their notification requirements.

8. Outreach and Training

The Georgia DOC and Parole Board holds a Victims' Visitors Day once a year at the Atlanta Courthouse as an opportunity to invite registered and non-registered victims to meet the OVS staff. The agency has developed brochures and pamphlets that are sent to victims, educating them about the services provided through OVS. OVS staff also work with local victim service providers to raise awareness of AVN services and train providers so they are able to help victims navigate the system. Aside from their work with victim service providers, OVS staff do not conduct training outside of their agency. At the local level, training is primarily offered by the vendor, and often attended by local law enforcement and victim/witness staff within the county. In the interviewed automated county, internal staff are rarely trained on the system because they do not register users. With regard to outreach, the county utilizes materials provided by the vendor and focuses its outreach primarily on police chiefs and victim/witness staff.

9. Funding and Sustainability

The state level's previous vendor contract was paid for through the DOC's operational budget; the implementation and ongoing maintenance of the new VIP system are now funded through the OVS budget. For the interviewed automated county, the AVN system was previously funded through its offender telephone vendor contract, but is now funded through a line item in the county's operational budget. Both systems demonstrate a stable funding stream that will serve to sustain their AVN systems. As previously noted, neither the state- nor local-level systems have received BJA SAVIN funding.

10. Challenges and Lessons Learned

The challenges experienced and lessons learned from implementation of Georgia's dual system for automated notification can help inform the development and enhancement of future automated notification efforts.

Some of the highlighted challenges and lessons learned identified by key stakeholders include the following:

- The operation of dual AVN systems at the state and local levels may result in confusion among registered users. The dual structure of AVN services in Georgia requires registered users to learn to navigate two systems with different eligibility requirements, registration processes, and notification triggers and modes. In addition, registration among the systems is not seamless; therefore, registered users must reregister for offenders transferred between local jurisdictions or branches of the criminal justice system.
- The decentralized structure and limited geographic scope of the local AVN system may create gaps in service and confusion regarding the availability of AVN services. AVN at the local level is operated in only 6 of 159 counties, and the extent to which notification is being provided in non-automated counties is unknown, potentially leaving a critical gap in notification services for victims. In addition, outreach and training efforts for local-level AVN

systems are typically contained within the participating counties; thus, victims, victim service providers, and first responders in neighboring counties may be unaware of the availability of AVN services for offenders housed in these jurisdictions. One local victim service provider reported that service providers must often “fill in the gaps” by providing information and assistance when victims become confused about the availability of AVN services.

- Victim-centered practices for implementing additional AVN services may have increased the burden on criminal justice agencies. OVS staff strived to create a seamless transition for victims when they moved from the VINE system to the VIP system, and added AVN for parole. This required manually inputting all Parole Board paper files with victim registration information into the automated system. This process helped to ensure that all victims who had previously requested notification services were registered under the new AVN system without causing victims to experience an additional burden. It also ensured that victims, who were sent a comprehensive packet of information on the new system, did not experience a disruption or gap in notification services. These benefits, however, came at a large cost in terms of OVS staff time and resources.
- Transitioning to an in-house AVN system requires a higher level of IT capacity and capabilities, and can potentially increase the burden on internal IT staff. As a result of the transition from the vendor-provided system to the in-house VIP system, much of the responsibility for system operation and maintenance was transferred to internal IT staff within the Parole Board ITU. According to ITU staff, the responsibility for maintaining the system requires a certain level of staff capacity and development skills in order to make structural changes to the system internally. Despite this increase in burden, ITU representatives noted that the benefits of operating the system in-house include agency ownership of the AVN system, system customizability, and control over agency data usage.
- Prioritization of notifications to victims and their families through a closed AVN system can enhance the level and depth of assistance provided, but may require additional resources. Maintaining an AVN system that is largely restricted to victims requires OVS staff to dedicate large portions of their time to manually verifying and registering victims for the AVN system. OVS staff indicated that they manually conduct 300 to 500 registrations each month. According to OVS staff, although this process requires an increased burden in terms of staff time and resources, implementing a tiered notification scheme ensures that victims’ access to timely information and notifications regarding the status of their offenders is prioritized. OVS staff reported that as a result of this structure, they are more knowledgeable about the needs of registered victims and can provide more tailored information and assistance.
- Ongoing mechanisms to solicit updated contact information from registered victims are important for ensuring that AVN services meet the needs of victims. As a result of high levels of outdated or inaccurate contact information following the transition to an in-house system, OVS sends an annual reminder to registered victims asking them to update their contact information. OVS has also implemented a practice of verifying contact information whenever staff are in contact with a victim.

“Whenever we touch a file or speak with a victim, we make sure we verify their information.”

- Georgia Corrections and Parole Board Representative
- AVN has resulted in a reduced burden for local stakeholders and has potentially removed gaps in notification services. Prior to adopting AVN, manual notifications in one of the counties interviewed were provided by the local jail. This required jail personnel to

coordinate with the external arresting agency and often pulled jail officers away from their other responsibilities. The AVN system has allowed jail staff to focus on their jail administration responsibilities while also ensuring that the agency is meeting its notification requirements. In addition, AVN has provided more consistency and accountability with regard to the provision of notification services; thus, reducing potential gaps in notification.

- Sustainable funding, identified at both the state and local levels, helps to ensure the continuation of AVN services. At the local level, the county interviewed for this case study funds its AVN system through a line item in the county's operational budget. The other five jurisdictions fund their AVN systems through a variety of mechanisms, including general county funds, facility phone vendor contracts, and the jail's inmate commissary. At the state level, OVS and ITU developed an in-house AVN system that has proven to be sustainable through the OVS budget.

Indiana Case Study Report

1. History

Automated victim notification (AVN) was launched by the Indiana Department of Corrections (DOC) in 2007, and is currently available at both the state and local levels through two separate systems. The DOC first initiated a contract with a vendor in 2006 to develop Indiana’s Victim Information and Notification Everyday (VINE) system,² which began providing notifications for the DOC and some jail facilities in 2007. The program was initially supported by Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) grants (awarded for 2006 and 2007) and an Indiana Criminal Justice Institute grant. In 2009, due to the financial challenges of maintaining the vendor-based system, the DOC began exploring alternative options. In May 2010, a sole source contract was signed with a different vendor to develop Indiana SAVIN (IN SAVIN), a new system for notifying victims. The DOC organized a taskforce of victim service providers and criminal justice professionals to help advise them during the implementation phase. The development of this new system was first supported by a portion of a 2008 SAVIN grant. At the time of the transition, Indiana had all prisons, more than 60 jails, and some courts online using its VINE system. The new system, IN SAVIN, began operations on July 1, 2010, after about seven weeks of development.

State and System Overview

State Demographics:

- Total Population: 6,483,802
- Prison Population: 28,028

System Characteristics:

- System Type: Automated
- Year of Implementation: 2007
- Registered Users: Open to the Public
- System Operator: Dual Systems
- Special Features: Seamless Registration, Special Quality Assurance and/or Unique Data Practices, TTY/TDD Capabilities, Spanish Notifications, Other (trigger prioritization, ability to set preferences for notification mode by trigger priority)

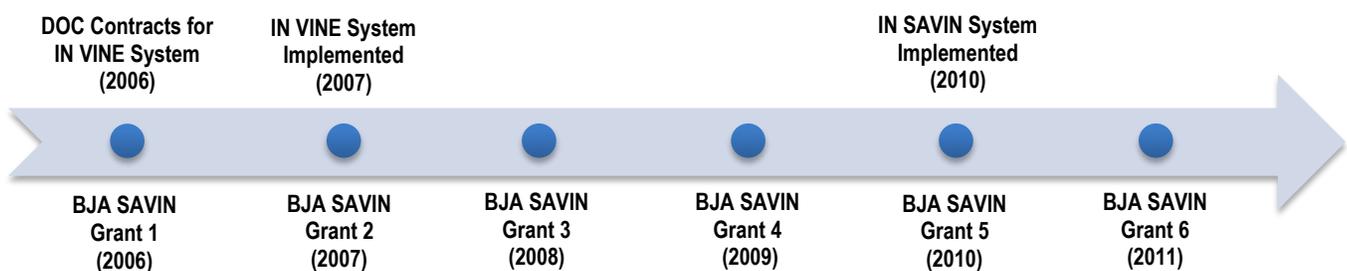
Primary Reason for Case Selection: Indiana transitioned from a system operated by a private vendor to one operated in-house during the evaluation. This transition allowed for increased control of offender data, notification triggers, and overall operation. It also offered important lessons on how to transition system operation in a manner that minimizes the burden on victims.

There were reported challenges with the transition from the original system to IN SAVIN. For example, there was limited time to transfer data prior to the launch, leaving little time to make modifications based on actual data characteristics. In addition, the original vendor sent out an announcement stating that its services were ending without clearly explaining that notification services would continue under a new system. Some distressed victims called victim service provider organizations because they did not understand the status of their notifications. In response to the resulting confusion, the DOC prepared a mass automated phone call and email to clarify the change in services. The short transition period also resulted in challenges because it allowed little time for educating and training victim service professionals on the new system. Law enforcement also reported that they were given too limited notice of the transition. Despite

² The initial AVN system operated by the DOC was originally called Indiana SAVIN. However, DOC’s new system is also called Indiana SAVIN and the continued operation of the original system is now called Indiana VINE. Therefore, to avoid confusion, this report refers to the original system and its continued operation at the local level as “IN VINE,” while the DOC’s new system is called “IN SAVIN.”

these challenges, there was no interruption in notification services between the discontinuation of the first contract and the implementation of the new system.

Since that time, there has been a struggle to move all Indiana correctional facilities onto a single system. The DOC and the vendor that developed IN SAVIN have attempted to persuade local jails to join IN SAVIN, while the Indiana Sheriffs' Association has promoted the use of the original system, VINE, and coordinated its continued implementation among jails. At the time of this report, the new system, IN SAVIN, reportedly had all 20 prisons and 31 of the 92 county jails using its system, while the VINE system had 78 county jails (8 jails have neither system and 19 jails use both).³ The timeline below provides an overview of important dates in the implementation of both the state- and local-level systems.



2. Dual Systems

Indiana uses two separate systems offered by different vendors to provide automated notification. IN VINE continues to be used among a number of jails, providing automated phone and email notifications. The Indiana Sheriffs' Association (ISA) manages the contract for Indiana's VINE system and coordinates its implementation among jails. The executive director is the primary staff member involved with AVN at the ISA, handling contract relations, outreach, and funding pursuits. Positioning this liaison role in a central organization with strong ties to local jails has facilitated coordination and dissemination of information. Although ISA supports IN VINE, it has also communicated to its membership that the DOC system is an alternative for sheriffs if they prefer.

The DOC manages IN SAVIN, which is used by the DOC facilities, courts, and a selection of jails. The DOC's Director of Registration and Victim Services serves as IN SAVIN's administrator and manages three full-time call staff. IN SAVIN provides automated email and text message notifications and manual phone and letter notifications. Although IN SAVIN has the capability, the administrator has purposefully chosen to not use automated phone calls at this time, believing that this practice does not serve victims well due to its impersonal nature and the inability for victims to ask questions.

Indiana has encountered difficulty obtaining buy-in and support for a single system. When asked about the initial decision to remain with the original vendor, an ISA representative reported that they originally had some concerns, such as the new vendor's lack of experience in developing AVN systems, availability of outreach materials, and the timeframe of project implementation (including potential liability concerns if there was a gap in AVN services due to the previous

³ Numbers were reported by different sources and, therefore, may not add up to the number of county jails in the state.

contract ending before the new system was operational). Although there has been some discussion regarding linking the two systems, currently there does not appear to be any plan in place to collaborate or coordinate between the two systems. One interviewee reported that the existence of two systems may be confusing and frustrating for victims who were receiving services through a single system prior to the implementation of IN SAVIN. Multiple interviewees agreed that greater support for IN SAVIN may have been achieved if other parties were included in the decision-making process early on; however, the DOC had limited time to make a decision and implement changes before the previous contract expired.

Dual systems complicate use by requiring victims to reregister if an offender moves from an IN VINE participating jail to the DOC, transfers from an IN VINE jail to an IN SAVIN jail (or vice versa), or commits an additional crime in a neighboring county that uses a different system. In addition, some jails use only one of the systems, while others use both systems. One interviewed jail representative said they chose to participate in both systems to ensure that information was being shared with everyone who desired it. Registered users in these counties may receive duplicative or possibly conflicting notifications if they register for both systems. Although most of the interviewees were not actively aware of any specific issues arising from the lack of coordination, they nonetheless agreed that it would be better if Indiana had a single system.

3. Data and Linkages to Vendor Systems

The IN VINE system is similar to the VINE system in most states where an on-site physical computer and networks are used to exchange data. Data is queried every 15 minutes and delivered in flat files to the central system for interpretation. Subsequently, notifications are sent out automatically to registered users.

IN SAVIN is a customized system based on Microsoft Dynamics® customer relationship management (CRM) software. The Microsoft® CRM database is used to manage and link offender and user registrant data, as well as manage and track notifications. The system creates a call queue for the call center with automatically created phone scripts that are relevant to the type of notification (because calls are performed manually) and links with Outlook® and cloud-computing partners to route incoming calls and provide automated email notifications, text messaging, and phone calls. The same partnering company that produces automated texts can also conduct automated calls, if desired. The DOC is currently only using this capacity for their Facility Alerts system (see sidebar for ancillary features of IN SAVIN that are not related to victim notification). Indiana's DOC has full control and ownership of its data and the AVN system; the IN SAVIN vendor cannot use the data for

Ancillary Features of IN SAVIN System

- **Facility Alerts.** Notifies residents near prison facilities by means of automated phone calls during emergency situations at facilities (e.g., for families of correctional officers, neighbors who request notification regarding escapes, etc.).
- **NIEM Conformant IEPD.** Makes IN SAVIN data available to 21 state agencies through the Indiana Data Exchange, a project of the Indiana Department of Homeland Security.
- **Law Enforcement Notification System.** Notifies law enforcement by means of automated phone calls about all offenders being released to their jurisdiction (*under development*).
- **Community Transition Program.** Provides information to courts on offenders who are eligible to participate in the DOC's community transition program (*under development*). (IN SAVIN already provides notification to victims when offenders become eligible for this program).
- **Parole Board Calendar and Tracking System.** Tracks information on hearing notifications, scheduling, and decisions and shares this information with registered IN SAVIN users (*under development*).
- **SMS Feedback.** Allows registered users to send questions or concerns to IN SAVIN administrators regarding the system; DOC staff will respond (*under development*).

other purposes.

The system links to criminal justice agencies' databases through a secure web service (as opposed to IN VINE, which uses an on-location physical computer and secure networks to exchange data). According to the DOC representative, one of the primary benefits of using this model is that it allows for a two-way data exchange between the criminal justice agency providing the data and the entity sending notifications. The web-based platform is currently used primarily to connect with jail facilities, while the DOC and prosecutors' offices send flat files automatically in response to status changes (or nightly for lower priority notifications). The web-based platform allows for near real-time notifications due to continuous data extraction; the alternative system of sending flat files has a delay of a few minutes.

Regarding implementation, the IN SAVIN vendor typically relies on individual jail management system (JMS) vendors to modify their databases to be amenable to the extraction of data through the web-based system. The DOC pays for the vendors to make these alterations; in addition, the DOC will pay for any new infrastructure needed by the jails to implement IN SAVIN. One identified challenge was the diverse array of jail booking databases. Jails were using at least 28 different management systems, and one interviewee said that systems often change as agencies acquire new sheriffs who may be more familiar and comfortable with different systems. In addition, some systems are obsolete or the vendors no longer exist, making it difficult to make the necessary changes to connect the system to IN SAVIN. In these cases, the IN SAVIN vendor can make the changes to the database itself or offer a new JMS that they have created. It has taken over a year to obtain agreements between the IN SAVIN vendor and most of the booking database vendors, and there is still no agreement in place for a few. Once an agreement is reached, the IN SAVIN vendor is more or less reliant on the individual JMS vendors to make the required changes. This approach can cause delays if vendors face difficulties when making the required changes, if they need to schedule these changes during pre-existing development and release cycles, or if such changes are given a low priority.

IN SAVIN has additional advanced features and practices. For instance, IN SAVIN provides seamless registration through a comprehensive matching algorithm that uses social security numbers, names, dates of birth, and other offender characteristics to match offenders' local jail IDs with their prison IDs. The system also allows the administrator and registered users to track the notification and status histories for offenders/registrants. System administrators have access to registrant profiles where they can add internal notes and special instructions for other staff interacting with registrants.

IN SAVIN has quality assurance practices similar to IN VINE; however, the IN SAVIN administrator has the ability to check and change these at will. For instance, in addition to comprehensive audit trails of all changes made to the database, there are built-in, automatic checks to detect unusual notifications that may indicate a problem has occurred or that data is incorrect. For example, there are thresholds for the number of each type of notification. Once this threshold is breached, that type of notification stops and the administrator is alerted. This can prevent false notifications if a system error occurs (e.g., notifications are created for more than seven offender deaths or more than 250 releases during a specified time period). Alerts also exist for unusually long periods of time without receipt of data from a facility, identification of corrupted files or file feed errors, sequence errors if files appear to be chronologically out of order, and if no manual calls have been made during a certain period of time.

The IN SAVIN administrator also sends facilities a list each morning of the offenders with transfers/releases according to the system data so that facilities can check this list for accuracy. Finally, because personal callers are making the phone notifications for IN SAVIN, they can identify unusual situations that may require further investigation (e.g., a release notification for an offender sentenced to life without parole).

The Victim Services director at the DOC is actively involved with the database, including making adjustments to prioritization schemes, changing the content of notification messages, and monitoring the completion of notifications and quality assurance indicators. These changes can be made instantly by the director without the need to wait for the vendor or pay for changes. In contrast, IN VINE operates nearly entirely out of a third-party entity. While IN SAVIN provides more control of data and notifications, it may also entail significantly more work on the part of the administrator.

4. Registration

Both the IN SAVIN and IN VINE systems have registration that is open to the public. The IN SAVIN system, however, does not have anonymous registration. Users of both systems can register by phone or via a website, but IN SAVIN asks registrants to provide their name and multiple forms of contact information (in order to prevent the common issue of outdated information and being unable to reach or locate the registered user). The IN SAVIN administrator said that there had been no complaints about the lack of anonymity, and noted that the DOC was planning to add a registration question asking users to identify their relation to the offender (e.g., victim, relative, media) in order to gain a better understanding of their registered users. Individuals receive a confirmation email after registration that lists the offender that he or she is registered against. In addition to self-registration, one interviewed victim service provider reported registering victims by sending victim information to the DOC. This individual thought that this was a better way to ensure its completion rather than relying on victims who may not follow through after they leave the office. In addition, the interviewee reported this was helpful for Spanish speakers who might have difficulty navigating the phone or website to try to register.

“You have several choices now and you can go in and change that, and you can track. It’s very empowering ... It’s their choice to decide how they want it.”

– Victim Service Provider

IN SAVIN also offers special registration features, including the ability to customize which notifications the user receives and in what mode. Registrants can select email, text message, or letter options for routine notifications, whereas phone notifications are also made available for emergency or urgent notifications. This allows the DOC to reserve its call center resources for

“One size doesn’t fit all ...”

– DOC Representative

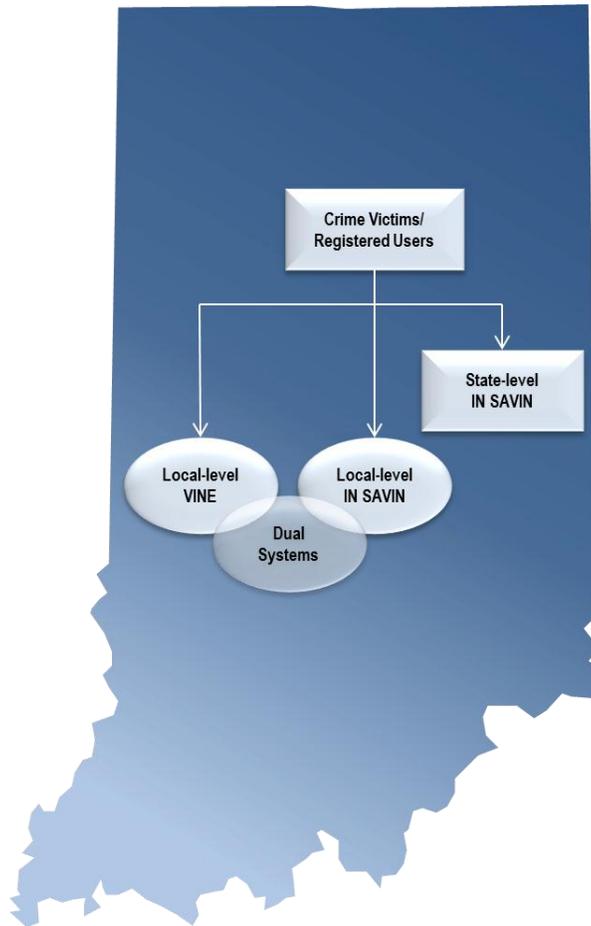
the most urgent notifications. Users can change their notification preferences at any time through the website or by calling the DOC.

