

The Evaluation of SAVIN:

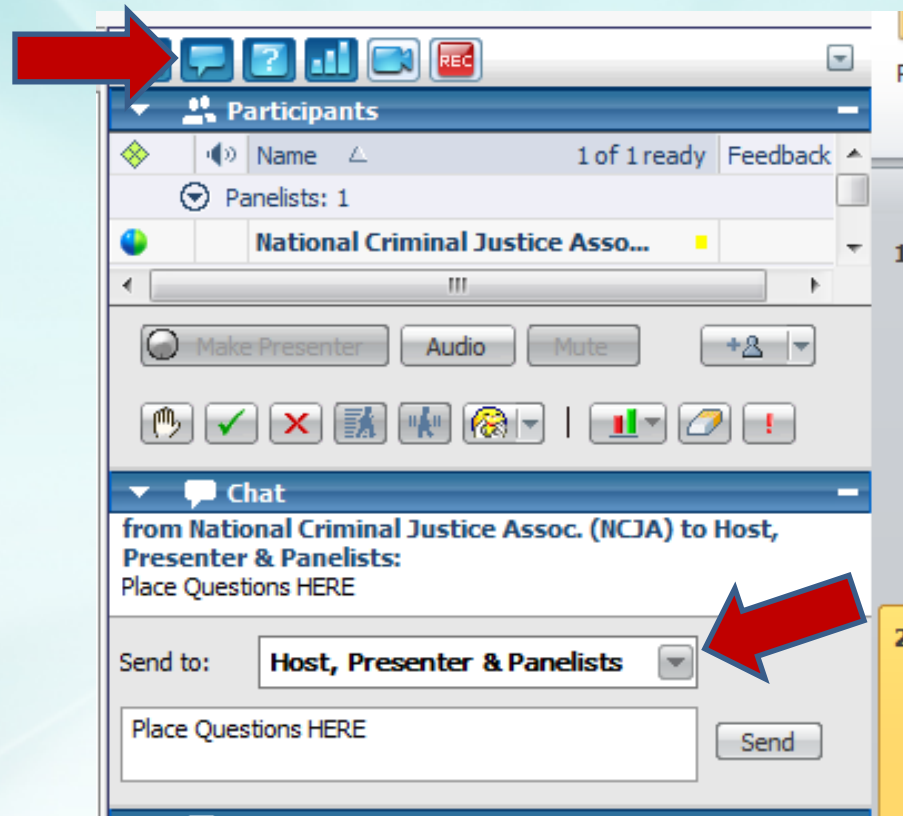
An Overview of Findings

Thank you for joining the webinar!

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The Evaluation of SAVIN: An Overview of Study Findings

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Initial Purpose of Evaluation

- BJA interested in evaluation of program due to large investment of funds
- Ensuring the system is meeting the needs of victims
- Better understanding of cost-effectiveness
- Identifying obstacles and barriers to development, implementation, and sustainability
- Identify promising practices and emerging issues



