

Introduction

Purpose of Handbook

This handbook is designed to assist law enforcement and senior citizens in implementing a comprehensive crime prevention program for older persons.

This guide explains what Triad is, why it is needed, how to use it to address current issues affecting older individuals, and how to implement a Triad.

Triad: A Concept in Action

Triad is a commitment between chiefs of police, the sheriff and senior leaders and affiliated organizations. They reduce elder victimization and increase law enforcement services to older persons.

The purpose of a Triad is to develop and implement crime prevention and education programs for older individuals. Activities center on both pre-victimization (preventive) and post-victimization (victim/witness assistance) aspects.

Triad should also focus on reducing fear of crime by identifying misconceptions, educating seniors on criminal activity that affect them, and creating programs to reduce elder crime with information exchange between law enforcement and older persons.

Triad's Beginnings

Three national organizations agreed that the crime-related needs of older individuals could best be met by their cooperative effort - AARP, International Association of Chiefs of Police (IACP) and the National Sheriffs' Association (NSA). This Triad of organizations signed a cooperative agreement in 1988. Today, Triad can involve the fire department, Councils on Aging, Agency on Aging, emergency services, social services, RSVP groups, and other organizations that work directly with elder citizens.

The NATI Logo

The National Association of Triads, Inc. logo signifies the necessity of equal national-level participation and leadership of three organizations for a successful Triad program. Three triangles symbolize a working relationship between leaders from law enforcement, seniors, and providers.

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CHAPTER ONE

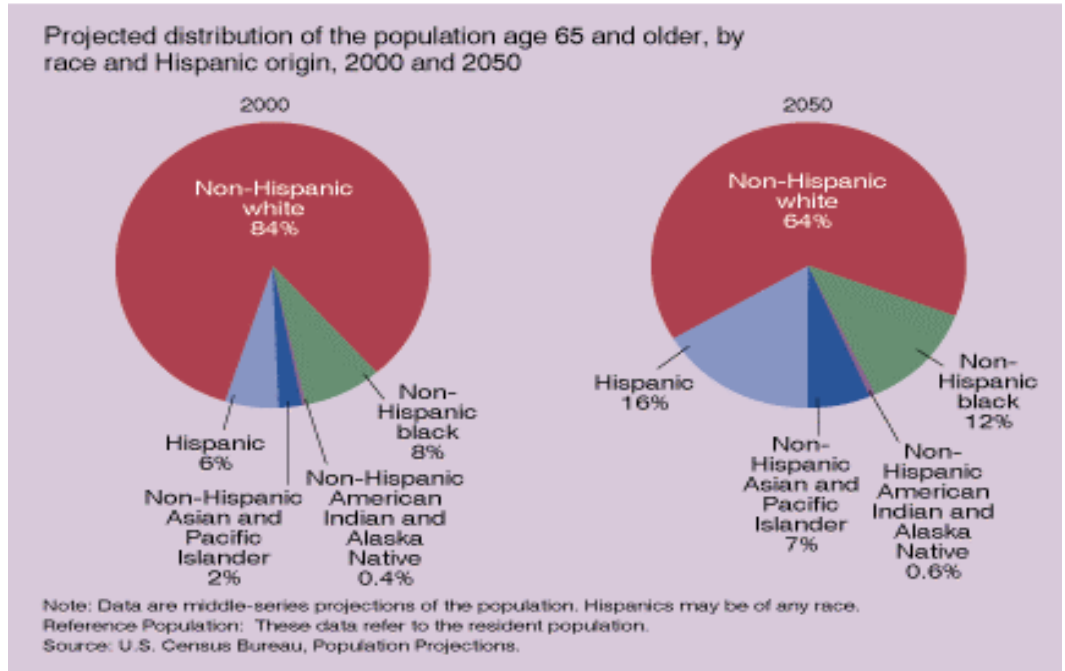
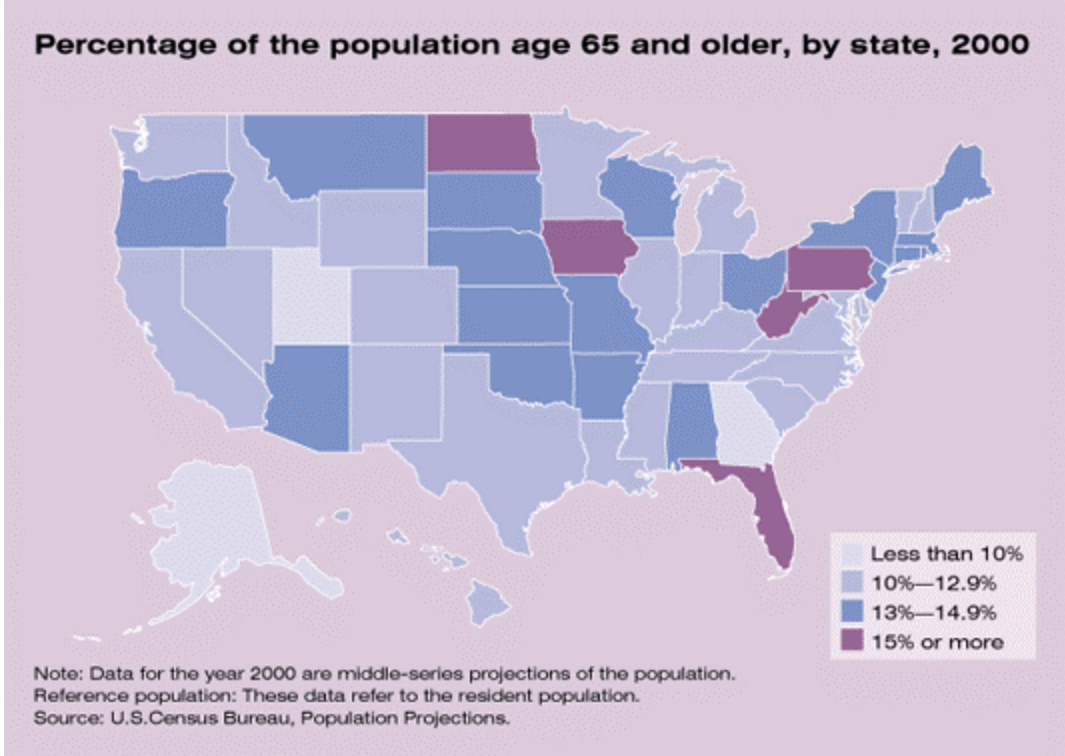
Why Triad is Necessary

Generally speaking, older individuals have higher levels of trust for strangers, telephone salespersons, contractors, workers, officials, and others they deal with. They become an easier target for home invasion, fraudulent home repairs, fraudulent banking transactions, identity theft, and other crimes directed toward seniors.

Crimes that are not of a financial nature are also a problem. Recorded in fewer instances, seniors also suffer violent elder crimes: mugging, sexual violence, domestic abuse, neglect, intimidation, and mental abuse. The memory impaired senior is more vulnerable to these crimes.

The victim may not recover from the physical and mental repercussions of the crime, affecting independence and self-confidence. The possibility of criminal activity occurring or reoccurring can be debilitating, taxing limited law enforcement and social resources.

The 2000 Census states that about 35 million people were over 65, a 12 percent increase from 1990. In addition, 4.2 million were over the age of 85 – a 35 percent increase from 1990. By the year 2030, there will be about 70.3 million Americans over the age of 65, with a significant rise in the number of non-whites. Americans are getting older, more diverse, and they are living longer.



Surveyed seniors consistently state that most worry about crime and fear victimization. Unique vulnerabilities are inherent to some in this population. Fortunately, large numbers of active and capable older adults are willing to invest time and energy in Triad.

Who are Seniors?

The majority sixty-five or older surveyed describe themselves as healthy and enjoying life - continuing to work and are active in paid or volunteer capacities. When an older person becomes a crime victim, that interaction can change drastically. The results will have lasting consequences for those whose resources – physical, emotional, and financial – are limited.

Elders do not recover with the same agility as other demographics, causing irreversible health issues, fear, and loss of savings.



CHAPTER TWO

Starting a Triad

Agreeing

The first step in forming a Triad involves law enforcement leaders. In most cases, this is the sheriff and police chiefs, providing an opportunity to work together for safer seniors in their community.

A Triad begins with one law enforcement leader bringing together other law enforcement, seniors and those who work for them, to form a team. As an example, a chief of police may contact other chiefs, the sheriff, and someone to represent older residents and their services. This person may be an RSVP leader or other senior with experience, knowledge of the community, and the ability to motivate others - they normally work with older individuals.

Meeting

Schedule the first meeting as a second step. Agree to work together to assess senior needs and enhance crime-related services. At the first meeting a Triad Cooperative Agreement should be signed (see Appendix A). Secure media coverage of law enforcement focusing on the crime-related elder needs.

Triad focuses on prevention, criminal victimization and safety—emphasizing that all agencies work jointly and cooperatively.

Beneficial Triad meeting topics include:

- Elder population growth;

- How law enforcement services are affected by population changes;
- Educating older individuals who may not know how/where to obtain services;
- Benefits to law enforcement by referring seniors to needed services;
- Educating law enforcement with pertinent elder information;
- Teaching law enforcement elder communication skills;
- Discuss Triad benefits to law enforcement, other service providers, older residents, and the community;
- The benefits of a Council of law enforcement leaders and seniors.

Getting Underway

Establish a S.A.L.T. Council (a senior advisory council) as the next step. Consider members for the Council and set a date for the first Council meeting. This process is discussed in detail in Chapter Three: Making Triad Work.

Many law enforcement agencies have a departmental policy on the Triad approach to crime and senior individuals. A model policy is in Appendix B. The involvement of the police department(s), sheriff's office, older leaders and those who work with seniors is essential to create a successful Triad.

Variables

Although there is no format for replicating Triad activity and success, established Triads report some commonalties:

- Sheriff and at least one chief attend most senior advisory Council meetings;
- Officers and Deputies provide guidance and support rather than chairing Council meetings
- Within the first few months, a survey of older residents is reviewed by the Council and conducted with members' assistance
- Monthly meetings of the Council. Groups meeting only quarterly move slowly and rely more heavily on the support and involvement of law enforcement professionals;
- Triad-sponsored crime prevention seminars for older persons;
- Recruitment of senior volunteers to work with law enforcement agencies;

- An effort to identify and publicize programs that assist older persons, and
- Outreach to vulnerable seniors living alone.

The commitment of agency representatives and volunteers will dictate variety of programs and services of Triad. It will progress by the group of individuals who know the community and understand elder concerns.



CHAPTER THREE

Making Triad Work

An advisory Council is important to Triad's success –composed of older community members, people who work with older individuals, and law enforcement. The Council focuses on crime-related needs of seniors.

Open dialogue allows chiefs of police and sheriffs to hear first-hand from older residents about crime – and their fear of crime, as perception and reality do not always coincide. Both groups focus on unmet needs and concerns, as well as alleviate fears.

The Council assumes an active role, adopting available programs, recommending appropriate programs or beginning new ones.

Triad may accomplish its goals through one Council or several, depending upon the size of the county, the population, and the needs of the area's citizens.

Representation

The action group - S.A.L.T. - is an acronym for Seniors and Law (Enforcement) Together. The Council has a vital role and careful consideration of members is paramount. Diverse representation, reflecting the community is important. Ideally, selection is based on leadership and familiarity with senior issues – and the amount of time and energy members have to give.

Community leaders and senior-related agencies can suggest council members who will work to accomplish Triad goals. Volunteers fill many roles in Triad - only a limited number may be S.A.L.T. members.

Law Enforcement Members

Law enforcement leaders must be Council participants and hear first-hand senior concerns. Also include district attorneys, and state police. Other representatives will include staff members working with planning, crime prevention, victim assistance or seniors.

In counties with a large number of incorporated areas and police departments, each department may rely on a smaller S.A.L.T. group. Representatives may then attend regional or national meetings. With a large number of Councils, allow each to send one or two representatives to the regional Council.

Other Members

Compose half of the Council of older persons and professionals who work with older individuals. These individuals must know the community and its resources. With each potential member, reflect on contributions of ideas, action, attitude, and geographical area.

Membership could be drawn from:

- ***The clergy:*** A representative of the ministerial association, a retired priest, minister, rabbi, or imam;
- ***The business community:*** A representative of business or industry, the Chamber of Commerce, or Better Business Bureau;
- ***Health care professionals:*** Someone from the mental health field, hospital, auxiliary, geriatric physician, or retired doctor;
- ***Service or membership organizations:*** Local councils on aging, area agencies on aging, AARP, Retired Teachers representative, Jaycees, Kiwanis, Exchange Club, Masons, or Federation of Women's Clubs;
- ***Local agencies working directly with seniors:*** Public Housing Authority, Council of Governments, City/County Council, mayor's office or Retired Senior Volunteer Program (RSVP);
- ***Aging Professionals:*** A representative from the aging network, including social services, adult protective services, nutrition ties (such as Meals on Wheels), Agency or Council on Aging, senior centers or others; and
- ***Media:*** A representative from newspapers, radio or television stations.

S.A.L.T. Council members are more effective with knowledge of the police and sheriffs' offices. Acquaint volunteers with law enforcement and activities of individual departments. Social service providers and others with

knowledge of community facilities may conduct training for Triad members – law enforcement and civilian. An orientation format is included in *Chapter Six: Fostering Understanding through Triad*.

Start as a small group of no more than ten members. Additional members can be added as needs arise. A letter of invitation explaining the role of the S.A.L.T. Council may clarify volunteer rules and limitations. A sample letter is included as Appendix C.

Role of the S.A.L.T. Council

The S.A.L.T. Council is an action group for Triad, focusing on senior crime and safety. The Council should review programs and recommend those with community benefit. The group should also recruit volunteers.

Meetings should offer an opportunity for frank discussion. The Council should be a working group and source of ideas. Samples of S.A.L.T. groups' purpose, role, model policies, and bylaws are listed as Appendix D and E.

Activities of the S.A.L.T. Council

Each Triad pursues issues appropriate for its senior community. In some areas, crime is intense and could be the sole focus. In others, reassurance or agency volunteering may take priority. The following illustrate primary steps for effective S.A.L.T. groups:

Survey of Seniors

Do not assume that you know which criminal activities and fears are affecting older adults – *ask them*. Perception and reality may not correlate.

A survey of older persons is the first item for Triad. Sample surveys are included in Appendix F - adapt to meet local needs. Surveys should be easy to read, short, simple to complete, easily distributed, and easily collected.

For additional information about conducting surveys, see: *Conducting Community Surveys*, by Deborah Weisel (Bureau of Justice Statistics and Office of Community Oriented Policing Services, 1999). This guide along with accompanying computer software, provides practical, basic pointers for police in conducting community surveys. The document is also available at www.ojp.usdoj.gov/bjs.

