

Helpful Numbers

Crisis Intervention, Referral & Assistance

Child & Adult Protective Services	830-609-5033
→ Hotline	1-800-252-5400
Bluebonnet Trails Crisis Line	1-800-841-1255
Salvation Army	830-608-9129
CASA of Central Texas	830-626-2272
Suicide Hotline	1-800-273-8255
MADD-Mothers Against Drunk Driving	210-349-0200
Texas Rio Grande Legal Aid Inc	1-888-988-9996
Legal Aid for Survivors of Sexual Assault	1-800-991-5153
Family Law Hotline	1-800-777-3247
Family Violence Legal Line	1-800-374-4673
Sexual Assault Legal Hotline	1-800-296-7233
National Sexual Assault Hotline	1-800-656-4673
National Domestic Violence Hotline	1-800-799-7233
Comal County Mental Health Crisis Line	1-877-466-0660
United Way Info Line	211

Counseling Services, Emergency Services & Shelter

Crisis Center of Comal County	830-620-4357
→ Crisis Hotline	1-800-434-8013
Connections	830-629-6571
→ Crisis Hotline	1-800-532-8193
Guadalupe Valley Family Violence Shelter, Inc.	830-372-2780
→ Crisis Hotline	1-800-834-2033
River City Advocacy	830-643-0200
Hope Hospice	830-358-5300
POMC (Parents of Murdered Children Support Group)	
→ Mary Jane Peterson	830-981-9490
Family Promise of Greater New Braunfels, Inc. ...	830-214-0024
St. Jude's Ranch for Children	830-629-0659
Family Life Center	830-625-7100
Alcoholics Anonymous	830-625-0057
SOS Food Bank	830-629-3663
San Antonio Food Bank	210-337-3663
New Braunfels Food Bank	830-237-6000
Community Council of South Central Texas	830-303-4376

Law Enforcement & Governmental Agencies

Comal County District Attorney's Office	830-221-1300
New Braunfels Municipal Court	830-221-4180
Comal County Court at Law Offices 1&2	830-221-1180
Comal County Health Department	830-221-1150
Comal County Jail	830-620-3450
Department of Public Safety (DPS)	830-608-8111
New Braunfels Police Department	830-221-4100
Bulverde Police Department	830-438-3612
Garden Ridge Police Department	210-651-6441



VICTIM SERVICES

*If you need to talk,
with no obligation, call:*

Crime Victim Liaison:

(830) 643-3712

Non Emergency
(830) 620-3400

Emergency
911

3005 W. San Antonio St., New Braunfels, TX 78130

The Mission of Victim Services:

- Encouraging victim involvement in the Criminal Justice System by advocating, informing, and educating
- Providing nonjudgmental and valuable support to all crime victims and survivors
- Helping victims and survivors regain a sense of well-being, self-worth, and restored balance

Criminal Justice Support and Advocacy

Victims receive support, assistance, and advocacy at any stage of the criminal justice process. Services include assistance in filing criminal charges, information on case status throughout the judicial process, post-sentencing services and support.

Legal Advocacy

Victims receive information and assistance in filing protective orders and magistrate orders of emergency protection. Advocates assist victims in securing these court orders from various agencies. Information on temporary restraining orders and peace bonds is also provided.

VINE

Advocates can provide information and assist victims with registering for Victim Information and Notification Everyday (VINE), a free service that gives victims access to timely and reliable offender information. Victims receive automatic

notifications (anonymously) concerning offender custody status, changes in custody status, as well as court events and changes in court events. Notifications can be received by phone, text, email or in-app.

VINE TEXAS STATEWIDE 1-877-894-8463

Texas Crime Victims' Compensation Program

Advocates are responsible for making victims aware of the availability of crime victims' compensation, assisting the victim in completing the required forms, and gathering the needed documentation. The advocates also serve as liaisons between the victim and the compensation agency.

Information and Referrals

The Advocate serves as an information source for victims and makes referrals to other local agencies and organizations as needed.

CCSO VICTIM SERVICES

Notice to Adult Victims of Family Violence

It is a crime for any person to cause you any physical injury or harm even if that person is a member or former member of your family or household.

Please tell the investigating peace officer:

- If you, your child, or any other household resident has been injured; or
- If you feel you are going to be in danger when the officer leaves or later.

You have the right to:

- Ask the local prosecutor to file a criminal complaint, against the person committing family violence; and
- Apply to a court for an order to protect you (you should consult a legal aid office, a prosecuting attorney, or a private attorney).
- **If a family or household member assaults you and is ARRESTED, you may request that a magistrate's order of emergency protection be issued.**
- **Inform the investigating officer if you want an order for emergency protection. You do not need to be present when the order is issued.** You cannot be charged a fee by the court in connection with filing, serving, or entering a protective order.

