Triad is an outstanding vehicle for improving the communication and relationships between law enforcement and the senior community. Besides providing additional services to an under-served population, Triad is designed to empower, educate, and forge links with older people. Both seniors and law enforcement are enhanced by the establishment and expansion of Triad.

— Sheriff Robert J. Garvey,
Hampshire County, Massachusetts

Introduction

Triad: A Concept in Action

"Crimes targeting older adults are different in that victims are sought out because of perceived vulnerabilities, and these crimes affect older adults differently. Law enforcement, first responders, and those who work with older adults must understand this dynamic to curb these activities, and to assist the victims," says Edward Hutchison, Triad Director, NSA. Triad is a commitment shared by chiefs of police, the sheriff, leaders within the older adult community, and affiliated organizations to reduce the victimization of and increase law enforcement services available to older citizens. Now in its twentieth year, the Triad program has provided services to thousands of older adults and has become an invaluable resource to law enforcement agencies nationwide.

Working together, Triad volunteers develop and implement crime prevention and education programs for older adults. Activities address crime from both a pre-victimization (preventive) standpoint and a post-victimization (victim/witness assistance) standpoint.

Another important component of Triad is its focus on reducing the fear of crime prevalent among older Americans by identifying misconceptions and educating older adults about criminal activity. To achieve its goals, Triad promotes and facilitates ongoing information exchange between law enforcement and the older adults they serve.

Triad's Beginnings

Twenty years ago, three national organizations—the American Association of Retired Persons (AARP), the International Association of Chiefs of Police (IACP), and the National Sheriffs' Association (NSA)—agreed that the crime prevention needs of older citizens could be best met by their cooperative effort. This Triad of organizations signed a cooperative agreement in 1988. Today, Triad at the community level can involve the fire department, the council on aging, the Agency on Aging, emergency and social services, RSVP groups, and various other organizations that work directly with older adults.

Purpose of Handbook

This handbook is designed to help law enforcement and older adults interested in the Triad concept to implement a comprehensive crime prevention and education program. It explains what Triad is, why it is needed, how to organize a Triad, and how to leverage the group's collective strength to address issues affecting older adults.

The NATI Logo

The National Association of Triads, Inc., logo signifies the need for equal national-level participation and leadership of three entities—law enforcement, older adult volunteers and community service groups—for a successful Triad program. Three triangles symbolize a working relationship among leaders from these organizations.

Contents

Chapter One
Why Triad Is Necessary

Generally speaking, older adults have high levels of trust with regard to strangers, telephone salespersons, contractors, workers, officials, and others they deal with. Therefore, they become an easier target for home invasion, dishonest contractors, fraudulent banking transactions, identity theft, and other scams.

Unfortunately, it is not only crime of a financial nature that poses a threat to older adults. Though less common, older adults are also victimized by violent crime, including mugging, sexual violence, physical and mental domestic abuse, neglect, and intimidation. Memory-impaired older adults are even more vulnerable to these crimes.

The older adult victim may not recover from the physical and mental repercussions of the crime, leading to a loss of independence and self-confidence. Furthermore, the possibility of criminal activity occurring or reoccurring can tax limited law enforcement and social resources.

Americans are getting older, more diverse, and they are living longer. The U.S. Census Bureau estimates that nearly 38 million Americans were 65 or older in 2007. Of these individuals, 5.5 million were over the age of 85. By the year 2030, there will be about 70.3 million Americans over the age of 65.

Estimated Percentage of the Population 65 and Older by State, 2007

Less than 10%
10%–12.9%
13%–14.9%
15% or more
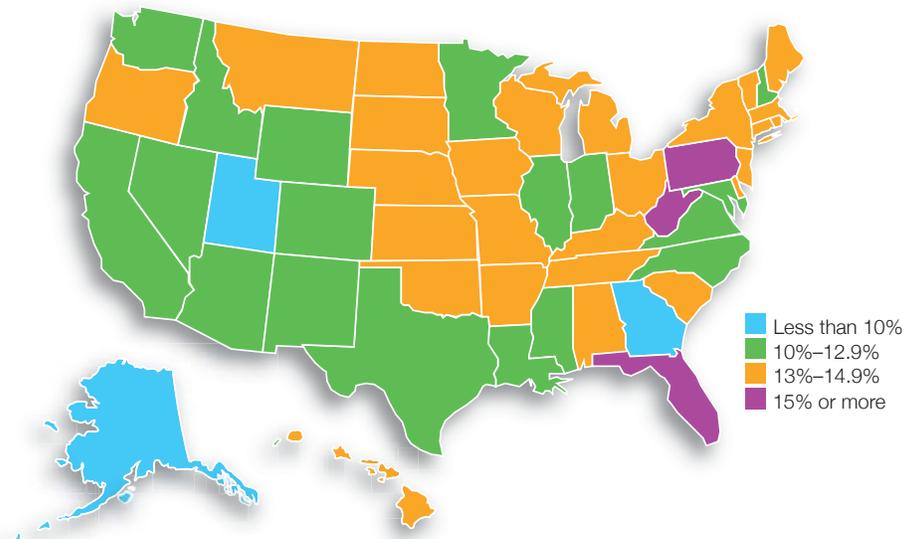
Source: U.S. Census Bureau. *Estimates of the Population by Selected Age Groups for the United States, States, and Puerto Rico: July 1, 2007.*

As the number of older adults rises, so does the need to protect and serve this at risk population. Unfortunately, in an era of skyrocketing costs and budget cuts, many law enforcement agencies lack the resources to implement older adult crime prevention and safety programs. Triad fills this gap by providing vital services that help keep older adults safe and secure.

Who Are Older Adults?

The majority of those 65 or older surveyed describe themselves as healthy and enjoying life—continuing to work and be active in paid or volunteer capacities. When an older adult becomes a crime victim, that level of interaction can change drastically. The results have lasting consequences for those whose resources—physical, emotional, and financial—are limited.

Older adult victims do not recover with the same agility as those from other demographic groups, potentially leading to irreversible health issues, fear, and loss of assets.

Older Adult Participation in Triad

While active and content with their lives, most surveyed older adults also state that they worry about crime and fear victimization. The Triad concept is successful thanks, in large part, to the participation of dedicated and capable older volunteers who are willing to invest time and energy to make their communities safer.

Projected Distribution of the Population Ages 65 and Older, by Race and Hispanic Origin, 2007 and 2050

2007

Non-Hispanic White 80.8%

Asian and Pacific Islander 3.36%

American Indian and Alaskan Native 0.5%

Hispanic 6.64%

African-American 8.5%

2050

Non-Hispanic White 67.8%

American Indian and Alaskan Native 0.7%

Asian and Pacific Islander 6.5%

African-American 10.7%

Hispanic 17.1%
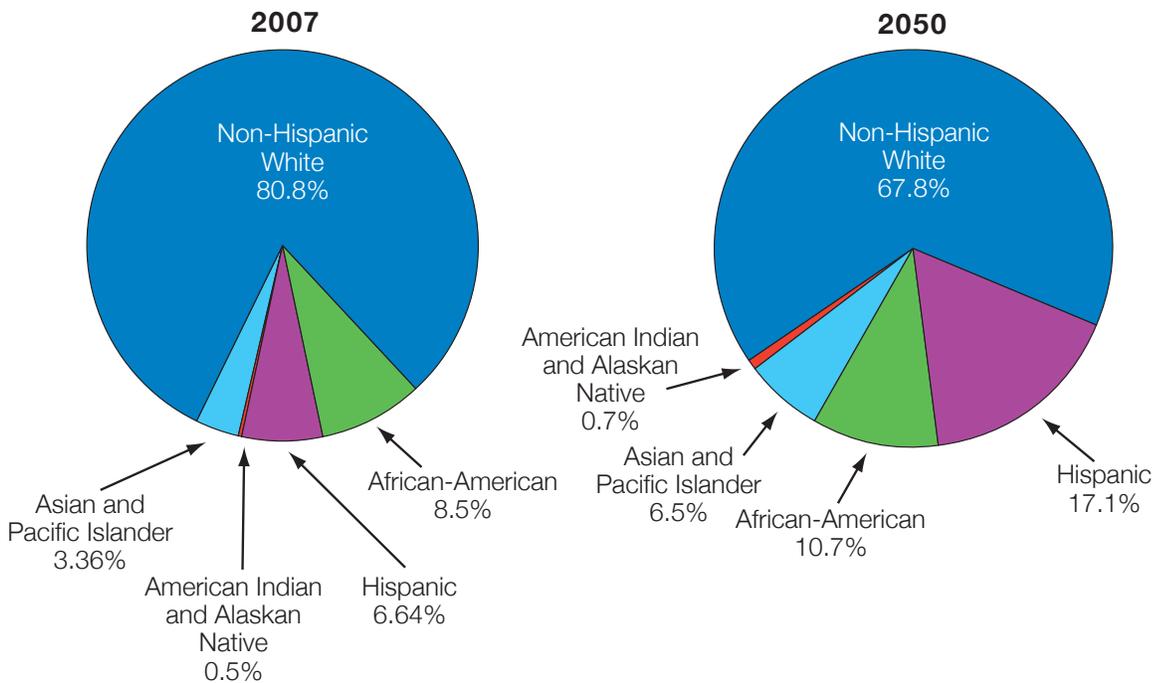
Starting a Triad

Step 1: Agreeing

The first step in forming a Triad involves law enforcement leaders. In most cases, the sheriff or local chiefs of police provide an opportunity to work together to promote and enhance older adult safety in their community through partnerships.

A Triad begins with one law enforcement leader bringing together other members of law enforcement, older adults, and those who serve them to form a team. As an example, a chief of police may contact other chiefs, the sheriff, and someone to represent the older adult community and their services. This person may be an RSVP leader, a community leader, or another older adult with experience, knowledge of the community, and the ability to motivate others.

Step 2: Meeting

The second step is to schedule the first meeting. During this initial gathering, the team should sign a Triad cooperative agreement (see Appendix A), consenting to work together to assess area older adult needs and enhance crime-related services.

Triad focuses on crime, education and prevention, criminal victimization, and safety. Below is a list of sample agenda items to help ensure all appropriate areas of activity are covered during the first meeting.

Beneficial meeting topics overview:*

- ✪ Growth of the local older adult population
- ✪ How area law enforcement services are affected by population changes
- ✪ Ways to inform older adults of how and where to obtain services
- ✪ How the practice of referring older adults to needed services benefits law enforcement
- ✪ Educating law enforcement about the older adult population
- ✪ Teaching law enforcement skills for communicating with older adults
- ✪ Triad benefits to law enforcement, other service providers, older adults, and the whole community
- ✪ The benefits of having a council composed of law enforcement leaders and older adults.

* discussed in detail below

During the initial meeting, you may wish to draft a press release announcing the formation of the new Triad to local television, radio, and print media outlets, especially those with large older adult audiences. The press release should include the name, telephone number, and email address of a designated representative the media can contact for further information.

Step 3: Establishing a S.A.L.T. Council

The third step is to establish a Seniors and Law (Enforcement) Together (S.A.L.T.) council, consider members for this senior advisory council, and set a date for the first meeting. The role of the S.A.L.T. council and suggested guidelines for member selection are discussed in detail in Chapter Three: Making Triad Work.

Many law enforcement agencies have a departmental policy on the Triad approach to crime and older adult individuals. A model policy can be found in Appendix B.

The involvement of the police department(s), sheriff's office, older adult leaders, and those who work with older adults is essential to create a successful Triad.

Variables

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

- ✪ The sheriff and at least one police chief attend most council meetings.
- ✪ Officers and deputies provide guidance and support rather than chair council meetings.
- ✪ Within the first few months, a survey of older adult residents is first reviewed by the council and then conducted with the assistance of members.
- ✪ Council meetings are held monthly (groups meeting only quarterly tend to move slowly and rely too heavily on the support of law enforcement).
- ✪ Triad sponsors crime prevention seminars for older adults.
- ✪ Triad members recruit older volunteers to work with law enforcement agencies.
- ✪ An effort is made to identify and publicize programs that assist older adults.
- ✪ Members provide outreach to vulnerable older adults living alone.

The commitment of agency representatives and volunteers will dictate the variety and scope of programs and services that each Triad can offer. The Triad will only progress through the efforts of a group of individuals who know the community and understand older adult concerns.

Making a Triad Work

Important to Triad's success is the senior advisory council, which consists of older adult community members, people who work with older adults, and law enforcement. Open dialogue with the council allows chiefs of police and sheriffs to hear firsthand from older adults 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.

Further, the council assumes an active role, adopting available programs, recommending appropriate initiatives, or beginning new programs.

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

Representation

The senior advisory council is known as S.A.L.T., an acronym for "Seniors And Law (Enforcement) Together." Because the council plays a vital role, careful consideration of members is paramount. Ideally, selection is based on leadership and familiarity with older adult issues—and the amount of time and energy potential members have to give. Diverse representation reflecting the community is equally important.

