



# BOOK HAND

## V I C T I M S E R V I C E S

CRISIS INTERVENTION | RESOURCE CONNECTION



The Mission of the Victim Services Unit is to enhance the response of law enforcement by providing crisis intervention, advocacy, and access to resources that reduce the impact of trauma on individuals.

# WELCOME

***Confidentiality:*** Know that your conversations with TCSO Victim Services are documented, and therefore not confidential among law enforcement and government agencies. Victim Services can refer you to community agencies who can maintain your confidentiality.

The Victim Services Unit provides:

- Crisis intervention through on-scene and/or phone support
- Assistance with exercising constitutional and/or statutory rights
- Support through the criminal justice process
- Assistance with establishing and maintaining personal safety
- Assistance with Crime Victims' Compensation applications
- Assistance with community resource connection
- Advocacy

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# CASE INFO

**CASE #:** \_\_\_\_\_

## VICTIM SPECIALIST

**NAME:** \_\_\_\_\_

**PH #:** \_\_\_\_\_

## DEPUTY

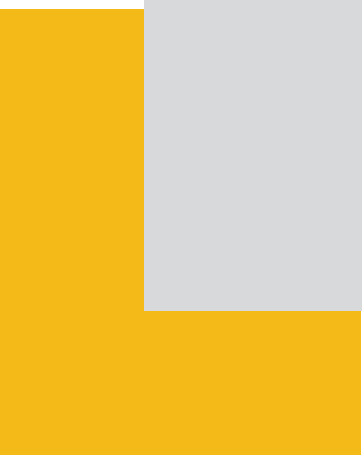
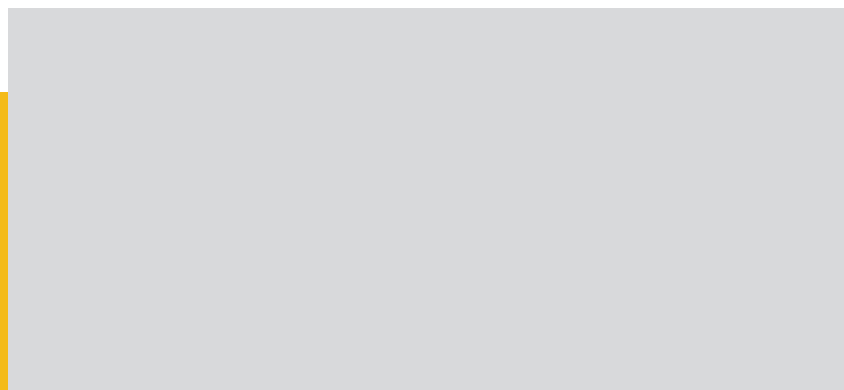
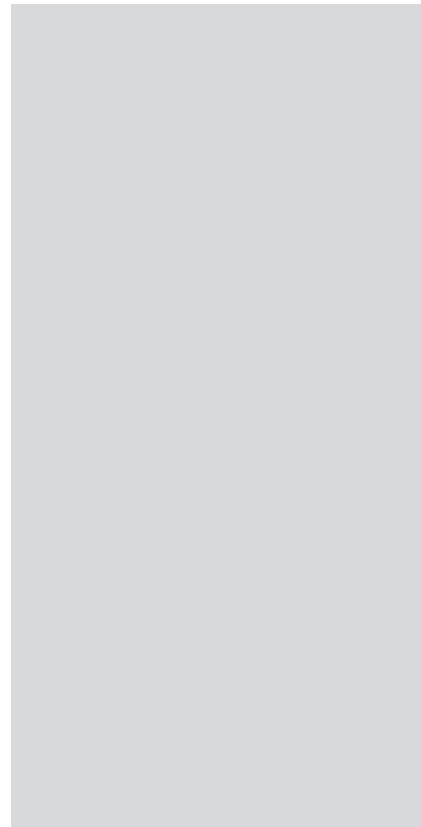
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**PH #:** \_\_\_\_\_

