



Irving Police Department
Victim Services
RESOURCE GUIDE



Irving Family Advocacy Center
600 W. Pioneer Drive
Irving, TX 75061
(972) 721-6560

VICTIM SERVICES UNIT

The Irving Police Department (IPD) has staff dedicated to assisting individuals who have been impacted by violent crime. This team is housed at the Irving Family Advocacy Center and is available to answer questions or concerns you may have in the next couple of days or weeks. Staff are in the office Monday through Friday from 8 a.m. to 5 p.m. and can be reached by calling (972) 721-6560.

RESOURCES IN THE GUIDE

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Things That May Help

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WHAT IS TRAUMA?

Trauma is the experience of severe emotional, physical or psychological distress following an overwhelming or life-threatening event. Reactions to trauma can appear immediately after an event, days or even weeks later.

Some symptoms in adults can include:

- Change in sleeping or eating habits
- Cannot think clearly/confused/difficulty focusing
- Scared
- Nervous/jumpy/anxious
- Stressed
- Flashbacks
- Irritable or angry
- Depressed
- Isolated
- Headaches or stomachaches
- Strained relationships
- Nightmares
- Thoughts that will not go away, memories of the event

Things that may help:

- Try to return to a normal routine as much as possible.
- Do not make major decisions or changes right now (unless they are to ensure your safety).
- Eat healthy foods and drink plenty of water.
- Get plenty of rest/sleep.
- Talk about feelings and concerns with family and friends.
- Exercise or take a walk.
- Avoid using alcohol or drugs.

If trauma symptoms last more than a few days or are interfering with normal daily functions, support may be needed in dealing with trauma. Contact the Victim Services Unit at (972) 721-6560 to find out about resources available to help.

CHILDREN AND ADOLESCENTS AFFECTED

BY TRAUMA:

All children respond differently to a traumatic event.

The following are some common reactions.

Children ages 11 and younger:

- Fearful of separation from parent
- Crying
- Whimpering
- Excessively clingy
- Regressive behaviors
- Withdrawal
- Disruptive behavior
- Inability to pay attention
- Nightmares
- Sleep problems
- Irrational fears
- Irritability
- Refusal to attend school
- Outbursts of anger/screaming
- Fighting
- Stomachaches or headaches
- Depression
- Anxiety
- Feelings of guilt
- Emotional numbing
- Avoidance

Adolescents ages 12-17:

- Flashbacks
- Nightmares or other sleep problems
- Avoidance of any reminders of the traumatic event
- Depression
- Substance abuse
- Problems with peers
- Antisocial behavior
- Withdrawal
- Isolation
- Stomachaches or headaches
- Suicidal thoughts
- Refusal to attend school or related activities
- Academic decline
- Confusion
- Guilt
- Revenge fantasies

Things that may help:

- Know that everyone may react differently to trauma.
- Encourage children to express feelings without passing judgment.
- Let children know that it is okay to feel upset.
- Allow time to talk about experience and feelings.
- Reassure children that the event was not their fault.
- Do not shame or criticize if they display regressive behaviors.
- Encourage them to make decisions to experience a level of control.
- Provide phone and texting resources for the youth to get support.

Sometimes children and youth feel more comfortable talking to someone outside their family. Youth can get support by calling (800) 989-6884, texting (512) 872-5777 or chatting at TexasYouth.org.

