



VINE®

AUTOMATED VICTIM NOTIFICATION SERVICES

Title: South Carolina State VINE VUI Messaging Document

Synopsis: This document outlines the VINE script flow for South Carolina State

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I. SCRIPTING FOR INBOUND VINE LINE

1. {LANGUAGE PROMPT AND GREETING}

Hello. Welcome to South Carolina SAVIN. To continue in English, press one. Hola. Bienvenido al servicio South Carolina SAVIN. Para continuar en Español marque el dos. If you are calling from a rotary phone, please hold while you are transferred to an operator.

[After language has been selected by caller, script continues in selected language as follows:]

[IF SC_DOC number was dialed (1.877.846.3472)]

Hello. You have reached the former South Carolina Department of Corrections offender inquiry line with VINE. The Department of Corrections is now part of South Carolina SAVIN, the South Carolina Victim Information and Notification Service. If you are currently registered for notification with the South Carolina Department of Corrections, your registration remains active. After March 1, 2010, the number you dialed will no longer be in service. For inquiries, please make a note of the new telephone number. The new number to call is 1.866.SC SAVIN or 1.866.727.2846. This is a toll-free number. Please use this number for all future calls. That number again: 1.866.727.2846. Please remain on the line to be transferred to the South Carolina SAVIN system or hang-up if you wish to dial the number directly. Thank you.

[IF SC_STATE number was dialed (866-727-2846)]

[(NOTE: Following will be removed once Charleston is rolled into the statewide system.)]

If the offender is in the custody of Charleston County, press one. For offenders in other county detention centers or the Department of Corrections, press two.

[If one is pressed] TRANSFER CALL TO SC CHARLESTON VINE LINE (800) 721-7955.

[If two is pressed]

You've reached the South Carolina Victim Information and Notification Service, powered by VINE. You can use this service 24-hours a day to get information on the custody status of an offender. If the offender is in a county detention center, you can also use this service to register to receive notification when that status changes. South Carolina SAVIN is currently being implemented throughout the state; not all offender information is available at this time. This service is also available online at www.vinelink.com.

GO TO {MAIN_MENU}

2. {MAIN_MENU}

*To search for an offender, press **one**. To hear notification calls currently being made to your registered telephone number and be given the option to stop these calls, press **two**. To update an existing county offender registration, press **three**. Please note: Department of Corrections' registrations must be updated by calling 1-800-835-0304. If you would like more information about crime victim services in your area, press **four**. If you need assistance and would like to speak with a VINE operator, press zero.*

[If **one** is pressed] Go to {SUB_MAIN_MENU}

[If **two** is pressed] Go to CONFIRM ON INBOUND

[If **four** is pressed] Go to {VICTIM_SERVICES_MENU}

NOTE: If no selection made – replay main menu two times, then go to {HELP} (unsuccessful goodbye).

3. {SUB_MAIN_MENU}

*To search for an offender in the custody of a county detention center, press **one**. For offenders in the custody of the Department of Corrections, press **two**. To return to the main menu, press **four**.*

[If **one** is pressed] Go to {OFFENDER_SEARCH_MENU}

[If **two** is pressed] Go to {DOC_OFFENDER_SEARCH_MENU}

(Key-press three reserved for DPPPS)

[If **four** is pressed] Go to Go to {MAIN_MENU}

NOTE: If no selection made – replay sub_main menu two times, then go to {HELP} (unsuccessful goodbye).

4. {OFFENDER_SEARCH_MENU} (Channel A)

If you have an identifying number for the offender, press **one**. If you don't know the number, but do know the offender's name and how to spell it, press **two**. To return to the main search menu, press **three**. If you need assistance and would like to speak with a VINE operator, press zero.

[If **one** is pressed] Begin "get offender number" routine

[If single match is found] Go to {OFFENDER_FOUND}

[If multiple matches are found] Go to {LIST_COUNTY_OFFENDERS_SAME_OID}

[If **NO** match is found]

I'm sorry, I cannot find a County Detention Center offender whose record matches the information you've provided. I will return you to the search menu where you can either try your County search again or press three to hear additional search options. To speak with a VINE operator, press zero.

Go to {OFFENDER_SEARCH_MENU} (Channel A)

[If **two** is pressed] Begin "GET OFFENDER NAME" routine (see OffenderNameSearchRoutine.doc)

[If single match is found] Go to {OFFENDER_FOUND}

[If multiple matches are found] Go to {LIST_COUNTY_OFFENDERS_SAME_NAME}

[If **NO** match is found]

I'm sorry, I cannot find a County Detention Center offender whose record matches the information you've provided. I will return you to the search menu where you can either try your County search again or press three to hear additional search options. To speak with a VINE operator, press zero.

Go to {OFFENDER_SEARCH_MENU} (Channel A)

[If **three** is pressed] Go to {SUB_MAIN_MENU}

5. {DOC_OFFENDER_SEARCH_MENU} (Channel C)

If you know the Offender Number, press **one**. If you know the Offender's SID number, press **two**. If you don't know the number, but do know the offender's name and how to spell it, press **three**. To return to the main search menu, press **four**. If you need assistance and would like to speak with a VINE operator, press zero.

[If **one** is pressed]

Please enter the offender number followed by the pound sign. If a "y" precedes the number, enter only the numbers.

[If single match is found] Go to {OFFENDER_FOUND}

[If **NO** match is found]

I'm sorry, I cannot find a Department of Corrections' offender whose record matches the information you've provided. I will return you to the search menu where you can either try your Department of Corrections' search again or press four to hear additional search options. To speak with a VINE operator, press zero.

Go to {DOC_OFFENDER_SEARCH_MENU} (Channel C)

[If **two** is pressed]

Please enter the SID Number followed by the pound sign. Use the 1 key for the letters Q and Z.

[If single match is found] Go to {OFFENDER_FOUND}

[If **NO** match is found]

I'm sorry, I cannot find a Department of Corrections' offender whose record matches the information you've provided. I will return you to the search menu where you can either try your Department of Corrections' search again or press four to hear additional search options. To speak with a VINE operator, press zero.

Go to {DOC_OFFENDER_SEARCH_MENU} (Channel C)

[If **three** is pressed] Begin "GET OFFENDER NAME" routine (see OffenderNameSearchRoutine.doc)

[If single match is found] Go to {OFFENDER_FOUND}

[If multiple matches are found] Go to {LIST_DOC_OFFENDERS_SAME_NAME}

[If **NO** match is found]

I'm sorry, I cannot find a Department of Corrections' offender whose record matches the information you've provided. I will return you to the search menu where you can either try your Department of Corrections' search again or press four to hear additional search options. To speak with a VINE operator, press zero.

Go to {DOC_OFFENDER_SEARCH_MENU} (Channel C)

[If **four** is pressed]

[Go to {SUB_MAIN_MENU}]

[If **zero** is pressed]

Please hold while your call is being transferred to an Operator.

6. {LIST_COUNTY_OFFENDERS_SAME_NAME}

Used in the case of multiple records found under the same name.

[IF number of correct matches = more than one and less than seven] Follows Name Search routine (see OffenderNameSearchRoutine.doc)

<# of offenders> offenders are listed with the information you've provided. I'm going to list them for you now. Please listen to the entire list before making your selection.

I've found an offender whose number is <OID #>. The offender is a <Age> year old <Race> <Gender> and is (or was) in custody in the detention center in <County>. If this is the offender for whom you're searching, [press <next available key-press>].

[IF age is not found]

I've found an offender whose number is <OID #>. The offender is a <Race> <Gender> and is (or was) in custody in the detention center in <County>. If this is the offender for whom you're searching, [press <next available key-press>].