One interviewed victim service provider felt that this IN SAVIN feature was very empowering for victims. IN VINE uses a registration process where anonymous users can register either by phone or on the website. Similar to VINE in other states, IN VINE users can select their mode of notification (phone, email, or letter), but cannot select different modes based on the triggering event as with IN SAVIN.

Having two separate systems requires users to reregister if an offender is transferring from one system to another (either from an IN VINE-supported facility to an IN SAVIN-supported facility or vice versa) or is in both systems (e.g., has committed a crime in two counties). However, within

each system, there is seamless registration for interfacility transfers. For instance, a user does not need to reregister if they are moving from an IN SAVIN-supported jail to the DOC or from one IN VINE-supported jail to another IN VINE-supported jail. However, victims will need to reregister if the offender moves from an IN VINE-supported facility to an IN SAVIN-supported facility or vice versa.

A Dual Model: Registration in Indiana



5. Notifications

Correctional Notifications

IN VINE provides notifications by phone, email, or letter and has notifications in Spanish and via TTY/TDD; they also have third-party translators to assist with questions from incoming calls in other languages. The ISA credited IN VINE with performing notifications in an efficient manner through well-established notification practices. As mentioned previously, IN SAVIN users can receive notifications in multiple modes and can choose how to receive notifications for different types of events. Notifications

“To me, having the person on the other end of the line who is giving that notification [is good]. They can say ‘OK, we’re just letting you know that they’re transferring from Newcastle to Branchville and it’s a routine transfer and everything will be fine’ versus the automated [call,] which is just like ‘this is the notification to let you know [and] if you have any questions, call ...,’ so that’s a nice thing.”

– Victim Service Provider

are currently available in the following modes: email, text message, letter, or phone (performed manually by a staff member). IN SAVIN offers notification for 36 triggering events that are prioritized into four categories: emergency, urgent, priority, and routine. Different prioritization levels have different recontact rates (e.g., one prioritization level may result in calls every hour, while less urgent notifications may result in repeated calls every 6 hours), and users can register to receive different types of notifications by priority level. If a registrant calls into the system to register, the call team encourages them to use phone notification for emergency and urgent triggers, and select the preferred mode for the remaining priority levels. Notifications are available in Spanish or English (for inbound and outbound personal calls, the DOC uses a third-party translator), but TTY/TDD capability is not currently incorporated. As a result of recent legislation in Indiana that requires notification regarding a significant change in an offender's scheduled release date, the DOC has implemented a customizable notification feature whereby registered users can determine the frequency of release updates (users can choose among monthly, quarterly, or annual release date updates). Related to this feature, a long-term goal of the DOC and the vendor is to track offenders' program participation (e.g., GRE courses) so that notifications can include more information on why an early release date has taken effect.

Although automated calls are possible within IN SAVIN, the DOC administrator made a conscious decision to use staff to make personalized calls rather than using automated calling technology, believing this to be more beneficial to the victim due to the personal nature of the call and allowing users to ask questions. For example, staff can answer questions about the meaning of different custody statuses; why changes are being made; and provide referrals for services, safety planning, or obtaining protective orders. Indiana has not yet exceeded their capacity to do individualized calls, and staff feel confident that they could bring all local jails online and maintain this practice. The three-person call staff currently handles notifications for approximately 40,000 offenders. According to their records, only 13% of notifications are made by phone (71% email, 23% letter, and 9% text message). From 7:00 a.m. to 6:30 p.m., there are three full-time, dedicated staff conducting manual phone notifications, as well as responding to people calling in with questions or needing help with registering. The call center also follows up on bounced-back emails by trying to contact users through other means and obtain a valid email address. At night, designated facility staff from two facilities are responsible for conducting notifications and answering incoming calls, as needed. Because only a small number of people select phone as their preferred notification method and few transfer/status change decisions occur at night, dedicated staff are not currently needed during non-business hours (although the DOC is prepared to make staff available if needed).

The use of a personal caller and prioritized trigger levels were purposefully chosen to address complaints by people using the IN VINE system who had forgotten their personal identification number (PIN), were receiving notifications although they had not registered for the service (likely due to a legacy phone number), or who did not want to receive phone notifications for minor status changes such as transfers. A victim service provider stated that the manual calls provided by IN SAVIN also enable greater persistence and the ability to confirm that the information is reaching the correct person (e.g., can identify when the number is incorrect and try to manually determine new contact information). Multiple interviewees reported other important benefits, such as the more personal nature of an individual phone call and the ability of staff to answer questions (especially because they are former correctional staff who are familiar with the system, facilities, and status decisions). The call staff also have previous counseling experience in both juvenile and adult detention facilities, which helps them respond to distressed victims. However, some concerns were expressed by interviewees, including that personal calls may have more human error and that the call staff may not have the appropriate

training or background in victim services. The DOC reported that most training was provided through online resources and on-the-job training.

Court Notifications

IN SAVIN is also set up to provide court notifications for the majority of Indiana's counties, specifically for hearings and dispositions. However, the prosecutors are required by the courts to enter information into their own court database first, requiring duplicative data entry. Therefore, there are concerns that many prosecutors do not use the system. The IN SAVIN vendor is working to create direct connections to the court databases rather than requiring prosecutors to enter data twice into a third-party system. In line with the DOC perspective, a victim service provider in a prosecutor's office reported a preference for doing manual notifications for court events. IN VINE had operated a court notification system, but no longer does so because of the implementation of IN SAVIN.

6. Changes in Burden Through Automation

IN VINE has a limited burden for participating facilities because it mostly works on the back-end, requiring no additional effort on the part of facility staff or administrators. In terms of development and implementation, there was minimal burden involved, with the exception of the DOC's technology staff, who needed to work extensively with the vendor to put in place the data exchange system. Jail representatives reported that the AVN systems operated behind the scenes, for the most part, and they were unaware of any outages or other challenges. They said that no policy or practice changes were required in terms of data entry. One jail that uses IN VINE reported receiving occasional calls from confused users who had questions about a notification message. Such phone calls reduce the gains of an automated system in terms of labor; however, this burden may be negligible, depending on the frequency of such calls.

In contrast, IN SAVIN requires much more effort on behalf of the DOC. The director of Registration and Victim Services spends approximately 50% of his time on IN SAVIN responsibilities, including managing the database, working with the vendor to develop innovative features, and managing the call team staff. This is more work than with the previous IN VINE system, but less than if all notifications were to be performed manually. In addition, the implementation process was more time-consuming, with nearly 100% of the director's time spent on these activities. A victim service provider who participated in the planning taskforce also reported spending 20 to 30 hours on planning and implementation activities, such as attending meetings, educating service providers on the new system, and engaging in promotional activities. Nonetheless, the DOC representative feels that these additional burdens on the DOC are worth the cost savings, service enhancements, and increased confidence in the security and accuracy of its data. Furthermore, the DOC representative reported that they had previously received frequent calls due to confusion about notifications, but that these calls have significantly decreased since implementation of the new system.

7. Outreach and Training

The ISA distributes IN VINE brochures and pamphlets to criminal justice agencies and all jails, and sends an electronic newsletter to all ISA members. This monthly newsletter provides status updates on implementation efforts, announces training opportunities, and provides statistics on system usage and registration. One jail representative said that they place brochures in the facility's lobby. The IN VINE vendor also performs onsite trainings throughout the state.

The DOC has created brochures, posters, and other promotional materials through a third-party marketing firm. The DOC and IN SAVIN vendor send these materials to jails, victim service provider organizations, prosecutor’s offices, probation departments, and other requesting organizations, such as hospitals. These materials are currently available in English and Spanish. In addition, DOC representatives have attended ISA events and victim conferences (as well as the IN SAVIN vendor), trained local jail personnel on the importance of data entry, and discussed IN SAVIN on the radio and created public service announcements. The DOC is exploring other types of public marketing, including creating videos and billboards, and using social media. Both IN VINE and IN SAVIN are introducing phone applications to provide registered users with another platform to search data and receive notifications.

Interviewees reported that victims typically learn about the automated notification systems through the prosecutor’s office. However, one interviewed victim service provider from a prosecutor’s office reported informing victims of automated notification services for only a selection of criminal offenses, including sex crimes, domestic assault cases where the victim appeared fearful, and other select cases where the service provider deemed it to be of potential benefit to the victim. This provider had not received formal training on IN SAVIN and preferred to discuss the system directly with victims rather than provide published materials.

8. Funding and Sustainability

The original IN VINE system was funded through the BJA SAVIN program (2006 and 2007 awards) and an Indiana Criminal Justice Institute grant. When the IN VINE contract with the DOC ended, the IN VINE vendor negotiated a deal to continue providing notification services for local-level jails at little or no cost in order to maintain the infrastructure, hoping that Indiana would return to an IN VINE-only system after trying IN SAVIN. The vendor is still providing these services under this agreement, which was expected to expire 1 to 1½ years after the date of the interview. In the meantime, the ISA is exploring the possibility of funding the system once that agreement ends, including additional revenue streams related to the system itself (e.g., allowing the data to be used for background checks), grants, and other sources. The state legislature is already funding IN SAVIN; therefore, it is unlikely to serve as a funding source.

A 2008 SAVIN award was originally intended to make improvements (e.g., court interface, new quality assurance practices, photo connectivity, parole event notification) to the IN VINE system, but was repurposed to help create features for IN SAVIN. Additional SAVIN awards in 2009 and 2010 were used to develop and implement the IN SAVIN system. Currently, IN SAVIN’s operations are supported through a line item in the state budget funded by the State’s Victim and Witness Assistance Fund. One of the primary reasons for the DOC to transition vendors was due to the financial challenges of supporting the IN VINE system over the long term. The DOC representative reported that the IN SAVIN system costs the state about one-fourth the cost of the IN VINE system in terms of annual operating expenses. Because Indiana’s DOC owns the data management system, continuing operation costs are minimized and the DOC only pays the

“We wanted to eliminate our dependence on federal funding ... We wanted to make more funding available for victim assistance initiatives, more funding available for law enforcement initiatives ...”

– DOC Representative

“Victim Safety—how do you put a price tag on something like that?”

– Jail Representative

vendor for maintenance, trouble-shooting, and new customization or developments. In addition to the support of three full-time, dedicated call staff, operating costs also include minimal expenses to provide emails through the existing Outlook® system and texts through a cloud-computing partner

(\$10/month plus 1 cent/message for texts; \$150/month for a call-routing service). The DOC reported having no concerns about sustaining IN SAVIN given the reduced costs. Currently, jails do not incur costs with either system because of the current agreement with the original vendor and because the DOC is covering all costs associated with IN SAVIN implementation and operation.

The DOC is now using 2010 and 2011 SAVIN awards to fund new improvements and innovations for its system, such as incorporating survey and feedback functionality, use of inmate photos, text information requests (e.g., a user texts the system to obtain the current status of an offender), live chat, mobile phone applications, setting up the court web service connectivity software upgrades, and enhanced marketing and rebranding.

9. Challenges and Lessons Learned

Indiana serves as an example of how competing systems influence the level of service provided by notification programs. While the presence of this competition has led to innovation and greater cost-effectiveness for the state (both through the lower cost of the IN SAVIN system and through the current agreement with the IN VINE vendor to provide notification at little or no cost), it has simultaneously created challenges related to coordination, obtaining buy-in and consensus, and potential confusion on the part of victims and victim service providers. Additional challenges include providing well-coordinated and clear outreach/education and relying on a diverse array of JMS vendors for system development. Elaboration on the lessons learned from the strengths and challenges of Indiana's notification services are provided below:

- Failure to obtain early buy-in from all stakeholders may result in divided or weak support for implementation. Multiple interviewees reported that greater support may have been achieved for the transition to IN SAVIN if the DOC had included more stakeholders in the initial decision-making process. While the DOC is credited for forming a widely representative taskforce to assist in implementation and understanding the issues and needs of different stakeholders, some wished that they would have had more opportunity to be involved during the earlier stages when alternative solutions were being considered. A short decision-making and transition period hindered the extent of external involvement. One interviewee also suggested that efforts to bring jails online to a new system should be conducted by the DOC rather than a vendor who is unfamiliar to agencies.
- Competing systems and interests can lead to a fractured notification system. Having two separate systems can cause confusion for victims who need to register for different notification services as an offender moves through different facilities. Although limited seamless registration is available within both of the systems, its benefits cannot be optimized unless a single system is used or both systems are integrated. Furthermore, strong investments in separate systems may make collaboration and coordination between the two challenging. In addition, confusion may result from competing promotional efforts that may not fully explain the presence of both systems in the state.
- Manual phone notifications may offer additional benefits for victims, but this practice has efficiency and cost implications. Indiana has made an explicit decision to use personal, manual phone notifications because of a belief that these are more beneficial to victims because callers can answer questions and provide referral and information services. This practice offers an additional benefit in that callers can identify when a user is no longer at the listed number and attempt to reach registered users by other methods and then update

the information. The use of corrections program staff for callers was described as either a strength or a concern by different parties. Some felt that this was a great benefit because the staff could answer questions about the meaning of the status and the facilities, given their previous experience within the system. In contrast, some preferred for these calls to be conducted by staff with training in victim services. Alternatively, another perspective voiced during interviews was that fully automated notification was the most efficient way to provide notification services. In the case of Indiana, DOC staff were able to provide manual phone notifications in an efficient manner and at a reduced cost due to the strategic prioritization of notification modes. Other states will need to explore the cost implications of hiring staff or leveraging existing staff to perform these calls in comparison to providing automated phone messages.

- Prioritizing notifications by triggering events can result in more customized and empowering services for victims. A positive side of competition is the innovation that it can inspire. The IN SAVIN system is able to utilize DOC staff to make personal calls because of a unique notification prioritization scheme and the ability of registrants to set special notification preferences. The majority of the registered users have indicated that they wish to receive lower level notifications through other means, thus reducing the need for numerous phone calls. Interviewees felt that it was empowering for victims to have additional control over their notifications in this manner. This feature may better meet the needs of victims by allowing them to select the notifications and modes in which they are interested.
- Seamless registration can be achieved without the use of universal inmate identification numbers. Seamless registration is a critical feature for improving the experience and ensuring that victims receive continued notifications throughout the criminal justice process. The IN SAVIN system has implemented a sophisticated offender matching algorithm that facilitates seamless registration, a feature many states desire but have not been able to enact.
- Anonymous registration may not be required. Also, the IN SAVIN system's collection of identifying information from registrants illustrates that systems that are not anonymous may not inhibit registration. In fact, this information, as well as the multiple contact methods collected, may help address the issues of outdated information or legacy phone numbers. Furthermore, the DOC will soon ask registrants about their relationship to the offender. This will resolve the largely unknown question of who uses AVN.
- Relationships with offender management or jail booking systems can facilitate or hinder implementation efforts. Both the ISA and DOC acknowledged that the IN VINE vendor had a strong advantage because of existing relationships with prison and jail information management systems. IN SAVIN continues to experience delays and challenges with regard to obtaining buy-in from these vendors and getting them to make the necessary changes to their products to facilitate interaction with the IN SAVIN system. Prior relationships with individual booking vendors may be a benefit when working with more established AVN vendors.
- Systems operated in-house may reduce costs and allow for greater flexibility in making changes to the systems; however, they may require greater engagement from and burden on the system administrator. Reported benefits of IN SAVIN included more control and ownership of the data and the database, flexibility to make changes without waiting and paying for vendor action, the ability to provide personal phone notifications, and greater



cost-effectiveness. However, these gains required additional resources and the active involvement of the state's system administrator. Systems such as IN VINE may be better-suited for agencies that prefer to have a more limited role in the data and notification process.

Kansas Case Study Report

1. History

Kansas is one of three states that have chosen not to adopt an automated victim notification (AVN) system. As such, Kansas has developed a manual notification system within the Kansas Department of Correction’s Office of Victim Services (DOC OVS) that provides victims with notifications for offenders under the custody of the DOC (herein referred to as the state-level system). State-level victim notification procedures in Kansas are rooted in DOC policy (KS DOC IMPP, 21-101), which designates the following:

- Victims of offenses that are categorized as class A felonies or off-grid felonies (i.e., first-degree murder, second-degree murder, treason, and crimes for which the sentence is life imprisonment) (KS 21-6701) receive advance notification regarding public comment sessions.
- Victims of offenses that fall within the notification mandate (e.g., crimes against persons, sex offenses, anticipatory crimes) are eligible to receive a range of notifications pursuant to the crime classification and inmate sentence, including (1) pending pardon or commutation; (2) pending release to post-release supervision, parole, conditional release, or expiration of the sentence; and (3) work release or emergency furlough (K.S.A. chapter 21, article 33, 34, 35, and 36).
- All victims, regardless of the inmate’s offense(s), may register to receive a range of written notifications, including, but not limited to (1) inmate application for clemency, (2) escape or death, and (3) apprehension and/or return of an escapee to Kansas DOC custody.
- Inmate participation in community programs will not be permitted until written notification has been provided to the victim or the victim’s family.
- Victims of offenses not explicitly identified in the policy may receive notifications if determined to be reasonable.

Under this policy, the responsibility for victim notification falls on the Kansas DOC OVS staff, which is charged with managing new registrations, updating and managing registrant contact information, and administering notifications to registered victims.

While victim notification at the state level is firmly rooted in official DOC policy and is well established in agency procedures, victim notification practices at the local level vary by county. In 1998, Shawnee County implemented an AVN system; however, due to sustainability challenges and concerns regarding the accuracy and dependability of the system, the program

State and System Overview

State Demographics:

- Total Population: 2,853,118
- Prison Population: 9,051

System Characteristics:

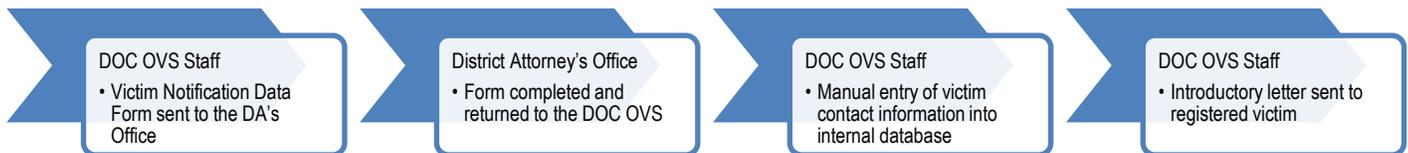
- System Type: Non-automated
- Year of Implementation: N/A
- Registered Users: N/A
- System Operator: N/A
- Special Features: N/A

Primary Reason for Case Selection: Kansas is a non-automated state, whose notification practices and functionality offered an important contrast to states using AVN.

ended in 2001.⁴ Today, victim notification at the local level largely depends on the staffing capacity of the district attorney’s (DA) office. DA’s offices located in larger urban counties are more likely to have dedicated victim/witness staff that provides manual notifications to victims; however, small rural counties may not have the capacity to hire dedicated victim services staff, which limits their ability to provide notification services. Similarly, victim notification practices within local jails also vary greatly by county.

2. Registration

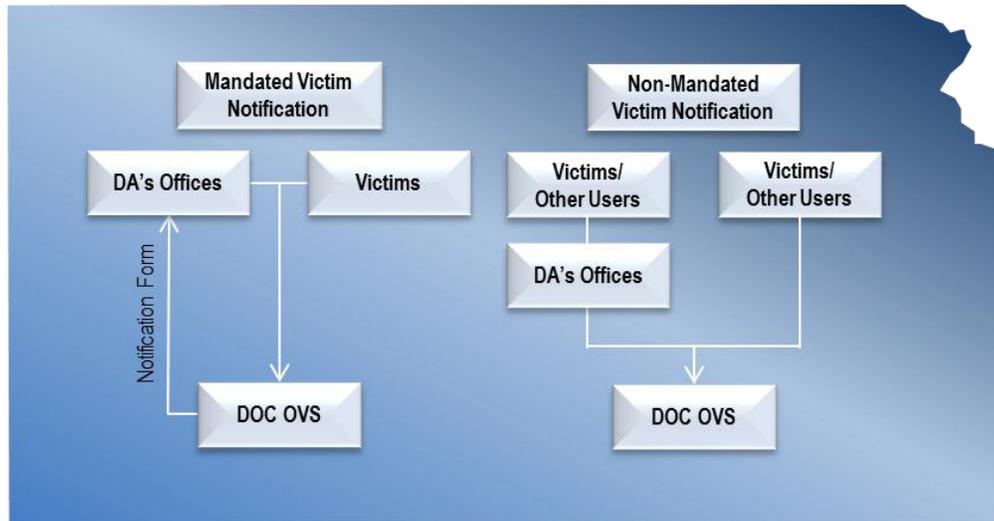
There are two ways in which victims with offenders under the custody of the Kansas DOC can become registered for notification services. The first method of registration applies to victims who fall under the DOC’s notification mandate (see History and System Overview). For these victims, registration begins when the offender is admitted into the DOC; however, they can opt out of the notification program by contacting the DOC OVS. Once the offender is in the custody of the DOC, the registration process follows the steps outlined in the flowchart below.



