



Interstate Commission for Adult Offender Supervision

Technology Committee Meeting MINUTES

July 25, 2018
Teleconference

Members in Attendance:

1. Gary Roberge Chair, Connecticut
2. Joselyn Lopez Wisconsin
3. Natalie Latulippe Ex-Officio, Connecticut
4. Timothy Strickland Ex-Officio, Florida
5. Mathew Billinger Ex-Officio, Kansas
6. Felix Rosa Ex-Officio, New York
7. Julie Lohman Ex-Officio, Virginia

Members not in Attendance:

1. Sheila Sharp Arkansas
2. Shawn Arruti Nevada
3. Mac Pevey Washington
4. Candice Alfonso Ex-Officio, New Jersey

Guests:

1. Tami Ford Connecticut
2. Pat Tuthill Florida
3. Sara Andrews Ohio
4. Mary Evans Wisconsin

Staff:

1. Ashley Lippert, Executive Director
2. Barno Saturday, Logistics and Administrative Coordinator
3. Kevin Terry, Website Analyst
4. Xavier Donnelly, Project Manager

Call to Order

Executive Director A. Lippert called the meeting to order at 2:00 pm ET. Two voting members were present, a quorum was not established.

Discussion

Update on NCIC project: DCA M. Billinger (KS) stated that Kansas NCIC Unit had personnel changes. He is working with new staff on this project.

Chair's Report to the Committee: Chair G. Roberge (CT) presented the Technology Committee report to the committee:

ICOTS Helpdesk –A chart reflecting helpdesk tickets over the course of the last six years was presented. Tickets and issues resolved by the national office and those requiring the assistance of Appriss showed that for the first 4 years the helpdesk was live, the average number of individual bugs or issues reported annually was 78.8. Over the last three years, that annual average has dropped to 22.3, or a 72% reduction. The improvement can be attributed to the ongoing enhancements and rule changes ICOTS experiences each year. A large number of tickets submitted around issues in FY2014 and FY2015 were around the time of ICOTS first major violation report overhaul.

ICAOS Website – The committee reviewed website usage for June. The highest viewed section of the site (31% of all pageviews) was the step-by-step rules pages. Of those pages, the most viewed was Rule 3.101.

FY 2018 ICOTS Enhancements - Appriss finished updating the ICOTS User Guide to reflect the changes from the FY 2018 enhancements. The national office will review it for accuracy before putting it into production.

FY 2019 ICOTS Enhancement List – The national office met with Appriss to discuss the FY19 enhancements. Items from that list previously quoted will be re-documented since ICOTS has undergone so many changes in that time frame.

IVINS Survey – ICOTS Project Manager, X. Donnelly presented the survey to the committee:

The national office sent out a survey on victim notification process in states to provide baseline data from which the commission can thoughtfully discuss and recommend strategies at the upcoming 2018 Annual Business Meeting regarding IVINS/ICOTS VINEWatch.

The national office received 48 responses from 47 states. Eighty-eight percent (42 total) indicated their state provides community supervision-based victim notifications. Determination or definition of a crime victim who is required to receive community supervision-based notifications and agencies responsible for such notifications vary widely state to state and for some states it is determined at the local level.

Based on analysis of survey responses, it is possible some respondents did not interpret 'community supervision-based notifications' consistently or as intended. Comments provided in several responses included information on notifications made for incarcerated (non-community supervision-based) notifications.

The survey also sought answers on states method of notification, victim notification laws, automated notification information, IVINS notification impact to victim safety, and victim notification responsibilities and concerns (see addendum).

The national office will provide the results of IVINS Notification Impact to Victim Safety question to the Rules Committee for consideration during its review of the victim notification rules.

Victims Advocate P. Tuthill stated that the intent for some of these notifications was to provide a voice for victims prior to a transfer taking place to prevent a serious safety concern if there was one.

The survey shows that most states have public safety concerns with the Public Portal function.

Commissioner G. Roberge (CT) stated that based on the survey, states notify victims via many different ways, and only a few use IVINS as their primary notification method. He added that there were ongoing concerns with how IVINS operates.

DCA J. Lohman (VA) stated that Virginia's code and laws did not require them to provide any notifications on community based offenders. In absence of IVINS, Virginia would not provide notification unless an additional staff position was created. She added that the states that did not have a local requirement to provide notifications would be the most impacted by this decision, and would not be able to comply with the rules.

DCA F. Rosa (NY) stated that New York does not require victim notifications on community based offenders either.

