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 Impact: 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

**FAMILY ADVOCACY CENTER**

LOCATION
2220 N. CENTRAL AVE., 2ND FLOOR
PHOENIX, AZ 85004

CONTACT
PHONE: 602-534-2120
FAX: 602-534-2122
EMAIL: FAC.VICTIM.SERVICES@PHOENIX.GOV

HOURS OF OPERATION
MONDAY-FRIDAY: 8AM - 5PM

**CRISIS INTERVENTION SERVICES**

**IN AN EMERGENCY CALL 9-1-1 IMMEDIATELY**

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

**VICTIM SERVICES**

Maricopa County Attorney’s Office Victim Services Division 602-506-6952

City of Phoenix Prosecutor’s Office Victim Services Program 602-261-8392

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 (7233)

TTY: 1-800-787-3224

Arizona Coalition to End Sexual and Domestic Violence 602-279-2900

SAFE DVS (24-7) 1-800-782-6400

Domestic Violence Shelter or Community-Based Services 1-800-799-7739

**SEXUAL VIOLENCE**

EMPATH Sexual Assault Hotline 480-736-4949

TTY: 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 (2445)

Adult Protective Services 1-877-SOS-ADULT (2445)

2-1-1 Information and Referral 2-1-1

LGBT National Hotline 1-888-246-7743

Trans Lifeline Hotline 1-877-565-8860

---

**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 and 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.
- Change work hours, work phone number, or work location, if possible.
- Vary route home from work.
- Report any safety concerns to 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) 262-6510 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.