Additionally, see: *A Police Guide to Surveying Citizens and Their Environments*, Bureau of Justice Assistance, 1993. This guide offers a practical introduction for law enforcement to two types of surveys that officers find useful: surveying public opinion and surveying the physical environment. It provides guidance on whether and how to conduct cost-effective surveys.

A survey subcommittee can adapt the generic survey form. The Council can review the final draft. The survey committee can also recommend ways of administering the questionnaire, assist in distribution, and tabulate findings.

Strive for wide questionnaire distribution:

- Include in newspapers, senior papers or bulletins of organizations;
- Distribute at libraries and senior centers;
- Hand out during meetings of religious/civic groups;
- Ask Meals on Wheels and others to distribute/collect surveys; and
- Request that utility companies include with monthly statements.

Directory

Inventorying existing community senior services eliminates program duplication. A subcommittee may recommend expanding existing/creating new programs. A subcommittee can also help locate volunteers.

Utilize subcommittees as the Triad work force. It is efficient to assign tasks to these smaller groups. Subcommittee recommendations provide the foundation for the Council's actions.

Additional Programs

In many areas, law enforcement agencies lack staff for senior targeted prevention. Council and volunteers work with professionals and agencies to provide assistance not previously available. Volunteers become valuable assets to law enforcement with personnel constraints. Assess need before the Council creates new programs, or expands an established one.

Evaluation

The work of a Triad evolves as needs change, adjusting focus as necessary. Create an evaluation tool for each program to measure effectiveness. With grant funding, a measurable improvement often means further funding.

Information Sharing and Education

The Council provides information exchange between seniors, agencies, and law enforcement. To understand the limitations of law enforcement, the S.A.L.T. group should have knowledge of law enforcement responsibilities. (See *Chapter Six: Fostering Understanding Through Triad* for the Citizen Police Academy.)

Advocacy and Advisory Group

Volunteers can disseminate information about abilities and constraints placed on criminal justice personnel to other seniors.

While the Council has no authority and is not intended as a citizen review board, the perspectives of its members can provide officers with insight. The group can act as a focus group for law enforcement on senior issues.

Reassurance, Crime Reporting

Older volunteers who are part of a reassurance program report deriving “immense satisfaction” from their work with victimized seniors.

Volunteers can answer a “senior line” in law enforcement agencies. Seniors can encourage callers to report suspicious activities or crimes. They get details with call-back victim programs. The older volunteer is helpful with unrealistic expectations or chronic callers, releasing law enforcement to other duties.

What the Council is Not

The Council has limitations as well. This group is not a law enforcement review board. It is not a policy-making body. The S.A.L.T. Council is not involved in agency operations and has no authority over agency personnel. Members normally have no supervisory or sworn authority.

S.A.L.T. Council Meetings

When to Meet?

Initially meet more often than once a month to establish objectives, devise a plan of action, and Triad activities get underway. Afterward, Councils should schedule meetings for the same time each month. Consider daytime hours as many volunteers may prefer not to drive or be out after dark.

Where to Meet?

Establish a meeting place as the Triad is formed. Often, agencies will have a convenient meeting space. To learn about other agency operations, alternate meetings between police and sheriff’s offices. Others meet at police departments and fire departments, when space is available.

The most convenient location may be a community/senior/religious center or library. S.A.L.T. groups may schedule meetings in different parts of the community, making it easier for seniors to attend.

Who Chairs?

Leadership by a capable older volunteer is desirable. Law enforcement leaders, acting as a resource, will balance Council ownership. Law enforcement and senior providers can contribute and provide guidance.

What is the Best Format?

Most meetings are divided into information and planning segments. Typical agenda items include:

- ***Crime Update*** affecting seniors and seasonal crime awareness. Cite crime statistics, but seniors should discuss concerns and remedies to crime.
- ***Reports from committees*** on new and ongoing activities;
- ***Informative programs*** such as crime prevention presentations;
- ***Short-term plans*** for S.A.L.T. activities; and
- ***Long-term goals*** to reduce elder crimes and their fear of crime.

A sample agenda for a S.A.L.T. meeting is included as Appendix G. Meetings can be more or less formal as the group wishes, but must have meeting structure and provide thorough agenda coverage. Encourage senior input by holding meetings at senior gathering places.

Supplies

Offer nametags, agendas, and Triad information packets, especially with newcomers, visitors, and speakers. Refreshments increase attendance.

Publicity

Invite members of the press from local publications, radio, TV, and newspapers to join the S.A.L.T. Council and seek publicity for Triad.

This alerts new volunteers, companies and organizations to Triad. Articles and programs on crime/prevention keep senior issues before the public.

Success

The S.A.L.T. Council succeeds by implementing one program at a time from the prioritized survey list and seeing results. Once that is identified, it will be time to address the next issue.

Ten Tips for S.A.L.T. Councils

1. Start with a small Council. Expand the group as needs arise.
2. Create subcommittees to handle planning and activities.
3. Select a capable senior to chair meetings.

4. Hold a brief session before each meeting for the chairperson and law enforcement to determine the meeting goals.
5. Plan the meeting agenda around crime prevention.
6. Evaluate all subcommittee efforts, either formally or informally.
7. Include all members. Allow them to participate and provide input.
8. Plan meetings during daylight hours if possible.
9. Establish a regular meeting day and time. End meetings on time with clear subcommittee follow-up assignments.
10. Invite members of the media often.

Finally, utilize your Triad to improve the safety of the seniors in your community. By focusing your Triad on this ultimate goal, you will enrich the lives of the seniors you serve and of those who serve them.



CHAPTER FOUR

Crime and Seniors

The primary purpose of Triad is to prevent crimes against older persons with focus on pre-victimization and post-victimization (victim assistance).

Triad's victim assistance program helps the senior through violent crime. The Victims of Crime Act (VOCA) provides funding in every state for both compensation and victim assistance. Utilize this to fund Triad victim activities from emergency room to courtroom - with the goal of moving past the event.

Triad may prevent, discourage, or assist in repairing damage done to a senior targeted for financial crimes, preventing the loss of earnings or lifetime savings.

A Triad 'buddy' assigned to a senior is trained to notice and report abuse, resulting in investigations of elder abuse or neglect.

Senior volunteers working with a senior call program - checking on seniors requesting the service - alerts law enforcement to non-responding seniors.

Primarily, law enforcement and Triad carry out joint programs. Seniors present ideas, efforts and assists law enforcement with senior crime.

The Older Victim

Criminal victimization of older persons pose the following questions: how many area older people are crime victims; how many are victims of violent/non-violent crimes; and why is fear of crime an issue?

According to the Bureau of Justice Statistics, older persons are not highly victimized - violent crime most frequently involves young males eighteen to twenty-five.

Seven percent of serious violent crimes affect those over fifty, and of murder victims, twelve percent were over fifty. Seniors do not always respond to statistics, however. To understand senior victims, acknowledge their concerns for safety and criminal activity.

According to the publication, *FIRST RESPONSE TO VICTIMS OF CRIME 2001*, produced by the Department of Justice, elder victims face other worries. They may doubt their ability to meet law enforcement expectations and worry that officers or family members will perceive them as incompetent. They may also fear offender retaliation for reporting the crime. Finally, older individuals may feel guilty for “allowing” victimization. Consider these aspects:

What are targeted Crimes?

Frauds and scams, purse snatching, pick pocketing, theft of checks from the mail and crimes in long-term care settings –more often happen to older victims, according to AARP studies. Elder abuse always happens to seniors, of course.

Older individuals fear the possibility of crime, even if they have not been victims. Often, seniors take precautions and continue with their lives. Others acutely alter their lifestyle or withdraw, debilitating the senior.

Triad – through education and training by law enforcement professionals, community leaders, senior issues professionals, and volunteers –deals with crime prevention, targeted crime, the fear of crime, and victim assistance.

Impact

Elder victimization has far-reaching consequences. The injured recuperate more slowly. Physical and emotional trauma can lead to incapacity.

Income

According to the Department of Justice, robbery accounted for a quarter of the violent crimes against persons age 65 or older. Financial loss, whether the result of street robbery, home burglary, telephone fraud, real estate scam, identity theft, or other crime can do irreparable damage to a limited budget as well as emotional well being.

Independence

Victimization may destabilize an older person’s sense of security. It can compromise the will to cope with future problems. The crime may be the catalyst to end emotional and financial independence.

Quality of Life

Recovering from victimization, considering another incident or the consequences of a poor decision, older victims may become reclusive. Embarrassed, distressed, with poor self-confidence, the individual can lock out the outside world.

Secondary or Vicarious Victimization

Senior victimization often frightens their peers. They abandon patterns of visiting friends, going to worship, shopping, and other social interaction. According to the American Nurses Association, "Secondary Victimization" can lead to a condition of hyper vigilance, suspicion and paranoia. This becomes more acute with violent crimes.

The U.S. Department of Justice states that among victims of non-lethal violence, persons 65 or older were about 6 times more likely than younger persons to never go out at night. Until this fear is alleviated, secondary victims will disproportionately affect law enforcement workload.

For the isolated or incapacitated senior, perception of the outside world is based on, and often skewed by, media reports.

Triad crime prevention programs address personal safety, demeanor, avoiding high-risk situations, and taking sensible precautions to reduce victimization chances, accounting for criminal activity in the area.

The workbook section of this handbook will address programs to implement in your community. Listed below are a few easily implemented Triad programs that can be used with other community programs that it addresses.

Disaster Preparedness: When disaster threatens, older persons are among the most vulnerable. Establish an emergency preparedness subcommittee charting locations and caring for seniors in disaster-prone areas. Create a plan before disaster strikes, organizing an evacuation of those with special needs. This builds relationships between Triad and emergency personnel.

Cultural Awareness and Understanding: There may be less cultural integration into a community when working with older individuals. Cultural values may inhibit interaction between law enforcement, volunteers, and elder resident, victim, or witness.

Elder members of a group may have cultural or historical influences affecting how they perceive and interact with other races, backgrounds, and gender in law enforcement.

Understanding differences that drive behavior can lead to successful interchange and reducing obstacles. Use Triad to address cultural

differences, as well as the fact that cultural values, beliefs and traditions affect individual perception. Remember, ageism – or the stereotyping of older individuals – is a barrier, as well.

Understand your local cultural norms to begin removing barriers. A panel of community members within each sub-culture can answer questions law enforcement and volunteers have. Contact social service agencies, cultural specific community centers, if applicable, religious centers, or leaders within each sub-culture for insight on minimizing cultural differences and misconceptions.



CHAPTER FIVE

Structure of Triad

Local Triad

Historically, the first local Triad was established by the sheriff of St. Martin Parish, Louisiana, working with four police chiefs in the county. The group was organized to address senior needs. Shortly, Louisiana chiefs of police, sheriffs, and AARP leaders signed the first statewide Triad agreement.

Triad consists of the sheriff, police chief(s), and community leaders, who may have a leadership role with an AARP chapter, RSVP, Retired Teachers Association, local Council on Aging, area Agency on Aging, or similar organization. Triad is the agreement between these groups to work together to reduce senior crime. They may or may not serve on the S.A.L.T. Council, but offer representatives to serve. This Council assesses senior needs through surveys and information gathering. Crime, perception of crime, and older individual needs is the survey focus, and the primary concerns of Triad. From the survey, a subcommittee is created to address each issue. Volunteers change as needs change.

Regional Triad

Where a regional planning group exists, Triad activities are conducted for a larger area, sharing information and programs among towns and counties. Participants plan crime prevention programs for local train the trainer events.

Regional or multi-county Triads present successful programs and resources to benefit other counties. Represent each area at the regional S.A.L.T. group.

For best results, work with local resources to secure space and training materials for the regional meeting. Choose meeting times not conflicting with local S.A.L.T. Council meetings. Maintain focus on senior safety.

State Triad

A state level Triad may concentrate on training and provide advice and technical support. The state training academy may be involved, making training available to officers and volunteers on the process of aging, expanding senior services, community organization and other topics.

Document and publicize statewide resources. Legislation issues can be addressed at this level. Use a statewide team of law enforcement, RSVP and social services to identify senior issues. Identify model Triad programs to replicate and create advanced programs for beginning local Triads to follow.

Once the local/regional Triad's mature, create a state level Triad for training conferences. Disseminate state and federal legislation and provide advanced training. Address federal aging issues, national senior crime/remedies at the state level, as well. Choosing the correct state delegate from the local Triad becomes critical, if the state level Triad is to succeed.



CHAPTER SIX

Elements of Triad

Triad begins by focusing on crime and concerns seniors indicate on the initial survey. Start with one or two programs. Expand Triad as programs succeed.

The S.A.L.T. Council prioritizes activities to balance ability with issues. Realize expectations must be based on capability of the new Triad program. For best results, start with the most pressing activity, address it to the best of the programs' ability and then expand to the next issue.

Combating Vulnerability

Use law enforcement leadership and S.A.L.T. Council members to develop programs helping seniors assess and reduce victimization risk.

When expanding existing crime prevention programs, or adding new ones, consider the following:

Crime statistics for elder victimization – area by area is feasible. Know and be able to tell seniors what, when and where crimes are occurring. Dispel unwarranted or exaggerated fears. Surveys can indicate whether statistics and actual criminal activity are consistent. Sample surveys are located in Appendix F.

Plan a crime prevention education campaign to reach seniors – briefly, clearly, and frequently. Where other agencies sponsor crime prevention programs for elder citizens, expand those efforts. These agencies provide an information gathering, alliance building, and possibly new volunteer opportunity for the new Triad.

Getting the Crime Prevention Message Across

Address older individuals with a crime prevention message unique to seniors, communicated in a variety of ways and repeated often. To change behavior and affect the safety of older persons, a repeated effort is essential. It is important to inform seniors about crimes and scams that should concern them, tools to combat them, and crimes that are disproportionate to reality.

Consider the following tools or programs to reinforce your Triad message:

Print media: newspapers, community bulletins, council on aging newsletters, neighborhood association/housing authority newsletters, papers for seniors, retired veterans, educators and employee bulletins – often, these venues are a community service and free. For those that are not, consider a sponsoring partner to cover costs. Senior service providers are an excellent resource for Triad partnerships.

S.A.L.T. Speakers Bureau: members of the S.A.L.T. Council and other seniors can be trained to deliver crime prevention messages tailored for the community. AARP chapter meetings, religious groups, community groups, senior meal sites and other gatherings provide forums for your topic.

Crime prevention events: Integrate senior safety seminars into current senior events, if your community has these. Focus on senior crime and victim prevention techniques. Or, initiate a community event with sponsors, seminars, and safety personnel.

Pair crime prevention messages with other outings or social events for older adults. Senior centers serving meals may provide a ready audience at lunchtime. Offering refreshments along with a brief program garners a receptive audience.

Triad calendar: Print a calendar for seniors with safety and crime prevention tips for each month. Sponsors normally absorb the cost of printing.

