

	State of Indiana Indiana Department of Correction	Effective Date	Page 1 of	Number
		1/1/2023	7	00-03-201
<p>POLICY AND ADMINISTRATIVE PROCEDURE Manual of Policies and Procedures</p>				

Title STATEWIDE AUTOMATED VICTIM INFORMATION AND NOTIFICATION SYSTEM (SAVIN)		
Legal References (includes but is not limited to) Indiana Code 11-8-7 35-40-4-8 35-37-5-1	Related Policies/Procedures (includes but is not limited to) 01-04-101 01-04-104 01-04-105 02-03-115 02-04-104	Replaces: 00-03-201 (Eff. Date 6-1-2018 / ED # 18-27)

I. PURPOSE:

The Indiana SAVIN program is a free, automated notification system that provides crime victims and other users with vital information and notification twenty-four (24) hours a day, three hundred sixty-five (365) days a year. The service allows users to obtain information and to register for notification of a change in the status of an incarcerated individual, such as release. All registrations through Indiana SAVIN are completely confidential.

II. POLICY STATEMENT:

The Department of Correction shall establish a program, consistent with Indiana law, that provides notification to the registered victim(s) of a crime and other users prior to any release from confinement and/or escape from custody. This program shall provide information to the public and shall notify victims and other users of certain changes in the status of the incarcerated individual convicted of the offense, including follow-up notification when escaped individuals are returned to custody.

The Department has developed a system for providing information and notification services to victims and other users. The Department shall ensure all notifications are provided in a timely, confidential, and efficient manner. The program shall ensure that confidentiality is maintained.

III. DEFINITIONS:

A. **REGISTRATION AND VICTIM SERVICES DIVISION:** The Department’s Central Office Division responsible for sex and violent offender registration and victim notification.

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- B. **OFFENDER/INCARCERATED INDIVIDUAL:** An adult or juvenile person committed to a department of correction (federal, state, or local) and housed or supervised in a facility either operated by the department of correction or with which the department of correction has a contract, including an adult or juvenile under parole supervision; under probation supervision following a commitment to a department of correction; in a minimum security assignment, including an assignment to a community transition program.
- C. **STATEWIDE AUTOMATED VICTIM INFORMATION AND NOTIFICATION SYSTEM (SAVIN):** A free, automated notification system that provides crime victims and other users with vital information and notification twenty-four (24) hours a day, three hundred sixty-five (365) days a year.
- D. **STAFF/EMPLOYEE:** Any and all persons employed by the Department, including contractors and volunteers.
- E. **USER:** A crime victim, witness, or individual who registers to receive victim notification services from the Department.
- F. **VICTIM:** A person that has suffered harm as a result of a crime that was perpetrated directly against the person. The term does not include a person that has been charged with a crime arising out of the same occurrence.
- G. **WITNESS:** A person whose testimony is desired in any proceeding or investigation by a grand jury or in a criminal action, prosecution, or proceeding.

IV. SAVIN REGISTRATION:

Crime victims, witnesses, or individuals who wish to receive victim notification services from the Department shall register for SAVIN or update their contact information by accessing the program through the internet here:

IndianaSAVIN.in.gov

or by telephone by dialing 866-891-0330 (Indiana SAVIN Help Line).

Any victim notification requests received by a Department facility or Parole District shall be forwarded to the Registration and Victim Services Division in the Department’s Central Office. The Director of the Registration and Victim Services Division shall cause the requests to be added to the SAVIN system.

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A shared email account has been created that allows for Department staff and local agencies to submit information directly to the Registration and Victim Services Division with questions or concerns relating to the SAVIN system. Department staff and local agencies can reach the Registration and Victim Services Division by sending an email to:

IndianaSAVIN@idoc.IN.gov

Registration and Victim Services Division staff shall periodically update SAVIN user contact information based on returned letter notifications and information received through telephone calls, emails, letters, or other forms of correspondence and communication.

