



**Pima County Attorney's Office
Victim Services Division**

32 N. Stone Suite 800
Tucson, AZ, 85701
Phone: **724-5525**

PROHIBITION AGAINST DISCRIMINATION

The Pima County Attorney's Office provides victim services regardless of race, color, national origin including persons with limited English proficiency, sex, religion, disability, age, and genetic information. If you believe that the Pima County Attorney's Office has discriminated against you, you can find information about how to file a complaint at: www.pcao.pima.gov/CivilRightsComplaint.aspx.

Domestic Violence



Pima County Resource Directory

- Court information
- Community resources
- Restraining Order Information

**Pima County Attorney's Office
Victim Services Division**

What is Domestic Violence?

- Has your intimate partner ever pushed, slapped, hit or hurt you in some way?
- Has your intimate partner ever hurt or threatened you?
- Has your intimate partner ever forced you to do something you did not want to?
- Is there anything that goes on at home that makes you feel afraid?
- Does your intimate partner prevent you from eating or sleeping, or endanger your health in other ways?
- Has your intimate partner ever hurt your pets or destroyed your clothing, objects in your home, or something you especially cared about?
- Has your intimate partner taken the children without permission, threatened to never let them see you again, or otherwise harmed them?



**Pima County Attorney's Office
Victim Services Division**

Notes

It is helpful to record the name of the agencies and people you speak with. It can help you in tracking contacts, and may assist you in remembering details during a difficult time.



Victim Services Division 724-5525

Public Assistance

Offender Services

Arizona Center for Mind/Body Therapy	721-2464
Aztec Counseling Services	297-1923
Cactus Counseling Associates	798-3659
Casa Paloma	882-0820
Center for Life Skills Development	229-6220
Counseling and Consulting Services	882-0090
Our Family Center	323-1708
Fuerza Y Esperanza Counseling Services	295-0999
Marana Health Center	682-4111
Next Step Counseling	747-0405
Portable Practical Education Preparation	792-5704
Primavera Center (job assistance)	623-5111
Reflection Family Services	795-0981
Ronstadt and Richeson Counseling	917-0149

Table of Contents

Safety Planning	1,2
Power and Control Wheel	3,4
Restraining orders	5,6
Jail/Court Information	7,8
Domestic Violence/Shelter Resources	9
Domestic Violence/Immigrant Services	9
Counseling/Mental Health Resources	10
Legal Assistance	11
Public Health Nursing/Low Income Medical	11
Community Resources/Community Shelters	12
Rent/Mortgage/Utility Assistance	12
Parenting Education/Childcare Resources	13
Food/Diapers	14
Resources for Older Adults	14
Assistance with Pets	14
Offender Services	15

Domestic Violence is a pattern of coercive control that one person exercises over another in order to get their way. Abuse is a behavior that compels another person to behave in ways that they do not freely choose, which arouses fear, and is emotionally or physically harmful.

Safety Planning

Emergency Contact: _____

Telephone Number: _____

Safety When Abusive Partner Is Home

- Stay out of rooms with no exit
- Avoid rooms that may have weapons
- Select a code that alerts friends and children to call police
- Leave a suitcase and checklist items with a friend
- Stay near a phone

When Abusive Partner Has Moved

- Obtain an Order of Protection (page 5 and 6)
- Change locks on doors and windows
- Insert a peephole in the door
- Screen calls and block your number for outgoing calls
- Get a 911 cell phone
- Notify your landlord and neighbors of the situation and ask that they call 911 if they see the abusive partner around the house

Safety at Work

- Notify your employer of the situation
- Give a photo of the abuser and a copy of the protection order to security, receptionist, front desk staff
- Screen your calls
- Have an escort to your car or the bus
- Carry a noisemaker/personal alarm
- Keep a 911 cell phone in your car

Protecting Children

- Plan and rehearse an escape route with your children
- If it is safe teach them a code word to call 911
- Notify school personnel who the children can be released to
- Give a copy of the protective order and a photo of the abusive partner to the school
- Warn school personnel not to give out your personal information

Food/ Diapers

AFL-CIO Services (food boxes, utility service for union members)	751-9672
Catholic Social Services	623-0344
Hands of Hope (diapers, maternity clothes, prenatal care)	622-5774
Greater Littletown Resource Group (Food-County residence)	574-2263
Giving Tree Outreach Program	320-5437
New Life Resource Center (diapers, maternity clothes)	889-8225
Lutheran Social Ministries (food boxes, diapers)	748-2300
Pima County Community Services Department	724-7650
Reachout (diapers, Formula, baby items)	321-4300
Community Foodbank of So AZ	622-0525
Women's Pregnancy Center (diapers)	325-6041



