



## Connect to Victims with VINE

### Join the West Virginia VINE Service Provider Directory

VINE® (Victim Information and Notification Everyday) is a solution that provides victims of crime with access to timely and reliable offender information for over 90% of the U.S. incarcerations. Ensuring peace of mind, VINE offers victims different options to get the information they need: 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 be notified when an offender's custody status changes via phone, email, text, or TTY for the hearing or speech impaired.



### Reach More Victims with the West Virginia VINE Service Provider Directory

Fewer than one in ten victims of serious violent crime in the U.S. receive assistance from a victim service agency.<sup>1</sup> The VINE service provider directory addresses this challenge by connecting victims to the services they need to begin the healing process.

The VINE Service Provider Directory centralizes information by offering a listing of victim service providers in West Virginia and nationally. VINE is a free and anonymous service intended to support victims of crime. More than 100,000 searches for victim service providers are conducted by VINE users annually.

In West Virginia, VINE is administered by the West Virginia Division of Corrections & Rehabilitation. By participating in the directory, your organization can connect with and promote services to crime survivors, including over 28,000 VINE users in West Virginia.



## Join the West Virginia VINE Service Provider Directory

Visit [info.vinelink.com/west-virginia-vine](http://info.vinelink.com/west-virginia-vine) 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.



### Service Provider Directory

Directory participants can promote their services to VINE users nationwide.



### Reporting for Service Providers

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



### Confidential User Accounts

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



### Offender Watch List

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



### 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.

## West Virginia VINE Service Provider Directory FAQs

### Who is participating in the directory?

National, regional, and local service providers are represented in the directory.

### How do we join the directory?

If your agency would like to join the West Virginia Service Provider Directory, please complete the online application at [info.vinelink.com/west-virginia-vine](https://info.vinelink.com/west-virginia-vine).

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

There is no cost for service providers to participate in the West Virginia VINE Service Provider Directory.

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

Service providers are responsible for maintaining the accuracy of their profile information on an as-needed basis.

If you have any additional questions, contact Carla J. Shirey, Victim Services Specialist for the West Virginia Division of Corrections & Rehabilitation, at [Carla.J.Shirey@wv.gov](mailto:Carla.J.Shirey@wv.gov) or (304)558-2036 ext. 53492