Public Service Announcements: Radio and television are often eager to broadcast community service messages about crime prevention. Ask the local community college to produce P.S.A.'s explaining Triad and its crime prevention emphasis. Utilize community resources to benefit both Triad and the resource.

Neighborhood Watch groups: Seniors involved in community crime prevention communicate with their peers. Many crime prevention groups are led and sustained by retired persons. Expand Neighborhood Watch to focus attention toward elder neighbor needs. Train older persons to assist law

enforcement, observing and reporting suspicious activities – and many older persons will take leadership roles in the program.

Senior centers and retirement communities: Most places where seniors reside or gather will add your programs to their agenda. Focus the program on law enforcement, crime/prevention, or all three. Open a forum to reach seniors, allay fears, and answer questions.

Public housing projects: City government, social services, law enforcement, and housing administration officials share concern for criminal issues in public housing. Older persons frequently live in unsatisfactory or unsafe arrangements. In high-risk areas, deliver a crime prevention message with concrete strategies for older persons' safety. Build a coalition between law enforcement, senior services, groups such as RSVP, and volunteers to protect seniors in high-risk areas.

Inner City Elders: For older persons living in high risk areas, use lectures established earlier in this manual, but focus primarily on safety and prevention. Obtain statistics and surveys, caution seniors about current crime, and offer training on maintaining a safe living space. Emphasize perpetual locked doors and on how criminals gain entry into senior homes. Some programs offer equipment, such as whistles, or collect unused cell phones to assist with keeping seniors safe – a charged cell phone, even without a purchased service agreement, can reach 911, provided seniors can identify their location.

Senior Escort Partnerships: Carefully select youth or youth programs to accompany older individuals, when needed. Collaborating with other social services will provide Triad volunteers. Bring community attention to specific older individual needs, such as escorts to and from religious services, grocery shopping, and community events, where crime against elders is prevalent. Recruit officers to live in senior housing, assigned with crime prevention projects, but chiefly to provide a deterring presence.

Safe Walks: Mr. Mark Fenton, editor of the Boston-based *Walking Magazine*, states that the psychological benefits of regular physical activity for older adults are immense.

"We see again and again that regular exercise gives an improved sense of self-worth and an improved sense of purpose," he said. "It's also clear that regular activity may reduce the likelihood of clinical depression -- a problem

among older individuals who may begin to feel they are a burden to their family. With regular exercise, they can continue to be contributing members of society and if they want, they can get involved in volunteer work or part-time work."

Health benefits from regular physical activity such as walking include:

- Reduce risk of dying prematurely
- Decrease risk of dying from heart disease
- Decrease risk of developing colon cancer
- Reduce risk of developing high blood pressure
- Help reduce blood pressure
- Decrease risk of developing diabetes
- Lower risk of developing hypertension
- Increase muscle strength/flexibility/balance, reducing the risk of falls
- Help in controlling weight

In some neighborhoods; however, walking can be dangerous.

Remove seniors from these neighborhoods by locating a neutral, public place. Provide transportation and supervise walking events to alleviate the dangers of unsafe neighborhood exercise. Distribute advertisement material through newspapers, senior centers, food distribution programs, religious centers, and local advertisements to ensure participation.

Walks become a senior exercise option and an opportunity to educate seniors on crime prevention. Make this a weekly event arranged in a community space, such as zoo, mall, or park. Local hospitals or other health organizations may agree to sponsorship, providing juice or fruit. Although this event can be construed as a social gathering, maintain focus on the crime prevention message.

Senior Safe Shopping: Co-sponsored by Triad and local grocery store chains, the program provides safe senior transportation to buy groceries on designated days. Off-duty officers escort seniors into the store, where clerks assist them, allowing for additional time to shop and check out. Some grocery stores provide additional services to accommodate the group, such as smaller packages of produce, shopping assistants, chairs, or refreshments. Tie this event into the crime prevention message prior to the store visit.

Refrigerator Cards: Originating in Monmouth County, New Jersey, this easily replicable product is now widely used throughout the United States and other countries. A brightly-colored card is designed to display senior health information. The cards are printed and distributed by Triads. They list names and numbers of emergency contacts, doctor, health care plan, allergy, and current medications. See Appendix H for a Refrigerator Card example. Due to identity theft, do not list personal statistics.

File of Life: Another version of this program utilizes a clearly marked envelope, also to be placed on the door of the refrigerator, mounted magnetically. Along with medical information, the envelope can contain a copy of important health related papers, a living will, or other documentation a physician may need.

Older Persons Referral Card: These cards are carried by law enforcement for senior special services referrals. In Volusia County, Florida, where the cards were developed, officers are awareness instructed for seniors in need of services.

Law enforcement can use the card, included in Appendix I, to obtain services for seniors needing services, such as dementia, or malnutrition. Use volunteers to follow up with agency/service recommendations. The volunteer follows up and reports results.

Adopt-a-Senior: Begun in St. Martin Parish, Louisiana, law enforcement officers “adopt” a vulnerable senior, with consideration to individual special needs. It provides an outside contact for isolated seniors. The law enforcement officer visits and telephones assigned seniors once a week. This program allows isolated seniors to maintain independence. Suggested guidelines are in Appendix J.

Senior Buddy System: The National Elder Abuse Incidence Study states that more than 500,000 Americans aged 60 and over were victims of domestic abuse in 1996. This study also found that only 16 percent of the abuse situations are referred for help: 84 percent remain hidden.

Triad focuses on preventing elder abuse by discussing plans for later years and developing reliable support networks. Establish a network system to help prevent or stop abuse: financial, physical, psychological, neglect or self-neglect. Train volunteer buddies to recognize changes in health, well being, mental attitude or finances. Seniors confide in a ‘peer’ that which they cannot with law enforcement or strangers.

Telephone Reassurance: Seniors state that their safety and sense of security increase with a daily telephone call. Telephone contact programs become Triad activities when law enforcement agencies sponsor the program through the S.A.L.T. Council. Locate seniors through senior groups, media articles, the Office on Aging and referrals from friends, neighbors, relatives and Older Person Referral Cards.

Live calls are recommended. Senior volunteers make or receive calls at the law enforcement agency or other suitable locations. Dependent on resources, either have the volunteer place the call, or receive it from the senior daily. A telephone reassurance program model is located in Appendix K.

The S.A.L.T. Council establishes a subcommittee for reassurance programs, such as Adopt-A-Senior, telephone reassurance and recruiting and assigning buddies. For program volunteer help, turn to your local senior organizations.



CHAPTER SEVEN

Fostering Understanding Through Triad

Law Enforcement and seniors may only connect when problems arise – this often fosters impatience, misunderstanding, and miscommunication.

Arrange programs about limitations both groups have in a forum setting.

Training for Officers

Officers often know little about the process of aging and will be more effective when considering:

Senior vision, hearing and depth perception is sometimes limited. This will affect how the senior responds to the officer.

Fear of crime is often paramount. Some officers may not appreciate the impact that the fear of crime has on older persons – or the reasons behind certain senior actions.

Seniors are often susceptible to specific kinds of ‘targeted’ crime and fraud.

To train law enforcement, obtain materials from senior services, AARP, local Council on Aging, area Agency on Aging, or community relations/training/senior resource officer. Invite a doctor, nurse or social worker skilled in elder care to conduct a training session for the law enforcement and volunteers. Offer training at a local or state training academy, university, in-service training, or a roll call training.

What Do Officers Typically Know about Older People?

The quiz in Appendix L may reveal officer misconceptions.

Subjects to incorporate into officer training include:

- The process of aging
- Communicating with older persons
- Impairments: Observe vision/hearing limitations and then make communication adjustments.
- Medication: The effects of medication, mixing medications, or results of failure to take the appropriate dosage.
- Detecting elder abuse
- Facts/effects of criminal victimization

Victimization and Its Effects

The older victim often does not report crime, and has difficulty recovering from the experience. Officers who are cognizant of this when responding to elder calls will be more effective in gathering evidence, crime reports, and reassuring the senior.

Crime Reporting by Older Individuals – Why or Why Not?

Reporting issues can be divided into three categories: non-reporters, chronic callers, and those seeking immediate action. Non-reporters fear that officers will not/cannot do anything, are too busy, retribution, or that crimes are comparatively insignificant.

Consider reporting barriers to effectively respond to senior crimes. Are they embarrassed if neighbors observed a uniformed officer at their door? Might they fear law enforcement? Could they be hesitant about becoming involved with the judicial process? Do they not know about anonymous reporting programs such as Crime Stoppers? Answering these questions can remove roadblocks to the capture and prosecution of criminals, accurately reflect senior crime statistics, and inhibit reoccurrence.

Chronic callers may contact agencies repeatedly with minor activities that often do not constitute law breaking. Triad reinforcing the fact that officers can only enforce the law can lead to a new appreciation of limitations.

Individuals who seek immediate action are often lonely, fearful, or are losing a realistic perspective. Some could be victims of Alzheimer's disease. Information about motives or health may alleviate miscommunication when responding to these callers.

Alzheimer's Education

Alzheimer's disease afflicts an estimated four million middle-aged and older adults in the United States. According to the National Institute on Aging, Alzheimer's disease (AD) is a gradual brain disorder that results in progressive memory/attention/judgment loss, and behavior and personality changes. Many mildly impaired AD patients appear alert and physically fit.

The course of this disease varies, as does the rate of decline. On average, patients with AD live for 8 to 10 years after diagnosis, though the disease can last for up to 20 years. AD advances progressively, from mild forgetfulness to a severe loss of mental function.

Symptoms normally appear after age 60. Risk increases with age. It often affects behavior in seemingly criminal ways. Invite disease specialists to provide training, and below, find a law enforcement-related overview.

The following behaviors typical of some Alzheimer's victims:

- **Wandering:** A patient wanders from caregivers, becoming disoriented quite near his home. The disease affects the associative capabilities that allow people to relate to familiar landmarks.
- **Indecent exposure:** Repetitive behaviors such as concerted attention to buttons and zippers are identified as fidgeting. A victim who zips and unzips his pants or unbuttons a blouse in public may be fidgeting.
- **Shoplifting:** AD patients lose the ability to sequence events, and forget to pay for things. They are unaware of the fact that they have an item, are in a store, or that it is necessary to pay.
- **They forget pocketbooks, wallets, and money.** Confronted with "shoplifting" they may become confused, irritated, and accusatory.
- **Appearance of intoxication:** Several behavior patterns resemble intoxication. Confusion, disorientation, problems with short-term memory, language or coordination may be AD.
- **Victimization/false report:** AD patients may be deluded in thinking that they have been victimized. They may report a crime which has not occurred – even implicating friends or family members. In contrast, when reporting crimes, they may not be able to communicate coherently.
- **Driving:** When memory, judgement, and problem solving ability are impaired, AD patients who continue to drive may be involved in accidents. They may also "wander" drive with no idea of how to return.

- Failure to pay bills: Evictions, repossessions or termination of utility service may be complications of AD.

Behaviors indicating Alzheimer's include:

- The repeated question: Patients may ask the same question over and over.
- Inappropriate reactions or expressions: Facial expression may be blank or inappropriate to the situation.
- Inappropriate dress: An AD patient may wear clothing inappropriate to the weather and season.
- Delusions: A delusion is a persistent incorrect belief that remains fixed in spite of all rational evidence to the contrary.
- Short-term memory loss: Short-term memory becomes most acutely affected – non-existent in advanced stages, while recall of events long past may be vivid.
- Problems with Language: AD patients may ramble in a confused manner. The victim may lose the ability to understand what they hear.

Keep the following techniques in mind with unusual behavior:

- Check for an Alzheimer's disease ID bracelet.
- Speak slowly, clearly, simply, in a reassuring tone: one idea at a time.
- Speak directly to the patient in a non-confrontational fashion.
- Take charge of the situation in a calm manner.

Alzheimer's Association chapters offer training and may assist agencies and families. With no chapter in the area, develop a referral list of professionals and institutions familiar with AD. Admissions Director Joni Slentz created the Elopement Drill Evaluation Form, Missing Resident Response Kit, and Elopement Risk Assessment forms as Appendix O, which may be of benefit.

Training for Citizens

For civilian-police cooperation, educate members of the S.A.L.T. group and seniors about the criminal justice system; laws, courts, and law enforcement.

Schedule a citizen police academy after establishing the S.A.L.T. Council. Both seniors and volunteers receive this training, and should be offered to volunteers before work begins.

How to Start a Citizen's Police Academy

Citizens are invited by the chief(s) of police and sheriff to participate in the program. Individuals fill out an application and sign a liability waiver. A background check is performed on participants. A sample application and liability waiver are included in Appendix M.

The objectives are:

- Provide insight into law enforcement training and duties
- Explain departmental policies and procedures to promote understanding and dispel misconceptions and
- Target senior safety issues.

Topics to Cover:

- Responsibilities of police and sheriff agencies
- Officer Training
- Patrol procedures
- Crime Scene investigation
- Narcotics and vice investigation
- Crime prevention
- Traffic accident investigation
- Duties of highway patrol; and
- Firearms training, safety and deadly force issues

Ideally, the program will be repeated semi-annually or quarterly.

The Citizen Police Academy procedures were supplied by DeSoto, Texas, and Bridgeport, Connecticut Police Departments and the Union County, North Carolina, Sheriff's Office.

The Alzheimer's Society furnished material for this chapter. For Alzheimer's resources and chapter locations in your area, see resources page.



CHAPTER EIGHT

Senior Volunteers

According to the Points of Light Foundation, volunteers represented over nine million full-time employees; worth \$225 billion, with an hourly value (for 1998) of \$14.30. Forty-three percent of seniors aged 75 and over said they volunteered. Volunteers will benefit your law enforcement agency.

Law enforcement agency capabilities can be expanded without increasing paid staff. Seniors can be especially faithful assistants who bring maturity and experience to a task.

Recruiting

Utilize the S.A.L.T. Council to form a subcommittee to find, enlist, manage and keep volunteers. Screening and selecting volunteers for specific programs are the initial steps. Making the volunteers feel involved, needed, and important to the effort is part of the process.

According to a Gallup Poll, nine out of 10 individuals volunteered when asked. Results of an AARP survey about volunteering revealed that many seniors didn't volunteer because "nobody asked me". Explain clearly what the volunteer job is and what it is not.

Present the opportunity both realistically and enthusiastically. Effective volunteers must place value in the program.

Recruit in community, professional, civic and charitable organizations. A personal invitation to volunteer in Triad can be especially effective.

The one-on-one approach is more successful than a blanket invitation. There are numerous ways to disseminate the need for volunteers. These may include:

- Local newspapers (crime prevention articles, advertisements and letters),
- Local radio or television (talk shows and public service announcements);
- Community/spiritual/senior newsletters/bulletins;
- Merchant window displays ;
- Flyers in public libraries, waiting rooms, etc.
- Bulletin boards where seniors shop or gather; and
- Neighborhood/condominium associations, and civic groups.