[IF race is not found]

I've found an offender whose number is <OID #>. The offender is a <Age> year old <Gender> and is (or was) in custody in the detention center in <County>. If this is the offender for whom you're searching, [press <next available key-press>].

Listings continue up to six. After the last listing, the following prompt is played:

If the offender you are searching for wasn't listed, I will return you to the search menu where you can either try your County search again or press three to hear additional search options. Just [press <next available key-press>].

[If <next available key-press> is pressed

[If first or second time through section {LIST_COUNTY_OFFENDERS_SAME_NAME}

GOTO {OFFENDER_SEARCH_MENU} (Channel A)

[If third time through section {LIST_COUNTY_OFFENDERS_SAME_NAME}

GOTO {GOODBYE}

[If more than 6 matches are found]

GO TO SECONDARY_SEARCH_DOB

7. {SECONDARY_SEARCH_DOB}

Please enter the offender's date of birth, as follows: use two digits for the month, two digits for the day and four digits for the year. When you're finished, or if you don't know the offender's birth date, press pound.

[IF pound is pressed]

Multiple offenders match the information you've provided.

[If County Offender]

GOTO {OFFENDER_SEARCH_MENU}(Channel A)

[If DOC Offender]

GOTO {DOC_OFFENDER_SEARCH_MENU}(Channel C)

[IF a valid date of birth is entered and NO offender is found with that DOB]

[If County Offender]

I'm sorry, I cannot find a County Detention Center offender whose record matches the information you've provided. I will return you to the search menu where you can either try your County search again or press three to hear additional search options. To speak with a VINE operator, press zero.

[If NOT third time through {SECONDARY_SEARCH_DOB}]

GOTO {OFFENDER_SEARCH_MENU}(Channel A)

[If third time through {SECONDARY_SEARCH_DOB}]

GOTO {HELP}

[If DOC Offender]

I'm sorry, I cannot find a Department of Corrections' offender whose record matches the information you've provided. I will return you to the search menu where you can either try your Department of Corrections' search again or press four to hear additional search options. To speak with a VINE operator, press zero.

[If NOT third time through {SECONDARY_SEARCH_DOB}]

GOTO {DOC_OFFENDER_SEARCH_MENU}(Channel C)

[If third time through {SECONDARY_SEARCH_DOB}]

GOTO {HELP}

[IF a valid date of birth is entered and offender is found]

CONFIRM ENTRY

GOTO {OFFENDER_FOUND}

8. {LIST_COUNTY_OFFENDERS_SAME_OID}

Used in the case of multiple records found under the same **OID**.

[IF number of correct matches = more than one and less than seven]

<# of offenders> offenders are listed with the information you've provided. I'm going to list them for you now. Please listen to the entire list before making your selection.

I've found an offender whose last name is <TTS Last name> <Spell Last name>#, and whose first name is <TTS First name>. The offender is a <Age> year old <Race> <Gender> and is (or was) in custody in the detention center in <County>. If this is the offender for whom you're searching, [press <next available key-press>].

[IF age is not found]

I've found an offender whose last name is <TTS Last name> <Spell Last name>#, and whose first name is <TTS First name>. The offender is a <Race> <Gender> and is (or was) in custody in the detention center in <County>. If this is the offender for whom you're searching, [press <next available key-press>].

[IF race is not found]

I've found an offender whose last name is <TTS Last name> <Spell Last name>#, and whose first name is <TTS First name>. The offender is a <Age> year old <Gender> and is (or was) in custody in the detention center in <County>. If this is the offender for whom you're searching, [press <next available key-press>].

Listings continue up to six. After the last listing, the following prompt is played:

If the offender you are searching for wasn't listed, I will return you to the search menu where you can either try your County search again or press three to hear additional search options. Just [press <next available key-press>].

[If <next available key-press> is pressed Go to {OFFENDER_SEARCH_MENU}]

[If more than 6 matches are found]

GO TO SECONDARY_SEARCH_DOB

9. {LIST_DOC_OFFENDERS_SAME_NAME}

[IF **number of correct matches = more than one and less than seven**] Follows Name Search routine (see OffenderNameSearchRoutine.doc)

<# of offenders> offenders are listed with the information you've provided. I'm going to list them for you now. Please listen to the entire list before making your selection.

I've found an offender whose number is <OID #>. The offender is a <Age> year-old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [**press one.**]

I've found an offender whose number is <OID #>. The offender is a <Age> year-old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [**press two.**]

I've found an offender whose number is <OID #>. The offender is a <Age> year-old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [**press three.**]

I've found an offender whose number is <OID #>. The offender is a <Age> year-old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [**press four.**]

I've found an offender whose number is <OID #>. The offender is a <Age> year-old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [**press five.**]

I've found an offender whose number is <OID #>. The offender is a <Age> year-old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [**press six.**]

After the last listing, the following prompt is played:

If the offender you are searching for wasn't listed, I will return you to the search menu where you can either try your Department of Corrections' search again or press four to hear additional search options. Just [press <next available key-press>].

[If <next available key-press> is pressed]

[If first or second time through section {LIST_DOC_OFFENDERS_SAME_NAME}]

GOTO {DOC_OFFENDER_SEARCH_MENU} (Channel C)

[If third time through section {LIST_DOC_OFFENDERS_SAME_NAME}]

GOTO {HELP}

[If more than 6 matches are found]

GO TO SECONDARY_SEARCH_DOB

10. {LIST_DOC_OFFENDERS_SAME_OID}

Used in the case of multiple records found under the same OID. (However, It is not possible for DOC to have multiple OID's at this time.)

[IF **number of correct matches = more than one and less than seven**]

<# of offenders> offenders are listed with the information you've provided. I'm going to list them for you now. Please listen to the entire list before making your selection.

I've found an offender whose last name is <TTS Last name> <Spell Last name>, and whose first name is <TTS First name>. The offender is a <Age> year old <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [press <next available key-press>].

[IF **age is not found**]

I've found an offender whose last name is <TTS Last name> <Spell Last name>, and whose first name is <TTS First name>. The offender is a <Race> <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [press <next available key-press>].

[IF **race is not found**]

I've found an offender whose last name is <TTS Last name> <Spell Last name>, and whose first name is <TTS First name>. The offender is a <Age> year old <Gender> and is (or was) in custody in <DOC facility (in County)>. If this is the offender for whom you're searching, [press <next available key-press>].

Listings continue up to six. After the last listing, the following prompt is played:

If the offender you are searching for wasn't listed, I will return you to the search menu where you can either try your Department of Corrections' search again or press four to hear additional search options. Just [press <next available key-press>].

[If <next available key-press> is pressed]

Go to {DOC_OFFENDER_SEARCH_MENU} (Channel C)

11. {OFFENDER_FOUND}

[If COUNTY OFFENDER]

[IF Name Search has been used]

This offender's number is <Play Offender Number>. Please write this number down and use it whenever you call South Carolina SAVIN to search for information about this offender. Once again, the offender's number is <Play Offender Number>.

[IF OID Search has been used]

This offender's last name is <TTS Offender Last Name>, <Spell Offender Last Name>. The first name is <TTS Offender First Name>.

[If DOC OFFENDER]

[OID Search]

This offender's first name is <TTS Offender First Name>. The last name is <TTS Offender Last Name>, <Spell Offender Last Name>.

[SID Search]

This offender's first name is <TTS Offender First Name>. The last name is <TTS Offender Last Name>, <Spell Offender Last Name>.