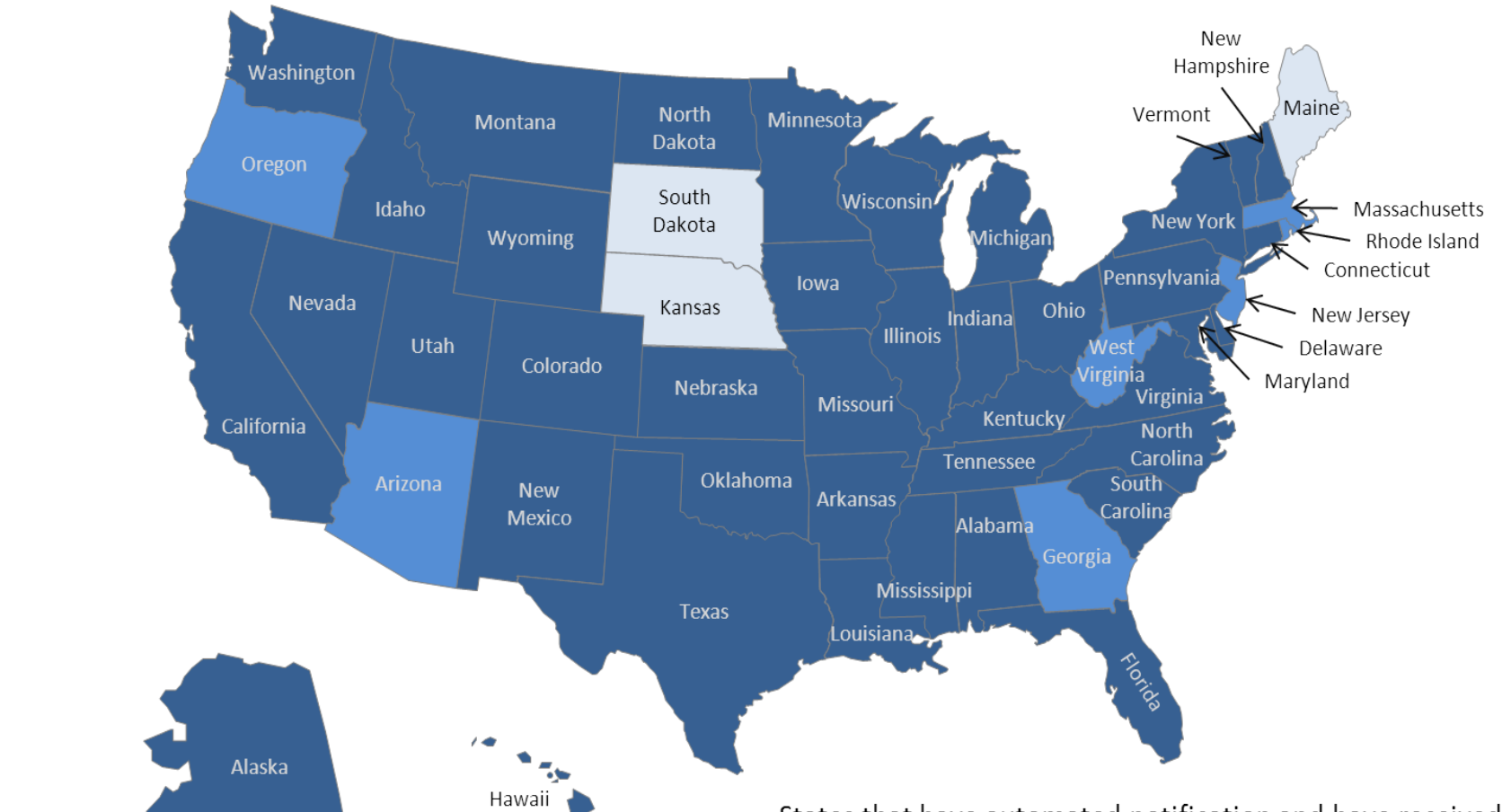
Presentation Overview

- Methodology
- Findings from service providers and victims
- Pertinent themes and issues for victims

Overview of the Evaluation

Methodology

- 3-Phases
 1. Implementation and Process Study
 2. Outcome Evaluation
 3. Lessons Learned and Sustainability



- States that have automated notification and have received SAVIN funding (includes Puerto Rico)
- States that have automated notification but have not received SAVIN funding (includes the District of Columbia)
- States that do not have automated notification