The Retired Senior Volunteer Program (RSVP) is a good source of volunteers. RSVP also provides liability coverage for volunteers and, in some localities, a modest stipend.

After volunteers are recruited, begin educating – such as the Citizen’s Academy. Volunteers link law enforcement and the community. Solicit suggestions and implement when appropriate.

What Can Volunteers Do?

Older volunteers can serve in a variety of ways. The S.A.L.T. Council, before recruiting volunteers, should have a clear vision of what the Triad program will accomplish, including timeframes, and duties to assign. This in turn gives the volunteer a clear definition of duties and expectations.

Within Law Enforcement Agencies

After training, the volunteer can assist with senior related issues such as : anonymous reporting; administrative/clerical tasks; civil process administration; communications; crime prevention; computer data entry; fraud alerts; investigative follow-up; missing persons; neighborhood patrol; public relations/media; search and rescue; writing (reports, bulletins, etc.).

Within the Community

Block organizing: court watch; crime reporting; educational presentations; excursion companion/escorts for seniors/disabled; literature distribution; neighborhood dispute resolution; Neighborhood Watch programs; pedestrian safety/training; personal/home security; property identification; telephone reassurance; vacant house checks.

Victim and Witness Assistance

Advocacy services; compensation applications; complaint referrals; counseling, court assistance; crisis support; emergency shelters; impact statement preparation; legislative watch; pre-trial briefings; transportation; trial date notification.

What are the Benefits?

For Law Enforcement

Many officers list the following as benefits for law enforcement:

- Relieves sworn law enforcement for other duties;
- enhances community policing;
- Improves system efficiency;
- Reduces senior isolation;
- Provides for officer-citizen interaction.

For the Community

Leaders see the following as community benefits:

- Prompts understanding of law enforcement functions;
- Renews community pride;
- Facilitates property return to owners;
- Prompts the development of new programs and activities.

For the Volunteer

Seniors see the following as volunteer benefits:

- Provides a chance to help others;
- Enriches daily living;
- Reinforces self-confidence;
- Develops talents/new skills;
- Provides fellowship and friends, and
- Gives the satisfaction of contributing to the community.

Before volunteers, identify tasks and supervisors. Establish screening procedures for volunteers. Write job descriptions. Identify liability/insurance requirements. Establish standard task measurement prior to assigning tasks. Develop a plan to acknowledge the contribution of volunteers.

For more information on volunteer programs, materials are available from AARP Criminal Justice Services on the subject of VALEA – Volunteer Augmentation of Law Enforcement Agencies.

Much of the material in this chapter is based on the monograph “Older Volunteers with Law Enforcement” by Lee Pearson, Assistant Manager, Criminal Justice Services, AARP.



CHAPTER NINE

Evaluating Triad

Evaluation is a necessary component of any successful Triad; at the volunteer, assigned task, and program level.

To measure how Triad is meeting the needs of law enforcement and seniors, plan for assessment to be an integral part of the program from the start.

An evaluation, pertinent at all three levels, should answer these questions:

1. Does the volunteer/program do what you want done?
2. Is the program being carried out the way you had planned?
3. Should the volunteer assignment/program continue as originally begun, or change?

Assessment justifies continued Triad/agency involvement. Funding assistance is often based on demonstrating program effectiveness.

Planning for Evaluation

Include evaluations into the program planning stages at all three levels.

Triad is composed of police/sheriff officers; seniors; and public organizations: engage each in review of volunteer, program, and Triad.

Establish who will oversee the Triad evaluation after the cooperative groups are formed. If possible, engage a specialist in design/administration.

Ideally, a single person or group will take responsibility for the evaluation. This can be an excellent opportunity to work with colleges, universities, high school social science classes, local businesses, or other organizations having research capability.

Timing

Do not postpone evaluation until the program is underway. Plan for appraisal or miss progress brought about by your program.

Holding up a Measuring Stick

These questions can help you focus on what should be evaluated.

- Does the community know about your Triad?
- Do law enforcement and seniors know what Triad is and its purpose?
- Is there duplication of Triad programs in the community?
- Are individuals representing Triad doing so effectively?
- Are Triad goals being met?
- Are goals specific and understandable?

Goals and Objectives

Base evaluations and progress on the fundamentals of a Triad program: (a) reducing criminal victimization of seniors; (b) educating seniors on community-specific crime and crime prevention information; (c) starting/expanding reassurance programs; and (d) educating law enforcement to work more effectively with older persons.

If the objectives are not clearly defined or unrealistic, accurate evaluation AND success of the program may be elusive or even unattainable.

Keeping Score

Maintain the progress of the program, as goals are accomplished. For example, an informal check-up sheet might read like this:

Program: Crime prevention presentations (initial programs planned for senior centers during March and April). Topics: (personal safety, spring home-repair scams).

Objectives: (1) Inform seniors about crime-related scenarios and appropriate responses designed to reduce victimization. (2) Officer Jones will train Mr. Senior Volunteer to conduct similar presentations.

Participants: Officer Jones, Deputy Smith, and Mr. Senior Volunteer.

The purpose of the evaluation is to confirm that objectives are being met or to identify aspects that need to be changed. Some programs can be assessed by pre/post-testing. Evaluate programs in a standard, measurable format.

Perceptual programs are more difficult to evaluate. Follow-up calls with a brief survey can document perceptions. Carry out this portion of the evaluation by volunteers in the victim/witness program.

Methods of Gathering Information

Written questionnaires should be brief, clear and easy to read. If multiple choice-type questionnaires and yes/no answers are employed, little writing will be required. Question individuals by asking standardized questions (for comparison purposes).

The sample forms, illustrated here, may be adapted to fit local programs.

1. I (am) (am not) aware that our police department and sheriff's departments are working together to reduce crimes against senior citizens.
2. I (have) (have not) attended one or more of the crime prevention programs in the last six months.
3. If a salesman or repairman whom I did not know appeared unexpectedly at my door, I (would) (would not) know how to determine if he were legitimate.
4. I would (feel comfortable) (hesitate) calling the police or sheriff's department if I saw something suspicious.
5. I (know about) (do not know about) the Senior Call program at the police department.
6. I (know) (do not know) whom to contact about programs or services I might need.

The following hypothetical situation illustrates another measuring method – from desired results to assessment of actual results.

Objectives:

Reduce the incidence of victimization and the level of fear among the elder residents of Oakdale Manor; increase the number of older individuals involved in civic activities.

Activities:

Conduct at least one personal safety and crime prevention presentation per week for an audience composed of older persons; establish volunteer escort service daily from 3:00p.m. – 7:00 p.m.; persuade city to route mini-buses through the area; install streetlights in five key areas.

Determining Results by:

Measuring numbers and events:

Actual count of reported crime incidents involving older victims before Triad efforts starts, and at six month and one year points;

Number of crime prevention presentations and numbers of persons addressed;

Number of bus routes rescheduled and changes in ridership; and

Number of new streetlights installed.

Measuring Attitudes and Activities:

Pre and post surveys of senior attitudes/activities - daytime and evening;

Resident attendance at evening events; and

Resident changed behavior as the result of crime prevention programs.

Tabulation of this information provides the basis for a realistic evaluation.

Other evaluation techniques:

Uniformly interview participants, volunteers and program staff;

Analyze existing data –census, crime reports, economic and social data;

Direct observations by evaluators;

Reviews of programs, reports, and key group surveys;

Data on actual crimes in the area; and

Volunteers could record meeting attendance.

Poor evaluation results should not be discouraging. Break down the program into its elements; keep those that are successful and re-evaluate/modify elements that were not.

Sample surveys are included in *Appendix F*. these may be adapted.

Key points essential in an evaluation:

- Be sure it gets done –Triad doesn't work without an evaluation process.
- Plan for an evaluation method from the beginning of the program.

- Look at the process and the results.
- Assess changes in feelings and perceptions as well as facts.
- Use your results to improve the program.

(Core program based on: “Taking a Stand against Crime and Drugs” from the National Crime Prevention Council.)



CHAPTER TEN

Avoiding Missteps

The S.A.L.T. Council should be prepared to encounter and overcome difficulties or work around them. Begin by looking at well-known Triad programs similar to those you foresee establishing. This manual also includes suggestions to avoid missteps.

How to Involve Triad Partners

For the law enforcement partner:

Indicate that Triad is a program for seniors by seniors, using few law enforcement resources.

Emphasize the community aspects of the program and the fact that lines of communication between law enforcement and seniors will advance.

Indicate the ways Triad benefits citizens and the law enforcement agency.

Emphasize senior benefit in incorporated and unincorporated areas.

Emphasize public relations tool aspects of Triad, such as appointment of S.A.L.T. Council members.

Emphasize “business as usual” equates to status quo in crime and fear-seniors trust law enforcement they know and work with.

Reassure agency personnel that the S.A.L.T. Council is purely advisory, voluntary, and not a review board.

Use resources to cite reported and typically unreported senior crime.

Ask a senior leader to accompany you to strengthen your invitation for participation or to make a separate appeal in person.

To interest Senior Services or RSVP partners:

Triad is a positive public relations and marketing tool for service providers.

Emphasize the senior benefits: include other Triad successes – survey results are beneficial in this respect.

Discuss the mutual advantage in sharing resources – crime prevention programs, materials, ideas and volunteers.

Mention intent: senior surveys, crime prevention/reassurance, and education.

For the Volunteers:

Invite older individuals who can make the Triad a success. This is best done in person or by telephone. Send a follow-up letter to underline importance.

Contact seniors requesting crime prevention programs or home security surveys for their organizations or themselves.

Rely on other volunteer programs to assist or supply volunteers.

Budget

Normally, most Triads have little or no budget;

Seniors volunteer their time and can provide much of the leadership;

Senior service organizations usually provide support;

Hospitals and medical associations often cooperate, adding crime prevention to healthcare events and assist in other ways as well;

Firefighters, libraries, educational institutions, church-affiliated organizations, civic and Masonic groups are often very supportive, and

Organizations to whom seniors are important as clients or customers may offer in-kind or other support (Agencies on Aging, grocery stores, drugstores, etc.)

Manpower Constraints

If an officer is not available, choose capable seniors or retired officers who can lead. In this instance, officers serve in an advisory capacity. They suggest, encourage, help to plan, but do not direct the program.

Victim Assistance Programs

Program Description:

Seniors often feel law enforcement is unable to assist when victimization occurs; that law enforcement is too busy – or that the crime is not worth reporting. Triad helps break down the myths about being too busy, that crimes are not worth reporting. Police, the sheriff's office, and the district attorney's office can help with victim assistance.

Cultural influence will affect law enforcement perceptions. Some older people aren't sure what constitutes a crime. Others are embarrassed for family or authorities to know they have been swindled. A primary Triad activity is a victim assistance program. Triad must first identify who needs assistance – a task complicated by the unwillingness of some older people to report crimes. Triad's goal is to develop a program of senior volunteers that educate seniors on senior crime, establish a comfortable crime reporting means, and assist in the aftermath of senior crime.

Objective of Program (why needed?):

According to victims 65 or older, about half of their violent crimes were reported to the police in 1997, and only 35% of property crimes were reported, states the Bureau of Justice Statistics. After victimization, few seniors understand the court system and how to navigate it. Surveyed seniors have stated a need for a peer that is able to explain and offer support to ease this process.

Resources Needed (Volunteers/Staff/Material requirements):

For in depth training on the subject, contact the Office for Victims of Crime Training and Technical Assistance Center. Provided as a professional development opportunity and community service, OVC TTAC gives special consideration to requests with state or regional impact, assist multiple agencies, or network of professional service providers. Training and technical assistance application forms are available by mail or online at 1/866/682-8822 or www.ojp.usdoj.gov/ovc/assist/welcome.html. In addition, contact victim assistance programs in your area to utilize lecturers and resources. AARP's Citizen's Guide to the Criminal Justice System is a widely used resource. Obtain senior volunteers through RSVP, advertisements, and other senior programs.

Procedures (How program is put together?):

Primarily, through the S.A.L.T. Council, educate seniors on the importance of crime reporting as it relates to them (lower recidivism, safer neighborhoods, lessen repeated crimes against other seniors). Educate on what constitutes a crime, why, when and how to report. Inform about law enforcement actions and anonymous reporting such as Crime Stoppers.

Establish a victim assistance program. Establish a committee to recruit older persons with counseling experience. Provide sufficient volunteer training, provide peer assistance, and recognize that older victims are comfortable discussing experiences with a peer. Often, former victims can heal by helping others in similar straits.

In certain circumstances, it may be appropriate for the victim assistance volunteer to:

- Listen to a crime victim, share experiences, and offer support;
- Act as liaison to service providers, such as lock/window replacement;
- Assist in obtaining appropriate counseling;
- Act as criminal justice system guide, escorting victims to court/hearings;
- Recommend involvement in Neighborhood Watch; and
- Take part in a crime report callback program, updating victims on the investigation. Volunteers can also get crime information details.

If your community already has a victim assistance program, expand it, involving older volunteers to assist older victims. Triad can help the senior reduce the chance of victimization by addressing each category.

Evaluation Process:

Initially, your crime reporting rate may increase as seniors become more comfortable in reporting crimes. Establish education programs for different crime categories and lecture on these continually. Monitor statistics for each crime category. Victimization rates among seniors should drop in correlation to lecture programs. Administer a survey to seniors after attending your program. Ask clear questions, such as “Do you feel safer now knowing more about _____ crime?” or asking direct quiz questions in regards to identifying criminal behavior.

Potential Model Programs:

Property Crime Programs

Program Description:

The U.S. Department of Justice states that 2.5 million property crimes occurred against persons 65 or older in 1997, and 92 percent of crimes reported against older individuals were property crimes. In addition, Fifty-one percent of victims of non-lethal violence age 65 or older offered no resistance to the crime, often a tempting target for criminals. Triad can offer several lecture programs to educate seniors about property crimes and how to make themselves an unlikely target.

Objective of Program (why needed?):

Burglary, theft and vandalism can be especially distressing economically and emotionally for older people. Seniors have a fragile sense of security and limited ability to replace stolen or damaged property.

Some seniors do not report crimes and suspicious activities, fearing retaliation. Building defacing, lawn, plant or automobile damage is often viewed as a personal attack. Triad's objective becomes educating seniors on crime overviews, localized crime, and prevention methods.

