

IMPORTANT FACTS ABOUT SAVAN

- a. **SAVAN does not guarantee safety of crime victims.**
- b. Anyone can call SAVAN for custody information and release notification.
- c. Registration for court information and court event notification must be made through your local District Attorney's Office and is for designated victims only.
- d. SAVAN monitors offenders who are listed in North Carolina State and county detention facilities or who are under community supervision or whose cases are pending at a district attorney's office.
- e. SAVAN cannot track offenders who have "bonded out" of custody at the magistrate level and are never booked into jail. If no custody information is available through SAVAN, assume the offender has been released from custody.
- f. SAVAN cannot track offenders housed within Juvenile facilities or mental facilities.
- g. Victims must reregister with SAVAN each time a transfer between agencies has been made (ex. Transferred from County jail to DOC).
- h. If registering more than one phone number, the victim must call back and register each number separately. (If registering more than one phone number you can use the same PIN code)
- i. Victims with a rotary phone can stay on the line and an operator will assist them. If registering a rotary phone, victims should keep the SAVAN hotline number handy because they will need to call the SAVAN/VINE operator in order to stop the notification calls.
- j. You cannot register a pager unless it goes directly into voice mail.
- k. SAVAN notification calls are made for 24 hours or until the four digit pin code is entered.
- l. Victims should not use a PIN code that is familiar to the offender.
- m. If a victim moves or changes their phone number, they are responsible updating SAVAN.
- n. Offenders cannot access SAVAN to see who has registered against them.
- o. SAVAN is available in Spanish and English.
- p. Operators are available 24 hours a day to assist victims.
- q. ***SAVAN does not eliminate agencies other notification responsibilities.***