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Community Outreach Unit			
Justin Farris, Interim Director Oklahoma Department of Corrections		Signature on File	

Community Outreach Unit

The Community Outreach unit aims to appropriately address all requests from families of incarcerated individuals, crime victims/survivors, community partner agencies, and the public. The Community Outreach unit will serve as these parties' central source of information. (5-ACI-5F-06)

I. Definitions

A. Inmate Family Liaison

Oversees the services offered to inmates and family members of inmates/offenders currently under the care and supervision of the Oklahoma Department of Corrections (ODOC) and acts as the agency liaison to the public. (5-ACI-5F-07)

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B. Victim Services Liaison

An employee who is the point of contact for victims. The liaison will assist victims with concerns about inmates/offenders currently under the care and supervision of the Oklahoma Department of Corrections. They will assist in coordinating victim impact programs for inmates/offenders and the victim inmate/offender dialogue.

C. Victim Information and Notification Everyday (VINE)

VINE is a 24-hour, confidential, computer-assisted service that provides automated notification regarding current inmate/offender status to individuals who have registered with the automated system. Custody status changes covered in this service include inmate/offender transfer, escape, apprehension, release, or death. This includes current incarcerated individuals along with Probation and Parole offenders. (2-CO-4G-02, 5-ACI-5F-06, 4-ACRS-7F-06, 4-APPFS-1A-04)

D. Victim

A person, group, business/organization, creature or property that has been harmed by or affected by the criminal and criminal activity.

E. Victim Inmate/Offender Dialogue

A guided process that allows the victim of a crime (or a community advocate) and the inmate/offender to meet to discuss the impact the inmate's/offender's crime has had on the victim. It also allows the victim to explore restorative options that will give opportunity for the inmate/offender to take responsibility for their actions, help to restore the victim, and provide the inmate/offender the opportunity to give back to the community.

II. Services Provided to Victims

A. Victim Notifications

All victim information related to victims who are registered for VINE or the agency's notification system is strictly confidential. In addition, any correspondence and communication with the Victim Services Liaison is confidential unless stated otherwise. Employees will not give inmates/offenders or their families the name, address, telephone number, or any other information on persons registered. Confidential notification is critical to the safety of crime victims.

1. Notification may be provided through VINE. This notification system is designed to notify victims when an inmate's/offender's custody status changes or in the event of escape, discharge, or death.

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2. In order for victims to receive notification through VINE, the victim will be registered for VINE notifications at <http://www.vinelink.com>.
3. Victims may register for flash notifications of an inmate's/offender's custody status with use of the "Victim Notification Request" ([Attachment B](#)). The "Victim Notification Request" ([Attachment B](#)) is shared between ODOC and the Oklahoma Pardon and Parole Board for purposes of alerting victims of a change in custody with advance notice. This notification system is separate from VINE and is intended **only** for victims.
 - a. Registered victims will receive notice only in the event of a walkaway, escape, or release.
 - b. The "Victim Notification Flash Notice" ([Attachment C](#)) will be created for each inmate/offender who has a victim registered for notification.
 - c. The Victim Services Liaison will forward the "Victim Notification Flash Notice" ([Attachment C](#)) to the appropriate facility.
 - d. Facility staff will file the "Victim Notification Flash Notice" ([Attachment C](#)) in ICON.
 - e. Employees assigned to a file with the "Victim Notification Flash Notice" ([Attachment C](#)) will notify the Community Outreach unit immediately when an inmate/offender walks away, escapes, or is released.

B. Communication and Support

Victims who need assistance regarding the status of an inmate/offender may contact the Community Outreach unit at 405-425-2607 or victim.services@doc.ok.gov.

C. Cease and Desist Orders

When an inmate/offender makes unwanted or improper contact with a victim, the victim may request in writing that this contact cease. All such requests will be made by contacting the Victim Services Liaison at P.O. Box 11400, Oklahoma City, OK 73136 or by email at victim.services@doc.ok.gov. The Victim Services Liaison will communicate with the respective facility head to address the inmate's threats and the inmate may be issued a "Cease and Desist Order" ([Attachment E](#)).

D. Victim Inmate/Offender Dialogue

The victim and inmate/offender may meet to discuss the impact the inmate's/offender's crime has made on the victim. They may also conduct this process over the phone or via video conference. Victim inmate/offender dialogue is a voluntary process and is initiated by the victim.