Community leaders and senior-related agencies can suggest council members who will work to accomplish Triad goals. Volunteers fill many roles in Triad and can be used for specific projects or on a short-term basis; however, only a limited number may become S.A.L.T. council members.

Law Enforcement Members

Law enforcement leaders must participate in the S.A.L.T. council to hear older adult concerns firsthand. Council membership might also include district attorneys, state police, and other representatives, including staff who work in planning, crime prevention, victim assistance, or older adult issues.

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

Other Members

Older adults and professionals who work with older adults, know the community, and are familiar with local resources should compose half the council. When selecting a candidate, it is important to consider the qualities that person would add to the group—Does the person have a positive attitude? Is he action-oriented and have new ideas? What geographical area does she represent?

Council membership can be drawn from diverse sources. Below is a sample list of potential members:

- ✪ **The Clergy:** A ministerial association representative, retired priest, minister, rabbi, or imam
- ✪ **The Business Community:** A representative of business or industry, the chamber of commerce, or Better Business Bureau
- ✪ **Healthcare Professionals:** A professional from the mental health field, hospital, or auxiliary, or a 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 Older Adults:** The public housing authority, council of governments, city or county council, mayor's office, or RSVP
- ✪ **Aging Professionals:** A representative from the aging network, including social services, adult protective services, organizations promoting nutrition (e.g., Meals on Wheels), agency or council on aging, senior centers, or others
- ✪ **Media:** A representative from newspapers, radio, or television stations

S.A.L.T. council members with knowledge of the police and sheriffs' offices tend to be more effective. Acquaint new volunteers with law enforcement and the activities of the individual departments. Social service providers and others with knowledge of community facilities may conduct training for Triad members—both law enforcement and civilian. An orientation format is included in Chapter Six: Fostering Understanding Through Triad.

A newly formed S.A.L.T. council should comprise no more than 10 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 a Triad action group that focuses on senior crime and safety. The council reviews and recommends programs with community benefit. The council should also work to recruit volunteers for need-specific projects.

Council meetings should offer an opportunity for frank discussion, and the council should function as a working group and source of ideas. Samples of S.A.L.T. council purpose, role, model policies, and bylaws are listed in Appendices D and E.

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

Each Triad pursues issues appropriate for its older adult community. In areas where crime is intense, crime prevention may be the sole focus. In others, reassurance or agency volunteering may take priority. The following text covers the primary steps for building effective S.A.L.T. councils. Finding the "pulse" of your community is paramount to a S.A.L.T. council.

Survey of Older Adults

Perception and reality often do not correlate. Triads should never assume they know what

types of criminal activities and fears affect the older adults they represent—they should ask them directly.

A survey of older adults is the first order of business for new Triads. Sample surveys, which can be adapted to meet local needs, are included in Appendix F. Surveys should be easy to read, short, simple, easily distributed, and easily collected. A survey subcommittee can draw from the generic survey form. The council can review the final draft. The survey committee can also recommend methods for administering the questionnaire, assist with distribution, and tabulate findings.

Strive for wide questionnaire distribution:

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

Directory

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

Use subcommittees as the Triad work force, as 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 crime prevention. The council and Triad volunteers work with professionals and agencies to provide assistance not previously available. Volunteers become valuable assets to law enforcement agencies with personnel constraints. However, it is very important to assess need before the council creates new programs or expands an established one.

Evaluation

The work of a Triad evolves as community needs change, and its focus is adjusted as necessary. Create an evaluation tool for each program to measure effectiveness. Law enforcement responds favorably to results-driven activities. With grant funding, a measurable improvement often means further funding.

Information Sharing and Education

The S.A.L.T. council facilitates information exchange among older adults, agencies, and law enforcement. To understand the limitations of law enforcement response to older adult

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

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: the public opinion survey and the physical environment survey. The guide provides guidance on whether and how to conduct cost-effective surveys. This document is available at www.ncjrs.gov/txtfiles/polc.txt.

concerns, the council should have knowledge of law enforcement responsibilities. Often, under-reporting of senior-related crimes is a key factor to response in this area. (see Chapter Six: Fostering Understanding Through Triad for the Citizen Police Academy.)

Advocacy and Advisory Group

Volunteers can disseminate to other older adults information about law enforcement's capabilities and the judicial and other constraints placed on criminal justice personnel.

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 council can act as a focus group for law enforcement on older adult issues.

Reassurance, Crime Reporting

Older adult volunteers who are part of a reassurance program report immense satisfaction from their work with victims.

Volunteers can answer a "senior line" set up within a law enforcement agency. They can encourage callers to report suspicious activities or crimes and gather details with victim callback programs. Older adult volunteers also are helpful when it comes to dealing with chronic callers and callers with unrealistic expectations of law enforcement, freeing up law enforcement to tend to other duties. Triad is an excellent conduit between the older adult community and law enforcement.

What the Council Is Not

The S.A.L.T. council has limitations as well. It is not a law enforcement review board or a policy-making body. The 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

S.A.L.T. councils, if not properly organized, will become obsolete. Listed below are proven methods for healthy, organized, successful, and long-lasting councils.

When to Meet?

Initially, meetings should be held more than once a month to establish objectives, devise a plan of action, and get Triad activities under way. Afterward, meetings may be scheduled for the same time each month. Consider daylight hours for meeting times, as some volunteers may prefer not to drive or venture out after dark.

Where to Meet?

A meeting place should be established when a Triad is formed. Often, law enforcement agencies have a convenient regular meeting space. To learn about other agency operations, alternate meetings between police and sheriff's offices, or the fire department, when space is available.

The most convenient location may be a community, older adult, or religious center or a library. Also, S.A.L.T. councils may schedule meetings in different parts of the community, making it easier for older adults in different areas to attend.

Who Chairs?

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

What Is the Best Format?

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

- Updates on crimes affecting older adults as well as seasonal crime awareness (Crime statistics can be reported, but older adults should be allowed to discuss concerns and remedies to crime during this part of the meeting.)
- Reports from committees on new and ongoing activities
- Informative programs such as crime prevention presentations.
- Short-term plans for S.A.L.T. activities
- Long-term goals to reduce crime against older adults and older adults' fear of crime.

A sample S.A.L.T. meeting agenda is included in Appendix G. Meetings can be formal or informal, as desired, but they must have structure and provide thorough agenda coverage. Encourage older adult input by holding meetings at older adult gathering places. Address each item with action.

Supplies
Before the meeting begins, distribute nametags, agendas, and Triad information packets, especially to newcomers, visitors, and speakers. Offering refreshments and social time after the meeting is a certain way to increase attendance.

Publicity
Invite members of the media from local publications, radio, TV, and newspapers to join the S.A.L.T. council.

Media coverage provides publicity for Triad, which builds awareness among new volunteers, companies, and organizations. Articles and programs on crime prevention help to keep older adult issues before the public.

Success
The S.A.L.T. council succeeds by implementing and maintaining one program at a time from the prioritized survey list and achieving results. Once one issue is addressed, it is time to address the next issue.

Finally, ensure that you have bylaws to replace members of the council, as needed.

Ten Tips for S.A.L.T. Councils
- Start with a small council. Expand the group as needs arise.
- Create subcommittees to handle planning and activities.
- Select a capable older adult to chair meetings.
- Hold a brief session before each meeting for the chairperson and law enforcement to determine the meeting goals.
- Plan the meeting agenda around crime prevention.
- Evaluate all subcommittee efforts, either formally or informally.
- Include all members. Allow them to participate and provide input.
- Plan meetings during daylight hours, if possible.
- Establish a regular meeting day and time End meetings on time with clear subcommittee follow-up assignments.
- Invite members of the media often.

Summary
Use your Triad to improve the safety of the older adults in your community. By focusing your Triad, and your S.A.L.T. council on this ultimate goal, you will enrich the lives of the seniors you serve as well as those of the individuals who serve them.

Crime and Older Adults

The main purpose of Triad is to educate older adults and to prevent crimes against them by focusing on pre-victimization (crime prevention) and post-victimization (victim assistance).

The primary avenues for helping older adults with crime issues are the joint programs carried out by law enforcement and Triad. Older adults present ideas, take part in initiatives, and assist law enforcement in effectively addressing crime against older adults.

Triad's victim assistance program helps older adults following incidences of all aspects of crime. Triad volunteers can focus on Triad victim activities from emergency room to courtroom—with the goal of helping the older adult move past the event.

Triad may help prevent or discourage the targeting of older adults for financial victimization through education—and thereby prevent loss of earnings or lifetime savings.

Triad can help older adults contend with other types of crime and victimization as well. For example, a Triad "buddy" assigned to an older adult can be trained to notice and report abuse, resulting in investigations of older adult abuse or neglect. Older adult crime victims can serve both as volunteers and advocates, assisting fellow victims and empowering themselves.

Older volunteers can take part in a call program—a program in which Triad volunteers call to check on the welfare of older adults who

have requested the service. The volunteers can then alert law enforcement to instances when older adults fail to respond.

The Older Victim

When addressing criminal victimization of older adults, consider the following questions: How many area older adults are crime victims? How many are victims of violent as opposed to nonviolent crimes? and Why is fear of crime such an issue?

According to the U.S. Department of Justice, Bureau of Justice Statistics, older adults do not make up a high percentage of crime victims. Violent crime most frequently involves young males aged 18 to 25. Of murder victims, only 14.7% were over 50. Older adults do not always respond to statistics, however. Understanding older victims begins with acknowledging their concerns for safety and criminal activity despite what statistics might show.

Older adults are less likely to report crimes against them for a variety of reasons. According to *First Response to Victims of Crime 2001* (U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime), older adult victims have other worries. They may doubt their ability to meet law enforcement expectations when reporting the incident and worry that officers or family members will perceive them as incompetent. They may also fear offender retaliation for reporting the crime. Finally, older adults may feel guilty for "allowing" the victimization to occur.

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 adults, according to AARP studies. Abuse is another crime that specifically targets older adults.

Older adults fear the possibility of crime—even if they have not been victims. Many take necessary precautions and continue with their lives. But others acutely alter their lifestyle or withdraw, which can have a debilitating effect on their physical and mental well-being. Following are some specific ways that targeted crimes can affect older adults:

- **Physical and Emotional Impact:** Those who are injured tend to recuperate more slowly. Physical and emotional trauma can lead to incapacitation and often death of the older victim.

- **Income:** According to the U.S. Department of Justice, robbery accounts 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 to emotional well-being.

- **Independence:** Victimization may destabilize an older adult's sense of security. It can compromise his or her will to cope with future problems. The crime may be the catalyst that brings about an end to emotional and financial independence.

- **Quality of Life:** Recovering from victimization, worrying about the likelihood of another incident, or regretting the consequences of a poor decision, victims may become reclusive. Embarrassed, distressed, and suffering from poor self-confidence, victims may choose to lock out the outside world, which can have a detrimental impact on quality of life. This withdrawal can happen in varying degrees.

- **Secondary or Vicarious Victimization:** Older adult victimization often frightens the victims' 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 hypervigilance, suspicion, and paranoia. This becomes more acute with violent crimes.

Compounding the problem is the fact that, for the isolated or incapacitated older adult, perception of the outside world is based on, and often skewed by, media reports of crime, which often are dramatized and can make older adults feel especially vulnerable.

The U.S. Department of Justice states that among victims of nonlethal violence, persons 65 or older were about six 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.

Through education and training by law enforcement professionals, community leaders, senior-issues professionals, and volunteers, Triad can help prevent senior-targeted crime, alleviate the unwarranted and debilitating fear of crime, and assist victims. For example, Triad crime prevention programs address personal safety, demeanor, avoidance of high-risk situations, and sensible precautions to reduce the chances of victimization, taking into account the nature of actual criminal activity in the area.

The workbook section of this handbook addresses programs to implement in your community.

✪ **Cultural Awareness and Understanding:** Older adults may be less culturally integrated into their community than members of other age groups. Cultural values may inhibit interaction between law enforcement or volunteers and an older adult resident, victim, or witness, as do physical and emotional limitations.

Cultural or historical influences may affect how older adult members within distinct ethnic communities perceive and interact with law enforcement officers of other races, backgrounds, and gender.

Understanding differences that drive behavior can lead to successful interchange and reduction of obstacles. Use Triad to address cultural differences and the ways that cultural values, beliefs, and traditions affect individual perception. Remember, "ageism"—or the stereotyping of older adults—is a barrier as well.

Alternative lifestyles are also a denominator that may arise and should be considered when addressing older adults. Discussing this topic with law enforcement and with volunteers prior to an encounter will be beneficial for a positive outcome of the encounter.