Resources for Older Adults

Adult Protective Services (24 hours)	872-9000
Senior Resource Network	623-9383
Administration of Resources and Choices	327-8250
Elder Shelter	566-1919
Pima County Reverse Mortgage Program	327-8250
Elder Abuse Support Services	327-2665
Pima Council on Aging (Advocacy, Ombudsman, etc.)	790-7262

Assistance with Pets

Hermitage Cat Shelter	571-7839
Safe Haven Animal Shelter	327-6088
Animal League of Green Valley	625-3170

Victim Services Division 724-5525

Public Assistance

Parenting Education

The resources listed below can offer assistance to parents who are facing challenging situations with their children. The offer support, counseling, and education.

Department of Child Safety (Family Support Services)	505-3464
Parent Aid (weekly in-home visits)	798-3304
Parent Connection (parenting classes, playgroups, support groups)	321-1500

Childcare Resources

Child Care Resource & Referral	325-5778
Parent's Anonymous	319-1040



Financial Assistance

Arizona Department of Economic Security (DES)	
Financial Assistance Hotline	855-432-7587
https://des.az.gov	

(DES has multiple offices in Pima County, must call to find out which office to go to based on your location)

City of Tucson Housing Programs	791-5262
Social Security Tucson Office 88 W 38th St #100	800-772-1213
Crime Victim Compensation (counseling, lost wages, funeral expenses, medical bills)	724-5525

When Preparing to Leave



Identification

- Drivers license
- Children's birth certificates
- Your birth certificate
- Social Security Cards
- Welfare Identification
- Medical Insurance Cards

Money

- Cash and Bank Cards
- Credit Cards
- Savings Account information
- Checkbook

Legal Documents

- Lease/Rental Agreement or Deed to House/Property
- Car Registration and Insurance Papers
- Health and Life Insurance
- Medical Records for you and your children
- School and Shot Records
- Work Permits/Green Cards/Visas
- Passport
- Divorce Papers
- Custody Papers

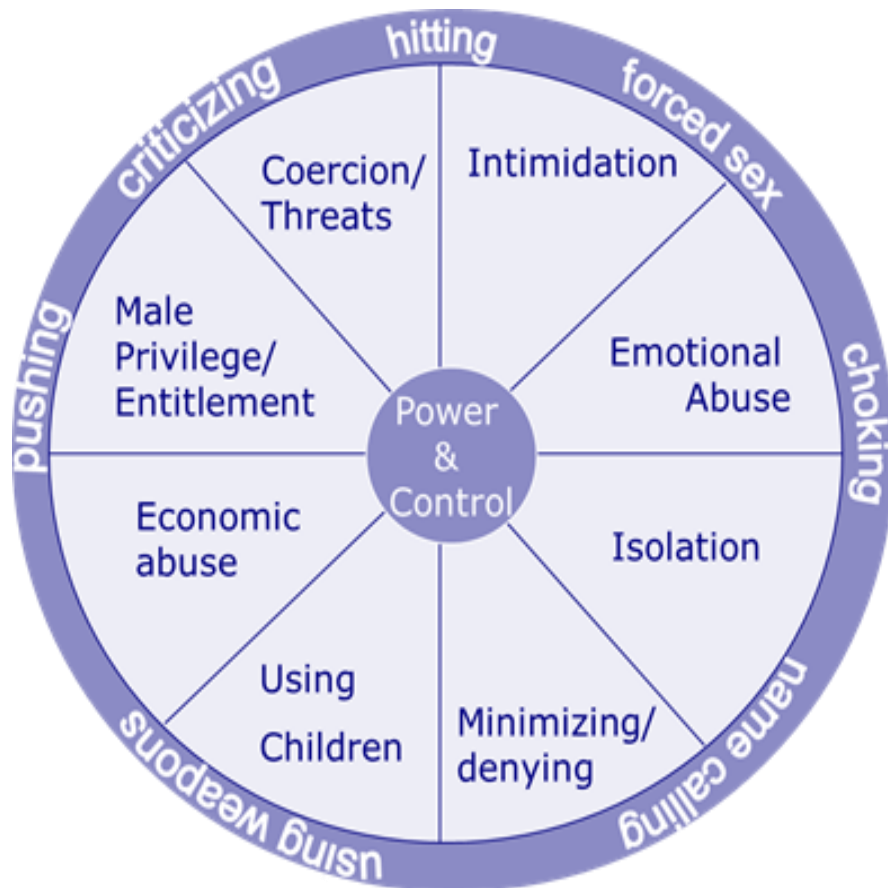
Other Items

- Keys to House, Car and Safety Deposit Box
- Medications
- Jewelry
- Address Book
- Phone Card
- Pictures of You, Your Children and the Abusive Partner
- Children's small toys
- Toiletries/Diapers
- Clothing
- Pets