Victims Advocate P. Tuthill stated that the language in Rule 3.108 "in accordance with states own laws" was a compromise in the early days of drafting the rule as they were aware some states did not have laws that require victim notification. This was pending development of ICOTS and the ability to provide victim notifications electronically.

DCA J. Lohman (VA) urged the commission not terminate IVINS prior its review and revision of victim notification rules. She added that states would be left without an automated system to use, if a future rule change resulted in requiring states to provide victim notification.

Executive Director A. Lippert stated that since this was not a rule making year, changes to the victim notification rules will be voted on no sooner than 2019 Annual Business Meeting.

Victims Advocate P. Tuthill stated that she recently presented on IVINS at the annual conference of the National Association of Victim Assistance in Corrections. She spoke with victim representatives from different states about notification methods used in their states and was surprised to learn that about fourteen states were not aware of IVINS system. She suggested utilizing the National Victim Advisory Council to distribute information about IVINS.

DCA T. Strickland (FL) stated that the survey results were tainted by states incorrectly identifying community based offenders. He added that the many victim services directors were not aware of IVINS existence because it had not been mandated and there was no marketing to utilize it. DCA T. Strickland (FL) stated that the commission needs more time to have a fully functioning system.

Commissioner G. Roberge (CT) stated that every year he provides information on IVINS and its utilization to the commission during his report at the Annual Business Meetings.

DCA N. Latulippe (CT) inquired if victim advocates can use IVINS on their own without the involvement of compact offices.

DCA T. Strickland (FL) clarified that if states decided to use IVINS Public Portal then no involvement from compact offices was necessary. However, if the Public Portal function is disabled, the victim service units have to work with the compact offices to receive the necessary offender information.

Commissioner G. Roberge (CT) noted that in the beginning, some states did not implement IVINS due to lack of human and financial resources. When the commission launched the Public Portal function, which provides an opportunity for anonymous registration, some states did not want to implement the system due to safety concerns.

DCA M. Billinger (KS) suggested shopping around for a better functioning victim notification system.

Executive Director A. Lippert stated that the commission went with Appriss because it was the developer of VINE and the developer of ICOTS that is internally connected to IVINS. She reminded the committee that the commission bought a subscription to IVINS and did not own the system itself. IVINS has no testing environment, and all changes must be done in real time. Because of its limited testing capability, it makes it challenging to identify the issues and therefore, the system keeps producing incorrect data. If the commission plans to continue with this project, it needs to invest in additional human resources to manage it.

DCA J. Lohman (VA) stated that the Virginia victim representative volunteered to write a grant for federal funds provided to victim services that she believed would help to pay for a position, IVINS service subscription, and other expenditures.

Victim Advocate P. Tuthill stated that she knows people who can assist in writing the grant as well.

Commissioner G. Roberge (CT) will report on the survey results and committee's discussion to the Executive Committee.

Old Business

Certification of documents through ICOTS by DCA Alfonso – DCA C. Alfonso (NJ) was not in attendance. Executive Director A. Lippert had contacted DCA C. Alfonso (NJ) to discuss her concerns and clarify her request. Unfortunately, the issues raised by DCA C. Alfonso (NJ) cannot be resolved through technology.

Adjourn

Meeting adjourned at 3:24 pm ET.

Addendum

IVINS Survey 2018

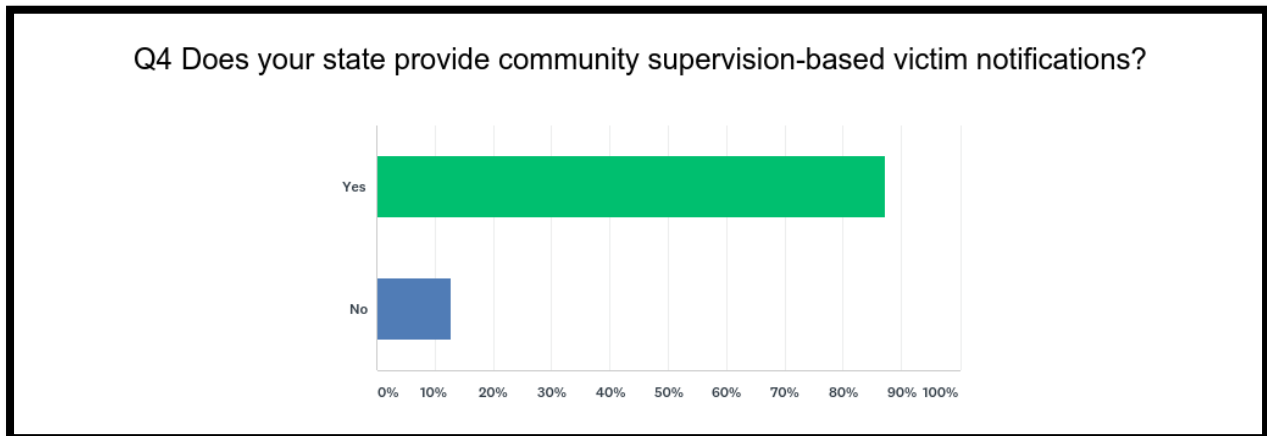
Background: Since its implementation in 2013, the Commission has closely monitored the usage and effectiveness of IVINS/ICOTS VINEWatch to ensure its implementation and operation supports victims of crime. Data surrounding IVINS/ICOTS VINEWatch usage indicates that many states have chosen not to implement it. Additionally, ongoing concerns have prompted the Commission to evaluate whether this product is an effective solution.

