

The Texas Department of Criminal Justice (TDCJ) Victim Services Division provides mandated services to crime victims, witnesses who testified against the defendant at trial, and concerned citizens when the offender is incarcerated in the TDCJ Correctional Institutions Division (adult prison system) or on parole/mandatory supervision. Available services include:

- Notification regarding offender status;
- Assistance in determining offender status;
- Processing of Victim Impact Statement forms, protest material, and other information submitted by victims, concerned citizens, and criminal justice and victim services professionals;
- Assistance to victims requesting interviews or meetings with Board of Pardons and Paroles members during the parole review process;
- Explanation of parole and mandatory supervision procedures;
- Victim Offender Mediation Dialogue;
- Information and referral services for victims, victim service professionals, and criminal justice professionals through the Texas Crime Victim Clearinghouse;
- Victim witness preparation and accompaniment when viewing an execution;
- Referral for restitution inquiries; and
- Training opportunities, including workshops, webinars, and the Texas Victim Assistance Training (TVAT) Online and Academy for victims, victim service professionals, and criminal justice professionals.

Victims are welcome to visit our office to discuss additional concerns. To make an appointment for your visit call the hotline or e-mail us at: victim.svc@tdcj.texas.gov

Toll-Free Hotline: 800-848-4284

To inquire about an offender’s status, learn about services provided by the TDCJ Victim Services Division, and obtain additional information and referrals, call the toll-free hotline.



Registering for Notifications/Services

To register for notifications regarding an offender’s status, call the toll-free number or access the online Integrated Victim Notification System (IVSS) victim portal. Registration options include:

- receiving notifications by phone, e-mail, letter, or text; and
- registering to speak with the Texas Board of Pardons and Paroles during the review process

If you have not had an opportunity to discuss these options with one of the TDCJ Victim Services Division representatives and are interested in registering for any of these options, please contact the TDCJ Victim Services Division for assistance. All of your contact information will remain confidential.

IMPORTANT REMINDER

PLEASE UPDATE YOUR CONTACT INFORMATION THROUGH THE IVSS PORTAL OR BY CONTACTING OUR OFFICE.

Be Informed. Be Involved.

The TDCJ Victim Services Division manages the confidential IVSS in order to keep registrants informed of offender status after conviction and sentencing to the TDCJ Correctional Institutions Division.

Contact is made through the confidential Integrated Victim Services System when the:

- Offender enters the parole review process;
- Parole review process is completed and offender receives a tentative favorable vote for release or release is denied;
- Offender’s release certificate is issued for parole or mandatory supervision;
- Offender is discharged at time of release;
- Offender’s parole or mandatory supervision is revoked by the Board of Pardons and Paroles;
- Offender dies while incarcerated or while under supervision;
- Offender is released to or received from a bench warrant; and
- Offender escapes and is recaptured.

Statutory victims have the right to submit materials to the Board of Pardons and Paroles to consider during an offender’s parole review. Crime victims, witnesses who testified against the defendant, and concerned citizens may send protest materials to the TDCJ Victim Services Division at any time to be included in an offender’s parole review file. Crime victims often describe how the crime affected them and continues

Those registered on IVSS may request to receive an automated telephone call, text, email, or letter notifying them that the offender is being processed for release.

to impact them and their families. Any new information, such as pictures, pertinent newspaper articles, may be included. The offender’s parole review file will be considered by the Board of Pardons and Paroles; anything submitted will remain in the file and cannot be returned.

Statutory victims have the right to meet with the Board of Pardons and Paroles during the offender’s parole review process. To request a meeting with the Board of Pardons and Paroles, please contact the TDCJ Victim Services Division.

Important Notice

If a victim was registered with the VINE system in the county where the offender was jailed while awaiting trial or transfer to the TDCJ Correctional Institutions Division, they will need to register with the TDCJ Victim Services Division Integrated Victim Services System (IVSS) to receive notifications regarding an offender’s status while incarcerated in the TDCJ Correctional Institutions Division or on parole or mandatory supervision.

