



Washington VINE

# Frequently Asked Questions

# Washington VINE FAQs

## Who can register for notifications from WA VINE or WA VPO?

**Washington VINE** is an open system. Anyone is able to register to be notified. Registration information is anonymous and exempt from public disclosure under RCW 36.28A.455.

**Washington VPO** is open to those who are parties to the case, or have obtained specific case related information. Registration to be notified about the status of a protection order requires provision of the protection order case number and county of issuance, or the respondent name and county of issuance.

## Does WA VINE provide advanced notifications for custody movements such as releases?

**Washington VINE** does NOT provide advanced notifications. All WA VINE notifications are provided following the entry of movement data at the Jail/Prison.

## Why was my notification provided days after the movement occurred?

**Washington VINE** relies on information provided by jails and prisons across Washington State. If the jail or prison does not enter the data timely, Washington VINE will not receive data timely, resulting in notification delays.

## Why was I not notified of the offender's case status or court dates?

**Washington VINE** is unable to provide case or court related information. Washington VINE only provides offender custody status information and protection order information.

## I registered for offender status updates and I was given a Criminal No-Contact Order. Will I be notified regarding the offender's status and the no-contact order?

Registration for offender custody status and protection orders are both available at [www.VINElink.com](http://www.VINElink.com) however, each registration must be completed separately.

## Can Washington VINE provide information to the offender on my behalf?

**Washington VINE** does not and cannot provide any information to the offender on your behalf.

## I received a notification that my offender was transferred however, the offender had already arrived at their new facility when I received the notification.

**Washington VINE** transfer notifications are delayed for the safety of the transport officers and the offender.

## I did not receive a notification I was expecting in the overnight hours.

**Washington VINE** suppresses non-urgent notifications overnight. Some non-urgent notifications include returns to custody and transfers. Release and escape notifications are not suppressed.

## I received a phone call from the Washington VINE Service however, there was no option to "confirm" the phone call.

**Washington VINE**'s phone system may not recognize a phone has been answered by a human, rather than a voicemail, if speaker phone or headphones are utilized. If the system believes that it has reached a voicemail, it will not ask for confirmation. WASPC is continuously working with our vendor to address this issue and enhance this system's capabilities.

## I was registered for an offender that has been transferred to an out of state facility. Will I continue to receive notifications from VINE?

No. If the new facility is participating in the VINE Program, you may go to [www.VINELink.com](http://www.VINELink.com), select the State the offender is held in and re-register. Registrations are not copied out of state.



# Washington VINE Protective Order FAQs

## My protective order has been served however, Washington VINE shows the status as issued.

**Washington VINE Protective Order** receives its data from the Washington State Patrol and the Administrative Office of the Courts. If Washington VINE Protective Order has not received notification of service from the Washington State Patrol or the Administrative Office of the Courts, then the order will remain in an “issued” status.

## I registered to be notified about my family member who is incarcerated. Why was I not notified about my protective order against them being served?

**Washington VINE Protective Order** and **Washington VINE** require separate registration. It is necessary to register against the protective order and the offender if you would like to receive both types of notifications.

## My protective order indicates the respondent is required to surrender their firearms. Why have I not received notification of their surrendered firearms?

**Washington VINE Protective Order** can only provide notification for the receipt of surrendered firearms for those orders which have been issued by the Thurston County Superior Court. WASPC continues to seek funding to enhance Washington VINE Protective Order notification abilities statewide.

## The court which issued my protective order states the order has been served however, local law enforcement will not enforce the order; they state it has not been served.

Please contact the court of issuance or the local law enforcement agency for additional information.

## My protective order was issued by a tribal court. Will Washington VINE Protective Order allow me to register to be notified about my tribal protective order?

**Washington VINE Protective Order** does receive some tribal protective orders. The issuing tribal court must forward the protective order to the county law enforcement agency for entry into the Washington Crime Information Center (WACIC). If the order is not forwarded to the county law enforcement agency for entry into WACIC, and the tribal court enters the order directly into the National Crime Information Center (NCIC) instead, Washington VINE Protective Order will not receive the order information and you will not be able to register for notification.