Automated Victim Notification Systems
in the Criminal Justice System

This brief provides an overview of the functionality and importance of automated victim notification (AVN) systems, highlighting their role in providing timely and accurate updates to crime victims. It also aims to assess and showcase the distinct features and technological innovations offered by various AVN vendors that enhance both the user experience and the overall effectiveness of these systems. Additionally, this brief seeks to identify the implementation challenges faced by AVN systems to ensure that they are victim-centered, inclusive, and technically robust, addressing the specific needs of all users.

- AVN systems can provide victims and co-victims[a] with timely and accurate updates on offender status changes while also streamlining information flow for criminal justice agencies, including law enforcement, corrections departments, and district attorney's offices.

- Agencies seeking to overhaul or update their AVN systems can choose from a limited number of vendors. Although the market has remained relatively the same over time, vendors have introduced new features to enhance configurability, accessibility, and user experience.

- Victim advocates highlight that many AVN systems fail to meet victim needs, regardless of the vendor used.[b] Victims frequently face difficulties accessing the system and may receive incorrect updates or no updates at all, which can have serious safety and well-being implications.

- To create sustainable and effective AVN systems, agencies must consider victim experiences and the system's technical infrastructure and maintenance requirements.

Victims of crime are legally entitled to timely and accurate updates regarding their offenders' court events and status changes, including custody shifts, court dates, and parole hearings.[c] These notifications also cover AVN systems used during pre-arrest investigations, after arrests, and in probation processes that are separate from criminal investigations. To facilitate information sharing, criminal justice agencies—including victim service providers, law enforcement, district attorney's offices, and corrections departments—have adopted AVN systems.[d] AVN systems integrate with an agency's databasing system, such as a record management system (RMS), to automatically disseminate relevant status updates to victims through various channels, including emails, phone calls, text messages, or messages via a software application or portal. Automation via a software platform may streamline the notification process, ensuring victims receive essential information without delay. AVN systems not only notify victims of relevant updates, but they may also facilitate easy access to guidance and resources relevant to victim needs (e.g., crisis hotline, legal and counseling services, support groups).

Agencies most often implement AVN with the help of vendor-based offerings; inclusion of a product in this report does not represent a recommendation, endorsement, or validation of product claims by the Department of Justice, National Institute of Justice, RTI International, or Criminal Justice Technology Testing and Evaluation Center (CJTTEC).

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a. Future references to victims in the text will encompass co-victims, who are individuals indirectly affected by the crime, such as close family members or loved ones of the direct victim.

b. The terms "victim advocates," "victim services providers," and "victim support personnel" are used interchangeably throughout this document. For consistency, these terms collectively refer to professionals (and representative entities) who provide support and services to victims.

c. Several state and federal legislation protects the rights of victim notification, with some of the largest strides made toward victims' rights in the early 2000s. Examples of federal legislation include the 2004 Crime Victims' Rights Act and the 2004 Justice for All Act. In 2019, the National Conference of State Legislatures assembled a 50-state survey ⧉ summarizing rights applicable to victims when an offender's status changes.

d. A wide variety of agencies within the law enforcement, corrections, and court functions regularly implement AVN systems; this brief will refer to those implementing these systems collectively as *criminal justice agencies*.