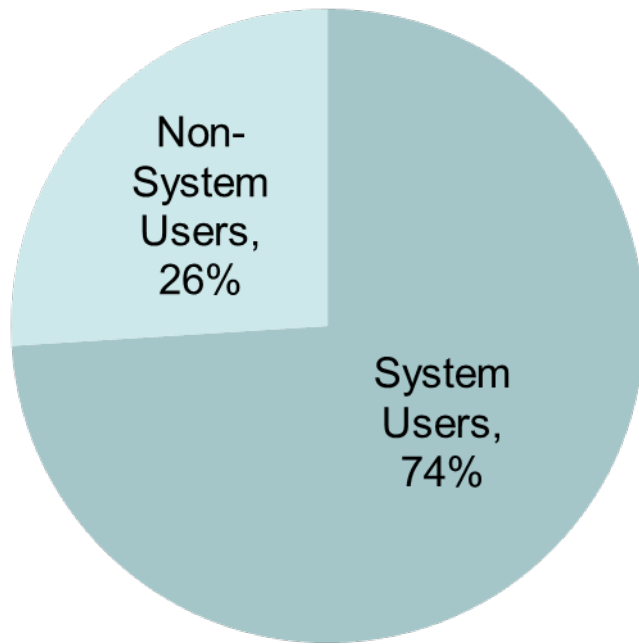
Findings

AVN Administrative Structures

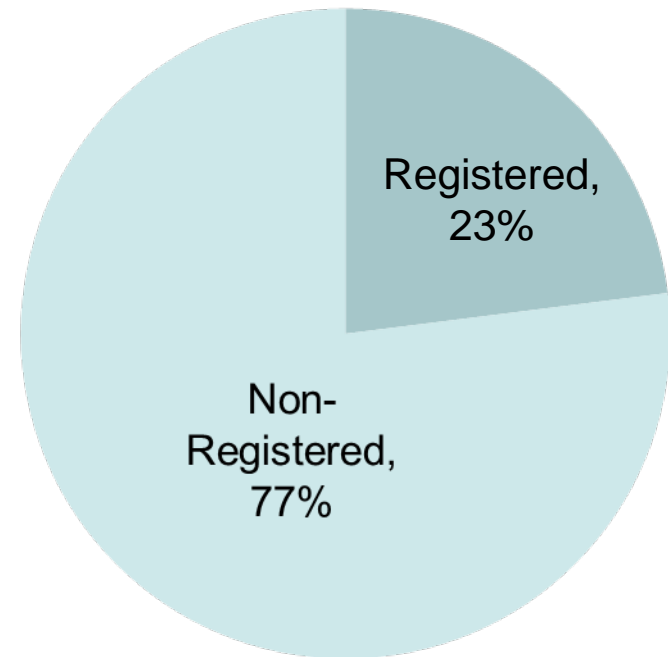
- AVN Administrators
- IT Expertise
- Governing Bodies
- Participating Stakeholders

Awareness and Use

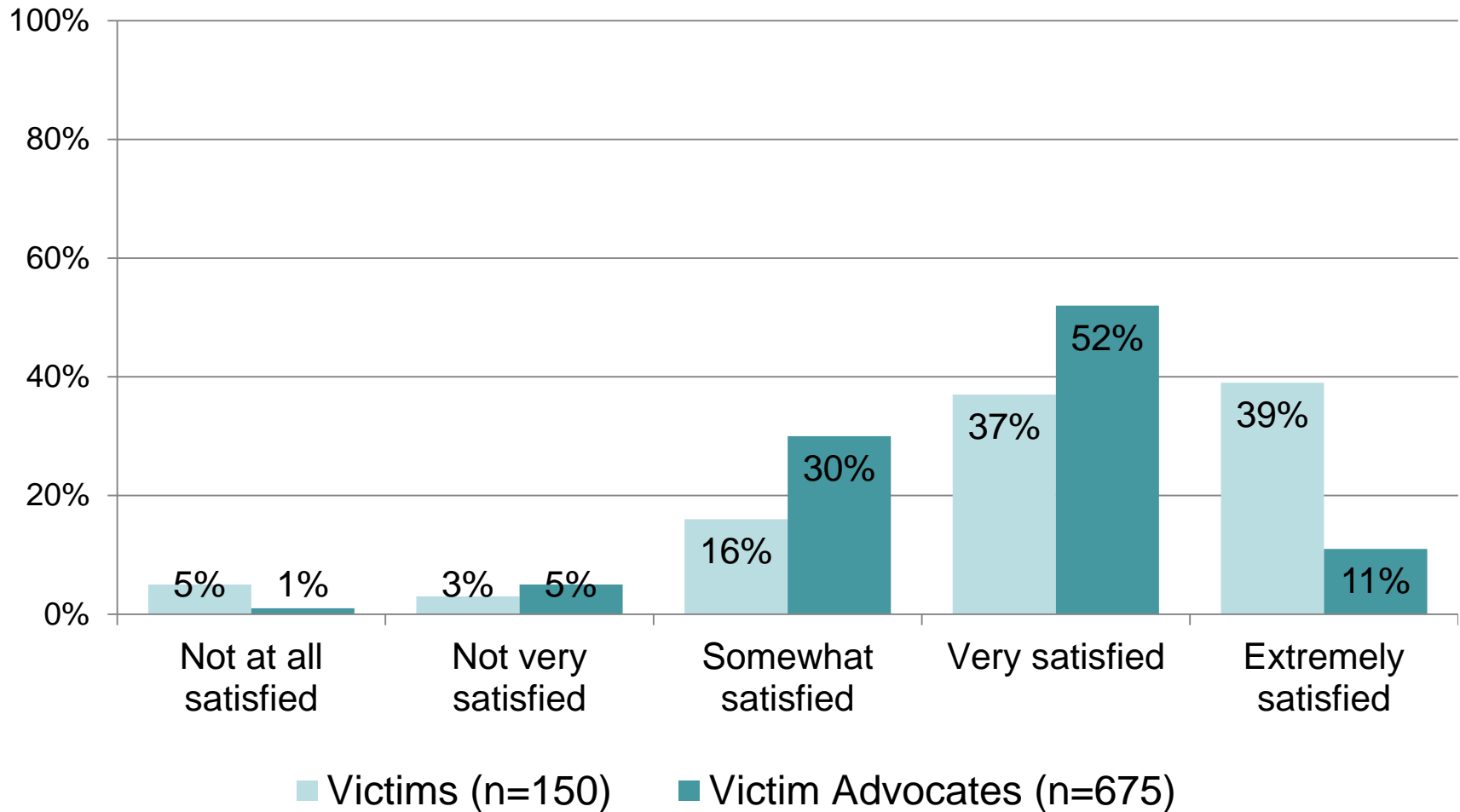
Use of Automated Notification Among Victim Advocates (n=1,203)