Purpose of the survey: This survey's purpose is to provide baseline data from which the Commission can thoughtfully discuss and recommend strategies at the upcoming 2018 Annual Business Meeting regarding IVINS/ICOTS VINEWatch

Responders: Forty-eight (48) responses received from 47 states. States that did not respond include: Kansas, Massachusetts, Michigan, New Hampshire, Oklahoma, Virgin Islands

Results:

Community supervision-based notification practices



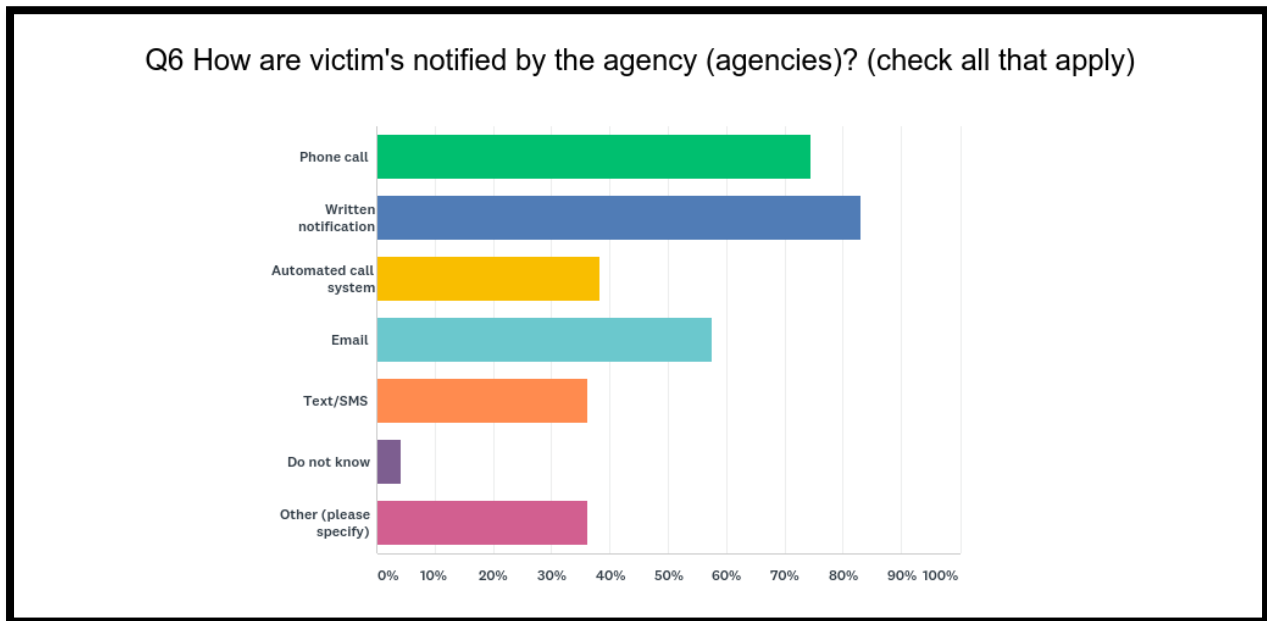
Eighty-eight (88) percent (42 total) indicated their state provides community supervision-based victim notifications. Determination or definition of a crime victim who is required to receive community supervision-based notifications and agencies responsible for such notifications vary widely state to state and for some states it is determined at the local level.*

**Based on analysis of survey responses, it is possible some respondents did not interpret 'community supervision-based notifications' consistently or as intended. Comments provided in several responses included information on notifications made for incarcerated (non-community supervision-based) notifications.*

For most respondents, these notifications are required when the individual is determined a victim in a violent crime involving direct or threatened physical harm (e.g. family of homicide victim, sex offense, assault, etc.) and the victim has opted in or registered to receive such notifications.