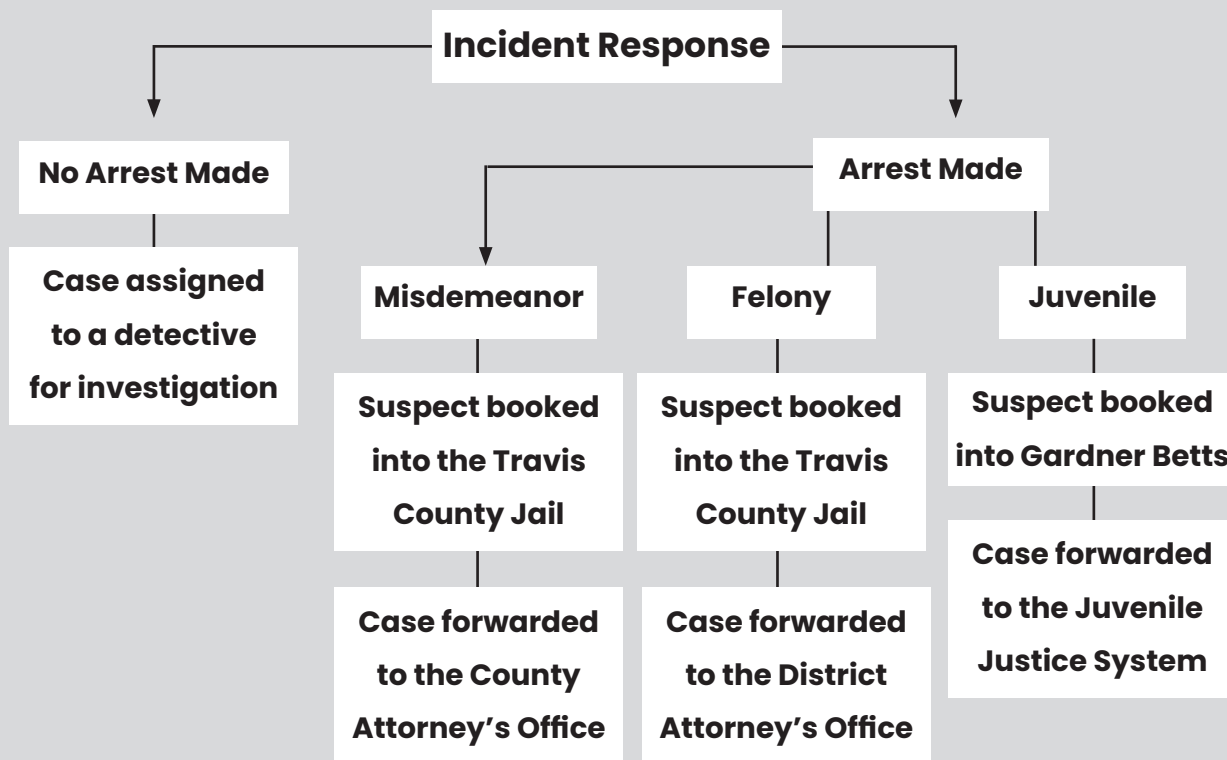
## DETECTIVE

**NAME:** \_\_\_\_\_

**PH #:** \_\_\_\_\_



# AFTER THE INCIDENT



## HELPFUL RESOURCES

**IVSS (Integrated Victim Services System):** A free and anonymous service that provides victims' notification regarding an inmate's release. You can register online at <https://ivss-counties.tdcj.texas.gov/>.

**District Attorney's Office Victim Services:** For additional information on a felony case, contact 512-854-9449.

**County Attorney's Office Victim Services:** For additional information on a Misdemeanor case, contact 512-854-9498.

**Gardner Betts Juvenile Justice Center Victim Services:** (Suspects 16 and younger) For more information on a Juvenile case, contact 512-854-7000.

**Travis County Jail:** An adult suspect will be booked into TCJ if arrested. The booking process takes 24-48hrs. During this time, the suspect will go before a judge to determine his/her conditions. You can reach TCJ at 512-854-9033.

**Pretrial Services:** Interviews the suspect to determine what type of bond s/he will be eligible for. To convey safety concerns, make suggestions, or receive more information regarding the bond, you can contact Pretrial Services at 512-854-9381.

