



# News Release

OREGON DEPARTMENT OF CORRECTIONS

March 23, 2015

For more information: Betty Bernt (Oregon DOC), 503-945-9426/503-551-1216, [Betty.A.Bernt@doc.state.or.us](mailto:Betty.A.Bernt@doc.state.or.us)  
Elizabeth Craig (Oregon DOC), 971-600-6131, [Elizabeth.A.Craig@doc.state.or.us](mailto:Elizabeth.A.Craig@doc.state.or.us)  
Karen Keck (VINE), 502-815-3954, [kkeck@appriss.com](mailto:kkeck@appriss.com)

## VINE® service technical difficulties resolved

On Friday, March 20, 2015, the Oregon VINE (Victim Information and Notification Everyday) Service experienced a temporary technical issue. As a result, many registrants received notifications that contained incorrect inmate custody status information. At this time, the technical issue responsible for that error has been resolved. The Oregon VINE Service will soon be fully operational and will continue to inform registrants of changes in offender's custody status.

During the DOC's regularly scheduled maintenance, a large offender data file was accidentally produced and sent to the VINE system in error. 8,746 erroneous notifications pertaining to 1,891 offenders were made.

VINE/DOC used AlertXpress to alert those affected that the offender release messages were an error Friday night. If that first alert was not successful, another was sent Saturday morning. An additional alert was sent today informing all Oregon VINE registrants that the technical issue has been resolved.

In addition to the alert express, victims and members of the public can check on the current status of inmates in the custody of the Oregon Department of Corrections (DOC) at any time by using the Oregon Offender Search: <http://docpub.state.or.us/OOS/intro.jsf>.

DOC and Appriss apologize for the erroneous notifications, and are confident that this will not happen again. Several precautionary measures are being taken to prevent a similar event from reoccurring.

Oregon launched the statewide VINE service in 2001, becoming the 11<sup>th</sup> state to adopt the program. Oregon VINE, available in both English and Spanish, monitors offenders being held in county jails, Oregon Department of Corrections facilities, Oregon Youth Authority facilities, and individuals who are currently on community supervision. The program has sent more than 10 million notifications since its implementation.

###