

MINNESOTA VINE FACT SHEET

1-877-MN-4-VINE
www.vinelink.com

GENERAL INFORMATION

VINE (Victim Information and Notification Everyday) is a free and anonymous service that provides victims of crime two important features: Offender information and release notification.

VINE monitors the custody status of offenders in county jails and detention facilities. Individuals can call the VINE number or go online to *VINELink* to check an offender's custody status. Information is available 24 hours a day, 365 days a year.

Individuals can register to be notified of an offender's release by phone, email, and/or text message.

Anyone may use the Minnesota VINE service to determine the custody status of an offender. Callers will need either a touch-tone telephone or internet access to use the service.

The telephone service is available in **English, Spanish Hmong, and Somali** and is supported by **24-hour live operator assistance**. The *VINELink* service is available in **English and Spanish**.

Victims of offenders who are in a Department of Corrections Facility can request notification through the Minnesota HAVEN program.

INFORMATION

To search for offender information through VINE, callers will need to provide:

- **Offender Name or Alias:** If there is more than one offender with the same name, a secondary search can be made with: middle initial, incident date, date of birth, or arresting agency; **or**
- **Offender identification number**

Information available from VINE Service:

- Current Offender Custody Status
- Offender Identification Number (*if searched by name*)
- Housing Location
- Scheduled Release Information
- List of Victim Service Providers and other resources

VINE receives updated information according to a regular schedule from county jails, typically at 15 or 30 minute intervals.

REGISTRATION

For custody status change notifications, crime victims and the general public may register directly with VINE by calling the toll-free number using a touch-tone telephone, or by visiting www.vinelink.com and clicking on Minnesota. Upon locating the offender, they will need to provide the following information in order to register with VINE:

- A telephone number (including area code) and a 4-digit Personal Identification Number (PIN), *or*
- An email address

Important: *Persons who register and later move or change their phone number should update their VINE registration by calling VINE or going online to VINELink. Individuals can also cancel their registration through the VINE number and can cancel their phone and email registration through VINELink with password created at time of registration.*

NOTIFICATION PROTOCOL

Unless otherwise noted, notifications to registered users begin as soon as the VINE Communications Center (located in Louisville, Kentucky) receives updated records indicating a custody status change from the on-site booking computers located in the individual jail or detention facilities. Notification to registered persons will be made when one or more of the following occur:

<u>EVENT</u>	<u>NOTIFICATION PATTERN</u>
General release	Normal
Release on court order	Normal
Release on bond	Normal
Escape	Normal
Record Purged	Normal
Unsupervised custody (<i>work release, electronic Monitoring, home incarceration</i>)	Non Emergency
Outage	Non-Emergency
Transfer	Non-Emergency Delayed
Death	Non-Emergency Delayed

Telephone Notification:

Normal: Calls will be made every 30 minutes for 24 hours or until the correct PIN is entered to confirm and stop the notification calls. If a call is answered but not confirmed, subsequent calls will be made every 2 hours for 24 hours. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 24 hours.

Non-Emergency: Calls will be made every 30 minutes between the hours of 7am and 9pm for 48 hours or until the correct PIN is entered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 24 hours.

Non-Emergency Delayed for Transfers: Calls will be made every 30 minutes between the hours of 7am and 9pm for 24 hours, or until the correct PIN is entered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Notification messages will be left on answering machine, but calls will continue every 2 hours. ***Notification will take place 8 hours from the time the discharge record is received.***

Non-Emergency Delayed for Death: Calls will be made every 30 minutes between the hours of 7am and 9pm for 24 hours, or until the correct PIN is entered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Notification messages will be left on answering machine, but calls will continue every 2 hours. ***Notification will be delayed by 12 hours from the time the record is received to allow for family notification.***

SMS and Email notification:

For normal notification events, notification messages are sent once notification of the change in designated custody status has been received. Only one SMS message or email is sent to the registered user. In cases of transfer, notification is delayed 8 hours from the time the discharge record is release; in cases of death, notification is delayed 12 hours from the time the record is received to allow for family notification.

CALLER ID

For telephones with Caller ID or Anonymous Call Block, a notification call from VINE will show up as the telephone number (502) 213-2798. This number will not be answered when called, but is only used for purposes of getting the notification through when anonymous calls are blocked.

OFFENDERS IN A DEPARTMENT OF CORRECTIONS FACILITY

Notification to victims of offenders in a DOC facility is done through the Minnesota Haven program. Victims of offenders in a DOC facility can register to be notified of the offender's release by contacting the DOC Victim Assistance Program at 800-657-3830.

For customer service, technical assistance, or to report a possible problem, call the Appriss Operations Center at 1-866-APPRISS or 1-866-277-7477, option 2.

The Minnesota VINE Service is provided by the Minnesota Office of Justice Programs. Minnesota VINE Program Manager: Chris Anderson
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