Resources Needed (Volunteers/Staff/Material requirements):

Utilize your crime prevention officer or trained seniors/senior providers to lecture in senior gatherings about crime, crime safety, and prevention. Training materials are available through the Office for Victims of Crime Training and Technical Assistance Center. Provided as a professional development opportunity and community service, OVC TTAC gives special consideration to requests with state or regional impact, assist multiple agencies, or network of professional service providers. Training and technical assistance application forms are available by mail or online at 1/866/682-8822 or www.ojp.usdoj.gov/ovc/assist/welcome.html. In addition, RSVP, local Agency on Aging, area Agency on Aging, or AARP can provide training materials. Contact information is located in the glossary of this manual. Obtain senior volunteers through RSVP, advertisements, and other senior programs.

Procedures (How program is put together?):

Establish a property theft program by creating several different training programs on senior-targeted crimes. Once you have identified senior locations in your area, present these where seniors gather, or create a senior venue in order to educate them on senior crime safety. Topics vary by community, however, several remain consistent. Train citizens to make themselves and their property less attractive to thieves and vandals - illustrate ways to carry money safely; leave most valuables at home; and carry money in unconventional ways.

Citizens can deter theft, or reclaim stolen property by marking valuables with an identifying number (Operation Identification). Please visit www.usaonwatch.org for program details, or telephone participating local law enforcement.

Thieves are aware of monthly checks, delivered at set times, and act accordingly. Encourage citizens to use direct deposit to their banks rather than mail delivery.

Inform citizens about crime deterrence, but convey information without frightening them. Foster caution and safe habits; do not feed paranoia.

Evaluation Process:

Initially, your crime reporting rate may increase as seniors become more comfortable in reporting crimes. Establish education programs for different crime categories and lecture on these repeatedly. Monitor statistics for each crime category. Property victimization rates among seniors should drop in correlation to lecture programs. Administer a survey to seniors after attending your program. Ask clear questions, such as “Can you list three ways to keep your property safe?” or asking direct quiz questions in regards to rectifying property vulnerability.

Potential Model Programs:

Elder Abuse Programs

Program Description:

Most frequently hidden in a community, elder abuse may not be evident in your community. Elder abuse can be physical, mental/intimidation, financial, neglect or self-neglect. Triad volunteers can become adept at recognizing signs of abuse and act upon it, and implement prevention programs for seniors to prevent elder abuse.

Objective of Program (why needed?):

The National Crime Victimization Survey cannot measure elder abuse, as the mentally impaired often cannot report victimization or describe details. Victims dependent on abusive caretakers may not report abuse. In addition, financial exploitation may occur without the victim's knowledge.

The National Center on Elder Abuse states that about two of three cases involve a caretaking relative of the victim – estimating a 5-to-1 ratio of abuse cases going unreported. About 59 percent of crimes were neglect, about 16 percent was physical abuse, and approximately 12 percent was financial exploitation. The Senate Special Committee on Aging states that from 1999 to 2000 there were 2.5 million incidents per year; a 20 percent increase.

Self-neglect is abuse, often due to diminished mental or physical ability or social isolation. Many older persons see no options other than the neglectful or abusive situation. If a competent elder person chooses to remain, it is their right to do so.

Research says that passive neglect - failing to provide proper nutrition, hygiene, living conditions, or administer medication - occurs with the most frequency and can lead to serious health problems or death.

Resources Needed (Volunteers/Staff/Material requirements):

Printed information can be provided by health care, mental health, or certain social services, law enforcement officers and volunteers. Find volunteers by approaching social/spiritual organizations, and RSVP chapters. Utilize your local Meals on Wheels programs and other senior outreach programs to disseminate abuse information.

Procedures (How program is put together?):

Make abuse awareness a regular topic for examination. The topic should include detection, assistance, and prosecution, with older individuals educated to assist themselves or others.

Search your community resources to identify and educate about:

- elder abuse,
- organizations offering assistance,
- providing alternatives to the abusive situation, and
- Post-abuse assistance programs.

Establish buddy networks. Volunteer buddies may be friends, acquaintances, or someone unknown to the individual and is effective for detecting and preventing the mistreatment of older people.

Telephone banks - telephoning seniors placed on the Triad telephone list - can deter and detect abuse. Telephone calls allow individuals reluctant to discuss abuse to be more forthcoming.

Go to senior venues and obtain lecture times during regular senior events. If none of these venues are available, create your own senior safety fair, tapping resources through your senior provider organizations.

Evaluation Process:

Monitor before and after statistics on elder abuse through your crime statistics and victim assistance programs, or your local law enforcement agencies. Surveys can also be utilized after lecture programs. Keep surveys easily quantifiable.

Potential Model Programs:

Frauds and Scams Programs

Program Description:

For older persons, financial loss can be devastating. The trusting nature of older individuals leaves them susceptible to frauds and scams. According to AARP studies, thirty seven percent of telemarketing crimes are perpetrated against the elderly.

Objective of Program (why needed?):

According to the National Fraud Information Center, the list below contains the top telemarketing scams and frauds. The majority of these are directed toward the shut-in, the easily confused, and the trusting.

1999 Top 10 Frauds		Jan.-Sept. 2000 Top 10 Frauds	
Work-At-Home	16%	Prizes/Sweepstakes	18%
Prizes/Sweepstakes	15%	Magazine Sales	14%
Telephone Slamming	15%	Credit Card Sales	12%
Advance Fee Loans	11%	Work-At-Home	9%
Magazine Sales	10%	Telephone Slamming	7%
Telephone Cramming	9%	Advance Fee Loans	7%
Credit Card Offers	5%	Credit Card Loss Protection	4%
Travel/Vacation	3%	Telephone Cramming	3%
Credit Card Loss Protection	2%	Buyers Clubs	3%
Investments	2%	Nigerian Money Offers	2%

There are various factors leading to victimization – more so when combined with: reduced mental and physical abilities, loneliness, grief, isolation, loss, sensory impairment, illness, vanity, limited income, and mistrust of banks.

Congress estimates that U.S. consumers lose more than \$40 billion annually to telemarketing fraud. As many as one in ten callers may be fraudulent.

Resources Needed (Volunteers/Staff/Material requirements):

Predatory Lending: The county or state office of consumer affairs, or state attorney general's office can provide informed borrowing information that can be helpful in preventing predatory lending. For seminars, the assistance of a qualified attorney, financial advisor, housing counselor, or a panel of these individuals can provide ongoing information to seniors to prevent a very painful experience. Call the U.S. Department of Housing and Urban Development (HUD) for HUD-certified housing counselors or local

agencies at 888/466-3487. The web address is www.hud.gov/fha/sfh/ with information listed under “At your Service”. Another useful document is the AARP’s “Borrower’s Guide to Home Loans” – a step by step guide to getting the best loan possible. Call 800/424-3410 to order these booklets.

Home Improvements: The Federal Trade Commission’s Consumer Response Center publishes “Home Improvement Tools You Can Use”, helpful for this type of fraud. They can be reached at 877/382-4357.

Telemarketing: Request speakers from local sources, your Better Business Bureau, and fraud unit within your agency. Obtain written materials from Experian, Equifax, and TRW credit reporting agencies (contact information located in this manual appendix) National Fraud Information Center, and National Center for Victims of Crime.

Find volunteers by approaching social/spiritual organizations, RSVP, and AARP. Use your local senior outreach programs to reach shut-in seniors.

Procedures (How program is put together?):

Locate and inform seniors about frauds and scams. Utilize crime prevention officers, volunteers, articles, brochures, and presentations with follow-up bulletins and reminders to educate seniors about fraud and scams – and to recognize those who perpetrate them. A few of the most prevalent frauds and scams are listed below.

Predatory Lending: Home loans and predatory lending schemes can result in the loss of seniors’ homes. These offers come by telephone, mail, e-mail and door to door.

Home Improvements: According to the Consumer Federation of America, home improvement and contractors are the second largest U.S. consumer complaint. They involve workmanship issues, overpricing, abandonment or unfinished work, failure to meet building code requirements, and failure to use a written contract. They are often connected to predatory lending scams, to finance the work. Home improvement fraud is more prevalent in the aftermath of community disasters.

Telemarketing: AARP finds that more than half of telemarketing fraud victims were over the age of 50. Encourage seniors to adopt a prepared response to suspicious unsolicited offers. Older individuals will be better able to resist high-pressure and often fraudulent sales pitches with replies such as:

- “Leave your number and I will get back to you after I check with (the Better Business Bureau, police department, relative, attorney, etc.).”
- “Send (or leave) some literature and I will consider it.”
- “I no longer respond to telephone solicitations.”
- “I have to consult my (husband, wife, brother, daughter, attorney) before I make that sort of decision.”
- “If I have to give you an immediate answer, the answer will have to be ‘no’.”

Instruct citizens not to transact with their credit card numbers over the telephone unless they themselves have placed the call. If your state has a “do not call” law, encourage seniors to add their names to the list.

Interaction with law enforcement encourages seniors to call when they suspect someone is attempting to defraud them. Promote it in Triad meetings and seminars. Use law enforcement, the S.A.L.T. Council, and volunteers to alert seniors when fraudulent operators are in the area.

Evaluation Process:

Monitor before and after program statistics on scams and fraud through your crime statistics and victim assistance programs, or your local law enforcement agencies. Surveys can also be utilized after lecture programs. Keep surveys easily quantifiable.

Potential Model Programs:

Senior Identity Theft Prevention

Program Description:

As one of the fastest growing crimes in the US, identity theft affects twice the number of seniors as the rest of the population – nearly 10 million Americans overall. (Federal Trade Commission, 2003 *Identity Theft Survey Report* Washington, DC: Federal Trade Commission.)

With identity theft, an individual's identity is assumed either temporarily, or sometimes, longer term, to commit fraud. A criminal will assume the name, address, social security number, bank or credit account number, or other identifying information, without the victims' knowledge to commit fraud or other crimes. 54% of the reported complaints did not notify a law enforcement agency, signifying that many victims do not have proper training as to how to report and rectify these crimes.

Objective of Program (why needed?):

Victims spent an average of 30 hours resolving identity theft in 2002. The FTC suggests that Americans spent almost 300 million hours resolving identity theft in 2002.

Agencies strengthen efforts to combat identity theft with the help of Triad, its programs, and volunteers.

Resources Needed (Volunteers/Staff/Material requirements):

Contact the Federal Trade Commission, local law enforcement agencies, the three major credit reporting agencies (Equifax, Experian, Trans Union) for distribution materials (see Appendix for more information). Obtain a copy of the Consumer Action Handbook for general consumer assistance.

Additional materials can be obtained from AARP, your local RSVP organization, local Council on Aging, area Agency on Aging, or by contacting the Department of Justice.

Contact your local bank for bank fraud representatives, Better Business bureau personnel, fraud investigators or specialized law enforcement personnel for presenter contacts.

Volunteers will be needed for hand-out and other fraud leaflet distribution.

For presentations, utilize senior accessible space, such as a community center, or library.

Use local advertisement resources for your program.

Procedures (How program is put together?):

Educate seniors about identity theft to reduce underreporting and the occurrence of financial crimes. Educate seniors to identify fraudulent activities before victimization, and if defrauded, can rectify the situation.

Provide articles, brochures, and presentations – with follow-up bulletins and reminders – to individuals and senior organizations outlining fraud recognition, prevention and rectification. In addition, train law enforcement to interview older individuals proficiently in order to apprehend identity thieves.

To combat these activities, contact the Federal Trade Commission, local law enforcement agencies, and the three major credit reporting agencies, Equifax, Experian, and Trans Union for materials. Present seminars on the trends of fraud in your area, with community experts as presenters.

The presenters/moderators of the program could include bank fraud representatives, Better Business Bureau, fraud investigators, or other specialized department. Summarize the material in flier format, distributed through channels used to advertise your program. Contact information for materials is listed in the appendix of this publication.

Citizens are instructed not to make any transaction in which they give credit card information over the telephone unless they placed the call. If your state has the “do not call” list, encourage seniors to add their names to it.

Criminals obtain personal information by rummaging through trash, stealing wallets, purses, mail, pre-approved applications, or tax information. They pose as telemarketers or sweepstakes employees to get personal information over the telephone. They send false e-mails, requesting information. Some dishonest employees steal employer records with personal information.

Criminals will watch or listen for pin numbers, calling card or credit card numbers. According to the FTC, 66% of identification theft victims gave criminals requested personal information. Actions related to identification theft can be a federal offense and violations of these federal laws are investigated by Federal Law Enforcement agencies including:

- Federal Bureau of Investigation (F.B.I.).
- United States Secret Service.
- United States Postal Inspection.
- Social Security Administration office of the Inspector General.
- Federal Identity Theft cases are prosecuted by the United States Department of Justice

Advertise your program. If seniors are unaware of your seminars and efforts, your program will fail. Many radio stations identify this project as a public broadcasting announcement, making this cost free. Triad should have or create a contact sheet of local senior center newsletters, long-term care facilities and other senior targeted publications to relay seminar information. Other advertising venues are local news coverage, fliers in public areas, spiritual centers, and volunteer programs such as Meals on Wheels.

Finally, train law enforcement to interview older victims proficiently. The quality of information gathered from seniors will increase the likelihood of apprehending offenders. Law enforcement must be awareness trained to identify and work around impairments that often occur in seniors. Physical, sensory, memory, or other cognitive impairments can interfere with an officer's attempt to gather information. Improved techniques allow the officer to develop a quality investigation and to positively affect victims' attitudes, behaviors and perceptions toward law enforcement. Address all relevant inquiries, to include victim/offense/offender characteristics. Create and utilize a detailed investigation checklist for the senior's estate, financial arrangements, and relevant legal documents.

Evaluation Process:

In evaluating your program, use a quiz after the presentation to assess the level of information seniors absorbed. Asking generalized questions on recognizing, preventing, and rectifying identity theft can determine weaknesses in presenters for the next seminar. Offering these seminars and evaluations often and updating the material as criminal activity evolves, seniors are continually reminded of the factors that make up identity theft.

A reduction of identity theft in your community is an evaluation tool to measure program success. Review crime statistics for these changes.

Law enforcement is not accountable to Triad. Keep a working rapport with the sheriff, chief of police, or other officers to increase the number of law enforcement officials attending training.

Potential Model Programs:

Home Safety Inspection Programs

Program Description:

In addition to senior crime safety, your Triad can implement programs that keep seniors safe. Statistics state that higher percentages of seniors are injured and killed by falls from an unsafe environment and fires from equipment that has not been maintained. Although not a senior crime safety issue, these statistics affect law enforcement duties. This program of home fire safety and security inspections are a joint effort between the sheriff's office, police departments, fire departments, and EMT workers. Work with law enforcement and seniors to perform home inspections to reduce fall and fire statistics.

Objective of Program (why needed?):

Often, seniors are unable to maintain their homes, allowing disrepair and neglect to create an unsafe environment. In addition, safety equipment such as locks, peepholes, and fire detectors may be out of date or not functioning. As the National Safety Council chart below indicates, deaths in the home are attributed to unsafe environments.