Context

AVN systems provide critical, real-time updates to crime victims on offender status changes, such as custody transfers, court dates, and parole hearings (as shown in **Figure 1**). By integrating with criminal justice databases, AVN systems streamline notifications via email, phone, text, or app, reducing manual work for agencies and ensuring victims stay informed.
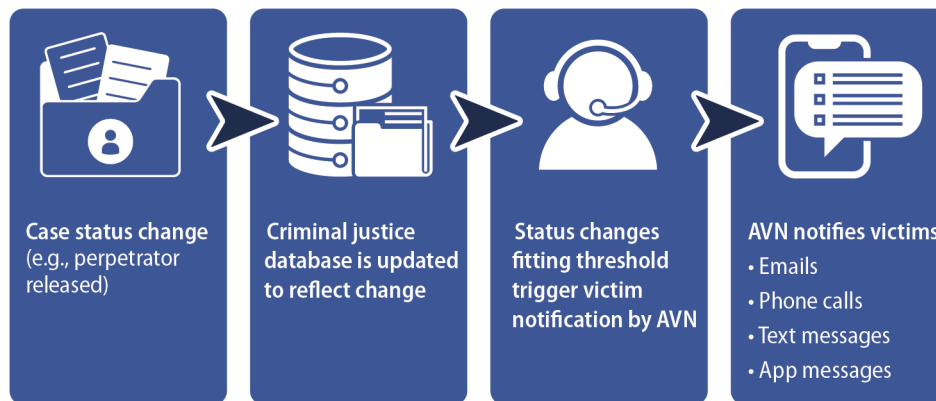
Case status change (e.g., perpetrator released)	Criminal justice database is updated to reflect change	Status changes fitting threshold trigger victim notification by AVN	AVN notifies victims • Emails • Phone calls • Text messages • App messages

Figure 1: When information related to an offender's status changes, criminal justice databases such as RMS are updated. Specific changes prompt the AVN system to push notifications to victims in multiple forms.

AVN system implementation can improve the experience of status notification for victims, their support networks, and the agencies managing this information:

- **All victims** of crime can benefit from these systems. AVN systems intend to provide more timeliness and flexibility in how victims access important information, enabling victims to align notifications with their preferences. These systems can connect victims with resources, both synchronously to support services (e.g., victim advocates who can help in real time) and separately to information pamphlets, supporting organizations, and FAQs. Criminal justice agencies may employ an "opt-in" or "opt-out" approach to victim registration for AVN systems. In opt-in systems, victims voluntarily register and provide their contact information and preferences. In opt-out systems, the victim is automatically registered for AVN systems but can cancel their registration or modify preferences at any point. Some AVN systems may combine both methods depending on the stage of the criminal justice process and the type of notification. In most circumstances, victims must opt into the AVN systems provided by criminal justice agencies. Victim advocates, and parties beyond the victim (e.g., victim families, the public), may also have streamlined access to timely offender updates based on the permissions of the agency's AVN.

- **Law enforcement agencies** may also use data from AVN systems to help inform investigative actions and planning (i.e., alerts when offenders are taken into custody on warrants, offenders' statuses on cases beyond current reports). **Public defenders' offices** may have a legal right to access offender status updates, such as when an offender becomes eligible for parole release, and may use systems like an AVN to keep track of this information.

- **Criminal justice agencies** responsible for managing offender information value the streamlined information flow offered by an AVN, enabling them to rapidly engage with victims, even with increased caseload or reduced workforce. AVN systems reduce the manual labor needed to notify victims and may help agencies spend more time on direct victim support.

Many criminal justice agencies are actively upgrading and overhauling their AVN systems, although most have implemented these platforms since the early 2000s.

As of this publication, 48 U.S. states, the District of Columbia, and Puerto Rico have embraced AVN systems, providing victims with timely and relevant updates regarding their cases.[1] AVN adoption was driven largely by the Bureau of Justice Assistance's Statewide Automated Victim Information and Notification (SAVIN) programs, which provided over $33 million in funding from 2005 through 2008 to help states build AVN capacity.[2] Aligning with the vision of the SAVIN program, some states like Hawaii have developed and retained a connected notification network that captures updates from various criminal justice agencies.[3] However, due to data sharing challenges, many state and local agencies have elected to develop separated systems. As a result, victims may need to opt into multiple AVN systems as the offender progresses through the criminal justice system (e.g., victims may need to opt into AVN systems offered by prosecutors' offices and correctional facilities).

Some states have moved toward legislation mandating the use of AVN by agencies, such as Arizona Senate Bill 1712 and Alabama House Bill 391.[4,5] Many agencies have either updated or implemented new systems over the last 5 years,[e] indicating that agencies may be considering ways to create a more streamlined and supportive experience for victims navigating the criminal justice system.

Implementing truly effective systems requires intentional planning for victim-centered and practical considerations. The design and operation of these systems, which may require re-evaluation of existing processes and technical infrastructure, are important factors when choosing an AVN vendor.