[NAME Search]

This offender's number is <Play Offender Number>. Please write this number down and use it whenever you call South Carolina SAVIN to search for information about this offender. Once again, the offender's number is <Play Offender Number>.

DETERMINE CUSTODY STATUS

If Out-of-Custody; Go to {OFFENDER_NOT_IN_CUSTODY}

If Unsupervised Custody; Go to {OFFENDER_UNSUPERVISED_CUSTODY}

If Transferred Status: Go to {OFFENDER_TRANSFERRED}

If In Custody; Go to {OFFENDER_IN_CUSTODY}

[IF **agency outage** = true/offender found disabled]

This offender's custody status was last reported to us by <agency>. We are currently experiencing technical difficulties. As a result, notification calls regarding offenders in this agency may not occur until this situation is resolved. Please periodically call this number. Once the situation has been resolved, you will be able to hear the details of this offender's status. In the meantime, for current status information on this offender, you can call <agency>. The telephone number to this facility is <agency phone number>.

{OUTAGE_MENU}

To hear this information again, press the pound sign. To return to the search menu, press one. To end this call, press two.

12. {OFFENDER_NOT_IN_CUSTODY}

[IF COUNTY OR CITY JAIL OFFENDER]

If release reason is GENERAL RELEASE or OTHER REASON*

This offender is not in custody. This offender has been released from custody. The offender was released on <Release Date>. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[Go To {FMI}]

If release reason IS specified

[IF OC REASON = DEATH]

This offender has died.

[IF OC REASON = US MARSHALL*] [IF offender becomes a US Marshall offender and site requests that the offender's status information not be given out to the public

This offender's custody status has changed. This change took place on <Release Date>. This is not an emergency. The offender has not been released.

[ELSE]

*This offender is not in custody. * <OC Reason> <Release Date>. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.*

[Go To {FMI}]

If release reason is not known

This offender's custody status has changed. The change took place on <Release Date>. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[Go To {FMI}]

{FMI}

[IF COUNTY OFFENDER]

For more information, contact the detention center in <COUNTY>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

* For complete scripting, see Possible OC Reasons, page 37.

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[IF DOC OFFENDER]

If release reason is GENERAL RELEASE (DOC Notification Code RM)

This offender is not in custody. This offender has been released from custody. The offender was released on <Release Date>.

[Go To {FMI}]

If release reason IS specified

[IF OC REASON = DEATH] (DOC Notification Code RD)

This offender died while in custody. The offender died on <date>.

[If release reason is EXECUTION]

This offender has been executed by the state of South Carolina on <Execution Date>.

[ELSE]

*This offender is not in custody. * <OC Reason> <Release Date>.*

[Go To {FMI}]

{FMI}

The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

[If County or City Jail Offender OC = Escaped] GOTO {COUNTY_OFFENDER_REGISTER_PROMPT}

[Else] GO TO {COUNTY_REPEAT_DIRECTIONS}

13. {OFFENDER_UNSUPERVISED_CUSTODY}

**** <Unsupervised Custody Reason>.**

[IF Date is found]

This change took place on <Release Date>.

As a result, this offender will not be under constant correctional supervision. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <COUNTY>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

GOTO {COUNTY_OFFENDER_REGISTER_PROMPT}

* For complete scripting, see Possible OC Reasons, page 37.

** For complete scripting, see Possible UC Reasons, page 38.

14. {OFFENDER_TRANSFERRED}

[IF COUNTY OFFENDER]

This offender has been transferred from a detention center in <COUNTY>. The transfer took place on <Transfer Date>.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

This offender has been transferred from <Reporting Agency>. The transfer took place on <Transfer Date>.

[IF transfer facility is known]

[IF transfer is to a County facility]

This offender is now in the custody of a detention center in <COUNTY>. For more information, contact the new facility by calling (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF transfer is to a City Jail]

This offender is now in the custody of <Reporting Agency>. For more information, contact the new facility by calling (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF transfer is from county facility to DOC facility and DOC is online]

This offender has been transferred to the custody of the South Carolina Department of Corrections. If you are an identified victim of this offender and you want to register for notifications from the South Carolina Department of Corrections, call the Division of Victim Services Monday through Friday during normal business hours at: 1-800-835-0304. That number again, 1-800-835-0304. If you are a member of the offender’s family and you need information such as the mailing address or visitation policy, it is recommended that you go to the Department of Corrections’ website at www.doc.sc.gov.

[IF offender is male]

If you have questions not answered on the web site, you may call the South Carolina Department of Corrections’ inmate Reception and Evaluation Center Monday through Friday during normal business hours at 803-896-1520. That number again is 803-896-1520.

[IF offender is female]

If you have questions not answered on the web site, you may call the South Carolina Department of Corrections’ inmate Reception and Evaluation Center Monday through Friday during normal business hours at 803-896-8590. That number again is 803-896-8590.

[IF transfer is from one DOC facility to another DOC facility]

Use IC scripting.

[IF transfer facility is unknown - – including hospital & mental health]

This offender is now in the custody of another facility. It is important that you be aware that this offender may not be under constant correctional supervision. For more information, contact the former holding facility. The telephone number to this facility is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

GO TO {COUNTY_REPEAT_DIRECTIONS}

15. {COUNTY_REPEAT_DIRECTIONS}

*To hear this information again, press **pound**. To return to the main menu, press **two**. To end this call, press **three**. If you need assistance and would like to speak with a VINE operator, press **zero**.*

16. {OFFENDER_IN_CUSTODY}

[IF COUNTY OFFENDER]

This offender is currently in custody in a detention center in <County>.

[IF a scheduled release date is found]

This offender's release date is estimated to be <Scheduled Release Date>. This date may change, depending upon a number of factors.

For more information, contact the detention center by calling (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

This offender is currently in custody at the following facility: <Reporting Agency>.

[IF a scheduled release date is found]

This offender's release date is estimated to be <Scheduled Release Date>. This date may change, depending upon a number of factors.

For more information, contact the jail by calling (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

GOTO {COUNTY_OFFENDER_REGISTER_PROMPT}

South Carolina Statewide VINE VUI Script Document

[IF DOC OFFENDER]

[IF IC REASON = ESCAPE] (Inquiry Code 05)

This offender is currently on escaped status from the South Carolina Department of Corrections.

GO TO {DOC_FMI}

[IF IC REASON = GENERAL IN CUSTODY] (Inquiry Code 01)

This offender is currently in custody at <DOC facility (in County)>.

[IF IC REASON = AUTHORIZED ABSENCE] (Inquiry Code 02)

This offender is currently on authorized absence status from the South Carolina Department of Corrections. The offender remains in custody and under appropriate supervision.

[IF IC REASON = COURT] (Inquiry Code 06)

This offender was transported to <county> due to a scheduled court appearance.

[IF IC REASON = HOSPITAL] (Inquiry Code 07)

This offender was escorted to a medical facility outside the Department of Corrections. The offender remains in custody and under appropriate supervision.

[IF IC REASON = ANOTHER STATE] (Inquiry Code 08)

This offender is currently in the custody of <a facility in the state of (state)>.

[IF IC REASON = FEDERAL CORRECTIONAL FACILITY] (Inquiry Code 09)

This offender is currently serving the South Carolina state-ordered sentence in a Federal correctional facility

[IF a Sentence Expiration date is NOT found]

This offender does not have a projected release date.

[IF Sentence Expiration date is 99999999]

This offender does not have a projected release date. The offender is serving a life sentence.

GO TO {DOC_FMI}

[If Sentence Expiration date is 88888888]

This offender does not have a projected release date. The offender is serving a death sentence.

