



Starting at 9-1-1: Connecting the Dots for Victims from Incident to Release

A TECHNOLOGY-DRIVEN, TRAUMA-INFORMED APPROACH

PROPRIETARY

Thanks for Joining Our Webinar



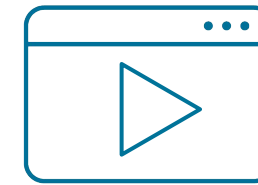
Welcome!

Thank you for
joining our webinar.
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Questions?

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the presentation.



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Today's Presenters



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Shelly Danielson

Product Manager
Versaterm



Chief Lance Spivey

St. Johns Police Department
Arizona

She was
never notified



AGENDA

- 1 Trauma-Informed Approaches Across the Victim Journey
- 2 Common Challenges Faced by Agencies Today
- 3 Enhanced End-to-End Victim Notification
- 4 A Conversation with Chief Lance Spivey
- 5 Q&A and Next Steps

Trauma-Informed Approaches Across the Victim Journey

The SAMHSA framework

*Source: Substance Abuse and Mental Health Services Administration:
Practical Guide for Implementing a Trauma-Informed Approach. SAMHSA
Publication No. PEP23-06-05-005. Rockville, MD: National Mental Health and
Substance Use Policy Laboratory. Substance Abuse and Mental Health
Services Administration, 2023.



Victims need resources that uniquely support each stage of the process.

Early SAFETY

- Incident
- Emergency Response

Middle TRANSPARENCY

- Investigation
- Arrest
- Booking
- Trial Activity

Later EMPOWERMENT

- Disposition
- Sentencing
- Custody Status
- And Beyond

Technology features that support **safety**...

- Establish safety as early as possible
- Protect anonymity
- Are confidential
- Offer quick exits
- Provide ready information





Products and services that support **safety**:

- Consistent, timely notifications
- Sensitivity-trained human support
- Dedicated data and technology solutions





Supporting **transparency** enables individuals to...

- Stay informed
- Take actions when necessary
- Engage in the criminal justice process





Products and services that support **transparency**:

- Consistent, timely notifications
- Sensitivity-trained human support
- Dedicated data and technology solutions



Later

EMPOWERMENT



Supporting **empowerment** enables victims to...

- Take control of their situation
- Leverage their own strengths
- Reinforce self-worth
- Rebuild optimism for the future
- Ongoing impact, lasting support



Later

EMPOWERMENT



Products and services that support **empowerment**:

- Self-service access
- Timely information
- Connected systems
- Services beyond law enforcement



The triumph of empowerment

Anna Nasset



“Victims just need a little bit of **peace of mind** to know that their offender is still in custody”

- Sensitivity-trained Customer First Center
- 24/7/365 in-house VINE team
- Multilingual support



Laura Greenwell | VSR
Customer First Center



Working together across the
criminal justice process

Common Challenges Faced by Agencies Today

Common challenges faced by agencies today

- High call volumes and workloads
- Understaffing and high turnover
- Wavering employee morale

- Operational inefficiencies
- Manual processes

- Difficulty gathering community feedback
- Lack of community involvement

Poll Question #1

What is the biggest challenge your agency currently faces in keeping victims informed throughout the criminal justice process? Select one

Select one:

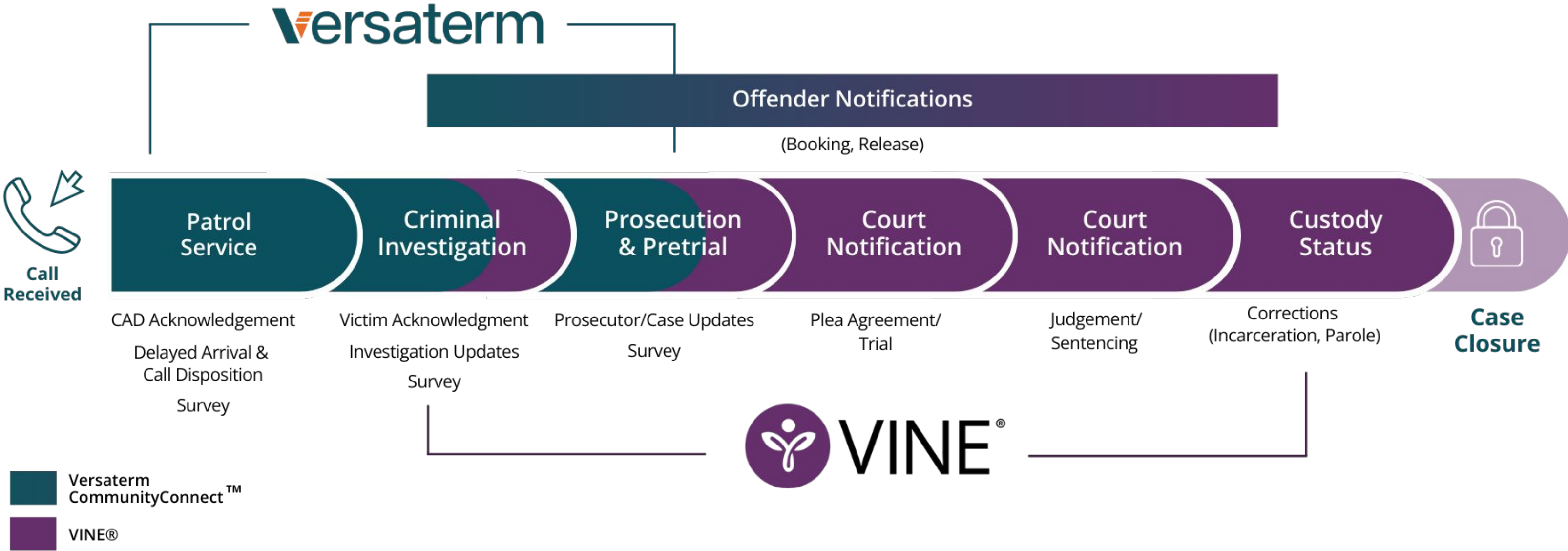
- Lack of integrated systems/data sharing
- Resource constraints (staff time, budget, etc.)
- Difficulty with timely communication
- Measuring victim engagement/satisfaction
- Other

Enhanced End-to-End Victim Notification

Powered by VINE[®] and Versaterm CommunityConnect[™]