Understand your local cultural norms to begin the process of removing barriers. A voice of community members to each subculture in your community can answer questions that law enforcement and volunteers might have. Contact social service agencies, cultural-specific community centers, religious organizations, or leaders within each subculture for insight on minimizing cultural differences and misconceptions.

Chapter Five

Structure of Triad

Local Triad

The first local Triad was established by the sheriff of St. Martin Parish, Louisiana, working with four area police chiefs. In 1988, Louisiana chiefs of police, sheriffs, and AARP leaders signed the first statewide Triad agreement.

Triad consists of the sheriff, police chiefs, and community leaders who may have a leadership role in an AARP chapter, RSVP, the retired teachers association, a local council on aging, an area agency on aging, or a similar organization. Triad is the agreement among these groups to work together to educate and thereby reduce crime against older adults. Triad members may serve on the S.A.L.T. council or, if they do not, they may offer representatives to serve. The S.A.L.T. council assesses older adult needs through surveys and information gathering. The survey focuses on crime, perception of crime, and older adult needs—the primary concerns of Triad. With survey results in hand, a subcommittee is created to address each issue that is identified. Volunteers change as needs change.

Regional Triad

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

At meetings, regional or multicounty Triads give presentations to highlight successful programs and share resources of benefit to other counties. Each area should be represented at the regional S.A.L.T. council.

For best results, work with local resources to secure space and training materials for regional meetings. Choose meeting times that do not conflict with local S.A.L.T. council meetings. Maintain focus on
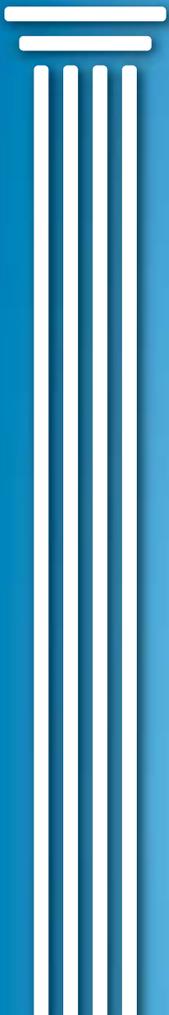
senior safety at the regional level—with issues common to all S.A.L.T. councils represented.

State Triad

A state-level Triad may concentrate on training and providing advice and technical support. The state training academy may be involved, making training available to law enforcement officers as well as to volunteers on topics such as the process of aging, expansion of senior services, and community organization.

Document and publicize statewide resources. Legislative issues can be addressed at this level. Use a statewide team of law enforcement/judiciary, the state attorney general, RSVP, and social services represen-

tatives to identify older adult issues. Identify model Triad programs to replicate and create advanced programs for nascent local Triads to follow.

Once the local or regional Triads mature, create a state-level Triad for training conferences. Disseminate pertinent information about state and federal legislation and provide advanced training. Address aging issues from state and national perspectives, including national crime trends and remedies. It is critical to the state-level Triad's success to have the right delegates from the local Triads represented at the state level, as well as state-level participants who can implement necessary change.

Elements of Triad

Triad begins by focusing on the specific crime-related concerns older adults indicate on the initial survey, starting with one or two programs, and expanding as these programs succeed.

The S.A.L.T. council prioritizes activities so as to balance abilities with issues—bear in mind that expectations must be based on the new Triad program's capabilities. For best results, start with the most pressing activity, address it to the best of the program's ability, and then expand to the next issue. Programs might take weeks or months to identify, orchestrate, and execute.

Combating Vulnerability

Use law enforcement leadership and S.A.L.T. council members to develop programs that help older adults assess and reduce their risk of victimization.

When expanding existing crime prevention programs, or adding new ones, consider the following: Crime statistics for older adult victimization—area by area in your community—can be valuable. Know and be able to tell older adults what, when, and where crimes are occurring. Use these statistics to dispel 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 older adults. Information should be concise, clear, and provided frequently. Where other agencies sponsor crime prevention programs for older adults,

expand on and support those efforts. These agencies provide an opportunity for information gathering, alliance building, and possible recruitment of volunteers for the new Triad.

Safer Older Adults—Beginning Projects

Address older adults with a crime prevention message unique to their needs, communicated in a variety of ways, and repeated often. To bring about a change in behavior and have a positive impact on the safety of older persons, repeating this message is essential. It is important to inform older adults about crimes and scams that should concern them, offer tools to combat these crimes, and dispel perceptions of crime that are disproportionate to reality.

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

- ✪ **Print Media:** Place announcements in newspapers; community bulletins; council on aging newsletters; neighborhood association/housing authority newsletters; publications targeted at older adults, retired veterans, and educators; and employee bulletins. Often, these venues are provided as a free community service. For those that are not free,

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, law enforcement, and other older adults can be trained to deliver crime prevention messages tailored for the community. AARP chapter meetings, religious organizations, community groups, senior meal sites, and other gatherings provide ideal forums for your event. Offer your services to older adult venues.
- ✪ **Crime Prevention Events:** Integrate older adult safety seminars into current older adult events in your community. Focus on crimes targeting older adults and 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 older adults with safety and crime prevention tips for each month. Sponsors (often printing companies themselves) may absorb the cost of printing. Be sure to include text thanking the sponsor for supporting Triad.
- ✪ **Public Service Announcements:** Radio and television are often eager to broadcast community service messages about crime prevention. Ask the local community college to produce public service announcements (PSA) explaining Triad and its crime prevention emphasis. Use community resources to benefit both Triad and the resource.

- **Neighborhood Watch Groups:** Older adults 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 on older adult neighbor needs. Train older persons to assist law enforcement by observing and reporting suspicious activities. Many older adults may be willing to take on leadership roles in the program. Expand the Neighborhood Watch/Triad partnership into a comprehensive community/senior watch program.
- **Senior Centers and Retirement Communities:** Most places where older adults reside or gather will be willing to add your program to their agenda. Focus the program on law enforcement, crime, or prevention of crime, or on all three. Open a forum to educate older adults, 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, particularly regarding older persons living in unsatisfactory or unsafe arrangements in such a setting. In high-risk areas, deliver a crime prevention message with concrete strategies for older persons' safety. Build a coalition involving law enforcement, senior services groups such as RSVP, and volunteers to protect older adults in high-risk areas.
- **Inner-City Older Adults:** For older persons living in high-risk areas, use lectures, as discussed earlier in this manual, but focus primarily on safety and prevention. Obtain relevant statistics and survey results, caution older adults about current crime, and offer training on maintaining a safe living space. Emphasize the importance of always locking doors, stressing the often creative ways criminals gain entry into older adult homes. Some programs (such as the 911 Cell Phone Bank, described below) offer equipment, such as whistles, or collect unused cell phones to help keep older adults safe—a charged cell phone, even without a purchased service agreement, can reach 911.
- **Escort Partnerships:** Carefully select youth volunteers or members of youth programs to accompany older individuals, when needed. Collaborating with other social services can help you find Triad volunteers. Bring community attention to specific older individual needs, such as escorts to and from religious services, grocery shopping, and community events, where vulnerable older adult-targeted crime is prevalent. Recruit law enforcement officers to live in senior housing or to be assigned to crime prevention projects—chiefly to serve as a deterrent to crime.
- **Safe Walks:** Mr. Mark Fenton, host of the PBS series *America's Walking* and former editor of *Walking Magazine*, states that the psychological benefits of regular physical activity for older adults are great.

"We see again and again that regular exercise gives an improved sense of self-worth and an improved sense of purpose," Fenton 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:

- Reduced risk of dying prematurely
- Decreased risk of dying from heart disease
- Decreased risk of developing colon cancer
- Reduced risk of developing high blood pressure
- Help in reducing blood pressure
- Decreased risk of developing diabetes
- Decreased risk of developing osteoporosis
- Lower risk of developing hypertension
- Increased muscle strength/flexibility/balance, reduced risk of falls
- Weight control.

In some neighborhoods, however, venturing out can be potentially dangerous. Remove older adults from these neighborhoods by locating a neutral, public place where they can go. Provide transportation and supervise walking events to alleviate the dangers of unsafe neighborhood exercise. Distribute notices through newspapers, senior centers, food-distribution programs, religious centers, and local publications to ensure participation.

In addition to serving as an older adult exercise option, walks provide an opportunity to educate older adults on crime prevention. Make this a weekly event arranged in a community space, such as the zoo, mall, or park. Local hospitals or other health organizations may agree to be sponsors, providing juice or fruit. Although this event can be construed as a social gathering, maintain focus on the crime prevention message.

✪ **Safe Shopping:** Co-sponsored by Triad and local grocery store chains, the program provides safe transportation to buy groceries on designated days. Off-duty law enforcement officers or volunteers escort older adults into the store, where clerks assist them, allowing for additional time to shop and check out. Some grocery stores provide services to accommodate the group, such as using smaller packages of produce and providing 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. The cards are printed and distributed by Triads (see Appendix

H). A brightly colored card displays health information, including names and numbers of emergency contacts, doctors, health care plans, known allergies, and current medications. Due to the risk of identity theft, older adults should be advised not to post personal data such as a Social Security number.

- **File of Life:** An idea originally developed in Bridgeport, Connecticut, this program uses a clearly marked envelope designed to be magnetically mounted on the refrigerator door. 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 Adult Referral Card:** Originally developed in Volusia County, Florida, these cards are carried by law enforcement so that they can make appropriate referrals to special services for older adults in need.

  Law enforcement can use the card, included as Appendix I, to obtain services for older adults who may be suffering from conditions such as dementia or malnutrition. Use volunteers to follow up with agency/service recommendations. The volunteer should check to make sure that the older adult is making use of the service and report results.

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

- **Buddy System:** A 2003 report by the National Research Council Panel to Review Risk and the Prevalence of Elder Abuse and Neglect estimated that between 1 and 2 million Americans ages 65 and older have been injured, exploited, or otherwise mistreated by a caregiver. The exact number of cases is unknown because, according to a 1996 National Elder Abuse Incidence Study, only 16% of the abuse situations are referred for help: 84% remain hidden.

  Triad focuses on preventing domestic abuse by educating older adults about the need to plan for one's later years and develop reliable support networks. Establish a network system to help

prevent or stop abuse—be it financial, physical, psychological, neglect, or self-neglect. Train volunteer buddies to recognize changes in health, well-being, mental attitude, and financial situation. Older adults tend to be more comfortable confiding in a peer information that they feel they cannot share with law enforcement or strangers.

- **Disaster Preparedness:** When disaster threatens, older persons are among the most vulnerable. Establish an emergency

preparedness subcommittee to chart locations of older adults in disasterprone areas and care for them. Create a plan before disaster strikes—for example, planning for the evacuation of those with special needs. This builds relationships between Triad and emergency personnel. This program can also assist with trained volunteers to help law enforcement with noncritical duties in a disaster situation. Team up with a local Neighborhood Watch or Community Emergency Response Team (CERT) to further implement the program.

The Safety Training and Resources (STAR) Initiative is a community-based training and database development project that Triads can use to instruct community members how to collect, collate, and disseminate safety and community resource information in order to better prepare for natural and manmade disasters. More information about the STAR Initiative is available at www.national-triad.org/STAR_Program/index.htm.

✪ **Cell Phone Banks:** Cell phones can be a vital lifeline between victims and first responders during emergencies. Enhance local law enforcement's availability to provide cellular communica-

tions to vulnerable older adults by getting involved in the 911 Cell Phone Bank program. Open to law enforcement, emergency management, and private charitable victim services agencies, the program provides an ongoing, readily available source of emergency cell phones and funds to participating members. Information on how to volunteer or become a cell phone donor site is available at www.911cellphonebank.org or (866) 290-7864.

✪ **Telephone Reassurance:** Older adults 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 them through the S.A.L.T. council. Locate older adults through older adult groups, media articles, the local agency on aging, and referrals from friends, neighbors, relatives, and older adult referral cards.

Live calls made by older adult volunteers or law enforcement officers are strongly recommended.

Depending on resources, either ask the volunteer to place the call, or have the volunteer available to take the call from the older adult 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 the recruiting and assignment of buddies. For program volunteer help, turn to your local older adult organizations.

Fostering Understanding Through Triad

Law enforcement and older adults may connect only when problems arise—which often fosters impatience, misunderstanding, and miscommunication. Triad can help address this problem by providing a forum for both law enforcement and older adults to discuss common misperceptions.

Officer Training

Law enforcement officers generally know little about the process of aging. They can be more effective in their jobs when educated to consider the following:

- Vision, hearing, and depth perception are sometimes limited in older adults. Such impairments can affect how an older adult responds to an 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 older adult actions.
- Older adults are often susceptible to specific kinds of "targeted" crime and fraud.

To educate law enforcement, obtain educational materials from senior services, the AARP, the local council on aging, the area agency on aging, or a community relations/training/senior resource officer.