HOME ACCIDENTS	PERCENT
(1) Falls	31.8%
(2) Poisoning	21.0%
(3) Fire/burns	16.4%
(4) Obstructed airway	8.7%
(5) Suffocation	3.6%
(6) Firearms	2.6%
7) Poison(gas)	2.1%

Falls as a percent of fatal home accidents are increasing. More than 86% of the victims are 65 or older.

According to the U.S. Fire Administration, Americans over the age of 65 are at a high risk of death and injuries due to fires and represent over 1,000 fire related deaths each year. People over age 80 die in fires at a rate 3 times higher than the rest of the population.

By addressing fall, fire, and safety issues as it pertains to seniors, Triad will alleviate law enforcement duties, but also help to keep seniors safe.

Resources Needed (Volunteers/Staff/Material requirements):

Contact the Federal Online Resources, AARP, Administration on Aging, American Federation for Aging Research, International Association of Fire Chiefs, The National Volunteer Fire Council, National Safety Council, and the National Center for Injury Prevention and Control for distribution and lecture materials on fall/fire/home safety. If you prefer to create your own materials, team up with printing services in your area to produce fall and fire safety information. Recruit volunteers for leaflet distribution, sign-up, and maintenance/installation efforts. For presentations, any space accessible by seniors, such as a community center, library, or other facility with lecture space will suffice. Utilize local advertisement resources for your program.

Procedures (How program is put together?):

Distribute prevention information through spiritual groups, civic organizations, Meals on Wheels, Neighborhood Watch, and senior centers. Arrange for safety lectures where seniors gather. Promote your 'free evaluation and home safety inspection' program. Volunteers should take registrations for a free inspection.

Schedule each person for a one hour slot. Allow 30 minutes for a law enforcement security check and 30 minutes for a fire department/EMT fall and fire prevention check. Team up with local hardware companies to sponsor the program. The company normally donates fire alarm systems, peepholes, night lights, light bulbs, or other safety devices for seniors lacking safety equipment.

Make prevention awareness a regular lecture topic, including home assessment materials, free inspections, and volunteer services and equipment. Appendix N includes a sample home inspection form.

Evaluation Process:

Evaluate your program by the number of seniors who sign-up for your program. You may also administer a short survey after the inspection/walkthrough lecture, to evaluate retained information.

Potential Model Programs:

APPENDIX A

Triad Cooperative Agreement

Triad Cooperative
Agreement of

Area, County

Senior Citizens Group(s)

County Sheriff's Office

Police Department(s)

Preamble

Major polls indicate that crime and the fear of crime impact seniors. Recognizing the increasing number of older persons, we desire to identify and address more effectively the problems faced by older citizens.

Because of the aging of the population and the increasing demands placed on law enforcement agencies to meet the needs of the older citizens, it is important that the county's leading law enforcement agencies support programs designed to benefit senior citizens.

Statement of Agreement

In light of the above, the Senior Services of _____, _____, and _____, the Chiefs of Police of _____, _____, and _____ and the _____ County Sheriff's Office are determined to effect change. These groups and agencies agree that the older population has special needs with respect to victimization and fear of crime, loss, and isolation. We agree that these needs can be met by law enforcement agencies and the county's premier organization(s) of seniors, working together at all levels of free societies.

We hereby commit to work together to enhance the crime safety of older persons. Our purpose is to reduce criminal victimization through cooperative strategies, planning and programming, and increase law enforcement awareness of older persons' need for security and dignity.

This initiative is designed to mobilize community resources to ascertain the needs and concerns of older citizens and to provide mechanisms for meeting those needs.

The sharing of resources is the first step in achieving an effective means of providing effective programs. This process will involve law enforcement, seniors, and senior services in the development, implementation and evaluation of acceptable solutions. Together, we will strive for a renewed sense of responsibility for the security and well being of older citizens through public awareness, training, and the provision of criminal justice services.

Therefore, by agreement, the Triad will initiate the appropriate actions to achieve these objectives.

Accepted:

Name	Date	Name	Date
Name	Date	Name	Date
Name	Date	Name	Date
Name	Date	Name	Date
Name	Date	Name	Date
Name	Date	Name	Date

APPENDIX B

Model Triad Departmental Policy

Officer Interaction with Seniors

I. Purpose

The _____ Police/Sheriff's Agency will take a leadership role in promoting recognition of a unique challenge, as well as the important source of support for law enforcement that the older person presents. Officers should be aware that the fear of crime and certain types of criminal victimization are directed toward older individuals. For these reasons, officers shall pursue steps to ensure that the rights and protection guaranteed by law are available for the older citizen. The department will seek and use appropriate community resources to:

- Promote a cooperative expansion of community crime prevention;
- Provide educational programs to reduce fear and victimization;
- Work to identify and arrest those who commit crimes against older individuals; and
- Involve older volunteers in support roles in this process.

Crime, harassment and circumstances resulting in fear are serious. It is recognized that crimes against older individuals may be subtle or hidden. Some are victimized by family members, health care providers, or fraudulent business practices. Such acts cause some older persons to be averse to participate in community or social activities.

The _____ Police/Sheriff's Agency will maintain an advisory Council whose membership should include a local AARP/RSVP member, a crime prevention officer, a local clergy representative, a local social services representative and the Chief Executive Officer of other interested area law enforcement agencies. Additional relevant membership is welcome. The Council shall be named S.A.L.T. "Seniors and Law (Enforcement) Together."

The purpose of the Council shall be to research and offer programmatic remedies to the needs and concerns of older persons as it pertains to criminal activity. It shall be a forum for

communications and discussion between law enforcement and seniors. The Council may develop its own agendas, focusing on crime and security-related concerns of older persons. The Council shall determine meeting frequency and the formality of goals, minutes, topics, projects, etc.

II. Definition

An older person is defined for members of the _____ Police/Sheriff's Agency as a person who has attained the age of _____ years. (Local statutes may define applicable age.)

III. Policy

It shall be departmental policy to bring investigative and enforcement elements into prompt action following each reported or observed incident involving a victimized older adult. Emphasis should be placed on victim assistance and accessing community resources to assist the victim. Officers shall be alert to the quality of life for the older person and document and report substandard conditions to the appropriate authority or a police supervisor.

IV. Procedures

When an officer determines that an incident involves an older person, that officer shall ensure that the following procedures are enacted:

- A. The incident shall be fully investigated and documented;
- B. If circumstances threaten the older person's health, safety or welfare, the officer shall immediately notify his supervisor;
- C. Officers shall refer to the list of social agencies that may resolve any immediate threat. (The department should prepare and update an appendix to this policy listing all relevant service providing agencies.)
- D. Initial response officers shall:
 - 1. Respond in a manner that is sensitive, with consideration to the condition of a victim;
 - 2. Preserve the crime scene and evidence;
 - 3. Identify and interview witnesses;

4. Initiate a follow-up visit by family, friend, officer, or social service, if warranted, and request notification of final disposition; and
 5. Advise a supervisor of additional assistance needed.
- E. The reviewing or notified supervisor shall:
1. Ensure that immediate threats to health, safety or welfare are resolved;
 2. Respond to the scene if requested by the officer;
 3. Ensure that officer responsibilities (see above) are met;
 4. Assure victims that the department will render appropriate assistance;
 5. Verify arrangements for any support person or agency to provide assistance;
 6. If warranted, arrange for increased patrol of the area to either prevent/solve crime and or reassure a victim; and
 7. Inform police administrator or his designee of any health, safety or welfare condition that may need follow-up.

V. Training and Records (Optional)

- A. The department shall provide periodic in-service training to patrol and investigative officers on topics relevant to the aging process, senior crime prevention, senior crime trends, and senior victimization.
- B. The department shall keep such records that will allow for analysis of victimization data so that appropriate countermeasures can be developed for reduced victimization.
- C. To the extent possible, it shall be the policy of the department to share knowledge and records of senior crime, abuse or neglect with other law enforcement and governmental social service agencies that have a legitimate interest in the case.

Appendix C

Sample Letter of Invitation

Dear :

I would like to invite you to serve on a committee of law enforcement, seniors, and senior services working together to make _____ community a safer place for senior citizens – called Seniors and Law (Enforcement) Together, or S.A.L.T.

In some of our communities, seniors are defrauded, victimized or are afraid to leave home, shop, worship, or socialize, for fear of crime.

Sheriff _____, Chief _____, RSVP representative _____, and I have signed an agreement that commit our community’s law enforcement, working with senior volunteers, to address senior-related crimes of our area. Also, the State Sheriffs’ Association, the State Association of Chiefs of Police, and RSVP have signed a Triad Agreement committing them to work with seniors to reduce senior-targeted crimes.

If you accept this invitation to serve on the S.A.L.T. Council (normally, fifteen of your peers), please plan to attend two meetings within a month, and subsequently meet once every month thereafter. Meetings are normally one hour. The Council would attend these meetings with Sheriff/Chief _____, or designee.

Sheriff _____ and I have selected you to serve on this committee based on your skills and expertise, and we hope you will join us. The program will be rewarding to seniors, community, and to you personally. If you agree to serve, please call my office. We need your services!

Respectfully,

_____ (name)

Chief of Police

_____ City Police Department

_____, _____

APPENDIX D

Senior Advisory Council Policy

**S.A.L.T. Council of _____ County/City; and
Municipalities of _____ and _____**

The Senior Advisory Council meets on the first Tuesday of each month at 1:00 p.m., alternating meeting locations among the _____ Police Department, _____ Police Department, and _____ Sheriff's Office. At least two meetings each year shall be held at the _____ and the _____, with all county seniors invited to attend.

Meetings:

Meetings are to be informative, with the S.A.L.T. Chairman officiating.

Agenda:

The agenda is determined by the chairman, with input from the chiefs and sheriff or designate.

Notification:

S.A.L.T. members shall be notified by call, card, or letter at least one week before the listed meeting, stating the meeting date and place.

Minutes:

Meeting minutes will be recorded by a S.A.L.T. group designee and distributed to members no more than ten days after the meeting.

Attendance:

It is expected that all S.A.L.T. Council members will attend the monthly meetings unless unavoidably prevented from attending. Those unable to attend will notify the chairman prior to the meeting time in order to continue participation on the Council. Three consecutive unexcused absences will terminate membership.

Subcommittees:

Community participation shall be encouraged by establishing subcommittees of the S.A.L.T. Council as needed. It is expected that subcommittees will be involved in: surveys of the needs and concerns of older citizens, crime prevention education, reassurance program development/expansion, victim services, and special projects. Subcommittees shall be established to meet the immediate and changing needs of the community-specific crimes against older individuals.

APPENDIX E

Triad S.A.L.T. Council Bylaws

Article I. NAME

The name of this organization shall be Seniors And Law (Enforcement) Together Council (S.A.L.T.) of the _____ Triad.

Article II. PURPOSE

The purpose of the S.A.L.T. Council shall be to further the goals and objectives of the Triad, a joint venture between the Sheriff's Office, the Chiefs of Police in the County and RSVP to reduce the criminal victimization of older persons.

Article III. MEMBERSHIP

- A. The S.A.L.T. Council shall consist of not more than twenty but not fewer than ten members.
- B. Membership shall be ex-officio and at-large
 - 1. Ex-officio Members shall be the designated representatives of each of the Triad organizations:
 - a. RSVP (or equivalent)
 - b. _____
Sheriff's Office
 - c. _____
Chief(s) of Police
 - 2. At-large membership shall be open to officers, community representatives and civic organizations, service providers, and seniors.
- C. Selection of S.A.L.T. Council members-at-large shall be made by a membership committee consisting of the elected officers and two members selected at the October meeting. Recommendations for membership may be made to the committee in writing.
- D. The regular term of office for members-at-large shall be three years. Membership shall be staggered so that one-third of the members completes their term each year. Term of membership shall begin January 1 and end

December 31. Resigned memberships will be filled by the membership committee.

Article IV. OFFICERS AND THEIR ELECTION

- A. The elected officers of the S.A.L.T. Council shall be the Chairman, Vice-Chairman, and Secretary/Treasurer.
- B. A five-member nominating committee shall be elected at the July meeting and shall present a slate of candidates for office at the October meeting. The committee shall elect its own chairman.
- C. The officers shall be elected from within the Council for a one-year term. The election shall be held at the October meeting, with those elected assuming office January 1. Officers may be re-elected to the same office for succeeding terms.

Article V. DUTIES OF OFFICERS AND MEMBERS

- A. Duties of officers:
 - 1. Chairman shall preside at all meetings of the Council, appoint chairmen as needed, and serve as an ex-officio member of all committees with the exception of the nominating committee.
 - 2. Vice-Chairman shall preside in absence of the Chairman, and assume other duties as requested.
 - 3. Secretary/Treasurer shall maintain a membership list, keep meeting minutes, send timely notification of meetings to members, and keep records of moneys under the jurisdiction of the Council.
- B. Duties of members:

Each member shall be familiar with S.A.L.T. Council purposes, attend regular and special council meetings, and serve on at least one standing committee.

Article VI. STEERING COMMITTEE

The Steering Committee shall be comprised of the elected officers, chairmen of the standing committees, and immediate past chairman of the Council. The Steering Committee shall have the authority to

conduct Council business between meetings and to fill by appointment any office vacancy, with approval of the membership.

Article VII. COMMITTEES

- A. Standing committees of the S.A.L.T. Council shall be:
 - 1. Advisory
 - 2. Crime Prevention
 - 3. Legislation
 - 4. Resource Coordination
 - 5. Training
 - 6. Victim Assistance
 - 7. Volunteers
 - 8. Membership
 - 9. Nominating
 - 10. Media or Promotional
- B. Special committees may be appointed by the Council Chairman as needed.
- C. Committees shall consist of the chairman, at least two Council members, and committee chairman appointees.

Article VIII. MEETINGS

- A. The S.A.L.T. Council shall meet the first Tuesday of the month unless otherwise Chairman ordered, with Steering Committee approval.
- B. Special meetings may be called at the request of the Council Chairman.
- C. A quorum shall consist of one-third of the current membership. A simple majority of the voting members present shall be the voting rule.

APPENDIX F

S.A.L.T. Community Action Survey

AARP/Police Department(s)/Sheriff's Office

We need your help to assist us in taking positive steps to improve our community. Please answer each question by placing a check in the column that best describes your views. (Please complete this survey only once). To what extent does each of the following affect your life?

	Major Concern	Minor Concern	Very Little Concern
1. Fear of going out after dark?	_____	_____	_____
2. Fear of fraud or con artists?	_____	_____	_____
3. Vandalism in the neighborhood?	_____	_____	_____
4. Lack of public transportation?	_____	_____	_____
5. Sense of personal isolation?	_____	_____	_____
6. Fear of robbery (i.e. purse snatching)?	_____	_____	_____
7. Fear of burglary (home invasion)?	_____	_____	_____
8. Vendors knocking on the door?	_____	_____	_____
9. Neglect by family or friends?	_____	_____	_____
10. Fear of personal abuse?	_____	_____	_____
11. Other? _____	_____	_____	_____

Some suggested improvements in this community include the following:

Would these changes/additions improve your life?

