

VICTIM SERVICES
helpful numbers

Crime Victims' Compensation Program
Crime Victim Services Division
Office of the Texas Attorney General
(800) 983-9933

Texas Crime Victim Clearinghouse
Texas Department of Criminal Justice
(800) 848-4284

Texas Association Against Sexual Assault
(512) 474-7190

National Sexual Assault Hotline
(800) 656-HOPE(4673)

Texas Council on Family Violence
(800) 525-1978

National Domestic Violence Hotline
(800) 799-SAFE(7235)

Women's Advocacy Project
Family Violence Legal Line
(800) 374-HOPE(4673)

Child and Elder Abuse Hotline
Texas Department of Family and Protective Services
(800) 252-5400

National Center for Missing and Exploited Children
(800) 843-5678

Texas Rural Legal Aid
(800) 369-0574

Family Law Hotline
(800) 777-3247

WHAT IS TEXAS VINE?

Victim Information
& Notification Everyday

Access to Information & Notification
for Offender Custody Status
Court Hearings

VINE is an automated service
that allows you to track the
custody status of offenders or

court hearings over the phone or
Internet. You can also register to be
notified by phone and email if
an offender is released,
transferred, or escapes; or register
to be notified by phone and email
about changes in the status of a
court event.

Victims have the right to know.

CRIME VICTIM Services Division

There are five main service areas or programs within
the Crime Victim Services Division: Crime Victims'
Compensation Program; Address Confidentiality
Program; Planning, Policy and Program Development;
Sexual Assault Prevention and Crisis Services; and
Statewide Automated Victim Notification System.

CRIME VICTIMS' Compensation

If you are a victim of violent crime, you may be
eligible for reimbursement of certain out-of-pocket
expenses related to the crime. Please check our
web site or call for information and an application
form.

Office of the Attorney General
P.O. Box 12198
Austin, Texas 78711-2198

(800) 983-9933 Statewide
(512) 936-1200 in Austin
(512) 936-1800 Fax

www.texasattorneygeneral.gov

Toll-free (877) TX4-VINE
(877) 894-8463

www.vinelink.com

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TEXAS VINE
VICTIM INFORMATION
AND NOTIFICATION EVERYDAY

Toll-free
(877) 894-8463
www.vinelink.com



HOW WILL

how will

TEXAS VINE

texas vine

WORK?

work?

CUSTODY Information

Call (877) 894-8463 or visit www.vinelink.com and follow the instructions to access custody information.

Registration

If the offender is in custody, you can register to receive notifications.

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.

Notification

You will be notified about the following events: Release, transfer, escape, or death.

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

COURT Information

Call (877) 894-8463 or visit www.vinelink.com and follow the instructions to access court information.

Registration

If the offender is in custody or has a case pending, you can register to receive notification.

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.

Notification

You will be notified of the following events: Upcoming court events such as parole hearings, or changes in scheduled court events

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

Do not rely solely on VINE for your safety.

Make this service a part of your overall safety plan.

THINGS to remember

- **If you feel you are in danger, call 911 immediately.**
- Since VINE calls automatically when an offender's custody status changes, you may get a call from VINE in the middle of the night.
- 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.
- VINE is confidential. The offender will not know you are registered with VINE.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number **(877) 894-8463** and press zero. You will be transferred to an operator who can help you reset your PIN or cancel notification.
- VINE Operators are available 24 hours a day, seven days a week to assist you.

RECORD Information here

Write down the following information, tear off this panel, and keep in a safe place:

Offender's First Name _____

Offender's Last Name _____

Offender's Number _____

Your Case Number _____

Your Four-Digit PIN _____



VINEmobile™ app

Scan this QR code with your mobile phone or device to download the VINEmobile app.



www.vinelink.com

Scan this QR code with your mobile phone or device to visit the VINELink website.

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