

**Idaho VINE Fact Sheet**  
**Victim Information and Notification Everyday**  
**1-866-9VINE-ID (1-866-984-6343)**  
[www.vinelink.com](http://www.vinelink.com)  
**TTY: 1-866-847-1298**

**GENERAL INFORMATION**

Idaho VINE is a free and anonymous telephone service that provides victims of crime two important features: Information and Notification. IdahoVINE is a service of the Idaho Sheriffs Association.

Idaho VINE monitors the custody status of offenders in Idaho's county jails and Department of Correction facilities. 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 IdahoVINE 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

DOC facilities: 5:00 AM, Noon, 9:00 PM, Midnight

Courts: Once a day

**INFORMATION**

Anyone may call IdahoVINE to determine the custody status of an offender. Callers will need a touch-tone telephone to use the service. To search for offender information through IdahoVINE, callers will need to provide one or more of the following items:

- Offender Identification Number
- Offender Name

Information provided when calling IdahoVINE:

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

**REGISTRATION**

Crime victims and the general public may register\* directly with IdahoVINE for telephone notification by using a touch-tone phone and calling the toll-free IdahoVINE 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 Idaho VINE 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 IdahoVINE at 1-866-984-6343 or logging onto [www.vinelink.com](http://www.vinelink.com) and selecting update registration.**

**\*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:

<b>Description</b>	<b>Calling Pattern Schedule</b>
Jails:- Release, Escape, Return from Escape	Every 30 minutes for 48 hours
Jails Unsupervised Custody	Every 30 minutes for 48 hours
Jails Transfers	Every 30 minutes for 48 hours between 7:00am - 9:00pm 8 hour delay
DOC Release or Paroled	Every 30 minutes for 48 hours
DOC Unsupervised Custody	Every 30 minutes for 48 hours
DOC Return from Court	Every 30 minutes for 48 hours between 7:00am - 9:00pm
DOC Transfers	Every 30 minutes for 48 hours between 7:00am - 9:00pm 8 hour delay
DOC 30 & 90 Day Advanced Release	Every 30 minutes for 48 hours between 7:00am - 9:00pm
DOC Advance Parole Hearings	Every 30 minutes for 48 hours between 7:00am - 9:00pm
DOC Escape and Return from Escape	Every 30 minutes for 48 hours
Courts: <ul style="list-style-type: none"><li>• Upcoming Court Events</li><li>• Court Event Change</li><li>• Case Status Update – Open, Pending, Closed, Sealed, Unknown</li></ul>	Every 30 minutes for 48 hours between 7:00am - 9:00pm

## **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 be delayed 8 hours after the transfer record is received by VINE.***

### **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.

### **Stopping Calls:**

VINE Operators have permission to stop calls after 6 hours of the calling pattern have completed.

### **Contact Information for Idaho Vine:**

Tammara Slater, Victim Services Coordinator  
Idaho Sheriffs' Association  
1087 W River Street, Suite 100, Boise ID 83702  
Office: 208-287-0424  
[tslater.isa@gmail.com](mailto:tslater.isa@gmail.com)

**To contact the Appriss Customer First Center for technical and support services 24/7:**

1-866-APPRISS ext 2 (1-866-277-7477) or email them at [cfcd@appriss.com](mailto:cfcd@appriss.com)

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