Registration for Automated Notification Among Victims (n=716)

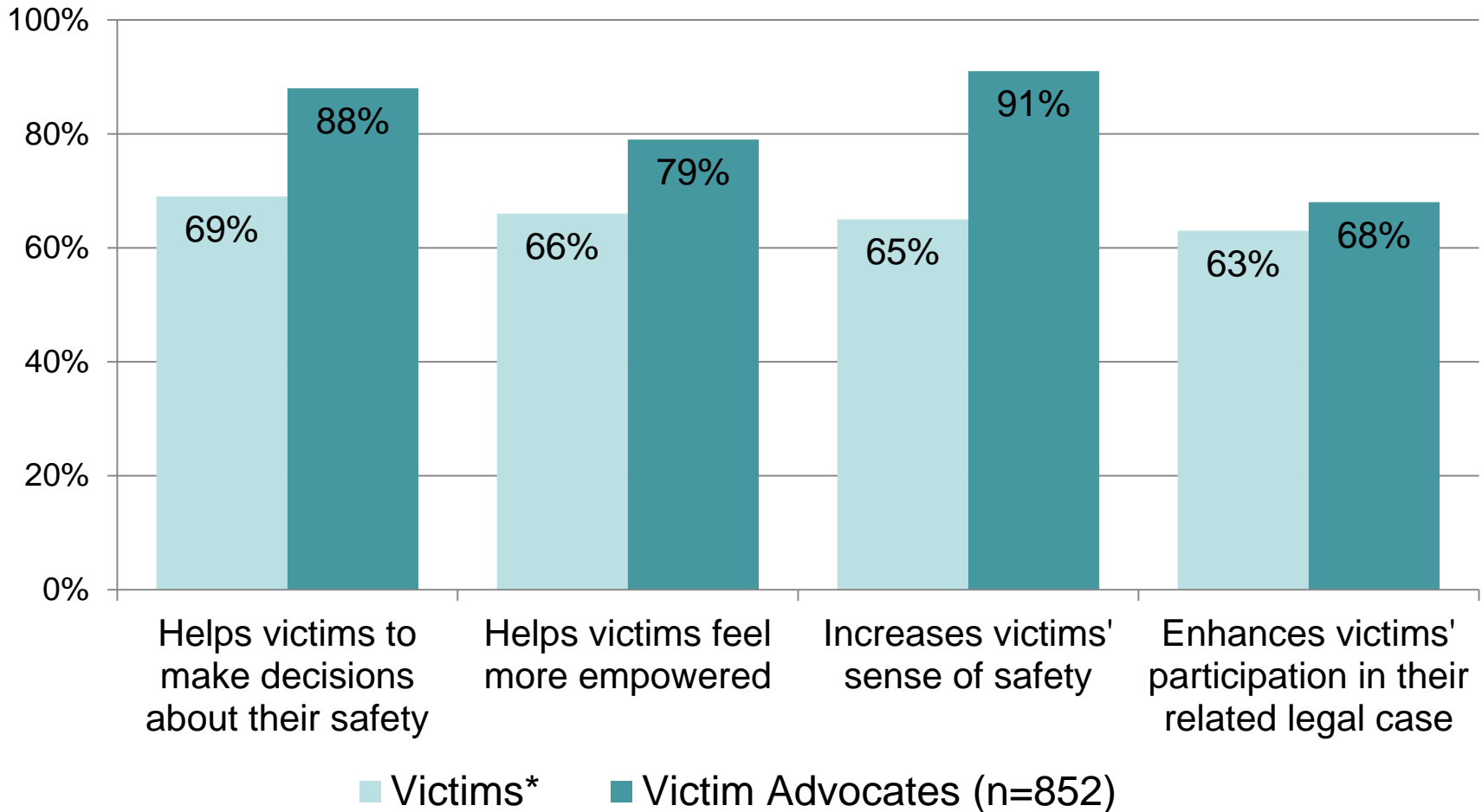