	Very Much	To Some Degree	A Total Waste
1. Street lighting improvements?	_____	_____	_____
2. Expanded Neighborhood Watch Program?	_____	_____	_____
3. Public Transportation?	_____	_____	_____
4. Home Security Recommendations by Police?	_____	_____	_____
5. Group housing resident Councils?	_____	_____	_____
6. Daily reassurance phone calls?	_____	_____	_____
7. Senior van available at night?	_____	_____	_____

In which section do you live: Northeast____; Northwest____; Southeast____; Southwest____

Town of _____. **Sex:** Male____ Female____ **Age:** 55-65 ____; 65-75 ____; Over 75 ____

Optional Information: Your name and address might be helpful, but are not required:

Name: _____ Phone number: _____

Address: _____

Triad Quality of Life Survey

1. Which of these communities do you live in or closest to?(Triad to insert list of areas)
2. Do you live alone? Yes: _____ No: _____
3. Indicate in order of importance (1 being most important) the top 5 crime-related concerns in your area:

<input type="checkbox"/> Fear of Crime	<input type="checkbox"/> Burglary	<input type="checkbox"/> Solicitors/Vendors
<input type="checkbox"/> Vandalism	<input type="checkbox"/> Vacant/Abandoned House	<input type="checkbox"/> Purse Snatching
<input type="checkbox"/> Animal Problems	<input type="checkbox"/> Traffic Concerns	<input type="checkbox"/> Rape
<input type="checkbox"/> Victimization	<input type="checkbox"/> Fraud/scams	<input type="checkbox"/> Abuse/Neglect
<input type="checkbox"/> Residential Burglary	<input type="checkbox"/> Murder	<input type="checkbox"/> Assault
<input type="checkbox"/> Other _____		
Comments: _____		

4. Would you be interested in any of the following crime prevention programs?

Neighborhood Watch Home Security Survey Personal Safety Skills

Comments: _____

5. Would you be interested in participating in a volunteer program to assist law enforcement?

Yes No Please specify areas of interest:

<input type="checkbox"/> Neighborhood Watch	<input type="checkbox"/> Reassurance Visits	<input type="checkbox"/> Office Work
<input type="checkbox"/> Victim Assistance Program	<input type="checkbox"/> Home Security	<input type="checkbox"/> Crime Prevention

6. Do you need assistance in: Transportation/courier Shopping
 Running Errands Other

Optional Information, helpful but not required: Age: _____ Sex: _____
Name: _____ Phone number: _____
Address: _____

Thank you for taking the time to fill out this survey. This survey will help your Triad and S.A.L.T. Council (Seniors and Law (Enforcement) Together) to help you. Please return survey to (Name and address) or call (phone number) to have a S.A.L.T. volunteer pick it up.

APPENDIX G

Sample Agenda

S.A.L.T Council Meeting

Date, Time, Location

- I. Welcome – Chairman, Chief(s) and Sheriff or representatives
- II. Introduction of Council Members and any guests
- III. Minutes of Last Meeting
- IV. Overview of S.A.L.T. Purpose and Activities to Date
- V. Crime Update (Current Statistics, Problems, Trends)
 - a. Reported Crimes
 - b. Input from seniors—Unreported crimes? Rumors? Fears?
- VI. Reports from Committees
 - a. Crime Prevention Presentations/Programs
 - b. Volunteers
 - c. Reassurance Programs
 - d. Victim Assistance
 - e. Training
 - f. Evaluation
- VII. Short Term Plans to Meet Needs of Older Residents
- VIII. Long Term Plans
- IX. Crime Prevention Information – Tips for S.A.L.T. Members, also to be shared with friends and acquaintances
- X. Other Concerns
- XI. Next Meeting

APPENDIX H

Sample Refrigerator Card

TRIAD
(Local Law Enforcement Agency)
REFRIGERATOR CARD

Name: _____	Date Card Completed: _____
Address: _____	Phone: _____
_____	Allergies to Medications: _____
_____	_____
Whom To Contact & Phone #:	_____
1. _____	_____
2. _____	Date of Birth: _____
3. _____	_____
Doctor's Name: _____	Major Illnesses: _____
Doctor's Phone: _____	_____
Health Care Plan: _____	_____
Health Plan No.: _____	_____
Medicare #: _____	Other: _____
OVER FOR MEDICATIONS	

Back Side of Sample Refrigerator Card

MEDICATIONS

Current Medications	Date Updated	Dosage Strength	How Often Taken	When Taken

APPENDIX I

Older Person Referral Card

TRIAD	
<i>"Seniors & Law Enforcement Together"</i>	
OLDER PERSONS REFERRAL CARD	
<i>(Name of Local Law Enforcement Agency (ies))</i>	
Name:	_____
Address:	_____
City:	_____ State: _____ Zip: _____
Phone #:	_____
Nearest Relative:	_____
Emergency Phone #:	_____
* * * * *	
<i>During the Course of my duties, I observed the above person in need of the following:</i>	
Food:	_____ Security: _____
Clothing:	_____ Heat: _____
Care Taking:	_____ Other: _____
Lighting:	_____ _____
_____	_____
Officer Signature	ID #

Older Person Referral Card (Backside)

FOLLOW-UP

Date: _____

Referrals: _____

Comments: _____

Auxiliary Signature

ID#

APPENDIX J

Adopt-A-Senior Program

Definition

The Adopt-A-Senior program is sponsored by Triad. It is a joint venture involving the _____ Police Department, the _____ Sheriff's Office and the _____ Council on Aging. It is intended to provide support and reassurance for older adults with special needs. Considered for participation is older persons with limited mobility or medical problems, confined to their homes, or living alone with limited family support. This program is intended to supplement care provided by other persons/agencies.

Goal

The Adopt-A-Senior purpose is to establish communication and cooperation among law enforcement, state/local agencies, and seniors to maximize resources and ensure that senior needs are monitored and referred as necessary.

Implementation

The following agencies will provide officers who will adopt one or more seniors. Background information will be provided on the older person, explaining any special needs or medical problems. The officer will contact the referral agency to schedule the first meeting with advance notice and a caseworker present for the initial visit, if necessary. Afterward, the officer plans for future visits – at least one per week. The officer will call the senior(s) at least once a week.

During each visit or call, the officer should be aware of needs or attention required for the senior. In the event an officer feels that a referral is in order, the officer should fill out an Older Persons Referral Card to notify the Adult Protective Services, Senior Referral Program, or appropriate service agencies.

This program will be coordinated by _____.

APPENDIX K

Application for Triad Call-In Program

Name _____ Phone # _____

Address _____

Description of Home _____

(Please describe exact location of your residence (example: route number, color of house, right or left side of road, apartment house, etc.)

Name of Nearest Neighbor _____ Neighbor's Phone # _____

Address _____

Medical Problems: _____

Doctor's Name: _____ Doctor's Phone # _____

Name of person to be notified in case of illness (name, address, phone #, relationship)

Waiver of property damage: I hereby authorize any state or county law enforcement officer and/or medical unit to forcibly enter my home (address above) in the event there is reasonable cause to suspect that I am in need of immediate medical assistance. I agree to hold the state and county, together with its agents and/or employees, harmless for any damage to my property, both personal and real, resulting from said forcible entry.

Signature: _____ Date: _____

APPENDIX L

Palmore Quiz – Selected Questions

True or False

1. In general, most old people are pretty much alike
2. Over 15% of the U. S. Population are now age 65 or older
3. The aged are more fearful of crime than are persons under 65
4. The majority of older people (over age 65) are senile (i.e. defective memory, disoriented, or demented)
5. More older persons (over age 65) have chronic illnesses that limit their activity than younger persons
6. At least one-tenth of the aged are living in long-stay institutions (i.e. nursing homes, mental hospitals, homes for the aged, etc.)
7. Old people usually take longer to learn something new
8. Most older workers cannot work as effectively as younger workers
9. The reaction time of most old people tend to be slower than reaction time of younger persons
10. The majority of old people are socially isolated and lonely
11. The majority of old people are working or would like to have some kind of work to do (including housework and volunteer work)
12. Most old people are set in their ways and unable to change

Answers

1. False. There appear to be as many differences between older people as any age level. Some evidence indicates that people tend to become more heterogeneous as they age.
2. False. In 2000, there are an estimated 35 million people age 65 or older in the United States, accounting for almost 13 percent of the total population.
3. According to National Council on the Aging, in 1974, 23 percent of older people (65 and older) said fear of crime was a “very serious problem.” Today, 9 percent voiced the same worry. The aged are more acutely fearful of crime within this 9 percent,

despite their lower rates of victimization. However, in part due to senior safety educational programs such as Triad, this fear has been reduced significantly since 1974. Women, Blacks, and metropolitan aged have higher percentages fearful of crime. This more acute fear of crime among the aged may be another reason their actual victimization rate is lower.

4. False. Only about 1% of all healthy people over 65 develop Alzheimer's each year. According to the Federal Interagency Forum on Aging-Related Statistics, increases in memory impairment normally occur with advanced age: only about one-third of men and women age 85 and older has moderate or severe memory impairment.
5. More persons over 65 have chronic illnesses that limit their activity (43%) than younger persons (10%).
6. False. Only 4.9% of persons 65 or over were residents of any long-stay institutions according to census data. Even among those aged 75 or over, only 9.2% were institutionalized.
7. True. Experiments have consistently shown that older people take longer than younger people to learn new material.
8. False. Despite declines in perception and reaction speed under laboratory conditions, studies under actual working conditions generally show that older workers perform as well as, if not better than, younger workers on most measures.
9. True. One of the best documented facts about the aged on record, it appears to be true regardless of the kind of reaction that is measured.
10. False. Older individuals living alone comprise close to 30.5 percent of all older households. With frequent visits and contacts with relatives and friends, participation in churches and other voluntary organizations, the majority of older people are far from socially isolated and seldom lonely.
11. True. Seniors make up 14.5 percent of the current work force or have stated that they would like to have some kind of work to do, including housework and volunteer work.
12. False. There is some evidence that older people tend to become more stable in their attitudes, but it is clear that older

people do change and adapt to the many major life events that occur in old age.

Questions courtesy of Dr. Erdman Palmore of Duke University.

APPENDIX M

Citizen's Law Enforcement Academy Application

Date of Application _____

Name _____ Date of Birth _____

Address _____

City, State, Zip _____

Work Phone _____ Home Phone _____

Social Security # _____ Driver's License # _____

Employer _____ Occupation _____

Employer's Address _____

Have you been arrested for any offense other than traffic? _____ When _____ Where _____

Please list or describe any civic activities/organizations you are involved in:

What experience have you had with law enforcement? (Circle One) Positive Negative

Briefly Explain: _____

Briefly explain your interest in the citizen's academy: _____

What do you expect to gain from attending this academy? _____

Will you be able to attend all of the class sessions? (Schedule Attached) _____ Yes _____ No

Person to be contacted in case of emergency during your attendance at the Academy:

Name _____

Address _____

Relationship _____ Phone _____

Liability Waiver

I hereby certify that the information contained in this application is true and complete to the best of my knowledge. You are hereby authorized to make any investigation of my personal history deemed necessary for consideration to attend the Citizen Police Academy.

Signature _____ Date _____

13. Are faucets easy to use Yes No

14. Are there any leaks in or around the faucets Yes No

If yes, where? _____

15. Can you get out of tub or shower with ease? Yes No

16. If no, would they like grab bars installed? Yes No

17. Assess whether hand-held shower-head is needed? Yes No

18. Assess whether shower chair is needed? Yes No

19. Is toilet seat secure? Yes No

Electrical outlets

20. Are there any outlets that are inoperable? Yes No

If so, how many? _____ Where are they located?

Fire Safety:

21. Are there smoke detectors in all necessary areas? Yes No

(Test each detector)

22. If the answer is no, how many were installed? _____

23. Is there a telephone available for emergencies? Yes No

24. Is telephone equipped with hearing enhancement? Yes No N/A

25. Are house numbers visible from street? Yes No

Comments:

Project Information

Date Project Started: _____ Date Project Completed: _____ Actual
Cost: _____

Staff Hours: _____ Volunteer Hours: _____

Home Improvement Worker Signature

Appendix O

Elopement Drill Evaluation Form

To be completed and sent to the Regional Director of Operations

Community:	Date:
Location of hidden item:	
Time Drill Started:	Time Drill Ended:

YES NO COMMENTS

	YES	NO	COMMENTS
Lost subject profile completed			
Point of last seen			
Description			
Apartments/rooms checked			
Head count initiated and completed			
Community search conducted in a timely, organized manner			
All common/work areas searched			
Outside search initiated and conducted in a organized, timely manner			
All staff followed protocol per missing persons standard practice			
Was a lead person identified and search organized through lead			

Overview and follow-up

--

Signature of Participants:

Signature of Person Completing Forms:

--	--

Missing Resident Response Kit

Each community will prepare a kit to be used in the event of an elopement. The kit should be inspected and updated regularly, and at the time of a missing resident drill.

Contents (or directions where to find these items in the community)

1. Obtain a copy of resident photo from the chart. Make at least four good copies: One for the police, two for the search teams and one for the person in charge. Photos should be taken at admission.
2. Flashlights (wide beam, shatter resistant, batteries checked on drill, extra batteries available).
3. Internal diagram of the building(s), showing all exits, doors and areas by name or identifier.
4. Map(s) of immediate area with street names provided and addresses of buildings on the campus as well as residents and nearby businesses. Suggest the map contain physical markers such as parking lots, ponds, bridges, fences, bus stations, etc. whatever may be helpful when searching the outside perimeter and can be communicated over a radio or cell phones during a search.
5. List of key phone numbers and cell phone numbers in very large print of the following:

*Front desk

*Administrators

*Police

*Fire Department

*Local hospital

6. Guidelines on what to do when neighbors or the public offer to assist.

*Tailor this response to each community and discuss in safety committee, as each community is different.

*Thank them, and mention the police are also searching; provide a description of the resident and clothing and instruct the public on what would be most helpful, e.g. turn on lights, search their own area, yards, cars, stairwells, and who to call if resident is seen or found.

Elopement Risk Assessment

To be completed upon admission, quarterly, and with significant changes in condition.

