

# VICTIM SERVICES

For information on the custody status and location of the offender, contact IowaVINE at 1-888-7-IA-VINE (1-888-742-8463) or visit [www.vinelink.com](http://www.vinelink.com).

## *For support, information and referral:*

**Crime Victim Compensation Program**  
515-281-5044 or 1-800-373-5044

**Iowa Domestic Abuse Hotline**  
1-800-942-0333

**Iowa Sexual Abuse Hotline**  
1-800-284-7821

**Iowa Protective Order Notification for Domestic Abuse Program (IPONDA)**  
1-888-7-IA-VINE (1-888-742-8463)  
[www.registervpo.com](http://www.registervpo.com)

## *For information about the criminal case or about the offender:*

For information about the criminal investigation, contact the investigating law enforcement agency.

For information about the criminal case and to register for additional notification rights, contact the case prosecutor or the County Attorney's Office.

For information from the Department of Corrections, victims of violent crime may contact the Victim and Restorative Justice Program at 515-725-5742 or [www.doc.state.ia.us](http://www.doc.state.ia.us)

## PROVIDED BY THE:

Crime Victim Assistance Division  
Iowa Attorney General's Office  
Attorney General Tom Miller

## Additional Information on IowaVINE

If your phone number or e-mail address has changed, please update your registration with your new information. Do not simply re-register with your new number.

An offender in county jail custody will receive a new identification number if transferred to the custody of the Department of Corrections or another county facility. You will have to re-register with IowaVINE once that transfer takes place. The IowaVINE system will guide you through the re-registration process.

Registration with IowaVINE is NOT the same as registration with the County Attorney's Office for statutory notification of criminal justice proceedings, including changes in status of the offender in the Department of Corrections. Contact your County Attorney's Office to see if you are eligible to register for statutory notification from the County Attorney's Office, Department of Corrections, and Board of Parole. For assistance in contacting the appropriate County Attorney, feel free to contact the DOC Victim Program department at 1-800-778-1182.

Do not depend solely on IowaVINE for protection from the offender. If you feel you may be at risk, contact:

- Your local law enforcement agency to report concerns.
- Your local crime victim service program for support and to create a safety plan.

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# IowaVINE

Iowa Victim Information & Notification Service



## VICTIMS HAVE THE RIGHT TO KNOW

Access to Information & Notification for Offender Custody Status

# 1-888-7-IAVINE

TOLL-FREE 1-888-742-8463

TTY 1-866-847-1298

[www.vinelink.com](http://www.vinelink.com)



A service provided by the:

Crime Victim Assistance Division  
Iowa Attorney General's Office  
Attorney General Tom Miller

# IowaVINE: Iowa Victim Information & Notification Service

1-888-742-8463  
TTY 1-866-847-1298

IowaVINE is an automated service that lets you track the custody status of offenders in an Iowa jail or prison. By calling the toll-free number or visiting [www.vinelink.com](http://www.vinelink.com), you can find out the custody status of an offender. You can also register to be notified by phone and/or email if the custody status of an offender changes.



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

## Information

For information about the custody status of an offender, call **1-888-742-8463** or visit [www.vinelink.com](http://www.vinelink.com) and follow the instructions to access custody information.

## Registration

If the offender is in custody, you can call **1-888-742-8463** or visit [www.vinelink.com](http://www.vinelink.com) to register to receive automated notifications when there's a change in custody.

You can register to receive notifications via telephone, email, TTY, and/or text message.

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.

## Notification

Once registered, you will be notified about the following events:

- Release
- Escape
- Transfer
- Death

When IowaVINE calls, listen to the message, then enter your PIN followed by the pound (#) key when asked. Entering the PIN lets IowaVINE know that you received the call and will stop the service from calling you again.



- If you feel you are in danger, call 911 immediately.
- Since IowaVINE notifies you automatically when an offender's custody status changes, you may get a call, email, or text from IowaVINE in the middle of the night.
- If you do not answer a notification call, IowaVINE will leave a message and will continue calling back until you enter your PIN or until up to 48 hours have passed.
- Do not register a phone number that rings to a switchboard.
- IowaVINE is a free, confidential, and anonymous service. The offender will not know you have registered with IowaVINE.
- 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.
- Trained IowaVINE operators are available 24 hours a day, seven days a week to assist you in over 200 languages.

[www.vinelink.com](http://www.vinelink.com)

Offender name

Offender number

Your four-digit PIN

## Using IowaVINE

### Information

Call **1-888-742-8463** or visit [www.vinelink.com](http://www.vinelink.com) and follow the instructions to access custody information.

### Registration

If the offender is in custody, you can register to receive notifications.

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