Satisfaction with Automated Notification



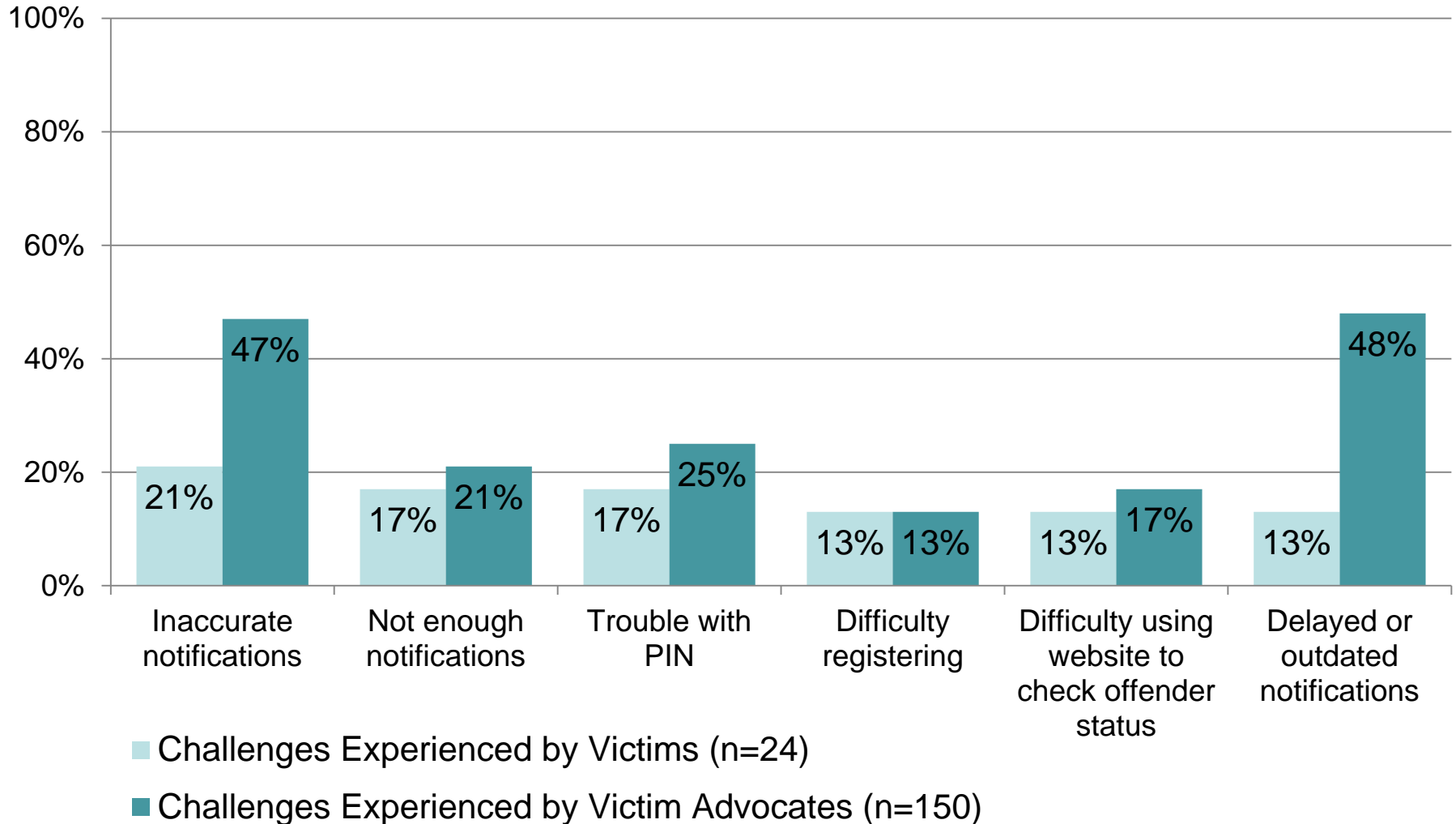
*Due to rounding percentages do not sum to 100%