GO TO {DOC_FMI}

[IF a Sentence Expiration OR Parole Eligibility (for Y, J, or S only) date IS found]

[If offender is serving adult straight time] (Prefix = A)

This offender has a projected release date. The projected release date is <SentenceExpiration/MaxoutDate>. Offenders are released on the first day of the month. When the first day of the month falls on a weekend or holiday, the release is on the last business day of the previous month. Release dates are subject to change.

GO TO [If Adult Offender] (Parole Eligibility section)

[If offender is serving adult day for day] (Prefix = N)

This offender has a projected release date. The projected release date is <SentenceExpiration/MaxoutDate>. Release dates are subject to change.

GO TO [If Adult Offender] (Parole Eligibility section)

[If offender is serving YOA] (Prefix = Y)

This offender has a projected release date. The projected release date is <ParoleEligibility/InitialParoledate>. Release dates are subject to change.

GO TO {DOC_FMI}

[If offender is serving Juvenile] (Prefix = J)

This offender has a projected release date. The projected release date is <ParoleEligibility/InitialParoledate>. Release dates are subject to change.

GO TO {DOC_FMI}

[If offender is serving Shock] (Offender Type = S)

This offender has a projected release date. The projected release date is <ParoleEligibility/InitialParoledate>. Release dates are subject to change.

GO TO {DOC_FMI}

South Carolina Statewide VINE VUI Script Document

[If Adult Offender]

[IF Parole Eligibility Date is in the Future]

This offender is eligible for parole. The parole eligibility date is projected for the following month and year <Month, Year>. Please note: parole eligibility may occur in or after this month. For more information, and to register for notification of parole hearing dates, please contact the South Carolina Department of Probation, Parole, and Pardon Services. The telephone number is 1-888- 551-4118. That number again, 1-888- 551-4118.

GO TO {DOC_FMI}

~~[IF Parole Eligibility Date has passed and hearing date in the future is known]~~

(Waiting for P&P to join the system)

~~*This offender is eligible for parole. This offender is currently scheduled to be considered for parole on <date of hearing>. This date may change depending upon a number of factors. Although, by law parole hearings are public, there are many important conditions on attendance and participation. For more information, and to register for notification of parole hearing dates, please contact the South Carolina Department of Probation, Parole, and Pardon Services. The telephone number is 1-888-551-4118. That number again, 1-888-551-4118.*~~

~~**GO TO {DOC_FMI}**~~

[IF Parole Eligibility Date in the Past and parole hearing date is in the past]

This offender is eligible for parole. This offender's hearing date will be scheduled soon. You may call back at a later time to get the hearing date. For more information, and to register for notification of parole hearing dates, please contact the South Carolina Department of Probation, Parole, and Pardon Services. The telephone number is 1-888-551-4118. That number again, 1-888-551-4118.

GO TO {DOC_FMI}

[IF Parole Eligibility Date is Blank]

This offender is not eligible for parole.

GO TO {DOC_FMI}

{DOC_FMI}

The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

Go To [DOC_REPEAT_DIRECTIONS]

{DOC_REPEAT_DIRECTIONS}

*To hear this information again, press **pound**. To return to the main menu, press **two**. To end this call, press **three**. If you need assistance and would like to speak with a VINE operator, press **zero**.*

17. {COUNTY_OFFENDER_REGISTER_PROMPT}

[IF NO registration has taken place during current phone call]

To hear this information again, press **pound**. If you are an identified victim of this offender, press **zero** to have a VINE operator assist you with registering to receive updates of changes in the status of this offender. If you are not a victim, press **one** to register. To return to the main menu, press **two**. To end this call, press **three**. If you need assistance and would like to speak with a VINE operator, press **zero**.

[IF registration HAS taken place during current phone call]

To register an additional phone number, press **one**. To return to the main menu, press **two**. To end this call, press **three**. If you need assistance and would like to speak with a VINE operator, press **zero**.

18. {REG_VICTIM_NOTIFICATION}

You are about to self-register for automated notifications on changes in the custody status of the offender for whom you have searched in the South Carolina SAVIN system. Self-registration assumes some risk. Victims, families of homicide victims, or parents of minor or incapacitated children are strongly encouraged to register with the detention center in which the offender is currently being held. These notifications should be just one part of your safety plan. Do not depend only on the South Carolina SAVIN service, or any other single program, for your protection. If you feel you may be at risk, take precautions as though the offender has already been released. If you have any concerns about safety, contact local law enforcement.

19. CONFIRM ON INBOUND

{PROMPT_FOR_REG_PHONE}

Please enter the registered telephone number, including the area code, followed by pound.

{PROMPT_FOR_PIN}

Please enter your 4-digit PIN, followed by pound.

[IF **no** unconfirmed notification calls exist]

No notification calls are currently being made to that registered telephone. I'm returning you to the Search Menu.

GOTO {MAIN_MENU}

[IF **1** unconfirmed notification call exists]

An unconfirmed notification call is currently being made to that registered telephone. I'll play it for you now: <Play notification>.

GOTO {CONFIRM_REPEAT_DIRECTIONS} – below

[IF **>1** unconfirmed notification calls exist]

<# of calls> unconfirmed notification calls are currently being made to that registered telephone. I'll play them for you, one at a time. The first notification message is as follows: <Play notification>.

After each notification, **GOTO {CONFIRM_REPEAT_DIRECTIONS} – below**

{CONFIRM_REPEAT_DIRECTIONS}

If you want to hear this information again, press one. Otherwise, press two.

[If **one** is pressed] Play the notification message again.

[If **two** is pressed] Go to {CONFIRM_CALL}

{CONFIRM_CALL}

To confirm that you have heard this notification and stop this call from being made to your registered phone, press one. Otherwise, press two.

[If **one** is pressed]

Thank you. You've confirmed that you have heard this notification. This call to your phone will be stopped.

[IF **no** additional notifications exist] Return to the Main Menu – page 3

[IF additional notifications exist]

The next notification call is as follows: <Play notification>.

GOTO {CONFIRM_REPEAT_DIRECTIONS} – above

[If **two** is pressed]

This notification call is not confirmed. The calls to your phone will continue.

[IF **no** additional notifications exist] Return to the Main Menu – page 3

[IF additional notifications exist]

The next notification call is as follows: <Play notification>.

GOTO {CONFIRM_REPEAT_DIRECTIONS} – above

South Carolina Statewide VINE VUI Script Document

20. {VICTIM_SERVICES_MENU}

To listen to useful information about Crime Victim Services available in the state of South Carolina, press one. For a listing of county victim services contact phone numbers, press two. To return to the main menu, press three.

[IF one is pressed] Go to {STATIC_TEXT}

[IF two is pressed] Go to {STATIC_TEXT_COUNTY_VICTIM_SERVICES}

[IF three is pressed] Go to {MAIN_MENU}

South Carolina Statewide VINE VUI Script Document

{STATIC_TEXT}

I'm going to give you a list of services and phone numbers. You'll want to have a pen and paper handy.

{VICTIM SERVICES INFORMATION}

I'm going to give you some information to help you decide where to search for an offender in the SC SAVIN system, as well as contact information on agencies providing services to victims of crime. You'll want to have pen and paper handy.

To find the web address for any state agency, visit the official website for the state of South Carolina at www.sc.gov. Links to all agencies mentioned in this message can be found on the SC SAVIN web site at <http://savin.sc.gov>.

Dates given by this automated system are estimated dates based on the best data available at the time of your call. Dates are subject to change. Based on state law, the gain and loss of earned credits may contribute to date changes, as do additional sentences, court ordered releases and bond hearings. You may use the SC SAVIN system to check on the status of an offender as often as you like.

