

VINE is an automated service that lets you track the custody status of offenders in jail or prison over the phone or internet. You can also register to be notified by phone, text and/or email if the custody status of an offender changes.

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

Offender name

Offender number

Your four-digit PIN

- If you do not answer a notification call, VINE will leave a message and will continue calling back until you enter your PIN or until up to 24 hours have passed. You may get a call from VINE in the middle of the night.
- Do not register a phone number that rings to a switchboard.
- VINE is confidential.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number (1-877-674-8463) and press zero for a VINE service representative.
- VINE service representatives are available 24 hours a day, seven days a week to assist you.



Search for "VINEmobile"
where you get your apps.

Oregon Department of Corrections Victim Services offers the following programs to crime victim/survivors:

FACILITATED DIALOGUE PROGRAM (FDP)

The Facilitated Dialogue Program is a victim-initiated service for crime victims and survivors who wish to have contact with the inmate convicted of a crime against them.

The program gives strong consideration to each victim's interest and understanding of what is needed for personal healing, up to and including face-to-face contact with the inmate. Participation is completely voluntary for all participants.

An intensive preparatory and assessment period helps ensure the victim/survivor does not experience additional harm. The facilitated dialogue process often helps victims regain a sense of control in their lives and make their own decisions about how to move forward. The process may also help alleviate victim concerns about the inmate's release from prison and can be a positive influence in preparing the inmate for successful reentry.

VICTIM/SURVIVOR IMPACT PANEL

Victim/Survivor Impact Panels provide a venue for crime victim/survivors to share their experience with inmates in a correctional setting.

This setting gives crime victims a voice by providing a safe and respectful atmosphere to express their feelings, validate their suffering, and promote healing. This setting also provides inmates the opportunity to see the crime from a different perspective, the perspective of the victim, and to be accountable and take responsibility for the crime they committed.

For more information, contact the ODOC Victim Services Office at 888-749-8080 or 503-934-1113.



Oregon VINE Service

Information & Notification for Offender Custody Status

Victims have the right to know.



Do not rely solely on VINE for your safety. If you feel you are in danger, call 911.

1-877-OR-4-VINE
1-877-674-8463
www.vinelink.com



A service provided by the
Oregon Department of Corrections
Oregon Department of Justice

OREGON VINE SERVICE

INFORMATION

To access offender custody information:

- Call **1-877-674-8463**
- Visit **www.vinelink.com**
- Download the **VINEMobile app**

TTY users can call 1-866-847-1298.

REGISTRATION

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

If you register a phone number, you must create a four-digit personal identification number (PIN) that you will need when you receive notifications. Make sure your PIN is easy to remember. Write it down and keep it in a safe place.

Email registrations do not require a PIN.

NOTIFICATION

You will be notified about events such as 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 VINE know that you received the call and will stop the service from calling you again.

No PIN is required for email notifications. You will receive one email when there is a change in custody status.



WHEN TO RE-REGISTER

If an inmate/offender is moved from one agency's custody to a different agency, registrants must re-register their phone number with VINE to match with the new agency (e.g. inmate/offender is in county jail then transferred to Department of Corrections after sentencing.)

VICTIM RESOURCES

Board of Parole and Post-Prison Supervision
503-945-0907 [Victim Advocate](#)

Child Abuse and Neglect Hotline
800-422-4453

Crime Victims' Compensation Program
503-378-5348

Crime Victims United
503-635-2245

Domestic Violence Line
800-799-7233
TTY Line: 800-787-3224

FBI (Federal Bureau of Investigation)
503-224-4181 [Victim Advocate](#)

Governor's Citizen Representative
503-378-4582

IRS (Internal Revenue Service)
800-908-4490 [Victim Advocate](#)

MADD (Mothers Against Drunk Driving)
503-908-1509
877-MADD-HELP (877-623-3435)

National Center for Victims of Crime
202-467-8700

National Organization for Victim Assistance
800-TRY-NOVA (800-879-6682)

Oregon Abuse Hotline
855-232-3020

Oregon Department of Justice
503-378-5348

Oregon Department of Justice
Post-Conviction Program
503-378-4284

Parents of Murdered Children
Crime Victims' Assistance Section
503-656-8039

Statewide VINE Administrator
503-934-1113

U.S. Attorney's Office – Victim Advocate
503-727-1000

Find your local DA Victim Assistance Program
www.doj.state.or.victims/pages/assistance.aspx

OREGON VINE SERVICE
1-877-674-8463
TTY: 1-866-847-1298
www.vinelink.com