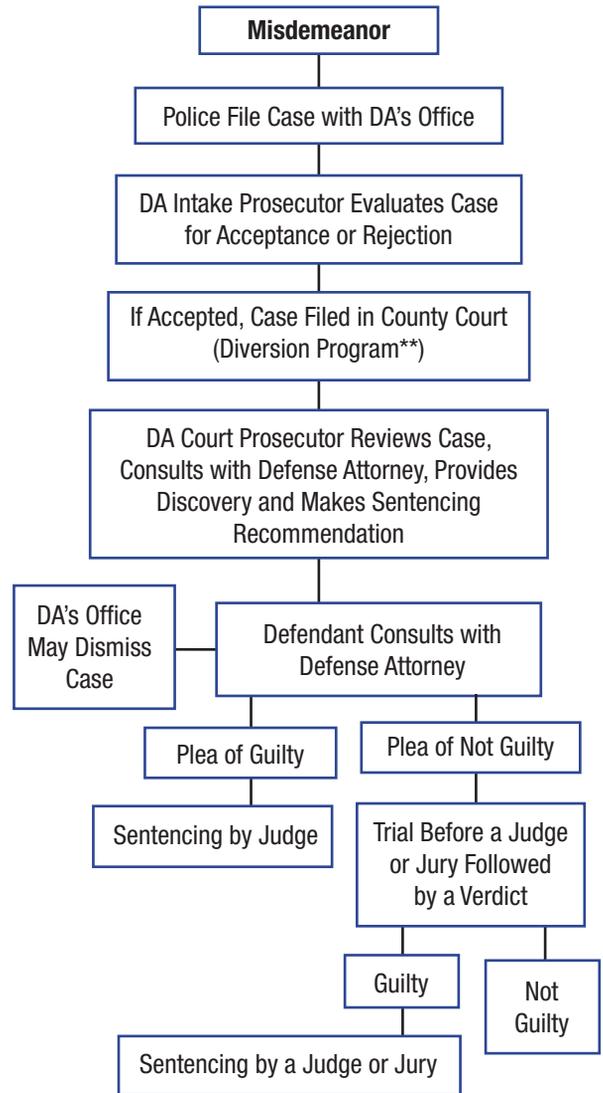
WHAT HAPPENS AFTER AN ARREST?*

CRIMINAL JUSTICE PROCESS

If a police report has already been filed with Irving, the first step in the criminal justice process is complete. It is hard to predict the next step for each case. The following information may be useful as the case moves through the criminal justice process.

Process	Action
Report Made	IPD can provide the report number. To obtain a copy of the report, contact the Records Department at (972) 721-2437.
Citation Issued	The suspect will need to follow up with the Municipal Court to resolve the ticket by calling (972) 721-2451.
Referred to City Attorney	If the victim decides to prosecute, they need to call (972) 721-3600.
Investigator Assigned	If this is a family violence case, call (972) 721-6560. All other cases, call (972) 721-2535.
Warrant Issued	Once a warrant is issued, the suspect could be arrested in another jurisdiction.
Arrest - Suspect taken to Irving Jail	For information on bond and custody status, call (972) 721-3608.
Suspect in Dallas County Jail	To be notified of suspect's release from custody, register with VINE at Vinelink.com or call (877) 894-8463.

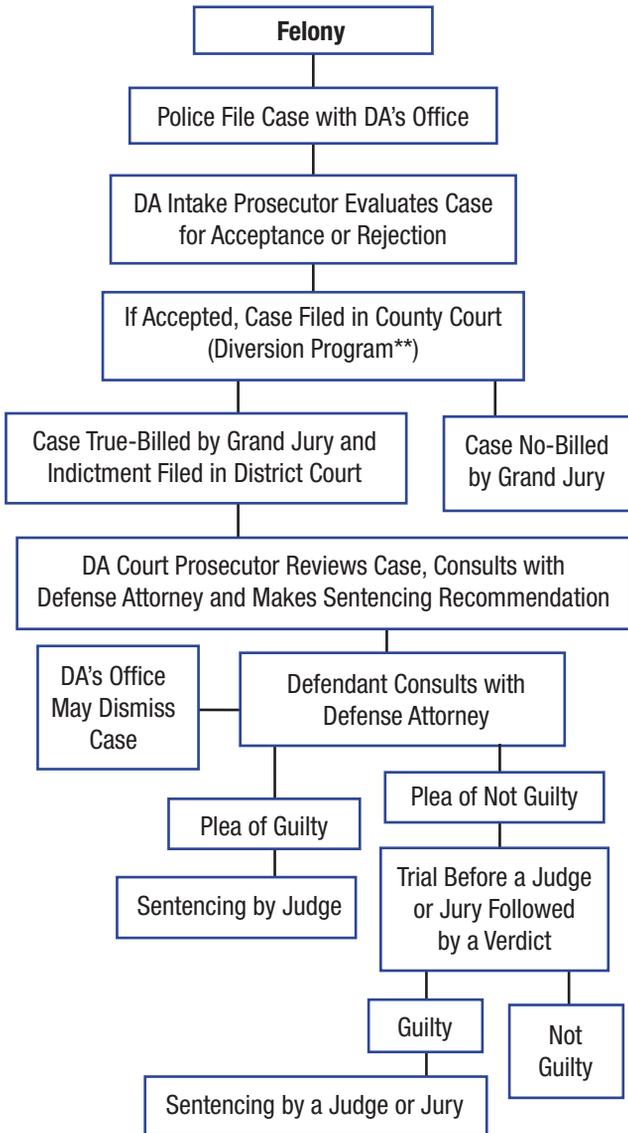
If an arrest has already been made, the chart below is a general guide that can help explain how a case might progress. Every case is handled differently depending on unique circumstances.