# SAFETY PLANNING

## Travis County Attorney's Office Protective Order Division

512-854-4163  
M-F 8:00 AM-3:30 PM  
314 W 11th St.  
Austin, TX 78701



## PROTECTIVE ORDERS

**A criminally enforceable civil court order that protects victims from Family Violence, Sexual Assault, Stalking, and Trafficking.**

### EPO

#### Emergency Protective Order

- Requested by a deputy at the time of arrest
- Issued by the judge at the time of magistration
- Valid for 60-120 days

### PO

#### Protective Order

- Applied for by the victim through the County Attorney's Office.
- Issued by the judge upon review
- Valid for 2 years-lifetime

## LEGAL AID RESOURCES

Texas Advocacy Project (TAP)  
512-476-5377

Texas Rio Grande Legal Aid (TRLA)  
512-374-2700

## LEASE TERMINATION

Victims of Family Violence, Sexual Assault and Stalking who meet certain criteria may be eligible to terminate a lease without liability for future rent and/or other sums due for early termination.

For more information, please contact TCSO Victim Services at 512-854-9709.

## SAFETY TIPS

- Remain alert and be aware of your surroundings
- Change your routes of travel to be less predictable
- Reach out to a trusted friend/family member for support
- Change/add locks to doors, windows
- Install cameras/security system Set aside a packed bag and copies of important documents
- Create a safety plan
- Open a bank account in your name and deposit as much money as safely possible
- Get a PO box in your name to safely receive mail
- Have a 911 phone stowed in a safe place
- Change your phone number
- Share your location with a trusted friend/family member
- Create an exit plan

# CASE TYPE: FAMILY VIOLENCE

It is a crime for any member or former member of your family or household to cause you any physical injury or harm or issue threats that cause you to fear imminent injury or harm. This also includes dating or former dating partners.

## SIGNS OF ABUSE

### PHYSICAL ABUSE

- Any form of physical harm
- Pressuring you or forcing you to have sex
- Threats of physical harm

### PSYCHOLOGICAL ABUSE

- Isolation from friends/family
- Threats to harm themselves
- Making you feel like you can't do anything right and that no one else would want you
- Explosive moods

### VERBAL ABUSE

- Putting you down frequently, especially in front of others
- Blaming you for their problems
- Using your insecurities against you



**Tension Building:** Your partner begins displaying signs of abuse that increase in consistency and intensity. You may notice irritability, emotional outbursts or impatience.

**Incident:** Your partner uses physical violence, manipulation, intimidation/threats.

**Reconciliation:** Your partner attempts to apologize, provide gifts, promise change.

**Calm:** Your partner gaslights you into thinking the incident never happened, excuses the behavior, blames it on you.

**Disturbance Standby:** If you need to grab household items and know the suspect may be in the home, contact dispatch non-emergency line at 512-974-0845 opt. 3 to request a deputy on scene.

## 24/7 Confidential Resources

### SAFE

Call: 512-267-7233

Text: 737-888-7233

Website: [safeaustin.org](http://safeaustin.org)

### National Domestic Violence Hotline

Call: 1-800-7997233

Text: START to 88788

Website: [thehotline.org](http://thehotline.org)

### AFSSA

Call: 1-877-281-8371

Website: [afssaustin.org](http://afssaustin.org)

Reference page 6 for more information on safety planning.  
Please contact TCSO VSU at 512-854-9709 for additional assistance.

# CASE TYPE: SEXUAL ASSAULT

Sexual violence is often perpetrated by someone the victim knows: an acquaintance, friend, dating partner, spouse, or other family member. Sexual violence also frequently occurs in relationships where domestic violence is present. These factors can lead to feelings of betrayal, shame, self-doubt, and self-blame.



**If you believe you have been a victim of sexual assault, you have choices.**

**REPORTING:** If you choose to report, your case will be assigned to a Detective for investigation and a Victim Services Specialist for support and resources. The sooner a report is made, the higher the chance for collecting substantial evidence. Investigating these cases can take some time in order to gather the needed information. The Detective and Victim Services Specialist are available throughout this process to provide updates as they are received.

**NON-REPORTING:** If you choose not to report, you are still able to receive a Sexual Assault Forensic Exam (SAFE), which is used for DNA collection and providing reassurance. The exam will also document any injuries sustained and offer the option of medical testing and treatment. During this exam, you have the right to a confidential community advocate. A confidential advocate can be provided through organizations such as SAFE Alliance and Brave Alliance (contact below).