Invite a doctor, nurse, or social worker skilled in older adult care to conduct a training session for law enforcement officers and volunteers. Offer in-service or roll-call training at a local or state training academy or university. Obtain continuing education unit (CEU) credit for your program in advance in order to ensure success. (Information about CEUs is available at the International Association for Continuing Education and Training website, http://www.iacet.org/content/continuing-education-units.html.)

What Officers Know

The quiz in Appendix L may reveal officer misconceptions.

Subjects to incorporate into officer training:
- ✪ The process of aging
- ✪ Communicating with older persons
- ✪ Impairments—observe vision/hearing limitations and make adjustments in communication, as needed
- ✪ Medication—the effects of medication, mixing medications, or of failure to take the appropriate dosage
- ✪ Detecting older adult abuse
- ✪ Facts/effects of criminal victimization.

Victimization and Its Effects

Older victims often do not report crime and have difficulty recovering from the experience. Officers who are cognizant of this fact when responding to older adult calls will be more effective in gathering evidence, handling crime reports, and offering reassurance.

Crime Reporting by Older Individuals

Reporting tendencies among this population can be divided into three categories: nonreporters, chronic callers, and those seeking immediate action. Nonreporters fear that officers will not or cannot do anything or are too busy. They also may fear retribution, or they may convince themselves that the crime committed was comparatively insignificant.

Officers should be cognizant of these barriers to reporting when responding to older adult crime reports. Is the victim embarrassed by the prospect of neighbors observing a uniformed officer at her door? Might he fear law enforcement? Could she be hesitant about becoming involved with the judicial process? Does he lack awareness of anonymous reporting programs, such as Crime Stoppers? Answering these questions can remove roadblocks to the capture and prosecution of criminals, ensure that older adult crime statistics fully reflect actual cases, and inhibit reoccurrence. A Triad victim assistance volunteer may help to allay these concerns as well. A telephone number of the volunteer may foster a better interaction between victim and officer.

Chronic callers may contact agencies repeatedly to report minor activities that often do not constitute law-breaking. By reinforcing the fact that officers can only enforce the law, Triad volunteers can help raise awareness and, perhaps, a new appreciation of law enforcement's limitations.

Individuals who seek immediate action are often lonely, fearful, or are losing a real-

istic perspective. Some could be victims of Alzheimer's disease or other dementia. Raising awareness of these possible reasons may alleviate miscommunication when officers respond to these callers.

Alzheimer's Education

According to the Alzheimer's Association, Alzheimer's disease (AD) afflicts an estimated 5 million middle-aged and older adults in the United States and is the sixth-leading cause of death. The National Institute on Aging describes AD as a gradual brain disorder that results in progressive degradation of memory, attention, and judgment along with 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 eight 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 also can affect behavior in seemingly criminal ways. The following behaviors are typical of some Alzheimer's victims:

- **Wandering:** A patient wanders from caregivers, becoming disoriented quite near his or her home. AD 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 often cases of fidgeting caused by AD. 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. They may forget that they have an item, are in a store, or that it is necessary to pay. They may also forget pocketbooks, wallets, and money. Confronted with a charge of "shoplifting," they may become confused, irritated, and accusatory.
- **Appearance of Intoxication:** Several behavior patterns resemble intoxication. Confusion, disorientation, and 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 that has not occurred—even implicating friends or family members. However, when reporting crimes, they may not be able to communicate coherently.
- **Driving:** When memory, judgment, and problem-solving ability are impaired, AD patients who continue to drive may be involved in crashes. They may also "wander" as they drive and wind up in an unknown location with no idea of how to return.
- **Failure to Pay Bills:** Evictions, repossessions, or termination of utility service may occur when AD patients lose track of bill payments.

Behaviors that may indicate Alzheimer's include:

- **Repeated Questions:** Patients may ask the same question over and over.
- **Unusual 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.
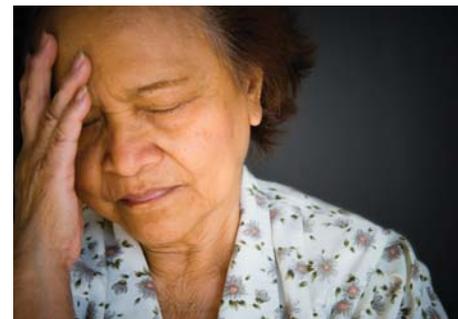
- **Delusions:** A delusion is a persistent, incorrect belief that remains fixed in spite of all rational evidence to the contrary.
- **Short-term Memory Loss:** Short-term memory becomes most acutely affected—and nonexistent in advanced stages—while recollection of events long past may be vivid.
- **Problems with Language:** AD patients may ramble in a confused manner. The victim may lose the ability to understand what he or she hears.

Keep the following techniques in mind when confronted with unusual behavior:
- Check for an Alzheimer's disease ID bracelet.
- Speak slowly, clearly, simply, and in a reassuring tone—one idea at a time.
- Speak directly to the patient in a nonconfrontational fashion.
- Take charge of the situation calmly.

Invite disease specialists to provide training. Alzheimer's Association chapters offer training and may assist agencies and families. If there is no area chapter, develop a referral list of professionals and institutions familiar with AD. As a resource that may be of benefit, Blackford County Hospital Admissions Director Joni Slentz created the Elopement Drill Evaluation Form, Missing Resident Response Kit, and Elopement Risk-Assessment forms found in Appendix O.

Training: Starting a Citizen Police Academy

To promote civilian-law enforcement cooperation, it is important to educate members of the S.A.L.T. council and older adults about the criminal justice system—laws, courts, and law enforcement. Schedule a "citizen police academy" after establishing the S.A.L.T.

council. Both older adults and volunteers should receive this training. Offer training to volunteers before they begin work.

Citizens are invited by the chiefs of police and sheriff to participate in the program. Participants 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 of the academy are to:
- Provide insight into law enforcement training and duties
- Explain departmental policies and procedures to promote understanding and dispel misconceptions
- Target older adult 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
- Firearms training and safety and deadly force issues.

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

The Citizen Police Academy procedures were supplied by the DeSoto, Texas, and Bridgeport, Connecticut, police departments and the Union County, North Carolina, Sheriff's Office. The Alzheimer's Association furnished material for this chapter.

Chapter Eight
Older Volunteers

According to Volunteering in America, in 2007, 60.8 million Americans—26.2% of the adult population—gave 8.1 billion hours of volunteer service worth $158 billion. Among older adults, 60.2% of those ages 65 to 74 and 44.7% of those ages 75 and older said they volunteered (The Urban Institute, *2002 Health and Retirement Study*).

Older adult volunteers are a valuable asset to law enforcement. An agency's capabilities can be expanded without increasing paid staff with the help of volunteers Also, older adults often prove to be especially faithful assistants who bring maturity, experience, and enthusiasm to a task.

Recruiting

Use the S.A.L.T. council to form a subcommittee to find, enlist, manage, and retain volunteers. Before recruiting volunteers, the S.A.L.T. council should have a clear vision of what the Triad program will accomplish, including timeframes and duties to assign. This in turn gives volunteers a clear definition of duties and expectations.

Once recruitment begins, screening and selecting volunteers for specific programs are the initial steps. Making the volunteers feel involved, needed, and important is also 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 older adults didn't volunteer because "nobody asked me." Here are some tips when recruiting volunteers:

✪ 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 from the community and 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 announce the need for volunteers. These include:

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

The NATI partnership with RSVP is a good source of volunteers. For more information, visit www.seniorcorps.org/about/programs/rsvp.asp.

After volunteers are recruited, begin educating—for example, through the citizen police academy. Volunteers link law enforcement and the community. Solicit suggestions and implement when appropriate.

Law Enforcement Agencies

After training, volunteers can assist with various senior-related issues, including anonymous reporting, administrative/clerical tasks, civil process administration, communications, crime prevention, computer data entry, fraud alerts, investigative follow-up, missing persons, neighborhood patrol, disaster evacuation, public relations/media, search and rescue, and writing (e.g., reports, bulletins).

The Community

Opportunities to volunteer at the community level abound. Types of community activities to consider include block organizing, court watch, crime reporting, educational presentations, excursion companion/escorts for older adults/disabled, literature distribution, neighborhood dispute resolution, Neighborhood Watch programs, pedestrian safety/training, personal/home security, property identification, telephone reassurance, vacant house checks, and school officers assistance.

Victim and Witness Assistance

Helping crime victims and witnesses can be a rewarding experience. Potential volunteer activities include advocacy services, compensation applications, complaint referrals, counseling, court assistance, crisis support, emergency shelters, impact statement preparation, legislative watch, pre-trial briefings, transportation, and trial date notification.

Benefits

Volunteering benefits everyone involved—law enforcement, the community, and individual volunteers—in a host of ways.

For Law Enforcement

- Relieves sworn law enforcement so they may tend to other duties
- Enhances community policing
- Improves system efficiency
- Reduces older adult isolation
- Provides for officer-citizen interaction.

For the Community

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

For the Older Volunteer

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

Before bringing on 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 for how contributions of volunteers will be acknowledged.

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

Chapter Nine

Evaluating Triad

Evaluation is a necessary component of every successful Triad—at the volunteer, assigned-task, and program levels.

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

An evaluation, pertinent at all three aforementioned 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 successful demonstration of the program's effectiveness.

Planning for Evaluation

Include evaluations into the program planning stages. Because Triad is composed of law enforcement, older adults, and public organizations, each should be engaged in the review.

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

Ideally, a single person or subcommittee will be responsible 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 under way. Plan for appraisal— or see progress suffer as a result.

The Measuring Stick

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

- ✪ Does the community know about your Triad?
- ✪ Do law enforcement and older adults know what Triad is and what is 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 following fundamental Triad program objectives:

✪ Reduce criminal victimization of older adults

✪ Educate older adults on community-specific crime and crime prevention information

✪ Start/expand reassurance programs

✪ Educate law enforcement to work more effectively with older persons.

If the objectives are not clearly defined or are unrealistic, accurate evaluation may be elusive or even unattainable—and so will success for the program.

Keeping Score

Map progress as goals are accomplished. For example, an informal check-up sheet might read as follows:

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

✪ **Objectives:** (1) Inform older adults 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. Allow volunteers in the victim/witness program to carry out this portion of the evaluation.

Methods of Gathering Information

Written questionnaires should be brief and easy to read. If multiple-choice and yes-no questions are used, little writing will be required. Query 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 and sheriff's departments are working together to reduce crimes against older adults.

2. I (have) (have not) attended one or more crime prevention program in the past six months.

3. If a salesperson or repairperson 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 office if I saw something suspicious.

5. I (know) (do not know) about the Senior Call program at the police or sheriff's 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 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 3–7 p.m., persuade city to route mini-buses through the area, install streetlights in five key areas.

Determining Results by

Measuring Numbers and Events:
- Count of reported crime incidents involving older victims before Triad efforts start and at six-month and one-year points
- Number of crime prevention presentations made and persons addressed
- Number of bus routes rescheduled and changes in ridership
- Number of new streetlights installed.

Measuring Attitudes and Activities:
- Pre- and post-surveys of older adults' attitudes/activities—daytime and evening
- Resident attendance at evening events
- Changed behavior on the part of residents 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.
- Evaluators provide direct observations.
- Review programs, reports, and key group surveys.
- Review data on actual area crimes.
- 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 or modify unsuccessful elements.

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.
- Review the process and the results.
- Assess changes in feelings and perception as well as facts.
- Use your results to improve the program.

Core program is based on Taking a Stand against Crime and Drugs *from the National Crime Prevention Council.*

Avoiding Missteps

The S.A.L.T. council should be prepared to encounter and overcome or work around difficulties. Begin by looking at well-known Triad programs similar to those you foresee establishing. Below are suggestions for avoiding missteps.

Involving Triad Partners

For the Law Enforcement Partner:

✪ Stress that Triad is a program for older adults by older adults, using few law enforcement resources.

✪ Emphasize the community aspects of the program and that lines of communication between law enforcement and older adults will be enhanced.

✪ Indicate the ways Triad benefits older adults and the law enforcement agency.

✪ Emphasize older adult benefit in incorporated and unincorporated areas.

✪ Emphasize public relations aspects of Triad, such as S.A.L.T. council membership.

✪ Stress that "business as usual" equates to status quo in crime and fear.

✪ Remember that older adults trust law enforcement they know and work with.

- Reassure agency personnel that the S.A.L.T. council is purely advisory and voluntary—not a review board.
- Use resources to cite reported and typically unreported senior-related crime.
- Ask an older adult leader to accompany you to strengthen your invitation for participation or to make a separate appeal in person.

For Senior Services or RSVP Partners:
- Note that Triad is a positive public relations and marketing tool for service providers.
- Emphasize the benefits to older adults by referencing 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 Older Volunteers:
- Invite older individuals who can make the Triad a success. Invitations are best made in person or by telephone. Send a follow-up letter to underline importance.
- Contact older adults who request crime prevention programs or home-security surveys for their organizations or themselves.
- Rely on other volunteer programs to assist or supply volunteers.