1. To request a victim inmate/offender dialogue, a victim or victim representative may contact the Victim Services Liaison. Contact may be made on behalf of the victim by the district attorney, the Attorney General's office, a victim advocate, or other state agencies providing services to a victim. The inmate/offender may also request a dialogue; however, if the victim has not expressed an interest, the inmate's/offender's request will be denied. The inmate/offender will be advised of the denial of the request by the Victim Services Liaison.
2. If the inmate/offender agrees to the victim's request for dialogue, the Victim Services Liaison will complete the process outlined in "Victim Inmate/Offender Dialogue Process" ([Attachment A](#)). The inmate will sign the "Community Outreach Unit Victim Inmate/Offender Dialogue – Inmate/Offender Consent" ([DOC 090215A](#)). The victim will sign the "Community Outreach Unit Victim Inmate/Offender Dialogue – Victim Consent" ([DOC 090215B](#)).
 - a. Upon completion of the dialogue, the Victim Services Liaison will provide the "Victim Evaluation" ([DOC 090215D](#)) to the participating victim or may complete the evaluation via telephone call with the victim.
 - b. An evaluation will also be provided to the facility victim liaison for completion by the inmate/offender utilizing the "Inmate/Offender Evaluation" ([DOC 090215C](#)).
 - c. The facility victim liaison may assist the inmate/offender in completing the evaluation and submit the form to the Victim Services Liaison within ten business days. The Victim Services Liaison will use this evaluation to determine the general outcome of the dialogue and to provide input from the participating parties in order to improve upon the process.

E. Apology Bank

The apology bank process allows inmates/offenders to file an apology letter for their crime victims/survivors with the agency. The Victim Services Liaison will post a list of approved letters (listed by inmate's/offender's name) on the agency website. Letters may be requested by victims/survivors, or an advocate on the victim's behalf, by contacting the Victim Services Liaison at 4345 N. Lincoln Boulevard, Oklahoma City, OK 73105, or by email at victim.services@doc.ok.gov.

III. Referrals

Referrals to the Community Outreach unit may be made when crime victims, their families, inmates' families, and the public require information on available resources for support of victims in the community, the custody status of inmates/offenders under the care and supervision of the agency, and questions relating to departmental policies and procedures.

IV. Executions

A. Victim Notification and Support

1. The Administrator of Community Outreach or Victim Services Liaison may work with the Attorney General's office and the facility heads at Mabel Bassett Correctional Center and Oklahoma State Penitentiary to offer victim notification throughout the execution process.
2. When a surviving family member of a homicide victim wishes to witness the execution of the inmate, the Administrator of Community Outreach or Victim Services Liaison will work in cooperation with the Attorney General's office to provide support to the family member throughout the process.

V. Employees

A. Training

The Community Outreach unit will provide annual training for facility victim liaisons to actively promote increased awareness and empathy of victims, and accountable behavior of the inmate/offender.

1. Victim awareness training will include victim confidentiality and sensitivity, as well as being responsive to victims' concerns and suggestions. The focus will be to sensitize staff to the emotional, financial, and physical impact that crime has on individuals to increase their effectiveness in encouraging empathy and responsible behavior in inmate/offender populations.
2. The Community Outreach/Victim Services Liaison will provide facility liaisons with additional training specific to VINE and Victim Inmate/Offender Dialogue services.
3. Employees with inquiries regarding VINE will contact the Community Outreach unit at 405-425-2607.

VI. Inmate Involvement

Impact of Crime programs will be made available to inmates where employees or volunteers can provide the training. The Administrator of Community Outreach or Victim Services Liaison will train facility liaisons or approved volunteers to deliver

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the program. The program will utilize curricula jointly approved by the Chief of Offender Advocacy or designee and the Administrator of Programs.

VII. Community Involvement

A. Outreach Activities and Presentations

The Community Outreach unit may provide outreach activities and presentations to various community groups, including victim advocates, crime victims, inmate advocates, and community partner agencies related to services available through the agency.

1. The Community Outreach unit will disseminate information to the public regarding services available through the agency.
2. The Community Outreach unit may represent the agency on planning committees for events important to the crime victim and survivors, inmate families, and/or the community.

VIII. Correspondence Tracking

A. General Public Concerns

The Community Outreach unit is responsible for reviewing, delegating, tracking, and memorializing all correspondence and responses related to general public concerns received by executive-level offices.

1. Correspondence will be reviewed and delegated to appropriate divisions for investigation.
2. Responses will be gathered from divisions and provided to the general public.

IX. References

<http://www.vinelink.com>

X. Action

The Administrator of Community Outreach is responsible for compliance with this procedure.

The Chief of Offender Advocacy is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency Director.

This procedure is effective as indicated.

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Replaced: OP-090215 entitled "Community Outreach Unit" dated October 19, 2022

Distribution: Policy and Operations Manual
Agency Website

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<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
DOC 090215A	"Community Outreach Unit Victim Inmate/Offender Dialogue – Inmate/Offender Consent"	Attached
DOC 090215B	"Community Outreach Unit Victim Inmate/Offender Dialogue – Victim Consent"	Attached
DOC 090215C	"Inmate/Offender Evaluation"	Attached
DOC 090215D	"Victim Evaluation"	Attached
<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	"Victim Inmate/Offender Dialogue Process"	Attached
Attachment B	"Victim Notification Request"	Attached
Attachment C	"Victim Notification Flash Notification"	Attached
Attachment E	"Cease and Desist Order"	Attached