**Pseudonyms:** A pseudonym can be used in place of the victim's legal name in all public files and records concerning the offense, including police summary reports, press releases, and records of judicial proceedings. A pseudonym form must be completed and provided to the investigating law enforcement agency.

**Consent:** In Texas, the legal age of consent is 17 and older. Know that consent can be withdrawn at any point before or during sexual activity.

## HELPFUL CONTACTS

### SAFE Alliance

4800 Manor Rd A, Austin, TX 78723  
Call: 512-267-7233

### Brave Alliance

301 Denali Pass Dr Suite 5, Cedar Park, TX 78613  
Call: 512-738-8817

### National Sexual Assault Hotline

Call: 800-656-4673  
Text: HOPE to 64673 Website: [rainn.org](http://rainn.org)

## SEXUAL ASSAULT FORENSIC EXAM (SAFE)

The purpose of this forensic exam is to attempt to gather additional evidence as well as provide reassurance. The exam is conducted by a specially trained SANE or Sexual Assault Nurse Examiner. The exam usually takes a few hours to complete.

During this process, you may be accompanied by a community advocate or Victim Services Specialist at your request. Crime Victims Compensation (CVC) can potentially cover medical expenses related to the incident.

Reference page 6 for more information on safety planning. Please contact TCSO VSU at 512-854-9709 for additional assistance.

# CASE TYPE: CHILD ABUSE

If you are the parent or guardian of a child experiencing abuse, it is important that you don't ask about the incident with the intent to obtain information to aid the investigation. If the child feels comfortable to share, then be a listening validating ear and offer support however most helpful to the child. Remind the child that what happened to them is NOT their fault.

## NEXT STEPS

**Forensic Interview (FI):** a non-leading, recorded interview with the child to begin the investigative process. This interview is the child's statement used for investigation to lessen the amount of times s/he speaks about the incident. The interview is conducted at an advocacy center by a forensic interviewer, who is specially trained to speak with children.

**Sexual Assault Forensic Exam (SAFE):** If within 120 hours of the incident, you may be asked to participate in a SAFE. The purpose of this exam is for a specially trained pediatrician to conduct a wellness exam as well as collect evidence that may be used in the investigation. If after 120 hours, the child may be referred for a non-acute SAFE after the forensic interview is conducted.

## HELPFUL CONTACTS

### **Dell Children's Medical Center (DCMC)**

4900 Mueller Blvd Austin, TX 78723  
Call: 512-324-0000

### **Brave Alliance**

301 Denali Pass Dr Suite 5, Cedar Park, TX  
78613  
Call: 512-738-8817

### **Center for Child Protection (CCP)**

8509 FM 969 Bldg. 2, Austin, TX 78724  
Call: 512-472-1164

### **TCSO Child Abuse Unit**

Call: 512-854-3353 (M-F, 7 AM-5 PM)

Scan for additional  
information on the  
processes conducted  
at the Center for  
Child Protection.



## MENTAL HEALTH CRISIS SUPPORT

If your child is experiencing a mental health crisis and is an immediate threat to themselves or others, contact 911.

If your child is experiencing a mental health crisis and is not a threat to themselves or others, you can contact the Integral Care 24/7 Crisis Helpline at 512-472-4357.

# CASE TYPE: DEATH INVESTIGATION

Surviving the death of a loved one can be one of life's most overwhelming and painful experiences. The grief process is unique to each person, and it may make you feel like you are doing or saying things that are uncharacteristic. You are not alone in feeling this way. During this process, it is important to offer yourself patience, compassion, and willingness to ask for help.

## NEXT STEPS

**When a death needs to be investigated, there are several entities involved. The main entities you will personally communicate with are the assigned TCSO Detective and the Travis County Medical Examiner's Office.**

TCSO is required to conduct an investigation for a number of incident types. A Detective from the TCSO Homicide Unit will be assigned to the case for investigation.

The Travis County Medical Examiner's (ME) Office will be conducting their own investigation to better understand the medical cause of death, through a medical examination. The ME's Office is responsible for releasing the family member to the chosen funeral home once their investigation is complete. The ME will be in contact with the next of kin regarding next steps.

