

Maryland VINE Protective Order (VPO)
VINE Protective Order Fact Sheet
Maryland's Automated Victim Information and Notification Program for Protective Orders
1-877-846-3420
www.vinelink.com
www.registervpo.com

GENERAL INFORMATION

VINE Protective Order (VPO) is available 24 hours a day, 365 days a year in English and Spanish with 24-hour VINE Operator Assistance. VPO is different from Victim Information and Notification Everyday (VINE). VPO provides protective order case information to petitioners, victim advocates, and law enforcement. The VPO database is not searchable by name. Access to protective order information and notification is restricted to those with a protective order case number.

DATA TRANSFER SCHEDULE

Data is received by Appriss in real-time from the Department of Public Safety & Correctional Services (DPSCS) via the Maryland METERS system (Maryland Electronic Telecommunications Enforcement Resource System). Law enforcement agencies notify DPSCS when an order is served by entering service information into METERS. Within seconds, DPSCS notifies VPO of changes to protective order status and VPO immediately notifies citizens registered to receive notifications.

INFORMATION

Petitioners may call VPO toll-free at 1-877-846-3420 to check status of a protective order. Callers need a touch-tone phone and must provide their protective order case number to access the following information:

- Type of protective order
- Status of protective order
- Issue date
- County Name where the protective order was filed
- Service status (not served, served) and service date, if served
- Expiration date
- Court Information with regards to upcoming hearings

REGISTRATION FOR NOTIFICATION

Petitioners may register for VPO notifications via touch-tone phone by calling 1-877-846-3420 or via the internet by visiting www.vinelink.com or www.registervpo.com. Petitioners must have their protective order case number and supply the following information to receive notifications:

Phone Notifications:

- A telephone number including area code where petitioners can be reached directly for notification (multiple numbers may be registered) – do not register numbers that go to a general switch board
- A 4-digit Personal Identification Number (PIN) of their choosing

Email Notifications:

- A valid email address

NOTE: Petitioners may register for email notifications via phone using VINE Operator Assistance

NOTIFICATION

Unless otherwise noted, notification calls begin as soon as the VINE® Communication Center receives updated records from DPSCS. Notification calls to registered persons will be made when one or more of the following occur:

- **Standard**
 - Order served
 - Interim, Temporary, Final
- **Standard (with block out period)**
 - Denied/Dismissed/Expired
 - Interim, Temporary, Final

- **Advanced (with block out period)**
 - Order expired (30 days prior)
 - Final

CALL PATTERNS

VPO is a PIN first service, to assure the confidentiality of the notification and the petitioner. The actual notification message isn't made until the PIN is entered. Generic messages will be played and left on voice mail until a live call is picked up and the PIN entered.

Standard: Calls will be made every 30 minutes at any time of day as data is received by the service. If the call is answered but not confirmed via PIN, subsequent calls will be made every 2 hours. Generic notification messages will be left on answering machine, but calls will continue every 2 hours. Notification calls will be made for 24 hours or until the correct PIN code is entered to confirm the call

Standard (with block out): Calls will be made every 30 minutes between the hours of 7 a.m. and 10 p.m. until a notification call is answered. If the call is answered but not confirmed via PIN, subsequent calls will be made every 2 hours. Generic notification messages will be left on answering machine, but calls will continue every 2 hours. Notification calls will be made for 24 hours or until the correct PIN code is entered to confirm the call

Advanced (with block out): Calls will be made in advance of a scheduled event (e.g. 30 days prior to the expiration of a final order). Calls will be made every 30 minutes between the hours of 7 a.m. and 10 p.m. until a notification call is answered. If the call is answered but not confirmed via PIN, subsequent calls will be made every 2 hours. Generic notification messages will be left on answering machine, but calls will continue every 2 hours. Notification calls will be made for 24 hours or until the correct PIN code is entered to confirm the call

NOTES

Registration with VINE Protective Order **does not** register the petitioner with VINE (offender custody status information). Each service, VINE Protective Order and VINE, requires a SEPARATE registration for information and notifications.

Additional Assistance

For questions regarding Maryland VINE Services, including RegisterVPO, VINEProtect, VINEWatch and VINELink, please contact the 24/7 Appriss Operations Center (AOC) at 866-APPRISS option 2, or send an email to aocd@appriss.com. You may also contact the AOC for technical assistance or to report a problem.

Note Regarding Caller ID or Anonymous Call Blocking: Notification calls from VPO will display a telephone number with an "Unknown number" display. This is to protect the user from having the respondent see a number displayed that can be tracked back to VPO.

Contact Information for MD VPO management staff:

*Governor's Office of Crime Control and Prevention
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