

IowaVINE FACT SHEET

Victim Information and Notification Everyday

1-888-7-IAVINE (1-888-742-8463)

www.vinelink.com

GENERAL INFORMATION

IowaVINE is a free and anonymous telephone service that provides victims of crime two important features: Information and Notification. IowaVINE is a service of the Iowa Attorney General's Crime Victim Assistance Division, the Iowa Department of Justice, and Attorney General Tom Miller and is supported by a grant awarded by the Bureau of Justice Assistance.

IowaVINE monitors the custody status of offenders in Iowa's county jails and Department of Corrections facilities. The information is stored at the VINE Communications Center in Louisville, KY. Information is available to callers 24 hours a day, 365 days a year.

The IowaVINE service is available in **English and Spanish** and is supported by **24-hour trained operator assistance**.

DATA TRANSFER SCHEDULE

County jails: Every 15 minutes, 24 hours a day, 7 days a week
(Polk County: Every 30 minutes, 24 hours a day, 7 days a week)

DOC facilities: Every hour, on average, 24 hours a day, 7 days a week

INFORMATION

Anyone may call IowaVINE to determine the custody status of an offender. Callers will need a touch-tone telephone to use the service. To search for offender information through IowaVINE, callers will need to provide one or more of the following items:

- Offender Identification Number
 - Offender Name
- Secondary search options if there is more than one offender with the same name:
- Date of Birth

Information provided when calling IowaVINE:

- Offender Name
- Offender Number
- Current Offender Custody Status
- Location of Offender
- Custody facility's phone number
- Scheduled Release Date (if available)
- Information about crime victim services in your area

REGISTRATION

Crime victims and the general public may register* directly with IowaVINE for telephone notification by using a touch-tone phone and calling the toll-free IowaVINE number. Registration for telephone and email notification may be done at www.vinelink.com. After locating the offender, to register for notification, they will need to provide IowaVINE with the following information:

- A telephone number (including area code) where they can be reached for notification
- A 4-digit Personal Identification Number (PIN)
- OR
- A valid email address

***If a registered person changes their phone number or email address, they must update their registration with their new information by calling IowaVINE at 1-888-742-8463.**

***When a registered person is notified of an offender's transfer to another facility, he or she must re-register with IowaVINE to keep the registration current.**

NOTIFICATION

Unless otherwise noted, notification calls begin as soon as VINE receives updated records from the on-site computer. Notification calls to registered persons will be made when one or more of the following occur:

| <u>Custody Status Change</u> | <u>Calling Pattern</u> |
|-------------------------------------|--------------------------|
| Release | Normal |
| Escape | Normal |
| Returned from Escape | Normal |
| Unsupervised Custody | Normal |
| Transfer to Another County Facility | Normal with Delay |
| Transfer to Another Facility - DOC | Normal with Delay |
| Death | Non Emergency with Delay |
| Release (DOC) | Normal |
| Escape (DOC) | Normal |
| Returned from Escape (DOC) | Normal |
| Death (DOC) | Non-Emergency with Delay |
| Unsupervised Custody (DOC) | Normal |
| Transfer (DOC) | Normal with Delay |
| Return to Custody (DOC) | Normal |

CALLING PATTERNS

Normal: Calls will be made every 30 minutes for *48 hours* or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 24-hour period.

Normal with Delay: Calls will be made every 30 minutes for *48 hours* or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 48-hour period. *Transfer notification calls will be delayed for 4 hours from the time the record is received by VINE.*

Non-Emergency with Delay: Calls will be made every 30 minutes between 7:00 am – 10:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. . If an answering machine or a person answers a call and the correct PIN is not entered, calls will continue every 2 hours for 48 hours between 7:00 am – 10:00 pm. *Death notification calls will be delayed for 24 hours from the time the record is received by VINE.*

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

Additional Assistance

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.

Iowa VINE Program Managers:

Rhonda Dean –Victim Right’s Coordinator
Iowa Attorney General's Office
Crime Victim Assistance Division
Luca Building, Ground Floor
321 E 12th Street
Des Moines, IA 50319
(515) 281-5829
Rhonda.Dean@iowa.gov

Janelle Melohn-Director
Iowa Attorney General's Office
Crime Victim Assistance Division
Lucas Building, Ground Floor
321 E 12th Street
Des Moines, IA 50319
(515) 281-5044
Janelle.Melohn@iowa.gov

