

VICTIM ASSISTANCE SERVICES

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

Virginia Parole Board
Victim Input Program
1-800-560-4292

Office of the Attorney General
Victim Notification Program
1-800-370-0459

Criminal Injuries Compensation Fund
1-800-552-4007

Department of Criminal Justice Services
Virginia Crime Victim Assistance
INFO-LINE
1-888-887-3418

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

DO NOT DEPEND SOLELY ON THE VINE SERVICE FOR YOUR PROTECTION. IF YOU FEEL THAT YOU MAY BE AT RISK, TAKE PRECAUTIONS AS IF THE INMATE HAS ALREADY BEEN RELEASED.

VINE INFORMATION

INMATE NAME

INMATE NUMBER

YOUR FOUR-DIGIT PIN CODE

Victim Services Unit
Virginia Department of Corrections
6900 Atmore Drive
Richmond, Virginia 23225
1-800-560-4292

The Victim Services Unit is here to serve you. Our staff provides information and referrals concerning the post sentence phase of the criminal justice system and answers questions related to an inmate incarcerated in a Virginia prison or parole eligible inmate. Please call our toll-free number listed above for assistance.

Office hours are 8:15 a.m. to 5 p.m. Monday through Friday. During non-office hours or weekends, you may call and leave a recorded message and your call will be returned as soon as possible.

For further information on the Virginia Department of Corrections' Office of Victim Services, and the VINE program, please call:

1-800-560-4292


Appriss
Provider of the VINE Service

Appriss® Patented Technology - U.S. Patent Number 5,861,810

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VIRGINIA

DEPARTMENT OF CORRECTIONS



VICTIM INFORMATION &



NOTIFICATION EVERYDAY

**FOR INMATE INFORMATION
CALL VINE®:**

1-800-467-4943

También disponible en español

**A SERVICE PROVIDED BY
THE VIRGINIA DEPARTMENT OF CORRECTIONS
IN PARTNERSHIP WITH APPRISS®**

WHAT IS VINE®?

VICTIM INFORMATION AND
NOTIFICATION EVERYDAY

VINE is a toll-free, 24-hour, anonymous, computer-based telephone service that provides victims of crime two important features: information and notification.

INFORMATION



For inmate information, call 1-800-467-4943 and follow the prompts. Callers use basic information to search for inmate status. Victims may call VINE from any touch-tone phone, any time, to check on an inmate's custody status.

NOTIFICATION



Callers may then choose to register for an automated notification call when an inmate is released, transferred, escapes, and parole status if the inmate is parole eligible. To register, callers simply enter the phone number, including area code, where they want to be reached. Callers will then be asked to enter a Personal Identification Number (PIN) for use during notification. The service will automatically call when one of the above events occurs.

VIRGINIA DOC VINE SERVICE - QUESTIONS AND ANSWERS

HOW DO I PARTICIPATE IN THE VINE PROGRAM?

To find an inmate or register for notification, you must call the VINE hotline directly from a touch-tone phone. También disponible en español. Cuando llame, seleccione la opción en español.

WHICH INMATES ARE MONITORED BY THE VINE SERVICE?

Only inmates housed in the Virginia Department of Corrections (DOC) will be included in the Virginia DOC VINE service.

WHAT IS A PIN?

The PIN (Personal Identification Number) is a four-digit number chosen by the caller to be used to stop notification calls from VINE. The PIN should be a number that is easy to remember. **Entering a PIN is the only way to confirm and stop VINE notification calls.**

WHAT IF I'M NOT AT HOME OR MY PHONE IS BUSY WHEN VINE CALLS?

The VINE service will keep trying to reach you. If there is no answer or the line is busy, VINE will continue to call every half hour for 24 hours. VINE will leave a message on an answering machine, but will continue to call every two hours up to a 24-hour period until a PIN is entered to stop the notification calls. Since VINE calls automatically when an inmate's status changes, notification calls may come at any time.

CAN I REGISTER MORE THAN ONE TELEPHONE NUMBER WITH VINE?

Yes. Your family, friends, and other concerned persons may also check on inmate status and register for notification. Each registration is separate and requires a PIN.

DOES VINE GUARANTEE MY SAFETY?

The VINE program is designed to provide you with quick and easy access to inmate information and to alert you when an inmate's status changes. Do not depend solely on VINE or any other single program for your safety. If you are registered with VINE and your name, address, or telephone number changes, please call VINE to ensure you do not miss any important information.

WHAT IF I DON'T HAVE A TOUCH-TONE PHONE?

A live VINE operator will help you register for notification.

1-800-467-4943

