



# VINE® 2020 YEAR IN REVIEW



**2,462,587**  
New registrations



**35,299,169**  
Total offender & defendant  
searches performed



**21,146,002**  
Notifications

**“** Since its humble beginnings in 1994, VINE has delivered more than 800 million notifications, providing timely information and peace of mind to victims and survivors all over the United States. The Appriss staff works so diligently to keep VINE running smoothly and educate victims and survivors about the features available to them. We are champions for those survivors, and we are committed to providing Knowledge for Good. Together, we have navigated a challenging 2020 and emerged stronger than ever, prepared to continue making a difference in the lives of millions of survivors and their loved ones.

- LALLA O'BRYAN, VP  
VICTIM SERVICES, APPRISS INSIGHTS

## VINE Remains a Reliable Source of Information, Providing Peace of Mind to Victims

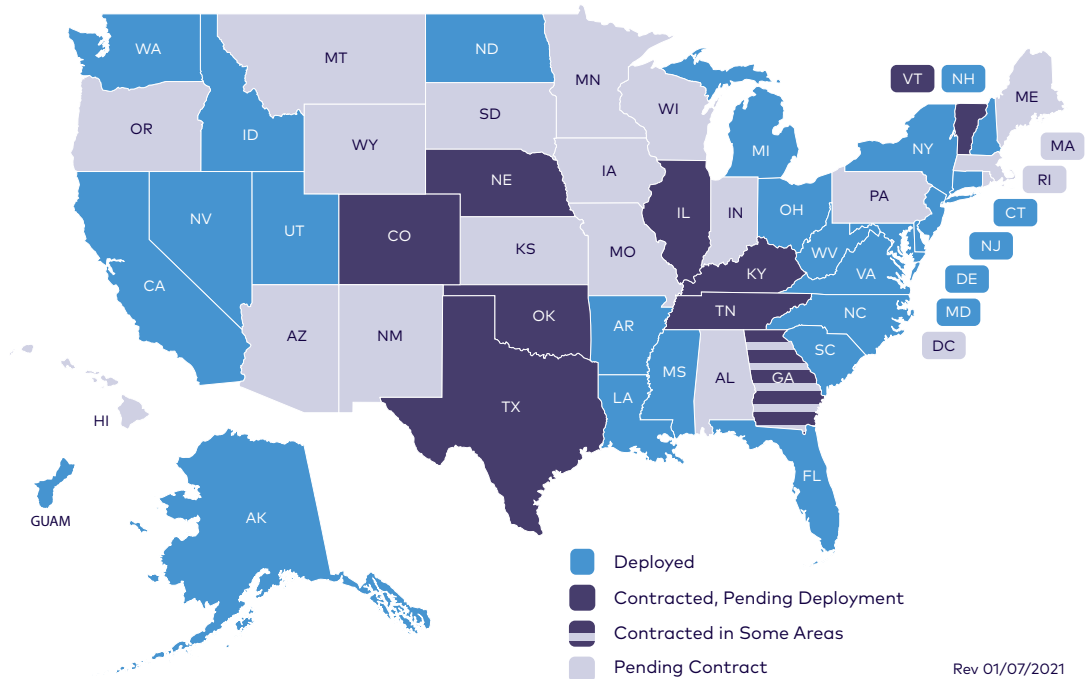
Despite unprecedented challenges facing our country and our world in 2020, VINE has continued to deliver critical and timely information for the millions of victims and survivors who rely on it. When the COVID-19 pandemic began spreading across the globe and jails and prisons began releasing offenders to reduce their crowded inmate populations, victims could trust the steady, reliable information and notification from VINE and know that they would be alerted in real time whenever their offender's incarceration status changed.

48 states, including Guam, utilize VINE. 24 of these states are using the latest version of VINE, offering users a more streamlined, inclusive, and intuitive interface. VINE also maintained its best-in-class reputation for customer service, fielding more than 250,000 inbound calls through its CustomerFirst Center – more calls in a year than ever before. 2020 presented much uncertainty, but the VINE team quickly pivoted to support a remote work environment without interruption. Despite many challenges, this year demonstrated that VINE is here to stay and remains a proven and trusted resource for crime victim notification and offender information.

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## More Intuitive and Inclusive VINE Platform Adopted in More States

The latest version of VINE offers users numerous enhanced features, including innovative functionality, an improved user experience, and expanded access to victim services through the Service Provider Directory. In 2020, VINE added 8 states to its new platform.



**70,000+**

Searches on the Service Provider Directory



**57,000+**

Notifications activated on any given day



**250,000+**

Inbound calls to the CustomerFirst Center

## Hear from the survivors who use VINE every day:

“

*I have been using VINELink for years. This is the first time I've used it with, what seems to be, a new and updated web page. It was very simple and easy to use.*

- ANONYMOUS VINE USER  
CALIFORNIA

“

*I can only thank you for the peace of mind that VINE has given me. I can sleep tonight.*

- ANONYMOUS VINE USER  
VIRGINIA

“

*Thank you, VINE! Being a crime victim is traumatic enough without being caught by surprise if the criminal's status changes. Thank you so much for providing this service to crime victims. It means a LOT!*

- ANONYMOUS VINE USER  
NORTH CAROLINA