The offender may be in a county detention center if they are ~~is~~ being held for charges not yet prosecuted, for violating probation or if the offender received a sentence of 90 days or less. The main menu will give you an option to search for an offender in a county detention center or to listen to a listing of County Phone Numbers. You will have an option at the end of this message to go back to the main menu or press 2 now.

If the offender was sentenced to probationary time only and no prison time, or if the offender has been released from prison to serve probationary time, the offender is under the jurisdiction of the South Carolina Department of Probation, Parole and Pardon Services. The offender will be supervised by ~~in~~ the county office where the offence took place. Your local telephone directory can provide the county office telephone numbers.

For questions regarding an offender's parole hearing, and matters relating to the parole board, please call the victim services office at the Department of Probation, Parole and Pardon Services, toll free, at 1-888-551-4118.

The South Carolina Department of Corrections is the state's prison system, housing adult offenders who have been tried and have received a sentence of 91 days or more. These offenders may be male or female. The South Carolina Department of Corrections division of victim services is available Monday through Friday during normal business hours by dialing, toll free, 1-800-835-0304.

To be notified of an offender's appeal or post conviction relief hearing, and for answers to questions you may have about this process, please call the Division of Victim Services at the South Carolina Attorney General's Office. That toll free number is 1-800-213-5652.

Offenders adjudicated in Family Court are housed at the South Carolina Department of Juvenile Justice. You may reach the Department of Juvenile Justice, Victim Services Program; toll free, at 1-888-224-6165. The Department of Juvenile Justice is not currently a part of the SC SAVIN system.

If you are the victim of a crime and have expenses related to the crime, the State Victim's Compensation Fund can help with certain types of crime-related costs. For more information, call toll free, 1-800-220-5370.

If you are a victim of a crime being investigated by the State Law Enforcement Division, you can get a phone number for the SLED Victim/Witness Program agent for your county by calling 803-737-9000.

If you are the victim of a crime and have a complaint regarding the criminal justice system, please contact the South Carolina Crime Victims' Ombudsman Office at 1-888-238-0697.

The South Carolina Sex Offender registry can be accessed online at: <http://services.sled.sc.gov/sor/> or by calling 803-896-2601.

If you are the victim of a crime being investigated by the Federal Bureau of Investigation, you can reach their Office of Victim Assistance by calling 803-551-4200.

South Carolina Statewide VINE VUI Script Document

If you are the victim of domestic violence or sexual assault, the South Carolina Coalition Against Domestic Violence and Sexual Assault can put you in touch with a local agency to provide support, advocacy, community intervention, and shelter assistance. You can reach the Coalition by calling toll-free at 1-800-260-9293.

For information and referral services on programs and resources to assist South Carolina crime victims, contact the South Carolina Victim Assistance Network. You can reach the Network by calling toll free at 1-888-852-1900.

Mothers Against Drunk Driving provides support and advocacy to victims of drunk driving. You can reach them by calling toll free at 1-877-623-3435 or visiting their website at: www.madd.org.

Parents of Murdered Children is a national, self-help organization that provides support and advocacy to families affected by homicide. You can reach the local chapter by calling 803-414-4491 or visiting the national website at: www.pomc.com.

The South Carolina Branch for The National Center for Missing and Exploited Children is the central point for child-protection education and prevention. You can reach them by calling 803-254-2326. You may visit the national web site at www.missingkids.com

To hear this information again, press pound. To return to the main menu, press two.

[IF pound is pressed] Go to {STATIC_TEXT_DOC}

[IF two is pressed] Go to {MAIN_MENU}

South Carolina Statewide VINE VUI Script Document

{STATIC_TEXT_COUNTY_VICTIM_SERVICES}

For county names beginning with the letters A or B, press one. For county names beginning with C, press two. For D through F, press three. G through J, press four. K through L, press five. M through O, press six. P through Y, press seven.

[IF one is pressed]

1. *For Abbeville County, the number is 864-446-6000*
2. *For Aiken County, the number is 803-642-7524*
3. *For Allendale County, the number is 803-584-2361*
4. *For Anderson County, the number is 864-260-4420*
5. *For Bamberg County, the number is 803-245-3018*
6. *For Barnwell County, the number is 803-541-1179*
7. *For Beaufort County, the number is 843-470-3200*
8. *For Berkeley County, the number is 843-719-4455*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

[IF two is pressed]

1. *For Calhoun County, the number is 803-874-2741*
2. *For Charleston County, the number is 843-529-7471*
3. *For Cherokee County, the number is 864-487-2745*
4. *For Chester County, the number is 803-581-5131*
5. *For Chesterfield County, the number is 843-623-9396*
6. *For Clarendon County, the number is 803-435-8977*
7. *For Colleton County, the number is 843-549-2211*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

[IF three is pressed]

1. *For Darlington County, the number is 843-398-4134*
2. *For Dillon County, the number is 843-774-1432*
3. *For Dorchester County, the number is 843-832-0300*
4. *For Edgefield County, the number is 803-637-5337*
5. *For Fairfield County, the number is 803-635-4141*
6. *For Florence County, the number is 843-665-2121*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

[IF four is pressed]

1. *For Georgetown County, the number is 843-546-5102*
2. *For Greenville County, 864-467-5285*
3. *For Greenwood County, the number is 864-942-8600*
4. *For Hampton County, the number is 803-914-2200*
5. *For Horry County, the number is 843-915-6877*
6. *For Jasper County, the number is 843-726-7777*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

[IF five is pressed]

1. *For Kershaw County, the number is 803-425-1512*
2. *For Lancaster County, the number is 803-283-3388*
3. *For Laurens County, the number is 864-984-4967*
4. *For Lee County, the number is 803-436-2354*
5. *For Lexington County, the number is 803-359-8230*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

South Carolina Statewide VINE VUI Script Document

[IF six is pressed]

1. *For Marion County, the number is 843-423-8216*
2. *For Marlboro County, the number is 843-479-5605*
3. *For McCormick County, the number is 864-465-2520*
4. *For Newberry County, the number is 803-321-2211*
5. *For Oconee County, the number is 843-638-4117*
6. *For Orangeburg County, the number is 803-533-5804*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

[IF seven is pressed]

1. *For Pickens County, the number is 864-898-5536*
2. *For Richland County, the number is 803-576-3289*
3. *For Saluda County, the number is 843-445-2112*
4. *For Spartanburg County, the number is 864-596-2607*
5. *For Sumter County, the number is 803-436-2354*
6. *For Union County, the number is 864-429-1713*
7. *For Williamsburg County, the number is 843-355-6381*
8. *For York County, the number is 803-628-3059*

To hear this group of counties again, press pound. To select a different county, press one. To return to the main menu, press two.

[IF pound is pressed] repeat current list.

[IF one is pressed] Go to {STATIC_TEXT_COUNTY_VICTIM_SERVICES}

[IF two is pressed] Go to {MAIN_MENU}

South Carolina Statewide VINE VUI Script Document

21. {HELP} (unsuccessful goodbye)

I'm sorry I'm unable to assist you. If you are spelling the offender's name, unlike text messaging, you must use just one key-press for each letter in the name. For example, the name "Lee" would be entered 5-3-3. To search again, press one and I will return you to the main menu. If you'd like assistance from a VINE operator, press zero.

22. {GOOD_BYE_MESSAGE}

We hope that the information you received from the South Carolina SAVIN system was useful. If you'd like to speak with a VINE operator, please hold to be automatically transferred in 5 seconds. If you do not wish to speak with a VINE operator at this time, please hang-up. Thank you for your call.