In contrast to the first method of registration, outlined above, which automatically registers eligible victims, individuals who do not fall under the DOC’s notification mandate, such as victims’ family members, victim service providers, and others who may be indirectly impacted by an offender’s status, may also register to receive notifications. Individuals interested in receiving notifications can register by completing and returning the registration form located within the DOC OVS brochure, visiting the DOC OVS website, or by contacting the DOC OVS directly. DOC OVS staff indicated that they distribute program brochures in DA’s offices and other public spaces across the state to advertise the program; however, many of their non-mandated registered users hear about the program through word of mouth. Once registration forms are received, DOC OVS staff review each application to determine the individual’s relationship to the case and/or offender prior to processing the registration. Although the state-level notification system is primarily targeted toward direct victims, DOC OVS staff noted that their discretion to register interested parties allows them to provide notifications to other individuals, such as victims of previous offenses committed by the inmate. If an inmate is discharged from correctional supervision and returns to custody for new charges, the DOC OVS staff sends a letter to any victims previously registered against the offender, notifying them of the new case and the offender’s readmission. The DOC OVS tracks and reviews new court commitments to determine whether there are any victims that should be notified about the new commitment. Although this is not a mandated process, the DOC OVS is currently seeking approval for a new DOC policy that incorporates this process into their current practices. A visual of the Kansas registration system at the state level is provided below.

⁴ Interviewees indicated that the AVN program ended in either 2001 or 2002.

Registration in Kansas



3. Notification

The state-level notification system offers 22 points of notification, which include, but are not limited to, work release, change to minimum security custody status, interstate compact, clemency, release, escape, death, and public comment sessions. For most routine notifications, the DOC OVS staff is alerted of inmate events that require notification through the DOC's Offender Management and Information System (OMIS); however, for inmate events that may require more immediate notification, the DOC OVS receives a notice (typically through email, except in cases of escape) from a correctional facility prior to the information being entered into OMIS. Once a facility has notified the DOC OVS staff of an inmate event (e.g., a list of all inmates being considered for work release in a given month), DOC OVS staff screen each inmate to determine whether there is a registered victim. The DOC OVS is then allotted a specific timeframe prescribed by DOC policy, depending on the type of inmate event, before which a victim must be notified. This protocol offers an important opportunity for victims to be notified of and to provide input into certain inmate events, such as work release consideration.

The majority of notifications are delivered by letter. For routine events that require processing a large volume of notification letters, such as 9 months advance notice of release, the DOC OVS staff will generate and send notification letters out in bulk (e.g., all advance release notifications occurring within a particular month). For less routine events that must be processed on a case-by-case basis, a letter is generated and sent to the registered victims within approximately one day of receiving notice of an inmate event. Phone notifications are primarily reserved for emergencies, such as an inmate escape. The timeframe for emergency phone notifications varies depending on the length of time it takes for correctional facilities to notify DOC OVS staff about the emergency; however, once alerted, the DOC OVS makes every effort to notify the registered victim immediately. Phone notifications are also provided for victims who have immediate safety concerns or whose safety may be compromised if they were to receive a letter from the DOC. In such cases, a note indicating "dialogue" is entered into the victim's file and the victim's address is removed. As an additional safeguard in the event of an emergency, the OVS

"In some cases, the DOC may not know the answer ... but at least the victim is able to [ask the question] and say 'these are my concerns.'"
 - Victim Service Provider

director carries a phone provided by the DOC, which provides immediate 24/7 access to offender information for a more timely response.

The DOC OVS has also developed a victim-centered, two-pronged strategy for addressing victims' need for information. First, victims can receive information regarding the status of an inmate by calling the DOC OVS toll-free number, which is managed by DOC OVS staff at the DOC headquarters. DOC OVS staff noted that one of the primary benefits of maintaining this

"As a non-automated system, it does a really fine job."

- Kansas Criminal Justice Information Center Representative in reference to the state-level system

personal contact with victims is that they are able to interpret victims' questions and concerns and provide additional information and services that may be useful to the victim. Second, victims can receive more detailed information about an inmate's status by contacting facility or parole liaisons. The DOC OVS employs three facility liaisons and four parole liaisons

who collectively serve all correctional facilities and parole districts. The purpose of the liaisons is to bridge the gap between victims and the corrections system by providing victims with a more comprehensive understanding of the corrections system and the status of inmates or parolees.

4. Changing Landscape for Automated Victim Notification

Over the past decade, Kansas has explored the possibility of automating notification services in the state on several occasions. Beginning in the early 2000s,⁵ a working group of diverse stakeholders, including representatives from the Governor's Grants Office, state and local victim service providers, district attorneys, and local law enforcement, convened to investigate the implementation of an automated notification system. It was ultimately decided that the state would not adopt AVN at that time and the findings from this investigation were summarized in a report that was delivered to the Kansas legislature. The state revisited the question of AVN again in 2007. With the election of a new Attorney General, state agents began exploring potential vendors and funding options, particularly the availability of a Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) grant, which provides funding to states that are interested in implementing or enhancing a statewide AVN system. Again, key stakeholders decided not to adopt AVN.

"I think the notification is one piece of a victim-centered response, but it certainly isn't the full piece ... We have to make sure people have access to [all of the services they need] ... in a meaningful way."

- Victim Service Provider

5. Barriers to Adopting Automated Victim Notification

Although there is no consensus regarding how to balance the personalized, victim-centered notifications offered by the Kansas DOC with automated notifications that have the potential to reach a broader community of victims, if the state were to adopt an AVN system, some of the potential challenges to its implementation and operation are presented below.

Current Data Infrastructure

The Kansas DOC currently uses two primary systems to manage its offender data, including OMIS and Lotus Notes. The DOC IT staff indicated that due to the age of their current system (OMIS, the primary data system, is more than 30 years old), an extensive upgrade would be necessary in order to integrate an AVN system. Criminal justice agencies in the state hope to

⁵ The first working group to investigate AVN is estimated to have convened between 2000 and 2002.

eventually build a centralized data management system that would integrate the DOC with agencies such as the Office of the Attorney General and the Kansas Bureau of Investigation. In 2008, the DOC conducted a review of all offender data points collected, and determined that the Kansas data management system has approximately 4,000 more data fields than the two most comparable systems currently on the market; therefore, any data system they adopt will need to be modified extensively in order to meet their data needs. Because of funding and staff capacity, DOC IT staff estimate that it would likely take from 5 to 7 years to fully upgrade the technology. Once the DOC is able to upgrade the data system, AVN may be reconsidered as part of the overall upgrade.

Funding and Sustainability

The future funding source for an AVN system remains unclear. Potential funding could be drawn from several sources, such as BJA Justice Assistance Grants, which Kansas has typically routed to technology projects; Victims of Crime Act (VOCA) funds; and other state or local resources. Considerations regarding funding extend not only to viable options for sustaining an AVN system, but the desire to maintain the state’s core victim services that are currently supported through VOCA funding. According to victim service providers working at both the state and local levels, the personalized services provided by victim service providers across the state are critical to maintain, and although beneficial, service providers fear that an AVN system may usurp the provision of these services. Victim service providers also indicated that funding should not be pulled solely from victim services funds because AVN can also be used as a method through which jails can upgrade their technology infrastructure.

Accuracy and Reliability

Although AVN may be considered for future implementation, the following concerns regarding the reliability and accuracy of AVN were expressed by victim service providers and other criminal justice stakeholders:

- Inaccurate notifications and the subsequent fear and panic among victims,
- Mass inaccurate notifications,
- Difficulty in correcting issues with notifications that are going to individuals who did not sign up for the service,
- Notifications that are not going out when they should, and
- The overall security of the system.

Maintaining a Victim-Centered Notification System

A common concern shared by interviewed victim service providers included the ability to tailor an AVN system to be victim-centered. One victim service provider noted that AVN offers an efficient method through which to notify victims; however, there is oftentimes a gap when victims need clarification or have questions regarding a notification. With regard to this challenge, the victim service provider commented that

“I think one key piece [to providing effective notification] ... is that there is a way to connect with someone.”
- Victim Service Provider

“My fear is ... [that victims] get the notification, but they’re left with a million questions ... [Is the automated notification system] set up where they can actually get those questions answered in a reasonable period of time? To me that’s the critical part and that seems to be where ... there [are] some gaps.”

Victim service providers also stressed that notification is just one aspect of victim services and that if Kansas does adopt AVN, it will be critical to provide victims with a way to connect with a live person in a timely manner.

Gaps in Notification at the Local Level

Despite concerns among victim service providers that AVN will diminish personalized victim services, both in terms of the DOC’s manual notification system and the core services provided by state and local victim service providers, it was widely recognized across criminal justice stakeholders that there is a significant gap in notification services at the local level. Notifications at the local level occur sporadically across a fragmented local criminal justice system. In many counties, the victim witness coordinator in the DA’s office is charged with notifying victims about court events; however, this is a challenge for small, rural counties with few or no victim service providers, as well as counties with high turnover among service providers. Additionally, the extent of the notifications conducted by local jails was unknown, potentially leaving a gap in notification services for victims whose offenders are in the custody of local jails. Many of the stakeholders interviewed referenced the challenge of balancing personalized notification services with comprehensive services that reach more victims. One victim service provider noted that

“You almost have to figure out, what can we do? And if this is going to get more people informed through an automated system, more people are going to have the information even if they have questions, then those are the consequences and that might be the priority ... For me, the priority is that I want someone to talk with and ask questions. But, the priority may be that we really want ... [to make] sure people receive the information.”

At the time of this case study, Kansas stakeholders were again convening a committee to explore the implementation of AVN. The committee, chaired by the Attorney General, consisted of representatives from a range of stakeholder groups, including victim service providers, sheriffs, and prosecutors. Recognizing the demand for personalized notification and the effectiveness of the DOC’s state-level manual notification system, the newly formed committee will investigate implementing AVN services at the local level only, in order to close the gap that exists for victims whose offenders are being processed through the courts or held in county jails.

“Is it worth losing victim services in order to increase notification?”

- Victim Service Provider

6. Challenges and Lessons Learned

As one of only three states without AVN, Kansas represents an important case study for better understanding the primary strengths and weaknesses of exclusively providing manual notifications to victims of crime.

Some of the highlighted challenges and lessons learned identified by key stakeholders include the following:

- The manual notification system allows victims to ask questions and receive personalized assistance and information from a trained victim service provider. The DOC OVS has employed a two-pronged approach through which victims can access information. Victims can receive inmate status information by calling the DOC OVS directly or by contacting DOC OVS liaisons who can provide detailed information regarding all correctional facilities and parole districts. DOC OVS representatives noted that one of the primary strengths of the manual notification system is that it gives them the ability to answer victims' questions and provide additional information regarding an offender's change in status.
- Through DOC OVS's personal contact with victims, staff can interpret victims' needs and better connect them to additional information and services. Several stakeholders noted the human contact and personalized nature of the manual notification system as a benefit to victims. DOC OVS staff indicated that they are often able to interpret victims' questions and needs through conversational cues and to refer them for services or programs. As one DOC OVS representative noted, *"A strength [of the DOC's current notification system] is the personal service. A victim can pick up the phone any time during the day and actually get a real person ... Even if they don't know how to clearly articulate their question ... we can interpret [their needs and provide assistance]."*
- The DOC OVS offers long-term notification services for victims. The DOC OVS strives to ensure that victims previously registered against an offender continue to receive notifications regarding their offender's return to custody, even if they are not a direct victim in the new case. This requires that DOC OVS staff track and manually review new court commitments to determine whether there are victims to be notified. They then proactively reach out to previously registered victims, notifying them of the new commitment and how to register. This process allows victims to receive information and notifications regarding the status of an offender across multiple terms of incarceration.
- The limited capacity of DOC OVS staff has implications for the range of notification options that are offered to victims. Notification methods are limited to letter and occasional phone notifications; however, some victims would prefer routine notifications through email, text message, or phone. DOC OVS staff noted that while they would like to provide more tailored notifications to victims (e.g., prioritizing the method of notification for different types of inmate events) and notification regarding inmate events that occur at higher rates, such as transfers, they do not have the capacity to offer these additional services.
- The timeliness of victim registration is highly dependent on external partners, making it difficult to implement standardized timelines. Completion of the registration process and the timeliness of initial notifications are largely dependent on the time that it takes for the local DA's office to return victim information to the DOC OVS staff. Those interviewed indicated that a DA's office in a small rural county may rely on limited staff, extending their response time to victim notification registration requests, whereas a DA's office that is located in a larger urban county is more likely to have dedicated victim/witness staff to process this information. This may lead to service discrepancies between victims residing in large urban counties with greater staff resources and those in small rural counties that lack sufficient resources to quickly turnaround victim registration information.
- There remains a gap in notification services for victims whose offenders are being processed through the local courts or held in county jails. A victim/witness coordinator in a local DA's office is responsible for notifying victims of court events; however, limited staff



resources, high staff turnover, and large caseloads pose significant barriers to providing timely and consistent notifications in both urban and rural counties. The degree to which victim notification is being provided by local jails is largely unknown, potentially leaving a gap in notification services for victims whose offenders are in the custody of local jails.

Kentucky Case Study Report

1. History

Automated victim notification (AVN) was first implemented in Kentucky in the Jefferson County jail in 1994. The Byron family advocated for this implementation in response to the murder of their daughter, Mary Byron, in 1993. Mary’s family requested advance notice of release for her abusive former boyfriend who was in custody at the Jefferson County jail. Unfortunately, advance notice of his release was not provided and her former boyfriend shot Mary shortly following his release (Commonwealth of Kentucky, 2013). In February 1996, 2 years following the implementation of AVN in the Jefferson County jail, the Kentucky Department of Corrections (DOC) implemented the first statewide AVN system in the United States to provide notifications for prisons and jails. Kentucky’s AVN system is operated by an outside vendor.

Soon after implementation of the statewide AVN system by the DOC, a Kentucky statute mandating notification regarding offender release and escape was passed, becoming effective on July 15, 1996.

This statute was amended in 2000 and 2006 to expand the number of mandated notifications and related provisions. According to interviewed stakeholders, these statutes were critical for obtaining buy-in from partnering agencies and ensuring a smooth implementation process. Recognizing the importance of victim services and the provision of AVN in the state, in 2004, the DOC Office for Victim Services (OVS), which administers AVN, was elevated to report directly to the Office of the Commissioner, providing a more direct line to agency leadership. Following these legislative and administrative changes, the DOC launched court notifications in 2007 and the Victim Information and Notification Everyday (VINE) Protective Order (VPO) notifications in 2008 through the support of a 2008 Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) grant. The DOC also received a BJA SAVIN grant in 2010 for additional system improvements. The timeline below provides an overview of important dates in the implementation of the AVN system and available services.

State and System Overview

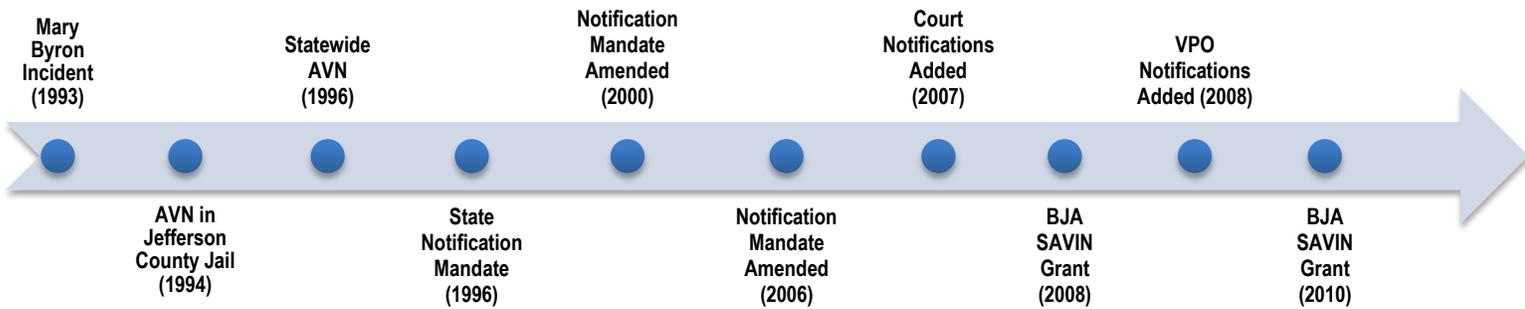
State Demographics:

- Total Population: 4,339,367
- Prison Population: 20,544

System Characteristics:

- System Type: Automated
- Year of Implementation: 1994
- Registered Users: Open to the Public
- System Operator: Vendor-based
- Special Features: Seamless Registration, Special Quality Assurance and/or Unique Data Practices, TTY/TDD Capabilities, Spanish Notifications

Primary Reason for Case Selection: As the first AVN system instituted in the United States, Kentucky offered an important historical understanding of AVN, as well as insight into the strategies that jurisdictions use to support program sustainability.



The statewide AVN system is managed by three primary staff members within the DOC OVS, including one program administrator and two victim service providers. The program administrator has a background in victim services and spends approximately 80% of the time on tasks related to AVN. The administrator’s AVN responsibilities include coordinating with the vendor and participating criminal justice agencies to correct system-related issues, and working with DOC IT staff and the vendor to make system changes and updates. The DOC victim service providers work closely with victims on a day-to-day basis, notifying the administrator about any reported errors with the system; responding to calls from victims; conducting manual checks on AVN offender information; and providing training across the state. There is also a DOC IT coordinator who is responsible for managing offender information and who works closely with the program administrator on technical issues related to the AVN system.

“I think if you had someone who was just IT administering the role, you’d lose sight of what exactly the program [is] for. But if you have a victim advocacy perspective, you know why it’s there, you know what’s important, and you know why we’re doing this.”

- Kentucky DOC Representative

2. Data Management and System Infrastructure

Although the AVN system is centrally managed by the DOC OVS, participating agencies, such as jails and courts, link their data with the vendor directly. The AVN system is connected directly to the jail management system (JMS) within the county jails and data is queried every 15 minutes. In Kentucky, more than 60 counties utilize the same JMS, which is operated by a single vendor. This has been beneficial to DOC OVS staff and the AVN vendor when troubleshooting technical issues and interfacing with the JMS in those county facilities. Juvenile justice facilities also provide notification data to the AVN vendor; however, in order to protect juvenile offenders, only those juveniles who meet specified criteria may have their data used for AVN.

In contrast to jail notifications in which the AVN vendor connects directly to the JMS in each jail, court data is not linked with, or stored on, the AVN system due to data-sharing limitations. Instead, the AVN system conducts a search of court case information from the Kentucky Court of Justice website using a web service program, and transmits this information in the form of an automated notification to registered users when there is a court status update. Because court data cannot be stored on the AVN system, OVS staff noted that they are unable to provide more detailed court notifications to registered users.

In May 2007, the DOC transitioned to a new offender management system (OMS), which impacted the protocols and mechanisms for linking with the AVN vendor. The old OMS sent data twice daily to the vendor, whereas the new OMS connects to the vendor system through a web service. The DOC codes relevant data fields to trigger a notification when a status change

occurs, and the OMS is automatically queried every hour to send these changes to the vendor system. There is also one private facility that uses the DOC OMS and provides data to the vendor system. In addition to the more direct link between the DOC OMS and the vendor system, the new OMS gives the DOC the capability to provide AVN users with enhanced notifications regarding offender status changes, such as court-ordered release, shock probation (court-ordered release of an inmate to probation after serving a brief sentence), and DOC home incarceration. DOC OVS staff indicated that this increased specificity regarding the release type helps victims understand the criminal justice process better and has improved the OVS staff's ability to respond to AVN user-related questions. In building the new system, there were some administrative challenges, including inaccurate notifications and difficulty incorporating the Kentucky revised statutes; however, these issues were resolved and the transition occurred without any interruption of service for registered users. DOC OVS staff also reported that, since 2007, notifications and registrations have increased every year, which they believe to be due, in part, to the additional options available for notification.