Enhanced End-to-End Victim Notification

Powered by VINE® and Versaterm CommunityConnect™



Versaterm CommunityConnect™

1

Connects
with CAD/RMS

2

Automatically
generates text
messages
and emails

3

Delivers them to
the crime victims and
9-1-1 callers

Versaterm CommunityConnect™

Acknowledge, update, and gather feedback from the victim



Patrol

Serve your 9-1-1 and non-emergency callers



Investigation

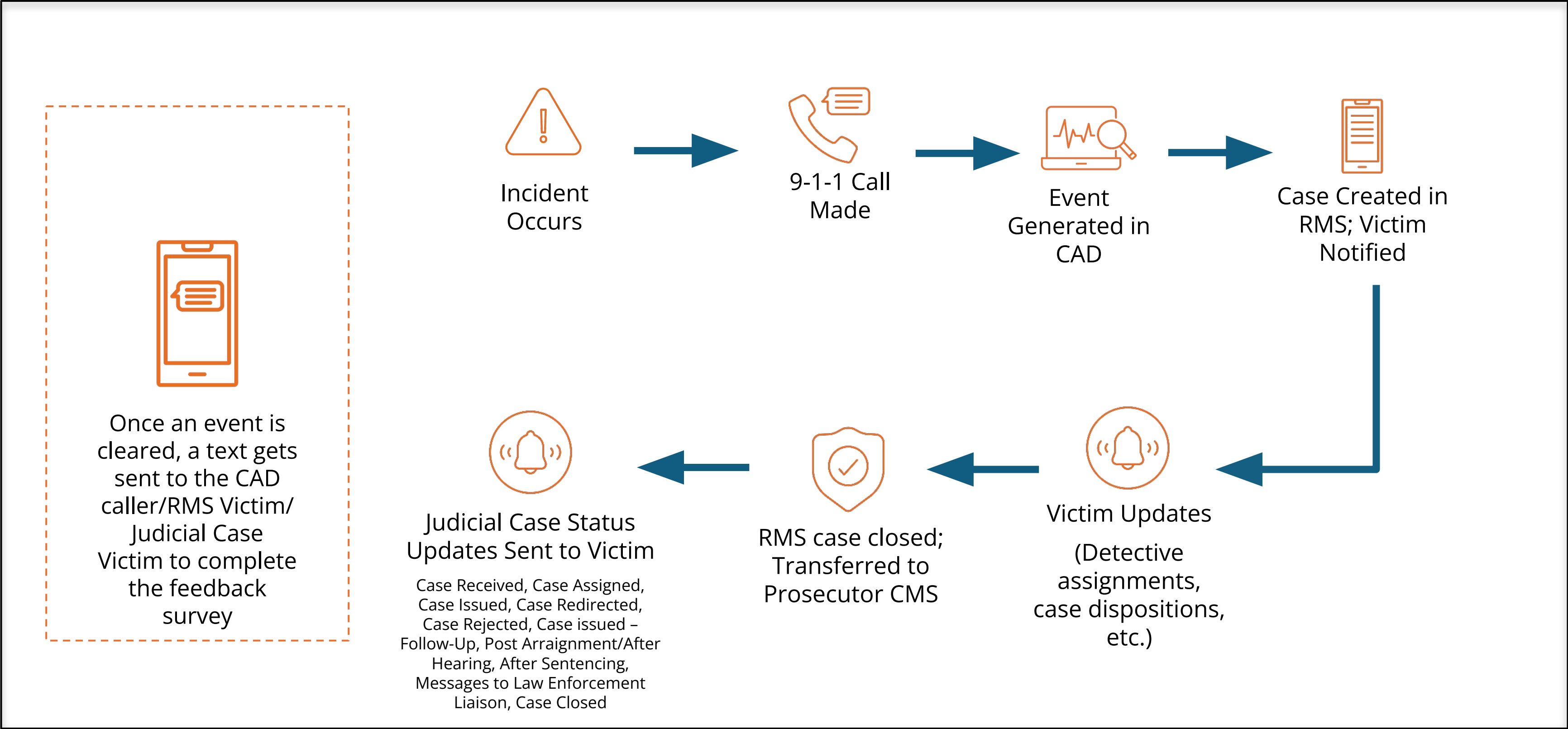
Communicate with your crime victims



Insights

Gather and analyze feedback from your callers and crime victims

Incident/Case Journey





Patrol

Provide immediate communication after an emergency call...

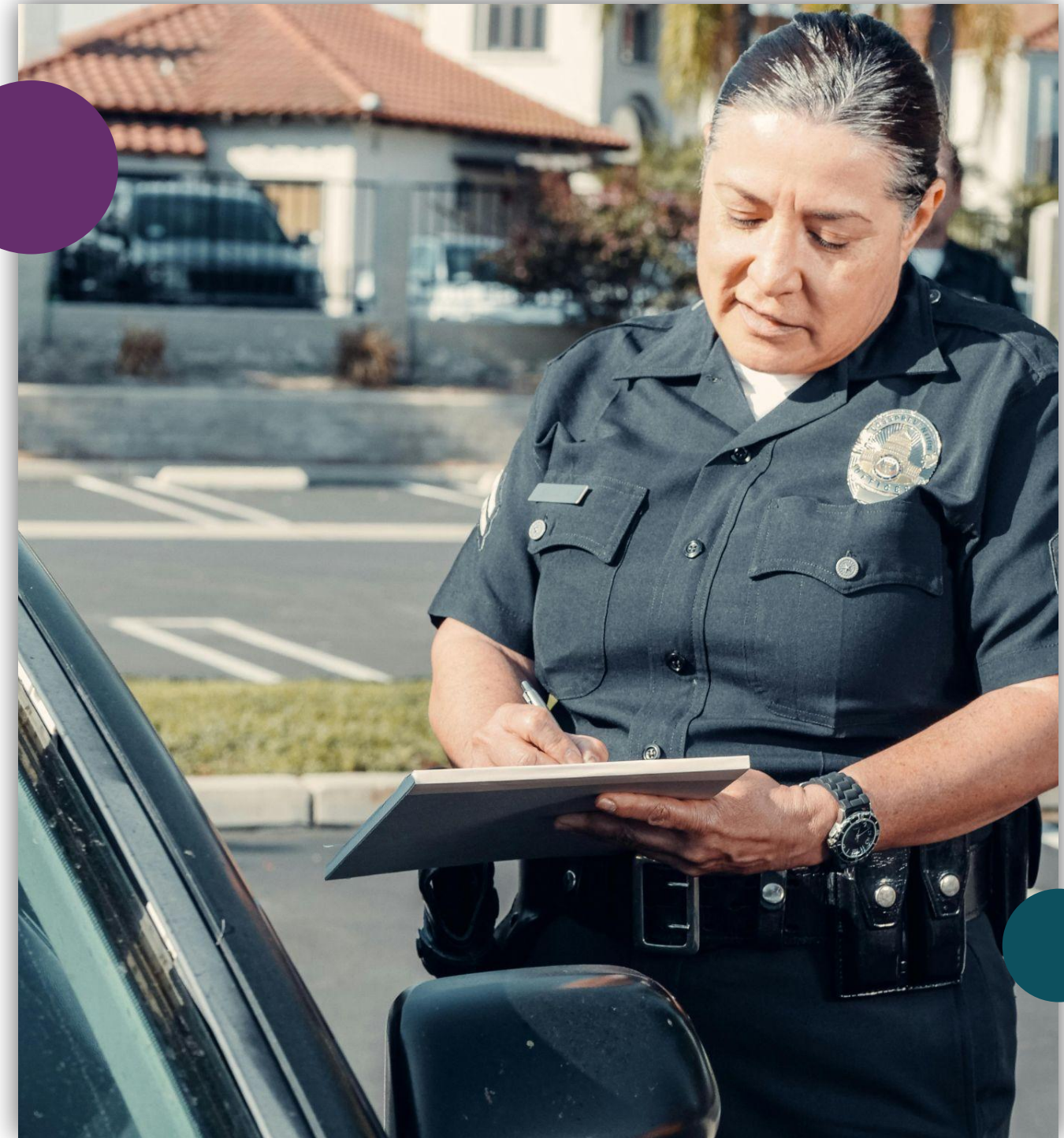
- Acknowledge callers
- Inform of delays
- Provide information and resources



