

# SylogistGov: Victim Services Suite

## Victim Notification

You need to notify victims, constituents, advocates, law enforcement officials and other stakeholders when an offender's custody status changes. To accomplish this, an automated system is essential if you are to provide timely and accurate notifications. A solution that is flexible, configurable and easy-to-use and that can use the latest information technology capabilities will provide you with the greatest overall capability in an ever-changing world.

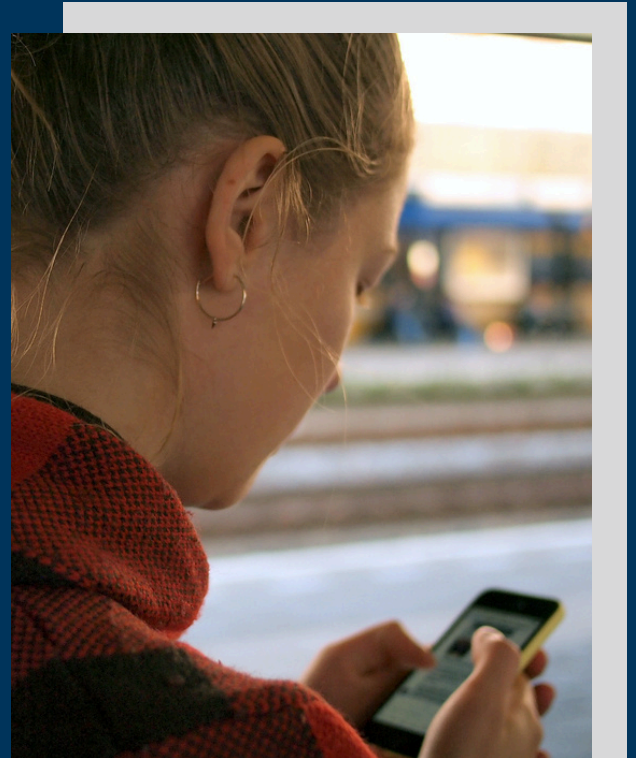
**SylogistGov VSS** is a solution built on the proven **Microsoft Dynamics 365/Power Apps** platform, a best-of-breed Microsoft technology that is constantly being improved. Microsoft continually adds new features that can be leveraged to improve notification or other types of victim services.

SylogistGov VSS offers significant advantages to victim services organizations that provide victim notification to their constituents.

### Serve More, Spend Less

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

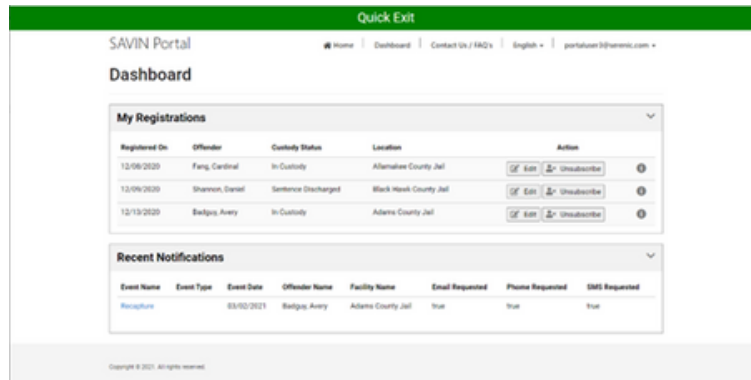
- Personalized experience that places greater decision making about notification into the hands of the victims
- Categorized notification scheme that allows greater flexibility to administrators
- Full justice lifecycle offender tracking enabling better victim service
- Direct data exchange that reduces 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

SylogistGov VSS provides a number of features with which victims can personalize their notification experience.

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.



The screenshot shows the SAVIN Portal dashboard with a green header and navigation links. The main content area is titled 'Dashboard' and contains two sections: 'My Registrations' and 'Recent Notifications'. The 'My Registrations' section is a table with columns for Registered On, Offender, Custody Status, Location, and Action. The 'Recent Notifications' section is a table with columns for Event Name, Event Type, Event Date, Offender Name, Facility Name, Email Requested, Phone Requested, and SMS Requested.