Upgrading AVN systems goes beyond mere legal compliance; it represents a pivotal moment for agencies to reconsider and enhance the ways in which support is extended to victims, both within and outside the criminal justice framework.

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e. Between 2018 and 2015, CJTTEC found multiple AVN requests for proposals by an array of law enforcement, corrections, district attorney's offices, and other criminal justice communities.

Technology Landscape

Only a few vendors operate in the AVN space, but each vendor brings unique features for victim engagement and administrator experience.

Agencies looking to update or shift to an AVN system can select from a small market of vendors. Two companies, Appriss Insights (VINE) and Sylogist, have been well-established in the market over the last 20–30 years; most agencies leverage one of these vendors. Two companies, FieldWare (formerly known as Uptrust) and Versaterm, leverage their backgrounds in community supervision and notification to offer systems that proactively engage with victims. Although some agencies elected to develop in-house AVN systems when they were first offered,[f,6] most have shifted away from internal systems in favor of vendor-developed ones, which are easier to maintain.

CJTTEC included automated platforms designed to (1) provide timely and accurate updates to victims of crime about the status of their cases and (2) connect the victim with resources. CJTTEC did not include the following types of companies in this analysis.

Companies that solely notify victims when individuals on supervision are within a certain radius.

Companies that focus on reporting sexual assault occurrences and informing community members of potential offenders.

Companies that provide updates about untested or unsubmitted sexual assault evidence kit testing and post-testing contacts.

Appriss Insights' VINE

VINE serves an expansive network that includes 48 states and over 2,900 incarceration facilities.[7] In addition to traditional call- and text-based updates, VINE offers notification options through a mobile application.[8] Some VINE systems also allow for updates on protection orders in addition to criminal cases post-arrest.[9] VINE users must opt into the system and can customize their notifications in several ways; for example, users can choose to access information in more than 200 languages. In interviews with agencies that use VINE, practitioners emphasized the ease of system setup and appreciated the marketing resources that assist in promoting AVN enrollment.[10]

VINE Highlights

- Rapid platform set-up for agencies
- Mobile application available to victims
- Marketing resources available for agencies to disseminate

Sylogist's Victim Services Suite

Sylogist is an established AVN system vendor responsible for maintaining large networks of corrections-based systems. Sylogist's Victim Services Suite (VSS) was developed using the Microsoft Dynamics 365 platform, a user-friendly system that offers flexibility and integration capabilities for agency end users.[11] Sylogist provides services for at least four states: Virginia, South Dakota, Indiana, and Texas. Many of Sylogist's customers aggregate data from integrated agencies, which reduces the number of AVN platforms the victim needs to access, and may even reduce

VSS Highlights

- High level of platform configurability for agencies
- Low latency, even in multi-agency systems

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f. The Evaluation of the Statewide Automated Victim Information and Notification Program, Final Report highlights the experiences of four states that operated in-house AVN systems. Several of these states, including Indiana, shifted from in-house to vendor-operated systems. See reference 6 for more information.

instances of conflicting updates. Many of Sylogist's customers aggregate data from integrated agencies, and the company focuses on providing rapid updates to victims, reducing lags or delays in messaging. Through building an intuitive logic in their notification process, the VSS system prevents the system from persistently calling or messaging the victim's phone, which may be disruptive and unsafe. Some Sylogist customers have integrated their AVN platform into a larger suite of data management tools, helping their administrators streamline reporting and other related tasks.[11]

Versaterm's SPIDR Tech

Versaterm's SPIDR Tech began as a notification platform to reduce administrative call volumes through automated community engagement.[12] Unlike VINE and Sylogist's VSS systems, SPIDR Tech proactively reaches out to crime victims, offering an opt out rather than an opt-in approach.[13] SPIDR Tech links with a criminal justice agency's database management system, triggering automatic text and email updates to victims when certain conditions are met, such as a change in offender status. SPIDR Tech offers an investigation module that automatically notifies victims upon submittal of a crime report or any changes in case status that are reflected in the RMS or case management system (e.g., court proceedings when an arrest is made, detective assignments, case dispositions) and provides flexibility for the agency to decide how and when the victim should be notified.[14]