*These diagram shows a general summary of the work flow of a criminal case and does not reflect all possible steps in the criminal justice process.

**The DA's Office also advocates for pretrial diversion opportunities for those who qualify. Currently, the DA's Office funds and sponsors two diversion programs, A.I.M. (for youth offenders) and S.E.T. (for offenders suffering from mental illness). Additionally, the DA's Office participates in 13 other specialty courts or diversion programs run by a sitting district or county court judge.

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SAFETY FOR VICTIMS OF VIOLENT CRIME

It is never the victim's fault that a crime has occurred. A violent crime can happen anywhere and at any time. Below are some things that could help promote personal safety:

- Be aware of the surroundings.
- Stay off of phone when walking outdoors.
- Talk to neighbors about any safety concerns.
- Lock all doors and windows.
- Have people check in on you regularly.
- Contact police if you see something suspicious or concerning.
- Do not fight to retain purse, phone or other personal belongings.

SAFETY FOR VICTIMS OF DOMESTIC VIOLENCE

Whether an individual chooses to leave or stay in a relationship where violence has occurred, the IPD's Victim Services Unit wants to help plan for safety. You can get help developing a personalized safety plan for home, work, school, children and technology by calling (972) 721-6560 or visit TheHotLine.org to see some ideas.

Warning signs for victims of domestic violence:

Domestic violence can be emotional, physical, psychological, financial or sexual. In some situations, there are warning signs that the relationship is becoming abusive. Some of these signs include:

- Name calling
- Put downs
- Unwanted physical contact
- Jealousy
- Threats
- Isolation
- Intimidation
- Accusations of cheating
- Controlling behaviors
- Checking phone/social media
- Minimizing abuse
- Destruction of property

TYPES OF COURT ORDERS

RESTRAINING ORDERS

A restraining order is a civil order that prevents an individual from coming within a certain distance of a location. Police cannot enforce this order. You may need to contact a civil attorney to obtain this type of order. Locate a civil attorney through the Dallas Bar Association Attorney Referral Hotline at (214) 220-7444.

PROTECTIVE ORDERS (PO)

Eligibility: Individuals who have been assaulted or threatened in person within the past 90 days by someone they share an intimate relationship with, are related to or are dating. Victims of trafficking, sexual assault and stalking also may be eligible.

What it does: Police can enforce this order.

States the abuser CANNOT:

- Come within 500 feet of your home or work.
- Threaten, harass, assault, annoy or stalk you.
- Have a third party threaten, harass, assault, annoy or stalk you.
- Possess a firearm.

Where to apply:

Frank Crowley Courthouse, 10th Floor
133 N. Riverfront Blvd., Dallas, TX 75207
8 a.m. to 1 p.m. Monday-Friday
(214) 653-3528

Irving Family Advocacy Center, 2nd floor
600 W. Pioneer Drive, Irving, TX 75061
2 to 5 p.m. Tuesdays and Thursdays
(972) 721-6560

What to take:

- Current state picture ID
- Addresses you want protected
- Address where abuser can be served

EMERGENCY PROTECTIVE ORDERS (EPO)

This order can be obtained while an individual is in jail due to domestic violence. Police can enforce this order and it has the same provisions as a protective order. It typically lasts 61 or 91 days. To find out eligibility to request an EPO, call (972) 721-6560.

CHILDREN VICTIMS OR WITNESSES TO VIOLENT CRIME

Many agencies could be involved when there is an allegation of abuse to a child. The Irving Family Advocacy Center works with other agencies to provide comprehensive services to children.

Who could be involved	Who they work for	How to contact
Police Investigator	Irving Police Department	(972) 721-6560
Forensic Interviewer	Dallas Children's Advocacy Center	(214) 816-2600
Child Trauma Counselor	Irving Police Department	(972) 721-6558
CPS Investigator	Child Protective Services	(972) 721-6580 Irving Office (214) 951-7902 Dallas Office (800) 252-5400 Hotline
REACH Clinic	Children's Medical Center Dallas	Only if referred by police or CPS (214) 456-6919
Prosecutor	Dallas County District Attorney's Office	(214) 653-3600

Sometimes, an investigator may decide that a forensic interview is needed for a case. A forensic interview is simply a fact-finding interview with a professional trained to talk with children.

A Child Trauma Counselor is available to meet with children immediately following the interview to answer questions and to provide resources to the family.

If an alleged incident involves abuse by a family member, Child Protective Services also will be involved to make sure the child is returning to a safe and protective home.

An investigator may determine that a child needs to be checked by a medical professional. Children are referred to the REACH clinic because it is the only clinic in the area with medical providers who are specially trained and certified in Child Abuse Pediatrics.

