

VINE is an automated service that allows you to track an offender's custody status over the phone or Internet. You can register to be notified by phone, text and/or email if an offender is released, transferred, or escapes.

Victim Services is committed to assisting victims and survivors throughout the duration of their offender's incarceration and supervision. We are dedicated to ensuring that crime victims are treated with dignity and respect.

A victim's need for assistance does not stop once an offender has been sentenced. It continues throughout an offender's custody, and Victim Services is the arm of Corrections that handles those requests for assistance.

**For a list of resources, please visit [www.vinelink.com](http://www.vinelink.com) or 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](mailto:VSB.help@ky.gov)  
Website: [www.corrections.ky.gov](http://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](http://VINELink.com) or using the VINELink mobile app. Click "FIND SERVICE PROVIDERS" to begin.

### How Victim Services Can Help You:

- Provide assistance with Kentucky VINE Suite of Services: Offender Status, Courts, and Protective Order
- Provide \*written notification of an offender's release
- Provide opportunities for victims to be included in the parole process of offenders
- Locate information on offender's custody status
- Provide assistance with threats or harassment from offenders in custody
- Provide assistance and referrals regarding victim restitution
- Work on your behalf by providing statewide training for criminal justice professionals and other state agencies

#### \*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: [www.corrections.ky.gov](http://www.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

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

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**Commonwealth of Kentucky  
Department of Corrections  
Victim Services**

**Kentucky VINE**

**Offender Custody Status Information  
Victim Notification Services  
Victim Resource Directory**

A service provided by  
Kentucky Department of Corrections

**1-800-511-1670**

**TTY: 1-866-847-1298**

**[WWW.VINELINK.COM](http://WWW.VINELINK.COM)**

## Offender Status

VINE is a free, anonymous, computer-based service that provides the public with two important services: information and notification.

VINE will tell you if an offender is in jail or prison and will give you other important custody information. VINE will also let you provide a phone number and/or an email address where you can be notified automatically when that offender is released, transferred, escapes or has an upcoming parole hearing.

### Registering with VINE

If an offender is currently in custody, you can register to be notified of their release.

- Call 1-800-511-1670 from a touch-tone telephone.
- When registering by phone, you will be asked to spell the offender's name for whom you'd like to register.
- You will be asked to enter a telephone number or numbers you would like to register, including area code, followed by the pound (#) key.
- You will be asked to choose a four-digit personal identification number (PIN).
- Be sure to write down your PIN and keep it in a safe place.
- When there is a change in the offender's custody status, VINE will call with the notification. You will be asked to enter your PIN to confirm and stop the calls.

To register for email notification, go to [www.vinelink.com](http://www.vinelink.com) and click on the state of Kentucky. You can search for the offender by name or identification number. Once you locate the offender, you can enter the email address and/or phone number(s) where you would like to be notified if the offender is released, transferred, or escapes.

## Court Hearings

VINE Courts lets you search for information on a specific felony or misdemeanor court case. You can also register a phone number and/or email address where you want to be notified when there is an upcoming court hearing or a scheduling change in an upcoming court hearing.

\*Please note that it is the responsibility of the registrant to keep up with his or her case number, including trailer number if applicable, and to keep the registration current.

If there is a court hearing and you would like to receive notifications, you can register:

- Online at [www.courts.ky.gov](http://www.courts.ky.gov). Click on "VINE" for VINE Court Services to register for a court case.
- By calling (toll-free) 1-800-511-1670 from a touch tone phone and following the prompts. If you need assistance, press "0" for a VINE service representative.

When searching for a court case, you can register your phone number to receive updates on your court hearing.

- You will be asked to select and enter a four-digit personal identification number (PIN).
- Be sure to write down your PIN and keep it somewhere safe.
- When VINE calls with a notification, you will be asked to enter your PIN to confirm and stop the calls.

This service is provided to you in partnership with the **Kentucky Administrative Office of the Courts.**



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



## Protective Resources

VINE Protective Order (VPO) is a free, anonymous service that allows petitioners to access information about their protective order, including the status of the order and reminders about upcoming court hearings.

VINE Protective Order is now incorporating the Brady Bill Notification to make petitioners of a DVO aware that the respondent has attempted to purchase a firearm. Just as VPO makes a notification on the status of an order, reminders about upcoming court hearings, and expiration date of the order, it will also notify if a respondent attempts to purchase a firearm.

Before you call VINE Protective Order, have your case number ready. This number can be found on your petition or protective order. (Example: case number 07D123456-001)

### Registration:

If the Protective Order has been filed, you can register to receive notifications.

- Call 1-800-511-1670 from a touch tone telephone.
- When registering by phone, you will press two (2) for protective order information.
- You will be asked to enter a telephone number where you can be reached, and a four-digit personal identification number (PIN) that you choose.
- Be sure to write down your PIN and keep it in a safe place.

When you receive a telephone notification, you will be asked to enter your PIN, followed by the pound (#) sign, to hear the notification and to confirm that you received the call.

\*If you are unable to register by phone, you also have the option of registering on your protective order by email by visiting [www.registervpo.com](http://www.registervpo.com) and clicking on the state of Kentucky. Be sure to have your case number, respondents first and last names, and the county in which the petition was filed.\*

\*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.\*

At any point, you can always call 1-800-511-1670 to check the status of the protective order. You will follow the same steps as if you were going to register on your order. If you need assistance, a VINE service representative will be available to help.

\*\*\* If you are granted a permanent order, you will need to re-register the permanent order to continue to receive updates. Temp orders do not transfer when they become permanent and you will no longer receive notifications\*\*\*

## Kentucky VINE

1-800-511-1670

TTY: 1-866-847-1298

[VINELink.com](http://VINELink.com)