

## NC SAVAN Facts

- The offender will not know you are registered with NC SAVAN.
- If you are not home, NC SAVAN will leave a message on an answering machine. If there is no answer, NC SAVAN will keep calling back until you enter your PIN or until 24 hours have passed. Calls are made seven days a week from 8am-8pm.
- You may get a call from NC SAVAN in the middle of the night only **IF** one or more of the following events occurs; the offender 1) is released 2) escapes or 3) is captured. If you prefer not to receive phone calls, you may also register your e-mail address as an alternative option for receiving notifications.
- When you are called, listen to the message, then enter your PIN when asked. Entering the PIN lets NC SAVAN know that you received the call and will stop the notification from sending again.
- Do not register a phone number with NC SAVAN that rings to a switchboard.
- You can also register for e-mail notifications.
- You can register more than one phone number and/or e-mail address.
- You must re-register each time the offender re-enters the criminal justice system or when the offender is moved to another criminal justice agency (e.g. county jail to the Department of Correction).



## Victim Services

**Legal Aid of NC, Inc.**  
1-919-856-2564  
[www.legalaidnc.org](http://www.legalaidnc.org)

**North Carolina Attorney General's Office  
Citizens Rights Section**  
1-919-716-6780  
[www.ncdoj.gov](http://www.ncdoj.gov)

**North Carolina Coalition  
Against Domestic Violence**  
1-919-956-9124  
[www.nccadv.org](http://www.nccadv.org)

**North Carolina Coalition  
Against Sexual Assault**  
1-919-870-8881  
[www.nccasa.org](http://www.nccasa.org)

**North Carolina Department of Correction  
Office of Victim Services**  
1-866-719-0108  
[www.doc.state.nc.us/victimservices](http://www.doc.state.nc.us/victimservices)

**North Carolina Victim Assistance Network**  
1-800-348-5068  
[www.nc-van.org](http://www.nc-van.org)

**North Carolina Victims  
Compensation Program**  
1-800-826-6200  
[www.nccrimecontrol.org](http://www.nccrimecontrol.org)

To report abuse or neglect, contact your county Department of Social Services.  
For a listing go to: [www.dhhs.state.nc.us/dss/](http://www.dhhs.state.nc.us/dss/)

## NC SAVAN Information

Write down the following information and keep in a safe place:

Offender name

Offender custody number

Your four-digit PIN

## Notes

### What is the VINE Service?

The NC SAVAN program uses a service called VINE to provide automated information and notification.

### What do I do if I forget my PIN?

Call the 24/7 toll-free number for assistance at 1-877-627-2826.

### Where do I get the offender's custody identification number?

You can visit [www.ncsavan.org](http://www.ncsavan.org) to obtain an offender ID or call 1-877-627-2826.

# North Carolina SAVAN Program

Statewide Automated Victim Assistance and Notification

Offering a means and an opportunity to access information and notification



# 1-877-NC-SAVAN

Toll-free (1-877-627-2826)  
TTY 1-866-847-1298

Online Information and Registration:  
[www.ncsavan.org](http://www.ncsavan.org)

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## Quick Guide How to Register

1. For custody status notification about offenders in jail, in prison, on probation, post-release supervision, or on parole, please visit [www.ncsavan.org](http://www.ncsavan.org) or call 1-877-627-2826 (toll-free).
2. When you are registering for telephone notification, you will be asked to create a PIN (Personal Identification Number). Enter a four-digit number that will be easy for you to remember, but a series of numbers that the offender or others may not know. Write the PIN on the back of this brochure. You will be asked to enter the PIN when you receive a call.
3. E-mail notifications do not require a PIN. To register for e-mail notification please visit [www.ncsavan.org](http://www.ncsavan.org) or call 1-877-627-2826 (toll-free) and press zero (0) to speak with an operator.
4. Information regarding your offender's custody status is available in any language through the 24/7 toll-free line. However, notification is offered in English and Spanish language only.

**TOLL-FREE 1-877-627-2826**  
**TTY 1-866-847-1298**

# 1-877-NC-SAVAN

## What will NC SAVAN do for me?

The NC SAVAN program (Statewide Automated Victim Assistance and Notification) offers a means and opportunity to access information and receive automated notification. This 24/7 service is free and anonymous.

### Offender Information:

The NC SAVAN program receives and integrates offender information from county jails and the Department of Correction (prison and probation). A victim can access this information through a public Web site or by phone.

### Notification Service:

A victim can register by phone or through a Web site to receive automated phone and/or e-mail notifications. To learn about the NC Crime Victim's Rights Act and what notifications you can receive, visit [www.ncsavan.org](http://www.ncsavan.org).

### Victim Services Information:

The NC SAVAN program links to and informs victims of national and statewide victim notification services and crime victim services. To learn more about your options and services available, please visit [www.ncsavan.org](http://www.ncsavan.org).

## Registering when the Offender is in the County Jail

If an offender is in the county jail awaiting court proceedings or serving out their sentence, victims of crime can receive telephone and/or e-mail notifications (English and Spanish language) regarding the custody status of the offender.

Offenders are assigned a new offender number each time they are booked into a county jail. You must re-register each time the offender enters a county jail, they are sent to another county jail or if they are sent to the Department of Correction.

## Registering when the Offender is in the Department of Correction

If an offender is in state prison, on probation, on post-release supervision, or on parole, victims of crime can receive telephone and/or e-mail notification (English and Spanish language) regarding certain offender custody status information.



The NC Department of Correction (NCDOC) assigns one offender number regardless of whether the offender is in a state prison or being supervised in the community (probation, post-release supervision, and parole). Therefore, the offender number that the NCDOC uses will not change even in the event that the offender leaves the supervision of the NCDOC and returns at a later date. Because NCDOC uses only one offender identification number for each offender, it is not necessary to re-register with NC SAVAN if the offender leaves NCDOC and then re-enters NCDOC. This is different than for the jails.

IF YOU ARE CONCERNED ABOUT REGISTERING AGAINST THE CORRECT OFFENDER WHO IS IN CUSTODY (JAIL OR PRISON), YOU MAY WANT TO ACCESS THE NCSAVAN WEB SITE WHERE A PICTURE OF THE OFFENDER MAY BE AVAILABLE.

**Do not depend only on the NC SAVAN service or any other single program for your protection. Make this service part of your safety plan. If you feel you may be at risk, please contact your local victim service provider or law enforcement agency to develop a safety plan.**

[www.ncsavan.org](http://www.ncsavan.org)