Data Quality Control Procedures

There are multiple levels of regular checks to the AVN system. The first level is automatic vendor alarms when data does not fall within the projected target range. If there is an unexpected decrease or increase in the incoming data feed, the notifications are frozen until the issue is investigated and resolved. In addition, there are user-initiated checks to the data when OVS staff receive a phone call reporting the possibility of inaccurate information. In these cases,

"It's better to have too many [notifications] than to miss one."

- Kentucky Probations and Parole Board
Representative on open registration for AVN

OVS staff can manually check the offender data and report the problem to DOC IT and/or the vendor if it appears to be part of a larger problem. When the vendor detects an error in the data feed due to discrepancies in offender status information between the VINE system and the DOC record, they

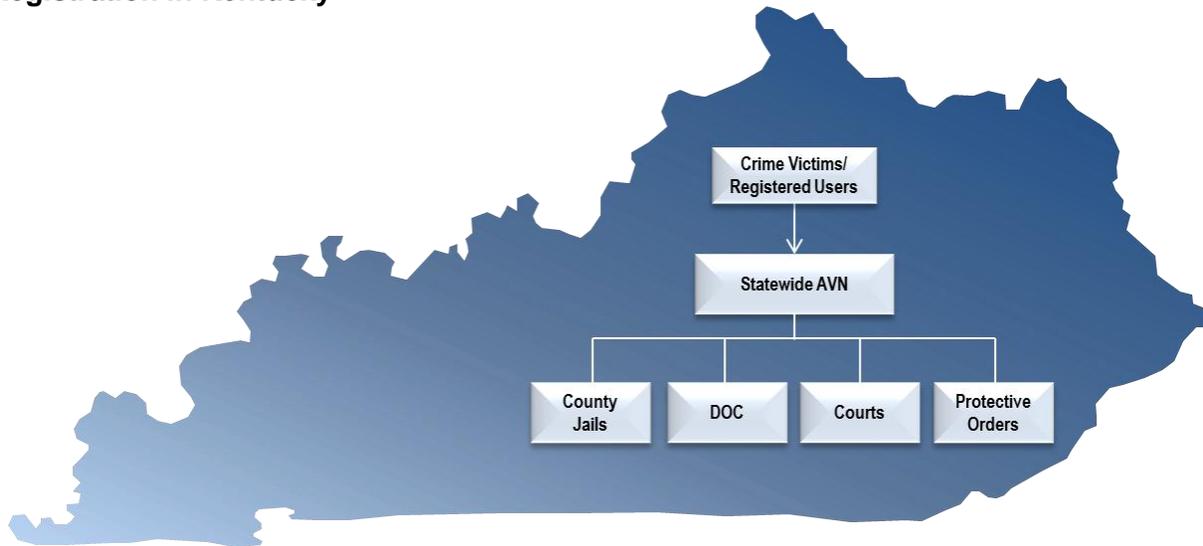
will send a list of all affected cases to OVS staff. OVS staff then perform a manual check of the data to determine the cause of the error. OVS staff indicated that these manual checks have allowed them to detect benign changes to the DOC OMS that have caused unintended errors in the AVN system (e.g., changes to the inmate bank account system may unintentionally affect parole status data). The DOC has also implemented several internal checks, such as comparing sentence length to the convicted offense, and these checks are performed automatically prior to sending data to the vendor. The day-to-day challenges of data management include unexpected changes to data fields that affect AVN (e.g., changes to bank account information); however, new technology incorporated into the system as part of the transition to the new OMS has reduced these challenges. In the event of an emergency, the system can be manually pushed to the vendor at any time. If a jail or the DOC OMS goes offline, users are provided advance notice that they will not receive notifications until the facility is back online. When there is an AVN system outage, the emergency override line sends a list of offenders with registrations to the vendor so notifications can continue if offenders are released during that time.

3. Registration

The statewide AVN system is open and anonymous, allowing victims and other registered users the option of registering via phone or online through a secure website. DOC OVS staff indicated that they find the open system to be beneficial because it reaches a wider range of victims and those affected by an offender's crime who may not qualify for notification services in a closed AVN system.

Because Kentucky court data is not stored on the AVN system, individuals interested in receiving court notifications must register through Kentucky VINE Court Services through the Kentucky Court of Justice website or by calling the AVN toll-free number. Through the Kentucky VINE Court Services system, users can search a variety of fields, such as defendant name, birth date, and county. Once the correct case is identified, the user can choose to register for AVN and will be redirected to the AVN registration page.

Registration in Kentucky



Seamless Registration for Offender Status

Recognizing the need to mitigate the burden on registered users and reduce potential gaps in service due to this structure, the DOC implemented seamless registration in July 2012. Seamless registration is particularly important in Kentucky because DOC inmates are permitted to serve up to 10 years of their sentence in county jails; these offenders have both a DOC record and a county jail record.

"[AVN is] so critical to the victim's safety."
- Victim Service Provider

In order to implement seamless registration, the DOC worked with the AVN vendor to match the DOC and county jail records by linking offenders' dates of birth and Social Security numbers. This link allows users to register once for an offender and receive uninterrupted notifications when the offender is transferred between county jails and DOC facilities. In addition, because registration between the county jails and DOC facilities is linked, if an offender is transferred from one county to another, the user does not need to reregister against the offender in order to continue receiving automated notifications. Court notifications and VPO are not linked with the county jail and DOC notifications at this time. All interviewees reported that seamless registration between the county jails and DOC facilities is a major benefit of their notification system. DOC OVS staff also found that this has resulted in fewer missed notifications and calls from registered users who are confused about duplicate records.

"Kentucky [DOC] doesn't operate the jails, so we have kind of limited control, obviously, when we are working with that jail staff because it's not like we are working with our own staff."
- Kentucky DOC Representative

For VPO registration, state and local victim service providers operating within the criminal justice system have the ability to view who is registered for a particular offender, which is helpful when they are working with a victim who calls with a question. In the future, the DOC is hoping to merge Brady Bill notifications with VPO. In this case, registered users would be notified if an individual with a protective order that they are registered against applies for a gun license.

4. Notification

The Kentucky AVN system provides notifications for offender status changes, protective orders, and court notifications. Kentucky was the first state to offer all three notification services and all interviewees noted this as a major benefit of their program. Registrants can choose to be notified by telephone or email. All notifications are provided in English and Spanish, and TTY services for the hearing impaired are also available through the AVN system. Triggering events for which offender status notifications are available include general release, transfer from county facilities, DOC home incarceration, return to custody, advance release notice, court-ordered release, escape, mandatory reentry supervision, sex offender conditional discharge, post-incarceration supervision, furlough, parole eligibility, death, shock probation, protective orders, and parole decisions. Court notifications include hearing dates and location changes. DOC OVS staff indicated that because court data is not stored on the AVN system, they are limited in the number of court notifications they can provide to registered users. This was noted as a feature of the system that they would like to improve; however, data-sharing arrangements between Kentucky courts and the DOC make such improvements a challenge.

Kentucky does not provide automated written notifications because written notifications have specific statutory requirements. For example, if the offender is being released on parole, the address where the offender will be living is provided. For eligible victims, written notifications are sent out through a manual process. DOC OVS staff estimates that approximately 10 written notifications are sent out each month.

Parole Board Notification

Parole notifications are provided both manually through the Parole Board victim service providers and through the AVN system. The victim service providers send manual letter notifications of offender parole eligibility 45 days in advance; only victims receive manual notification services because they are the only ones eligible to submit a victim impact statement and/or participate in a victim hearing. In most cases, eligible victims are identified through the Office of the Commonwealth’s Attorney and the Probation and Parole Office. The victim service providers conduct approximately 300 manual notifications per month by written letter and approximately 30 victims per month schedule a victim hearing with the Parole Board. Other victims complete and mail in a victim impact statement to be read during the offender parole hearing.

“VINE is ... a safety net for the victims that we work with and just a way for them to track that offender. Because we can’t do that, not automatically.”

- Kentucky Probations and Parole Board Representative

The Parole Board victim service providers encourage the victims they work with to register for AVN if they have not already done so, and they include the AVN system pamphlet with their written notifications. The last manual notification that the Parole Board victim service providers offer is the outcome of the parole hearing. These providers noted that AVN “closes the loop” because it provides notification when the offender is actually released. AVN also provides

notification to individuals who want to receive notification services through the Parole Board, but who do not qualify for them under the state statute.

As of 2011, Kentucky mandated 120-day advance parole hearing notifications for the AVN system. Since these automated notifications took effect, the victim service providers reported that they began receiving calls from victims who received the 120-day advance notice and, as a result, wanted to participate in the parole process. The victim service providers credit the AVN system for allowing them to reach some of those victims who may have been missed by their traditional referral sources, or for whom they no longer have updated contact information. They also reported that this increased the network of victims who are able to provide input in parole hearings and is especially helpful for victims in Class D felony cases where the Office of the Commonwealth's Attorney is not required to provide victim information to the Parole Board for written notification regarding a hearing.

5. Outreach and Training

The DOC OVS staff works to train and inform criminal justice professionals and the public about the AVN system. They target professionals who have direct contact with victims, including victim service providers, Child Protective Services, law enforcement, prosecutors, and circuit court clerks. OVS staff also work with local victim/witness programs to raise awareness of AVN and provide training on helping victims to navigate the system. In addition, OVS staff make presentations and provide exhibits at conferences around the state that focus on victim services. In Kentucky, jail administrators are elected officials who manage the jails. OVS staff indicated that the frequent turnover of these jail administrators is a challenge for AVN; in 2013, jail administrators and jail staff will be the focus for training because they have the primary responsibility for inputting offender information into JMS, which links to the AVN system.

There are 120 counties in Kentucky, making it difficult for OVS staff to ensure that information about and training on AVN reaches stakeholders across the state. In 2010, OVS staff conducted 22 regional training sessions in collaboration with the vendor and the Mary Byron Project through an initiative called "Project Safety." Training covered basic DOC information, AVN and other vendor services, and issues related to domestic violence. The DOC OVS also sends brochures and pamphlets to victims, educating them about AVN and the other services provided through the OVS.

6. Funding and Sustainability

The AVN system was originally implemented through seed money from the Mary Byron Project. The system is currently funded by the state under a new "Public Safety First" initiative, which combines programs, including AVN, into one budget item. The legislature has approved the budget and the program appears to be sustainable at this time. Notifications are mandated by statute, which has helped to ensure strong support for continued AVN funding in Kentucky.

Both court and protective order notifications were piloted and implemented with funding from BJA SAVIN grants. For the past 2 years, court notifications have been funded through the State's Public Safety First budget and DOC OVS staff hope that protective order notifications will be written into the budget this year.

7. Challenges and Lessons Learned

Given Kentucky's lengthy experience with implementing AVN, the challenges experienced and lessons learned from Kentucky's statewide AVN system can help inform the development and enhancement of future automated notification efforts.

Some of the highlighted challenges and lessons learned identified by key stakeholders include the following:

- Having a dedicated AVN administrator who is responsive to victim needs is critical for AVN management. The DOC OVS has a dedicated AVN administrator with a background in victim services who manages the daily operation of the system. DOC OVS staff reported that AVN makes up a small portion of the DOC's daily operation, which can result in its low prioritization. They noted the importance of having a vigilant administrator who can identify and respond to issues as they arise, coordinate internal and external staff and partners to fix system issues, and represent the needs of victims.
- Offender Management Systems impact the services of AVN. The DOC's transition to a new OMS resulted in a more direct link between the DOC OMS and the vendor system. The new OMS gave the DOC the capability of providing AVN users with enhanced notifications regarding offender status changes, such as court-ordered release, shock probation, and DOC home incarceration. DOC OVS staff indicated that this increased specificity regarding the release type helps victims understand the criminal justice process better and improves OVS staff's ability to respond to AVN user-related questions.
- Seamless registration can be achieved without the use of universal inmate identification numbers. A large proportion of DOC inmates are housed in county jail facilities across the state, a structure that produces multiple inmate records and the potential for confusion among registered users who want to track the status of their offenders as they are transferred between state and local correctional facilities. Recognizing the importance of providing seamless registration and notifications in order to reduce the burden on registered users and ensure that there are no gaps in service, AVN administrators worked with the AVN vendor to link inmate data across agencies using offenders' dates of birth and Social Security numbers. This link allows registered users to register once for an inmate and receive uninterrupted notifications when the inmate is transferred between correctional facilities.
- The enactment of state legislation mandating notification services can ease the AVN implementation process, enhance buy-in among participating branches of the criminal justice system, and ensure sustainability. Several stakeholders reported that a Kentucky statute mandating notification regarding offender release and escape, in addition to several amendments expanding this mandate, were critical for obtaining buy-in from partnering agencies and ensuring a smooth implementation process. With the support of a state mandate requiring notification services, the DOC has been able to solidify funding for AVN through a line item in the state budget. Efforts to gain buy-in from the Kentucky legislature on the importance of AVN have been integral to securing sustainable funding and the future of AVN.



Reference

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Massachusetts Case Study Report

1. History

Massachusetts has provided automated victim notification (AVN) services since 1999, with these services only available for offenders incarcerated in prisons. Throughout the life of the system, the State has used the same vendor and has not received any Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) funding to date. Massachusetts is unique in that the state’s administrative code mandates that manual phone and letter notification services not be replaced by automated notification. Therefore, AVN is viewed as a supplement to the core notification services offered by the state.

Outside of the Massachusetts Department of Corrections (DOC), no other branches of the criminal justice system have implemented automated notification, reportedly because they do not perceive the benefit when they are already mandated to perform manual notifications. However, many key authorities and stakeholders were involved in the original decision to use AVN. In addition to the DOC, the Sheriff’s Association, Massachusetts Organization for Victim Assistance (MOVA), Criminal Systems History Board (now referred to as Department of Criminal Justice Information System), and victim advocacy groups were involved in the decision to use AVN.

State and System Overview

State Demographics:

- Total Population: 6,547,629
- Prison Population: 11,312

System Characteristics:

- System Type: Automated
- Year of Implementation: 1999
- Registered Users: Closed/Restricted
- System Operator: Vendor-based
- Special Features: Special Quality Assurance and/or Unique Data Practices, Spanish Notifications

Primary Reason for Case Selection:
Massachusetts administers one of the only closed systems, exclusively operated for the purpose of providing notification to crime victims (i.e., only victims, witnesses, immediate family members of victims, and individuals in fear of the offender, who complete a citizen-initiated petition, can register to track the offender and receive notification). In addition, this system provides supplemental manual notifications by local and state correctional agencies.

2. Supplemental System

The Massachusetts Rights of Victims and Witnesses of Crime states that victims shall receive advance notification regarding (1) temporary, provisional, or final release from custody; (2) transfer from a secure facility to a less-secure facility; and (3) escape from custody. According to the Code of Massachusetts Regulations (CMR), the appropriate custodial and supervisory authorities shall provide these notifications through letters and phone calls. The CMR notes that automated notification can be used to provide additional notification, but cannot serve as a substitute for the mandated written notifications and phone calls.

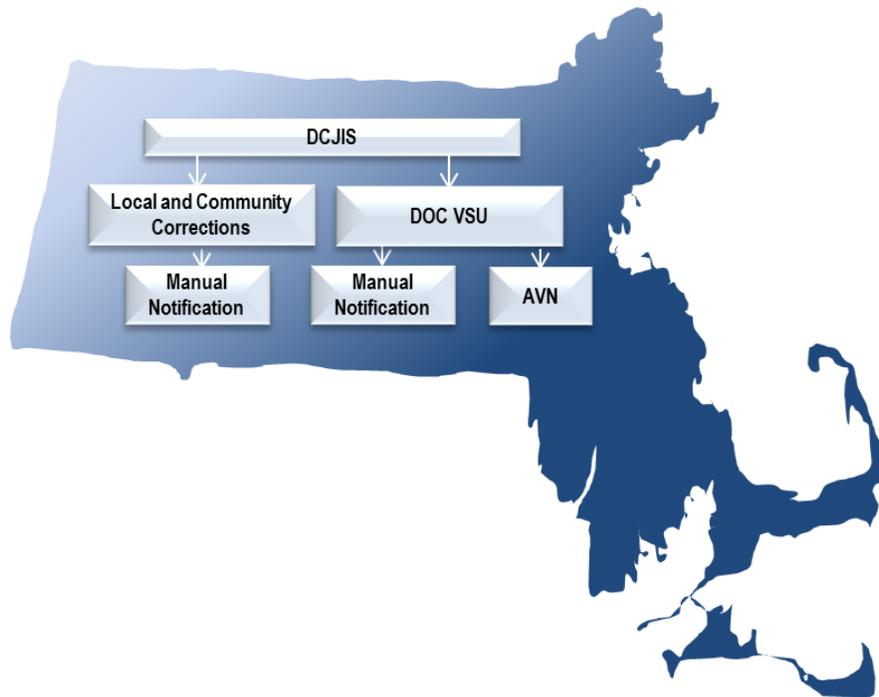
“The automated system is what we would refer to as an enhancement. I would say that you can’t ever underestimate the personal touch, personal contact, and personal relationship that’s built by the direct contact of the unit. The automated system is definitely an enhancement. It allows us to reach a little bit further, and it’s a check and balance. But I think that the heart of what we do is the human factor.”

– Massachusetts DOC Leadership Representative

In Massachusetts, AVN is an optional service, restricted primarily to victims, that allows users to receive notifications for additional status events, such as a lateral transfer from a medium-security facility to a different medium-security facility. The DOC’s Victim Services Unit (VSU) continues to provide manual notifications to victims who are

also registered with the AVN system. The DOC views AVN as an additional service that can fit the needs of those victims who want to receive as much information as possible about their offender’s status. AVN also serves as a backup system that reinforces notifications and that the DOC VSU can audit to determine whether both the mandated and automated notifications were made.

3. Registration



Closed System

Massachusetts has a closed, restricted-access system because of Massachusetts’ strict Criminal Offender Record Information (CORI) laws, which govern the disclosure of offender information. In order to access notifications about an offender, the user needs to be authorized by the Department of Criminal Justice Information System (DCJIS). Eligible users include victims, witnesses, immediate family members of victims, and individuals in fear of the offender who complete a citizen-initiated petition.

To receive notification, eligible persons must submit an application to DCJIS, the organization that handles registration for all criminal justice notification needs (including manual and automated). DCJIS operates the Victim Notification Registry (VNR), a central database of registrant data that is shared with all agencies that conduct victim notifications, including the courts, DOC, local houses of correction, parole board, and the Sex Offender Registry Board. Registrants only need to submit one application to the DCJIS to receive services from all agencies conducting victim notifications despite the different protocols on the back-end for each agency.

“[It’s a closed system] because that’s the law. And we have to be in compliance with the law.”
 - DOC VSU Representative

To receive notification, eligible persons must submit an application to DCJIS, the organization that handles registration for all criminal justice notification needs (including manual and automated). DCJIS operates the Victim Notification Registry (VNR), a central database of registrant data that is shared with all agencies that conduct victim notifications, including the courts, DOC, local houses of correction, parole board, and the Sex Offender Registry Board. Registrants only need to submit one application to the DCJIS to receive services from all agencies conducting victim notifications despite the different protocols on the back-end for each agency.

Each morning, the supervising staff member within the DOC VSU checks the VNR to determine whether DCJIS authorized any new applicants during the previous business day that are registered against offenders housed in the DOC. Each new user is processed by the DOC VSU staff member assigned to the facility in which the corresponding offender is incarcerated; staff

members are responsible for handling all victim registrations and notifications associated with offenders incarcerated in their assigned correctional facilities. These clearly defined roles and responsibilities help the DOC VSU maintain accountability for victim notification.

In order to link the registered user to the offender, the staff member locates the offender in the DOC Inmate Management System (IMS) and enters an indicator that a user has been authorized to view CORI data for that offender. IMS administrators are able to see whether an offender has a CORI indicator; however, only the DOC VSU can view how many users are registered against the offender.

Registration for Automated Services

After DCJIS certifies an individual to receive CORI data, the DOC VSU can look up new registrants within the VNR and identify which users have DOC-housed offenders. The DOC VSU then sends the registrant an informational brochure and a customized introduction letter that contains the following:

- The offender’s name, location, classification, commitment date, sentence, and anticipated release date. It also explains how earned time may reduce his or her sentence. The DOC VSU provides this information upfront so that the user will not be surprised if the offender is released prior to the anticipated release date.
- The events for which the DOC VSU will provide manual notification to the victim.
- An introduction to the supplemental services provided by the AVN system. The letter explains the AVN, and also includes a brochure from the AVN system vendor.
- A reminder to inform the DOC VSU if the user’s contact information changes.
- Contact information for the DOC VSU, as well as the signature of a staff member and his or her extension should the user wish to call someone directly.