V. SAVIN NOTIFICATIONS:

The SAVIN system shall automatically notify users when an incarcerated individual is released to a Community Transition Program (CTP), a Work Release/Community Re-Entry Center, Parole Services, Probation, is discharged, is released immediately as the result of a court order (i.e. sentence modification), or Parole reinstatement by the Indiana Parole Board.

Notification shall be made when an offender escapes from a Department facility or walks away from Parole supervision, CTP, or a Work Release/Community Re-Entry Center. A follow-up notification to Users occurs when escapees are returned to lawful custody.

The SAVIN system shall notify users when an incarcerated individual is transferred to a local penal facility, transported to court via a court order/subpoena, and returns to the Department from a court hearing.

Notifications shall also be made when an incarcerated individual:

- A. has a significant change in their Earliest Possible Release Date (EPRD) and will be released in the near future;
- B. is transferred from one (1) Department facility to another Department facility, or to a facility out-of-state;
- C. is temporarily released, and upon return;
- D. becomes eligible for CTP (Policy and Administrative Procedure 01-04-107, “Community Transition Program”);
- E. approaches their Earliest Possible Release Date (EPRD);

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F. has a scheduled Parole, Clemency, or Pardon Hearing (including notification of the results of said hearing); and/or,

G. dies while incarcerated.

The SAVIN system shall periodically update users regarding the incarcerated individual’s projected date of release from imprisonment, where the incarcerated individual is housed, and the incarcerated individual’s current security classification.

The Registration and Victim Services Division shall create customized notifications when appropriate (e.g., Immediate Releases and Parole Reinstatement).

VI. SAVIN CALL CENTER:

The SAVIN system shall utilize a professional call center for afterhours, weekend, and holiday support. The Call Center will answer incoming calls, provide resources for users, and provide other assistance as necessary.

The Registration and Victim Services Division shall maintain a list of credentialed Call Center staff. Before new staff begin working in the Call Center, a background check shall be completed and credentials and licenses procured from the Indiana Office of Technology. Credentials will be requested by the SAVIN VNS Vendor on behalf of Call Center staff. The SAVIN VNS Vendor has been provided the necessary forms to collect background check information and to complete the State’s contingent worker spreadsheet. When turnover is reported by the SAVIN VNS Vendor, the Registration and Victim Services Division will contact the appropriate state authorities to make sure access and credentials are removed. The Registration and Victim Services Division will be responsible for initiating and tracking the tickets necessary for all Call Center staff. The SAVIN VNS Vendor is expected to provide timely notification when turnover occurs.

The SAVIN VNS Vendor shall ensure all necessary system training has been completed by Call Center staff before staff are provided credentials to the system and engage in Indiana SAVIN Call Center related activities. Credentials from the State are limited and will not require ongoing SuccessFactor training. Staff will receive training materials and be expected to fully complete training before work begins on the project. The SAVIN VNS Vendor shall maintain records of Call Center staff, training completed, etc., and ensure training activities have been completed before work begins. The SAVIN VNS Vendor will have these records available for review upon request and make them available in the Project’s SharePoint site. The records will include active users, training completed, completion date, etc. The training materials include information on the CRM system, the specific app that was designed for the Call Center, resources available to users of SAVIN, and the tracking (reporting) mechanism used by Call Center staff to request follow-up assistance from the Registration and Victim Services Division on behalf of users of SAVIN. The

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materials from the Registration and Victim Services Division will be consistent with the requirements in Section XIII of this policy and administrative procedure. Training materials will at be reviewed and updated annually by Registration and Victim Services Division staff.

VI. OFFENDER ESCAPE:

In the event of an offender escape, the facility where the escape occurred shall immediately contact the Director of the Registration and Victim Services Division by telephone at (317) 674-3079, with a follow-up email to BMyers@idoc.in.gov and the Chief Communications Officer by telephone at (317) 501-5468, with a follow-up email to AGoeller@idoc.in.gov and provide them the following information:

- A. Name of the offender;
- B. DOC number;
- C. Date and time of the escape;
- D. Last known city of the offender;
- E. Last known state of the offender;
- F. Name of the court that committed the offender;
- G. The sentence for each offense; and,
- H. Any additional information determined to be relevant by the facility for notification.

