



**VINE – Victim Information and Notification Everyday** is the nation’s leading automated victim notification solution. VINE allows crime victims across the country to obtain timely, reliable information about criminal cases and the custody status of offenders.

One of the nation’s largest and most successful e-government programs, the patented VINE service is available in thousands of communities in 40 states and most of the nation’s largest metropolitan areas. Nineteen states – including Texas, New York, Illinois, and Florida – have implemented statewide programs that make the VINE service available in every county in the state. Twenty-seven state Departments of Correction use VINE to keep victims informed about offenders held in state prisons.



The VINE service allows state and local governments across the country to:

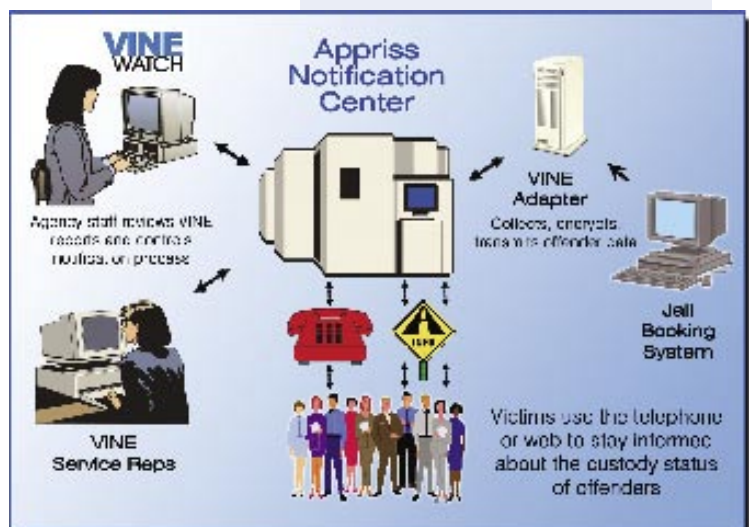
- Comply with victim-rights mandates
- Serve their victim communities
- Keep crime victims safe and informed

### How it works

VINE makes information about the booking and release of inmates housed in county jails and state prisons available to victims at no cost, over the telephone or web. Offender information is collected automatically in near real-time from jail and prison booking systems through Appriss-designed and -maintained data adapters. The adapters encrypt the offender data and transmit it, via dial-up or broadband IP connections, to the Appriss Data Center. When the information is received in the Data Center, it is validated, standardized, and stored for use by victims.

Crime victims can access offender information, any time of the day or night, simply by making a telephone call or by accessing the web at [www.vinelink.com](http://www.vinelink.com). Victims can call in to inquire whether an offender is held in jail as well as the facility’s location. Users also can register to be notified immediately of a change in the inmate’s status, such as a release or escape. When a notification is triggered, VINE automatically calls the number or numbers the victim has provided. Calls continue at the interval specified by the VINE customer until the victim acknowledges the call by entering a PIN.

VINE supports multiple languages, including English, Spanish, Vietnamese, Russian, Mandarin Chinese, and others, so victims from all ethnicities have access to the system.





With the addition of the optional VINELink website, victims can also use the Internet to check on the status of inmates and register for notification.

VINE customers use the secure VINERWatch website to register victims, obtain usage and other status reports, and print notification letters locally that are then mailed to the victim.

## Support

The VINE service includes complete around-the-clock support. Our Technical Service Representatives monitor the status of all VINE adapters and the Appriss Data Center 24 hours a day. When problems arise, our Technical Account Representatives research and resolve them. Our Customer Account Representatives serve as advocates within Appriss, coordinate communication with VINE customers, and conduct regular account reviews designed to monitor usage patterns and implement strategies for improvement.



VINE Service Representatives are available 24 hours a day to assist victims with the use of the system. A victim who needs assistance can simply press "0" on a touchtone phone's keypad and get help with the call from a VSR.

Appriss also provides complete training to support all VINE programs. At the inception of a VINE program, our Customer Account Representatives conduct training for agency staff, victim advocates, police officers, and others, explaining how the VINE system works. Ongoing training ensures continuing familiarity with the VINE service.

Public awareness is an important part of a successful VINE program. Appriss provides promotional materials that help explain the VINE program to victims. We also coordinate media events to announce the selection and deployment of the VINE service and can provide public service announcements and media releases to help publicize the VINE service.

## VINE Court Events

VINE Court Events expands the information available to victims through VINE to include updates on court events. With VINE Court Events, you can keep victims informed about the progress of their cases through the courts and notify victims about upcoming court events.



## VINELink

Appriss' VINELink service is a web-based extension of the VINE service, a public access tool providing a quick link to VINE sites across the nation. With VINELink, victims and other members of the public can register for notifications or look up inmate information via the web. VINELink also provides the local toll-free number for the site currently being searched.

## Put Us to Work for You

If your community or state is not providing your crime victims with the timely, accurate information they need and deserve, you should consider VINE. For more information about VINE or to arrange for a demonstration, contact Appriss at 1-866-Appriss (1-866-277-7477) or sales@appriss.com. You can also learn more about VINE at [www.appriss.com](http://www.appriss.com).