> **SPIDR Tech Highlights**
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> • Automated emails and texts to victims
> • Eliminates need for victim to sign up for separate system
> • Easily customizable for agency

FieldWare's Uptrust

FieldWare provides customizable solutions for law enforcement and public safety, and recently acquired Uptrust. Uptrust's initial product focused on engaging with offenders to reduce "failure to appear" instances, but used its engagement platform to expand into the AVN market. With funding from the Office for Victims of Crime and a partnership with the Philadelphia District Attorney's Office, Uptrust developed a platform that engages victims through automated messages emulating human interaction, quickly connecting the victim to trained agency victim advocates.[15] In these systems, victims of crime are typically automatically enrolled after a crime report was created, but victims are able to opt out or modify their notification preferences. The platform features both a mobile app for officer use and a MySupervision web interface that is device agnostic, allowing enrolled individuals, including victims, to communicate seamlessly with their assigned agencies or officers. FieldWare continues to offer the Uptrust legacy platform, while also offering configurable solutions that agencies could use to develop victim notification platforms.

> **FieldWare (Uptrust) Highlights**
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> • Human-like automated text messages intended to improve victim engagement
> • Rapid connection to live experts for support

Vendors in the AVN landscape offer victim notifications and resources, but some platforms offer more options than others.

All four AVN system vendors referenced in this report meet CJTTEC's standard criteria for an AVN:

1. Send automated updates to victims when relevant offenders change status
2. Connect the victim with resources (including access to an on-demand content library and real-time human support)

However, types of notifications vary across the vendor offerings (see **Figure 2**), including:

- **Variation in Notification Channels:** Although all vendors offer text-based notification communications, some vendors have expanded notification capabilities to include phone and email notifications. VINE and Sylogist, for example, offer web-based information portals that house relevant offender updates in one place. VINE has also launched a free mobile application that houses notifications and resources, ensuring victims can access critical updates securely anywhere and at any time.[16]

- **Variations in Victim Support:** Most AVN platforms offer a repository of on-demand resources for victims, and some provide quick phone access to a list of local, regional, and national victim service providers, including legal assistance, crisis support, health care, counseling, financial aid, and children's services.[17] The implementation of live online chat services, such as the platform developed by Sylogist for the Virginia Department of Corrections, introduces a direct, real-time line of text-based communication between victims and support personnel. FieldWare (Uptrust)'s two-way text-based engagement model also facilitates access to tailored assistance by trained victim advocates.

AVN Platform Notification and Resource Offerings

		VINE	sylogist	versaterm	FW FieldWare
Victim Engagement	Text	X	X	X	X
	Email	X	X	X	X[g]
	Phone	X	X		X[g]
	Web portal	X	X	X	X[g]
	Mobile application	X			X
Resources	Access to on-demand resource library		X	X	X
	Access via phone to victim advocate		X		X
	Live chat				X
	Opt in/out for notification	Opt in	Opt in	Opt out	Opt out

Figure 2: AVN vendors offer notifications and victim resources, but some platforms offer more features than others.

g. Although the Uptrust legacy system focused on text-based messaging and offered a mobile application for its supervision users, FieldWare offers configurable solutions that may be modified to support victim notification services

Today's AVN systems have integrated advanced features with the potential to improve experiences of victims and AVN administrators.

Over the last decade, AVN systems have seen notable technological advancements aimed at improving the experience for victims of crime. AVN systems have integrated advanced features to enhance accessibility, increase intuitiveness, and provide support to victims of crime. These features include the following:

- **Customizable Notification Preferences:** Victims can personalize their notification preferences through online portals. This functionality allows individuals to control not only what information they receive, but also how often they receive it, tailoring the communication to their personal needs and circumstances. Such customization options empower victims by giving them choices over their interactions with the justice system, making the notification process more adaptable and user-friendly.

- **Notifications in Multiple Languages:** Expanding accessibility in different languages dramatically broadens the reach of AVN systems.

- **Low-Latency Notifications:** Low-latency notifications allow systems to send high volumes of information with limited lag time. This helps with seamless information flow in multi-agency systems and represents an essential leap in improving the timeliness of information dissemination. By reducing delays and updating victims in near real-time, AVN systems can offer more-immediate reassurance and updates to those awaiting critical information.