Things to Do When Preparing to Leave

- Open a bank account in your name
- Get a Post Office Box
- Keep a copy of your Order of Protection with you at all times
- Keep emergency phone numbers and 911 cell phone with you

Power and Control in Domestic Violence



The Power & Control Diagram is a particularly helpful tool in understanding the overall pattern of abusive and violent behaviors, which are used by batterer to establish and maintain control over his partner. Very often, one or more violent incidents are accompanied by an array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship.

Community Resources

Community Shelters

Women and Children

Casa De Los Niño's (children under 9)	624-5600
Center for Juvenile Alternatives (teens 12-17)	670-9040
New Beginnings (24 hours)	323-1708 ext. 103
Reunion House (teens 12-17)	323-1708 ext. 146
Salvation Army Hospitality House (24 hours)	622-5411

Men

Church on the Street	312-0967
Gospel Rescue Mission (24 hours)	740-1501
Primavera Shelter	623-4300
Salvation Army Hospitality House (24 hours)	622-5411
Traveler's Aid	505-4152

Rent/Mortgage/Utilities

AZ Housing & Prevention Services (rent, mortgage, utilities)	498-4613
Chicanos Por la Causa (employment, mortgage, rent, utilities)	882-0018
Project P.P.E.P (rent, utilities)	622-3553
Marana Healthcare Center (utilities)	682-4111
Northwest Interfaith (rent, utilities, door locks, prescriptions)	297-6049
Pima County Emergency Assistance (rent, utilities-County)	243-6688
Salvation Army (rent, utilities, food boxes)	294-5224
St. Vincent de Paul Society (or contact local Catholic parish)	622-2822
Tucson Indian Center (rent, utilities for Native Americans)	884-7131
Tucson Urban League (rent, utilities-city residents only)	791-9522
City of Tucson Housing Programs	791-5262
Wings of Freedom Transitional and Permanent Housing	881-2663

Victim Services Division 724-5525

Domestic Violence Services

Legal Assistance

Southern Arizona Legal Aid	623-9465
Lawyer Referral	623-4625
Emerge! Ctr. Against Domestic Violence	795-4266
Emerge! Linea de Espanol	573-3637
Pima Council on Aging Legal Clinic	790-7262
Mexican Consulate	882-5595
AZ Coalition To End Sexual & Domestic Violence Legal Hotline (8:30-5 Mon-Fri)	1-800-782-6400



Public Health Nursing

Public Health Nurses can help with a myriad of concerns including safety, pregnancy, community services, immunizations, parenting, family planning, communicable diseases, child care information, crisis intervention, and general health.

- North Office 3550 N. First Ave., Suite 300 724-2880
- South Office 175 W. Irvington 724-7777
- East Office 6920 E. Broadway, Suite “G” 751-9086
- Green Valley Office 601 N. La Canada 648-1626
- Ajo Office 120 Estrella 387-5611

Low Income Medical

El Rio Health Center	839 W Congress	670-3909
Planned Parenthood	2255 N Wyatt Dr	408-7526
St. Elizabeth’s of Hungary	140 W Speedway #100	628-7871
Kids Care (AHCCCS)		602-417-4000

Physical and sexual assaults, or threats to commit them, are the most apparent forms of domestic violence and are usually the actions that allow others to become aware of the problem. However, regular use of other abusive behaviors by the batterer, when reinforced by one or more acts of physical violence, make up a larger system of abuse. Although physical assaults may occur only once or occasionally, they instill threat of future violent attacks and allow the abuser to take control of the woman’s life and circumstances.

Isolation: Controlling what s/he does, who s/he sees and talks to, what s/he reads, and where s/he goes. Limiting outside involvement. Using jealousy to justify actions.

Minimizing, Denying, and Blaming: Making light of the abuse and not taking his/her concerns about it seriously. Saying the abuse didn’t happen. Shifting responsibility for abusive behavior. Saying s/he caused it.

Using Children: Making him/her feel guilty about the children. Using the children to relay messages. Using visitation to harass him/her. Threatening to take the children away.

Economic Abuse: Preventing him/her from getting or keeping a job. Making him/her ask for money or giving an allowance. Taking his/her money. Not letting him/her know about or have access to family income.

