

TEXAS SAVNS

Victim Information and Notification Fact Sheet

1-877-TX-4-VINE (1-877-894-8463)

www.vinelink.com

GENERAL INFORMATION

Texas SAVNS offers a free and anonymous telephone service that provides victims of crime two important features: information and notification. Texas SAVNS is a statewide service that is sponsored by the Office of the Attorney General, Office of the Governor, and local county officials.

Texas SAVNS, via the VINE service will monitor the custody status of offenders, as well as basic case/court information. Texas SAVNS obtains information through a VINE interface with the detention and court facilities throughout Texas and stores the information in the National VINE Communications Center in Louisville, KY. The transfer of data occurs every 15 minutes, 24 hours a day for custody information and as often as 15 minutes, 24 hours a day for court information.

Information is available 24 hours a day, 365 days a year. This program is available in **English and Spanish**. A **Live Operator** is also available 24 hours a day to assist callers.

INFORMATION

Anyone may call the VINE service to determine the custody status of an offender and receive court/case information. Callers will need a touch-tone telephone to use the system. To search for information callers will need to provide the system with one or more of the following items:

- Offender Name
- Offender Number
 - Secondary search options if there is more than one offender with the same name or offender number:
 - Middle Initial
 - Date of Birth
 - Offense Date
 - Social Security Number
- Case Number (for court/case information)

Information provided when calling the VINE service:

- Name of Offender/Alias
- Offender ID Number
- Date of Birth of Offender
- Current Offender Custody Status
- Location of Offender
- Sentence Expiration Date
- Scheduled Release Date
- Charges
- Bail
- Court /Case Information (type, location, date and time of court events)

REGISTRATION

Crime victims and concerned citizens may register by calling the VINE service. They can always access a VINE operator who can assist a caller with the registration process. Callers will need to provide VINE with the following information:

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

(Victims must register separately for custody and court events)

Register your address with a VINE operator to receive letter notification as a backup to telephone notifications.

NOTIFICATION

Unless otherwise noted, notification calls begin as soon as the VINE Call Center receives updated records from the on-site computer. Notification calls to registered persons will be made when one or more of the following occur:

Normal

General Release
Out of Custody
Escape
Unsupervised Custody

Non-Emergency Final

Advanced Release
Return from Escape
Death
Case Status
Case Disposition

Court Event Advanced Notification

Upcoming Court Event
Court Event Cancelled
Court Event Postponement
Case Motion Hearing

Non-Emergency Delay

Transfer to Known Facility
Transfer to Unknown Facility

CALLING PATTERNS

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.

Non-Emergency Delay: Calls will be made every 30 minutes between the hours of 7:00 am – 9:00 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 – 9:00 pm. ***Notification calls will be delayed for eight (8) hours from the time the transfer record is received by VINE.***

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

- Advanced Release: this message indicates the offender is scheduled for release within 14 days.

Court Event Advanced Notification: Calls will be made every 2 hours between the hours of 7:00 am and 9:00 p.m. for 48 hours. If the call is answered but unconfirmed, then calls will be made every 2 hours. Notifications will start five days prior to the expected date of event.

Additional Information: For technical assistance please contact the CustomerFirst Center at 866-Appriss option #2 or you can email them at cfcd@appriss.com.

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NOTE: For telephones with Caller ID or Anonymous Call Block--a notification call from VINE will show up as a telephone number with a "502" area code. This number will not be answered when called, but is only used for purposes of getting the notification through when anonymous calls are blocked.



1-866-APPRISS
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