



Arizona Attorney General Kris Mayes, Office of Victim Services

Victims' Rights Brief

For Arizona's Justice System Administrators, Practitioners, and Advocates



January 2026

Gratitude for our Past; Hope for our Future

As we begin a new year, the Arizona Attorney General's Office of Victim Services (AGOVS) marks a significant transition in leadership. After more than two decades of dedicated service, Kirstin Flores, Director of AGOVS, is stepping down, leaving behind a legacy of unwavering commitment to victims' rights and systemic advocacy.



From Kirstin:

"After more than 30 years in public service, the last 25 dedicated to the AGOVS, I have made the difficult decision to retire from the role that has brought me such immense fulfillment and purpose for almost half of my life. Since joining the AGO, and especially since my appointment as the Director of AGOVS in 2012, I've had the honor to contribute to transformational solutions in victims' rights that have spanned legislative and policy changes, technological advancements, and the creation of statewide multi-disciplinary best practices that have garnered recognition both in Arizona and across the nation.

Carrying the enormous responsibility to "get it right" for crime victims and those serving them is one I never ever took lightly. More than any specific achievement, the heart of my pride lies in the collaborations that have been forged. Building relationships, considering multiple perspectives and listening to how rights can be improved is crucial in this field and every step forward was a team effort.

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I remain forever changed and grateful for the trust my leadership gave me to make this impact and to those I lead who helped make our ideas a reality. How rewarding it has been for me to see those successes come to fruition!

I am confident in the future success of the AGOVS as a source for model victim advocacy and guidance with compliance with victims’ rights because of the remarkable foundation that has been built over my years in this position. It is the dedicated changemakers who inspired my work every day who I will cherish and remember the most. To those of you carrying on this work, remember: What you do matters and the impacts are endless. Thank you to everyone who has walked with me on this path. I am truly blessed.

My last day with the AGO is January 30. I am eager to see what my next chapter holds and hope that our paths cross again in any variety of ways.”

Kirstin’s tenure was marked by a deep commitment to justice, equity, and the empowerment of victims. Her leadership helped shape AGOVS into a nationally recognized model for multidisciplinary collaboration and victims’ rights compliance. The AGO is confident that this spirit of excellence will continue with the appointment of the new Director on February 2, 2026.

Welcoming Amy Bocks as Director of OVS



We are proud to announce that Amy Bocks, M.Ed., formerly the Assistant Director and Advocate Program Manager, will step into the role of Director of the Office of Victim Services. Amy brings over 21 years of experience with the AGO, where she has grown and enhanced the prosecution and investigation-based advocate program, data management and reporting, as well as policies and procedures and grant applications with great success.

Her direct victim advocacy work has spanned services to victims of violent and financial crimes, including elder abuse, sexual and domestic violence, and homicide. Amy has a reputation for her knowledge on appellate-related victim issues and on the topic of restitution. She is a NOVA-trained Crisis Responder, educator, and policy advocate. On a statewide level, Amy spent eight years as part of the Arizona Coalition for Victim Services (ACVS), with six years serving as the chair, participates in several other workgroups and committees, and actively networks with stakeholders to improve services for victims.

Amy’s proven leadership has been felt across the state through her many years as chair of ACVS; chair of AGOVS Victims’ Rights Advisory Committee workgroups that resulted in statewide programs and changes; involvement in training initiatives; and provision of critical input on legislative proposals and implementation. Her experience combined with her collaborative spirit and strategic vision make her uniquely suited to lead AGOVS into its next chapter.

From Amy:

“As I prepare to step into the role of Director of the Office of Victim Services in February, I want to express my deep gratitude to Kirstin Flores for her extraordinary leadership and dedication over the past two decades. I’ve deeply valued the strong partnership we’ve built—centered on advancing victims’ rights and fostering an office culture rooted in respect, collaboration, and shared purpose. Kirstin has been a mentor to me and many others, and a tireless advocate for victims across Arizona. Her work has laid a strong foundation for our office, and I’m honored to continue building upon it.

I entered the field of victims’ rights and advocacy 25 years ago, not knowing the depth of passion I would develop—for the work, for the professionals who carry it forward, and for Arizona’s role as a national model in victims’ rights. That passion continues to grow, and I’m excited to step into this new role with a deep commitment to our mission and the people we serve.

As a career victim advocate, I’ve seen firsthand the impact that strong victims’ rights and comprehensive advocacy can have on victims and survivors. I look forward to working with our incredible team and statewide partners to ensure every victim is treated with dignity, compassion, and respect. Together, we will continue to strengthen our systems, elevate survivor voices, support the growth of our field, and promote healing through meaningful advocacy.”

“Thank you, Kirstin, for your years of service and for leaving a legacy that inspires us all.”

Victims' Rights Education

If you are funded by VOCA and/or VRP: Systems-based staff must attend Basic Victims' Rights every 5 years and Advanced Victims' Rights annually. Community-based staff are required to attend Basic every 5 years and are recommended to attend Advanced annually.

 **Register NOW for Basic and Advanced!**

Basic Victims Rights Training

Monday, February 24th,
9:00am- 3:00pm
Wednesday, March 19th,
9:00am-3:00pm

Advanced Victims Rights Training

Tuesday, March 25th,
9:00am-12:00pm
Thursday, March 20th,
9:00am-12pm

Phoenix Victim Services Office:

Mainline: 602-542-4911

Fax: 602-542-8453

2005 N. Central Avenue, Phoenix, AZ,
85004



Tucson Victim Services Office:

Mainline: 520-628-6459

Fax: 520-628-6566

400 W Congress, S-315, Tucson, AZ,
85701

Victims' Rights Program (VRP): Email OVSVRP@azag.gov for questions or information related to the Arizona VRP Program.

Victims' Rights Compliance: Email VictimRights@azag.gov for questions or information related to Arizona Victims' Rights Compliance.

Training and Education: Reach out to OVSTraining@azag.gov for information about victims' rights education opportunities provided by the Arizona Attorney General's Office.

The Arizona Attorney General's Office is dedicated to a system of justice that is inclusive of crime victims and will remain vigilant in striving to provide the most efficient service to the people of Arizona. For more information and resources about the Arizona Attorney General's Office, please visit: azag.gov