The court can enter an order that:

1. The abuser not commit further acts of violence;
2. The abuser not threaten, harass, or contact you at home;
3. Directs the abuser to leave your household; and
4. Establishes temporary custody of the children and directs the abuser not to interfere with the children or any property.

A violation of certain provisions of court-ordered protection [such as (1) and (2) above] may be a felony.

Protective Orders

What is a Protective Order?

A protective order is a civil court order issued to prevent continuing acts of family violence. The protective order may last up to 2 years from the date issued.

A protective order may be issued to:

- A victim of family violence or dating violence as defined by the Texas Family Code; or
- A sexual assault victim who has been threatened with further harm.

A protective order may prohibit a person from:

- Committing further acts of family violence;
- Harassing or threatening the victim directly or communicating the threat indirectly through another person;
- Going to or near a school or day-care center attended by a child protected under the order; or
- Possessing a firearm.

What other options are available?

A Magistrate's Order for Emergency Protection may be issued when a defendant appears before a magistrate after an arrest for an offense involving family violence. The order may be issued on the magistrate's own motion or at the request of victim, victim's guardian, peace officer, or attorney representing the state.

The Magistrate's Order of Emergency Protection may last up to 91 days, but no less than 31 days after the date of issuance. The victim does not have to be present in the court when the order is being issued.

What happens if the protective order or magistrate's order of emergency protection is violated? Call 911 immediately! Remember, protective orders do not offer complete protection. No piece of paper can protect you from future instances of violence.

Crime Victims' Compensation

Financial Assistance for Victims of Crime

If you or a family member has been involved in a violent crime, the Texas Crime Victims' Compensation Fund may be able to help with some of your bills. The Fund is administered by the Attorney General and is financed by fees paid by convicted criminals.

Who is eligible?

Victims who suffer bodily injury, death, or emotional harm; U.S. residents who become victims of crime in Texas and Texas residents who become victims of crime in a state or country without comparable compensation; Family members of victims; People who legally or voluntarily assume expenses related to the crime; Peace officers and firefighters who are injured or killed during a crime.

To be eligible, the victim must not share responsibility for the crime, and must report the crime and cooperate with law enforcement and prosecution officials.

Costs that may be compensated:

Reimbursement for property damage or loss is not an eligible expense. **Approved claims may be awarded compensation for the following expenses:**

Medical, prescription, and rehabilitation expenses; Lost wages, and travel costs incurred during the justice process and for seeking medical treatment related to the crime; Mental health counseling for victims and family members; Funeral expenses; Loss of earnings or support; Child care or dependant care; Crime scene clean-up; Replacement costs for items taken as evidence or made unusable as a result of the criminal investigation.

How to apply?

Applications and brochures with complete information may be obtained at Police Departments, Hospitals, Prosecutors' Offices and Office of the Attorney General.

CRIME VICTIMS' COMPENSATION 1-800-983-9933

Victim Rights

A victim of a violent crime is someone who (1) has suffered bodily injury or death or who has been the victim of a crime involving sexual assault, kidnapping, or aggravated robbery, (2) is the close relative of a deceased victim, or (3) is the guardian of a victim. As a victim of violent crime, close relative of a deceased victim, or guardian of a victim, you have the following rights:

1. The right to protection from threats of harm arising from cooperation with prosecution efforts.
2. The right to have your safety and that of your family taken into consideration when bail is being considered.
3. If you so request, the right to be informed about court proceedings, including whether or not they have been canceled or rescheduled.
4. If you so request, the right to information about procedures in the criminal investigation of your case by law enforcement, and about general procedures in the criminal justice system, including plea bargaining, from prosecutor's office.
5. The right to receive information about the Texas Crime Victims' Compensation Fund which provides financial assistance to victims of violent crimes and the right to referral to available social service agencies that may help.
6. The right to provide information to a probation department conducting a presentence investigation on the impact of the crime.
7. The right to have a law enforcement agency pay for medical examinations for victims of sexual assault.
8. If you so request, the right to be notified of parole proceedings by the Board of Pardons and Paroles, to participate in the parole process, and to be notified of the inmate's release.
9. The right to be present at all public court proceedings, if judge permits.
10. The right to be provided with a safe waiting area before and during court proceedings.
11. The right to prompt return of any property no longer required as evidence.
12. If you so request, the right to have the prosecutor notify your employer of the necessity or your testimony that may involve your absence from work.
13. The right to complete a Victim Impact Statement, detailing the emotional, physical and financial impact that the crime has had on you and your family, and have that statement considered by the judge at sentencing and by the parole board prior to taking action.