Budget

Most Triads have little or no budget. Below are ideas Triads with limited funds can use to enhance their programs:
- Older adults volunteer their time and can provide much of the leadership.
- Senior service organizations usually provide support.
- Hospitals and medical associations often add crime prevention to health-care events and assist in other ways.

- ✪ Firefighters, libraries, educational institutions, church-affiliated organizations, and civic and Masonic groups are often very supportive.
- ✪ Organizations to whom older adults are important as clients or customers may offer in-kind or other support (e.g., agencies on aging, grocery stores, drugstores).

Manpower Constraints

If a law enforcement officer is not available, choose capable older adults or retired officers who can lead. In such an instance, officers serve in an advisory capacity. They suggest, encourage, and help to plan but do not direct the program.

PROGRAMS

Victim Assistance Programs

Program Description

Older adults 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 these myths. Local police departments, the sheriff's office, and the district attorney's office can help with victim assistance.

Cultural influence affects law enforcement perceptions. Some older people aren't sure what constitutes a crime. Others are embarrassed by the prospect of family or authorities knowing that they have been swindled. A primary Triad activity is victim assistance. Triad must first identify who needs assistance, a task complicated by the unwillingness of some older people to report crimes. A goal of Triad is to develop a program in which older adult volunteers educate fellow older adults on older adult crime. Volunteers provide a comfortable means of reporting crime and render victim assistance and support.

Supporting Documentation

Based on data collected between 1992 and 2000, of all victims aged 65 or older, only 53% of violent crimes they experienced were reported to the police. For older adults ages 50 to 64, the figure was even lower at 49% (Bureau of Justice Statistics, 2003). After victimization, few older adults understand the court system and how to navigate it. Surveyed older adults have stated a need for a peer who is able to explain the process and offer support.

Resources Needed (Volunteers/Staff/Material Requirements)

The Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) provides comprehensive technical assistance and training resources to victim service providers and allied professionals. Information on training initiatives and tools and resources are available at www.ojp.usdoj.gov/ovc/assist/welcome.html or (866) 682-8822. In addition, contact victim assistance programs in your area to locate lecturers and resources. AARP's *Citizen's Guide to the Criminal Justice System* is a widely used resource. Obtain older adult volunteers through RSVP, advertisements, and other older adult programs.

Procedures (How Program Is Put Together)

Primarily, through the S.A.L.T. council, work to educate older adults on the importance of reporting crime and its benefits—lower recidivism, safer neighborhoods, fewer repeat crimes against other older adults. Provide education on what constitutes a crime, and why, when, and how to report crime. Teach older adults about law enforcement functions and the availability of anonymous reporting, such as through Crime Stoppers.

Establish a victim assistance program. Establish a committee to recruit older adults with counseling experience. Provide sufficient volunteer training and peer assistance, recognizing that older victims are more comfortable discussing experiences with a fellow older adult. 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 the victim, share experiences, and offer support
- ✪ Act as liaison to service providers (e.g., locksmiths to install deadbolts)
- ✪ Help the victim obtain appropriate counseling
- ✪ Act as a criminal justice system guide, escorting victims to court/hearings
- ✪ Recommend involvement in Neighborhood Watch
- ✪ Take part in a crime report callback program, updating victims on the progress of the investigation. Volunteers can also get crime information details.

If your community already has a victim assistance program, expand it by recruiting older volunteers to help older adult victims. Triad thereby can help older adults reduce the likelihood of repeat victimization. Contact your local citizen academy or law enforcement to coach or train volunteers on how to assist victims.

Evaluation Process

Initially, your crime reporting rate may register an increase as older adults become more comfortable with reporting crimes. Establish education programs on how to avoid victimization for different crime categories and lecture on these repeatedly. Monitor statistics for each crime category. Victimization rates among older adults eventually should drop in correlation to lecture programs and eventual reduction in recidivism. Administer a survey to older adults after attending your program. Ask clear questions, such as "Do you feel safer now knowing more about _____ crime?" or ask direct questions about identifying criminal behavior. Set up an evaluation process before implementing your program.

Potential Model Programs/Notes:

Property Crime Programs

Program Description

The Bureau of Justice Statistics reported that 70.2 of every 1,000 older adults ages 65 and older was a victim of property crime in 2006. In addition, more than half of all victims of non-lethal violence ages 65 or older offered no resistance to the crime, often a tempting target for criminals. Triad can offer several lecture programs to educate older adults about property crimes and how to make themselves an unlikely target.

Supporting Documentation

Burglary, theft, and vandalism are economically and emotionally distressing for older people. Many older adults have a fragile sense of security and limited ability to replace stolen or damaged property.

Some older adults do not report crimes and suspicious activities, fearing retaliation. Defacement of property and automobile vandalism are often viewed as a personal attack. Educating older adults on localized crime and prevention methods therefore becomes a key objective of Triad.

Resources Needed (Volunteers/Staff/Material Requirements)

Invite your crime prevention officer or trained older adults/senior providers to lecture at older adult gatherings about crime, crime safety, and prevention. The Office for Victims of Crime Training and Technical Assistance Center provides comprehensive technical assistance and training resources to victim service providers and allied professionals. Information on training initiatives and tools and resources are available at www.ojp.usdoj.gov/ovc/assist/welcome. html or (866) 682-8822. In addition, contact victim assistance programs in your area to locate lecturers and resources. AARP's *Citizen's Guide to the Criminal Justice System* is a widely used resource. Obtain older volunteers through RSVP, advertisements, and other older adult programs.

Procedures (How Program Is Put Together)

Establish a property theft program by creating several training events on senior-targeted crimes. Present these programs where older adults gather, or create a venue to educate them on crime safety. Many topics vary by community, although several remain consistent. For example, all older adults will benefit by learning how to make themselves and their property less attractive to thieves and vandals. Also illustrate ways to carry money safely and stress the importance of leaving valuables at home.

Citizens can deter theft, or more easily reclaim stolen property, by marking valuables with an identifying number (Operation Identification). Visit www.usaonwatch.org and contact the National Sheriffs' Association or telephone participating local law enforcement agencies for details.

Thieves know when monthly checks are delivered and act accordingly. Encourage older adults 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 older adults become more comfortable in reporting crimes, as stated earlier. Establish an education program for avoiding property crime and lecture on that topic repeatedly. Monitor statistics for property crime. Property victimization rates among older adults should drop in correlation to lecture programs. Administer a survey to older adults after attending your program. Ask clear questions, such as "Can you list three ways to keep your property safe?" to assess vulnerability.

Potential Model Programs/Notes:

Abuse Programs

Program Description

Often society's most hidden crime, older adult abuse may not be evident in your community. Abuse can be physical or mental (e.g., intimidation) in nature. It can also be financial or involve neglect by a caregiver—or self-neglect. Triad volunteers can become adept at recognizing signs of abuse and acting upon it. They can implement programs to prevent older adult abuse.

Supporting Documentation for Program

The National Crime Victimization Survey cannot accurately measure older adult 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.

According to the National Center on Elder Abuse *2004 Survey of Adult Protective Services: Abuse of Adults 60 Years of Age and Older*, self-neglect was the most common category of investigated reports (26.7%) followed by caregiver neglect (23.7%) and financial exploitation (20.8%). These findings represent a 19.7% increase over the previous survey conducted in 2000.

Self-neglect is abuse that is due to diminished mental or physical ability or social isolation. Many older adults see no options other than the neglectful or abusive situation. Currently, if a competent person chooses to remain in such a situation, it is his or her right to do so.

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

Resources Needed (Volunteers/Staff/Material Requirements)

Health care, mental health, or certain social service agencies; law enforcement officers; and volunteers can provide pamphlets and other literature. Find volunteers by approaching social and spiritual organizations, posting requests in senior-related areas, and contacting RSVP chapters. Use your local Meals on Wheels and other senior outreach programs to disseminate abuse information.

Procedures (How Program Is Put Together)

Make abuse awareness a regular topic for examination. Training topics should include detection, assistance, and prosecution, with older adults educated to assist themselves and/or others. Understand the hidden nature of the crime—one that won't readily be discussed. Invite local professionals to lecture on this topic.

Search your community resources to identify and provide education on the following:
- Older adult abuse
- Organizations that offer assistance
- Alternatives to the abusive situation
- Abuse victim assistance programs.

Establish "buddy networks." Buddies may be friends, acquaintances, or another volunteer who is adept at detecting and preventing the mistreatment of older adults.

Call banks used to contact older adults on the Triad telephone list can serve to both deter and detect abuse. Telephone calls provide the opportunity for individuals reluctant to discuss abuse to be more forthcoming.

Go to older adult venues and schedule lecture times during regular older adult events. Alternatively, create your own safety fair, tapping resources through your senior provider organizations.

Evaluation Process

Monitor before-and-after statistics on older adult abuse through your crime statistics and victim assistance programs, or your local law enforcement agencies. Surveys can also be distributed following lectures. Keep surveys easily quantifiable.

Potential Model Programs/Notes:

Frauds and Scams Programs

Program Description
For older adults, financial loss can be devastating. A trusting nature leaves many older people susceptible to frauds and scams from individuals—often family members or primary caregivers, predatory institutions, and professional scammers.

Supporting Documentation for Program
The average loss to consumers from telemarketing fraud in 2007 was $3,091.22 per victim, a greater than 50% increase from the previous year. The average victim lost $1,507.62 to Internet fraud. According to the Federal Trade Commission, 37% of all fraud complaints were made by people ages 50 and over in 2007.

A 2004 National Consumers League report noted that, in the following fraud categories, older adults made up an even higher percentage of victims: prizes sweepstakes fraud (66%), lottery club scams (59%), magazine sales scams (52%).

Various factors lead 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.

Resources Needed (Volunteers/Staff/Material Requirements)
Predatory Lending: The county or state office of consumer affairs or state attorney general's office can provide information on borrowing that may be helpful in preventing victimization through predatory lending. A qualified attorney, financial advisor, housing counselor, or a panel of these individuals can provide ongoing information to older adults to prevent a very painful experience. Find local U.S. Department of Housing and Urban Development (HUD) offices at www.hud.gov/localoffices.cfm. 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 or order online at http://www.aarp.org/about_aarp/aarp_overview/order_booklets.html.

Home Improvements: The Federal Trade Commission's (FTC) Consumer Response Center publishes "Home Improvement Tools You Can Use," helpful for this type of fraud. Call (877) 382-4357 to order.

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

Find volunteers by approaching social and spiritual organizations, RSVP, and AARP. Use your local senior outreach programs to reach shut-in older adults. Repeat your message often.

Procedures (How Program Is Put Together)
Use crime prevention officers, volunteers, articles, brochures and presentations with follow-up bulletins and reminders to educate older adults about fraud and scams—and how to recognize those who perpetrate them. A few of the most prevalent frauds and scams are listed on next page.

Predatory Lending: Home loans and predatory lending schemes can result in the loss of older adults' 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. Common issues include workmanship, 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: The National Fraud Information Center reported that 33% of all telemarketing fraud complaints were made by people ages 60 and over in 2005. Encourage older adults 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 (spouse, 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 older adults not to transact with their credit card numbers over the telephone unless they themselves have placed the call. Encourage them to add their names to the National Do Not Call Registry at www.donotcall.gov.

Interaction with law enforcement encourages older adults 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 older adults when fraudulent operators are in the area. Contact your local media to create public service announcements for these topics.

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 used after lecture programs. Keep surveys easily quantifiable.

Potential Model Programs:

Identity Theft Prevention

Program Description

As one of the fastest growing crimes in the U.S., identity theft affects twice the number of older adults as the rest of the population—approximately 8.3 million Americans overall. (Federal Trade Commission, *2006 Identity Theft Survey Report*)

With identity theft, an individual's identity is assumed either temporarily or longer term to commit fraud. A criminal will use the name, address, Social Security number, bank or credit account number, or other identifying information without the victim's knowledge to commit fraud or other crimes. In 38% of reported complaints, the victim did not notify anyone (including law enforcement), signifying that many people do not have proper training as to how to report and rectify these crimes.

Supporting Documentation for Program

According to the Federal Trade Commission, the average victim spent four hours resolving identity theft in 2006; however, 10% of all victims spent at least 55 hours correcting their problems. The average victim out-of-pocket loss to identity theft was $371.

Agencies strengthen efforts to combat identity theft by involving Triad, its programs, and volunteers listed in this resource manual.

Resources Needed (Volunteers/Staff/Material Requirements)

Contact the Federal Trade Commission, local law enforcement agencies, and the three major credit-reporting agencies (Equifax, Experian, TransUnion) (see Resources for more information). Obtain a copy of the *Consumer Action Handbook* at www.consumeraction.gov for general consumer assistance.