When an escaped offender is apprehended and returned to custody, the respective registered user shall be provided follow-up notification via any contact information provided by the registered user.

VII. METHODS OF NOTIFICATION:

The SAVIN system shall notify users of the occurrences listed in Section V via telephone, email, text message, and/or mailed letter. Users may elect to be notified by any, or all of these methods.

VIII. MEDIA RELEASES:

Facility Public Information Officers (PIOs) shall forward details on any incarcerated individual's interview (e.g., television, newspaper) or media production. For each incarcerated individual that participates, the facility shall forward the following information to the Director of the Registration and Victim Services Division:

- A. Name;
- B. DOC number;
- C. Media outlet's name;
- D. The topic to be covered;

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- E. The anticipated format (newspaper, television, internet, etc.); and,
- F. The date the media outlet anticipates the information will be released to the public.

The Registration and Victim Services Division shall notify registered users of the interview or media production.

IX. HIGH RISK/HIGH PROFILE OFFENDERS:

In accordance with Policy and Administrative Procedure 02-03-115, “High Risk Offenders,” the Registration and Victim Services Division shall review each incarcerated individual’s record to gauge the need to notify local law enforcement agencies of an incarcerated individual’s pending release. If appropriate, the Registration and Victim Services Division shall forward notifications, with any pertinent information regarding the incarcerated individual, victims, and/or potential victims, to the affected law enforcement agencies prior to release.

X. CONFIDENTIALITY:

In accordance with Policy and Administrative Procedure 01-04-104, “Offender Records,” SAVIN information is considered CONFIDENTIAL. Access to SAVIN data shall be in accordance with Policy and Administrative Procedure 01-04-104, and approved by the Director of the Registration and Victim Services Division.

XI. ICOTS CASES:

In accordance with Policy and Administrative Procedure 01-04-105, “Adult Offender Releases,” when an incarcerated individual requests a transfer to out-of-state Parole, the facility Re-Entry staff/designee shall notify the Registration and Victim Services Division.

The Registration and Victim Services Division shall notify any registered users about their right to be heard and offer comments. Users have the right to be heard regarding their concerns relating to the transfer request for their safety and their families’ safety. Users have the right to contact the sending state’s interstate compact office at any time by telephone, fax, conventional mail, or email regarding their concerns relating to the transfer request.

XII. NOTIFICATION OF REQUEST FOR INTERNATIONAL TRANSFER:

When an incarcerated individual makes a request to be transferred to a prison in their native country, the designated facility staff shall forward the request to the Division of Legal Services. Staff from the Legal Services Division shall contact the Registration and Victim Services Division to determine if any user is registered in the Indiana SAVIN system. If a user is registered in the SAVIN system, a notification shall make each user aware of the pending international transfer

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request and offer an opportunity for the user to provide comments on the requested transfer. Each user shall be notified of the Governor of Indiana’s decision regarding the incarcerated individual’s request. If the incarcerated individual is ultimately approved for international transfer (approved by the State of Indiana, the United States Government, and the incarcerated individual’s native country’s government), each user shall be notified of the transfer.

XIII. TRAINING:

The Director shall be responsible for the coordination of a curriculum established for providing training to Registration and Victim Services Division staff that includes the following topics:

- A. Specific services available to crime victims/registered users;
- B. Changes in laws impacting victims;
- C. The manner of gaining access to the services;
- D. Confidentiality of victim/registered user information;
- E. The methods for victims/registered users to communicate complaints and other concerns; and,
- F. Program evaluation measures, which include victim/registered user input regarding the effectiveness of services and ways for them to make suggestions regarding Department policies and practices intended to assist crime victims/registered users.

XIV. APPLICABILITY:

This policy and administrative procedure is applicable to all adult facilities, staff, incarcerated individuals, and the Registration and Victim Services Division.

signature on file
Christina Reagle
Commissioner

Date