II. SCRIPTING FOR OUTBOUND NOTIFICATION MESSAGES - COUNTY

Hello. A South Carolina detention center in <County Name> has important information you requested. Please listen carefully to this message about the status of an offender. You may want to have a pen and paper handy. After the message, you will be asked to enter your 4-digit PIN to confirm receiving this call and to prevent repeated calls to this telephone number.

1. RELEASE

[If release reason is specified and reason is not ESCAPE or DEATH]

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. <Release Reason> <Release Date>. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.*

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[If release reason is GENERAL RELEASE or OTHER REASON]

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been released from custody. The offender was released on <Release Date>. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[If offender becomes a US Marshall offender and site requests that the offender's status information not be given out to the public.]

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. This offender's custody status has changed. This change took place on <Release Date>. This is not an emergency. The offender has not been released.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[If release reason is UNKNOWN]

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This change took place on <Release Date>. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

* See Possible OC Reasons, page 37.

South Carolina Statewide VINE VUI Script Document

2. ESCAPE

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has escaped. The offender escaped on <Release Date>. Every effort is being made to apprehend this offender. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

3. RETURN FROM ESCAPE

(This notification will be made if escaped offender is returned to custody in the same county under the same OID)

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been apprehended and returned to custody. The offender was returned to custody on <Update/Movement Date>.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

4. RETURN TO CUSTODY

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TSS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been returned to custody. The offender was returned to custody on <Update/Movement Date>.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

South Carolina Statewide VINE VUI Script Document

5. DEATH

(Delay= 24 hours)

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This is offender has died.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

6. UNSUPERVISED CUSTODY

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Offender Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS Offender First Name>. I'm calling to tell you that there has been a change in this offender's custody status. ** <UC Reason>.

[IF Date is found]

This change took place on <Release Date>.

As a result, this offender will not be under constant correctional supervision. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

7. ADVANCED RELEASE

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you about an upcoming change in this offender's custody status. This offender is scheduled to be released on <Release Date>. This date may change, depending upon a number of factors. I'll notify you again when the offender is actually released.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

** See Possible UC Reasons, page 38.

South Carolina Statewide VINE VUI Script Document

8. TRANSFER

(Delay=4 hours)

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS First Name>. I'm calling to tell you that there has been a change in this offender's custody status.

[If transfer-to location is known and no statewide OID exists]

[ELSE]

[IF COUNTY OFFENDER]

This offender has been transferred from a detention center in <County>. The transfer took place on <Transfer Date>.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

This offender has been transferred from <Reporting Agency>. The transfer took place on <Transfer Date>.

[If transferred to location is a COUNTY facility]

This offender is now in the custody of a detention center in <COUNTY>. As a result, you will no longer receive notification calls concerning this offender under your current registration with South Carolina SAVIN.

[If transfer-to county is Charleston]

You can re-register by calling the Charleston County VINE Service at 1-800-721-7955. That number again, 1-800-721-7955. You will need to search for the offender by name.

[Else]

However, if the new facility is using the SAVIN service, you can continue to receive notifications by re-registering with SAVIN. To re-register, call South Carolina SAVIN at 1-866-SCSAVIN. That number again, 1-866-727-2846. You will need to search for the offender by name. For more information, contact the new facility by calling (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF transfer is to location is a City Jail– Site Explorer Agency Type – “Arresting Agency”]

This offender is now in the custody of <Reporting Agency>. As a result, you will no longer receive notification calls concerning this offender under your current registration with South Carolina SAVIN. However, if the new facility is using the SAVIN service, you can continue to receive notifications by re-registering with SAVIN. To re-register, call South Carolina SAVIN at 1-866-SCSAVIN. That number again, 1-866-727-2846. You will need to search for the offender by name. For more information, contact the new facility by calling (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF transferred from County to the DOC]

This offender is being transferred to the custody of the South Carolina Department of Corrections. As a result, you will no longer receive notification calls concerning this offender under your current registration with South Carolina SAVIN. If you are an identified victim of this offender and you want to register for notifications from the Department of Corrections, it is recommended that you wait at least until the next business day to call the Division of Victim Services at: 1-800-835-0304. That number again, 1-800-835-0304.

[IF transfer facility is unknown – including hospital & mental health]

This offender is now in the custody of another facility. As a result, you will no longer receive notification calls concerning this offender under your current registration with South Carolina SAVIN. It is important that you be aware that this offender may **not** be under constant correctional supervision. For more information, contact the former holding facility. The telephone number to this facility is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

South Carolina Statewide VINE VUI Script Document

9. OUT TO COURT

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Offender Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS Offender First Name>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been placed on out-to-court status.

[IF Date is found]

The offender was transferred to court on <date>.

This offender will be kept in custody throughout the court proceedings. However, if a decision in the offender's favor is reached, please be aware that it is possible for the judge to release the offender directly from court.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

10. RETURNED FROM COURT

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Offender Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS Offender First Name>. I'm calling to tell you that there has been a change in this offender's custody status. The offender has been returned from out-to-court status.

[IF Date is found]

This offender was returned to custody on <Update/Movement Date>.

[IF COUNTY OFFENDER]

For more information, contact the detention center in <County>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

[IF CITY JAIL OFFENDER – Site Explorer Agency Type – “Arresting Agency”]

For more information, contact <Reporting Agency>. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

11. UPCOMING BOND HEARING – COUNTY DETENTION CENTERS

You are registered with South Carolina SAVIN to receive updates about an offender whose last name is <TTS Offender Last Name>, <Spell Offender's Last Name>, and whose first name is <TTS Offender First Name>. I'm calling to let you know about an upcoming event scheduled for this offender.

A bond hearing has been scheduled for <Court Date>, at the following time <Court Event Time>.

If you are an identified victim of this offender, and you would like to attend this bond hearing, you **must call the detention center immediately** as it is your right to be present at this hearing or to have a message given to the Magistrate on your behalf. The telephone number is (xxx) xxx-xxxx. That number again, (xxx) xxx-xxxx.

South Carolina Statewide VINE VUI Script Document

12. UNSUCCESSFUL NOTIFICATION (E-MAIL to the agency – for Profile registrations only)

For scripting, see ScStateEmails.doc

13. SUCCESSFUL NOTIFICATION (E-MAIL to the agency – for Profile registrations only)

For scripting, see ScStateEmails.doc

III. SCRIPTING FOR OUTBOUND NOTIFICATION MESSAGES - DOC

Hello. This is an important message from the South Carolina Department of Corrections. To hear this message, you must enter your four-digit PIN code followed by the pound sign. If you do not enter the PIN code, this system will continue to call you back every two hours between 7:00 am and 9:00 pm for a period of 48 hours until the correct PIN code is entered.

[CONFIRM PROMPT]

Please enter your 4-digit PIN code, followed by the pound sign now or at any time during this message.

Continues unless interrupted by an entry as follows:

If you have received this message after 9:00pm and before 7:00am, you may want to call the South Carolina Automated Victim Notification System at 1-866-SC SAVIN or 1-866-727-2846 to check on the status of the offender for whom you are registered. For assistance with your PIN or if you are receiving this call in error, please call the Division of Victim Services at the South Carolina Department of Corrections at 1-800-835-0304. That number again, 1-800-835-0304.

You will be contacted every two hours between the hours of 7:00 am and 9:00 pm for a period of forty-eight hours until you successfully confirm this notification with a valid PIN.

[If PIN is entered at any time during CONFIRM PROMPT]

You entered <playback entry>. If this is correct, press one. Otherwise, press two.

[If invalid PIN is entered]

The PIN code you entered is not correct.