Additional materials and resources can be obtained from AARP, your local RSVP organization, the local council on aging or area agency on aging, or 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.

Recruit volunteers to distribute handouts and fraud leaflets.

For presentations, use senior-accessible space, such as a community center or library. Ask your local Meals on Wheels or equivalent to distribute informative placemats with printed identity theft messages.

Use local printing and advertisement resources for your program.

Procedures (How Program Is Put Together)

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

Provide articles, brochures, and presentations—with follow-up bulletins and reminders—to individuals and older adult organizations outlining ways to recognize, prevent, and rectify fraud.

Offer seminars on the fraud trends in your area, with community experts as presenters.

The presenters/moderators of the program could include bank fraud representatives, Better Business Bureau staff, fraud investigators, or other experts. Summarize the material in flier format, distributed through channels used to advertise your program.

Older adults should be instructed not to make any transaction in which they give credit card information over the telephone unless they placed the call. Encourage older adults to join the National Do Not Call Registry at www.donotcall.gov.

Criminals obtain personal information by rummaging through trash, stealing wallets and 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 emails 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, 7% of identification-theft victims reported that their personal information was stolen during a purchase or financial transaction in 2006.

Inform older adults that identity theft is a serious crime. Actions related to identification theft can be a federal offense and violations of these federal laws are investigated by federal law enforcement agencies, including the FBI, U.S. Secret Service, U.S. Postal Inspection Service, and Social Security Administration. Federal identity theft cases are prosecuted by the U.S. Department of Justice.

Advertise your program. If older adults are unaware of your seminars and efforts, your program will fail. Many radio stations provide free airtime for public service announcements. Triad should have or create a contact sheet of local senior center newsletters, long-term care facilities, and other senior-targeted publications to disseminate 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 victims effectively. The quality of information gathered from older adults will increase the likelihood of apprehending offenders. Law enforcement must be trained to identify and work around health impairments. Physical, sensory, memory, or other cognitive impairments can interfere with an officer's attempt to gather information. Improved techniques will allow the officer to develop a quality investigation and to positively impact victims' behaviors and attitudes toward law enforcement. Address all relevant inquiries, including victim, offense, and offender characteristics. Create and use a detailed investigation checklist for the older adult's estate, financial arrangements, and relevant legal documents. Ask crime victim volunteers to gather additional information after the initial law enforcement interview.

Evaluation Process

Use a quiz after the presentation to assess the amount of information older adults absorbed. Asking generalized questions on recognizing, preventing, and rectifying identity theft can determine weaknesses in presenters for the next seminar. By offering these seminars and evaluations often and updating the material as criminal activity evolves, you help ensure that older adults are continually reminded of the factors that constitute 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 and contributing to training.

Potential Model Programs/Notes:

Home Safety Inspection Programs

Program Description

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

Supporting Documentation for Program

Often, older adults are unable to maintain their homes, and the cycle of disrepair and neglect can lead to an unsafe environment. In addition, safety equipment such as locks, peepholes, and fire detectors may be out of date or not functioning.

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 1,200 fire-related deaths each year. People over age 80 die in fires at a rate three times higher than the rest of the population. By addressing fall, fire, and safety issues as they pertain to older adults, Triad will alleviate law enforcement duties but also help to keep older adults 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, National Volunteer Fire Council, National Fire Protection Association, National Safety Council, and the National Center for Injury Prevention and Control for distribution and lecture materials on fall, fire, and 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, signup, and maintenance/installation efforts. For presentations, any space accessible by older adults, such as a community center, library, or other facility with lecture space, will suffice. Use 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 older adults gather. Promote your free evaluation and home safety inspection program, after setting qualifying factors for participants. Volunteers should take registrations for a free inspection. Obtain volunteers from among other resources, including high school and trade schools with handyman capabilities (e.g., woodshop), Masons, Kiwanis Clubs, and Eagle Scouts. 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. Companies often donate fire alarm systems, peep-

holes, night lights, light bulbs, or other safety devices for older adults lacking safety equipment. Obtain reliable volunteers to install equipment. Promote the donor to establish repeat participation. 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 older adults who sign up. You may also administer a short survey after the inspection/walkthrough lecture in order to determine the amount of information retained.

Potential Model Programs/Notes:

Older Adult Safe Driving Program

Program Description

Today, there are more than 30 million older adults on the road—accounting for 15% of all licensed drivers in the United States. Older adults are more likely to wear seatbelts, abstain from alcohol, and avoid risk-taking while driving than all other age groups. However, while older drivers are involved in fewer crashes than their younger counterparts, for miles traveled, their fatal crash rate increases sharply with age.

Fragile bones, slowed reflexes, and other age-related changes lessen the older adult's ability to overcome physical trauma. Crash-related injuries that might temporarily incapacitate a younger person may be fatal to a frail older adult. Conditions such as cataracts, glaucoma, and macular degeneration can destroy the visual acuity needed to drive safely. Further, Alzheimer's disease and other dementia—even the effects of certain medications—can reduce an older driver's cognitive and higher-reasoning abilities, leading to unsafe driving.

Mobility is vital to health and well-being. According to AAA, compared with older people who drive, older non-drivers make 59% fewer shopping and restaurant trips and 65% fewer social, family, and religious trips (*Getting Around*). Loss of mobility can lead to social withdrawal and "shut-in" mentality, which in turn negatively affect physical and emotional health.

Triads can play an important role in ensuring that older adults have the skills to drive as long as mental and physical health allow. Further, they can help older adults develop a transition plan for when it becomes necessary to relinquish the car keys and find new forms of mobility. Finally, Triads can link older adults to local transportation resources.

Supporting Documentation

Despite lower risk-taking, seniors ages 65 and older are more likely to be hurt or die in a car crash. (National Institute on Aging, 2005)

Drivers ages 65 and over killed in car crashes are significantly more likely to die of chest injury than younger drivers (47.3% vs. 24%). (Dr. Richard Kent et al., "On the fatal crash experience of older drivers," University of Virginia, 2005)

The National Highway Traffic Safety Administration (NHTSA) reported that nearly 6,000 senior drivers were involved in fatal crashes in 2006. Of these fatalities, 4,611 of the victims were age 70 or older—a 22% increase since 1975. (Insurance Institute for Highway Safety)

In two-vehicle fatal crashes involving an older driver and a younger driver, the vehicle driven by the older driver is nearly twice as likely to be the one struck. (NHTSA, 2006)

Older drivers are over-represented in crashes at intersections, while merging and overtaking, and in angle crashes. (Mayhew, D.R. et al., "Collisions involving senior drivers: high-risk conditions and locations," *Traffic Injury Prevention*, 2006)

The increased incidence of fatal crashes involving drivers ages 75 and older is attributed mostly to increased fragility due to age. (AARP, *Older Drivers and Automobile Safety Research Report*, 2005)

Programs

Resources Needed (Volunteers/Staff/Material Requirements)

Contact the Insurance Institute for Highway Safety and NHTSA for the latest crash statistics.

Contact NHTSA, AAA, and other organizations for information and assistance on older driver education and training. The following offer written materials as well as safe driving training programs for older adults:

- ✪ **American Association of Retired Persons:** The AARP Driver Safety Program (formerly 55 Alive) provides local training and an online course to help older adults brush up driving skills and learn to adjust driving to normal age-related changes).
- ✪ **National Safety Council:** NSC offers onsite and online defensive driving courses.
- ✪ **AAA:** *The AAA Roadwise Review: A Tool to Help Seniors Drive Safely Longer* is a screening tool that allows older drivers to measure their functional driving abilities in order to determine their crash risk.
- ✪ **NHTSA/American Society on Aging:** NHTSA and ASA offer various older driver resources, including the DriveWell Toolkit. The Toolkit is designed to help people and organizations that work with older adults to understand older driver mobility issues, plan and implement information events for older drivers, and evaluate the effectiveness of such events.
- ✪ **American Association of Motor Vehicle Administrators:** AAMVA works with NHTSA, the American Medical Association, and other organizations on safe driver programs such as GrandDriver, which urges older drivers and their adult children to learn more about how the effects of aging affect safe driving ability.
- ✪ **American Society on Aging (ASA)/American Occupational Therapy Association (AOTA):** ASA/AOTA's CarFit program is a quick but comprehensive check to help older drivers determine how well they "fit" into their vehicle. A professional completes a 12-point checklist, recommends any necessary car adjustments and adaptations, and provides a list of local resources.

Compile a list of organizations that provide private transportation and/or delivery services for older adults. These might include Meals on Wheels, law enforcement agencies, houses of worship that offer bus service, grocery and delivery services, and taxi companies.

Compile and maintain a list of public transportation (e.g., bus, subway) options, routes, and schedules.

Recruit volunteers to provide transportation and/or distribute literature about safe driving to older adults. Recruit individuals willing to staff a transportation telephone hotline.

Procedures (How Program Is Put Together)

Distribute safe-driving literature at venues to which older adults drive (e.g., senior centers, doctor's offices, places of worship, grocery stores). Before creating new materials, check with organizations such as those listed above. The AAA Foundation, for example, offers free booklets and flyers that address older driver safety.

Invite experts to conduct safe driving presentations and trainings at senior centers, houses of worship, Neighborhood Watch meetings, and other venues. Presenters might include geriatricians specializing in older driver issues; law enforcement traffic safety personnel;

department of motor vehicles representatives who review rules, regulations, reporting requirements, and the revocation process; and AAA representatives to brief on car safety, maintenance, and roadworthiness.

Stress the importance of getting regular medical checkups, including annual vision and hearing screenings. Encourage older adults to review all medications they take with a physician and/or pharmacist to ensure that side effects will not affect driving ability.

Like older adults, vehicles also require regular "checkups." Encourage older drivers to have vehicles inspected regularly to check tire pressure and ensure lights, windshield wipers, windshield, mirrors, and tire tread are in good condition.

Encourage Triad members to participate in volunteer training programs such as AAA's Getting Around. Such programs teach volunteers how to effectively counsel older adults on safe driving and mobility planning.

Produce a user-friendly guide on local transportation resources and distribute at senior centers, assisted living facilities, and other places where older adults gather. Develop a database of transportation alternatives and recruit volunteers to staff a telephone hotline to help older adults who no longer drive find reliable transportation and map out schedules and routes.

Contact local newspapers and radio and television stations that attract a senior audience to place public service announcements that promote driver safety and training. Publicize seminars, telephone hotlines, and safety information in local senior newspapers and bulletins.

Involve law enforcement, the community, and senior service providers in helping to ensure the safety and mobility of older adults. Triad can provide sensitivity training to DMV officials and law enforcement to educate them about older driver issues. DMV personnel can learn to direct seniors to available transportation options.

Some law enforcement officers hesitate to cite older offenders, not wanting to take enforcement action against "grandma and grandpa." Triads can ensure that officers are aware of their state's referral process for driver licensing retesting. Triads can also teach officers to be alert for signs of impaired driving such as vision problems or dementia.

Evaluation Process

Conduct surveys asking participants to rate the effectiveness of the driver safety training they have received. Keep surveys short and easily quantifiable. Adjust training as needed according to feedback. Quiz training participants on safe driving procedures, car maintenance, and health-related topics to assess the degree of learning.

Record referrals to public and private transportation resources and keep track of the number of older adults who use these services.

Regularly review local traffic and crash statistics to determine if older driver safety training and information programs are effective.

Programs

CRIME SAFETY AND THE OLDER PERSON

According to a 2009 Bureau of Justice Statistics (BJS) report, rates of violent and property crime in America declined to their lowest level since 1973. Between 2008 and 2009, the violent crime rate fell from 19.3 to 17.1 victimizations per 1,000 persons.1 Older adults experienced fewer violent and property crimes than any other age groups.

Despite the decline, more than 3 of every 1,000 adults age 65 and older fell victim to violent crime in 2009. The rate for adults age 50 to 64 was 10.7 per 1,000. With 121,613 reported cases of violent victimization and 2.1 million total crimes committed against people age 65 and older, serious issues remain. Furthermore, numbers do not reveal the full scope of the problem; the BJS estimates that more than half of all violent crimes go unreported.

Home Safety

Crime can take place at any time. In 2009, 55% of all violent acts occurred during the day (6 a.m. to 6 p.m.). More than half (55%) of sexual assaults occurred at night (6 p.m. to 6 a.m.). Nearly half (46%) of household burglaries occurred during the day.

58% of violent crimes occurred within a mile of the victim's home, including 21% in the home and 18% near the home. Only 3% of violent crimes occurred more than 50 miles from home.

16.9% of reported robberies occurred at the victim's residence.

Statistically, property crimes make up the highest percentage of offenses against older people. In 2009, 57 per every 1,000 households of persons ages 65 or older experienced property crime.

