



TELEPHONE HOTLINE **FREE LEGAL ORIENTATION**

WHAT IS THE FLORENCE PROJECT?

The Florence Project (“FIRRP”) is a non-profit organization that provides free legal education and services to people detained in immigration custody in Arizona. We are not part of the U.S. government. We are an independent entity, and our mission is to help you. **Unfortunately, we cannot represent you or be your lawyer, but we will give you the information you need to represent yourself.**

OUR SERVICES

For your safety and our staff, we limited our in-person services and visits to the detention centers to reduce the spread of the COVID-19 virus. At this time, you can communicate with us and receive legal information by mail and/or telephone. Also, remember to visit the detention center’s library for our resources.

- ✓ **MAIL:** **The Florence Project**
 P.O. Box 86299
 Tucson, AZ 85754

- ✓ **TELEPHONE:** **HOTLINE FOR FREE LEGAL INFORMATION**

A **free** telephone hotline to provide **free** legal information to individuals detained who do not have an attorney.



NEW INTAKE HOURS:

TUESDAY & THURSDAY

1:00 PM- 4:00 PM

How to Call the Florence Project?
SPEED DIAL: 1845#

**FOR DETAILED INSTRUCTIONS ON
HOW TO CALL USING THE PRO BONO
PLATFORM**

ELOY DETENTION CENTER

How to Call: Call using the pro bono platform (FREE):



- 1) Press “1” for English
- 2) Enter your detainee **PIN** number
- 3) Press “6”
- 4) Press “**1845#**” and wait to connect with the Florence Project

FLORENCE DETENTION CENTER

How to Call: Call using the pro bono platform (FREE):



- 1) Choose “1” for English
- 2) Enter your detainee **PIN** number
- 3) Choose “6”
- 4) Press “**1845#**” and wait to connect with the Florence Project

FLORENCE CORRECTIONAL CENTER

How to Call: Call using the pro bono platform (FREE):



- 1) Select your preferred language. Press “1” for English
- 2) Press “1” to make a call.
- 2) Enter your detainee **PIN** number and the # (pound) sign.
- 3) Choose “0” for speed dial call.
- 4) Then press *467 and follow the voice prompts.
- 5) Enter your “9-digit A-Number.” If your A-Number is less than 9 digits, enter a “0” before your A-Number.
- 6) Press “**1845#**” and wait to connect with the Florence Project.

LA PALMA CORRECTIONAL CENTER

How to Call: Call using the pro bono platform (FREE):



- 1) Press “1” for English
- 2) Enter your detainee **PIN** number
- 3) Press “6” and follow the voice prompts
- 4) Enter your “9-digit A-Number.” If your A-Number is less than 9 digits, put a “0” before your A-Number.
- 5) Press “**1845#**” and wait to connect to the Florence Project

REMEMBER: Our office hours are Monday through Friday, 9:00am – 5:00pm. We receive high volume of calls and requests, if you are unable to communicate with the Florence Project during our business hours, please leave a voicemail with your **Full Name, A-Number, and a brief message.** We will do our best to respond.