



GENERAL INFORMATION

VINE is a free and anonymous telephone/email service that provides victims of crime with two important features: information and notification. The VINE service is provided by The Governor’s Office of Crime Control & Prevention and The Maryland State Board of Victim Services.

VINE will monitor the custody status of adult inmates in county jails and the Department of Correction facilities, including court information.

Information is available 24 hours a day, 365 days a year. This service is available in **English and Spanish**. A **Live Operator** is also available in English or Spanish 24 hours a day to assist callers. Anyone may call the toll-free VINE hotline to access available custody and court information. Callers may also register directly with VINE to receive telephone or email notification on changes in custody status.

Tracking probationers and parolees after their release from jail is an added safety measure for victims in Maryland. Probation and Parole information provided by VINE can include changes in supervising offices, absconders, apprehension of absconders and their return to custody, and the incarceration of technical violators.

The information included on this document outlines how the program functions, including registration and notification options available through each participating agency.

Data Transfer Schedule

The following is a schedule of the transfer of data from each site to the VINE National Communications Center:

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|--|--|
| County Jail: | Every 15 minutes, 24 hours a day, 7 days a week |
| Dept. of Rehabilitation & Corrections: | 2 times daily at 12 noon and 8:00pm, 7 days a week |
| Circuit/District Court: | Once per day between 5 AM – 7 AM, Monday – Friday and Sunday |

Information

To search for information in VINE, callers will need to provide one of more of the following items:

- If you choose offender search, you can search by:
 - Offender Name
 - Offender Number (date of birth if there is more than one offender with the same name or number)
- If you choose courts search, you can search by:
 - Offender Name
 - Case Number
- Maryland uses a Court Tracking Number (CTN – not the same as the case number) to associate offender and courts data. Registrants still have to register for both offender and court events separately.

Information provided when calling the VINE service or when visiting www.vinelink.com includes the following items:

| | |
|--|---|
| <p>Offender Name Offender Number Current Offender Custody Status Location of Offender Scheduled Release Date (if known, DOC only) Parole Eligibility</p> | <p>Case Number Defendant’s Name Date/time of court event Location of court event Type of court event</p> |
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Registration

Crime victims and concerned citizens may register for notification by calling the VINE toll-free number or by visiting www.vinelink.com. **Callers must register separately for court and custody information.** Callers will need to provide VINE with the following information:

- A telephone number, including the area code, where they can be reached for notification (callers can register up to three contact numbers per call)
- A 4 digit Personal Identification Number (PIN)

Callers can update their telephone number or PIN online at www.vinelink.com or by calling VINE.



Notification Calls

Notification calls to registered victims will be made on the following events:

| Notification Event | Calling Pattern | Notification Event | Calling Pattern |
|---------------------------------|------------------------|--|------------------------|
| General Release | Normal | Case Bench Warrant | Non-Emergency |
| Release on Bond | Normal | Transfer to Perkins State Hospital | Non-Emergency |
| DOC Release on Court Order | Normal | Transfer after re-book | Normal |
| DOC Scheduled Release – 30 days | Advanced | Jail/DOC agency notification | Normal |
| DOC Scheduled Release – 3 days | Advanced | Court Hearing | Advanced |
| Escape | Normal | Case forwarded to Circuit Court | Non-Emergency |
| Return from Escape | Non-Emergency | Case Closed | Non-Emergency |
| Death | Non-Emergency | DOC – Parole notification | Normal |
| Transfer Initial | Non-Emergency | DOC – Furlough notification | Normal |
| Work Release | Non-Emergency | DOC – General Release | Normal |
| Home Detention | Non-Emergency | DOC – Escape | Normal |
| Reschedule Court Appearance | Advanced | DOC – Return to Custody | Non-Emergency |
| Court Appearance Cancellation | Advanced | DOC – Death | Non-Emergency |
| Court Trial | Advanced | DOC – Transfer to Perkins State Hospital | Non-Emergency |
| Court Plea | Advanced | DOC – Home Detention | Non-Emergency |
| Court Sentencing | Advanced | PP Change in Supervising Agency | Non-Emergency |
| PP Release from supervision | Non-Emergency | PP Transfer In and Out of State | Non-Emergency |
| PP Violation Hearing | Non-Emergency | PP Change in Supervision Status | Non-Emergency |
| PP Violation Hearing Result | Non-Emergency | | |
| PP Change in Supervision Status | Non-Emergency | | |

Calling Patterns

Normal: Calls will be made every 30 minutes for 24 hours or until the call is confirmed with the correct PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 24 hours.

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. **Notification calls are delayed for eight (8) hours after the transfer record is received by VINE.**

Advanced: Calls will be made every 30 days prior to the expected date of event. 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.



Court Event Advanced: Calls will start 5 days prior to the expected date of event. 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.

Additional Assistance

For customer service or to report a problem, call the CustomerFirst Center at 1-866-277-7477.