Investigation

Elevate victim care...

- Acknowledge callers
- Update victims on case details
- Notify victims of arrests and court dates





Measure and improve your community interactions...

- Automate surveys
- Customizable questions
- Analyze via Spotlight dashboard



High survey response rates

provides policymakers with invaluable community sentiment data to inform data-driven safety initiatives.

Poll Question #2

To what extent does your agency currently use automated systems for victim notifications and communication?

Select one:

- Extensively (most notifications are automated)
- Moderately (some aspects are automated)
- Minimally (mostly manual)
- Not at all

VINE Custody



Police Arrest



Booking Occurs



Registration Created



Custody Status Updated



Notification Sent

VINE simplifies status information and notifications

A single solution for states, simplicity for victims

Timely and reliable information and notification at critical points, informing victims all along the way, with updates on offender custody, protective orders, and court hearings, where applicable.

Technology-enabled data with a human touch

A full service that includes data, notification, and sensitivity-trained human support, available 24/7 in 240+ languages.

Empowering through a nationwide network

45+ states and regions use VINE Custody, with additional networks available that support courts notifications and protective orders. Plus, a growing network of local police agencies for incident and investigation notification.

From Equifax, a leader in security

A security posture score that exceeded industry averages for the 4th consecutive year (2025).*

*2024 Security Annual Report, Equifax, page 12

**Seamless integration with the state's
existing VINE system,**
ensuring consistent and near real-time offender and case
status notifications delivered without delay.

613,000+ victim notifications
sent, with a low opt-out rate, exceeding national
benchmarks for engagement.

Poll Question #3

Which aspect of victim notification and support is your agency most focused on improving in the next 12-18 months?

Select one:

- Real-time offender custody updates
- Court date notifications
- Protective order status updates
- Automated communication (e.g., text/email)
- Gathering victim feedback/satisfaction
- Early incident communication (e.g., 9-1-1 caller updates)
- Seamless integration across systems

A Conversation with Chief Spivey

Q&A

Have a question? Enter it in the chat now!

Next Steps

1 SURVEY

Complete the survey through the webinar console.

2 CONTACT

Want to talk to someone about Enhanced End-to-End Victim Notification? Click on the **“Want to Get In Touch”** button on your webinar console or contact us at:

vine.equifax.com/eevn