**You can contact the Travis County Medical Examiner's Office at 512-854-9961.**

## FINANCIAL ASSISTANCE

**Indigent Burial:** Assists low-income families with burial. For more information contact Health and Human Services at 512-854-1440

**Crime Victims Compensation (CVC):** If a crime-related death, the Office of the Attorney General can potentially pay/reimburse victims or claimants for costs related to the crime such as medical costs, crime scene clean up, funeral costs. To receive an application or more information on applying, contact TCSO Victim Services at 512-854-9709.

## RESOURCES

**Crime Scene Clean-Up:** Specialized 24/7/365 cleaning services trained to return the property to pre-incident condition.

**AD Valor Technical Cleaning Company**  
737-263-0556

**Emergency Cleaning Solutions**  
512-920-5682

**New Start Biorecovery**  
512-663-1186

**Total Decon Inc.**  
888-411-3266

**Grief Support:** It can be helpful to walk through the grief process within a community.

**The Christi Center**  
512-467-2600

**Grief Share**  
800-395-5755

**People Against Violent Crime**  
512-837-7287

# RESOURCES

## Confidential Crisis Hotlines

**Suicide Hotline: Call or Text 988**

**Integral Care Mobile Crisis Outreach Team (MCOT): 512-472-4357**

**Trevor Project (LGBTQ youth): 866-488-7386**

**Veteran Crisis Line: 1-800-273-8255 opt. 1 or text 838255**

## EMERGENCY SHELTER

**Salvation Army Rathgeber Center**  
737-256-6926

**Salvation Army Women & Children's Shelter**  
512-933-0600

**Lifeworks (Youth & Young Moms)**  
512-735-2400

### FAMILY VIOLENCE/SEXUAL ASSAULT:

**SAFE Alliance (Austin)**  
512-267-7233

**Hays-Caldwell Women's Center**  
512-396-4357

**Family Crisis Center (Bastrop)**  
512-321-7760

**Hope Alliance (Williamson County)**  
512-255-1212

**Highland Lakes Family Crisis Center (Marble Falls)**  
830-693-5600

**Contact United Way at 211 or visit [unitedway.org/211](https://www.unitedway.org/211) for additional resources in your area. The number is a free, confidential multilingual resources available 24/7.**

## STRUCTURE FIRES

**American Red Cross of Central Texas**  
2218 Pershing Drive, Austin, TX 78723  
833-583-3111 (24/7 dispatch line)  
[www.redcross.org/tx/austin](https://www.redcross.org/tx/austin)

Assists victims with emergency shelter. Services include clothes, meals, mental health services, counseling and emergency medications

## Immigration Options for Victims

**U Non-immigrant Status (U-Visa):** a temporary four-year visa for immigrant victims of crime, allowing legal status, state/federal benefits and work authorization.

**T Non-immigrant Status (T-Visa):** a temporary visa for immigrant victims of human trafficking, allowing legal status, state/federal benefits and work authorization.



**Scan for additional information applying for a U-Visa.**

# VICTIMS' RIGHTS

Victims of specific offence (sexual assault, kidnapping, aggravated robbery, trafficking of persons, injury to a child/elderly person/disabled person) or victims who have suffered personal injury or death as a result of the criminal conduct of another have specific rights within the criminal justice system. There are three parts of the system that you may interact with: Law Enforcement, Prosecution, and Post-Conviction. In each step of the process, there are designated agencies with responsibilities to address your needs as a victim.

## LAW ENFORCEMENT

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### Automatic Rights

1. You have the right to adequate protection from harm and threats of harm arising from cooperation with the criminal justice system;
2. You have the right to have a magistrate take your safety or your family's safety into consideration as an element in fixing the amount of bail for the accused;
3. If the accused is a child, you have the right to have the court take your safety or your family's safety into consideration as an element in determining whether the child should be detained before the child's conduct is adjudicated;
4. You have the right to be informed of Crime Victims' Compensation Fund including expenses that can be compensated, eligibility, and how to apply;
5. You have the right to the prompt return of your property taken as evidence when it is no longer required;
6. You have the right to a Sexual Assault Forensic Exam (SAFE) within 120 hours of an assault: and,
7. If the accused is arrested for a family violence offense, the jail shall make a reasonable attempt to give personal notice to you, the victim, of their imminent release.