Resident Name: _____ Date: _____

- | | | |
|---|-----|----|
| 1. Resident is alert and oriented and not at risk for elopement?
(if yes, to #1 sign and date the form, If no, complete the assessment) | Yes | No |
| 2. Resident often requests to go home and/or is searching for home? | Yes | No |
| 3. Resident has a history of leaving his/her home or facility? | Yes | No |
| 4. Resident experiences increased confusion at certain times of day? | Yes | No |
| 5. Resident has had a decline in cognitive status? | Yes | No |
| 6. Resident walks/paces about facility and is often found at an exit door? | Yes | No |
| 7. Resident is capable of independent mobility? | Yes | No |
| 8. Resident resists redirection? | Yes | No |
| 9. Resident attempts to follow others when the leaving building? | Yes | No |
| 10. Resident has eloped from facility? | Yes | No |
| 11. Resident representative has requested to have resident monitored? | Yes | No |

Assessment Outcome:

Resident is an elopement risk Yes No

Resident placed on a safety check list Yes No

Resident is assigned a wander-guard

Yes No

Signature: _____ Date: _____

Resources

Administration on Aging

Public Inquiries Unit

330 Independence Avenue, SW

Washington, D.C. 20201

Phone: (202) 619-0724

TDD: (800) 877-8339

Eldercare Locator (800)677-1116

Fax: (202)357-3555

www.aoa.dhhs.gov

Alzheimer's Association

National Headquarters

225 North Michigan Avenue, Fl. 17

Chicago, IL 60601

Phone: (800) 272-3900

Fax: (312) 335-1110

www.alz.org

AARP

601 E. Street, NW

Washington, D.C. 20049

(888) 687-2277

www.aarp.org

American Federation for Aging Research (AFAR)

70 West 49th Street, 11th Floor

New York, NY 10018
Phone: (212) 703-9977
Fax: (212) 997-0330
info@afar.org
WWW.infoaging.org

Better Business Bureau

Elder Fraud Hotline
4200 Wilson Blvd, Suite 800
Arlington, VA 22203-1838
Phone: (703) 276-0100
Fax: (703) 525-8277
www.bbb.org

Consumer Action Handbook

Name and Address to: Handbook
Pueblo, Colorado 81009.
Phone: (888) 878-3256
www.ConsumerAction.gov

Credit Bureaus:

To report to your Credit Bureaus:

EXPERIAN(FORMERLY TRW)

- To report fraud, call (888) EXPERIAN or (888) 397-3742, fax to (800) 301-7196, or write to P. O. Box 1017 Allen, TX 75013 To order a copy of your credit report(\$8.00 in most states) write to P. O. Box 2104 Allen, TX 75013 or call (888)EXPERIAN or (888) 397-3742

- To OPT OUT of pre-approved offers of credit and marketing lists, call (800) 353-0809 or (888)5OPTOUT or write to P. O. Box 919 Allen, TX 75013

- www.experian.com

EQUIFAX

- To report fraud call (800) 525-6285 or write to:
P. O. Box 740250 Atlanta, GA 30374-0250
- To order a copy of your credit report(\$8.00 in most states) call (800) 685-1111 or write to P. O. Box 740241 Atlanta, GA 30374-0241
- To OPT OUT of pre-approved offers of credit, call (888) 567-8688 or write EQUIFAX OPTIONS, P. O. Box 740123 Atlanta, GA 30374-0123
- www.equifax.com

TRANS UNION

- To report fraud, call (800) 680-7289 or write to P. O. Box 6790 Fullerton, CA 92634
- To order a copy of your credit report(\$8.00 in most states), write to P. O. Box 390 Springfield, PA 19064 or call (800) 888-4213
- To OPT OUT of pre-approved offers of credit and marketing lists, call (800) 680-7293 or (888) 5OPTOUT or write to P. O. Box 97328 Jackson, MS 39238
- www.tuc.com

Deaf Telephone Services; TDD-TTY

Operational Services, directory assistance

1(800) 855-1155

Department of Health and Human Services

200 Independence Avenue, S.W.

Washington, D.C. 20201

Phone (202) 619-0257

Toll Free: (877) 696-6775

www.hhs.gov

Department of Justice (DOJ)

950 Pennsylvania Avenue, NW

Washington, DC 20530-0001

Phone: (202) 514-2000

TTY: (202) 514-0716

askdoj@usdoj.gov

www.usdoj.gov

Direct Marketing Association: Direct Mailing List Removal

Access web site and follow removal instructions

1120 Avenue of the Americas

New York, NY 10036-6700

Phone: (212) 768-7277

www.the-dma.org

Direct Marketing Association: Telephone Preference Service

Access web site and follow removal instructions

www.the-dma.org/consumers/offtelephonenumberlist.html

Eldercare Locator

Phone: (800) 677-1116

Fax: (202) 296-8134

TTY: (800) 677-1116

www.eldercare.gov

Federal Interagency Forum on Aging-Related Statistics

3311 Toledo Road, Room 6227

Hyattsville, MD 20782

Phone: (301) 458-4460

Fax: (301) 458-4037

www.agingstats.gov

FirstGov for Seniors

U.S. General Services Administration

1800 F Street, NW

Washington, DC 20405

Phone: (800) 333-4636

www.firstgov.gov/topics/seniors.shtml

Federal Online Resources

www.FirstGov.gov - official federal and state government websites.

Hearing Aid Helpline

International Hearing Society

16880 Middlebelt Road

Livonia, MI 48154

(800) 521-5247

www.ihinfo.org

Home Safety Council

the Federal Citizen Information Center,

Dept. 656L

Pueblo, CO 81009.

(888) 878-3256 and ask for Item 656L.

www.pueblo.gsa.gov

ID Fraud, Contact:

- Federal Trade Commission www.ftc.gov
- U.S. Postal Service www.usps.gov/websites/depart/inspect
- U.S. Secret Service www.treas.gov/usss
- U.S. Social Security Administration www.ssa.gov
- Federal Bureau of Investigation www.fbi.gov
- U.S. Department of Justice www.usdoj.gov
- Privacy Rights Clearinghouse www.privacyrights.org
- Identity Theft Prevention and Survival www.identitytheft.org

International Association of Chiefs of Police

515 North Washington Street

Alexandria, VA 22314

Phone: (800) 843-4227

Fax: (703) 836-4543

www.iacp.org

International Association of Fire Chiefs

4025 Fair Ridge Drive,

Suite 300

Fairfax, VA 22033-2868

Phone: **703.273.0911**

Fax: **703.273.9363**

www.iafc.org

Legal Services for the Elderly (LSE)

130 West 42nd Street, 17th Floor

New York, NY 10036

Phone: (212) 391-0120

Fax: (212) 719-1939

Hn4923@handsnet.org

www.nia.nih.gov

Meals On Wheels Association of America

203 South Union Street

Alexandria, VA 22314

Phone: (703) 548-5558

Fax: (703) 548-8024

www.mowaa.org

Medicare and Medicaid Services

7500 Security Boulevard

Baltimore, MD 21244-1850

Phone: (877)267-2323

TTY: (866) 226-1819

Medicaid Fraud Control Unit: (800) 371-0824

www.cms.gov

National Association of State Directors of Veterans Affairs

www.nasdva.com

National Association of State Units on Aging

Information/Resource/Referral Support Center

1201 15th Street, NW, Suite 350

Washington, DC 20005

Phone: (202) 898-2578

Fax: (202) 898-2583

www.nasua.org

National Center for Injury Prevention and Control

Mailstop K65
4770 Buford Highway NE
Atlanta, GA 30341-3724

Phone: **770.488.1506**

Fax: **770.488.1667**

OHCINFO@cdc.gov

National Center On Elder Abuse (NCEA)

1201 15th Street, NW, Suite 350

Washington, DC 20005-2842

Phone: (202) 898-2586

Fax: (202) 898-2583

NCEA@nasua.org

www.elderabusecenter.org

National Center for Victims of Crime

2000 M Street, N.W., Ste. 480

Washington, DC 20036

Phone: (800) 394-2255

www.ncvc.org

National Committee for the Prevention of Elder Abuse

1612 K Street, NW

Washington, DC 20006

Phone: (202) 682-4140

Fax: (202) 223-2099

www.preventelderabuse.org

National Council on Aging, Inc. (NCOA)

300 D Street, SW, Suite 801

Washington, DC 20024

Phone: (202) 479-1200

Fax: (202) 479-0735

info@ncoa.org

www.ncoa.org

National Domestic Violence Hotline

Phone: (800) 799-7233

TTY: (800) 787-3224

www.ndvh.org

National Fraud Information Center

(800) 876-7060

www.fraud.org

National Hospice and Palliative Care Organization (NHPCO)

1700 Diagonal Road, Suite 625

Alexandria, VA 22314

Phone: (800) 658-8898

Phone: (703) 837-1500

Fax: (703) 837-1233

info@nhpco.org

www.nhpco.org

National Institute of Environmental Health Sciences (NIEHS)

National Institute of Health (NIH)

PO box 12233

Research Triangle Park, NC 27709

Phone: (919) 541-3345

TTY: (919) 541-0731

www.niehs.nih.gov

National Long Term Care Ombudsman Resource Center

1424 16th Street, NW, Suite 202

Washington, DC 20036

Phone: (202) 332-2275

Fax: (202) 332-2949

Ombudcenter@nccnhr.org

www.ltcombudsman.org

National Organization for Victim Assistance (NOVA)

1730 Park road, NW

Washington, DC 20010

Phone: (800) TRY-NOVA

Phone: (202) 232-6682

Fax: (202) 462-2255

nova@try-nova.org

www.try-nova.org

National Sheriffs' Association

1450 Duke Street

Alexandria, VA 22314-3490

(800) 424-7827

Fax: (703) 519-8567

www.sheriffs.org

National Volunteer Fire Council

1050 17th Street, NW, Suite 490

Washington, DC 20036

202/887-5700

202/887-5291 Fax

1-888-ASK-NVFC (275-6832)

www.nvfc.org

Social Security Administration

Office of Public Inquiries

Windsor Park Building

6401 Security Boulevard

Baltimore, MD 21235

Phone: (800) 772-1213

TTY: (800) 325-0778

www.ssa.gov

Substance Abuse and Mental Health Services Administration

(SAMHSA) Department of Health and Human Services

1 Choke Cherry Road

Rockville, MD 20857

Phone: (800) 729-6686

Phone: (240) 276-2000

TTY: (800) 487-4889

Fax: (301) 468-7394

info@samhsa.gov

www.samhsa.gov

Training and Technical Assistance Center

Office for Victims of Crime

10530 Rosehaven Street

Suite 400
Fairfax, VA 22030
Phone: (866) 682-8822
TTY: (866) 682-8880
Fax: (703) 279-4673
TTAC@ovcttac.org
www.ovcttac.org

U.S. Health & Human Services

200 Independence Avenue, SW
Washington, DC 20201

U.S. Senate Special Committee on Aging

G31 Dirksen Senate Office Building
Washington, DC 20510
Phone: (202) 224-5364
Fax: (202) 224-8660
mailbox@aging.senate.gov
www.aging.senate.gov

Volunteers of America

1660 Duke Street
Alexandria, VA 22314
Phone: (800) 899-0089
Phone: (703) 341-5000
Fax: (703) 341-7000
info@voa.org
www.volunteersofamerica.org

Young Men's Christian Association (YMCA)

101 North Wacker Drive, 14th Floor
Chicago, IL 60606
Phone: (800) 872-9622
Phone: (312) 977-9063
www.ymca.net

Young Women's Christian Association (YWCA)

1015 18th Street, NW, Suite 1100
Washington, DC 20036
Phone: 202-467-0801 •
Fax: 202-467-0802
info@ywca.org •
www.ywca.org

Recommended Reading

- **A Police Guide to Surveying Citizens and Their Environments**, Bureau of Justice Assistance, 1993. This guide offers a practical introduction for police practitioners to two types of surveys that police find useful: surveying public opinion and surveying the physical environment. It provides guidance on whether and how to conduct cost-effective surveys.
- **Assessing Responses to Problems: An Introductory Guide for Police Problem-Solvers**, by John E. Eck (U.S. Department of Justice, Office of Community Oriented Policing Services, 2001). This guide is a companion to the *Problem-Oriented Guides for Police* series. It provides basic guidance to measuring and assessing problem-oriented policing efforts.
- **Bringing Victims into Community Policing**. The National Center for Victims of Crime and the Police Foundation. (Bureau of Justice Statistics and Office of Community Oriented Policing Services, 2002).
- **Call Management and Community Policing**. Tom

McEwen, Deborah Spence, Russell Wolff, Julie Wartell, Barbara Webster. (Bureau of Justice Statistics and Office of Community Oriented Policing Services, 2003).

- **Conducting Community Surveys**, by Deborah Weisel (Bureau of Justice Statistics and Office of Community Oriented Policing Services, 1999). This guide, along with accompanying computer software, provides practical, basic pointers for police in conducting community surveys. The document is also available at www.ojp.usdoj.gov/bjs.

- **The COPS Collaboration Toolkit: How to Build, Fix, and Sustain Productive Partnerships**. Gwen O. Briscoe, Ph.D., Anna T. Laszlo, Tammy A. Rinehart. (U.S. Department of Justice, Office of Community Oriented Policing Services, 2001).

- **Crime Prevention Studies**, edited by Ronald V. Clarke (Criminal Justice Press, 1993, et seq.). This is a series of volumes of applied and theoretical research on reducing opportunities for crime. Many chapters are evaluations of initiatives to reduce specific crime and disorder problems. 68 Financial Crimes Against Older Individuals

- **Excellence in Problem-Oriented Policing: The 1999 Herman Goldstein Award Winners**. This document produced by the National Institute of Justice in collaboration with the Office of Community Oriented Policing Services and the Police Executive Research Forum provides detailed reports of the best submissions to the annual award program that recognizes exemplary problem oriented responses to various community problems. A similar publication is available for the award winners from subsequent years. The documents are also available at www.ojp.usdoj.gov/nij.

- **Not Rocket Science? Problem-Solving and Crime Reduction**, by Tim Read and Nick Tilley (Home Office Crime Reduction Research Series, 2000). Identifies and describes the factors that make problem-solving effective or

ineffective as it is being practiced in police forces in England and Wales.

- **Opportunity Makes the Thief: Practical Theory for Crime Prevention**, by Marcus Felson and Ronald V. Clarke (Home Office Police Research Series, Paper No. 98, 1998). Explains how crime theories such as routine activity theory, rational choice theory and crime pattern theory have practical implications for the police in their efforts to prevent crime.
- **Problem Analysis in Policing**, by Rachel Boba (Police Foundation, 2003). Introduces and defines problem analysis and provides guidance on how problem analysis can be integrated and institutionalized into modern policing practices.
- **Problem-Solving Tips: A Guide to Reducing Crime and Disorder Through Problem-Solving Partnerships**, by Karin Schmerler, Matt Perkins, Scott Phillips, Tammy Rinehart and Meg Townsend. (U.S. Department of Justice, Office of Community Oriented Policing Services, 1998).
- **Using Analysis for Problem-Solving: A Guidebook for Law Enforcement**. Timothy S. Bynum. (U.S. Department of Justice, Office of Community Oriented Policing Services, 2004).