

MOVANS is an automated service that allows you to track an offender's custody, court, or protective order status over the phone or Internet. You can register to be notified by phone, text and/or email if an offender is released, transferred, escapes, or appears in court; or register to be notified by phone and email about changes in the status of a protective order.

Write down the following information, tear off this panel, and keep in a safe place:

Offender name/Respondent name

Case number/Offender number

Your four-digit PIN

Your VIN number (if applicable)

#### Custody and Court information:

Go to [www.vinelink.com](http://www.vinelink.com) or call 1-866-566-8267 and follow the instructions to access custody and court information. (For information about offenders in the custody of the Missouri Department of Corrections, call the Missouri DOC, Office of Victim Services at (573) 526-6516.)

#### Protective Order information:

Before you call, be ready with your protective order case number, county of issuance and the respondent's name as it appears on the order. You can find this information on your petition or protective order. Go to [www.registervpo.com](http://www.registervpo.com) or call 1-866-566-8267 to access protective order information.



Search for "VINELink" from your mobile device app store.

## MOVANS Facts:

- If you feel you are in danger, call 911 immediately.
- MOVANS is confidential. The offender/respondent will not know you are registered with this service.
- Since MOVANS calls automatically when an offender's custody status changes or when the respondent has been served, you may get a call from MOVANS in the middle of the night.
- Write down your PIN and keep it in a safe place. For safety reasons, do not share this information with others.
- If you do not answer a notification call, MOVANS will leave a message. If there is no answer, MOVANS will continue calling back until you enter your PIN or for up to 48 hours.
- 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 to speak to an operator.
- Operators are available 24 hours a day, seven days a week to assist you with access, registration, and referrals to victims' services and other information.
- Do not rely solely on MOVANS for your safety. Make this service part of your overall safety plan.

## REMINDER

If your phone number or email changes, it is your responsibility to call MOVANS at 1-866-566-8267 or go to [www.vinelink.com](http://www.vinelink.com) and follow the instructions on how to change your phone, text or email registration. Unless you make such changes, VINE will be unable to contact you when necessary.

Do not rely solely on VINE for your safety. If you feel you are in danger, call 911.



Rev. 03/18

# MOVANS

## Missouri Victim Automated Notification System

Access to Information & Notification for:  
Offender Custody Status  
Court Hearings  
Protective Order Status

Victims have the right to know.



1-866-5-MOVANS  
1-866-566-8267

[WWW.VINELINK.COM](http://WWW.VINELINK.COM)



A service provided by the Missouri Department of Public Safety, Crime Victim Services Unit



## MOVANS

### CUSTODY AND COURT INFORMATION

Visit [www.vinelink.com](http://www.vinelink.com) or call MOVANS at 1-866-566-8267 and follow the instructions to access information about an offender's custody status or the status of a court case.

### REGISTRATION

You can register to receive notifications related to custody status or court event information. You must register separately for each type of notification.

**To register for notification about an offender in a county jail:** If registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received. Make sure your PIN is easy to remember.

To register your email, visit [www.vinelink.com](http://www.vinelink.com) or call MOVANS at 1-866-566-8267. Email notifications do not require a PIN.

**To register for notification about an offender in the Missouri Department of Corrections,** call the Missouri DOC, Office of Victim Services at (573) 526-6516 and speak with a Victim Service Specialist who will register you for notification.

### NOTIFICATION

#### Custody Status

You will be notified about the following events:

- Release
- Death
- Transfer
- Parole hearing dates
- Escape
- Return to custody while on parole

You will be notified about the following court-related events:

- Upcoming court events
- Court event postponements
- Case status changes

When VINE calls, listen to the message, then enter your PIN followed by the pound (#) key when asked. Entering the PIN lets the service know that you received the message and will stop the current notification call.

### PROTECTIVE ORDER INFORMATION

Before you call, be ready with your protective order case number, the name of the county where the order was granted, and the respondent's name as it appears on the order. You can find this information on your petition or protective order. Go to [www.registervpo.com](http://www.registervpo.com) or call 1-866-566-8267 to access protective order information.

If the protective order has been granted, you can register to receive notification about changes in the status of your protective order. If registering a phone number, you will be asked to create a four-digit PIN. If registering an email address, a PIN is not required.

You will be notified:

- When the order has been served on the respondent
- As a reminder when your hearing is three (3) days away
- The day before your hearing, if the order has not been served on the respondent
- When there is a change in a scheduled court hearing
- Notification will take place 30 days prior to expiration of full order, if granted

### VICTIMS' RIGHTS

According to the Missouri Constitution: The following rights shall automatically be afforded to victims of dangerous felonies, as defined in section 556.061 RSMo, victims of murder in the first degree, as defined in section 565.020 RSMo, victims of voluntary manslaughter, as defined in section 565.023 RSMo, victims of any offense under chapter 566 RSMo, victims of an attempt to commit one of the preceding crimes, as defined in section 562.012 RSMo, and victims of domestic assault, as defined in sections 565.072 RSMo to 565.076 RSMo; and, upon written request, the following rights shall be afforded to victims of all other crimes and witnesses of crimes:

- To be present at all criminal justice proceedings at which the defendant has such right
- To be informed of trials and preliminary hearings
- To restitution
- To speedy disposition and appellate review of cases
- To reasonable protection from the defendant or any person acting on behalf of the defendant
- To information about how the criminal justice system works, the rights and availability of services, and upon request, information about the crime

In the event you feel your rights have been violated, please contact: Missouri Department of Public Safety, Crime Victim Services Unit, PO Box 749, Jefferson City, MO 65102-0749; Phone number: 866-334-6682; Email: [cvsu@dps.mo.gov](mailto:cvsu@dps.mo.gov).

## VICTIM RESOURCES

**Missouri Child Abuse Hotline**  
1-800-392-3738

**Missouri Safe at Home**  
1-866-509-1409

**Missouri Coalition Against Domestic & Sexual Violence**  
(573) 634-4161

**Missouri Crime Victims' Compensation Program**  
1-800-347-6881

**Missouri Department of Corrections Victim Services**  
(573) 526-6516

**Missouri Senior Abuse & Disability Hotline**  
1-800-392-0210

**Missouri Crime Victim Services Unit**  
1-866-334-6682 or 573-526-9945

**Mothers Against Drunk Driving, Missouri State Office**  
1-800-736-MADD (6233)

**The L.E.A.D. Institute**  
(Leadership through Education & Advocacy for the Deaf)  
Crisis: 1-888-761-4357 or (TTY) 1-800-380-3323  
Main Line: 573-445-5005

**FTC Identity Theft Hotline**  
1-877-ID-THEFT or 1-877-438-4338

**National Center for Missing & Exploited Children**  
Crisis: 1-800-843-5678 or (TTY) 1-800-826-7653

**National Domestic Violence Hotline**  
1-800-799-SAFE (7233) or (TTY) 1-800-787-3244

**National Human Trafficking Resource Center**  
1-888-373-7888

**National Sexual Assault Hotline**  
1-800-656-HOPE (4673)

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