



## Connect to Victims with VINE

### Join the TX VINE Victim Services Directory

VINE® (Victim Information and Notification Everyday) is a solution, developed by Appriss, that provides victims of crime with access to timely and reliable offender custody information. In Texas, VINE is administered by the Office of the Attorney General.

Offering peace of mind, VINE lets victims call a toll-free number, visit [www.vinelink.com](http://www.vinelink.com), or use the VINELink mobile app to check on an offender's custody status. Victims can also register to receive automated notifications about changes in status via phone, email, text, or TTY for people with hearing loss. VINE is currently provided to victims as a free service, with nearly 95 percent participation nationwide.



## The Future of VINE

VINE has been serving victims since 1994. Since then, technology has made significant advances. With the prevalence of mobile application technology in our daily lives, Appriss recognizes the need to modernize the VINE platform to meet the expectations of millions of users annually.

In Spring 2017, Appriss began rolling out an updated version of VINE in self-selected states. The newest version of VINE leverages technology to improve the user experience and expand access to services for victims of crime.

## Reach More Victims with the TX VINE Victim Services Directory

Fewer than one in ten victims of serious violent crime in the U.S. receive assistance from a victim service agency. Additionally, there is currently no central website or mobile application that lists services for all types of crimes. The new version of the Texas VINE service will help bridge this gap. The Texas VINE Services Directory, which is a collection of victim services agencies will centralize agency information by offering a new, comprehensive directory of victim service agencies, in Texas.

There is no cost for your agency to be added to the directory. More than 100,000 searches for victim services agencies are conducted in VINE each year. By participating in the directory, your organization can connect with and promote services to victims of crime, including over **96,000 VINE users** in Texas.

**Join the TX VINE Victim Services Directory**  
Visit [apprissinsights.com/txvine](http://apprissinsights.com/txvine) to be included in the directory.

## Key Features



### Guide Me to a Provider

A self-advocacy workflow helps victims find service providers according to their needs.



### Reporting for Service Providers

Administrators can access statistics on searches for providers, impact of crime, etc.



### Offender Watch List

Victims are able to save offenders to a personalized "Watch List."



### Service Provider Directory

Directory participants can promote their services to VINE users nationwide.



### Confidential User Accounts

User accounts enable improved access to offender information and victim services.

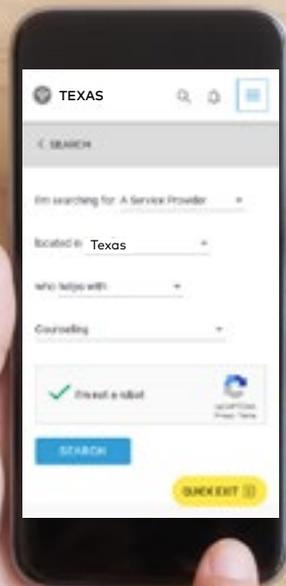


### Interactive Voice Response

Callers are able to search for offenders using advanced voice and keypad technology.

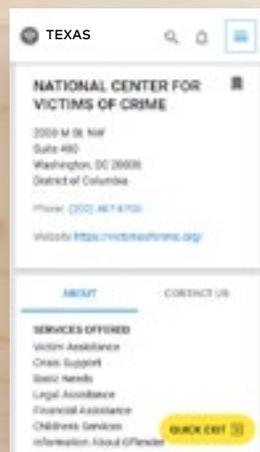
### Service Provider Search

Victims can select a service provider by location and the type(s) of services they provide.



### Service Provider Profile

Victims can view provider profiles for information such as mission, location, phone numbers, and website.



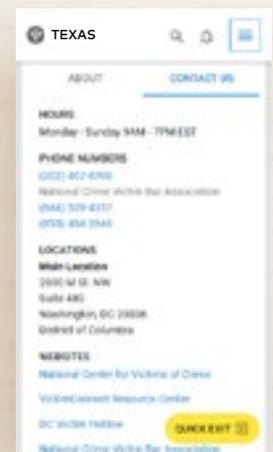
### Saved Service Providers

Users can save preferred providers to their account so they don't have to search for them over and over again.



### Contact Us

Users can contact service providers directly from the VINELink mobile app by tapping on the phone number.



## TX VINE Victim Services Provider Directory FAQs

### Who is participating in the directory?

National, regional and local victim services agencies are participating in the directory.

### How do we join the directory?

The Texas Office of the Attorney General is inviting victim services agencies to join the TX VINE Service Provider Directory. Please complete the online victim service agency profile form at [apprissights.com/ttxvine](http://apprissights.com/ttxvine).

### How much does it cost to join the directory?

There is no cost for victim services agencies to participate in the TX VINE Services Provider Directory.

### How much work is required once we join?

Victim services agencies are responsible for maintaining the accuracy of their profile information and will have the ability to select which features they want to utilize to connect with victims.

If you have any additional questions, contact Chris Gersbach, Grant Manager and Texas SAVNS Program Manager, at [chris.gersbach@oag.texas.gov](mailto:chris.gersbach@oag.texas.gov) or 512-936-1653.