

Wisconsin VINE Fact Sheet
Victim Information and Notification Everyday
1-888-WI4-VINE (888-944-8463)
www.vinelink.com

GENERAL INFORMATION

The Wisconsin Statewide Victim Notification service (WI-VINE) is a free and anonymous telephone and online service that provides victims of crime and the general public with two important features: Information and Notification. Wisconsin VINE is a service provided by your County Sheriff and the Wisconsin Department of Corrections.

WI VINE is being implemented across Wisconsin through a SAVIN grant (Statewide Automated Victim Information and Notification), awarded by U.S. Dept. of Justice, Bureau of Justice Assistance. Please visit www.vinelink.com to see which counties have implemented WI-VINE to date. Dane and Outagamie counties have been providing this service since 1999 and 2000 respectively.

VINE monitors the custody status of offenders in Wisconsin's county jails and makes the information available either by phone or online. The information is stored at the VINE Communications Center in Louisville, KY. Information is available 24 hours a day, 365 days a year.

The Wisconsin VINE service is available in **English, Spanish, and White Hmong** and is supported by **24-hour trained operator assistance**.

DATA TRANSFER SCHEDULE

County jail offender information: Every 15 minutes, 24 hours a day, 7 days a week

INFORMATION

Anyone may call Wisconsin VINE to determine the custody status of an offender. Callers only need a touch-tone telephone to use the service. Information is also available online at www.vinelink.com. To search for offender information through Wisconsin VINE, callers will need to provide either the:

- Offender Name, or
- Offender Identification Number (if known)

Information provided to callers by WI VINE:

- Offender Name
- Offender Number (if searching by name)
- Current Offender Custody Status
- Location of Offender
- Scheduled Release Date (if available)

REGISTRATION

Callers may register with WI-VINE to receive automated notification when there is a change in the offender's custody status. To register for telephone notification, callers will be prompted to provide:

- ◆ the telephone number where they wish to receive notification, including the area code,
- ◆ and select a 4-digit Personal Identification Number (PIN).

Users may also register one or more phone numbers and or a valid email address online at www.vinelink.com for telephone and/or email notification.

When calling WI-VINE, users will be asked to enter the offender's first and last name or the offender's identification number, if they know it. If the offender is located by name, the system will provide the caller with the offender's identification number for future calls. Users will then be given the option to register to receive notification and prompt the caller through the registration process. Using their telephone keypad,

users enter and confirm the telephone number where they wish to receive notification calls and choose their PIN.

If a registered person changes their phone number or email address, they must update their registration with their new information by calling Wisconsin VINE at 1-888-944-8463 or online at www.vinelink.com.

When a person is notified of an offender's transfer to another facility, they will be informed that they must re-register with VINE to continue to receive notification.

NOTIFICATION

Unless otherwise noted, notification calls begin as soon as VINE receives updated records from the county jail. County jail data is updated every 15 minutes, 24 hours a day, 365 days a year. Notification calls are made for the following changes in custody:

Custody Status Change

Release
Escape
Return from Escape
Return to Custody
Death
Unsupervised Custody
Transfer
Scheduled Release (30 days)

Calling Pattern

Normal
Normal
Normal
Non-Emergency
Non-Emergency Delay 1
Normal
Non-Emergency Delay 2
Advanced

CALLING PATTERNS

If the system reaches an answering machine or voice mailbox, the notification message is repeated twice and the calls then continue every two hours for the remainder of the call period. If a person answers the call, but does not enter the correct PIN, calls continue every two hours for the remainder of the call period or until the call is answered and the correct PIN is entered. Entering the PIN confirms and stops the calls.

Normal: Calls begin immediately and will be made every 30 minutes for 48 hours.

Non-Emergency: Calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours.

Non-Emergency Delay 1: Calls begin 24 hours AFTER the status change, to allow notification to the offender's family or emergency contact to occur. Calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours or until the call is confirmed.

Non-Emergency Delay 2: Calls begin 8 hours AFTER the transfer. Calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours or until the call is confirmed.

Advanced: Notification is made 30 days prior to the scheduled release date. Calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours or until the call is confirmed. On the day of the scheduled release, release notification will be made under the normal pattern listed above.

Caller ID or Anonymous Call Block:

Notification calls from VINE will display a telephone number with a "502" area code so that the notification will not be blocked. This 502 phone number will not be answered when called, but is only used for purposes of getting the notification through the anonymous calls are blocked.

Stopping Calls:

For more information call 1-800-APPRISS ext 1 (1-866-277-7477) and follow the directions to get to a VINE Operator.

For technical assistance, please contact the Appriss Operations Center at 1-866-APPRISS ext. 2.

Contact Information for Wisconsin VINE:
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Provider of the Service