

SAVIN360: Victim Notification

State and county victim service agencies must notify victims, constituents, law enforcement officials and other stakeholders when an offender's custody status changes. An automated system is essential to provide timely and accurate notifications. These agencies need a flexible, easy-to-use solution that integrates with existing justice systems to provide critical updates in a timely manner.

SAVIN360 is built on the proven **Microsoft Dynamics 365/CRM** platform. This technology is a best-of-breed Microsoft technology that is constantly being improved by the technology giant and is in its 7th major release. New features are continually being added to improve system capabilities that can be leveraged to improve overall victim services.

SAVIN360 solution offers significant advantages to victim services organizations that provide victim notification to their constituents.

Serve More, Spend Less

The impetus behind SAVIN360 was to improve notification activities for victims while reducing overall program costs. SAVIN360 provides:

- Personalized experience that places greater decision making about notification into the hands of the victims
- Categorized notification scheme that allows greater flexibility to administrators
- Full justice lifecycle offender tracking enabling better victim service
- Direct data exchange that reduces latency between time of event and time of notification
- Full service portals for victims and justice officials
- Low implementation, support and maintenance costs reducing dependency on federal funding

Personalized Notification

SAVIN360 provides a number of features with which victims can personalize their notification experience. They can specify how they would like to be notified based on event category and on contact methods provided.

NOTIFICATION TYPES

Please select methods by which you wish to be notified when specific types of events occur regarding the offender. We have preselected the most appropriate options based on the contact information you provided. However, you are free to change the options as best meets your needs.

Emergency ⓘ	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Email 2	<input checked="" type="checkbox"/> Text 1	<input type="checkbox"/> Text 2	<input checked="" type="checkbox"/> Phone	<input type="checkbox"/> Phone 2	<input type="checkbox"/> Phone 3
Urgent ⓘ	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Email 2	<input checked="" type="checkbox"/> Text 1	<input type="checkbox"/> Text 2	<input type="checkbox"/> Phone	<input type="checkbox"/> Phone 2	<input type="checkbox"/> Phone 3
Priority ⓘ	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Email 2	<input checked="" type="checkbox"/> Text 1	<input type="checkbox"/> Text 2	<input type="checkbox"/> Letter		
Routine ⓘ	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Email 2	<input checked="" type="checkbox"/> Text 1	<input type="checkbox"/> Text 2	<input type="checkbox"/> Letter		

*Some communication types may be grayed out or disabled if no information was provided. To allow all communication types ensure that your **Profile** is up-to-date and has all of the information for phone numbers and email addresses filled in.

Notification options by category

They are provided a quick view dashboard of all registration, which provides up to the minute offender status and location information and from which they can change their notification schema for each.

Victim Dashboard

SAVIN360 also provides victims:

- A feedback mechanism
- Reply tracking for Email and Text Messages
- Proactive prompts for information updates
- Confirmation of registration changes

Event Categories

Recognizing that some events are more time sensitive or more urgent, SAVIN360 differentiates between types of events by assigning each a category. Each notification event is provided an Event Category, which is used to determine re-call cycles, time of day allowances, and communication methods.

Event Type Categorization

The schema includes the following categories:

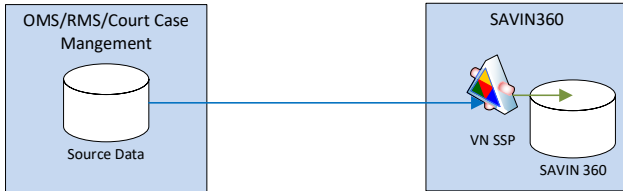
- Emergency
- Urgent
- Priority
- Routine

Single Offender Record

SAVIN360 is designed to ensure that a constituent need only register once and be provided with notification throughout the full justice lifecycle. Using complex matching logic, data from multiple source systems concerning the same offender is used to update the correct Offender record, achieving a true notification continuum.

Direct Data Exchange

SAVIN360 uses direct data exchange between systems as the primary means of data exchange, meaning data are passed to SAVIN360 on a transaction basis (though older batch processes can be used). Thus, each notification worthy event is communicated directly from the source system as it is entered to SAVIN360. The data exchange leverages the NIEM conformant SAVIN SSP.



SAVIN SSP Data Exchange Model

This leads to:

- More rapid notification
- Lower number of failure points
- Better tracking of source system online status
- Easier inclusion of new event types
- Standardized format of data from all sources

Full Service Portal

SAVIN360 provides a public portal available from any web enabled device. The portal allows users to traverse certain features anonymously but also allows users to create a portal account that provides the full suite of public features. The portal provides an offender search, which is available to anonymous or logged in users. Users can register for notification, provide feedback/questions, and manage their profiles and notification options.



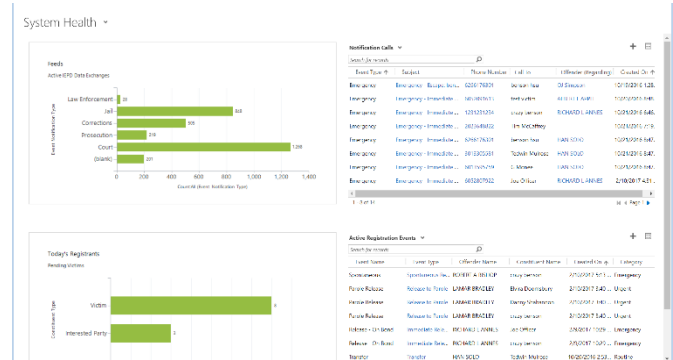
SAVIN360 Portal

Users can apply for specialty portal access, if they are a justice official. Specialty portals provide a wider range of reporting and management options including:

- Proxy registration of victims
- Jurisdictional reports and user management
- Offender update capability for offline jails

Management Console

For the Victim Services staff, SAVIN360 provides a wide range of system management features accessible from a web browser or in Outlook.



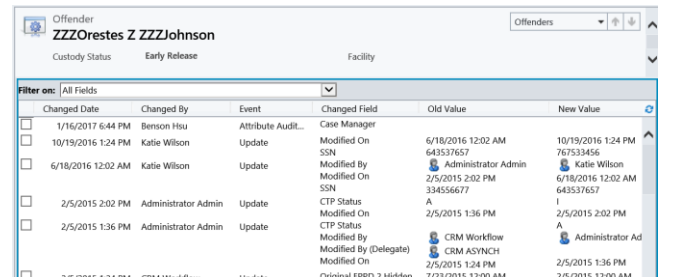
System Management Dashboards

These features allow Victim Services staff members to configure system operations such as:

- Set message text for notification events
- Set notification governor settings to prevent mass notification from erroneous inbound data
- Set call cycles and notification time allowances
- Set event notification start delays and backdate configurations
- Add new notification event types
- Track and alert for offline data sources
- Resolve data conflicts between sources

There also are features to track and monitor notification and data exchange activities such as:

- Review victim notification/communication history
- Stop notifications in progress or restart them
- Initiate custom notifications
- Review audit trail of data changes
- Review raw and processed data from all exchanges



SAVIN360 Audit History



Contact Us

For more information, please contact us at: sales@infostrat.com or by phone 202.364.8822