

VINE is a free service that allows you to anonymously check an offender's custody and protective order status by phone, website, or mobile app (where available). You can also register to receive automated notifications about changes in custody and protective order status by phone, email, text, or in-app. TTY service for people with hearing loss is also available.

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

Custody Information

Offender Name

Offender Number

Four-digit PIN

Protective Order Information

Respondent Name

Protective Order Number

Four-digit PIN

*Written Notification of Offender's Release

Per KRS 197.170, a victim of a crime as defined by KRS 421.500 can request, in writing, to be notified in writing of the offender's release from a Kentucky Department of Corrections facility. This request shall be made in writing to include the victim's name, current mailing address and phone number, along with the offender's name and institutional number if known. The form can be found on the Kentucky Department of Correction's website: corrections.ky.gov.

This written request should be mailed to:
Kentucky Department of Corrections
Victim Services Branch
P.O. Box 2400, Room G-46
Frankfort, KY 40602

How to Use VINE:

- If you feel you are in danger, call 911 immediately.
- VINE is confidential. The offender/respondent will not know you are registered with this service.
- VINE provides information on offender custody and protective order status in Kentucky.
- VINE notifies automatically when the offender custody or protective order status changes. You may get a notification from VINE in the middle of the night.
- Write down your PIN and keep it in a safe place. For safety reasons, do not share this information with others.
- If you do not answer a notification call, a message will be left and additional attempts will continue to be made for a minimum of 24 hours, or until you enter your PIN.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number and press zero. You will be transferred to an operator who can help you reset your PIN, or cancel the notification.
- Operators are available 24/7 to assist you.

IMPORTANT!

IF YOUR PHONE NUMBER OR EMAIL CHANGES, call the Equifax Customer First Center at 1-800-511-1670, or go to VINELink.com and follow the instructions on how to change your phone, text, TTY, or email registration. Unless you update your information, we will be unable to contact you when necessary.



Kentucky VINE

Offender Custody Status and Protective Order Information

A service provided by
Kentucky Department of Corrections

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

EQUIFAX

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1-800-511-1670
TTY: **1-866-847-1298**

VINELink.com

Kentucky VINE

Information

VINE is a service that lets victims of crime and other concerned citizens access timely and reliable information regarding offenders. VINE is offered free of charge to registrants, is completely confidential, and features multiple language support.

Registration

To access offender custody and protective order information, and/or register to be notified:

- Call **1-800-511-1670**
- Visit **VINELink.com**
- Download the **VINELink mobile app**
- TTY users, call **1-866-847-1298**

To register for protective order notifications, you will need your case number, which can be found on your petition or protective order.

Notification

VINE allows you to select your preferred notification method:

- Phone
- Text
- In App
- Email
- TTY

Phone Notifications

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN). Make sure your PIN is easy to remember, as you will be asked to enter it when VINE calls.

Kentucky law allows victims with Emergency Protective Orders (EPO)/Domestic Violence Orders (DVO) to be notified if the person their protective order is against (respondent) tries to buy a gun or similar weapon.

Federal law, commonly known as the Brady Bill, prevents certain people with Domestic Violence Orders against them from buying or having guns or similar weapons. VINE incorporates the Brady Bill Notification to make petitioners of an EPO/DVO aware that the respondent has attempted to purchase a firearm.

Notification Events

Once you are registered, VINE will notify you of custody or protective order status changes.

Custody Status

If the offender is in custody, you can register to be notified about the following events:

- Release
- Transfer
- Escape

Protective Order Status

If the protective order has been filed, you can register to be notified about the following:

- Protective Order Status
- Hearing Date, Time, and Location
- Expiration

If you have registered on your order and have not received any information on the service of the order after four days, contact your local victim advocate or county sheriff's office. More information on the respondent may be needed.

Resources for Crime Survivors

Kentucky Attorney General's Victim Advocacy Division
800-372-2551

Kentucky Coalition Against Domestic Violence
502-209-5382

Kentucky Sex Offender Alert Line
866-564-5652

Kentucky Crime Victim Compensation Board
800-469-2120 or 502-782-8255

Kentucky Child Abuse/Neglect Hotline
800-752-6200 or 1-877-597-2331

Parole Board - Victim Services
800-221-5991

National Domestic Violence Hotline
800-799-7233

Rape, Abuse & Incest National Network (RAINN)
800-656-4673

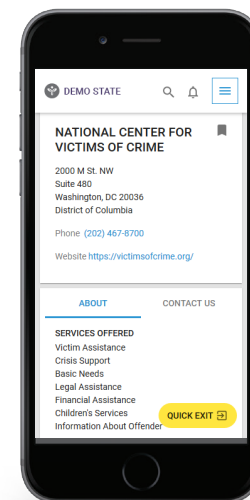
Contact us at:
Kentucky Department of Corrections
Victim Services Branch
P.O. Box 2400, Room G-46
Frankfort, KY 40602

Business Hours: 8:00 a.m. - 4:30 p.m. M-F
Office: 502-564-5061
Victim Line: 877-687-6818
Fax: 502-564-9836
E-mail: VSB.help@ky.gov
Website: www.corrections.ky.gov

VINE Service Provider Directory

Connect with local, regional, and national victim service providers through the VINE Service Provider Directory. The directory is a comprehensive listing of support services, such as victim assistance, crisis support, basic needs, healthcare, counseling, legal assistance, financial assistance, and children's services.

Access the directory by visiting VINELink.com or using the VINELink mobile app. To begin, click "FIND SERVICE PROVIDERS."



Download the **VINELink mobile app**.

Search for "VINELink" on your mobile device app store or scan this QR code.



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