- **Intuitive Notification Systems:** Intuitive notification systems that deliver targeted notifications and allow for victim-chosen blackout dates can help address the risk of information overload. By ensuring that victims receive only relevant updates and can choose not to receive notifications during specific periods, AVN systems demonstrate a nuanced understanding of users' needs to balance both timely information and peace. Although some of these systems will continue to notify the victim until they acknowledge receipt of the information, many can do so in a way that can be less disruptive and that limit revictimization. System administrators, however, may need to consider trade-offs in delivering timely information to the victim, especially when offender updates have implications for victim safety.

- **Advanced Data Management and Feedback Collection:** The development of data management portals (e.g., VINE's VINEwatch) and the integration of feedback surveys into AVN resources represent significant strides in system transparency and improvement. These tools not only help administrators monitor and manage system performance, but they also provide a mechanism for collecting user feedback, ensuring that AVN systems continue to evolve in response to the needs and experiences of their users. As new technology is integrated into these systems, it is crucial to proceed with caution, particularly with the inclusion of artificial intelligence, raises serious privacy concerns. Macomb County Prosecutor's Office, for example, is currently piloting the use of AI-driven text alerts for victims of crime using their case management system.[18]

The Future of AVN Technology

Looking forward, the potential integration of chatbots and natural language processing into AVN systems signals a future wherein interactions can become even more personalized and supportive. Some victim services have already moved into this direction; for example, researchers have developed an Enhanced Virtual Victim Assistant ⧉ chatbot to direct victims of burglary to community-based support. The chatbot helps law enforcement connect to more victims in cost effective, personalized ways, while freeing up already limited human resources. Although this would not replace the impact of connection to human resources, victims can get more-tailored support from an AI platform that understands and responds to their queries.

Furthermore, these platforms can be advantageous for historical reporting and nonemergent cases. Whereas emergent cases require human engagement, situations involving historical abuse with no immediate safety concerns can benefit from chatbot or resource platform intervention. This technology can provide supportive engagement for cases that might otherwise be deprioritized due to their lack of immediacy. This approach ensures that all victims receive the necessary attention and support, regardless of the urgency of their circumstances.

Realities of Agencies Looking to Improve AVN Systems

Although AVN systems hold promise for simplifying information flow to victims, some systems fail to appropriately serve victims, even when they are implemented by well-established vendors. Conversations with victim advocates have highlighted the following realities with victim and agency experiences with AVN use:

AVN systems can negatively impact victims when they are incorrectly designed or maintained.

AVN systems may occasionally be inaccurate or ineffective, potentially resulting in serious consequences for victims' health and well-being. For example, updates incorrectly coded as releases when offenders temporarily leave facilities for health care treatment can cause unnecessary anxiety. If an offender moves through different facilities with data systems that do not communicate, victims may receive inaccurate or conflicting information. Furthermore, a lack of access to correct updates could pose significant safety concerns or even prevent the victim from being involved in achieving just outcomes. As a result, many victim advocates express apprehension about victims relying directly on AVN systems and often choose to register for the notifications themselves, serving as the "honest broker" of this information. Agencies should consider how much information they share and expand options for receiving updates safely and securely, enhancing the effectiveness and trustworthiness of these systems.

> **Noteworthy cases where AVN systems have failed:**
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> In 2021, a South Dakota family received insufficient notice about a murderer's parole hearing due to a failure of the state AVN system, serviced by Sylogist.[19] In 2023, another issue arose when a rape victim received relentless notifications about a parole hearing scheduled 20 years in the future from a system serviced by VINE, highlighting the system's inability to cater to victim needs and preferences.[20]

Although legally entitled to AVN updates, many victims either lack access or are unaware of their availability, leading to underutilization of these systems.

