



# Restoring Trust Through Victim-Centered Technology

*A Strategic Guide for Public Safety Leaders*





## The New Standard for Victim Notifications

**Poor communication between safety officials and victims can lead to tragedy.** Today, technology enables public safety leaders to move from reactive to proactive, transforming victim notification into a connected, compassionate experience.

The question is no longer if victim notification is necessary – it's how to build systems that are **connected, timely, reliable, and victim-centric.**

This guide introduces a **5-Point Checklist for Evaluating Victim Notification Solutions** that puts the victim first and demonstrates how technology can keep them informed from the moment a case is opened.





## Victim-focused information delivery from the opening of the case.

In many systems, victim notifications don't begin until after booking or arraignment – long after fear and uncertainty have already taken hold. The first moments after a crime are when trust is built and information can calm chaos before it escalates.

### Priorities to Consider:

- An ability to deliver timely and consistent case updates from the point of case initiation.
- The capacity to manage high call volumes and manual processes without delaying communication with individuals involved in active cases.



## Early Communication Builds Trust

Integrated systems that include automated alerts to help facilitate immediate outreach, helping victims feel safe, informed, and supported. Silence is not neutral. When victims hear nothing, they assume the system has forgotten them, or worse, that their safety is not a priority. Early intervention builds trust that lasts throughout a legal criminal justice journey.





## The right level of communication across the legal criminal justice lifecycle.

A victim's journey doesn't end with an arrest. It continues through hearings, protective orders, trials, sentencing, custody, and release.

### Priorities to Consider:

- The ability to deliver a solution that offers a more connected and consistent communication path for victims and other individuals involved.
- Ensuring that information flows seamlessly between law enforcement, courts, and correctional systems.
- A capability for victims registered for custody notifications to reliably receive updates on court hearings and protective orders.



## Connection Supports Safety

A strong system provides notifications across the legal criminal justice process: custody, courts, protective orders, and investigations – creating one consistent experience for victims. When communication flows, safety is supported. Fragmented systems can create stress and confuse people experiencing trauma; connected technology is an important consideration in a trauma-informed program.





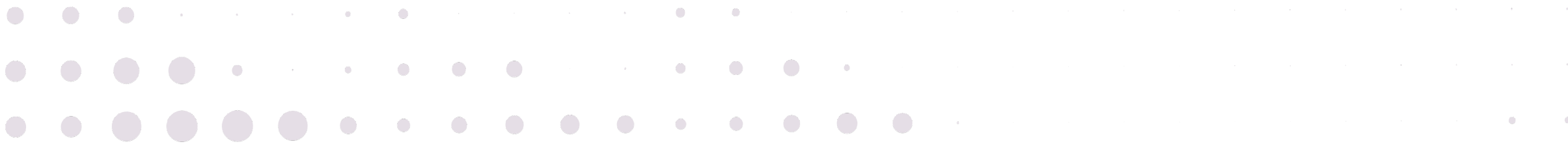
## Victim support that is truly victim centric.

Technology should never prioritize administrative convenience over victim and community safety. Victim-centered systems put survivors in control, prioritizing empowerment, confidentiality, and accessibility.

Every victim's needs are different. Some may prefer discreet digital updates. Others may need to hear a compassionate, trained voice on the phone. Agencies that provide both automation and empathetic human contact create systems that restore dignity, not just deliver alerts.

### Priorities to Consider:

- Ensuring victims can easily access information and resources on their own time, through a simple and confidential portal.
- The ability to offer human support that's available 24/7/365, delivered by sensitivity-trained professionals.



## Technology Helps. People Heal.

A compassionate, victim-centered system empowers survivors through streamlined registration management and automated, timely updates, making sure they stay informed with accurate and dependable information. Implementing these tools, like a 24/7 call center staffed with sensitivity-trained professionals, ensures victims feel seen, heard, and supported, giving them a **sense of control and self-worth** during a difficult time.





## Data and tools to help strengthen reporting and demonstrate impact

Every notification tells a story. When agencies draw on data, they uncover ways to better serve victims, strengthen community trust, and improve operational effectiveness. Data isn't just numbers; it's a vital feedback loop that builds trust, drives continuous improvements, and provides necessary documentation for resource decisions.

### Priorities to Consider:

- The ability to provide administrative reporting with centralized, on-demand reports to access data that demonstrates service utilization metrics to support grant applications and funding decisions.
- Measurement and reporting of how often victims benefit from information updates and notifications.
- The ability to deliver timely and reliable notifications to victims, defendants, and law enforcement to better anticipate and mitigate “failure to appear” risks in court.

