

VINE is a free service that allows you to anonymously check an offender's custody status by phone, website, or mobile app (where available). You can also register to receive automated notifications about changes in custody status by phone, email, text, or in-app. TTY service for people with hearing loss is also available.

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

Offender Name

Offender Number

Four-digit PIN

How to Use VINE

- If you feel you are in danger, call 911 immediately.
- VINE is confidential. The offender will not know you are registered with this service.
- VINE provides information on offenders in custody in Iowa.
- VINE notifies automatically when an offender's custody status changes. You may get a notification from VINE 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.
- If you do not answer a notification call, a message will be left and additional attempts will continue to be made for a minimum of 24 hours, or until you enter your PIN.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number and press zero. You will be transferred to an operator who can help you reset your PIN or cancel the notification.
- Operators are available 24/7 to assist you.

IMPORTANT!

IF YOUR PHONE NUMBER OR EMAIL CHANGES, call the Equifax Customer First Center at 1-888-742-8463, or go to VINELink.com and follow the instructions on how to change your phone, text, TTY, or email registration. Unless you update your information, we will be unable to contact you when necessary.



Iowa VINE

**Offender Custody Status Information
Victim Notification Services Service
Provider Resource Directory**

A service provided by the
Iowa Attorney General's
Victim Assistance Section



Download the VINELink mobile app.
Search for "VINELink" on your mobile
device app store or scan this QR code.



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



Copyright © 2024, Equifax Inc., Atlanta, Georgia. All rights reserved. VINE® is a registered trademark and product of Appriss Insights, LLC, An Equifax Company.

1-888-742-8463

TTY: 1-866-847-1298

VINELink.com



Resources for Crime Survivors

Information

Iowa VINE is a service that lets victims of crime and other concerned citizens access timely and reliable information regarding offender custody status. Iowa VINE is offered free of charge to registrants, is completely confidential, and features multiple language support.

Registration

To access offender custody information and/or register to be notified:

- Call **1-888-742-8463**
- Visit **VINELink.com**
- Download the **VINELink mobile app**
- TTY users, call **1-866-847-1298**

If the offender is in custody, you can register to be notified about the following:

- Offender Custody Status
- Supervision Status Change

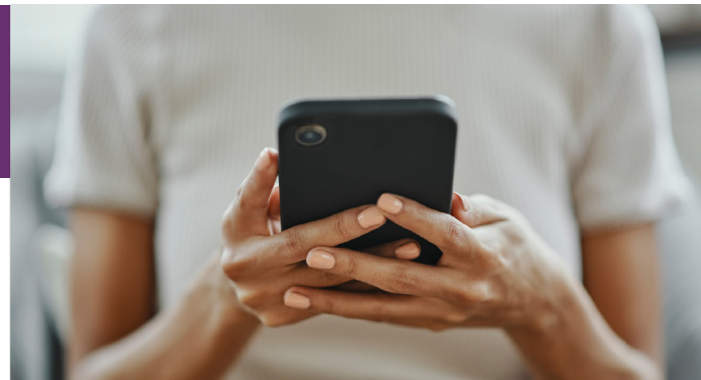
Notification

Iowa VINE allows you to select your preferred notification method:

- Phone
- Text
- In-App
- Email
- TTY

Phone Notifications

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN). Make sure your PIN is easy to remember, as you will be asked to enter it when Iowa VINE calls.



Notification Events

Once you are registered, Iowa VINE will notify you of offender status changes, such as:

- Release
- Transfer
- Escape
- Death (in most cases)

Victim Assistance Section
crimevictiminfo@ag.iowa.gov
515-281-5044 or 1-800-373-5044

Iowa Victim Service Call Center
(24/7) www.survivorshelpline.org
1-800-770-1650 or text "IOWAHELP" to 20121

Iowa Child and Dependent Adult Abuse Hotline
(24/7) 1-800-362-2178

Iowa Coalition Against Domestic
Violence www.icadv.org
515-244-8028

Iowa Coalition Against Sexual Assault
www.iowacasa.org
515-244-7424

Iowa Department of Corrections Office of
Victim and Restorative Justice Programs
doc.iowa.gov/victim-services
1-800-778-1182

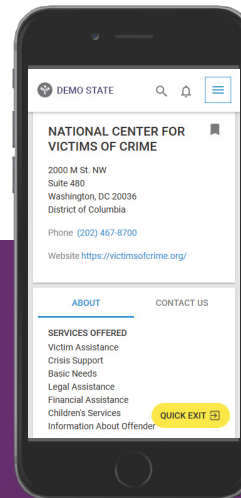
Iowa Board of Parole
bop.iowa.gov
515-725-5757

Safe at Home
safeathome.iowa.gov/
515-725-7233

Contact us at:
Victim Assistance Section
Office of the Attorney General of Iowa
Hours 8:00am-4:30pm M-F
Office: 515-281-5044 or 1-800-373-5044
Fax: 515-281-8199
<https://www.iowaattorneygeneral.gov/for-crime-victims>

VINE Service Provider Directory

Connect with local, regional, and national victim service providers through the VINE Service Provider Directory. The directory is a comprehensive listing of support services, such as victim assistance, crisis support, basic needs, healthcare, counseling, legal assistance, financial assistance, and children's services. Access the directory by visiting VINELink.com or using the VINELink mobile app. To begin, click "FIND SERVICE PROVIDERS."



Iowa VINE

1-888-742-8463 TTY:

1-866-847-1298

VINELink.com