“The letter that goes out to newly registered victims really is very detailed ... What we try to do in the division is educate the victim. We educate [them that the offender is] not going to be locked up forever because, in reality, 92% of Massachusetts inmates will return to the community based on our lifer population.”

- DOC Leadership Representative

In order to register for AVN, the individual must contact the DOC VSU. Because notification is closed to the public, the DOC VSU directly registers the individual and then sends them a confirmation letter with a personal identification number (PIN) that the user can place in their wallet.

4. Notification

Manual Notifications

In order to process manual notifications, the DOC must manually use both the DCJIS’s VNR database, which tracks notifications, and the DOC’s IMS to obtain information on an offender’s status. When a DOC VSU staff member is logged into IMS, they can view alerts for offenders with CORI indicators. All of these alerts are triggered by the legislatively mandated events that require victim notification (see Supplemental System). The staff member must then go into the VNR to obtain the victim’s contact information in order to make the notification. These two

systems are not linked, which ensures the protection of both offender management data and victim information.

“My feeling in my gut is that there should be somebody there that can talk to the person at the other end of the line and be able to answer questions and give them a little time. Sometimes that’s all people want—a little time and someone to listen. If you’re using a purely automated system, it seems to me that there would be a lot of unanswered questions.”

- DOC VSU Representative

The CMR requires non-emergency notifications to be made at least 14 days in advance. The DOC VSU initiates the notification with a personal phone call and then follows up with a letter so that the user has the information in writing. The DOC VSU prioritizes emergency notifications, releases made with little notice, and transfers to minimum security. They also make notifications that are not covered by the automated system, such as offender name changes, emergency escorted trips (e.g., for family funerals), civil commitments, and returns to custody. Staff members log successful and attempted notifications in the VNR and also

maintain paper copies of any letters sent. This practice promotes quality assurance and allows staff to have a record of interactions with the victim to which they can refer should the victim call to request additional information.

Interviewees noted many benefits of manual notifications, including the ability to answer questions, provide referral and safety planning information, listen to victims who need someone to talk to, and escalate notification procedures in case of emergency. For instance, if there is a critical notification (e.g., an escape or an immediate court-ordered release) and the caller cannot get in touch with the victim, they can alert local law enforcement to send an officer to try to locate the victim.

The DOC VSU is staffed by correctional supervisory program officers who have been promoted at least once and have 4-year degrees. Many of those interviewed cited the staff’s knowledge of the institutions as being a critical factor in meeting the needs of those who called the DOC VSU for additional information about their notification (e.g., they can answer questions about the meaning of different security levels). In addition to this institutional knowledge, the staff members are also expected to serve as victim service providers. The staff have a great deal of discretion when interacting with system users. Staff are trusted to make the appropriate referrals, provide the needed information or services, and/or compassionately listen to users. Staff inform the VSU director of any concerns that arise and document such issues in the database. New staff undergo a week-long orientation program and attend victim conferences to assist in their continued training.

“As a service provider, I think it’s more than just a notification. There is a service available; the advocate will provide safety planning and referrals, and will do a little bit of crisis intervention and will listen, and can help assuage some of the fears, as opposed to just being told that someone is going to be released.”

- Victim Service Provider

Automated Notification

Automated notifications are offered by phone or email through the AVN system. The AVN system has both English and Spanish notifications, but does not currently have TTY/TDD capabilities (the manual system does, however). While some notifications are duplicative with the manual system, others are offered only through the AVN system, including medium-security to medium-security transfers or maximum-security to medium-security transfers. Status information is also provided through the AVN system website; registered users are able to access information about an offender’s current status, while other individuals in the public can obtain more basic information, such as whether an offender is in custody. Interviewees

perceived the primary benefits of AVN to be the ability to provide notifications for more status change events than they would have the capacity do manually, the assurance of having two notification sources, and the added feature of online status checks through the AVN system’s website.

When the DOC adopted AVN, the vendor had to tailor the system in order to be in compliance with the laws governing the disclosure of CORI data. Unlike other states that can post more extensive offender information (e.g., photographs, sentence, date of birth) on a website, Massachusetts’ CORI laws mandate that only offender status and location may be provided to the general public.

5. Outreach and Training

Agency-Level Coordination

Outreach and training were critical during the implementation of AVN because many of the stakeholders did not understand the purpose or function of the AVN system. Many of the victim service provider groups originally distrusted the system. They thought that the DOC was trying to replace the manual notifications and services offered by the DOC VSU. Training and outreach were used to assuage these concerns and to provide additional information about the benefits of AVN. The DOC VSU director frequently provides training in the community and also

“I wish it was more equal, that the houses of correction also had [automated notification.]”

- Victim Service Provider

presents at National Crime Victims’ Rights Week and the Massachusetts Victim Assistance Academy. The director speaks to victim service provider groups and is also a member of Garden of Peace, an organization for survivors of homicide. Through these events, the DOC explains the functions of AVN and markets its core services so that groups can refer victims to the

DOC VSU. Moreover, these events help build relationships so that the DOC VSU can make referrals to victims that need additional resources, such as counseling. The DOC generally uses vendor-provided materials when providing training on AVN, but uses their own internally developed resources when discussing their manual notification services.

Informal relationships have been a key component for all forms of victim notification throughout the state. MOVA hosts meetings every other month through the Office of the Attorney General in order to coordinate with those responsible for victim notification throughout the criminal justice system. Although the purview of victim notification and the offender management data is separate for each agency, communication among agencies allows the systems to function fairly smoothly for the end user. Finally, one interviewer credited the support of upper-level leadership in facilitating victim notification within the DOC.

“I think the collaboration [is the primary strength]—that one [system] will do the quick notification and the VSU or the live person will provide safety planning, crisis assessment, and referrals.”

- Victim Service Provider

User Outreach

Because Massachusetts has a closed system, the majority of victims learn about victim notification through the courts. Court advocates and victim/witness coordinators can help the user submit an application to DCJIS in order to obtain authorization to receive CORI data. In general, the DOC’s outreach is targeted and narrow in an attempt to only reach eligible users. The Rights of Victims and Witnesses of Crime are posted in every courthouse, including the fact that victims have the right to receive notifications of the offender’s status. The DOC VSU also

conducts a monthly query of outstanding restraining orders and reaches out to victims to see if they would like to register for victim notification. In the past, outreach efforts have included editorials and public service announcements by DOC commissioners. Additional users may find out about victim notification through inmate harassment or unwanted contact because the DOC VSU's contact information is attached to the back of all letters sent by offenders in custody.

Some registered users are also DOC staff members that might have a conflict with an inmate, resulting from an assault, a prior relationship with the inmate, or a relationship to one of the inmate's victims. If there is a staff conflict, the staff member may be eligible for notification services. DOC VSU staff members attend the bimonthly DOC training for new employees to provide an overview of DOC VSU services for DOC staff members.

"The impact that we all hope for and that is our mission is public safety. We want people to feel safe and feel that they are informed and have confidence in the Department of Corrections. And I think that by having an outstanding VSU, it accomplishes that. And the fact that we can sustain it in a very unique way furthers our ability to maintain true to that confidence from the community."

- DOC Leadership Representative

6. Funding and Sustainability

The AVN system is paid for by the DOC's offender telephone vendor contract. The DOC views this arrangement as more sustainable than other types of funding and foresees no issues with funding the system in the future. Massachusetts has never applied for a BJA SAVIN grant and has no current plans to do so.

7. Challenges and Lessons Learned

Massachusetts offers a unique perspective because manual victim notification is mandated throughout the state, and the DOC supplements this notification through use of an AVN system. Moreover, Massachusetts' strict CORI laws have caused the DOC to tailor some of the AVN system features. Key findings from the strengths and challenges of Massachusetts' notification services are provided below:

- Laws governing the types of services that should be available to victims, as well as the use of offender data, have important implications for AVN. Massachusetts' legislation governing the provision of victim notification and the use of offender data provides clear guidelines for decision-making related to AVN. This legislation, for example, has resulted in the decision to operate a closed AVN system and restrict the information available on the AVN system website.
- Closed registration can provide benefits to both victims and offenders. Closed systems are victim-centered in that they ensure that victims are the primary users. However, in the case of Massachusetts, the impetus behind closed registration is to protect offender information. The closed system benefits both populations and also frees up resources to provide additional victim services, such as manual notification, which states with open registration may not be able to provide because of the larger number of registered users.
- AVN can serve as an important supplement to manual notifications. In Massachusetts, manual notification is perceived as a core service offered by the DOC VSU. That having been said, VSU staff identified one primary benefit of AVN as the ability to provide notifications for status-change events not mandated through legislation. AVN allows

interested victims to have access to additional information beyond what could be provided manually.

- The provision of manual phone notifications can result in enhanced services for victims. Providing manual phone notifications allows VSU staff to answer questions, listen to victims' concerns, and provide additional services and referrals. In one instance, the DOC VSU learned that a victim of domestic violence needed some dental work. The DOC VSU was able to work with the Office of the Attorney General to provide pro bono dental work to the victim. The DOC VSU director noted that this example is unique; however, moving to a fully automated system would limit the DOC VSU's ability to provide such referrals and victim services. Staff members have also heard complaints from victims in other states who forgot their PIN and, therefore, were unable to terminate notification calls. The use of staff to make personal calls in Massachusetts helps to resolve some of the problems associated with automated phone notifications.
- Outdated contact information serves as a barrier to the provision of both manual and automated notification services. Victims must update their contact information in order to continue receiving notification. The DOC VSU staff reported that outdated contact information is one of their greatest challenges. Staff report searching the records of the Division of Motor Vehicles to attempt to find updated contact information, but note that this search is not always successful.

New Mexico Case Study Report

1. History

Automated victim notification (AVN) was first implemented in New Mexico in the Doña Ana County Jail and the District Attorney’s (DA) Office in 2004 using the New Mexico Victim Information and Notification Everyday (NM VINE) system. In 2009, the Administrative Office of the District Attorneys (AODA) for the State of New Mexico, with support from the New Mexico Office of the Governor, applied for and received a Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) grant to implement AVN statewide. By 2011, AVN had been deployed in 19 of the 31 jails across the State to provide custody status updates, and in 32 of the 33 DA’s offices to provide court hearing notifications. In 2010, the AODA received a SAVIN grant to improve AVN services through the addition of text message notification and other features, and was in the process of expanding AVN services to the prisons and juvenile courts. At this time, the AODA was also spearheading an initiative to secure sustainable funding through a State bill that would fund the program through fees levied on jail inmates’ phone calls. In April 2011, the Governor of New Mexico essentially vetoed the bill by taking no action on it, and in June of the same year, the original BJA SAVIN funding expired. By August, a temporary plan was put in place to fund the program through a combination of American Recovery and Reinvestment Act Federal Stimulus Government Services Funds and a commitment from the AVN vendor to run the program free of charge for a period of time (New Mexico Office of Recovery and Reinvestment [NMORR], 2011). Following this funding setback, the AODA, the organization charged with administering AVN services in the State, set forth a plan to develop a more sustainable AVN system by designing and creating an in-house AVN system for the district attorneys, called New Mexico SAVIN (NM SAVIN).

State and System Overview

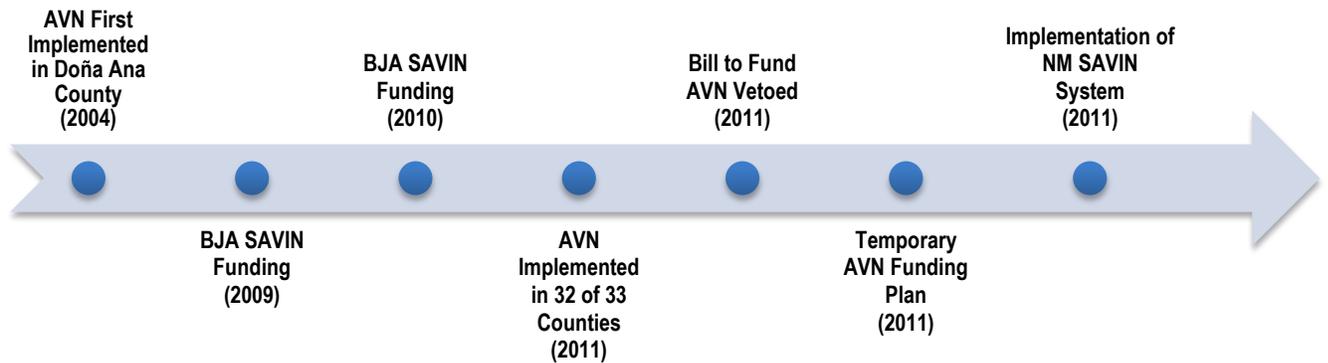
State Demographics:

- Total Population: 2,059,179
- Prison Population: 6,659

System Characteristics:

- System Type: Automated
- Year of Implementation: 2004
- Registered Users: Open to the Public
- System Operator: Dual Systems
- Special Features: Special Quality Assurance and/or Unique Data Practices, TTY/TDD Capabilities, Spanish Notifications

Primary Reason for Case Selection: During the evaluation, New Mexico experienced significant economic strain that threatened the sustainability of its automated system, thus providing important information regarding program sustainability.



2. Transitioning Between Automated Victim Notification Systems

The impetus for transitioning from NM VINE, a vendor-provided system, to developing an in-house AVN system grew directly out of the funding instability that unfolded in 2011 following the termination of the bill that would continue funding AVN. In an effort to develop a more sustainable AVN system, the New Mexico AODA terminated services with their AVN vendor and began planning an in-house AVN system to provide court notifications only. During the planning phase for the new system, the AODA explored the services of several vendors and based their final decision to utilize an in-house system on cost-effectiveness, sustainability, system comprehensiveness, and the ability to own and maintain a system internally.

Development of the NM SAVIN system began in October 2011, utilizing the expertise of both internal IT staff and the support of an external IT partner. To fully implement the program, it took the AODA an estimated 3 months of labor, with two key staff working on AVN full-time for 6 months, as well as weekly staff meetings to track progress and coordinate efforts. The AODA staff worked intimately with victim service providers across the State to provide guidance and test the system throughout the planning and implementation phases. Following the launch of the system in May 2012, the AODA administered a questionnaire to victim service providers 1 month and 4 months following implementation to solicit feedback on the new system. In order to ensure a seamless transition between the systems, there was a brief period of overlap during which registered users may have received duplicate notifications from NM VINE and NM SAVIN, and a mass notification was sent to all registered users notifying them of the transition between the systems. Registered users did not have to reregister for NM SAVIN to continue receiving notifications; however, if they wanted access to the user profile feature on the NM SAVIN website, they had to create a profile and reregister. NM SAVIN is currently online in 12 of the 13 DA's offices across the State and the Bernalillo Metropolitan Court, which handles a large portion of the cases in the State and was not covered under the previous AVN system. Doña Ana County has continued to utilize the NM VINE system to provide court and jail notifications, which is supported through grant funding secured at the local level. Following this case study, the SAVIN Evaluation Team learned that the AODA is working with the newly elected DA in the Third Judicial District, which consists of the same geographical area as Doña Ana County, to transfer their court notifications from the NM VINE system to NM SAVIN.

"I think the biggest thing is to involve everyone ... take ownership of it."

- Representative of NM SAVIN commenting on the importance of stakeholder engagement during the implementation process

One of the primary challenges encountered during the planning and implementation phases of NM SAVIN that was noted by nearly all stakeholders was the lack of communication and coordination between the AODA and the stakeholder group of Cabinet Members led by the New Mexico Office of the Governor. In addition, there was ongoing debate over the reallocation of BJA SAVIN funding to implement the new system. These challenges reflected a difference in vision for AVN in the State; however, as one NM SAVIN representative noted, *"There could have been clearer communication with the Governor's Office."* Another challenge cited during the implementation process was obtaining registrant data from the previous AVN vendor;

"The first thing you need is a commitment to actually solve the problem, and I think we have that."

- Representative of NM SAVIN

however, because all data is ultimately derived from the AODA Central Management System (CMS), this was not a major setback. AODA staff also noted that working with the external IT

partner for NM SAVIN was difficult at times because they are located in another country, making it challenging to communicate.

3. Dual Systems

At the time of this case study, two types of AVN systems were in operation in New Mexico: NM SAVIN for the courts and the NM VINE system that continues to be operated independently by several county jails to inform registered users about custodial status updates. The Third Judicial District in Doña Ana County also continues to operate the NM VINE system for court notifications. An accurate estimate of county jails operating the NM VINE system could not be determined; however, estimates ranged from approximately 6 to 16 local jails. With the absence of a central administrating agency overseeing AVN for these counties, information on system operations, features, and funding could not be ascertained for this report.

Two AODA staff members, the NM SAVIN administrator and IT specialist, are primarily responsible for the daily operations of NM SAVIN, with other staff involved mainly in training development and delivery, and external communications. Despite the operation of two independent AVN systems for court notification, NM SAVIN is still able to provide seamless registration and notification services between Doña Ana County and all other participating DA's offices. In addition, the AODA staff coordinates with the New Mexico Department of Corrections (DOC) Records Managers and Children, Youth and Families Department (CYFD) to integrate juvenile and adult inmate release information into the AODA's CMS.

Review of AVN Systems

Doña Ana County VINE:

- Implemented in 2004
- Vendor-operated
- Court and Jail Notifications

County Jail VINE:

- Implemented in 2009
- Vendor-operated
- Jail Notifications

NM SAVIN:

- Implemented in 2012
- Operated In-house
- Court Notifications

Governor's Statewide AVN Working Group:

- Not yet implemented
- Vendor not identified
- Jails, DOC, and Juvenile Justice Notifications

Recognizing the gap that exists in the State for providing comprehensive, statewide notifications of status changes for inmates in local jails and State DOC facilities, the New Mexico Office of the Governor is assembling a working group of stakeholders to develop an AVN system that will include local jails, juvenile justice, and the DOC. According to one stakeholder, the statute for release notifications creates an interpretation gap that lessens accountability for victim notification at the local level. At the local level, each county jail is mandated to notify law enforcement about an offender's release, who must, in turn, notify the victim; however, there is no systematic way to determine whether this is being carried out consistently. In the absence of AVN in these agencies, stakeholders are not confident that those mandated to provide notification to victims are able to adequately fulfill this requirement. At the State level, the DOC is mandated to notify DA's offices when an offender is being released. As noted earlier, this mandate is addressed through a coordinated effort between the DOC Records Managers and the AODA staff. The working group is planning to implement the NM VINE system for the future State-level system and hopes to eventually integrate the system with NM SAVIN.

4. Data Management and System Infrastructure

Operations and maintenance of the NM SAVIN system is conducted primarily by an IT representative within the AODA who is charged with making system changes; resolving any system errors; and developing, testing, and implementing new features. The IT representative is

also responsible for coordinating with the external IT partner, when necessary, to implement larger system changes or updates.

The NM SAVIN system is integrated with the AODA's existing CMS, a State-funded data management system that has been in place since 2006, which houses data from all DA's offices and courts in the State. The New Mexico AODA is one of only a handful of administrating agencies for district attorneys in the country that has employed a CMS. The existing infrastructure of the CMS was integral to the timely and seamless implementation of NM SAVIN. As one staff member noted, *"Every court case comes through our central management system ... So we already had three-quarters of it built; now we just had to build that small module to actually push out the notifications, and that's what NM SAVIN actually is."* CMS data is not based on official court data; rather, each DA's office is responsible for entering court data and ensuring that this information is updated and is accurate. Previously, under the NM VINE system, data was queried by the vendor twice daily, whereas for NM SAVIN, data is queried from CMS every 4 hours. According to the AODA staff, the timeframe for data extraction is customizable. They have the ability to query data closer to real time or customize data queries for every district individually in a very short time. Because Doña Ana County continues to operate court notifications through the NM VINE system, the AODA queries data for that judicial district separately and provides the data to the NM VINE vendor twice daily.

The NM SAVIN system is connected to an interactive voice response system hosted through a third-party vendor that provides outgoing notifications via phone. The service provides text-to-voice phone notifications and currently allows for 20 concurrent calls, which the AODA has the ability to change, if necessary. According to the AODA staff, making larger system changes can be done in 20 to 30 minutes by rewriting code internally. For example, the vendor provides up to 45 languages, which could be incorporated into the NM SAVIN system within minutes. Email and text message notifications are sent through the AODA's internal IT resources and do not require the services of an external vendor.