Benefits of Automated Notification



*The victim sample size for each question varied from 134 to 138.

Challenges



Common Themes

Manual Notification

- Service providers
 - The majority who use AVN continue to provide manual notifications
 - Those who provide manual notifications were significantly more likely to use AVN

- Victims
 - Half of those registered for AVN also receive non-automated notifications
 - Those receiving manual notification were nearly 14 times more likely to be registered for AVN

Program Costs: Staffing & Administration

- Includes monetary and resource expenditures for system administrators, stakeholder staff, and IT personnel
- Unrealized costs with operating a system

Program Costs: Vendor

- Vendor fees were largest cost for programs
- Research team was unable to conduct a cost-benefit due to the lack of cost data

Program Costs: Information Technology

- IT infrastructure and staffing varied across states
- IT needs for vendor-based vs. in-house (or partial/split) systems differed
 - IT personnel costs were assumed to be higher for in-house systems than for vendor-operated systems, yet states with in-house systems reported finding efficiencies in integrating their AVN services into existing infrastructures.

Program Costs: Training and Marketing

- Vendor Operated Systems
 - Training and marketing materials were often provided for as part of the contract
 - Additional training and marketing costs varied depending on the extent to which they used these resources
- 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
- Outreach activities required administrators to assume travel costs

Victim Perceptions of AVN

- System awareness
- Registration
- Available services
- Notification
- Contact with a live person

System Awareness

- Low rate of registration among self-identified victim respondents
- 75% of non-registered victims reported not being aware of available AVN services in their jurisdiction
- More than half of the non-registered respondents desired AVN services, indicating an unmet need



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.

Registration

- Seamless registration was identified as an important system feature for victims and victim advocates
- Seamless registration is offered in a quarter of states, but not for all CJ entities

Available Services

- Victims who are aware of AVN services are often confused by the variations in services
 - This has implications for victim safety / sense of safety when a victim thinks the services are more comprehensive than they actually are
- Victims specified additional information they would want

Notification Process

- Some AVN notifications offer minimal, incomplete, or confusing information
- Recommendations based on findings:
 - Notification of status changes
 - Notification of offender move to a non-participating facility or CJ entity
 - More information on court notification

Contact with Live Person

- Access to a live person emerged as an important element in providing comprehensive notification services to victims
- Call centers unable to provide detailed information and redirect call to local jurisdictions
- AVN systems ultimately require someone at the local level be available to answer questions and provide additional information and referral services

Dissemination of Results

Dissemination occurred throughout project and covered various phases of the evaluation

Conference and Invited Presentations

Examples include:

- National Center for Victims of Crime Annual Conference (2012)
- American Society of Criminology Annual Conferences (2011 – 2013)

Products

- Final Report
- Multiple Briefs

Next Steps

- Review of draft report: internal and external reviews
- Finalize report and prepare for dissemination
- NIJ Webinar in Fall 2013 targeting a large audience
- Continued dissemination in collaboration with BJA

Anticipated that full report will be available online at some point in October

QUESTIONS?



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