Statewide Automated Victim Information and Notification (SAVIN): National Evaluation Results

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Automated Victim Notification in the U.S.

- Notification is an essential victim right
  - State legislation/Victims’ Bills of Right

- History of automated notification

- Statewide Automated Victim Information and Notification (SAVIN) Program
Elements of Automated Victim Notification

- Partnering criminal justice agencies
- Registration
  - Open vs. closed systems
- Triggers for notification
- Modes of notification
What is SAVIN?
Evaluation Methodology

- **Phase I: Landscape**
  - Document Review
  - Administrator & vendor interviews
  - Review of legislation
  - AVN profiles

- **Phase II: Use & Experience with AVN**
  - Surveys of service providers and victims

- **Phase III: Considerations for Practice**
  - Case studies & cost considerations
Limitations

- Lack of definition of “Statewide”
- Evolving evaluation
- Methodological limitations
  - Phase I: Administrator turnover & usage data
  - Phase II: Surveys
  - Phase III: Cost considerations
Victim & Service Provider Findings
Awareness and Use of Automated Notification

Use of Automated Notification Among Victim Advocates (n=1,203)

- System Users, 74%
- Non-System Users, 26%

Registration for Automated Notification Among Victims (n=716)

- Registered, 23%
- Non-Registered, 77%
Overall Satisfaction with Automated Notification System

Victims (n=150)  Victim Advocates (n=675)

Not at all satisfied: 5% 1%
Not very satisfied: 3% 5%
Somewhat satisfied: 16% 30%
Very satisfied: 37% 52%
Extremely satisfied: 39% 11%

*Due to rounding percentages do not sum to 100%
Benefits of Automated Notification

- Helps victims to make decisions about their safety: 69% (Victims), 88% (Victim Advocates)
- Helps victims feel more empowered: 66% (Victims), 76% (Victim Advocates)
- Increases victims' sense of safety: 65% (Victims), 92% (Victim Advocates)
- Enhances victims' participation in their related legal case: 63% (Victims), 68% (Victim Advocates)

*The victim sample size for each question varied from 134 to 138.*
Experiencing Problems with Automated Notification System

Victims (n=134)
- 18%

Victim Advocates (n=400)
- 38%
Challenges

- Inaccurate notifications: 47% (Victims) / 48% (Advocates)
- Not enough notifications: 21% (Victims) / 21% (Advocates)
- Trouble with PIN: 17% (Victims) / 17% (Advocates)
- Difficulty registering: 13% (Victims) / 13% (Advocates)
- Difficulty using website to check offender status: 13% (Victims) / 13% (Advocates)
- Delayed or outdated notifications: 25% (Victims) / 48% (Advocates)

Challenges Experienced by Victims (n=24)  
Challenges Experienced by Victim Advocates (n=150)
Common Themes

- Manual notification
- Program costs
- System awareness
- Registration
- Available services
- Notification process
- Contact with a live person
What’s Next?

- States continue to seek funding streams
- States continue to find new ways to innovate and more efficiently implement and improve their programs
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