# VICTIM SERVICES

Crime Victims' Compensation Program Crime Victim Services Division Office of the Texas Attorney General (800) 983-9933

Texas Crime Victim Clearinghouse Texas Department of Criminal Justice (800) 848-4284

Texas Association Against Sexual Assault (888) 918-2272

Texas Council on Family Violence (800) 525-1978

National Domestic Violence Hotline (800) 799-SAFE(7233)

Women's Advocacy Project Family Violence Legal Line (800) 374-HOPE(4673)

Child and Elder Abuse Hotline Texas Department of Family and Protective Services (800) 252-5400

National Center for Missing and Exploited Children (800) 843-5678

Texas Rural Legal Aid (800) 369-0574

Family Law Hotline (800) 777-3247

## PROVIDED BY THE: Attorney General of Texas

## IN PARTNERSHIP WITH APPRISS

## **Crime Victim Services Division**

The Crime Victim Services Division consists of four sections: the Sexual Assault Prevention and Crisis Services Program, the Grant and Contract Management Section, the Statewide Automated Victim Notification Program, and the Crime Victims' Compensation Program.

## Crime Victims' Compensation

If you are a victim of violent crime, you may be eligible for reimbursement of certain out-of-pocket expenses related to the crime. Please check the Office of the Attorney General's Web site or call for information and an application form.

Office of the Attorney General P.O. Box 12198 Austin, Texas 78711-2198

(800) 983-9933 Statewide (512) 936-1200 in Austin (512) 936-1800 Fax

www.oag.state.tx.us

Toll Free 1-877-TX4-VINE 1-877-894-8463 www.vinelink.com



# VICTIM INFORMATION & NOTIFICATION EVERYDAY



## VICTIMS HAVE THE RIGHT TO KNOW

## **TEXAS VINE**

Access to Information & Notification for:
Offender Custody Status
Court Hearings

## 1-877-TX4-VINE

(Toll-free: 1-877-894-8463) www.vinelink.com

A service provided by the: Attorney General of Texas



# TEXAS VICTIM INFORMATION AND NOTIFICATION EVERYDAY

VINE is an automated service that allows you to track the custody status of offenders or court hearings over the phone or Internet. You can also register to be notified by phone and e-mail if an offender is released, transferred, or escapes; or register to be notified by phone and e-mail about changes in the status of a court event.



## 1-877-TX4-VINE

Toll-Free 1-877-894-8463

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

## **Custody information:**

#### Information

Call 1-877-894-8463 or visit www.vinelink.com and follow the instructions to access custody information. If you are a victim of crime in Dallas County and the suspect/offender has been booked in the county jail, you have been automatically registered to receive notification of changes in jail status. If you are not sure you are registered, or would like to register for notification on court events, follow the steps outlined in this brochure.

### Registration

If the offender is in custody, you can register to receive 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.
- If you are a victim of crime in Dallas County and were automatically registered, your initial PIN is the last four digits of your phone number. You may change your PIN when you access the system.

#### **Notification**

You will be notified about the following events:

· Release, transfer, escape, or death

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

## Court information:

### Information

Call 1-877-894-8463 or visit www.vinelink.com and follow the instructions to access court information.

### Registration

If the offender is in custody or has a case pending, you can register to receive 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.

### Notification

You will be notified of the following events:

· Upcoming court events such as parole hearings, or changes in scheduled court events

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



Do not rely solely on VINE for your safety. Make this service a part of your overall safety plan.

Offender name	Offender number
Case number	
Your four-digit PIN	2

- If you feel you are in danger, call 911 immediately.
- Since VINE calls automatically when an offender's custody status changes, you may get a call from VINE in the middle of the night.
- If you do not answer a notification call, VINE will leave a message. If there is no answer, VINE 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.
- VINE is confidential. The offender will not know you are registered with VINE.
- You can register multiple phone numbers and e-mail 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.

www.vinelink.com