

NEW YORK SHERIFF'S VICTIM HOTLINE

STANDARD NO(S):

NYSSA #

DATE:

04/22/2011

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REFER TO:

Roger O. Ward

I. POLICY:

It is the policy of the Seneca County Correctional Facility to provide the public with an automated telephone information and notification system which is commonly designed to track offenders in local facilities and New York State Prisons, known as the VINE Program (Victim Information and Notification Everyday). The system will automatically contact a crime victim when the offender is released, transferred, escapes or there is a change in their custody status.

II. DETAILS:

A. General Information -

1. Any victim may register with the Sheriff's Victim Hotline by calling, toll-free, for information at 1-888-VINE-4-NY (1-888-846-3469).
2. All callers registering with VINE will be issued a four (4) digit personal identification number (PIN) code. Thereafter, registered callers receive automatic telephone notification upon a change in the offender's custody status.
3. Registered callers may leave more than one phone number by re-contacting the hotline.
4. The hotline will continue to phone the registered caller until the PIN code is entered or until forty-eight (48) hours have elapsed. It will leave a message on an answering machine, but will continue to phone the caller until the PIN code is entered or until forty-eight (48) hours have elapsed.

B. Officers Responsibility –

1. When any officer is contacted by a crime victim, the officer will provide them with information about the VINE program and refer the inquiry to the victim hotline number.

2. Officers will enter an inmate's incarceration and any subsequent release into the facility booking system. The booking system is integrated with VINE which will automatically update the information.
3. Officers will notify booking of the release of an inmate in their custody. The VINE system will not activate until booking enters the inmates' release information into the booking system.
4. Officers will notify the Shift Supervisor and the Booking Officer of the escape of an inmate in their custody. The VINE system will not activate until booking enters the inmates' escape information into the booking system.
5. Any complaints received about the VINE program will be referred to the Chief Administrative Officer.