[If three times through loop has completed]

You will be contacted every two hours for a period of forty-eight hours until you successfully confirm this notification with a valid PIN. You may call the Division of Victim Services at the South Carolina Department of Corrections Monday through Friday at 1-800-835-0304 between the hours 8:00am and 5:00 pm. This automated notification is sponsored by South Carolina SAVIN. It is our hope that this information has been helpful to you. Good-bye.

[ELSE]

GO TO CONFIRM PROMPT

[If no entry, after 5 seconds of silence]

[If three times through loop has completed]

You will be contacted every two hours between the hours of 7:00 am and 9:00 pm for a period of forty-eight hours until you successfully confirm this notification with a valid PIN.

You may call the Division of Victim Services at the South Carolina Department of Corrections Monday through Friday at 1-800-835-0304 between the hours 8:00am and 5:00 pm. This automated notification is sponsored by South Carolina SAVIN. It is our hope that this information has been helpful to you. Good-bye.

[ELSE]

GO TO CONFIRM PROMPT

{DOC_OUT_OF_CUSTODY}

14. DOC PAROLE (DOC Notification Code: RP)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been released to parole. The offender was released on <Release Date>. If you have a current registration with the South Carolina Department of Probation, Parole and Pardon Services, you will receive a letter providing more information about this release. If you have any immediate questions, please call toll free the Office of Victim Services at the South Carolina Department of Probation, Parole and Pardon Services at 1-888-551 4118. If you are calling from the Columbia area, please dial 803-734-9367.

15. DOC GENERAL RELEASE (DOC Notification Code: RM)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been released from custody. The offender was released on <Release Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

16. DOC DEATH (DOC Notification Code: RD)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender died while in custody. The offender died on <Release Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

17. DOC EXECUTION (Triggered using EOL ONLY)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been executed by the state of South Carolina on <Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

{DOC_IN_CUSTODY}

18. DOC RETURN FROM ESCAPE (DOC Notification Code: AE)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been apprehended and returned to custody on <Return to Custody Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

19. DOC RE-ARREST/RETURN TO CUSTODY (DOC Notification Code: AR)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been returned to the custody of the South Carolina Department of Corrections. The offender was returned to custody on <Update/Movement Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

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20. DOC out to SCDOC FACILITY (DOC Notification Code: TI)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been transferred to <facility in (County)>. The transfer took place on <Transfer Date>. Transferring offenders from one prison to another is not uncommon. There may be several different reasons for a transfer to be made. This offender remains in the custody of the South Carolina Department of Corrections. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

21. DOC out to COURT (DOC Notification Code: TC)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. Due to a scheduled court appearance this offender has been transported to <facility in (County)>. The court appearance may be for an appeal or a post conviction relief hearing, or may be unrelated to the offender's crime against you or your family. If you have received any letters from the Attorney General's Office regarding an appeal or post conviction relief hearing, you have been given the date, location, and time of the hearing. If you need to talk to the Attorney General's Office, please contact that office directly at 1-800-213-5652 during normal business hours. That number again, 1-800-213-5652. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

22. DOC out to MEDICAL FACILITY (DOC Notification Code: TM)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender was escorted to a medical facility outside the Department of Corrections. The change took place on <Transfer Date>. The offender remains in custody and under appropriate supervision. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

23. DOC out to DESIGNATED FACILITY (DOC Notification Code: TD)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been transferred to <facility in (County)>. This offender was transferred on <Transfer Date>. Transferring offenders from a prison to a county detention center is not uncommon. This offender remains in custody and is serving the state-ordered sentence. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

24. DOC out to ANOTHER STATE (DOC Notification Code: TS)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been transferred to the custody of <an out-of-state facility in (state)>. The offender was transferred on <Transfer Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

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25. DOC out to FEDERAL CORRECTION (DOC Notification Code: TF)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been transferred to a Federal Correctional Facility to serve the South Carolina state-ordered sentence. This offender was transferred on <Transfer Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

26. DOC out of COUNTRY (DOC Notification Code: TX)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been placed on authorized absence status outside of the South Carolina Department of Corrections. This change took place on <Transfer Date>. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

27. DOC ESCAPE (DOC Notification Code: ES)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you that there has been a change in this offender's custody status. This offender has been placed on escape status. The offender was placed on escaped status as of <date>. Every effort is being made to apprehend this offender. You will be notified when the offender is returned to custody. If you have any concerns about your immediate safety, contact your local law enforcement agency. If you have an emergency, call 911. If you have a question not answered by this call, you may reach the Division of Victim Services at the South Carolina Department of Corrections at 1-800-835-0304. That number again, 1-800-835-0304.

{DOC_ADVANCED_NOTIFICATION}

28. DOC ADVANCED NOTIFICATION of RELEASE

[If offender is serving adult straight time] (Notification Code = NA)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you about an upcoming change in this offender's custody status. This offender is scheduled to be released on <Sentence expiration date>. Offenders are released on the first day of the month. When the first day of the month falls on a weekend or holiday, the release is on the last business day of the previous month. Release dates are subject to change. I will notify you again when the offender is actually released. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

[If offender is serving adult day for day] (Notification Code = ND)

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you about an upcoming change in this offender's custody status. This offender is scheduled to be released on <Sentence expiration date>. Release dates are subject to change. I'll notify you again when the offender is actually released. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

[If offender is serving Youthful Offender, Juvenile or Shock Incarceration] (Notification Code = NY)

****SCDC will delay the use of this advanced release notifications on Youthful Offenders, Shock offenders, or Juvenile offenders at this time until internal concerns can be resolved with this data.**

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling to tell you about an upcoming change in this offender's custody status. This offender is scheduled to be released on <Sentence expiration date>. Release dates are subject to change. I'll notify you again when the offender is actually released. The Division of Victim Services at the South Carolina Department of Corrections is available by dialing 1-800-835-0304 Monday through Friday during normal business hours. That number again, 1-800-835-0304.

(29 and 30--DOC MULTIDISCIPLINARY TEAM DECISION NOTIFICATIONS --to be added after DOC roll-in)

29. DOC MULTIDISCIPLINARY TEAM DECISION -- REFERRED

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling with an update on the letter you received regarding this offender's review under the provisions of the Sexually Violent Predator Act. The initial review has been completed and the case has been referred for continued review. To continue to track the status of this offender's case in the future, you may contact the Attorney General's Office. You can reach that office by calling 1-800-213-5652. The offender remains in the custody of the South Carolina Department of Corrections and you will be notified prior to release.

30. DOC ADVANCED NOTIFICATION of RELEASE -- REJECTED/NOT REFERRED

You are registered to receive updates about an offender whose first name is <TTS First Name> and whose last name is <TTS Last Name>, <Spell Offender's Last Name> and with the Offender Number of <Registered for Id>. I'm calling with an update on the letter you received regarding this offender's review under the provisions of the Sexually Violent Predator Act. The initial review has been completed and the case will not be referred for further review. The offender remains in the custody of the South Carolina Department of Corrections and you will be notified prior to release.

REPEAT INSTRUCTIONS

This message will automatically repeat. If you don't want to hear the message again please indicate to me that you have heard and understood It by pressing 2 on your telephone keypad now.

[If no key press] Replay message.

[IF two is pressed]

[If Multiple Registrations exist and are linked] go to {Multiple Registrations}

[Else go to {CONFIRMATION}]

AFTER MESSAGE HAS REPLAYED

To repeat this message, press 1. To confirm receipt of this message and to stop repeated calls, press two.

[If no key press] repeat 3x then go to {NOTIFICATION_GOODBYE_MESSAGE}

[If one is pressed] Replay message.