Most commonly, the state's Victim Services office, local county probation departments, Attorney General's office or Department of Corrections handle notifications for community supervision-based notifications to victims.

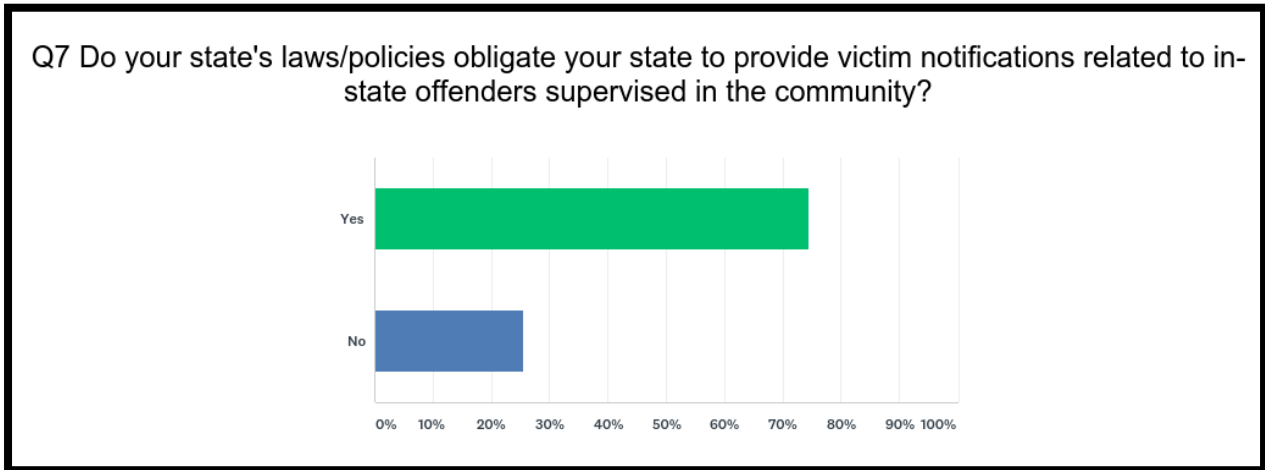
Method of Notification



Most states notify victims via written notification (83%) or direct phone call (75%) through a victim's representative or responsible agency. Forty (40%) of respondents utilize an automated call system (such as VINE or IVINS).

**Most respondents choose the 'other' category to provide additional information regarding this question rather than noting an 'other' type of notification.*

