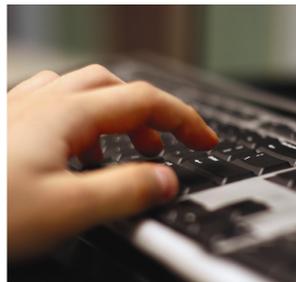


NEW AUTOMATED VICTIM NOTIFICATION SERVICE

A CONFIDENTIAL VICTIM NOTIFICATION SERVICE

VINE is an automated service that lets you track the custody status of an adult offender who is in state prison. By calling 1-877-411-5588 or visiting www.vinelink.com, you can find the custody status of an adult offender and confidentially register to receive advance release notification by phone or e-mail. Note: To register to receive phone or e-mail notification of a scheduled parole board hearing for an offender serving a life sentence, you must call the California Department of Corrections and Rehabilitation (CDCR), Office of Victim & Survivor Rights & Services (OVSRS) at 1-877-256-6877.



INFORMATION

Call 1-877-411-5588 or visit www.vinelink.com and follow the instructions to access custody information.

REGISTRATION

If the offender is in CDCR custody and is not serving a life sentence, you can register to receive advance release notification.

If registering a phone number or an e-mail address, you will be asked to create a four digit personal identification number (PIN). The PIN will be used to verify that you are the person who registered to receive notification. Make sure your PIN is easy to remember.

IMPORTANT: If the offender is transferred from a county jail, you will need to re-register with the CDCR VINE service when the offender is in state prison.

You cannot register by phone or online to receive notice of a parole board hearing for an offender serving a life sentence. To register, you must contact OVSRS at 1-877-256-6877.

NOTIFICATION

When you have completed your registration through VINE or OVSRS, you will be notified:

- 90 days before the offender's scheduled release
- 90 days before a scheduled parole board hearing
- 14 days before a scheduled parole board hearing

Phone: When VINE calls, enter your PIN, followed by the pound (#) key, to listen to the message. Entering the PIN lets VINE know that you are the person who registered to hear this information.

E-mail: When you receive an e-mail from VINE, click the link in the e-mail, then enter your PIN to view the message. Entering the PIN lets VINE know that you are the person who registered to receive this information.

If you are a registered victim, you will receive additional information about the release or scheduled parole hearing in the U.S. mail from the CDCR.

IMPORTANT INFORMATION ABOUT VINE

- If you feel you are in danger, call 911 immediately.
- If you do not answer a notification call, VINE will leave a message. If there is no answer, VINE will continue calling back until you enter your PIN or until up to 48 hours have passed.
- Do not register a phone number that rings to a switchboard or an extension.
- VINE is confidential. The offender will not know you are registered with VINE.
- You can register multiple phone numbers and e-mail 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.
- Operators are available 24 hours a day, seven days a week to assist you.
- Do not rely solely on VINE for your safety. If you feel that you may be at risk, take precautions as if the offender has already been released.

For additional information and assistance:

Call Toll Free 1-877-256-6877

Mailing Address:

California Department of Corrections and Rehabilitation
Office of Victim and Survivor Rights and Services
P.O. Box 942883
Sacramento, CA 94283

Email Us:

victimservices@cdcr.ca.gov

Web:

www.cdcr.ca.gov/victims

VINE:

Toll Free 1-877-411-5588

TTY 1-866-847-1298

www.vinelink.com