[IF two is pressed]

[If Multiple Registrations exist and are linked] go to {Multiple Registrations}

[Else go to {CONFIRMATION}]

31. {MULTIPLE REGISTRATIONS}

More than one telephone number is registered to receive this notification call. To cancel this notification call to all of your registered phone numbers, press 1. Otherwise, press 2 and I will continue to call additional registered numbers.

[IF one or two is pressed] go to {CONFIRMATION}

32. {CONFIRMATION}

Thank you. You have confirmed that you are the person who is registered with us to receive this notification. If you are not that person, please get this information to them as quickly as possible. This call will not be repeated.

33. {NOTIFICATION_GOODBYE_MESSAGE}

This automated notification is sponsored by South Carolina SAVIN. It is our hope that this information has been helpful to you. Good-bye.

South Carolina Statewide VINE VUI Script Document

OC REASONS

1	OC_UNKNOWN	This offender's custody status has changed. The change took place on . . .
2	OC_GENERAL	This offender has been released from custody. The offender was released on . . .
3	OC_BONDED	This offender has been released on bail. The offender was released on . . .
4	OC_COURT_ORDER	This offender has been granted a release by a court order. The offender was released on...
5	OC_SERVED	This offender has served out the sentence imposed by the court. The offender was released on . . .
6	OC_PROBATION	This offender has been released to probation and is under community supervision. The offender was released on . . .
7	OC_PAROLED	This offender has been released to parole. The offender was released on . . .
8	OC_ESCAPED	This offender has escaped. The offender escaped on....
9	OC_DEATH	This offender has died.
10	OC_EXECUTION	This offender has been executed. The offender was executed on . . .
11	OC_AWOL	This offender is absent without leave. The offender's absence was first recorded on...
12	OC_REBOOKED	This offender has been rebooked for a different crime. The offender was rebooked on...
13	OC_ABSCOND	This offender has absconded. The offender absconded on . . .
14	OC_ERROR	This offender has been released due to an error in booking. The offender was released on . . .
15	OC_OTHER	This offender has been released from custody. The offender was released on . . .
16	OC_PARDON	This offender has been granted a pardon by the governor. The offender was released on . .
17	OC_COMMUTED	This offender's sentence has been commuted. The offender was released on . . .
18	OC_RELEASE_ERROR	This offender has been released by mistake. The offender was released on . . .
19	OC_SEX_DISCHARGE	This offender has been granted a sex offender conditional discharge. The offender was released on . .
20	OC_DEPORTED	This offender has been deported. The offender was deported on . . .
21	OC_DROPPED	The charges against this offender have been dropped. The offender was released on . . .
22	OC_POPULATION	This offender has been granted a release because the facility where the offender was incarcerated has become overcrowded. The offender was released on . . .
23	OC_ACQUITTAL	This offender has been found "not guilty." The offender was released on . . .
24	OC_RECOGNIZANCE	This offender has been released on a recognizance bond. The offender was released on . .
25	OC_EXTRADITED	This offender has been extradited. The offender was transferred on . . .
26	OC_CONDITIONAL	This offender has been granted a conditional release. The offender was released on . . .
27	OC_CASE_DISMISSED	The case against this offender has been dismissed. The offender was released on . . .
28	OC_DETOX_CENTER	This offender has been released to a detox center. The offender was released on . . .
29	OC_FOUND_INCOMPETENT	This offender has been found mentally incompetent to stand trial. The offender was released on . . .
30	OC_FINES_PAID	This offender has paid the fine imposed by the court and has been released. The offender was released on . . .
31	OC_RELEASE_TO_PARENT	This offender has been released to the custody of a parent or guardian. The offender was released on . . .
32	OC_COMM_SERVICE	This offender has been released to perform community service. The offender was released on . . .
100	OC_US_MARSHALL	This offender's custody status has changed. The change took place on . . .
101	OC_DOC_PAROLED	This offender has been released to parole. The offender was released on . . .
102	OC_DOC_GENERAL_RELEASE	This offender has been released from custody. The offender was released on...
103	OC_DOC_DEATH	This offender died while in custody. The offender died on...
104	OC_DOC_EOL_GENERAL_RELEASE	This offender has been released from custody. The offender was released on...
105	OC_DOC_EOL_DEATH	This offender died while in custody. The offender died on...
106	OC_DOC_EOL_EXECUTION	This offender has been executed by the state of South Carolina on...

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UC REASONS

1	UC_UNKNOWN	This offender has been placed on unsupervised custody.
2	UC_WORK	This offender has entered a work release program.
3	UC_HOME	This offender has been placed in a home detention program.
4	UC_WEEKEND	This offender will be released to the community on weekends.
5	UC_FURLOUGH	This offender has been placed on furlough.
6	UC_UNSUPERVISED	This offender has been placed on unsupervised custody.
7	UC_HALFWAY	This offender has been placed in a half-way house.
8	UC_FUNERAL	This offender has been granted a funeral leave.
9	UC_MEDICAL	This offender has been placed on medical leave.
10	UC_MONITOR	This offender has been placed on electronic monitoring.
11	UC_COURT	This offender has been placed on out-to-court status.
12	UC_RESIDENTIAL	This offender is on residential status.
13	UC_COMMUNITY	This offender has been granted a community release.
14	UC_SPECIAL	This offender has been granted a special release.
15	UC_DAY	This offender has been granted a day release.

South Carolina Statewide VINE VUI Script Document

Calling Pattern Definitions

Notification calls will be placed by VINE to each victim in accordance with the notification patterns below. Victim will be required to enter his/her Personal Identification Number (PIN). The notification call patterns are as follows:

Call Pattern Name	Minimum Time Sequence	Maximum Time Sequence	Suppressed Call Times	Total Call Time	Advanced Notification Window	Notification Delay
Normal: (N)	30 Minutes	120 Minutes		48 hours		
Normal: (N2)	30 Minutes	30 Minutes		48 hours		
Non-Emergency: (NE)	30 Minutes	120 Minutes	21:00 to 07:00	48 hours		
Non-Emergency, Delayed: (NE-D)	30 Minutes	30 Minutes	21:00 to 07:00	48 hours		24 hours
Non-Emergency Delayed2: (NE-D2)	30 Minutes	30 Minutes	21:00 to 07:00	48 hours		4 hours
Advanced Notification (A)	30 Minutes	30 Min County 120 Min DOC	21:00 to 07:00	48 hours	30 days	
Non-Emergency: (NE-2)	30 Minutes	30 Minutes	21:00 to 07:00	48 hours		

Notification Definitions and Descriptions

The following is a list of suggested call patterns for each notification type contained in this VUI document.

Reasons	Notify	Call Type						
		N	N2	NE	NE-D	NE-D2	A	NE-2
1. Release	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Escape	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Return from Escape	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Return to Custody	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Death	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Unsupervised Custody	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Advanced Release	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Transfer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Out to Court	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. Returned From Court	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11. Upcoming Bond Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Unsuccessful Notification (email)	<input checked="" type="checkbox"/>	(Note: Email after 3 phone attempts)						
13. Successful Notification (email)	<input checked="" type="checkbox"/>	(Note: Email after confirmation)						
14. DOC Parole	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. DOC General Release	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. DOC Death	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. DOC Execution (EOL only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. DOC Return from Escape	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. DOC Re-Arrest	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. DOC out to SCDOC Facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. DOC out to Court	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. DOC out to Medical Facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. DOC out to Designated Facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. DOC out to Another State	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. DOC out to Federal Correction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. DOC out of Country	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. DOC Escape	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. DOC Advanced Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>