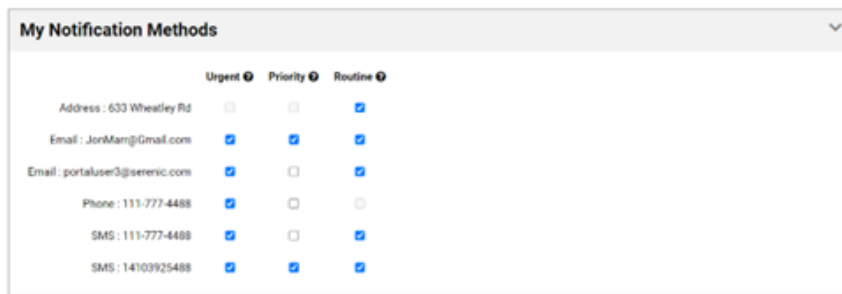
Registered On	Offender	Custody Status	Location	Action
12/06/2020	Fang, Cardinal	In-Custody	Alamance County Jail	<a href="#">Edit</a> <a href="#">Unsubscribe</a>
12/06/2020	Shannon, Carol	Sentence Discharged	Blair County Jail	<a href="#">Edit</a> <a href="#">Unsubscribe</a>
12/13/2020	Bodgys, Avery	In-Custody	Adams County Jail	<a href="#">Edit</a> <a href="#">Unsubscribe</a>

Event Name	Event Type	Event Date	Offender Name	Facility Name	Email Requested	Phone Requested	SMS Requested
Receipt		03/02/2021	Bodgys, Avery	Adams County Jail	True	True	True

Victim Dashboard

They can specify how they would like to be notified based on event category and on contact methods provided.



The screenshot shows the 'My Notification Methods' configuration screen. It has a table with columns for Urgent, Priority, and Routine, and rows for different contact methods. Checkmarks indicate which methods are selected for each category.

	Urgent	Priority	Routine
Address: 633 Wheatley Rd	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Email: JonMam@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email: portouser3@serenic.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Phone: 111-777-4488	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS: 111-777-4488	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SMS: 14103925488	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

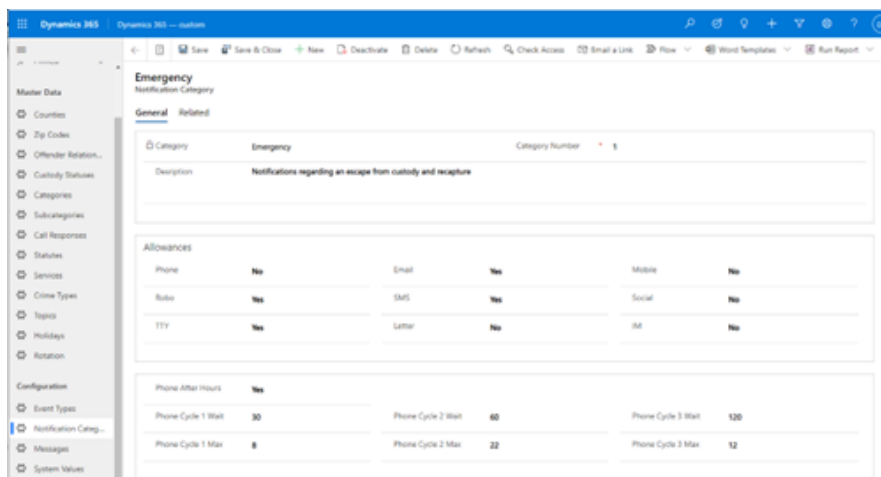
Notification options by category

SylogistGov VSS 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, SylogistGov VSS differentiates between types of events by assigning each a category. The Category is then used to determine re-call cycles, time of day allowances, and communication methods that can be used.



The screenshot shows the Dynamics 365 configuration screen for an 'Emergency' notification category. It includes a 'General' section with a description, an 'Allowances' table for various communication methods, and a 'Configuration' table for phone call cycles.

Category	Emergency	Category Number
Description	Notifications regarding an escape from custody and recapture	1

Method	Phone	Email	Mobile
Robo	Yes	Yes	No
TTY	Yes	No	No

Configuration	Phone After Hours	Phone Cycle 1 Wait	Phone Cycle 2 Wait	Phone Cycle 3 Wait
Phone After Hours	Yes	30	60	120
Phone Cycle 1 Max	8	22	12	