# Turning Information into Action

Insights turn information into action, helping agencies see what's working and where gaps remain. They show how real people are impacted by technology. The data you receive can transform how agencies serve victims and communities – driving continuous improvement, more informed decisions, and better outcomes for victims and staff. It also provides essential documentation for funding, resource allocation, and policy development.





## A solution built on a foundation of unwavering security and reliability.

Trust must always come first. Victims access information believing that they are protected, and that the system supporting critical safety information won't fail when it matters most. Security and reliability aren't extras; they're the foundation of safety.

### Priorities to Consider:

- Implementation of security controls that protect sensitive victim information with a **proven track record of uptime and reliability**.
- Delivery of consistent, near real-time notifications without delay.
- Consistent investment and innovation that demonstrate a commitment to data security, secure access, and system reliability.



## Security Builds Confidence.

A trusted data platform must combine security, reliability, and empathy. The provider should demonstrate an ongoing commitment to improvement, investing in the tools and safeguards that protect data and preserve trust. For victims, confidentiality is protection, not a preference.

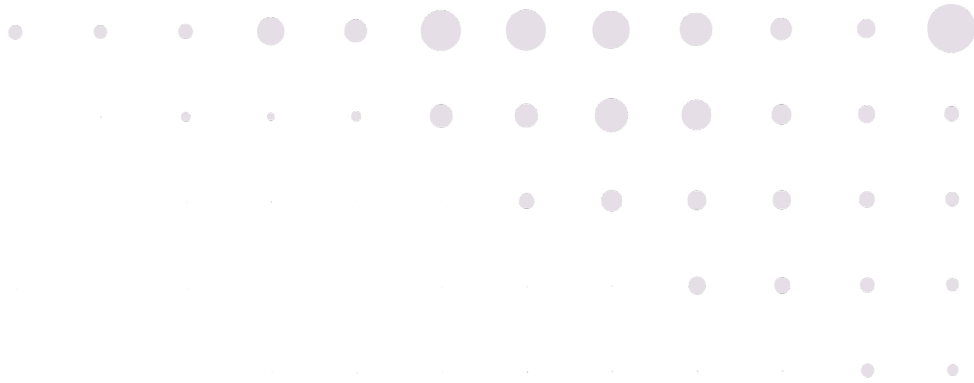
True security also means accessibility. Victims should be able to register quickly and privately, without barriers like account creation or fees. Protection should be universal, available to anyone who needs it, anytime.



## Conclusion

Public safety leaders carry more than responsibility; they carry trust. Keeping victims informed goes beyond compliance; it's a commitment to building a system where no one feels in the dark about the status of their case.

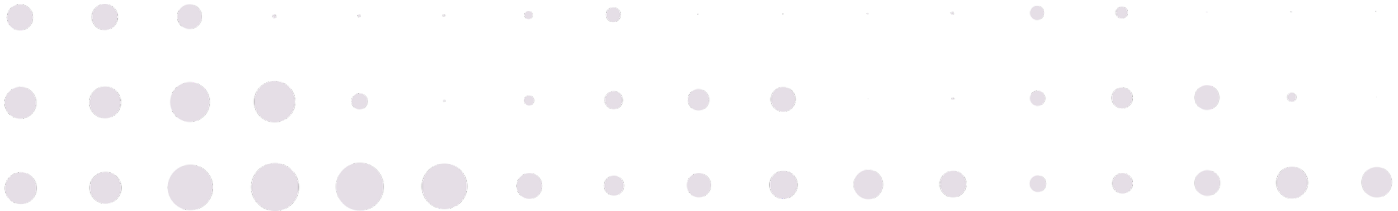




Finding the right connected, victim-centric notification system, can help your agency:

- Initiate automated, timely notifications at the moment a case is opened.
- Ensure communication continuity across the legal criminal justice lifecycle.
- Offer a secure, confidential portal for victims to access information at any time and provide 24/7/365 trauma-informed live support to meet diverse communication needs.
- Learn from data to support funding decisions, inform operational improvements, and ensure a victim-centered approach.
- Safeguard sensitive victim information and offer timely and reliable notifications.

**Public safety technology providers should be true committed partners, not just vendors, helping you protect, inform, and build trust. Take the next step to creating a safer, more connected, and compassionate system that works for everyone.**



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