

MINNESOTA VINE FACT SHEET

1-877-MN-4-VINE
www.vinelink.com

ABOUT VINE

Minnesota VINE is a free and anonymous service that offers two important features to victims and members of the public: Find out if an offender is in custody and, if they are, request notification of their release from custody or other change in custody status.

Individuals can call the VINE number or go online to VINELink.com to check an offender's custody status and register to be notified of a change in status. They can request to be notified by phone, email, and/or text. A mobile app is also available to search, register, and receive in-app notifications.

The telephone service is available in **English, Spanish, Hmong, and Somali** and is supported by **24-hour live operator assistance** with language line availability. The VINELink service is available in multiple languages, including English, Spanish, Hmong, and Somali.

Anyone may use the Minnesota VINE service to determine the custody status of an offender. Information is available 24 hours a day, 365 days a year.

VINE monitors the custody status of persons incarcerated in county jails and detention facilities. VINE receives updated information from county jails according to a regular schedule, typically at 15- or 30-minute intervals.

The Minnesota VINE Service is provided by the Minnesota Department of Public Safety Office of Justice Programs.

SEARCH FOR INFORMATION

To search for offender information through VINE, a person must provide the offender's name or the offender's identification number. The service allows for a partial name search.

Information about the offender available from a VINE search includes:

- Current offender custody status
- The name of the facility housing the offender
- Booking information, including the facility's identification number for the offender
- Scheduled release information, if available

REQUEST TO BE NOTIFIED

Persons wishing to register for notifications must provide either a phone number or email address and they will be asked to create a PIN. VINE users can, but are not required to, create an account in VINELink to enter and modify their registrations more easily. Users are not required to provide their names when creating an account.

Users can cancel their registration or change the email or phone number for the notification by calling the VINE number or going to VINELink.com. They will need to provide the PIN they created when they registered. If the registrant does not have their PIN, they can contact the Customer First Center at 1-866-277-7477 for assistance in updating their registration information.

PERSONS IN A DEPARTMENT OF CORRECTIONS (DOC) FACILITY

VINE is only connected to county jails in Minnesota. Victims of persons incarcerated in a Department of Corrections facility who wish to receive custody status change notification can use Minnesota HAVEN, a separate automated notification system. Notification to victims of incarcerated persons in a DOC facility is done through the Minnesota Haven program. These victims can register to be notified of the person's release by contacting the DOC Victim Assistance Program at 800-657-3830 or <https://mn.gov/doc/victims/>.

NOTIFICATION PROTOCOL

Unless otherwise noted, notifications to registered users begin as soon as the VINE Communications Center (located in Louisville, Kentucky) receives updated records indicating a custody status change from the individual jail or detention facilities. Notification to registered persons will be made when one or more of the following occur:

<u>EVENT</u>	<u>NOTIFICATION PATTERN</u>
General release	Normal
Release on court order	Normal
Release on bond	Normal
Escape	Normal
Record Purged	Normal
Unsupervised custody	Non Emergency
Outage	Non-Emergency
Transfer	Non-Emergency Delayed
Death	Non-Emergency Delayed

Unsupervised custody includes work release and electronic home monitoring.

Telephone notification

Normal: Calls will be made every 30 minutes for 24 hours or until the correct PIN is entered to confirm and stop the notification calls. If a call is answered but not confirmed, subsequent calls will be made every 2 hours for 24 hours. Notification messages will be left on a voicemail system, but calls will continue every 2 hours for 24 hours.

Non-Emergency: Calls will be made every 30 minutes between the hours of 7 a.m. and 9 p.m. for 24 hours or until the correct PIN is entered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Notification messages will be left on a voicemail system, but calls will continue every 2 hours for 24 hours.

Non-Emergency Delayed for Transfers: Calls will be made every 30 minutes between the hours of 7 a.m. and 9 p.m. for 24 hours, or until the correct PIN is entered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Notification messages will be left on a voicemail system, but calls will continue every 2 hours. *Notification will take place 8 hours from the time the discharge record is received.*

Non-Emergency Delayed for Death: Calls will be made every 30 minutes between the hours of 7 a.m. and 9 p.m. for 24 hours, or until the correct PIN is entered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Notification messages will be left on a voicemail system, but calls will continue every 2 hours. *Notification will be delayed by 12 hours from the time the record is received to allow for family notification.*

Text, email, or in-app notification

For normal notification events, notification messages are sent once notification of the change in designated custody status has been received. Only one text message, email, or in-app alert is sent to the registered user. In cases of transfer, notification is delayed 8 hours from the time the discharge record is released. In cases of death, notification is delayed 12 hours from the time the record is received to allow for family notification.

CALLER ID

For telephones with Caller ID or Anonymous Call Block, a call from VINE will show up on caller ID as 1-877-664-8463. This number is only used to get the phone notification through when anonymous calls are blocked. If someone calls this number, it will not be answered.

CONTACT

For questions about the Minnesota VINE service, contact the VINE Program Manager: Ryan Jensen, Office of Justice Programs, (651) 201-7302, ryan.jensen@state.mn.us.

For technical assistance or to report a possible problem call the Customer First Center at 1-866-APPRISS or 1-866-277-7477.