To ensure data quality and accuracy, the NM SAVIN system is audited on a regular basis. In addition, a tracking system is built into a secure administrative portal that victim service providers in each DA's office can access. This tracking system allows for greater transparency and provides an opportunity for victim service providers to flag questionable registrations or notifications tracked in the system. The AODA staff noted that they rely heavily on victim service providers to alert them about errors. In addition to system audits, fail-safes have also been implemented so that if a phone notification is not delivered successfully due to an inaccurate telephone number or lost personal identification number (PIN), the notification goes back into the call queue three times before an email alert is sent to a victim service provider in the corresponding district to follow up on the call failure and notify the victim manually. This feature has not yet been implemented for email and text messaging, but a log is kept of all unsuccessful notifications. During interviews with the AODA staff, they praised NM SAVIN for its customizability, the ability to make immediate structural changes and repairs, and its cost-effectiveness.

As the organization charged with providing centralized administrative support and IT services to all DA's offices in the State, the AODA has implemented a robust infrastructure for disaster and emergency preparedness. They utilize a backup server that would allow them to transfer all data, not only for NM SAVIN but also for all of their technology services, to the backup servers within 15 to 20 minutes in the event of an emergency. In addition, the AODA has implemented a

redundancy system so that backup equipment is held at a secure off-site location that has robust disaster preparedness capabilities.

5. Registration

Registration for the NM SAVIN system is open to anyone from the public who would like to receive court notifications. The intended users of the system are victims and law enforcement; however, the AODA staff noted the importance of maintaining an open notification system because of the multiplicity of persons who may be impacted by crime in addition to the direct victim(s). Those interested in receiving automated court notifications can register through the NM SAVIN website or by contacting their local victim service provider for assistance. During the registration process, individuals are first asked if they would like to proceed as a guest user or as a registered user. The primary difference between these two user types is that guest users remain anonymous in the system and do not create a user profile, preventing them from updating their contact information or discontinuing their account. While registered and guest users receive the same notifications, registered users have access to a user profile and additional functionality on the website.

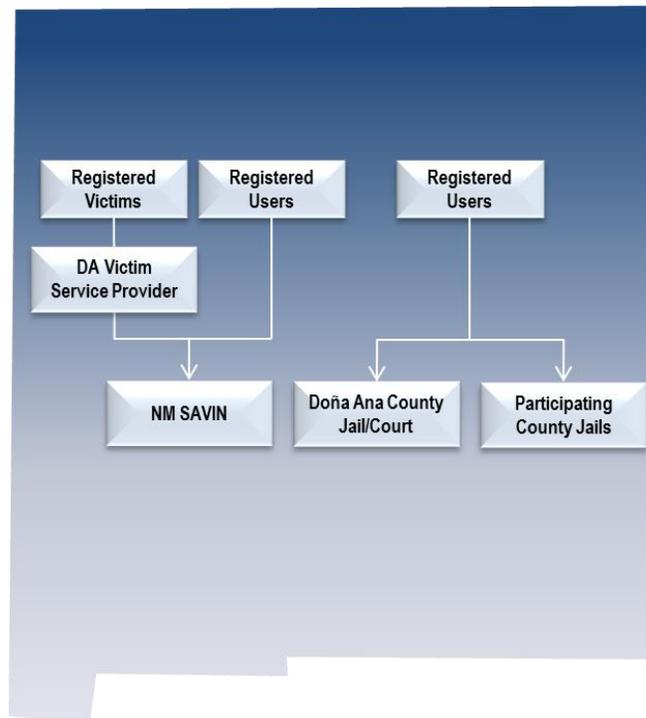
All registered users are asked to complete their contact information and notification preferences. Once this information is submitted, registrants are then prompted to indicate whether they are a victim. If they self-identify as a victim, their information is automatically sent to a victim service provider in their judicial district who must verify this status before confirming the registration. Registered users are defined as a victim based on official court and law enforcement records. There is no difference between the notifications or services received by registered victims and other registered users. By registering as a victim, this triggers a link in the back-end data system between NM SAVIN and the victim advocate portal so that when victims update their contact information in NM SAVIN, these updates are automatically integrated into the portal. The primary benefit of this process is to provide updated contact information to ensure that victim service providers can remain in contact with victims. According to one local victim service provider, this verification process does not cause an additional burden on service providers because all of the necessary information can be accessed by phone and verified remotely, and, in fact, it has made their work more efficient. Once the registration information is submitted, an email with a confirmation code is sent to the registered user who must then enter the confirmation code into the registration portal in order to complete the registration process.

Registered users can track and receive notifications for multiple cases under the same offender and/or for multiple offenders across different cases. They also have access to a user profile where they have the ability to update their notification preferences and contact information, track the status of all offenders and/or cases for which they are registered, and deactivate their own account. In addition, the AODA is working to develop a new portal for registered users where they will be able to view all information related to a particular case or offender, such as case status and upcoming events. The portal will also allow registered users to manage their own notification preferences for each case and/or offender, a feature they could not afford to implement under the old AVN system. NM SAVIN administrators noted that they will continue to build additional features that are responsive to the needs of victims and victim service providers. They also indicated that although the portal will be available to all registered users, it will be particularly beneficial for victims because it provides them with immediate access to case status information and serves as a mode of communication between victims and victim service providers, whereby service providers will have the ability to post resources and case updates for the victims they serve. Victim service providers in each of the DA's offices have access to a

victim advocate portal specific to their judicial district to run reports on notifications and registrations for their district. In order to maintain security, access to this portal is granted through each service provider’s active directory. This means that service providers who are logged onto the AODA’s network and server are automatically recognized by the system and granted access to their district’s AVN data. One local victim service provider reported that the victim advocate portal is useful, but it would be helpful to have data reported by county rather than aggregated only by judicial district.

Although one district has chosen to remain on a separate AVN system, court notifications and registration remain seamless across all 13 districts. Because all notification data for both systems is queried from the CMS, system users can continue to receive notifications without having to reregister in the event of a case transfer between judicial districts with different AVN systems.

Registration in New Mexico



6. Notification

The NM SAVIN system provides 37 court notification triggers in 12 of the 13 judicial districts across the State, including the Bernalillo Metropolitan Court. Two types of court notifications are provided: case status updates and court event updates. Notifications regarding case status updates include the following triggers: outstanding arrest warrant, bench warrant, bench warrant for failure to appear, Governor’s warrant, and defendant participation in pre-prosecution diversion program. Court event notification triggers include, but are not limited to, adjudicatory hearing, arraignment, amenability to treatment hearing, docket call, final disposition, motion to reconsider sentencing, motion to correct an illegal sentence, and preliminary hearing. A detailed description of each notification type can be found on the NM SAVIN website for registered users who have questions. According to the AODA staff, the NM SAVIN system gives them the

flexibility to add or remove notification triggers immediately, making the system adaptable to the evolving needs of registered users.

In addition to the notification triggers provided by the NM SAVIN system, the AODA works with the DOC and CYFD to provide projected adult and juvenile inmate release information to victim service providers in all of the judicial districts. The DOC Records Managers and CYFD representatives send adult inmate release information and juvenile release hearing updates, respectively, via email to the NM SAVIN administrator who adds this information to the AODA CMS. Local victim service providers in each judicial district have access to all projected release information for their district and are responsible for providing manual notifications regarding release to victims. The AODA is currently working with the DOC to develop an application that will automate this process so that release information will be transmitted automatically from the DOC data systems to CMS, where it will then trigger a notification through the NM SAVIN system.

Registered users can choose to receive notifications by phone, email, and/or text message. Notifications received by phone must first be confirmed using a PIN in order to transmit the message. All notifications are provided in English and Spanish. The system does not provide notifications in TTY/TDD for the hearing impaired. Native American languages are not currently provided because the State does not have prosecutorial authority over cases in Indian Country. The system provides notifications during a 12-hour period each day from 7:30 a.m. to 7:30 p.m. in order to avoid disrupting registered users in the middle of the night. There is no toll-free number for the NM SAVIN system; however, victims and the public have full access to NM SAVIN staff contact information and the New Mexico District Attorneys Directory on the NM SAVIN website. A central email address for all NM SAVIN staff is also embedded in outgoing notifications if users experience technical difficulties.

The website also provides registered users and the public with the ability to look up case information by searching a variety of fields, including, but not limited to, case number, offender name, and offender date of birth. The website lists several important disclaimers for visitors to the site, informing them that the court data is not based on official court records, notifications are only provided for courts and not local jails, and notifications cover all judicial districts except for the Third District.

7. Outreach and Training

Following the initial rollout of NM SAVIN in May 2012, the AODA staff conducted a “soft launch,” but has not yet begun to fully market the system. As an organization that provides assistance and services to all DA’s offices across the State, it benefits from strong existing relationships with victim service providers in DA’s offices who work intimately with victims. They have primarily utilized social media as part of their early marketing efforts, creating Facebook and Twitter accounts, as well as developing multiple online YouTube training and informational videos in both English and Spanish. The AODA staff has also developed promotional posters and brochures that will be posted in DA’s offices, courts, law enforcement agencies, non-profits, and other public spaces, such as grocery stores and hospitals. With regard to training, staff will focus their training first on all DA’s offices, followed by law enforcement agencies and non-profits, such as shelters.

8. Funding and Sustainability

Doña Ana County, the first county to implement AVN in the state with the NM VINE system, continues to fund its program through grant funds. The implementation of the statewide NM VINE system, including both local jails and DA's offices, was funded through two BJA SAVIN awards in 2009 and 2010. By August 2011, following the veto of a State bill that would have secured funding for AVN through fees on jail inmates' phone calls in April 2011, a temporary funding plan was devised to continue to provide AVN. The plan extended temporary funding through a combination of American Recovery and Reinvestment Act Federal Stimulus

"It's a funding and sustainability issue; it really comes down to that."

- Representative of NM SAVIN commenting on the importance of developing a sustainable AVN system

Government Services Funds and a commitment from the AVN vendor to run the program free of charge for several months (NMORR, 2011). Since this time, some local jails have continued to sustain their NM VINE systems independently; however, the funding source is unknown.

The NM SAVIN system is currently funded through a combination of federal grants, including two BJA SAVIN awards (2009 and 2010) and an American Recovery and Reinvestment Act Rural Law Enforcement grant, while IT staff positions are funded by the State. NM SAVIN services are provided at no charge to all participating judicial districts. Given the history of sustainability challenges for AVN in the state, the NM SAVIN system represents a cost-effective program with the potential for long-term sustainability. By utilizing the legacy infrastructure of the CMS and relying primarily on internal IT staff, the system was developed at a low cost. Ongoing maintenance costs for the system are also cost-effective, with most of the program costs derived from as-needed external IT partner support, costs for third-party phone vendor service, backup servers utilized for all of the AODA programs, and internal labor costs.

The Governor's working group to develop a statewide system for AVN that includes local jails, the DOC, and juvenile justice has not yet identified a funding source for the comprehensive system. The original bill to fund AVN proposed imposing a fee on inmates' phone calls. This was problematic because inmates held in local jails may not be charged or convicted, and many inmate families provide monetary support for phone calls. Proposals to utilize DOC inmate funds have not yet been addressed by the New Mexico legislature. In addition, the working group continues to explore alternative funding. In order to begin the implementation process, however, stakeholders may use existing general State funds to get the program off the ground.

9. Challenges and Lessons Learned

The sustainability challenges and lessons learned from New Mexico's system for automated notification can help inform the sustainability efforts, development, and enhancement of future automated notification efforts.

Some of the highlighted challenges and lessons learned identified by key stakeholders include the following:

- The lack of buy-in among key stakeholders can create a fragmented notification system. Despite the AODA's efforts to involve victim service providers from across the state and gain buy-in for the NM SAVIN system from the New Mexico Office of the Governor and other state and county agencies, many stakeholders have reservations about the transition to a new AVN system for court notifications. This apprehension has resulted in a fragmented system of notification, whereby NM SAVIN provides AVN to 12 of the 13 judicial districts; the Third Judicial District remains on the NM VINE system for both court and jail notifications;

and a handful of counties have maintained the NM VINE system for their jails. The working group for a statewide AVN system has also pledged to use the legacy NM VINE system. Several stakeholders noted that clearer communication among stakeholders early on during the implementation of NM SAVIN would have benefited the program. The fragmented nature of AVN services in the state also has the potential to cause confusion among victims seeking services, as well as victim service providers and first responders referring victims to AVN.

- Gaps in notification services continue to exist for the DOC and local jails. In the absence of AVN in these agencies, stakeholders are not confident that those required to provide notification to victims are able to adequately fulfill their notification responsibilities and there is a fear among key stakeholders that victim notification may be falling through the cracks. According to one stakeholder, the statute for release notifications at the county level creates an interpretation gap that lessens accountability for victim notification. Several stakeholders reported that regardless of whether victim notification at the state level takes the form of a separate AVN system or whether it is eventually incorporated into NM SAVIN, all agencies must coordinate their efforts to ensure that notifications are seamless to the end user. In addition, stakeholders recognized that to build a comprehensive statewide system on the NM SAVIN platform would require extensive cross-agency collaboration.
- Sustainability challenges can lead to cost-saving innovations. Following the veto of a bill to create a sustainable funding stream for the NM VINE system, the AODA devised an innovative plan to utilize existing data infrastructure and staff capabilities to build a less-expensive AVN system for courts that is responsive to the needs of victims, victim service providers, law enforcement, and district attorneys. Many stakeholders have praised the NM SAVIN system for the ease with which it can be customized and changed by internal staff, the built-in features for victim service providers, the high level of accountability regarding the accuracy and quality of notifications, and the significant cost savings. The NM SAVIN system has proven to be a sustainable program with a capacity for ongoing expansion of features and scope to better meet the needs of victims.
- Internal IT staff were integral to the implementation of NM SAVIN. Having a full-time IT staff member dedicated to NM SAVIN from the initial planning and development phase through implementation and ongoing operations proved critical for implementing an in-house AVN system. Following the termination of funding for the NM VINE system, the vision for NM SAVIN arose largely due to the recognition among the AODA leadership and IT staff that the AODA had the data infrastructure and IT staff capacity to develop an in-house AVN system. Since this time, the AODA has relied primarily on an internal IT representative to operate the NM SAVIN system by resolving any system errors and developing, testing, and implementing new features. Furthermore, the reliance on internal staff for system operations has meant that collaboration between IT and victim services staff can lead to immediate system changes that incorporate the needs of victims.
- Including victim service providers early on during the implementation process can lead to a victim-centered transition between systems. The AODA staff utilized the knowledge and expertise of victim service providers in DA's offices across the state to inform the planning, development, and final implementation of the NM SAVIN system. As a result of this intimate involvement, the AODA executed a seamless transition between systems by sending mass notification to all registered users, informing them about the change and creating a temporary overlap in notifications between the systems where registered users may have

received duplicate notifications from NM VINE and NM SAVIN. To avoid confusion among victims, all registered users on the NM VINE system were automatically transferred to the new system and did not have to reregister for NM SAVIN to continue receiving notifications. In addition, the AODA staff administered a questionnaire to victim service providers 1 month and 4 months following the launch of the system to solicit feedback on system performance. The continued involvement of victim service providers in the ongoing operations and expansion of NM SAVIN helps to ensure that the system continues to meet the needs of victims and the victim services community.

- Providing seamless registration and notification services across a fragmented system reduces the potential for gaps in service and lessens the burden on registered users. Despite the challenges faced in gaining stakeholder buy-in to develop one AVN system for all court notifications, the AODA developed an AVN system that provides seamless registration and court notifications across all judicial districts. As a result, registered users do not have to reregister in the event of a case transfer between judicial districts with different AVN systems. The AODA was able to establish a seamless system by using the infrastructure of the CMS, a centralized database where they are able to manage and query all registration and notification data for the NM VINE and NM SAVIN systems. The coordination between systems reduces the burden on and potential confusion among registered users who may otherwise experience a gap in notification services.
- Coordination with criminal justice agencies without an automated notification system mitigates some gaps in notification services. Although the NM SAVIN system only provides automated notification regarding court events, the AODA coordinates with the DOC and CYFD to provide projected adult and juvenile inmate release information to victim service providers in all of the judicial districts. Victim service providers are then charged with notifying victims in their district regarding projected release information. Despite its limited scope, the collaboration among criminal justice agencies to provide manual release notifications demonstrates that through a coordinated effort, some gaps in automated notifications can be lessened. As New Mexico has demonstrated, these collaborative processes can also lead to the expansion of automated notification services. Currently, the AODA is working with the DOC to automate the transfer of this information and to integrate it as a notification trigger in the NM SAVIN system.
- Dedication to ongoing system expansion and improvement will continue to increase the scope and functionality of the NM SAVIN system. The AODA has demonstrated a commitment to innovation and continuous system improvement in order to be responsive to the needs of victims, victim service providers, criminal justice stakeholders, and the larger community of registered users. An important aspect of the user profile for victims is the level of personalization that the system offers. In particular, the NM SAVIN system gives registered users more options and access to information. Future improvements to the user profile will also allow for enhanced two-way communication between victim service providers and users who are registered as victims. In addition to the user profile, victim service providers have access to a secure victim advocate portal where they have the ability to run reports and track data on registrations and notifications in their district.



Reference

New Mexico Office of Recovery and Reinvestment. (2011). *Victim Information and Notification: New Mexico Office of Recovery and Reinvestment Approval*. Retrieved from http://www.recovery.state.nm.us/docs/Briefs/GSF/2011.08.11_AODA%20Victim%20Notification_VINE.pdf

New York Case Study Report

1. History

New York has a statewide automated victim notification (AVN) system through three separate contracts for New York Victim Information and Notification Everyday (NY VINE). The following entities administer the three contracts for NY VINE:

- New York City (NYC) Department of Correction (DOC),
- New York State (NYS) Department of Corrections and Community Supervision (DOCCS), and
- NYS Sheriffs' Association Institute (herein referred to as the Institute), which oversees AVN in the county jails.

AVN was first implemented in New York in 1997 when the NYC DOC launched its AVN system. Statewide AVN followed shortly thereafter when new legislation passed in 1998 mandated the NYS DOCCS to establish an AVN system by January 1, 1999; this required the system to be operational within 10 weeks. Not only did the new 1998 legislation (referred to as Jenna's Law) establish AVN, but it also expanded the scope of those entitled to victim notification solely through the AVN system. Jenna's Law defined the AVN system's beneficiaries as "a victim, family member of a victim, a witness or any member of the general public" (Sentencing Reform Act of 1998). This open system enabled previously excluded victim populations, such as victims of violent offenses whose offenders received plea bargains, to have access to victim notification.

Concurrent to the implementation of the NYS DOCCS AVN system, AVN in county jails began in 1998 when the Institute received Victims of Crime Act (VOCA) funding through the NYS Office of Victim Services. The Institute also chose to implement AVN through the NY VINE system and brought five counties online by September 1999. Implementing the system in the county jails took approximately 2 years. As of January 2013, all 60 county jails were online.

Registration is seamless between these three NY VINE systems. New York also has a unique approach to seamless registration; the victim's registration is linked to the offender's fingerprints. Therefore, if the offender is released and then returns to the NY DOCCS, the victim will receive notification even if the offender uses an alias when rearrested for a different crime. The administrators noted that seamless registration is an important benefit to the victim community.

State and System Overview

State Demographics:

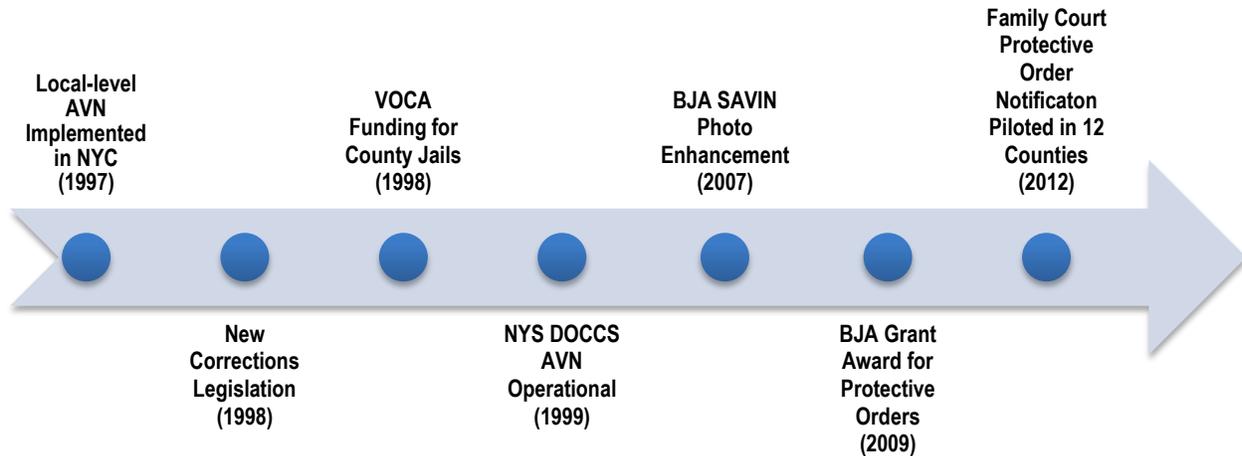
- Total Population: 19,378,102
- Prison Population: 56,656

System Characteristics:

- System Type: Automated
- Year of Implementation: 1997
- Registered Users: Open to the Public
- System Operator: Dual Systems
- Special Features: Seamless Registration, Special Quality Assurance and/or Unique Data Practices, Offender Photographs, TTY/TDD Capabilities, Spanish Notifications

Primary Reason for Case Selection: New York offered seamless registration between jails and prisons, a system feature identified as critical to ensuring that AVN services meet the needs of crime victims. As a populous state, New York also served as an example of how AVN systems can be implemented in criminal justice systems with large offender populations.

