

OUR MISSION

To provide comprehensive services to victims of domestic and sexual violence, homicide, and other violent crimes; and to take a leadership role in educating the community about the impact of violence.



OUR SERVICES

- Victim advocate support
- Safety planning
- Assistance with protective orders
- Criminal case assistance and victims' rights education
- Emergency shelter assistance
- Needs assessment and assistance
- Information and referral services
- Victim Compensation Program eligibility and application
- Address Confidentiality Program application assistance
- Counseling and support group referrals

COMMUNITY PARTNERSHIP REPRESENTED AT THE FAC

Through our partnerships with community-based organizations and other City departments, the FAC provides comprehensive victim advocacy, counseling, case management, support groups, forensic medical examinations, and investigative interviews.

- City of Phoenix Police Department: Family Investigations Bureau
- City of Phoenix Fire Department: Crisis Response Unit
- City of Phoenix Municipal Court: Protective Order Center
- Childhelp
- HonorHealth Forensic Nurse Examiners
- Jewish Family and Children's Services: Shelter Without Walls
- La Frontera Empact: Trauma Healing Services

Specialized Victim Advocates

Victim advocates are also housed in other City locations in Family Service Centers, Police Department precincts, and Phoenix Municipal Court. Specializations include human trafficking, orders of protection at the courthouse, and on-scene assistance. For more information, please contact us.

What is Domestic Violence?

Domestic violence (also called intimate partner violence (IPV), domestic abuse or relationship abuse) is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship. Types of abuse may be physical, emotional, sexual, reproductive, financial, and/or digital.

Information from www.thehotline.org

What is Sexual Violence?

There are many types of sexual violence, including rape, child sexual abuse, and intimate partner sexual violence—and other crimes and forms of violence may arise jointly in these instances.

Information from www.rainn.org

If you have been the victim of a crime, we are here to help.

Crime victims of all types of crime may experience trauma, which can be displayed in many ways.

Physical: Someone who has experienced physical trauma may have serious injury or shock to the body, as from a major accident. Intense stress reactions may also occur: Increase of breathing, blood pressure, and heart rate and muscles may tighten. Exhaustion, inability to sleep, headaches, increased or decreased appetites, or digestive problems may be a symptom of trauma.

Emotional: A crime victim may experience emotional trauma that may have long-lasting effects. Emotional trauma may take many different forms: Shock or numbness, denial, disbelief, and anger.



Safety planning is a necessary part of creating personal safety. The tips below are suggestions because a safety plan should be personalized to a specific situation. Please consider speaking with an advocate, as they can assist in creating an action plan if there is a plan to leave an abusive partner or if you have already left the relationship.

HOME SAFETY

- Stay out of rooms with no exit and avoid rooms that may have weapons.
- Select a code word that alerts friends and children to call police.
- Leave suitcase of personal items with a trusted person.

WHEN ABUSER HAS MOVED OUT

- Consider obtaining a protective order.
- Change locks on doors and windows.
- Add a peephole in the door.
- Change telephone number and screen calls.
- Install/increase outside lighting.
- Inform landlord or trusted neighbor of situation & ask that police be called if abuser is seen around the house.
- Be cautious when posting on social media and block the abuser or anyone who would share information.

WORK SAFETY

- Give a copy of a protective order to employer. It is helpful to give a photo of the abuser.
- Change work hours, work phone number, or work location, if possible.
- Vary route home from work.
- Report any safety concerns to work security and request a security escort to and from work entrance.
- Notify personnel office and/or security staff of situation and request to have calls screened.

PROTECTIVE ORDERS

- Keep a copy of the protective order and affidavit of service with you at all times. Supply copies with a photo to school, work, daycare, landlord, neighbors.

- Call/text 911 or call Crime Stop (non-emergency) at (602) 262-6151 to report any violations.
- Document details of violations: where, when, report number, witnesses, time, names of officers, specifics of violation.
- Update the court with a new phone number and address.
- If the order has not been served, keep a copy of the protective order and the Affidavit of Service with you at all times, ready for service.

QUICK LIST OF ITEMS TO HAVE WHEN YOU PREPARE TO LEAVE

- Identification: Driver's license, birth certificates, social security card, passport, work permits/green card/visa.
- Money: Cash, debit or credit cards, checkbooks.
- Legal Papers: Protective order, lease agreement or deed to house/property, car registration & insurance papers, medical records, health insurance papers, divorce/custody papers.
- Important Personal Items: Keys and medicine.

IN AN EMERGENCY CALL 9-1-1 IMMEDIATELY

CRIME STOP NON-EMERGENCY PHOENIX POLICE 602-262-6151

CRISIS INTERVENTION SERVICES

Crisis Response Network (24-7) / 1-800-631-1314	602-222-9444
Community Bridges (24-7)	1-877-931-9142
Empact Suicide Prevention Hotline (24-7)	480-784-1500
National Suicide Prevention Lifeline (24-7)	1-800-273-TALK (8255) Spanish: 1-888-628-9454 TTY: 1-800-799-4889



VICTIM SERVICES

Maricopa County Attorney's Office Victim Services Division	602-506-8522
City of Phoenix Prosecutor's Office Victim Services Program	602-261-8192
Maricopa County Sheriff's Office Victim Assistance and Notification Unit (24-7)	602-876-8276

DOMESTIC VIOLENCE

National Domestic Violence Hotline	1-800-799-SAFE 1-800-799-7233 TTY: 1-800-787-3224
Arizona Coalition to End Sexual and Domestic Violence	602-279-2900 1-800-782-6400
SAFE DVS (24-7): Domestic Violence Shelter or Community-Based Services	480-890-3039 1-800-799-7739

SEXUAL VIOLENCE

EMPACT Sexual Assault Hotline	480-736-4949 1-866-205-5229
RAINN (National Sexual Abuse Hotline)	1-800-656-4673
SAFE DVS (24-7): Sexual Violence & Human Trafficking Shelter or Community-Based Services	480-890-3039 1-800-799-7739

INFORMATION AND REFERRAL SERVICES

National Human Trafficking Hotline	1-888-373-7888 TTY: 711
Department of Child Safety	1-888-SOS-CHILD 1-888-767-2445
Adult Protective Services	1-877-SOS-ADULT 1-877-767-2385
2-1-1 Information and Referral	2-1-1
LGBT National Hotline	1-800-246-7743
Trans Lifeline Hotline	1-877-565-8860

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HUMAN SERVICES DEPARTMENT
VICTIM SERVICES DIVISION



FAMILY ADVOCACY CENTER

LOCATION

2120 N. CENTRAL AVE., 2ND FLOOR
PHOENIX, AZ 85004

CONTACT

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HOURS OF OPERATION

MONDAY-FRIDAY: 8AM - 5PM