Male Privilege: Treating him/her like a servant; making all the big decisions, acting like the “master of the castle,” being the one to define men’s and women’s roles.

Coercion and Threats: Making/carrying out threats to do something to hurt him/her. threatening to leave, commit suicide, or report him/her to welfare. Making him/her drop charges or do illegal things.

Intimidation: Making him/her afraid by using looks, actions, and gestures. Smashing things. Destroying her property. Abusing pets. Displaying weapons.

Emotional Abuse: Putting him/her down. Making him/her feel bad about herself. Calling him/her names. Making him/her thinks s/he’s crazy. Playing mind games. Humiliating him/her. Making him/her feel guilty.

Restraining Orders

Order Of Protection

This type of court order is intended to prevent acts of domestic violence. An Order of Protection can be requested if:

- Married or Divorced
- Living together now or in the past
- Family member
- Have had child together, or one of the parties is pregnant
- Dating or were dating



There is **no fee** to file an order of protection, or to serve the order.

Injunction Against Harassment

This type of court order prohibits a person from harassing another person or business. This type of order can be requested if:

- Neighbor
- Co-worker
- Stranger

A waiver may be requested if the requesting party cannot afford fees associated with Injunction against Harassment.

All Restraining Orders

- Plaintiff/Victim can complete the application to request an order by going to AZPOINT.azcourts.gov. This is a user friendly website that can be access via mobile phone or any internet capable device.
- You will need to create an account using a safe email address. If you do not have a safe email address you can create one for free using Yahoo Mail, Gmail, Hotmail or other free email portal.
- Your AZPOINT Login ID: _____
- Your AZPOINT Login Password: _____
- Your application will be saved in the AZPOINT Cloud for 90 days before you will need to see a judge or start a new application.
- You will be notified via this email address regarding the status of your order being served or if the defendant is contesting the order.

Counseling/ Mental Health

Arizona Children’s Association	622-7611
Catholic Social Services	623-0344
Center for Life Skills Development	229-6220
AVIVA Children’s Services	327-6779
Community Partnership of Southern Arizona	325-3069
Elder Shelter & Later Life DV Services	566-1919
Esperero Family Center	326-8424
Our Family Center	323-1708
Help On Call	323-9373
Jewish Family and Children’s Services	795-0300
La Frontera	838-3804
Las Familias	327-7122
Oasis Center	626-2051
Our Family Center (24 Hour)	323-1708
U of A Counseling Services	621-3334
Reflection Family Services, Inc.	795-0981
Southern Arizona Center Against Sexual Assault	327-7273
Southern Arizona Child Advocacy Center	724-6600
Southern Arizona Mental Health Center (24 hour)	617-0043
Su Voz Vale/ Your Voice Counts	327-1171
Tu Nidito (grief counseling)	322-9155
SAAF Anti-Violence Project (24 hour)	624-1779
YWCA Women’s Counseling Network	884-7810 ext. 109

Victim Services Division 724-5525

Domestic Violence Services

Shelters and Safe Houses

Elder Shelter DV 566-1919
 Emerge! Center Against Domestic Abuse
 795-4266 or 1-888-428-0101
 (TTY 795-3177)
 Emerge! Linea de Español 573-3637
 SAAF LGBT Hotline 1-800-553-9387
 Komckud Ki: –Tohono O-Odham Nation
 (safe house) 1-866-666-4889
 Genesis House 648-3589
 (Green Valley/Sahuarita)



Domestic Violence Advocacy

National DV Hotline 1-800-799-SAFE
 Emerge! Center. Against Domestic Abuse 881-7201
 Emerge! Linea de Espanol 573-3637
 DMAFB Family Advocacy 228-2104
 Casa Community Services (Green Valley) 344-8890
 Pima County Attorney’s Office Victim Services Division 724-5525
 Tucson Indian Center 884-7131
 Tohono O’Odham Nation, Prosecutor’s Office 303-4590
 SAAF LGBT Hotline 1-800-553-9387
 Administration of Resources and Choices Elder Abuse 623-9383
 Community Outreach for the Deaf 792-1906

Immigrant Services

Pima County Bar Association 623-4625
 Southern Arizona Legal Aid 623-8258
 Mexican Consulate 882-5595
 Jewish Family and Children’s Services of Southern AZ 795-0300
 Lutheran Social Ministry of the Southwest 748-2300

Pima County Attorney’s Office

All Restraining Orders Cont.