Victim Notification Laws

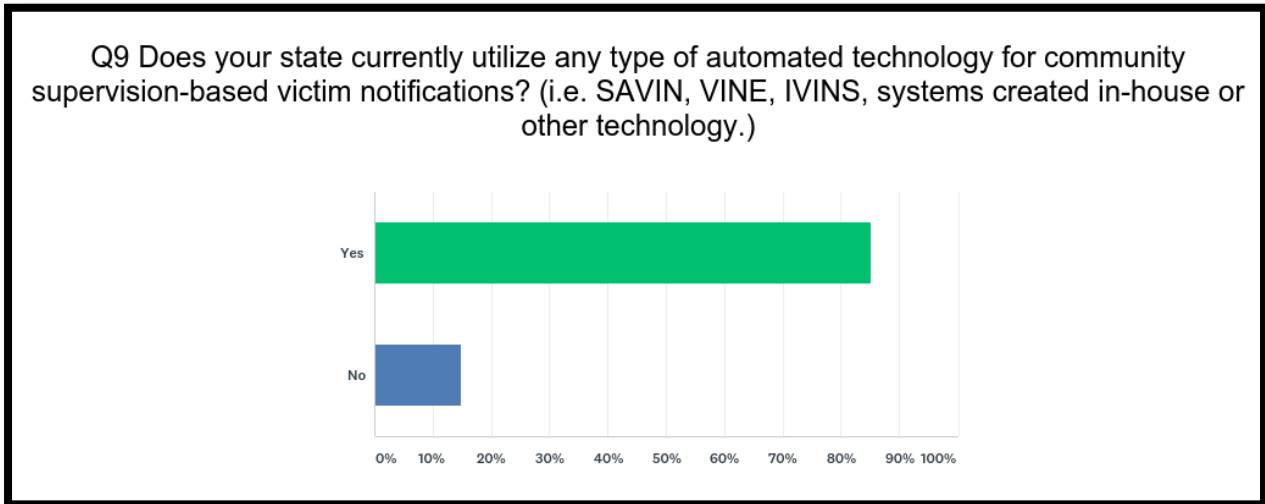


Seventy-five (75%) percent of responding states indicated their state's laws or policies obligate notification to victims based on community supervision-based occurrences. Most commonly, victims are notified when an offender is taken in, released or escapes from custody. Victims are also notified when an offender absconds or term of supervision ends. (Eleven respondents skipped this question)

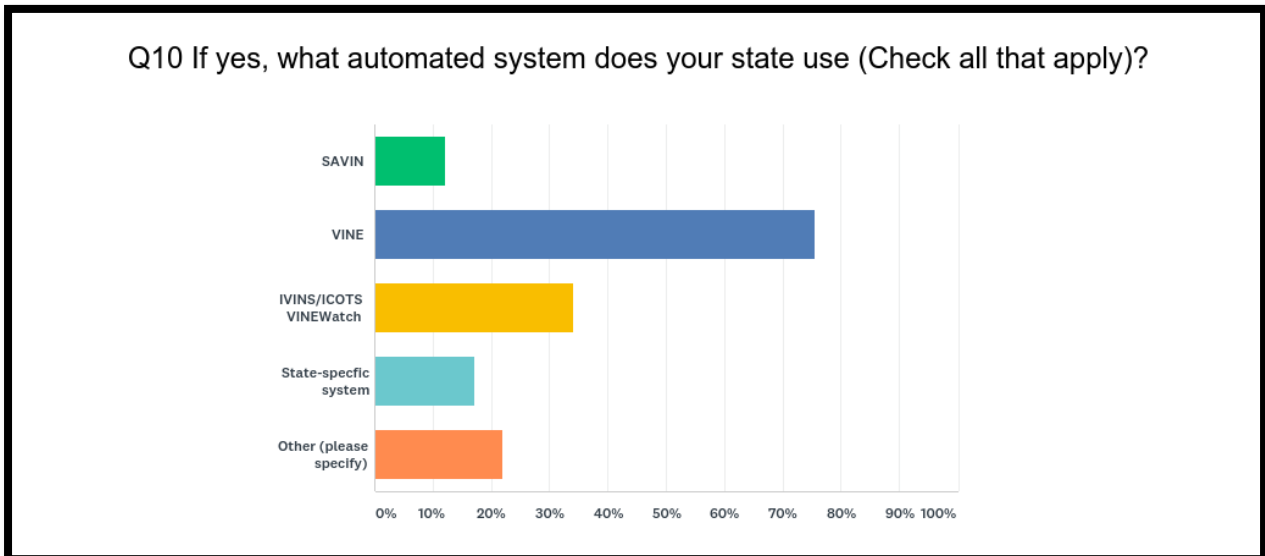
▼ When an offender violates	27.03%	10
▼ When an offender absconds	51.35%	19
▼ When an offender is taken into or released from custody	56.76%	21
▼ When community supervision term ends (probation or parole)	45.95%	17
▼ When an offender's primary residence changes	21.62%	8
▼ Other (please specify)	Responses 56.76%	21

**Many respondents choose the 'other' category to provide additional information regarding this question rather than noting an 'other' type of community supervision-based notification. Analysis of the answers provided in this question also were relevant in determining that some respondents are providing not just community supervision based information regarding victim notification, but also notifications that occur when offenders are incarcerated (non-community supervision-based notifications.)*

Automated Notification Information



Eighty-five (85%) percent of respondents use automated technology for providing community supervision-based notifications. As reported, VINE is the most commonly used technology for community supervision-based notifications (76% or 32 respondents.) Fourteen respondents reported using IVINS/ICOTS VINEWatch. (Six respondents skipped this question)



States not utilizing IVINS/ICOTS VINEWatch (76% or 32 respondents) noted the service is not used by their state because:

- *Existing state system satisfies their current state law requirements (71%)*
- *The system's design allowing any individual to register creates a public safety issue (26%)*

Additional common concerns included:

