

Victim Information and Notification

1-800-510-0415

Or

www.VINELink.com

General Information

VINE is a free and anonymous telephone or email service that provides victims of crime two important features: information and notification. The VINE service is provided by the Arkansas Crime Information Center.

VINE will monitor the custody status of offenders in county jails, the Department of Correction and Probationers/Parolees as well as court information from the Prosecuting Attorney's Offices. Information is available to callers 24 hours a day, 365 days a year.

The Arkansas VINE service is available in **English and Spanish**. A **Live Operator** is available to anyone calling the toll-free number for any reason.

Data Transfer Schedule

County Jail:	Every 15 minutes, 24 hours a day, 7 days a week.
DOC:	Every 30 minutes, 24 hours a day, 7 days a week
Court information:	Once per day
Probation/Parole Information:	Once per day

Information

Information provided when calling the VINE service or looking on the Web (VINELink):

- Name of Offender
- Offender Number
- Date of Birth
- Current Offender Custody Status
- Location of Offender
- Scheduled Release Date
- Parole Eligibility Date – DOC
- Court event type
- Date, time and location of next court event

Probation/Parole Information:

- Supervision Type – Parole or Probation
- Supervising Office Name
- Supervision Case Status

Registration

Crime victims and concerned citizens may register for notification by calling the VINE toll-free number or by visiting www.vinelink.com. Crime victims and concerned citizens can register up to **5 phone numbers** and **5 email addresses** each time they log into the VINE system. Hearing impaired victims can also receive notification through TTY (teletypewriter) or email.

The following information will need to be provided to VINE:

- A telephone number, including area code, where they can be reached for notification.
- A 4-digit Personal Identification Number (PIN)
or
- A valid email address



Notification Calls

Notification calls to registered persons will be made when one or more of the following occur:

Notification Event

Calling Pattern

General Release	Normal
Release on Bond	Normal
Release on Court Order	Normal
Paroled	Normal
Pardoned	Normal
Escape	Normal

Normal: Calls will be made every 30 minutes for 24 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 24 hours.

Emergency Furlough	Non-Emergency
Meritorious Furlough	Non-Emergency
Work Release	Non-Emergency
Upcoming Court Hearings	Non-Emergency
Case Disposition	Non-Emergency

Non-Emergency: Calls will be made every 30 minutes between 7:00 am – 10:00 pm until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours between 7:00 am – 10:00 pm.

Death	Non-Emergency Delay
Transfer	Non-Emergency Delay

Non-Emergency Delay Transfer: Calls will be made every 30 minutes between 7:00 am – 10:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am – 10:00 pm. **Notification calls are delayed for 2 hours after the transfer record is received by VINE.**

Parole Hearing	Advanced
Parole Results	Advanced
Pardon Hearing	Advanced
Executive Clemency Hearing	Advanced
Executive Clemency Screening	Advanced

Advanced: Calls will start up to 120 days prior to the expected date of event (see schedule below). Calls will be made every 30 minutes between 7:00 am – 10:00 pm until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours between 7:00 am – 10:00 pm.

Parole Results - Up to 60 days after event
Upcoming Court - 5 days before until the event date
Furlough - 30 days before until the event date
Meritorious Furlough - 30 days before until the event date
Executive Clemency Hearing - 120 days before until the event date
Executive Clemency Screening - 120 days before until the event date
Pardon Hearing - 120 days before until the event date
Parole Hearing - 120 days before until the event date



Probation/Parole Notifications

- **Change of residence** -- when an offender moves outside the area he currently reports in. This would mean the offender could potentially receive a new officer and/or office for supervision. This notification will use the **normal** calling pattern.
- **Abscond** -- when an offender under supervision stops reporting to his officer and that officer can no longer locate the offender. This notification will use the **normal** calling pattern.
- **Return from Abscond** -- when an offender who had previously stopped reporting to their officer is relocated and will either be sent to prison, the technical violator program, or will just have to begin reporting to their officer again on a regular basis. This notification will use the **normal** calling pattern.
- **Technical violator** -- an in-house 60 day program in Malvern, AR that probationers/parolees could potentially be sent to if they commit a crime. This notification will use the **normal** calling pattern.
- **End of Supervision** -- when an offender on probation/parole no longer has to report to an officer because their time has been served. This notification will use the **normal** calling pattern.
- **Escape** -- when an offender escapes from the in-house technical violator program in Malvern. This notification will use the **normal** calling pattern.
- **Revoked** -- when an offender under supervision commits a new crime or breaks a rule and is sent back to prison to serve more of his/her sentence. The offender could remain there until the end of sentence date but more than likely will be paroled. This notification will use the **normal** calling pattern.

Normal: Calls will be made every 30 minutes for 24 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 24 hours.

- **Death** -- when an offender dies while under supervision of probation/parole. This notification will use the **non-emergency delayed** calling pattern.
- **Interstate compact** -- Arkansas has agreements with other states to exchange offenders between states when necessary. If an offender is paroled to another state for supervision it will be through the interstate compact office. The offender will still have a locally assigned officer that will receive reports on the offender but will be directly supervised by an officer in the state they are paroling to. This notification will use the **non-emergency delayed** calling pattern.

Non-Emergency Delay Transfer: Calls will be made every 30 minutes between 7:00 am – 10:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am – 10:00 pm. **Notification calls are delayed for 2 hours after the transfer record is received by VINE.**



Additional Assistance

For customer service, technical assistance or to report a possible problem, call the Appriss Operations Center at 1-866-APPRISS or 1-866-277-7477, option 2.

Arkansas VINE Program Managers:

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