



BURNET COUNTY SAVNS/VINE MAINTENANCE PLAN

"SAVNS" is an acronym for Statewide Automated Victim Notification Service and is a statewide service that is funded by the Office of the Attorney General. "VINE" is an acronym for Victim Information and Notification Everyday. A grant from the Office of the Attorney General provides maintenance funding and Appriss Insights LLC, (<http://www.apprisscorp.com/>) is the program developer and provides technical support.

SAVNS/VINE is a telephone service that allows victims to learn about the custody status and court proceedings involving an alleged offender after the defendant is booked into the Burnet County jail. Victims obtain free telephone and email notifications by registering through a toll-free number or the Internet. The service is open to the general public and requires only that an individual provide an inmate's full name or jail-assigned identification number to receive notifications.

SYSTEM ACCESS

SAVNS/VINE services are available to any person who calls the toll-free number 877-TX4-VINE (877-894-8463) (877) and provides an inmate name or ID number. Users can also register online at www.vinelink.com.

The SAVNS/VINE PC is at the Burnet County Sheriff's Office at 1601 E. Polk St., Burnet, TX 78611; (512) 756-8080.

The VINEWatch website requires an approved username and password. A limited number of users are allowed through Burnet County's contracts with the Attorney General's Office and Appriss Insights. The OAG SAVNS/VINE Program Manager is responsible for designating users and assigning access to features. The OAG SAVNS/VINE Program Manager will retain written records of those who have requested and obtained access and will be the contact for all VINEWatch inquiries.

SYSTEM TESTING & PROGRAMMATIC REPORTING

The Texas Attorney General's Office requires testing of the SAVNS/VINE system to ensure functionality and accuracy. As a grantee, Burnet County is contractually obligated to perform these system tests and to promptly report problems to Appriss Insights, and the appropriate County Department.

These tests will be conducted and documented by the SAVNS/VINE Coordinator and in her/his absence, by a designated representative of the Sheriff's Office.

The SAVNS/VINE Coordinator will conduct a monthly visual inspection of the SAVNS/VINE PC and report any problems, or discrepancies, noted as a result of testing the SAVNS/VINE service to the Texas Customer Account Representative or to the Appriss Insights Operation Center. The SAVNS/VINE Coordinator maintains a SAVNS/VINE Problem Log that includes the recording of all problems noted with the system, to whom the problem was referred, and when the problem was resolved. The same process is followed for any problems reported to the SAVNS/VINE Coordinator by users of the SAVNS/VINE Service, VINELink, or VINEWatch.

The SAVNS/VINE Coordinator in turn will report any problems reported by Appriss Insights that may be County related to the appropriate department.

MISCELLANEOUS & CONTACT INFORMATION

The County Auditor maintains copies of current contracts, appendices, SAVNS/VINE maintenance plans, payments to Appriss Insights and reimbursement from the OAG. The Monthly testing and program log as well as a copy of the maintenance plan are maintained by the sergeant investigator area in a binder labeled VINE. Copies are available from those Departments.

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