- *IVINS/ICOTS VINEWatch does not provide the most effective or accurate information to victims compared to the system they are currently utilizing*
- *The state lacks resources to implement IVINS/ICOTS VINEWatch*

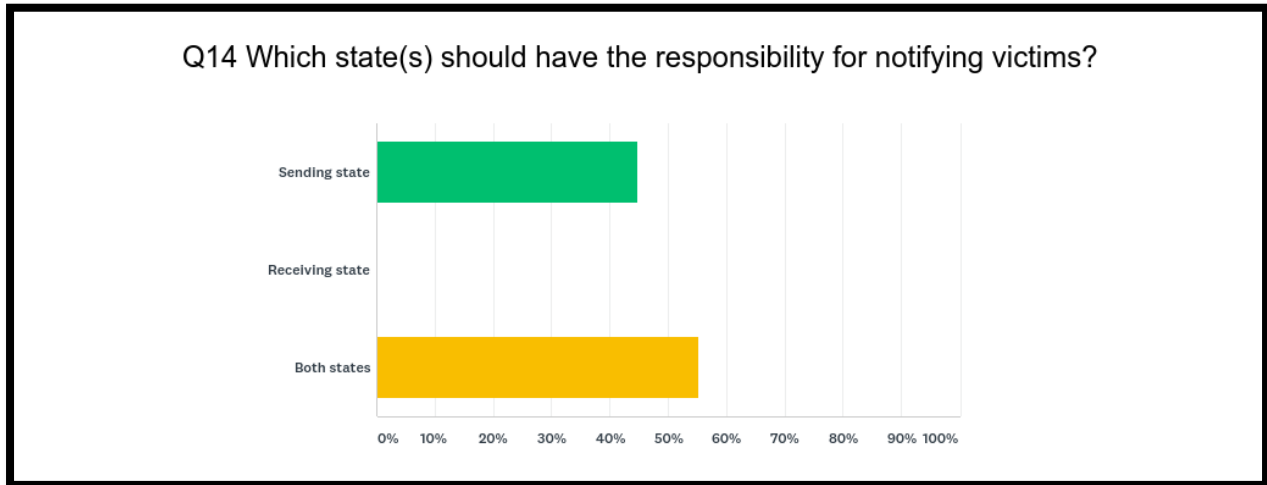
(Seventeen respondents skipped this question)

IVINS Notification Impact to Victim Safety

The following IVINS/ICOTS VINEWatch notifications were ranked in order of impact and importance on victim safety and security:

- When a violation report is submitted reporting an offender has absconded
(77% - high impact; 11% - no impact)
- When an arrival notice is submitted indicated the offender arrived/failed to arrive in the receiving state
(66% - high impact; 11% - no impact)
- When a departure notification is submitted indicating the offender departed the sending state (49% - high impact; 11% - no impact)
- When an offender is reported (via violation report) to have engaged in behavior requiring retaking
(42% - high impact; 15% - no impact)
- When an offender's primary residence is changed in ICOTS
(37% - high impact; 17% - no impact)
- When a transfer request is accepted by the receiving state
(30% - high impact; 19% - no impact)
- When a compact case is closed
(29% - high impact; 17% - no impact)
- When transfer to another state is requested
(26% - high impact; 26% - no impact)
- When approved reporting instructions are transmitted
(19% - high impact; 28% - no impact)
- When reporting instructions are requested by the sending state
(13% - high impact; 28% - no impact)
- When a transfer request is withdrawn by a sending state
(13% - high impact; 33% - no impact)

Victim Notification Responsibilities



Fifty-six (56%) percent of respondents indicated both states should be responsible for notifying victims, while forty-four (44%) percent of respondents noted the sending state should solely be responsible.

Victim Notification Concerns

IVINS/ICOTS VINEWatch allows for self-registration and there is no mechanism provided in the Commission's subscription to prevent the public from registering. The following questions were raised to provide input related to this feature.

*Seventy-three (73%) percent of respondents **disagreed or strongly disagreed** that the general public should be allowed to register for notifications. Meaning 73% believe the ability to register should be limited to the direct crime victim(s).*

*Sixty-seven (67%) percent of respondents **agreed or strongly agreed** that allowing the general public to register creates a public safety issue for law enforcement or the supervising officer.*

*Seventy-five (75%) percent of respondents **agreed or strongly agreed** that allowing the general public to register creates a public safety issue for the offender.*

Detailed Results of this survey can be accessed via the link below:

<https://www.surveymonkey.com/results/SM-SXRSMN3CL/>