

For information on the custody status and location of the offender or for information on status of a protective order

contact 1-888-7-IA-VINE (1-888-742-8463)
visit www.vineline.com or
www.registervpo.com

For support, information and referral:

Crime Victim Assistance Division
515-281-5044 or 1-800-373-5044

Iowa Victim Services Call Center (24/7)
1-800-770-1650 or text "iowahelp" to 20121
www.survivorshelpline.org

Iowa Child and Dependent Adult Abuse Hotline (24/7)
1-800-362-2178

Iowa Coalition Against Domestic Violence
515-244-8028
www.icadv.org

Iowa Coalition Against Sexual Assault
515-244-7424
www.iowacasa.org

**Iowa Department of Corrections
Office of Victim and Restorative Justice Programs**
1-800-778-1182 or doc.iowa.gov

Iowa Board of Parole
515-725-5761 or 1-866-448-4611

Safe at Home
email: safeathome@iowa.gov

Emergency – 911

Contact us at:
Crime Victim Assistance Division
Office of the Attorney General of Iowa
321 E 12th Street, Des Moines, IA 50319
Hours 8:00am-4:30pm M-F
Office: 515-281-5044 or 1-800-373-5044
Fax: 515-281-8199
www.iowaattorneygeneral.gov

For information about the criminal case or about the offender:

For information about the criminal investigation, contact the investigating law enforcement agency.

For information about the criminal case and to register for additional notification rights, contact the case prosecutor or the County Attorney's Office.

For information from the Department of Corrections, victims of violent crime may contact the Victim and Restorative Justice Program at 1-800-778-1182 or doc.iowa.gov.

ADDITIONAL FACTS TO KNOW

- If you feel you are in danger, call 911 immediately.
- This is a free, confidential, and anonymous service. The offender will not know you have registered with IowaVINE or IowaPON.
- If you do not answer a notification call, IowaVINE will leave a message and will continue calling back until you enter your PIN or until up to 24 hours have passed. A short message will be left on your answering machine. However, because of safety concerns, the message will not state who is calling, nor information about your case.
- Since IowaVINE notifies you automatically when an offender's custody status changes and IowaPON calls automatically when a protective order is served, you may get a notification in the middle of the night.
- Do not register a phone number that rings to a switchboard.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number and press zero. You will be transferred to an operator who can help you reset your PIN or cancel notification.
- Trained operators are available 24 hours a day, seven days a week to assist you in over 200 languages.



Search for "VINELink"
where you get
your apps.

**Do not rely solely on
VINE for your safety.**
If you feel you are in
danger, call 911.

A service provided by the:
**Iowa Attorney General's Office
Crime Victim Assistance Division**
In partnership with the
**Iowa Criminal Justice
Information Sharing Advisory
Committee and Appriss**



R 07/17



IowaVINE
*Iowa Victim Information &
Notification Service*

IowaPON
*Iowa Protective Order
Notification*

*Victims have the
right to know.*



Access to Information & Notification

1-888-7-IAVINE
TOLL-FREE 1-888-742-8463
TTY 1-866-847-1298

www.vineline.com
www.registervpo.com

OFFENDER STATUS

WHAT IS IowaVINE?

IowaVINE is an automated service that lets you track the custody status of offenders in an Iowa jail or prison. By calling the toll-free number or visiting www.vinelink.com, you can find out the custody status of an offender. You can also register to be notified by phone and/or email if the custody status of an offender changes.

INFORMATION

For information about the custody status of an offender, call **1-888-742-8463** or visit www.vinelink.com and follow the instructions to access custody information.

REGISTRATION

If the offender is in custody, you can call **1-888-742-8463** or visit www.vinelink.com to register to receive automated notifications when there's a change in custody.

You can register to receive notifications via telephone, email, TTY, and/or text message.

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received. Make sure your PIN is easy to remember.

OFFENDER STATUS

NOTIFICATION

Once registered, you will be notified about the following events:

- Release
- Escape
- Transfer
- Death

When IowaVINE calls, listen to the message, then enter your PIN followed by the pound (#) key when asked. Entering the PIN lets IowaVINE know that you received the call and will stop the service from calling you again.

ADDITIONAL INFORMATION ON IowaVINE

- If your phone number or email address has changed, please update your registration with your new information. Do not simply re-register with your new number.
- An offender in county jail custody will receive a new identification number if transferred to the custody of the Department of Corrections or another county facility. You will have to re-register with IowaVINE once that transfer takes place. The IowaVINE system will guide you through the re-registration process.
- Registration with IowaVINE is NOT the same as registration with the County Attorney's Office for statutory notification of criminal justice proceedings, including changes in status of the offender in the Department of Corrections. Contact your County Attorney's Office to see if you are eligible to register for statutory notification from the County Attorney's Office, Department of Corrections, and Board of Parole. For assistance in contacting the appropriate County Attorney, feel free to contact the DOC Victim Program department at **1-800-778-1182**.

PROTECTIVE ORDERS

WHAT IS IowaPON?

IowaPON is the IowaVINE Protective Order Notification Service provided in Iowa. IowaPON is an automated service that lets you, the petitioner, track the status of a sexual assault or domestic abuse protective order over the phone or Internet. By visiting www.registervpo.com, you can also register to be notified by phone and/or email about changes in the status of a protective order.

IowaPON provides the following to crime victims:

- 24-access to protective order or case information.
- The ability to verify a protective order's service status.
- Automatic notification by phone or e-mail about changes in the status of a protective order and reminders of upcoming events.
- Around-the-clock support; live operators are available to assist victims 24/7/365.

INFORMATION

Before you call IowaPON, be ready with your protective order case number and the respondent's or defendant's name as it appears on the order. Call **1-888-742-8463** or visit www.registervpo.com to access protective order information.

REGISTRATION

If the protective order has been filed by the court, you can register to receive notifications.

When registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received when you are notified. Make sure your PIN is easy to remember.

NOTIFICATION

You will be notified about the following events:

- When the order has been served on the respondent
- A reminder, to renew your permanent order of protection 30 days before it expires

When IowaPON calls, you will be asked to enter your PIN followed by the pound key (#). Entering your PIN, followed by #, lets IowaPON know that you received the call and will stop the service from calling you again.

If you have registered but have not heard that the order has been served after three to four days, contact your victim advocate or local sheriff's department.



IOWA VINE SERVICES

1-888-7-IAVINE

TOLL-FREE 1-888-742-8463

TTY 1-866-847-1298

www.vinelink.com

www.registervpo.com