Two of the three AVN administrators have been with the program since its inception and have cited their historical knowledge, as well as their understanding of the criminal justice system, as being beneficial to their management of the program. All three administrators meet together quarterly with the vendor to discuss any issues, and are able to leverage the fact that there are multiple contracts within the state during their negotiations. The administrators also maintain informal contact in between these in-person meetings. By understanding each other's systems, each administrator is able to provide useful information to victims whose offenders have transferred to a different system, as well as to members of the community that have questions about statewide AVN.



2. Dual Systems

In addition to the three NY VINE contracts, New York recently shifted to a dual system. In 2009, the Institute, which also oversees AVN in the county jails, received a Bureau of Justice Assistance (BJA) Statewide Automated Victim Information and Notification (SAVIN) grant award for automated notification regarding Family Court protective order delivery. Due to concern that the operational costs of a vendor-supported system may not be sustainable, the Institute's Board of Directors required the Institute to explore additional options for implementation. As a membership organization, the Institute must respond to the NYS sheriffs who, in turn, are accountable to their constituents. Because the impetus for automated protective order notification came from both the victim community and from elected sheriffs, the Institute did not want to introduce a new victim service that could potentially be withdrawn at the end of the BJA SAVIN grant due to lack of funding. In response to the directive from its Board of Directors, the Institute began to explore additional conduits for providing automated protective order notification.

NY-Alert Features

- **Statewide Emergency Notification System.** Launched in 2007 by the NYS Emergency Management Office, more than 800 entities throughout the state use NY-Alert.
- **Additional Notifications.** Registrants for protective orders have the option to register for additional alerts. NY-Alert also offers notifications for the following:
 - Weather
 - Disaster
 - Amber Alerts, Missing Children
 - Sex Offender Relocation
 - Road/Traffic Conditions
 - Public Health Alerts
 - Public Safety Alerts
- **iPhone App.** A GPS component of the iPhone app includes the ability to locate nearby hospitals or law enforcement stations. The Institute is working with NY-Alert to include more resources that are pertinent to domestic violence victims.

The Institute initiated dialogue with stakeholder groups, including the NYS Association of Chiefs of Police, NYS Coalition Against Domestic Violence, NYS Division of Homeland Security and Emergency Services, NYS Office for the Prevention of Domestic Violence, NYS Office of Victim Services, NYS Police, NYS Unified Court System, and the Westchester County Office for Women. The Institute determined that the most cost-effective solution was to use NY-Alert, the statewide automated emergency notification system operated by the NYS Division of Homeland Security and Emergency Services. In the summer of 2012, automated notification regarding protective orders through NY-Alert was piloted in the family courts within 12 counties. As of January 2013, this system, referred to as SAVIN-NY, was operational in 49 counties and was positioned to expand throughout the state, including NYC. After SAVIN-NY is implemented in the family courts throughout the state, the project would like to expand the system for use in the criminal courts; however, implementing SAVIN-NY in the criminal courts may be more challenging, as many do not have standardized data practices.

3. Data Management and System Infrastructure

All three NY VINE systems link their on-site offender management systems to the vendor. This requires the vendor to adapt to multiple systems throughout the state, particularly as the county jail management systems are not standardized. Data from the county jails are transferred to the vendor every 15 minutes, and data from the NYS DOCCS are transferred three times a day. The vendor conducts data checks for each of the contracts, and all three NY VINE administrators have the ability to access system reports on demand. The vendor also provides reports to NY VINE administrators with varying frequency (e.g., one administrator receives a yearly report).

"[The IT Department is] equally invested in this. If I pick up the phone and say I need to know what you sent in the new data run on January 7, nobody puts me on hold, nobody tells me they are going to call me back because they know that it could be somebody in the community that got harmed or missed a notification and they get me the information quickly."

- System Administrator

The NYS DOCCS performs multiple quality assurance tests to ensure data accuracy and victim-centered practices, including registering against multiple offenders and calling the NY VINE hotline to assess operators' responses to victims. In addition, the NYS DOCCS Information Technology (IT) Department takes snapshots of its data and asks the vendor to take snapshots at the same point in time. The NYS DOCCS IT Department then reviews both sets of information to determine if there are any discrepancies. If there are any issues with data accuracy or timeliness, the IT Department attempts to

discover the root of the problem in-house before approaching the vendor with the identified cause and solution. Reviewing the data in-house enables the administrator to have leverage in discussions with the vendor about any problems that arise. This, in turn, ensures a timely response that enables consistent levels of service for registered users.

The NYS DOCCS IT Department's involvement with, and commitment to, the AVN system is critical to the program's ability to manage its data. The IT Department has the ability to identify any issues and respond quickly to errors. On one occasion after a new system feature created multiple data errors, the lead NYS DOCCS IT staff member accompanied the AVN administrator to the vendor's site in order to

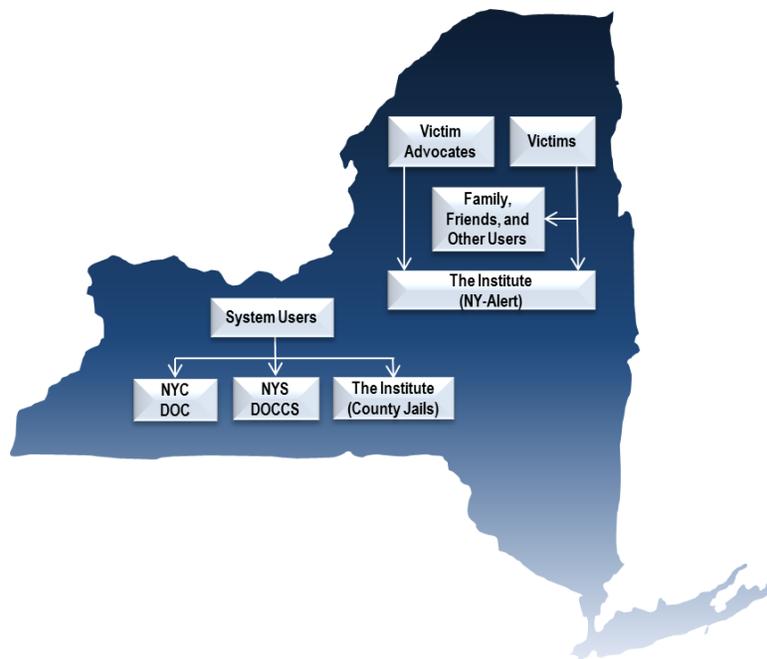
"It's not even that I am paying them X number of dollars a year to provide the service, but it's my voice, my reputation, my commitment to victims that they're getting timely, accurate data. And I am not going to go out in the community and tell a victim that your notification is going to be timely and it's going to contain accurate data if I'm not confident in that."

- System Administrator

reprogram the data interface from the vendor’s end.

SAVIN-NY links to the existing systems in the family courts and with law enforcement systems, and data are transferred every few seconds from these established systems to NY-Alert. Notifications are triggered when the protective order is delivered, either by a law enforcement officer or by the court system during an in-person appearance. Therefore, the Family Court system interacts with the data by entering the protective order information into the existing Family Court Unified Court Management System (UCMS); if the order is served during a court appearance, then the court is also responsible for entering this information. Notification from law enforcement serving the order of protection is triggered by confirming the delivery through the existing eJusticeNY portal, which is used by law enforcement throughout the state. Sheriffs and other law enforcement officers who deliver protective order notifications are able to enter this data through mobile data terminals in their patrol vehicles, or by requesting that dispatch enter this information into eJusticeNY. NY-Alert pulls the data directly from the eJusticeNY portal, and the automated protective order system has not yet experienced any problems with inaccurate notifications. Court clerks need to enter long numbers corresponding to both the court docket and the order of protection number. This has helped to preclude inaccurate notifications as numbers that are not the right length or do not correspond to an active protective order cannot be entered. The eJusticeNY system pulls protective order notification information from UCMS so that law enforcement only needs to enter their agency/police department name and the date and time that they served the protective order.

4. Registration



Although both NY VINE and SAVIN-NY are intuitive and user-friendly, administrators highlighted the importance of victim service providers in advertising the system to victims and in supporting victims as they register. NY VINE is open to the public and users can register through the VINELink website or by calling the toll-free NY VINE telephone number. Registered users have

a personal identification number (PIN) that helps ensure that notifications are provided to the correct person. NY VINE does not distinguish among victims and other types of registered users (e.g., community members, family members of the offender, witnesses) and therefore the administrators are not aware of the percentage of registered users who are statutory victims.

Victims can register for protective order notification through the NY-Alert website or through the NY-Alert iPhone app. Although SAVIN-NY is operated out of the NY-Alert system, the victim can choose if they want to register for any of NY-Alert's additional services (e.g., traffic alerts); the victim is not automatically registered for any of these features. If victims do not wish to register for automated notification, they are able to query the system to see if notification has been made. In order to register, the victim needs to enter the following:

- A valid email address (regardless of whether the victim would like to receive the notification via email. This is a standard registration field for use of the NY-Alert system. Victims who wish only to query the system do not need to enter an email address);
- The name of the court that issued the order of protection;
- The court docket number from the order of protection; and
- The order of protection number.

The above information is easily accessible from the protective order that the victim receives in court, and many of the participating family courts are stapling information sheets about SAVIN-NY to the order of protection to provide the victim with additional information about the program and how to register.

Once registered, the victim can enter contact information for additional persons (e.g., attorney, family member, victim service provider) to also receive the protective order notification. This allows the SAVIN-NY system to be quasi-open to the public. A member from the community cannot query the system with an offender's name to see whether there is a protective order filed against them. Only users with access to the protective order information can register for this service, but additional stakeholders can be included in order to reduce the burden on the victim with regard to notifying their support network.

Many family courts also have public access computers available, and the SAVIN-NY administrator has worked to include the NY-Alert icon on the computer's desktop so that victims can quickly locate and register for the service. Some family courts have in-house victim service providers who are available to answer questions and help the victim register. Moreover, victim service providers can register for the victim as a proxy and then manually notify them about delivery of the protective order. The interface is easy to use for victim service providers because they have the option to view all registered victims on one screen. The victim services community has also requested that the SAVIN-NY system not include any names of victims or offenders in order to preserve confidentiality.

5. Notification

NY VINE notifications are available in English and Spanish, and also have TTY capabilities for the hearing impaired. Registered users can receive notification via phone or email. Victims of a violent felony offense whose offenders are housed in the NYS DOCCS may also request written

notification via certified mail. Prior to Jenna's Law, certified mail to eligible victims was the only form of victim notification available. The administrator noted that even eligible victims may not receive timely notification by certified mail. For example, victims who have a busy schedule may not be able to get to the post office if they were not at home when the postal service attempted to deliver the notification. Moreover, domestic violence victims may be hesitant to retrieve certified mail because offenders often harass victims through custody battles and other legal channels that use certified mail. One administrator noted the importance of having an inclusive system that is accessible to already underserved populations.

All NY VINE users are able to contact the NY VINE hotline 24/7 in order to receive information on the status of the offender, or to ask a follow-up question about the notification. The NYS DOCCS administrator scripts victim-centered responses for the NY VINE hotline staff to use in reply to frequently asked questions. Both the NYS DOCCS and NYC DOC have Victim Services offices that are available Monday through Friday during business hours to answer additional questions from victims. In New York City, the information number 311 is also provided as a reference for NY VINE users. In addition, county jails, sheriff's offices, and the Institute may receive calls from victims regarding the status of an offender.

One NY VINE administrator noted that the AVN system's impact on victims is peace of mind and advised against referring to NY VINE only as a notification system. They stressed the importance of a victim's access to information and cited stories regarding persons who needed to call into NY VINE to check that an offender was still imprisoned when the victim thought they saw the offender or had nightmares.

The SAVIN-NY system has multiple options for notification. SAVIN-NY users can choose to receive notification via an automated phone message, email, text message, fax, a free iPhone app (iAlertz), or web query (should the victim choose not to register for notifications).

6. Outreach and Training

Outreach and training are key components for both the NY VINE and the SAVIN-NY systems. The two statewide NY VINE administrators tend to provide training in different areas of the state and they advertise each other's programs during the presentation. They noted that it was important to know about the other systems and to trust that the other administrator will be able to follow up on any referrals or questions.

As of January 2013, SAVIN-NY was still in the implementation phase and was focused on training and outreach in order to obtain buy-in and adoption from key stakeholders. The Institute noted the importance of collaboration and partnerships during this implementation phase. For example, peer-to-peer training (e.g., when a court clerk trains a clerk in another county on the program) has been useful in getting practitioners to use the program. Moreover, insights from stakeholders have helped to improve the program. For example, the chief clerk in one county noted that court security officers in uniform should be trained because domestic violence victims are often overwhelmed after their court appointment. The security officer is the last person the victim encounters before leaving the courtroom, and victims tend to ask the security officer some of their follow-up questions. In response to this input, the Institute incorporated training for security officers on how to answer basic questions about the protective order notification system and how to assist the victim in accessing additional resources through victim service providers' offices.

SAVIN-NY has used outreach efforts to obtain feedback from key partners. The administrator attends domestic violence coalition meetings in order to build trust and collaboration. At one meeting, the victim service providers noted that law enforcement was the primary focus of the original SAVIN-NY poster. They suggested featuring the image of a woman using her phone to learn about her protective order instead of a sheriff delivering the order to the offender. The victim service providers also suggested changing the poster’s background color to purple, which is the color used in domestic violence awareness campaigns. The Institute welcomed this feedback as they were not as familiar with what may resonate with victims who would register for a protective order, and then created new posters that incorporated the proposed changes.

Leadership at the Institute demonstrated the importance of being willing to collaborate. This willingness to hear and incorporate feedback has helped the Institute understand the policies and procedures in different agencies and ensure that the design of the SAVIN-NY system would not create any additional burdens on the partner organizations. Trainers often stress that automated protective order notification does not create any additional work for court clerks or law enforcement serving protective orders. Another tactic to increase adoption of automated protective order notification is to explain the benefit to each stakeholder, as well as to the victim community. For example, an increase in documenting delivered protective orders could increase officer safety through an uptick in firearm denials due to National Instant Criminal Background Checks (NICS). Therefore, SAVIN-NY has tailored different training to the different communities.

During training, SAVIN-NY also advertises the additional functions of NY-Alert. Raising awareness of the statewide emergency management system is one way in which SAVIN-NY can provide a tangible benefit to the NY-Alert program.

7. Funding and Sustainability

VOCA funds helped establish the NYS DOCCS and county jail NY VINE systems. Currently, both of these programs are fully funded by VOCA. BJA SAVIN grant funds have covered an enhancement to the statewide NY VINE systems, and also covered the implementation costs for the SAVIN-NY protective order notification system. The NYC DOC system is funded by city tax dollars, and has used this same funding source since its inception.

Sustainability was the primary reason for choosing an in-house system for protective order notification; SAVIN-NY is sustainable because it has been folded into NY-Alert. The Institute wanted the service to outlast the grant in order to provide long-term benefits to the victim community. The Institute noted that many states have similar emergency management systems that could replicate New York’s approach to protective order notifications.

Secondary Benefits of the SAVIN-NY System

- **Accountability for Entering Protective Order Information.** Previously, the practice of entering protective order information on both the court’s end and the sheriff’s end was not always congruous with the procedures for doing so. Since the implementation of SAVIN-NY, more consistent practices have been fostered in order to ensure the delivery of AVN services.
- **National Instant Criminal Background Check System (NICS).** Due to an increase in entering complete protective order notification data, there has been an uptick in firearm denials to offenders who are the subject of a protective order. This can lead to increased safety for victims trying to exit a family violence situation, as well as officers who are called to the scene of a domestic disturbance.

8. Challenges and Lessons Learned

New York serves as a unique site because it has a dual system, three separate contracts for the NY VINE system, and an automated protective order notification system that is in the implementation process. Because New York incorporates many different elements in order to create a comprehensive statewide AVN system, identified challenges and lessons learned may be relatable to states with different models. These key points are summarized below:

- Open registration enables more victims to utilize the system. Multiple interviewees reported that an open system is victim-centered because it includes victim populations that were previously ineligible, such as victims whose offenders received a plea bargain. The SAVIN-NY system is also a quasi-open system because key data elements are required to register for the service. Therefore, a member of the public could not look up an individual offender and view information about the protective order. However, the victim or victim service provider can register multiple persons of their choosing to receive notice of delivery of the protective order. Victim service providers noted the importance of this feature because the victim's friends or family may experience secondary victimization by the agitated offender. The ability of victims to register multiple persons also reduces the burden on victims to reach out to their attorneys or support networks to notify them of delivery of the protective order.

"This really allows more and more victims to be actively participating in their right to information and notification, which I am 100% convinced was not true prior to the existence of this system."

- System Administrator
- Anonymous registration creates challenges in service provision. In New York City, the vast majority of registered users are not victims. The administrator noted that the lack of information on registered users made it challenging to offer specialized services to victims. For example, the administrator would like to provide manual notification to victims in unique circumstances, but does not have the ability to discern which users are victims. Due to the volume of these anonymous registrants, New York City is not able to provide personal contact and add-on victim services (e.g., manual notification, service referrals) to those using the NY VINE system unless they contact the NYC DOC and request these services.
- Being results-oriented entails consideration of the program's sustainability and longevity. The Institute cited the long-term licensing and maintenance costs of a vendor-based system as being the primary reason for choosing an in-house system for automated protective order notification. This decision was based on the fact that the Institute's Board of Directors did not want to introduce a much-needed service only to withdraw that service from the victim community at the conclusion of the current BJA SAVIN grant. Upon determination that the vendor-based system was cost-prohibitive, the Institute was forced to consider less obvious alternatives for delivering this needed service. By partnering with the state's emergency management system, the Institute is able to provide a service that is sustainable. As both federal and state budgets are increasingly constrained, decision-makers will need to incorporate creative problem-solving on how to provide sustainable victim services.
- Design and implementation of AVN services are impacted by both technical expertise and personal relationships. Many AVN system administrators have a criminal justice or victim services background, which multiple interviewees in New York cited as being helpful in bringing other stakeholders on board with the system. However, strong partnerships with IT

- Law enforcement and correctional agencies are well positioned to provide victim notification services. In New York, protective orders are usually served by sheriff's offices and, therefore, the Institute had a unique position in obtaining law enforcement buy-in and ensuring that victim notification was prioritized by these key stakeholders. If the victim services community had been the driving force behind automated protective order notification, the project might have faced additional challenges in obtaining buy-in.

"I can tell you unequivocally, and I'm not just saying this because I work here right now, I don't think this would have happened if it wasn't at the Sheriffs' [Association Institute]."

- SAVIN-NY Administrator

- Victim notification services can be mutually beneficial to victims and law enforcement, and can enhance relationships across stakeholder groups. Multiple stakeholders noted that victim notification programs demonstrate law enforcement's concern for victims, which, in turn, can foster trust and enhance law enforcement's reputation in the community. Moreover, the SAVIN-NY system may be able to increase officer safety through the increased availability of information regarding the delivery of protective orders. Not only has there been an uptick in firearm denials due to NICS checks, but law enforcement officers investigating a domestic disturbance have increased resources available when they know that there is an active protective order that they can enforce; this also can result in increased safety for victims whose offenders violate a protective order.

- Collaborative partnerships are assisted by leadership buy-in, existing relationships, and compromise. After the SAVIN-NY system demonstrated its viability, the program received support from the Office of the Governor. Many of the key staff for both the NY VINE and SAVIN-NY systems held high-level criminal justice positions before working on AVN, which helped to increase buy-in across agencies. Furthermore, two of the three NY VINE administrators have been with the system since its inception and, therefore, have historical knowledge and key existing relationships for continued maintenance of the program. However, common collaborative skills, such as communication, the willingness to incorporate feedback from partners, and give credit to other entities, can help to establish trust with new partner agencies and result in victim-centered systems that are easy for key stakeholders to implement.

