

# California VINE Fact Sheet

## Victim Information and Notification

### 1-877-411-5588

[www.vinelink.com](http://www.vinelink.com)

#### **GENERAL INFORMATION**

CAVINE is a free and anonymous telephone service that provides victims of crime two important features: Information and Notification. CAVINE is a service of the California State Sheriffs' Association.

CAVINE monitors the custody status of offenders in California's county jails. The information is stored at the VINE Communications Center in Louisville, KY. Information is available to callers 24 hours a day, 365 days a year.

The CAVINE service is available in **English and Spanish** and is supported by **24-hour trained operator assistance**.

#### **DATA TRANSFER SCHEDULE**

County jails: Every 15 minutes, 24 hours a day, 7 days a week

#### **INFORMATION**

Anyone may call CAVINE to determine the custody status of an offender. Callers will need a touch-tone telephone to use the service. This information is also available online at [www.vinelink.com](http://www.vinelink.com). To search for offender information through CAVINE, callers will need to provide one or more of the following items:

- Offender Identification Number
- Offender Name

Information provided when calling CAVINE:

- Offender Name
- Offender Number
- Current Offender Custody Status (if the offender is in custody)
- Location of Offender
- Scheduled Release Date (if available)
- Information about crime victim services in your area

#### **REGISTRATION**

Crime victims and the general public may register\* directly with CAVINE for telephone notification by using a touch-tone phone and calling the toll-free CAVINE number. Registration for telephone and email notification may be done at [www.vinelink.com](http://www.vinelink.com). After locating the offender, to register for notification, they will need to provide CAVINE with the following information:

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

**\*If a registered person changes their phone number or email address, they must update their registration with their new information by calling CAVINE at 1-877-411-5588.**

**\*When a registered person is notified of an offender's transfer to another facility, he or she must re-register with VINE to keep the registration current.**

## **NOTIFICATION**

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

### **Custody Status Change**

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

### **Calling Pattern**

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

## **CALLING PATTERNS**

**Normal:** Calls will be made every 30 minutes for 48 hours or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 48-hour period.

**Non-Emergency:** Calls will be made every 30 minutes between 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.

**Non-Emergency Delay:** Calls will be made every 30 minutes between 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 not be made immediately after the death record is received by VINE, but will be delayed 24 hours.***

**Non-Emergency Delay 2:** Calls will be made every 30 minutes between 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 not be made immediately after the transfer record is received by VINE, but will be delayed 8 hours.***

**Advanced:** Calls will be made every 30 minutes between 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 start 30 days prior to the expected date of release.***

### **Note Regarding Caller ID or Anonymous Call Block:**

Notification calls from VINE will display 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.

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