### Requested Rights

1. You have the right to have a law enforcement officer explain the accused's rights to bail as well as the procedures in a criminal investigation;
2. You have the right to referral to available social services agencies that may offer assistance; and,
3. Any sexual assault victim, family violence victim or victim of stalking has the right to use a pseudonym of their choice rather than his/her name used in public records

# VICTIMS' RIGHTS

## PROSECUTION

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### Automatic Rights

1. You have the right to provide information to a probation department conducting a pre-sentencing investigation concerning the impact of the crime upon the victims and family;
2. You have the right to have a separate waiting area before testifying in any court proceeding concerning the offender;
3. You have the right to prompt return of your property taken as evidence when it is no longer required;
4. You have the right to be informed of the uses of a Victim Impact Statement (VIS), the right to complete a VIS, and the right to have the VIS considered by the state's attorney before a plea agreement is accepted;
5. You have the right as a victim of an assault or sexual assault that is younger than 17 or whose case involves family violence to have the court consider the impact on the victim of a continuance requested by the defendant; and,
6. In capital felony cases these additional rights apply:
  - You have several specific rights in regard to defense-initiated victim outreach;
  - You have the right as a victim, a victim's guardian, or close relative of a deceased victim to be present at all public court proceedings;
  - You have the right to not be contacted by a victim outreach specialist unless you give permission for that contact; and,
  - The state's attorney along with the law enforcement agencies shall ensure that a victim, a victim's guardian, or close relative of a deceased victim is afforded full victim rights granted by the statute

### Requested Rights

1. You have the right to be informed by the state's attorney of relevant court proceedings;
2. You have the right to be informed by an appellate court of their decision before it is made public;
3. You have the right to be informed by the District Attorney's Office of general procedures in the criminal justice system, including guilty plea negotiations, restitution, and appeal and parole processes;
4. You have the right to have the attorney for the state notify the employer of the victim of the necessity of the victim's cooperation and testimony in legal proceedings that may require the victim's absence from work; and,
5. Victims rights for the crime for sexual assault:
  - Disclosure or information regarding any evidence collected during the investigation;
  - Disclosure of information regarding the status of analysis of such evidence;
  - To be notified at the time that evidence is submitted to a crime lab for analysis as well as right before to be notified of a request for biological evidence to be compared to DNA databases along with the right to be notified of the results of such DNA comparisons;
  - The right to counseling regarding AIDS and HIV; The right to testing for AIDS and HIV; and,
  - The right to have an indicated perpetrator tested for AIDS and HIV

# VICTIMS' RIGHTS

## POST-CONVICTION

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### **Automatic Rights**

1. You have the right to participate in the parole process;
2. You have the right to have a judge consider your Victim Impact Statement (VIS) before sentencing;
3. You have the right to have your Victim Impact Statement considered by the Board of Pardons and Paroles before and inmate is released on parole;
4. You have the right to supply any information on an inmate to the Board of Pardons and Paroles for their consideration.

### **Requested Rights**

1. You have the right to be informed of parole procedures;
2. You have the right to be informed of parole proceedings concerning a defendant in the victim's case;
3. You have the right to request victim-offender mediation through the Texas Department of Criminal Justice; and,
4. You have the right as a family member of a murder victim to view the execution of the offender.

# CONTACT INFO

**TCSO VICTIM SERVICES UNIT**

**512-854-9709**

**M-F, 8 AM - 5 PM**

**512-974-0845, OPTION 3 (AFTER HOURS)**

**[tsovs@traviscountytexas.gov](mailto:tsovs@traviscountytexas.gov)**

**[www.tcsheriff.org/VictimServices](http://www.tcsheriff.org/VictimServices)**

## TRAVIS COUNTY AREA LAW ENFORCEMENT AGENCIES



Travis County Sheriff's Office  
512-854-9770



Austin PD  
512-974-5000



Bee Cave PD  
512-767-6650



Jonestown PD  
512-267-7007



Lakeway PD  
512-314-7590



Lago Vista PD  
512-267-7174



Manor PD  
512-314-7590



Mustang Ridge PD  
512-267-7174



Rollingwood PD  
512-314-7590



Sunset Valley PD  
512-267-7174



Westlake PD  
512-314-7590



**Scan for additional resources.**

# NOTES

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