Victims may find themselves without access to updates through AVN systems, despite possessing a legal right to this information. The complexity and lack of user-friendliness of some AVN systems further exacerbate this issue—these systems can be difficult to navigate, particularly for those who are not technologically savvy or who face language barriers.[h] Alternative methods of accessing information are also needed, as not all victims and co-victims have access to the internet, cell phones, or laptops. In most cases, no single criminal justice agency can provide end-to-end updates through the life cycle of a case—for example, pre-conviction updates may come from law enforcement agency AVN, whereas postconviction updates may come from a corrections-based AVN. As a result, victims must proactively opt into one or more AVN notifications. Victims might not even be aware of the existence of such resources, placing the burden on them to engage with these systems. Recognizing these challenges, organizations like FieldWare (Uptrust) and SPIDR Tech are actively working to reform these systems. Their efforts focus on reducing the barriers to access and improving the user experience, with the goal of making AVN systems more intuitive and accessible. Despite efforts by these organizations, the effectiveness of good systems remains compromised if they are underused.

There has been limited recent research on the extent to which AVNs meet the needs of victims.

The absence of in-depth evaluations and comprehensive data on how AVN systems support victim needs points to a critical oversight in their implementation. The most-recent and comprehensive study investigating the implementation of AVN systems was published in 2013;[6] some research and practitioner groups have developed best practice guides for delivering victim notification but do not evaluate or assess the ability of AVN system technology to address needs.

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h. In the most-recently available study on the topic, in 2013, only 23% of the 723 victims surveyed used AVN systems, yet over half (53%) expressed interest in them, implying a potential access gap. See reference 6 for more information.

Without detailed analysis and feedback from users, measuring the systems' real-world effectiveness and identifying areas for enhancement are challenging. This lack of detailed user engagement data also hinders understanding of how victims interact with these systems, including their preferences, barriers to access, and the systems' overall impact on their sense of security and involvement in the judicial process.

Technology constraints are key barriers to effective implementation of AVN systems.

Many local agencies are restricted by outdated or incompatible data and their RMS, which can significantly impair the AVN system's ability to deliver prompt and accurate notifications. The success of AVN systems relies on both the technology used and the strength and compatibility of the agency's data infrastructure with the system's needs. Agencies should work with the AVN vendor and other vendors supporting their databases to create a system architecture that handles a potentially large volume of notifications while maintaining responsiveness and minimal latency.

AVN systems should keep a human in-the-loop for victim notification.

Although these systems streamline a vital and time-consuming task, they also pose a threat by potentially encouraging an approach that excludes human oversight. Victims may find it difficult to access clear and timely human resources beyond automated notification wherein the victim can understand actionable steps to improve their safety and well-being. Some victim advocates emphasize the need for a more-personalized notification process, where a human steps in to receive and interpret status updates for the victim. Additionally, advocates can use these interactions to further integrate safety plans with victim-survivors, ensuring that they receive comprehensive support tailored to their unique circumstances. The integration of advanced technologies in AVN systems is crucial for improving victim support and engagement. These systems provide personalized, timely notifications and resources through multiple channels, empowering victims to stay informed and involved in their cases. However, maintaining human oversight to interpret updates and offer tailored support is essential, ensuring victims receive comprehensive care. By enhancing the accessibility and usability of AVN systems and keeping human advocates involved, victims can become more engaged, potentially leading to better case outcomes and overall justice system effectiveness.

Agencies should consider training all personnel on how to operate the AVN system and how to support victims in understanding the value, limitations, and logistics of using the platforms. Building capacity for all personnel, sworn and professional, to effectively educate victims can help promote engagement and manage expectations.

State of Alabama

Although most agencies leverage AVN vendors, homegrown systems can be an option for agencies to meet victim needs.

Facing issues such as inefficiencies in the previous system, confusion over responsibility, lack of proper implementation tools, and untimely notifications to victims—resulting in serious public safety concerns and delays in the early release of incarcerated individuals—law enforcement agencies in the state of Alabama decided to address needs by developing a statewide homegrown system.

In response to dissatisfaction with the previous AVN system, Alabama law enforcement agencies recently introduced an updated system to improve transparency and effectiveness for victims of violent crimes.[21] The initiative was driven by an implementation task force established by legislation sponsored by former Senator Cam Ward in 2011. The task force's efforts culminated in a soft launch in March 2024, which successfully registered nearly 2,000 users. The new Victim Notification System (VNS) website was officially released later that month.