To register for complete notification and be involved in the parole process, the victim must register with the TDCJ Victim Services Division. Contact us at:



All correspondence and phone calls, including the VIS form, are confidential.

Your Voice: Victim Impact Statement

The Victim Impact Statement (VIS) form is a detailed account of the emotional/psychological, physical, and financial impact of the crime on the victim and family members. The VIS form is also designed to collect information from victims who wish to be notified by criminal justice professionals throughout the process. The VIS form is considered by prosecutors, judges, and the Board of Pardons and Paroles when making important decisions involving the case.

Prosecutors must consider the VIS form before entering into a plea bargain agreement. The prosecutor may also use the VIS form to determine how much restitution to request as part of a sentence. Prior to the imposition of a sentence or prior to accepting a plea agreement, the judge must inquire as to whether a VIS has been returned, and if one has been returned it must be considered before imposing a sentence.

If the defendant is sentenced to community supervision (probation), the community supervision officer will have access to the VIS form to use for notification purposes. If the defendant is sentenced to the TDCJ Correctional Institutions Division, the court is required to attach the VIS form to the offender's commitment papers. Once received by the TDCJ, the VIS form will be processed to add the adult victim to the confidential Integrated Victim Notification System, if requested, and included in the offender's parole review file.

The VIS form is considered by the Board of Pardons and Paroles prior to voting a case during the parole review process.

If you wish to complete a VIS form, you may download the form from the TDCJ website (www.tdcj.texas.gov/publications). If you do not have access to the Internet, you may obtain a VIS form from county and district attorneys, victim service providers throughout the state, and the TDCJ Victim Services Division.

Extension of Protective Order

If an offender is the subject of a protective order issued on or after September 1, 1999, and is confined or imprisoned on the date the protective order expires or if the protective order would expire not later than the first anniversary of the date the person is released from confinement or imprisonment, Texas statutes mandate that the protective order be extended. For more information or assistance, please contact the Crime Victims Program of Texas Legal Services Center at 844-303-SAFE.

Restitution

Some offenders are ordered to pay financial restitution to compensate victims for losses incurred as a result of the crime. Restitution can be ordered only by the sentencing judge and must be recorded on the judgment or order revoking probation. For more information about restitution, contact the TDCJ Business and Finance Division at 866-464-4137.

Victim Offender Mediation Dialogue

The TDCJ Victim Services Division Victim Offender Mediation Dialogue (VOMD) program, in accordance with Code of Criminal Procedure art. 56.13, provides an opportunity for victims or surviving family members of violent crime to initiate an in-person meeting with the TDCJ offender responsible for their victimization.

The VOMD can be a very sensitive and highly emotional process. The mediator assigned to the case will work closely with the crime victim during the preparation phase, during the mediation, and after the mediation has occurred. Crime victims have expressed a sense of taking back control once they meet directly with the offender to describe the impact of their victimization and to receive answers to questions regarding the offense.

For more information, contact the TDCJ Victim Services Division.

Texas Department of Criminal Justice

VICTIM SERVICES DIVISION



TEXAS DEPARTMENT OF CRIMINAL JUSTICE

VICTIM SERVICES DIVISION

8712 Shoal Creek Blvd.
Suite 265
Austin, Texas 78757-6899

Toll-Free Hotline:
800-848-4284

Fax:
512-452-0825

E-mail:
victim.svc@tdcj.texas.gov

Website:
www.tdcj.texas.gov

Integrated Victim Services System
(IVSS) Victim Portal:
www.ivss.tdcj.texas.gov

The mission of the Victim Services Division is to provide a central mechanism for crime victims to participate in the Criminal Justice System.

The goal of the Victim Services Division is to ensure that victims are not left behind at the crime scene but can be involved, if they desire, at any stage of the criminal justice process.

Your
RIGHTS

Your
VOICE

Your
PARTICIPATION