

SOUTH DAKOTA CRIME VICTIMS' COMPENSATION COMMISSION MEETING

Meeting held via Zoom Conference

Friday, September 24th, 2021

11:00am (Central Time)

Meeting Minutes

11:00 A.M: Introduction (via zoom)

- **Rollcall**
- Rebecca Kiesow-Knudson (RKK)
- Brian Mueller (BM)
- Keith Hansen (KH)
- Lisa Heth (LH)
- Becky Rasmussen (BR)

Also, present:

- Megan Kwilinski
- Chazzy Smith
- Cora Olson
- Laura Quasney
- Kami Marts

Brain motioned to approve Keith as hearing officer of this meeting

- Roll call vote called
- Motion to appoint Keith as hearing officer passes

The meeting was called to order at 11:06 am Keith Hansen served as the hearing officer. Roll-call attendance was taken, and a quorum is present.

Review of minutes:

The meeting minutes from March 26th, 2021 were reviewed.

- **BM:** motioned for approval
- **RKK:** seconded
- **Roll Call vote:** All members approve.

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Program Update:

Cora provided that the new online system is live as of January 2021, still working out some bugs and have resolved many of them. We are live and accepting online applications as well as paper applications. Explanation of how the new program works and the workflow for claims. Staff changes with new hire of Kami Marts as CVC Claim Specialist, ease of new program use, continued increase of new applications. Addressed factors that created a back log of claims and how they are being worked through now. From May of 2021 the program was still processing claims from two years ago and were able to close those claims as well as 2020 claims in May was 47% completed and now, they are 95% complete. Addressed additional successes of the new system.

Commission questions and discussions:

- **BR:** Thanked our team for our hard work.

11:19am- Review of MAVIS commission access

CO: Explained the roles that each office staff has in the system and what the screen looks like when opened under her role. After sharing her screen Cora demonstrated the options and tabs shown with both grants and claims and where commission members would go to access the information needed. Stated that passwords and usernames would be sent via email to log into profiles. Cora showed the development site and an example commission member profile to show what their screen would look like upon initial login as well as how they will see tasks when claims are up for appeal and how to view the documents.

Questions from the state: None

Commission Questions:

KH: Is there anywhere for us to take notes as we are reading through the information?

CO: Showed where to navigate in the system in order to take notes and note features as well as the training materials tab for commission meetings for any additional questions.

BM: When we get closer to the next meeting are we able to schedule a tutorial meeting to make sure we are understanding where to access the needed information? Fairly familiar with the Intelegrants system for other grants and it looks about the same.

CO: Yes, the system was created by the same developers, AGATE. Intelegrants is as system designed for grant management however, AGATE successfully worked with us to integrate the claims management features. Cora will put together a step-by-step instructional power point to help demonstrate navigating the system prior to the next meeting.

KH: Any concerns with the hardware that we use to access the information such as the ability to access from a phone?

CO: Chrome works best, but since it is a web-based system it can be accessed through your phone or any other web-based browser. Any other questions?

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Questions from the state: None

Commission Questions: None

11:36am-Scheduling next commission meeting

- January 10th, 2022 Monday @ 11:00 A.M
- **KH:** Motioned to approve
- **BR:** Seconded
- **Roll Call vote:** All members approve.

Motioned to approve the date for next commission meeting approved.

11:39am-Meeting adjourned

- **KH:** motioned to close
- **BM:** seconded
- **Roll Call vote:** All members approve.

Motion to adjourn meeting passes