- After you complete your AZPOINT application, take the code you were provided to the courthouse to finish the process.
- Your AZPOINT completed application code: _____
- To be in effect, the defendant named in the order must be physically served with the document by a law enforcement officer or process server.
- Effective for **one year** from the date of service.
- To renew, you must reapply at the appropriate court before the year expires.
- Orders/Injunctions are independent of the “conditions of release” imposed by a judge on a defendant in a criminal case.
- Defendant *may* be arrested if the order is violated.
- Orders prohibit the defendant from contacting the plaintiff/victim.
- The defendant has the right to contest the order and be heard by a judge. The court will notify you, the plaintiff/victim of any hearing date and time. Remember to keep your contact information updated in the AZPOINT portal/with the courts.
- If you do not appear at the hearing where the defendant is contesting the order, the order will be dismissed.
- Only a judge can modify or dismiss a restraining order.

Where to obtain a restraining order

Pima County Superior Court 110 W. Congress 724-3210 (M-F, 8-5) (For cases with a pending divorce or paternity action, or if you plan to file within 30 days)	Pima County Justice Court 240 N Stone 724-3122 (M-F 8:30-4:30)
Tucson City Court 103 E. Alameda 791-4971 (M-F, 8-5)	Marana Municipal Court 11555 W. Civic Center Drive 382-2700 (M-F, 8-4)
Oro Valley Magistrate Court 11000 N. La Canada 229-4780 (M-F, 8-5)	Green Valley Justice Court 601 N La Canada (Green Valley) 520-648-0658 (M-F, 8-4)
	Sahuarita Municipal Court 360 W Sahuarita Center Way 520-344-7150 (M-F, 8-4)

Jail and Court Information

What happens when a person is arrested?

After arrest, the person is transported and booked into the Pima County Jail. The law requires that the person appear before a judge within 24-hours of the arrest. This initial appearance can occur within just a few hours depending on the time of day the person was arrested. At the **initial appearance**, the judge will:



- Inform the arrestee of the charges;
- Set the arrestee's conditions of release and appoint counsel if necessary; and
- Decide if the arrestee should be held in jail, released after posting a bond, released on their own recognizance, or released to a third party such as Pretrial Services.

A **victim has the right** to express to the court their feelings, concerns and opinions about the arrestee's **release**. The victim can attend the **Initial Appearance** and tell the judge if the victim would like the defendant held or released from custody. At that time, the victim may share any concerns about security and safety. The victim may also request that the arrestee have no contact with them or their family, and not be permitted to come to the victim's residence or workplace. A Pima County Attorney will be present at the initial appearance and will be available to assist. Pretrial Services will make every effort to contact you prior to the initial appearance to ask for input regarding the defendant's release. If you have not been contacted within two hours of the hearing you are encouraged to contact **Pretrial Services** at **351-8282**. If a victim would like to be notified if the defendant is released from jail, they must contact **Inmate Records** at **351-8200** (24 hour phone line.)

Initial appearances are held two times each day:

- **At 9:00 a.m. Initial Appearances** are held at the **Pima County Jail Complex** located at 1801 S Mission.
- **At 8:00 p.m. Initial Appearances** are held at the **Pima County Jail Complex** located at 1801 S Mission.

Usually, those defendants arrested between the hours of 7:30 p.m. and 7:30 a.m. attend the 9a.m. court session. Those arrested between the hours of 7:30 a.m. and 7:30 p.m. usually attend the 8p.m. session. There may be times when the defendant is seen earlier or later, dependant upon the individual circumstances of the arrest.

Juvenile Cases

All Juvenile Cases are handled at the **Pima County Juvenile Court Center** located at **2225 E. Ajo Way**. If the defendant is a juvenile and has been **physically arrested** (not cited and released) the victim may attend the Juvenile Detention Hearing:

- Monday through Friday, Juvenile Detention hearings are held at **2:30 p.m.** The victim may call **724-2991** between 8 a.m. and 5 p.m., and ask to speak to a Victim Advocate to give input about release.
- On weekends, Juvenile Detention Hearings are held at **10 a.m.** Call **724-2003** to give input.

Jail/Court Directory

Tucson City Court 103 E. Alameda	791-4971
City Prosecutors Office 103 E. Alameda, 5th Floor	791-4104
South Tucson Prosecutor's Office	729-2424
City Victim Assistance 103 E. Alameda, 5th Floor	791-5483
VINE (City of Tucson victim notification services)	800-721-7937
Pima County Justice Court 240 N Stone	724-3171
Pima County Superior Court 110 W Congress	724-3210
Pima County Attorney's Office 32 N. Stone	724-5600
Pima County Jail	351-8311
Pre-Trial Services	724-3310