

Delaware VINE is an automated service that lets you track the status of an offender's custody or court case, or the status of a protective order. You can also register to be notified by phone and/or email if the status of an offender, court event, or protective order changes.

Write down the following information, remove this panel, and keep it in a safe place:

Offender name

Offender number

Case number

Protective order number

Your four-digit PIN



Search for "VINEmobile"
where you get your apps.

VINE Facts:

- If you feel you are in danger, call 911 immediately.
- Delaware VINE is confidential. The offender or respondent will not know you are registered with this service.
- Since Delaware VINE calls automatically when an offender's custody status changes or when an order is served, you may get a call from this service in the middle of the night.
- Write down your PIN and keep it in a safe place. For safety reasons, do not share your PIN with others.
- If you do not answer a notification call, Delaware VINE will leave a message and will continue calling back until you enter your PIN or until up to 48 hours have passed.
- Do not register a phone number that rings to a switchboard.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number and press zero. You will be transferred to a VINE service representative who can help you reset your PIN or cancel notification.
- VINE Service Representatives are available 24 hours a day, seven days a week to assist you.
- Do not rely solely on Delaware VINE for your safety. Make this service a part of your overall safety plan.



Delaware VINE Service

Information & Notification for
Offender Custody Status, Court Hearings
and Protective Order Status

*Victims have the
right to know.*



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VINE for your safety.
If you feel you are in
danger, call 911.



Powered by



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Custody Status & Court Events

1-877-338-8463

Protective Order Status

1-866-411-0001

www.vineline.com

A service provided by the State of Delaware

DELAWARE VINE SERVICE

INFORMATION

To access offender custody or court case information, call **1-877-338-8463**, visit **www.vinelink.com**, or download the **VINEmobile app** and follow the instructions. TTY users can call 1-866-847-1298.

To access protective order information, call **1-866-411-0001** or visit **www.vinelink.com**.

REGISTRATION

If the offender is in custody, or if the protective order has been filed, you can register to receive notifications. You can also register for court case notifications.

If you register a phone number, you must create a four-digit personal identification number (PIN) that you will need when you receive notifications. Make sure your PIN is easy to remember. Write it down and keep it in a safe place.



NOTIFICATION

You will be notified about offender custody events such as release, transfer, or escape. If you register for a court case, you will be notified of upcoming hearings and cancellations. You will be notified about protective order events such as when the order has been served, a reminder three days before your hearing, a change in a scheduled court hearing, as a reminder to renew your permanent order before it expires, and if a firearm is confiscated from the respondent.

When Delaware VINE calls, listen to the message, then enter your PIN followed by the pound (#) key when asked. Entering the PIN lets Delaware VINE know that you received the call and will stop the service from calling you again. No PIN is required to receive email notifications. You will receive one email when there is a change in custody or protective order status.



VICTIM RESOURCES

Delaware Coalition Against Domestic Violence
Kent & Sussex Counties: 1-800-701-0456
New Castle County: 302-658-2958

Delaware Victim Center
1-800-VICTIM-1 (1-800-842-8461)
In State

Legal Help Link Statewide Services
Kent & Sussex Counties: 1-888-225-0582
New Castle County: 302-478-8680

Crime Victims' Reparations Board
Delaware Helpline
1-800-273-9500

Victims' Compensation Assistance Program
302-255-1770

Parents of Murdered Children
1-888-818-POMC (1-888-818-7662)

Rape Crisis CONTACT Service
Kent & Sussex Counties:
1-800-262-9800 In State
New Castle County:
Voice 302-761-9100
TTY 302-761-9700

National Domestic Violence Hotline
1-800-799-SAFE (1-800-799-7233)

National Organization for Victim Assistance
1-800-TRY-NOVA (1-800-879-6682)

National Victim Center
202-467-8700

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