The VNS allows Alabama victims and other concerned community members to receive notifications about offenders who have impacted their lives or those of their loved ones. By registering on the site, users can choose how—or if—they receive future notifications and can update their contact information as needed. However, this service is only applicable to offenders who have been convicted in Alabama and have been sentenced to prison (Alabama Department of Corrections custody). In some circumstances (e.g., cases that have not yet gone to trial), victims are advised to contact the sheriff in the county where the crime occurred. The new system aims to empower victims with timely notifications about parole hearings and pending releases, a critical step toward giving them a louder voice in the parole process.

The revamped VNS[22] is designed to rectify past inefficiencies by allowing victims to proactively register and receive updates, ensuring they are informed and involved in justice proceedings. This shift represents a significant improvement in Alabama's approach to victim rights and the administration of justice, aiming to make the criminal justice system more responsive and accountable to the needs of victims.

Questions to Consider When Configuring an AVN System

	What agencies should ask themselves	What agencies should ask AVN system vendors
Purpose of System	☐ What objectives does the agency aim to achieve with AVN implementation? ☐ Who, beyond victims (e.g., families of victims, victim advocates, the public), should be able to access this information? ☐ What specific offender updates will warrant notification?	☐ What metrics for use and other information can be tracked? ☐ What administrative management features are available in this AVN platform?
System Implementation and Rollout	☐ Who in the agency will manage the responsibilities of administering an AVN? Where will this individual or team reside (e.g., records division)? ☐ Who might AVN administrators coordinate with across agencies, or within the community, to best support victims and survivors? ☐ Who will be trained on the AVN system?	☐ What implementation support is available for agencies? ☐ Does the vendor provide demos or onboarding training?
Victim-Centered Considerations	☐ How do AVN systems address the diverse needs of victims, including those with language barriers, disabilities, or limited access to technology? ☐ What measures are in place to ensure the inclusivity and accessibility of AVN systems for all victims, regardless of their socioeconomic status or geographical location? ☐ If the agency cannot offer the AVN system to all crime victim classifications, how will the agency determine which crime types can be supported by the AVN? ☐ How will the agency tailor the amount and type of information shared through AVN systems to protect victims while keeping them informed? What information will be provided in the victim notification? ☐ Where will the agency integrate human oversight within the workflow? ☐ Who has the primary responsibility for ensuring that victims are made aware of the availability of AVN, and what is the process through which this occurs?	☐ What flexibility and safety features have been built into the notification tools? ☐ What accessibility features does this product offer? ☐ How quickly can a victim reach a human when seeking support? What mechanisms are in place for victims to easily reach out to agency experts for support, beyond the automated notifications? ☐ What options are available for victims to opt into receiving notifications, and how is this choice communicated to them?
Technical Considerations	☐ How robust is the agency's RMS or other databases that will feed the AVN? ☐ How does the agency plan to manage the increased caseload and ensure the scalability of AVN systems? ☐ What feedback mechanisms are in place for victims and agency staff to contribute to the continuous improvement of AVN services? ☐ What metrics (e.g., use statistics) should be considered for tracking and assessing this system? ☐ How might data-driven insights be used by agencies to enhance the responsiveness, accuracy, and personalization of victim notifications?	☐ What data security safeguards ensure privacy? ☐ What steps are taken to safeguard sensitive victim information against unauthorized access and breaches? ☐ Which features are configurable, and which features are customizable? ☐ Who owns the data generated from the AVN system, and are there intentions to use these data for any purpose? ☐ How can performance-monitoring be incorporated into AVN systems to ensure they meet their intended goals? ☐ If the AVN system is used by individuals beyond primary victims, can feedback and metrics be disaggregated to assess the impact of the AVN on victims specifically?

Conclusion

Effectively configuring and maintaining AVN systems is a challenging endeavor, but these systems are critical for supporting victims' safety and well-being. Agencies, vendors, and the research community still have a long road ahead in developing systems that understand, and address victim needs and that are easily implementable. However, an informed victim is an engaged victim, and efforts to deliver accurate, flexible, and timely notifications may help improve case outcomes.

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