



**DEPARTMENT OF CORRECTIONS
PROBATION AND PAROLE DIVISION
OPERATIONAL PROCEDURE**

Procedure No.: PPD 1.8.100	Subject: VICTIM SERVICES
Reference: DOC 1.1.8; DOC 1.5.5; DOC 1.8.1; 2-15-112, MCA; 41-5-1416, MCA; 46-18-241, MCA; 46-24-101, MCA; 46-24-203, MCA; 46-24-212, MCA; 46-24-213, MCA; 53-1-203, MCA	Page 1 of 3
Effective Date: 05/28/15	Revision Dates:
Signature / Title: /s/ Kevin Olson, Probation and Parole Division Administrator	

This procedure is referenced as ACCD 1.8.100 Victim Services, ACCD 1.8.101 Victim-Offender Dialogue, and ACCD 1.8.200 Victim Impact Panels in Section 2.C.6. Program Requirements and Design; Programming and Curriculum; Victim Services, in the following contracts: Alternatives, Inc., Butte Prerelease, Gallatin County Reentry Program, Helena Prerelease, Passages, Connections Corrections Program (CCP), Elkhorn, Nexus, START, and WATCH Contract.

I. PURPOSE:

The Probation and Parole Division employees will reflect the Department of Corrections' mission to support victims of crime and will treat victims with respect, dignity and sensitivity. Employees will become familiar and comply with applicable statutes, regulations, and policies regarding crime victim information and notification.

II. DEFINITIONS:

Contract Manager:

Prerelease Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreements between the Department and prerelease centers.

Treatment Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreement between the Department and PPD contract treatment facilities.

PPD-Probation and Parole Division – The Division oversees the Probation & Parole regional offices, interstate transfers, and the facilities providing assessments and sanctions, prerelease, and treatment services.

Restorative Justice – A criminal justice concept that focuses on offender accountability and healing for victims, families, communities, and offenders.

Victim – The person against whom a felony crime has been committed or a family member of that person. Other individuals may be recognized as victims on a case-by-case basis.

VINE-Victim Information and Notification Everyday – An automated telephone, email and text notification system that the Department purchases on contract from Appriss, Inc., which provides location and custody status updates about adult offenders under Department supervision.

VPM-Victim Programs Manager – A Department employee located in the Director's Office who manages victim programs and policies, responds to victims' requests for information and referrals, educates victims about the post-conviction criminal justice system, provides victim services training, and represents victim interests in all Department matters.

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III. PROCEDURES:

A. GENERAL REQUIREMENTS

1. Each PPD facility will designate a staff member responsible for ensuring compliance with §46-24-212, MCA, and serving as a liaison to the VPM. The VPM should be contacted for victim information available through OMIS.
2. When P&P Officers have contact with victims through pre-sentence investigations, or when victims inquire about notification, Officers will provide *DOC 1.8.1 (Attachment) Victim Notification Request* form, information about VINE, and other Department program information that may be appropriate.
3. The Department VPM will provide victim services training upon request. Training includes victim information requests, VINE and other notification procedures, victim sensitivity and staff communication skills, policy and procedure requirements, and Department programs for victims.

B. ACCESS TO OFFENDER INFORMATION

1. Information on offenders will be provided as authorized in *DOC Policy 1.1.8, Media Relations, DOC Policy 1.5.5, Offender Records Management, Access, and Release, P&P 40-1 Offender Records Management, Access, and Release, ACCD 1.5.500 Offender Records Management, Access, and Release*, and §46-24-101, MCA.
2. P&P Officers may contact the Department's VPM, communications director, or Legal Services Unit for guidance regarding information that can and cannot be released to the victim.
3. Facility employees may contact the Department's VPM, communications director, or the Prerelease Facility or Treatment Facility Contract Manager (Contract Manager) for guidance regarding information that can and cannot be released to the victim.

C. VICTIM NOTIFICATION

§46-24-212, MCA, requires the Department to provide certain information about offenders to victims who request in writing to be notified.

1. This information includes:
 - a. date of discharge from prison;
 - b. community in which the offender will reside on probation or parole;
 - c. any change in location or custody status;
 - d. escape/walk-away, recapture;
 - e. decisions of the Board of Pardons and Parole;
 - f. decision of Governor to commute sentence;
 - g. conditions of community supervision; and
 - h. the offender's death.
2. Once victims have requested registration in writing or online, designated Department staff will enter victim information into OMIS or verify registration requests transferred into OMIS from the state government ePass website.

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3. Victim information will be used to make immediate notifications regarding any changes in the above-listed information. All notifications will comply with the requirements in applicable policies, procedures and statutes.
4. VINE is an automated victim notification system that provides current offender custody status and location 24 hours a day for adult inmates in secure custody and offenders under community supervision. Victims and the public may register anonymously with VINE by telephone at (800) 456-3076, on the internet at www.vinelink.com, or via the VINEmobile™ app for smart phones.
5. Offenders may not appeal any delay or other impairment of case decisions or actions caused by statutory victim notification requirements or the processing of such notifications.

D. FACILITATED CONTACT WITH OFFENDERS

Contact between victims and offenders may be allowed through victim restorative justice programs such as Victim Impact Panels, Victim-Offender Dialogue, and the Offender Accountability Letter Program, in accordance with *DOC Policy 1.8.1, Victim Services* and *DOC 1.8.1(A) Victim Services Standard Operations Procedure Guide*.

IV. CLOSING:

Questions regarding this procedure should be directed to the Regional Administrator, Facility Administrator, Department VPM, or the appropriate Contract Manager.

V. FORMS:

DOC 1.8.1 (Attachment) Victim Notification Request and Registration Information