



How the VAN Service Works

- The VAN Service communicates with the DOC's booking system in near real-time, transmitting updated information about offenders to the Appriss Data Network.
- Crime Victims and the general public can access offender status information or register for notification by calling the VAN Service's toll-free number, or logging onto www.vinelink.com, any time of the day or night. All registrations are operator assisted
- Victims can find out whether an offender is held in a facility or is being supervised in the community
- Registrants will be notified immediately of a change in the offender's custody status, such as release transfer or escape
- When a notification is triggered, VANS automatically calls the number or numbers the victim has provided or sends an email
- Calls continue for a designated period of time, or until the victim (registrant) enters a four-digit PIN
- The VAN Service is an open system. Anyone, victim, affected party, community member, or criminal justice/law enforcement professional, can call to get information or register to receive notification when there is a change in an offender's status
- Operator assistance is available 24 hours a day 7 days a week
- All VAN Services are free and confidential

Benefits of the VAN Service

- Around the clock support – a staff of live operators to assist victims and technicians who monitors the Service
- Saves taxpayers money by eliminating the need to manually notify victims, allowing staff to focus on their core responsibilities
- Provides life-saving services to victims at no cost to the victim
- Helps satisfy most states' legislative requirements to provide notification
- Services available in many languages
- Enhances public safety by allowing law enforcement to receive immediate notification when an offender is re-incarcerated or released
- Enhances communication between the field and facility by allowing registered Probation/Parole officers to be informed if an offender is re-incarcerated
- Eliminates the human error factor because instead of counting on a caseworker to remember to manually notify a registrant, notifications are triggered automatically by data entered into the Department's database