

## **VINE<sup>®</sup> Service Provider Directory Frequently Asked Questions**

### **What is the VINE Service Provider Directory?**

There is currently no central website or mobile application that lists services for all types of crimes. The VINE Service Provider Directory aims to address this issue, centralizing agency information by offering a new, comprehensive directory of victim service providers in your state.

### **Who is participating in the directory?**

National, regional, and local victim service providers are participating in the directory.

### **How do I know if my state is participating in the directory?**

States that are currently running or in the process of adopting the most recent VINE platform are accepting requests to join the directory:

Alaska, Arkansas, California, Connecticut, Delaware, Florida, Guam, Idaho, Louisiana, Maryland, Michigan, Mississippi, Nevada, New Hampshire, New Jersey, New York, North Carolina, Ohio, South Carolina, Utah, Virginia, Washington, and West Virginia.

### **Where can I find information on how to join the directory?**

Each state has its own informational website for service providers. You may access your state's web page using the following URL format:

<https://apprissinsights.com/stateabbreviationVINE>

For example, if you want to access the Nevada VINE service provider website, visit: <https://apprissinsights.com/nvvine> (Replace 'nv' with your state abbreviation.)

Your state's website may include an informational flyer, a link to the survey, and, in some cases, directory guidelines. If your state has provided guidelines, please be sure to review these carefully prior to submitting your request to join the directory.

### **How much does it cost to join the directory?**

There is no cost for service providers to participate in the directory.



**How much work is required once we join?**

Service providers are responsible for maintaining the accuracy of their profile information and will have the ability to select which features they want to utilize to connect with victims.

**I provide services nationwide, how should I respond to the survey?**

Please contact [insightsmarketing@appriss.com](mailto:insightsmarketing@appriss.com) if you are a national victim service provider.

**How should I respond to the survey if I serve counties in multiple states?**

Please contact [insightsmarketing@appriss.com](mailto:insightsmarketing@appriss.com) if you service counties in multiple states.

**If I'm already part of the directory, how do I make changes to my Service Provider profile (e.g., add counties served, update contact information, update mission, etc.)?**

Contact your state's VINE Program Manager to request changes to your profile information.

**I'm not sure who my state's VINE Program Manager is. How do I obtain their contact information?**

Please email [insightsmarketing@appriss.com](mailto:insightsmarketing@appriss.com) to request your VINE Program Manager's contact information.