CRIME VICTIMS' COMPENSATION

This is a program of the Office of the Attorney General. Victim Services staff may provide additional information regarding this program.

Eligibility:

- Victim of violent crime in Texas.
- Willing to follow through in prosecution of case.
- Reported within reasonable period of time.
- File application within three years of date of crime.

What it may help with:

- Relocation assistance (limited to certain types of crime)
- Medical bills
- Counseling
- Loss of support
- Loss of earnings
- Child or dependent care

For specific information on the program, eligibility and benefits, visit OAG.State.Tx.Us/victims or call (800) 983-9933.

COUNSELING

The Irving Family Advocacy Center offers free counseling services.

Clients Served:

- Victims of Crime in Irving
- Residents of Irving
- Ages 3 and older
- Individuals, couples or families

Services:

- Assessment
- Psychotherapy
- Group Support
- Educational Groups

To get started, call (972) 721-6521 or fill out an application online at www.IrvingFAC.com

Irving Family Advocacy Center
600 W. Pioneer Drive, Irving, TX 75061

Counseling Hours:

8 a.m. to 8 p.m. Monday-Thursday
8 a.m. to 5 p.m. Friday

HELPFUL NUMBERS

Irving Police Department

Emergency	911
Nonemergency	(972) 273-1010
Crimes Against Persons Unit	(972) 721-2535
Domestic Violence Unit	(972) 721-6560
Crimes Against Children	(972) 721-6560
Victim Services	(972) 721-6560
Records	(972) 721-2437
Jail	(972) 721-3608
City Attorney	(972) 721-3600

24-Hour Hotlines

Sexual Assault Hotline	(800) 656-4673
Domestic Violence Hotline	(800) 799-7233
Suicide and Crisis Hotline	(214) 828-1000

Youth Resources

Texas Youth Hotline	(800) 989-6884
Love is Respect	(866) 331-9474

Legal Resources

NW Texas Legal Services	(214) 748-1234
Legal Hotline	(800) 777-3247
Dallas Bar Association	(214) 220-7444
Catholic Charities	(214) 217-5600
Housing Crisis Center	(214) 828-4244
Attorney General-Child Support	(800) 252-8014

Financial/Food Assistance

Irving Cares	(972) 721-9181
Texas Dept. Human Services	(972) 579-3080
Baptist Benevolent Ministries	(972) 254-0973
Crime Victims Compensation	(800) 983-9933

Counseling

Irving Family Advocacy Center	(972) 721-6521
Parkland VIP	(214) 590-2926
Trauma Support Services	(972) 709-4904
Child and Family Guidance	(214) 351-3490
Dallas Metrocare	(877) 283-2121
Dallas Area Rape Crisis	(972) 641-7273

Shelters

Brighter Tomorrows	(972) 262-8383
New Beginning Center	(972) 276-0057
Family Place	(214) 941-1991
Genesis	(214) 946-4357
Hope's Door	(972) 422-7233
Mosaic Family Services	(214) 823-4434
Peaceful Oasis	(214) 880-4192

VINE (Victim notification of offender custody status)	(877) 894-8463 VineLink.com
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Dallas County District Attorney 133 N. Riverfront Blvd., Dallas, TX 75207	(214) 653-3838
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Child and Adult Protective Services	(800) 252-5400
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VICTIM RIGHTS

The Texas Code of Criminal Procedure, Chapter 56.02, guarantees certain rights to victims of crime in the criminal justice system. Staff are available at the police department, district attorney's office, or a supervising agency such as probation or parole to provide assistance to crime victims. Below is a summary of the rights afforded to crime victims. The full rights can be viewed online at <https://statutes.capitol.texas.gov>.

1. Adequate protection from harm and threats of harm arising from cooperation with prosecution efforts.
2. Victim safety considered in setting bail.
3. Notification of relevant court proceedings (upon request).
4. Information about the defendant's right to bail and procedures in criminal investigations (upon request).
5. Provide pertinent information to probation department.
6. Receive information about Crime Victims' Compensation and payment for a medical exam for a victim of sexual assault.
7. Be informed about parole procedures (upon request).
8. Separate or secure waiting area at public court proceedings.
9. Prompt return of property that is no longer needed as evidence.
10. Attorney notification to employer of need for cooperation or testimony in proceedings.
11. Request victim-offender mediation.
12. Be informed of the uses of a victim impact statement.
13. For certain offenses, have court consider impact of a continuance on a victim.
14. For certain offenses, explanation of defense-initiated victim outreach.