72.6 percent of all burglaries took place on residential properties. *(FBI, Crime in the United States: 2009)*

Victims knew their offenders in 65% of burglaries reported between 2003 and 2007. *(BJS, Victimization During Household Burglary, September 2010)*

Public Safety

Of victims of violent crime in 2009, 22% were involved in leisure activity away from home at the time of the incident.

42.8% of all robberies occurred on a public street or highway.
(FBI, Crime in the United States: 2009)

Purse-snatchings and pick-pocketing typically occur away from home. The most common places include restaurants, bars, and other commercial buildings (39.1%) and open areas such as streets or public transportation (28.2%)

Parking Facilities and Elevators

Parking garages, lobbies, and elevators are at high risk for personal crime incidents due to their constrained and isolated nature, low activity level , and poor lighting. According to the U.S. Department of Justice, parking facilities are more likely settings for crime—both violent and property—than all other real estate except residential.

Between 2004 and 2008, 7.3% of all violent crimes occurred in parking lots or garages.

In 2009, 6% of purse snatchings and pick-pocketings took place in parking lots or garages.

Public Transportation Safety

Less than 1% of all reported violent and property crimes happened on public transportation in 2009. However, 7.9% of purse snatching/pick-pocketing incidents took place on public transportation.

Protecting Yourself

AT HOME: Lock doors and windows, and never hide keys outside. Keep your home's exterior well lit. When away, use timers for lights, radios, and TVs to give the appearance you are at home. Trim foliage bordering your home to eliminate criminal "hiding places." Report suspicious activity to law enforcement. Become involved in or organize a Neighborhood Watch.

ON THE STREET: Watch for loiterers. Do not carry large sums of money. Travel with others and on busy, well-lit streets. Be aware of your surroundings. If followed, go into the nearest business or occupied house. Carry a mobile phone to use in case of emergency.

ON PUBLIC TRANSPORTATION: While waiting, stand near others who are also waiting. If the area is deserted, stand near an occupied, well-lit building. Be aware of those around you on public transport. If there are no other passengers, sit near the driver. At your destination, be aware of those who exit with you. After dark, attempt to exit in well-lit areas. Have someone meet you.

IN THE ELEVATOR: Observe the elevator interior before entering. Wait until the next elevator if you are uncertain of an occupant. Stand near the control panel—if accosted, press ALL buttons. If a suspicious person enters the elevator, exit before the door closes. Before exiting, observe the corridor for suspicious activity. Be aware of your surroundings.

BANKING: Use automated teller machines during daylight hours only. According to a study by the U.S. Department of Justice, Office of Community Oriented Policing Services, most robberies at ATMs occur between midnight and 4 a.m. Robberies are somewhat more likely to occur at walk-up ATMs than at drive-through ATMs.

GUARDING AGAINST PURSE/WALLET SNATCHERS: Remove the opportunity. Do not carry a purse or wallet, but opt for a belt-pack, fanny pack, or other inconspicuous means. Never let anyone see how much money you are carrying. Shop with a friend. Do not sit your purse or wallet on a counter while shopping. Walk confidently with your head up and show a sense of purpose. Carry only essential items. Photocopy identification, credit cards, and medical cards for replacement purposes and keep copies in a safe place. If a criminal wants your money, purse, or valuables, cooperate and give them up.

Resources & Web Links

Bureau of Justice Statistics
www.ojp.usdoj.gov/bjs/

Crime Prevention Through Environmental Design in Parking Facilities
U.S. Department of Justice, Office of Justice Programs, National Institute of Justice, Washington, DC 20531
www.ncjrs.org/pdffiles/cptedpkg.pdf

Crime Prevention Tips
www.crimepreventiontips.org/

Criminal Victimization in the United States
U.S. Department of Justice
Office of Justice Programs, Bureau of Justice Statistics
http://bjs.ojp.usdoj.gov/index.cfm?ty=pbse&sid=6

National Crime Prevention Council
2001 Jefferson Davis Highway, Suite 901, Arlington, VA 22202   (202) 466-6272
www.ncpc.org

National Criminal Justice Reference Service, PO Box 6000, Rockville, MD 20849-6000
(800) 851-3420
askncjrs@ncjrs.aspensys.com
www.ncjrs.gov

National Neighborhood Watch Program
National Sheriffs' Association, 1450 Duke Street, Alexandria, VA 22314-3490   (703) 836-7827
nw@sheriffs.org
www.usaonwatch.org

Physical Environment and Crime
Research Report, 1995, NCJ 157311
Taylor, Ralph B., and Adele V. Harrell,
www.ncjrs.gov/pdffiles/physenv.pdf

DISASTER PREPAREDNESS FOR THE VULNERABLE

"We all have a role in homeland security. Citizen Corps asks you to embrace the personal responsibility to be prepared; to get trained in first aid and emergency skills; and to volunteer to support local emergency responders, disaster relief, and community safety."

—Federal Emergency Management Administration (FEMA)

Linking Triad to Emergency Management

Often, disaster preparedness plans fail to serve, or under-serve, those most vulnerable—older adults and people with disabilities. Triad works with emergency management (EM) organizations to locate, map, and plan assistance programs for these individuals.

Triad is a direct link to communities and the vulnerable people they serve. Incorporating Triad into a disaster preparedness system builds capacity and effectiveness of response to the human service issues that result from disasters

Triad can be linked to the emergency operations center through the same EM branch as the American Red Cross, Salvation Army, and other organizations. Also, Triad works with FEMA to ensure that recovery services reach older people and that efforts are not duplicated.

Getting Started

✪ Create pre-event agreements to provide disaster response services. Include agreement purpose, statements about the organizations involved, a list of duties and services Triad will provide, a list of government provisions supporting each function, joint responsibilities, how and when agreement terms become activated, costs covered and how costs are documented and paid, and signatures of all parties concerned.

✪ Bring Triad and EM together to discuss Triad resources and services, emergency planning, and roles. Include Triad representatives in meetings that involve EM issues and task forces. Involve social services, public and mental health, area agencies on aging, the United Way, volunteer centers, Catholic Charities, food banks, health clinics, homeless service providers, Jewish Family and Children's Services, the Salvation Army, Neighborhood Watch, and interfaith providers.

✪ Become the EM conduit to ensure that local communities are informed and involved in activities by organizing teams of volunteers to do door-to-door outreach following disasters.

Programs

Triad as a Resource

- ✪ Triad is a local organization with a primary mission to provide services to specific groups, including older adults, the disabled, and the cognitively compromised (e.g., Alzheimer's). Triad helps incapacitated older adults through various programs, including
- ✪ Collaboration with Meals on Wheels, Community Emergency Response Teams (C.E.R.T.), and area agencies on aging to map individuals who need assistance during disasters.
- ✪ Assistance with service accessibility; personal care support; and distribution of food, water, and other supplies.
- ✪ Triad can pre-chart vulnerable individuals to alert EM personnel about potential in-home dangers, medication levels, electricity/utilities, and so forth.
- ✪ Use the Triad website section (if applicable) to offer emergency planning tips on how individuals can get involved.
- ✪ Involve EM and Triad in planning, training exercises, creation of service team collaboratives, geographic cluster groups, and coordinated response support plans.
- ✪ Identify a Triad leader to serve as a single EM contact and add the leader to the operational area council.
- ✪ Develop a disaster collaborative group of volunteers active in pre- and post-disasters. Cover responsibilities and services of each group.
- ✪ Identify an ongoing network such as a Citizen Corps council for community leadership (if applicable) in your jurisdiction to bring together volunteers within the community. Triad's goal may be to tie into an existing group.
- ✪ Create a hierarchy of services to provide should a shortage of resources occur.
- ✪ Plan a communication strategy for before, during, and after a disaster. Include alternate meeting points.

The Disaster Checklist

- ✪ Include people living both independently and in dependent care facilities.
- ✪ Identify community needs and the support necessary to meet them.
- ✪ Arrange personal care assistance if in-home care support is unavailable.
- ✪ Get food, water, and other supplies distributed to older people and individuals with disabilities living alone or in isolated areas.
- ✪ Provide food for people dependent on home-delivered meals if services are interrupted.
- ✪ Help older people and individuals with disabilities fill prescriptions for life-sustaining medications and replace vital personal equipment (e.g., hearing aids, wheelchairs, batteries) damaged or lost in the disaster.
- ✪ Ensure that dependent care facilities serving older people and individuals with disabilities have disaster plans that include measures to support t they serve.
- ✪ Contact isolated and homebound older people and individuals with disabilities to check on their status and to help them get needed services.

- ✪ Check on and, if necessary, evacuate people who cannot be self-sufficient for 5-7 days following a major disaster—including those who are severely disabled, ill, on life support, older adults, and people in dependent care.
- ✪ Relocate people dependent on electricity to maintain life support during power outages. Support mobility needs with accessible transportation resources. Triad can help transport people to disaster service areas during evacuations.
- ✪ Provide information and instructions slowly for individuals with difficulty understanding.
- ✪ Supplement the response to medical needs through volunteer and/or staff trained in first aid and emergency response, and/or by providing medical supplies.
- ✪ Support people with special dietary needs and help with distribution of food and water to at-risk, homebound, and disabled persons. Ideas include volunteer kitchens, meal programs, and food pantries to support mass feeding and food distribution efforts. Coordinate efforts prior to a disaster.
- ✪ Provide information on community resources that connect people who need help to available services.
- ✪ Create emergency supply kits for older people.

Resources & Web Links

American Red Cross
2025 E Street NW
Washington, DC 20006
(800) 733-2767 (REDCROSS)
www.redcross.org

Center for Disease Control and Prevention
Emergency Preparedness and Response
1600 Clifton Road
Atlanta, GA 30333
(800) 232-436 (CDC-INFO)
TTY: (888) 232-6348
cdcinfo@cdc.gov
www.bt.cdc.gov

Citizen Corps
citizencorps@dhs.gov
www.citizencorps.gov

Community Emergency Response Teams (C.E.R.T.)
cert@dhs.gov
www.citizencorps.gov

Federal Emergency Management Agency

Programs

500 C Street, SW
Washington, DC 20472
(800) 621-3362 (FEMA)
TDD: (800) 462-7585
www.fema.gov

Fire Corps
7852 Walker Drive, Suite 450
Greenbelt, MD 20770
(888) 324-6361 (FC-INFO1)
www.firecorps.org

Independent Living Centers
www.ilusa.com/links/ilcenters.htm

Medical Reserve Corps
Office of the Surgeon General
U.S. Department of Health and Human
Services
5600 Fishers Lane, Room 18C-14
Rockville, MD 20857
(301) 443-4951
www.medicalreservecorps.gov

National Neighborhood Watch Program
National Sheriffs' Association
1450 Duke Street
Alexandria, VA 22314-3490
(703) 836-7827
nw@sheriffs.org
www.usaonwatch.org

Ready Campaign
U.S. Department of Homeland Security
Federal Emergency Management Agency
500 C Street, SW
Washington, DC 20472
(202) 282-8000
ready@dhs.gov
www.ready.gov

U.S. Department of Agriculture
Food Safety Inspection Service
Homeland Security Council
TTY: (800) 877-8339
www.fsis.usda.gov/Food_Defense_&_

Emergency_Response/index.asp

U.S. Department of Agriculture
Food and Nutrition Service
Food Distribution Division
3101 Park Center Drive, Room 504
Alexandria, VA 22302-1500
(703) 305-2680
fdd-psb@fns.usda.gov
www.fns.usda.gov/fdd/programs/fd-
disasters

U.S. Department of Health and Human
Services
Office of Emergency Preparedness
200 Independence Avenue, SW, Room 638G
Washington, DC 20201
www.phe.gov

Volunteers in Police Service (VIPS)
International Association of Chiefs of Police
515 N Washington Street
Alexandria, VA 22314
info@policevolunteers.org
www.policevolunteers.org

MARKETING FRAUD

Each year, thousands of people living in America unwittingly fall victim to marketing scams. Congress estimates that consumers lose $40+ billion annually to telemarketing fraud alone. According to the National Consumers League (NCL), older adults are being increasingly targeted by scammers. In 2010, older consumers made up 54% of all NCL complaints. Alarmingly, the number of incidents reported by consumers age 65 and older increased by nearly 6% over the previous year.

How Marketing Scams Work

How'd they find me? Fraudsters get your contact information from many sources. Some purchase mailing lists or use special software to trawl the Internet for email addresses. Telemarketers may refer to the local phonebook, purchase lists of those who have responded to previous solicitations, or use an automated program to dial random numbers sequentially. A fraudulent telemarketing operation is usually a "boiler room," where seasoned operators try to scam people. Common scam mediums include:

✪ *Email:* Using fake email addresses with links to websites that claim to be from a financial institution or government agency, "phishers" fool you into divulging your Social Security number, PIN, credit card number, or other personal information.

✪ *Cold Calls:* Telemarketing scammers may call with bogus product offers or request donations to a fake charity. "Bank representatives" who call to warn you of an account breach and "market researchers" who ask you to participate in a survey may actually be phishers trying to steal your financial data.

