

Virginia VINE is an automated service that allows you to track an offender's custody status over the phone or internet. You can register to be notified by phone, text, and/or email if an offender is released, transferred or escapes. You can also search for service providers who assist victims of crime in your area.

Write down the following information, remove this panel, and keep it in a safe place:

Offender Name

Offender/Booking Number

Your four-digit PIN

VICTIM RESOURCES

Virginia Legal Aid
www.valegalaid.org
1-866-LEGLAID

Virginia Victim Assistance Helpline
www.vanetwork.org
1-855-4-HELP-VA

Virginia Sexual and Domestic Violence Action Alliance
www.vsdvalliance.org
804-377-0335

**Virginia Department of Corrections
Victim Services Unit**
1-800-560-4292

**Virginia Parole Board
Victim Input Program**
804-674-3081

Virginia Family Violence and Sexual Assault Hotline
1-800-838-8238

National Domestic Violence Hotline
www.ndvh.org
1-800-799-7233 or TTY 1-800-787-3224

National Organization for Victim Assistance
www.trynova.org
1-800-879-6682

VINE Facts

- If you feel danger, call 911 immediately.
- VINE is confidential. The offender will not know you are registered with this service.
- Since VINE automatically calls when an offender's custody status changes, you may get a call in the middle of the night.
- Write down your PIN and keep it in a safe place. For safety reasons, do not share this information with others. Try to use an original PIN, or one that other might not be able to guess.
- If you do not answer a notification call, VINE will leave a message and will continue calling back until you answer and enter your PIN, or until 24 hours have passed.
- The VINE calls come from Louisville, KY, and will have a 502 area code.
- You can register multiple phone numbers and email address for notifications.
- If you forget your PIN, call **1-800-467-4943** and press zero. You will be connected with an operator who can help you reset your PIN or cancel notification.
- Operators are available to assist you 24-hours a day, seven days a week. They can also provide support in multiple languages.

IMPORTANT!

IF YOUR PHONE NUMBER OR EMAIL CHANGES, IT IS YOUR RESPONSIBILITY TO NOTIFY VINE OR VADOC.

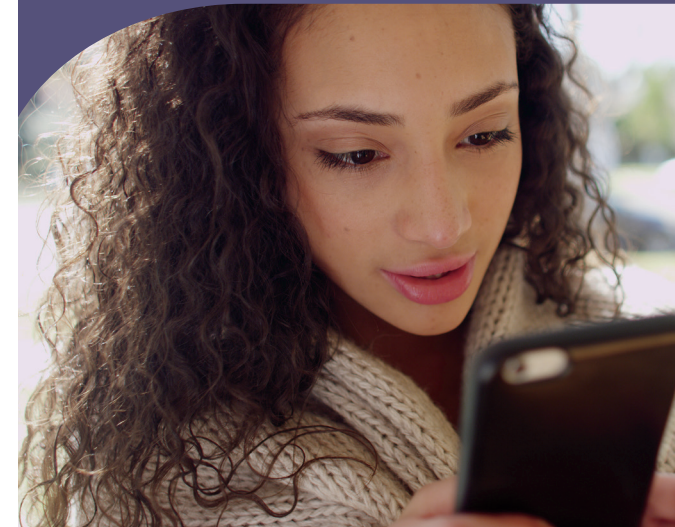
Call **1-800-467-4943** and follow the instructions on how to change your contact information. If you have created an account on VINELink, you can make any changes there. Unless you update your information, VINE will be unable to contact you when necessary.

Do not rely on Virginia VINE for your safety. If you feel you are in danger, call 911.



Victim Information & Notification Everyday

Virginia VINE
Information & Notification for
Offender Custody Status



A service provided by the **Virginia Center for Policing Innovation** & the **Virginia Department of Corrections**



1-800-467-4943
www.vineline.com
www.vavine.org

Virginia Jail VINE



Virginia Jail VINE provides notifications for local and regional jails, the Department of Corrections, and the Virginia Sex Offender Registry. General information about any offender is available at vinelink.com, or by calling **1-800-467-4943**. However, to get notifications sent to you, the registration process for each is a little different.

Virginia Local and Regional Jail VINE

You may search for offenders located in any local or regional jail on www.vinelink.com or by calling **1-800-467-4943**. To register for text, phone, email or TTY notifications, follow the directions on VINELink. In-app notifications are also available through the VINELink app.

When you create a notification, you will be asked how you would like to be notified and to provide contact information, such as a phone number or email address. If you choose to get phone notification, you will also be asked to create a PIN. Entering the PIN when you get a call from VINE lets the service know you have received the message and stops the call.

Notification

You will be notified about the following events:

- Release
- Transfer
- Death
- Escape/Return

For the Virginia Department of Corrections, as well as for some jails, you may also be notified about:

- Work Release
- Name Change
- Parole Events (if eligible)
- Advanced Release

Virginia DOC VINE

VINELink is only for information purposes. You must register with the Virginia Department of Corrections (VADOC) Victim Services Unit for notification.

Enrollment is not automatic once an offender enters DOC custody. If the offender is housed in a local jail, you will also have to register with the jail to receive timely notification.

Registration

Crime victims can register to receive notification by calling the Virginia DOC Victim Services Unit at **1-800-560-4292**. If you are not a crime victim, refer to the Virginia DOC website Offender Locator at www.vadoc.virginia.gov.

**Only crime victims are eligible to register for notifications.*

Notification

Victims will be notified about custody change events including: release, transfer, escape/return, death, work release, name change, parole events (if eligible), and advance notice 30 days prior to the offender's release date.

VADOC Victim Services Unit

The Victim Services Unit is here to assist you. VADOC staff provide information and referrals concerning the post-sentencing phase of the criminal justice system and answer questions related to offenders incarcerated in a Virginia prison.

Office hours are 8:30 a.m.-5 p.m., Monday-Friday.
Call **1-800-560-4292**
or email victimservices@vadoc.virginia.gov.

To view a map of the Virginia DOC Institutions, visit:
www.vadoc.virginia.gov.



Virginia Sex Offender Registry

The Virginia Sex Offender Registry Service allows you to register to receive notification when a convicted sex offender's address information or compliance status changes. The Virginia Sex Offender Registry does not automatically send notifications about the custody status of a sex offender in jail. To receive notification when a sex offender is released, transferred, or escapes from jail, you must register with the Virginia VINE service at **1-800-467-4943** or at www.vinelink.com.

Virginia VINE

1-800-467-4943
TTY: 1-866-847-1298
www.vinelink.com

Search for "VINELink" on your mobile device app store