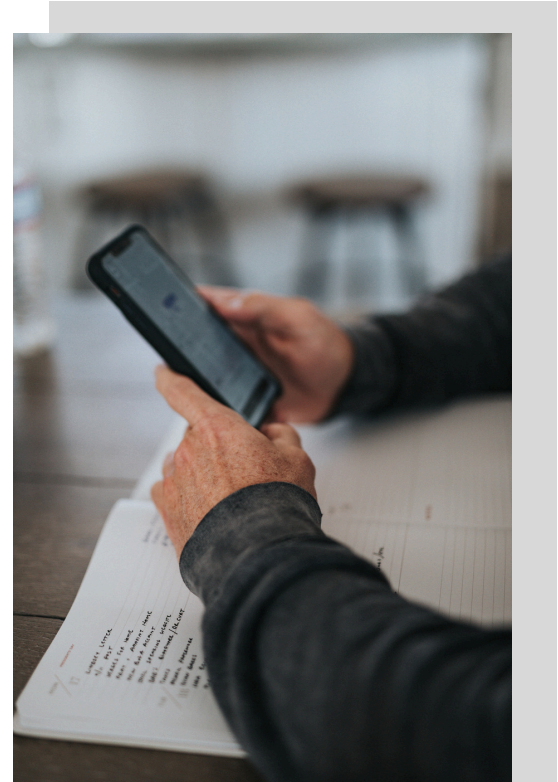
Event Type Categorization

## Single Offender Record

**SylogistGov VSS** 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 that compares many identifying data elements, data from multiple source systems concerning the same offender are used to determine if an Offender record already exists and create or update a record as appropriate. This ensures that a true notification continuum is provided.

## Direct Data Exchange

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



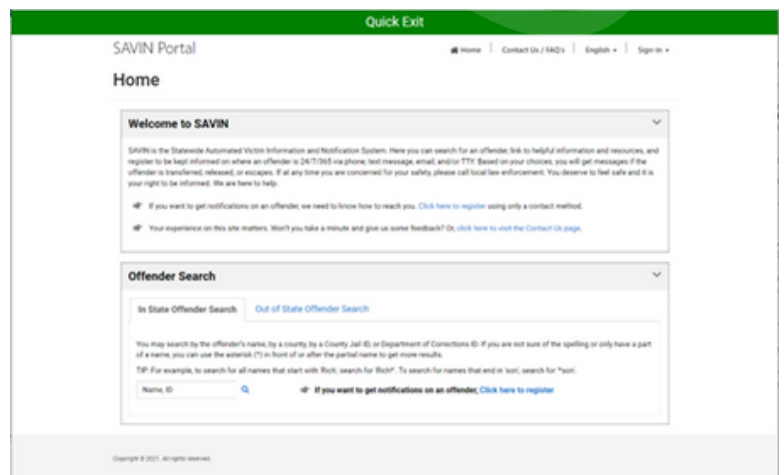
SSP Data Exchange Model

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

**SylogistGov VSS** provides a public portal available from any web enabled device. The portal allows users to traverse some features anonymously but also allows users to create a portal account that provides the full suite of public features. It 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.



SylogistGov VSS 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

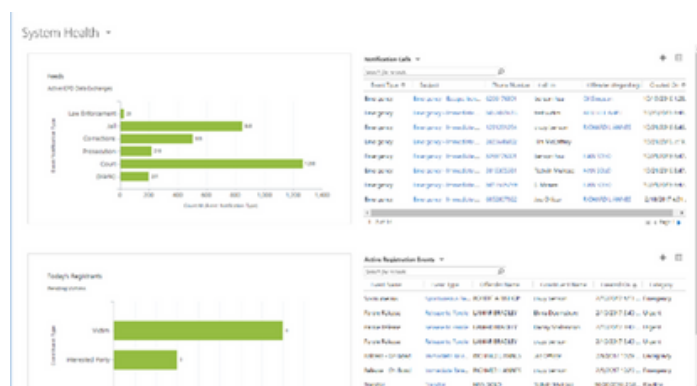
Finally, the portal belongs to you. Thus, you can use your own branding and determine what should be displayed.

## Management Console

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

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

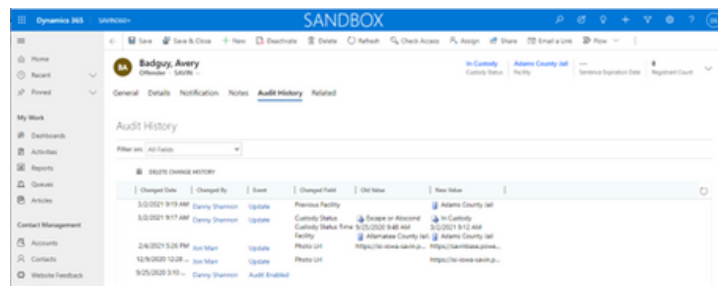
- Set message text for notification events
- Set notification governor settings to prevent mass notification from erroneous inbound data
- Set call cycles and notification time allowances
- Set event notification start delays and backdate configurations
- Add new notification event types
- Track and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



System Management Dashboards

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



SylogistGov VSS Audit History

## Extensibility

SylogistGov VSS was designed as a services-oriented solution, with notification being one of the services. The key idea is to use the data collected by the solution to provide a broad range of services to justice system users. Since the solution receives offender data from multiple sources, registrant data, data about facilities, organizations, justice professionals and so forth; all this data could be retained and put to use for other state justice-oriented services.