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IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CRIME VICTIM ASSISTANCE DIVISION

Subject: Iowa Protective Order Notification System – OUTAGE
From: Crime Victim Assistance Division – Office of the Attorney General

Beginning February 20, 2019, the **Iowa Protective Order Notification System**, otherwise known as Iowa PON, will be suspended due to complications within the system. The Crime Victim Assistance Division is working vigorously with partners at the Iowa Judicial Branch and Appriss Inc., to ensure that Iowa PON is working effectively and efficiently to provide accurate information and notification for Iowans. Importantly, the IowaVINE (Iowa Victim Information and Notification Everyday) system, which provides information and notification on the custody status of offenders is not affected by this outage.

Things to note:

- Notification will be sent to all currently registered individuals informing them of the outage and the need to contact local court and/or Sheriff's offices for protective order service and expiration information.
- No notifications will be sent from the IowaPON system after the date of suspension until the system is restored.
- Those attempting to call the IowaPON customer service line will be informed of the offline status of the system and operators will be prepared to direct callers to county court resources.

While the system is down we recommend the following:

- 1) Contact the local court clerk's office or sheriff's office to get the status of a protective order.
- 2) Contact the Crime Victim Assistance Division if there are any further questions or concerns.

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The mission of the Crime Victim Assistance Division and the Crime Victim Assistance Board is to advocate for the rights and the needs of crime victims and ensure that all crime victims and survivors will be treated with respect and dignity.