

## OTHER HELPFUL hotline numbers

Crime Victims' Compensation Program  
Crime Victim Services Division  
Office of the Texas Attorney General  
(800) 983-9933

Texas Crime Victim Clearinghouse  
Texas Department of Criminal Justice  
(800) 848-4284

Texas Association Against Sexual Assault  
(888) 918-2272

Texas Council on Family Violence  
(800) 525-1978

National Domestic Violence Hotline  
(800) 799-SAFE(7233)

Women's Advocacy Project  
Family Violence Legal Line  
(800) 374-HOPE(4673)

Child and Elder Abuse Hotline  
Texas Department of Family and Protective Services  
(800) 252-5400

National Center for Missing and Exploited Children  
(800) 843-5678

Texas Rural Legal Aid  
(800) 369-0574

Family Law Hotline  
(800) 777-3247

# WHAT IS texas vine?

## Victim Information and Notification Everyday

- Provides basic information on jailed suspects/offenders and their scheduled court events

- Notifies registered users of changes in jail status and court events

- Free service for crime victims and other concerned citizens

- Available 24 hours a day, 7 days a week in English or Spanish



**GREG ABBOTT**  
Attorney General  
of Texas

## CRIME VICTIM services division

The Crime Victim Services Division consists of four sections: the Sexual Assault Prevention and Crisis Services Program, the Grant and Contract Management Section, the Statewide Automated Victim Notification Program and the Crime Victims' Compensation Program.

## CRIME VICTIMS' compensation

If you are a victim of family violence, you may be eligible for reimbursement of certain out-of-pocket expenses related to the crime. Please check our Web site or call for information and an application form.

Office of the Attorney General  
P.O. Box 12198  
Austin, Texas 78711-2198

(800) 983-9933 Statewide  
(512) 936-1200 in Austin  
(512) 936-1800 Fax

[www.oag.state.tx.us](http://www.oag.state.tx.us)

**Toll Free**  
**1-877-TX4-VINE**  
**1-877-894-8463**

TEXAS VINE  
VICTIM INFORMATION  
AND NOTIFICATION EVERYDAY

**Toll Free**  
**1-877-894-8463**



**ATTORNEY GENERAL OF TEXAS**  
**GREG ABBOTT**

# HOW DO I MAKE THE FIRST CALL?

how do i make the first call?

## FOR VICTIMS OF CRIME there is strength in numbers

Especially this one. Toll Free 1- 877-TX4-VINE; 1-877-894-8463. Call 24 hours a day for information on county jail status and court events. Register to be automatically notified of court events and changes in jail status. Receive information on both suspects and offenders in county jails.

Make Texas VINE part of your safety plan. The suspect/offender will not know you are registered with Texas VINE. **However, do not depend only on Texas VINE, or any single program, for your protection.**

## PREPARING to make your first call

Fill out the information card in this brochure.

- When you first access VINE, you will identify the suspect/offender by entering the person’s name as a number. To do this, match each letter of the name to a number using the telephone keypad. Use 1 for “Q” and “Z.” For example, “John” is 5646.
- You can get the court case number from your Local District Attorney’s office.

- The Booking Number is a unique identifying number assigned by law enforcement when a person is booked into the county jail. You will be given the offender’s booking number the first time you access the system. If you forget the booking number, you can still access VINE information by entering the person’s name in number format.
- Select a Personal Identification Number (PIN) that is easy to remember.

## LOCATING INFORMATION on jail status and court dates

- Call toll-free 1- 877-TX4-VINE; 1-877-894-8463 from a touch-tone phone. If calling from a rotary phone, please stay on the line to speak to an operator.
- Follow the voice instructions using the information you wrote on the card on the far right panel of this brochure.
- After Texas VINE locates the suspect/offender, you will be given the person’s booking number. Write this number down on the information card card on the far right panel of this brochure. It will save time when you call again.
- **IF YOU NEED ASSISTANCE, PRESS ZERO (0) TO SPEAK TO AN OPERATOR WHEN THE SYSTEM PROMPTS YOU TO CHOOSE AN OPTION.**

## REGISTERING for notification

Texas VINE allows you to register for automatic notification of court events and changes in county jail status. You may need to register separately for each type of notification.

When you register, you will be asked to provide two things:

1. Phone number where you wish to be notified. Register as many numbers as you like, including your home and work phone. Do not register a phone that rings to a receptionist or a switch board.
2. Four-digit PIN (Personal Identification Number). Use the PIN you already have chosen. You may use the same PIN with each phone number you register.

## RECEIVING a notification call

Texas VINE will automatically notify registered persons of suspect/offender status and court event changes. To confirm that you have received the notification, enter your four-digit PIN. Texas VINE will keep calling for 24 hours until this PIN is entered.

Texas VINE automatically notifies registered users in English or Spanish whenever one of the following situations occurs:

- the suspect/offender is released or transferred
- a court event has been set or changed
- there is a change in custody status such as death or escape.

## RECORD important information here

Suspect’s/Offender’s Name:

\_\_\_\_\_

(Last)

\_\_\_\_\_

(First)

\_\_\_\_\_

(Middle Initial)

Suspect’s/Offender’s Name as Number (use telephone key pad):

\_\_\_\_\_

(Last)

\_\_\_\_\_

(First)

\_\_\_\_\_

(Middle Initial)

Court Case Number:\_\_\_\_\_

Booking Number:\_\_\_\_\_

Your four-digit PIN Code:\_\_\_\_\_