- Partnerships and collaboration are critical components for AVN system implementation and can enhance the utility of the program for victims. New York demonstrates the importance of collaboration within similar systems and across external partnerships. The three NY VINE administrators work together to negotiate with the vendor and they trust each other to respond to any referrals. NY VINE and SAVIN-NY administrators are familiar with both of these AVN systems. Moreover, effective dual systems require the administrators to have cross-system understanding and clear marketing so that victims and service providers understand the purpose and uses of all systems within the state. The importance of external partnerships has been displayed throughout the implementation of the SAVIN-NY system, which stretches across criminal justice agencies. Collaboration with courts, victim service providers, and law enforcement has helped develop a system that is easy for all of these agencies to adopt, ensuring that the system is reliable for victims.

Virginia Case Study Report

1. History

Virginia has used automated victim notification (AVN) since 1995, with automated notification currently available in both prisons and jails. AVN was first introduced through an in-house system within the Virginia Department of Corrections (DOC) (herein referred to as the state-level system). In 1999, the DOC outsourced the operations of its AVN system, contracting with its current vendor. With a focus on victims, in 2006, the DOC enhanced its registration procedures so that they were tailored to meet the unique needs of this target population (the details of these procedures are described below).

AVN was implemented in local jails (herein referred to as the local-level system), using the same vendor as the state-level system, with the award of a 2006 SAVIN grant to the Virginia Sheriff's Association (VSA). The VSA soon transferred implementation and operation responsibilities to the Virginia Center for Policing Innovation (VCPI), a non-profit organization established in 1997 to provide training and technical assistance to law enforcement professionals and the communities they serve. The first jail was brought online in 2006, and all jails except one (75 of 76 local and regional jails) were using AVN by 2012.⁶ At the time of the site visit, VCPI was using a 2011 SAVIN grant to upgrade the interface software for half of the jail facilities. The timeline below provides an overview of important dates in the implementation of both the state- and local-level systems.

State and System Overview

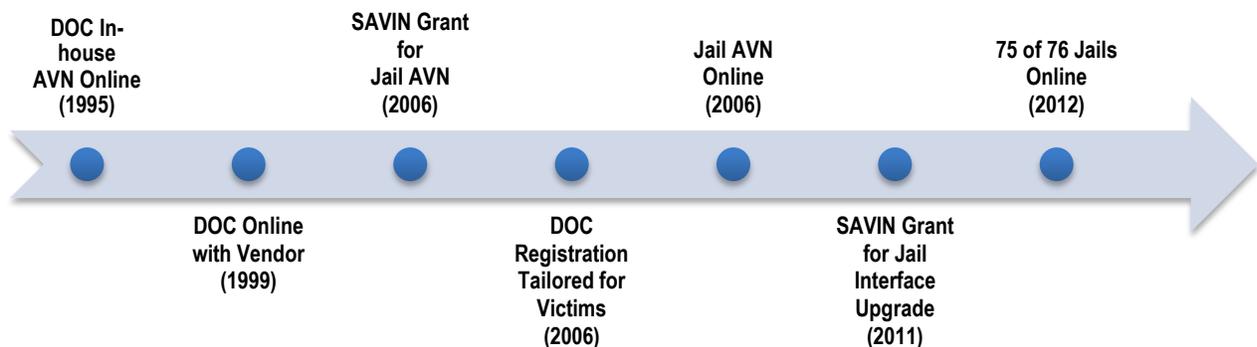
State Demographics:

- Total Population: 8,001,024
- Prison Population: 37,410

System Characteristics:

- System Type: Automated
- Year of Implementation: 1995
- Registered Users: Open to the Public
- System Operator: Vendor-based
- Special Features: Special Quality Assurance and/or Unique Data Practices, Offender Photographs, TTY/TDD Capabilities, Spanish Notifications

Primary Reason for Case Selection: Virginia demonstrated unique practices with regard to its data management procedures, sustainability, and a unique registration process by which program administrators have tailored their system to meet the needs of victims.



⁶ At the time of report release, the research team learned that the final jail had been brought online to the local system, resulting in all local and regional jails participating in AVN.

2. Dual Systems

Virginia has two separate AVN programs: one at the state level and one at the local level. While these two systems use the same vendor they operate under two distinct contracts. The state-level system is managed by the DOC's Victim Services Unit (VSU), which is comprised of three full-time staff, while the local-level system is managed primarily by a single staff member at the VCPI, with support from other staff as needed.

The state-level AVN administrator is employed at the DOC as the director of the VSU and is responsible for addressing all victims' issues related to offenders imprisoned in the Virginia DOC. The administrator has adopted a victim-centered philosophy that results in the following practices for state-level notification: (1) directly registering known victims, (2) relying on a network of local victim service providers for direct access to victims rather than engaging in wider public outreach, and (3) performing customized notifications, including manual phone notifications for cases or notifications deemed to be more sensitive.

Benefits of Administrator Types

- **Victim Service Provider.** The state-level system employs a victim service provider as the AVN administrator. In this role, the administrator views victims as the ultimate end user of the system and has infused victim-centric procedures and practices into the provision of AVN. Victims are the primary beneficiaries of this system, which allows them to receive personalized notifications.
- **Third Party Non-Profit.** The local-level system is administered by VCPI, a non-profit organization that specializes in training and technical assistance (TTA) delivery to law enforcement agencies. Being a third party is beneficial for securing funding and for collaboration because the organization is seen as a partner rather than a competing entity. This, along with their reputation for quality TTA, has contributed to their success in implementing the system in all but one jail.

At the local level, the VCPI coordinated the highly successful implementation of automated notification across Virginia's local jurisdictions, resulting in participation from all but one jail. VCPI continues to conduct outreach and training across the State. In addition, VCPI serves as a liaison between the vendor and individual jails. Interviewed jail staff reported that they contact VCPI if they experience any difficulties with their automated notification system.

The State- and local-level systems operate independent of one another. However, representatives from both systems hope to build more collaboration and eventually have a more integrated system from the perspective of the registered users.

3. Data Management and System Infrastructure

Virginia's state-level system has unique control over the data that it shares with its AVN vendor.

"What [linking victim data with the inmate management database] allows us to do is for all of us to immediately be on the same page, even without talking sometimes."

- DOC Representative

Unlike many states where the vendor's software interfaces directly with facilities' data management systems and extracts and codes all data, the Virginia DOC prepares and sends data to the vendor that *only* includes status changes. The DOC prefers to manage its own data because its vendor only receives the data necessary for notification; changing queries internally is more flexible than requesting (and paying for) changes from the vendor; and the DOC can perform checks of the data before it is sent in order to detect and address data entry errors that might otherwise result in an

inaccurate notification. The DOC uses automatic programming scripts to query the inmate management system to extract data on inmate status changes and then create a flat file. Each morning, the Victim Services director receives and reviews a daily snapshot of the data from the DOC IT Department to ensure nothing seems amiss before the data is sent to the vendor. The

DOC currently sends data to the vendor twice a day. Because most DOC inmates have long-term stays, instantaneous notifications for routine status changes may not be as critical as for inmates in jails.

In addition to these procedures, the DOC is also working to incorporate victim data into their inmate management database. Linking this data is hoped to lead to stronger cross-communication and collaboration among prison facility staff, DOC VSU staff, and the Virginia Parole Board. In addition, it facilitates the process through which victims can provide input into offender custody decisions, such as interstate facility transfers and deathbed visitations that may have an impact on their sense of safety and well-being.

At the local level, the vendor has a direct link to jails' internal database systems, allowing for an instantaneous transfer of data that requires no additional work on the part of the facilities. During interviews with local jails, many staff reported that the automated notification system is relatively invisible to them in their day-to-day operations and, for the most part, "it runs itself."

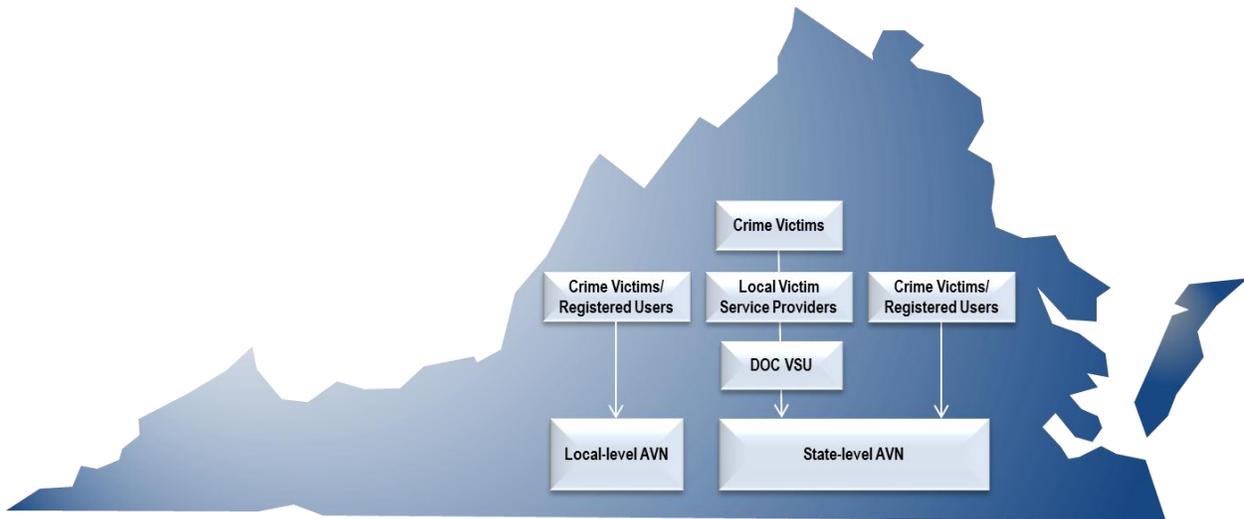
4. Registration

Despite being an open system (i.e., anyone from the community can register for notifications), the DOC VSU has developed a tailored registration system for victims. The registration process entails (1) supplying local victim service provider organizations with application forms that are then mailed to the DOC with all information needed to register (registration can also be done by calling the DOC VSU directly); (2) upon receipt, the DOC victim service providers enter forms into the DOC's database; (3) an initial letter is sent to the victim informing him/her that the offender has not yet been transferred from the local jail to the prison, but that he/she will be notified upon transfer; and (4) the DOC VSU tracks offenders and, upon transfer to a prison facility, registers the victim for notification and sends a follow-up letter to inform him/her of successful registration. This process allows the DOC VSU to ensure that the correct inmate is linked with each victim. This system also allows for internal notes about which victims may require special care due to the characteristics of the case, the relation to the offender, or other contextual factors (e.g., the inmate will be making a media appearance). According to representatives within the DOC VSU, this process allows them to better understand and identify the needs of the victims in their community. Victims and non-victims may also register through the public online or phone registration portal if they are aware of the vendor's system; however, the DOC was planning on closing this feature at the time of this report's release to continue maintaining a more restricted system oriented toward victims. A visual of Virginia's dual registration and notification systems is provided below.

"We can ensure that the victims are registered for the right people and we can ensure that we know who the victims are so we can help them better ... I don't know who I'm working with if I just go through [the AVN system], and this gives us a way to customize specific services to victims ..."

- DOC Representative

A Dual Model: Registration in Virginia



In contrast to the state-level system, victims with offenders in jails self-register by phone or via the website, both of which are operated by the AVN vendor. It is important to note that registration between the jails and the DOC is not seamless, meaning that victims who register to receive notifications about offenders in jail must reregister to receive notifications once they are transferred into the prison system. Interviewees reported that some victims easily became confused by the need to register separately for both. In addition, if a DOC inmate is temporarily moved to a jail facility, the two systems might produce contradictory information about where the inmate is currently located. A VCPI representative noted that training local jails and the public has been important in mitigating confusion regarding the two systems.

When asked about the benefits and/or challenges associated with the differing State and local approaches to registration, the two interviewed victim service providers reported mixed opinions. In particular, one service provider felt that the anonymity of the local-level system was a benefit and that the registration process for the state-level system was confusing and burdensome for victims, while another felt that anonymity was a hindrance to providing individualized notifications to victims and believed that the DOC’s targeted registration process provides victims with access to additional information, notifications, and services that they would otherwise not have access to.

5. Notification

In terms of notification, the features of both the state and local systems are very similar. Both systems use a singular toll-free number that victims and community members can call in order to receive updated information regarding the status of an offender. While registered users can select their mode of notification (i.e., letter, phone, or email), they cannot customize which types of notifications to receive (e.g., choosing to receive notification regarding a release but not a transfer). A victim service provider also said that many victims desired text messaging capabilities. Notifications are offered in English and Spanish. At the state level, victims are notified of escape, death, 30-day advance notice of release, release, transfers, parole interview, inmate name changes, and parole decisions. The local-level system’s notifications vary by jurisdiction, depending on each facility’s data, but most include notifications for transfer, release,

and escape. The local-level system also provides access to offender photographs for those visiting the website; however, this feature is limited to those jails that opt into providing this data.

Tailoring Automated Notification for Victims

In order to provide victims with additional notifications not currently offered through the automated system, the Virginia DOC has established manual notifications for the following notification triggers: interstate facility transfer, work release, family deathbed/funeral visitations, and civil commitments of sexually violent offenders. The DOC also duplicates automated efforts with a personalized call for particularly sensitive situations. It should be noted that while local practices likely vary by jurisdiction, the jail administrators and victim service providers from the three counties interviewed for this report do not perform additional manual notifications (one jail did so when mandated by the court or a victim service provider organization).

“You have to learn how to balance [to] get quick notifications out and [to] provide more support ... There’s a lot of [balancing of] victims’ information and offender and officer security.”

- DOC Representative

In addition to providing manual notifications, the DOC has ensured that notification services are truly victim-centered by having victim service providers review the notification message templates to ensure that they are sensitive to the victims’ needs, and include a direct phone number for the DOC VSU (as opposed to the vendor’s information line) in all automated messages.

While the AVN administrator provides these additional services to ensure that notification services are victim-centered, she believes that automated notification is critical because the Victim Services staff does not have the capacity to do manual notifications related to all DOC inmates. According to the administrator, the availability of automated notifications allows for a more specialized notification approach where the Victim Services staff can direct their efforts to the most sensitive situations when a personal call may be more appropriate.

Parole Board Notification

While Virginia abolished parole in 1995, those inmates who were convicted prior to that date are still eligible for parole. Because many of these cases occurred prior to the implementation of automated notification, one of the State Parole Board victim service provider’s responsibilities is to research and locate victims for parole-eligible cases. Registering these victims for advance notification regarding parole hearings not only provides victims with information that is pertinent to their safety, but also gives them an opportunity to provide input for parole decisions. This provider also performs manual notifications for certain victims, especially older victims or victims who are known to be particularly fearful, as well as for inmate appointments with the parole board. Again, this individual reported that the strength of the automated notification system is its ability to notify *many* victims at once, allowing for more individualized notifications as needed.

6. Changes in Burden Through Automation

Interviewees at both the state and local levels thought that automated notification had likely brought some time savings in terms of reducing the number of manual notifications and phone calls from victims, but were unsure of the extent of these time savings due to continued call-ins by victims asking additional questions about the notifications they received. In contrast, the interviewed victim service providers reported that automated notification resulted in a large

reduction in burden. Previously, they had to write a letter and send it to the jail. The jail would then attempt to contact the victim during a relevant status change. If the jail did not reach the victim, the facility would call the victim service provider who would then have to repeatedly try to contact the victim over a number of hours or days until reached. The victim service provider reported that they do not conduct manual notifications now that an automated notification system has been implemented (this may not be true for all victim service providers).

Given the different practices, the two systems also have some different implications with regard to burden. The greatest burden for local facilities occurred during the start-up process. The IT staff at both jails reported an extensive testing period during the system's implementation where they had to work collaboratively with the vendor to test the data flow and work out technical problems. Additionally, some jails also had to locate funding for additional equipment and infrastructure, such as servers. However, once implemented, IT and other jail staff reported a minimal burden related to using the system. In contrast, the DOC had similar implementation burdens, as well as additional burdens associated with its unique registration process and other victim-centered practices. This resulted in the need for a small team of three full-time staff (plus a service provider based within the Parole Board who was not dedicated to notification activities) to provide notification services tailored to meet the individual needs of victims.

7. Outreach and Training

The outreach and training efforts related to AVN are distinct at both the state and local levels. Both the state- and local-level administrators create and disseminate their own Virginia-specific marketing materials. As mentioned previously, the state-level administrator does not engage in community-wide outreach efforts, preferring instead to reach victims directly through victim service providers. The Victim Services staff works with local victim services programs to raise awareness of notification services and to train service providers who help victims navigate the dual systems.

The local-level system, on the other hand, conducts extensive community-wide outreach and training. One staff member, in particular, spends a significant portion of time traveling across Virginia to provide training at jails and victim service provider organizations, as well as participate in public awareness efforts (e.g., booths at festivals and fairs to promote awareness, where victims can register on a mobile computer). Some local jail officials also reported participating in awareness and outreach efforts in the community. The interviewed victim service providers reported training their local police and magistrates, and providing these individuals with information cards (about automated notification and how to register) to be distributed to victims upon first response. Nevertheless, victim service providers said that victims typically are unaware of automated notification prior to coming in contact with them in court.

8. Funding and Sustainability

The state-level's vendor contract is paid for by the DOC's offender telephone vendor contract, which is viewed as part of restitution. VCPI secured legislative funding for basic automated services through a line item in the Virginia general fund. However, this does not cover new expansions, innovations, or improvements. As previously mentioned, VCPI is currently using a 2011 SAVIN grant to upgrade the interface software for half of the jail facilities. Both systems have created and continue to practice stable sustainability practices for continued use of automated notification.

"Stable funding is critical; it shouldn't be a question of whether you'll notify or not."

- DOC Representative

9. Challenges and Lessons Learned

Virginia’s two notification systems, although supported by the same vendor, have differing philosophies and practices. In addition, the lack of seamless registration between the two systems further emphasizes the separation between local-level and state-level notification services. The challenges experienced and lessons learned from Virginia’s dual system for automated notification can help inform development and enhancement of future automated notification efforts, especially for those states who are navigating multiple notification systems. Elaboration on the lessons learned from the strengths and challenges of Virginia’s notification services are provided below.

- Separate registration processes may lead to confusion among victims. The existence of two contracts and lack of seamless registration between the local- and state-level systems may confuse victims who are required to register multiple times and by different methods (e.g., directly by phone for a local-level system and through a victim service provider and by completing a registration form for the state-level system). Interviewees felt that it was critical for the system to appear to victims as one system and they believed that a seamless registration process would be an important improvement.

“At the end of the day, the end user needs to think it’s just one [automated system].”
 - VCPI Representative

- Different outreach philosophies may still be victim-centered. Both the local-level and state-level administrators had unique outreach approaches that were designed with victims in mind, although they resulted in very different practices. The DOC relied on a network of local victim service providers for direct access to victims rather than engaging in wider public outreach. The interviewed representative believed that this helped to make the AVN system more of a closed system by restricting awareness to those for which the system was intended. In contrast, VCPI engaged in wide-ranging, extensive outreach across the State to raise awareness about the system, believing that this method would reach the most victims, including those who may not come into formal contact with victim service providers. Both systems had training materials that were specific to Virginia rather than relying on the vendor to produce these.
- Statewide implementation of jail notification can be assisted through strategic engagement. VCPI credited their status as an independent party in the difficult task of coordinating numerous, independent local jail implementations. In addition, the organization attributed their success in statewide implementation to (1) conducting a preliminary assessment of local jails’ buy-in in 2006, (2) pursuing legislative support for long-term funding from the beginning, and (3) extensive efforts at collaboration and relationship-building with the Sheriff’s Association and local jails.
- Automated notification can be supplemented with additional victim-centered practices. The DOC engaged in supplementary, victim-centered practices to tailor AVN to victims’ needs, including directly registering known victims to obtain additional information about the victim that could be used to guide customized notifications, such as manual phone notifications for issues deemed to be more sensitive.
- Building relationships between administrators and internal IT staff may be beneficial to operations. Interviewees said that it was important to build strong relationships with internal IT staff and to know one’s own database well to understand how seemingly minor changes



in procedures or databases can have significant consequences for the linking of data to outside vendor software.

- Implementing system changes can incur large costs and time delays with external vendors. Another challenge identified at both the State and local levels included working with the vendor to first implement and/or make changes to the system, which could be costly and take significant time to implement. Some desired changes were cost-prohibitive.