

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.

Write down the following information, tear off this panel, and keep in a safe place:

Offender name

Offender/Booking Number

Your four-digit PIN

VINE Facts:

- 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 only provides information on offenders in custody in Iowa.
- Since VINE calls automatically when an offender's custody status changes, you may get a call 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, VINE will leave a message and will continue calling back until you enter your PIN or until up to 24 hours have passed.
- Do not register a phone number that rings to a switchboard.
- 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 notification.
- Operators are available 24 hours a day, seven days a week to assist you.

IMPORTANT!

IF YOUR PHONE NUMBER OR EMAIL CHANGES, IT IS YOUR RESPONSIBILITY to call VINE at 1-888-742-8463 or go to www.vinelink.com and follow the instructions on how to change your phone, text or email registration. Unless you make such changes, VINE will be unable to contact you when necessary.



Iowa VINE

Information & Notification for
Offender Custody Status



**Victims have the
right to know.**



Search for "VINELink" from 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.

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1-888-7IAVINE
(Toll Free 1-888-742-8463)
TTY: 1-866-847-1298
VINELink.com

A service provided by:
the Iowa Attorney General's Office Crime Victim
Assistance Division, in partnership with the Iowa
Criminal Justice Information Sharing Advisory
Committee and Appriss

INFORMATION

Call 1-888-742-8463 or visit www.vinelink.com and follow the instructions to information about an offender's custody status or the status of a court case.

REGISTRATION

You can register to receive notifications related to custody status. You must register separately for each type of notification.

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received. Make sure your PIN is easy to remember.

To register your email address, either call VINE and press zero to speak with an operator or visit www.vinelink.com. Email notifications do not require a PIN.

NOTIFICATION

The VINE service allows you to select your preferred notification method:

- Phone
- TTY
- Email

You must register separately for each type of notification.

Phone Notifications

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received. Make sure your PIN is easy to remember.

When VINE calls, listen to the message, and enter your PIN followed by the # key. Entering your PIN lets VINE know that you received the call and will stop the service from calling you again until there is another change in custody status.



Notification Events

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

- Release
- Transfer
- Escape
- Death

NOTES:

Crime Victim Assistance Division
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
515-725-5761 or
1-866-448-4611

Safe at Home
safeathome@iowa.gov

Contact us at:

**Crime Victim Assistance Division
Office of the Attorney General of Iowa**
321 E 12th Street, Des Moines, IA 50319
Hours 8:00am-4:30pm M-F
Office: 515-281-5044 or 1-800-373-5044
Fax: 515-281-8199
www.iowaattorneygeneral.gov