✪ *Text Message:* Claiming to be old friends or admirers, text scammers tempt you into replying. Return calls are redirected to a premium-rate service without your knowledge, and you are charged a high per-minute fee.

✪ *Direct Mail:* You receive mail saying you've won a prize or a contest. The instructions tell you to respond with certain information. If you do, you'll be contacted by a fraudster.

✪ *Online, Broadcast, and Print Ads:* You click, call, or write in response to an advertisement. The fact that you initiate the communication doesn't mean the business is legitimate.

Top Internet and Telemarketing Scams

General merchandise (37%), fake check (31%), and prize/sweepstake/free gift (10%) scams topped the Internet fraud list for 2010. Other scams included phishing, advance fee loans/credit assistance, Nigerian money offers, "sweetheart swindles," employment/job counseling, and bogus business opportunities. Topping the telemarketing fraud list were prize/sweepstake/free gift (40%), fake check (26%), and phishing/spoofing (12%) scams. Additional telemarketing scams included timeshare resales, magazine offers, advance fee loans/credit arrangers, and scholarships/grants. *("NCL Fraud Center 2010 Top Scams List")*

Social Media Fraud

The popularity of social networking sites such as Facebook has caught the attention of fraud-sters. According to Scambusters.org, the current top five scams are 1. using a false identity to commit fraud, 2. malware (links that, when clicked, upload spyware, trojans, or viruses to your computer), 3. profile hacking, 4. identity theft, and 5. spam. (scambusters.org)

How to Combat Fraud

- Don't be pressured to make a quick decision
- Never give out your account, credit card, or Social Security numbers.
- Avoid posting your email address, home address, or phone number on unsecure Internet sites.
- Scrutinize email carefully. Never click on a link unless you know it is from a reliable source. Delete spam without opening.
- Be wary of responding to unknown calls/texts from unfamiliar or foreign area codes.
- Use privacy settings on social media sites to control access to your profile.
- Keep your computer safer by installing a firewall, updating your operating system with the latest security patches, and using current antivirus software.
- Be wary of statements that you've won a "prize." Don't agree to pay a registration or shipping fee to receive it.
- Before giving, check out the charity with the Better Business Bureau (BBB).
- Beware of offers to "help" you recover lost money or improve your credit score.
- Check out unsolicited offers with the BBB, local consumer protection agency, or state attorney general's office.
- Cons often take advantage of consumer goodwill after disasters such as floods and earth-quakes. Check out relief organizations with the BBB before donating.
- Forward unsolicited email to spam@uce.gov. Messages are stored in a database for law enforcement agencies to use in their investigations.
- List your phone number on the National Do Not Call Registry to reduce the number of telemarketing calls you receive.

Fraud Facts

Consumers reported more than $3.6 million in losses to the NCL Fraud Center in 2010. The average loss per person to Internet scams alone was $931. *("Mid-year report: Internet merchandise scams topping complaints to NCL's Fraud Center," 2010)*

According to the NCL Fraud Center, postal mail scams decreased 10% while telephone scams increased 6% in 2010. *("NCL Fraud Center 2010 Top Scams List")*

Despite government regulation, the amount of unsolicited bulk email, commonly known as "spam," accounts for more than 80% of all messages received. *(Symantec, "The State of Spam: A Monthly Report," January 2011)*

Resources & Web Links

Better Business Bureau
www.bbb.org

Credit Bureaus

Annual Credit Report Request Service
PO Box 105283
Atlanta, GA 30348-5283
(877) 322-8228
www.annualcreditreport.com

Experian
475 Anton Boulevard
Costa Mesa, CA 92626
(888) 397-3742 (to order credit report and to report credit card fraud)
www.experian.com

Equifax
PO Box 740250
Atlanta, GA 30374-0250
(888) 766-0008 (to report credit card fraud)
(800) 685-1111 (to order credit report)
www.equifax.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289 (fraud victim assistance)
(800) 877-322-8228 (to order credit report)
www.transunion.com

Direct Marketing Association
(to remove your name from direct mail, telemarketing, and email lists)
www.the-dma.org
Electronic Crimes Task Force
www.ectaskforce.org

Federal Bureau of Investigation
www.fbi.gov

Federal Trade Commission
600 Pennsylvania Avenue, NW

Washington, DC 20580
(877) 382-4357 (FTC-HELP)
(877) 438-4338 (ID-THEFT)
consumeralerts@fdic.gov
www.ftc.gov/bcp/index.shtml
www.consumer.gov/idtheft

Identity Theft Prevention and Survival
www.identitytheft.org

Internet Crime Complaint Center (to report Internet crimes)
www.ic3.gov

Internet Fraud Watch
(800) 876-7060
www.fraud.org

National Consumers League Fraud Center (to report suspected Internet or telemarketing fraud)
(800) 876-7060
 www.fraud.org

National Cyber Security Alliance
1101 Pennsylvania Avenue, NW, Suite 600, Washington, DC 20004
www.staysafeonline.org

National Do Not Call Registry (to remove your name from telemarketing call lists)
www.donotcall.gov

Privacy Rights Clearinghouse
3100 – 5th Avenue, Suite B, San Diego, CA 92103
(619) 298-3396
www.privacyrights.org

U.S. Department of Justice Disaster Fraud Hotline (to report disaster-related fraud)
(866) 720-5721
disaster@leo.gov
www.usdoj.gov

United States Postal Inspection Service

Attn.: Mail Fraud
222 S Riverside Plaza, Suite 1250
Chicago, IL 60606-6100
(877) 876-2455
https://postalinspectors.uspis.gov/

THE FEAR OF CRIME AND THE OLDER ADULT

According to the Bureau of Justice Statistics, more than 3 of every 1,000 people age 65 or older, and nearly 11 of every 1,000 people age 50 to 64, fell victim to violent crime in 2009. A single victimization can frighten an entire community of older adults. They abandon patterns of visiting friends, going to worship, shopping, and other social interaction. The American Nurses Association states that "secondary victimization" can lead to hypervigilance, suspicion, and paranoia. This condition becomes more acute when violent crimes occur.

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

The U.S. Department of Justice states that, among victims of nonlethal violence, persons 65 and older are about 6 times more likely than younger persons to never go out at night. For the isolated or incapacitated older adult, perception of the outside world is based on, and frequently skewed by, media reports, which often sensationalize crime.

Consequences of Crime

Impact
Victimization of older adults has far-reaching consequences, including slower injury recuperation. Physical and emotional trauma both can lead to incapacity.

Income
Both violent and nonviolent crimes affect older adults financially. According to the AARP, purse-snatchers and pickpockets more often target older victims. The Department of Justice recorded more than 57,000 victims of robbery age 50 and over in 2009. Financial loss can do irreparable damage to a limited budget as well as to emotional well-being.

Independence
Victimization may destabilize an older person's sense of security. It can compromise his or her will to cope with future problems.

Why Older Adults Are Targets

Lack of Awareness: Know where you are and what is going on around you. Stay alert.

Body Language: Keep your head up, swing your arms, stand straight.

Wrong Place, Wrong Time: Don't walk alone, especially in unfamiliar or high-crime neighborhoods. If you sense something is wrong, get away quickly.

Home Safety Tips

- Lock your doors and windows, use deadbolt locks, install a good security system, pin your windows, and ensure your home exterior is well lit at night.
- Install a panoramic peephole and use it when answering the door.
- Trim plants away from windows and doors. Plant prickly bushes under windows and never leave a ladder or chairs outside the home that can be used to gain entry.
- Never hide keys outside your home. Keep your keys handy as you approach your house or vehicle.
- Use a timer to turn on lights, radio, and TV while you are away to give the impression that someone is home.
- Cancel newspaper and other deliveries when you plan to be gone for extended periods.
- Ask for ID from service and delivery people. If you remain suspicious, call the company.
- If you live in an apartment building, avoid going into the laundry room or garage alone.
- Join a Neighborhood/Apartment/Window Watch, a Triad, or a Citizen Patrol.
- If you arrive at home and suspect a break-in, DO NOT go inside. Call 911 from a cell phone or neighbor's home.
- Never let people know that you live alone. Record voice mail messages in the plural. Use initials on your mailbox and in phonebook listings.
- Always keep your cell phone charged for use in emergencies.
- When using social media (e.g., Facebook, Twitter, Blogger), do not broadcast dates you plan to be away from home.

Tips for Law Enforcement and Community Leaders

Address older adults' often unwarranted fear of crime. Develop or expand crime prevention programs to help these individuals realistically assess and reduce victimization risk:

- Prepare crime statistics on victimization of older adults. Explain what, when, and where crimes occur.
- Dispel unwarranted or exaggerated fears. Surveys can indicate if statistics mirror actual criminal activity.
- Plan a crime prevention education campaign to reach older adults—briefly, clearly, and often.
- Expand on crime prevention programs for older adults offered by other agencies.
- Participate in the 911 Cell Phone Bank, a nonprofit program that serves as a readily available source of emergency cell phones.

Programs

Programs

Resources & Links

911 Cell Phone Bank
2775 NW 49th Avenue, Unit 205
Box 324
Ocala, FL 34482
(866) 290-7864
www.911cellphonebank.org

Boys & Girls Clubs of America
1275 Peachtree Street NE
Atlanta, GA 30309-3506
(404) 487-5700
info@bgca.org
www.bgca.org

Federal Bureau of Investigation (Uniform Crime Reports)
935 Pennsylvania Avenue, NW
Washington, DC 20535-0001
www.fbi.gov/about-us/cjis/ucr/ucr

National Crime Prevention Council
2001 Jefferson Davis Highway, Suite 901
Arlington, VA 2220
(202) 466-6272
Fax: (202) 296-1356
www.ncpc.org

National Criminal Justice Reference Service
Juvenile Justice Clearinghouse
PO Box 6000
Rockville, MD 20849-6000
(800) 851-3420
TTY: (877) 712-9279
http://www.ncjrs.gov/App/Topics/Topic.aspx?TopicID=122

National Neighborhood Watch
National Sheriffs' Association
1450 Duke Street
Alexandria, VA 22314-3490
(703) 836-7827
nw@sheriffs.org
www.usaonwatch.org

U.S. Department of Justice
Office of Justice Programs
810 Seventh Street, NW
Washington, DC 20531

Bureau of Justice Statistics
(202) 307-0765
askbjs@usdoj.gov
www.bjs.ojp.usdoj.gov

Juvenile Justice/Delinquency Prevention
(202) 307-5911
askojp@usdoj.gov
www.ojp.usdoj.gov/programs/juvjustice.htm

Programs

APPENDICES
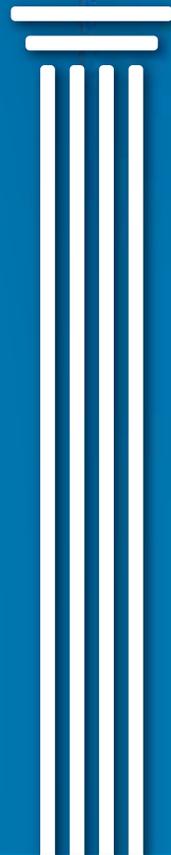
Triad Cooperative Agreement

Triad Cooperative Agreement of

Area/City/County	_____
Older Adult Group(s)	_____
Sheriff's Office	_____
Police Department	_____

Preamble

Statistics and polls indicate that crime and the fear of crime impact older adults. Recognizing that the number of older adults is increasing, 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 older adults, it is important that the law enforcement agencies of (area/city/county) _____support programs designed to benefit older adults.

Statement of Agreement

In light of the above, (law enforcement agency[ies], senior group, and affiliated organization[s] the new Triad will comprise) _____, _____, and _____ are determined to effect change. These groups and agencies agree that the older adult 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 older adults, working together at all levels of free societies.

We hereby commit to work together to enhance the crime safety of older adults. 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 adults and to provide mechanisms for meeting those needs.

The sharing of resources is the first step toward achieving an efficient means of providing effective programs. This process will involve law enforcement, older adults, 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 adults 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

Triad Cooperative Agreement

Officer Interaction with Seniors

I. Purpose

The (law enforcement agency) _____ will take a leadership role in a unique challenge—work with older leaders and affiliated organizations to reduce crimes perpetrated against older adults and increase law enforcement services to the older adult community. Officers should be aware that the fear of crime and certain types of criminal victimization occur among older persons. For these reasons, officers shall pursue steps to ensure that the rights and protection guaranteed by law are available for the older adult. This 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 adults.
- Involve older volunteers in support roles in this process.

Like physical assault, harassment and intimidation are serious crimes. We recognize that crimes against older adults may be subtle or hidden. Some older adults are victimized by family members, health care providers, or fraudulent business practices. Such acts may cause the victim to withdraw from community or social activities.

The (law enforcement 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 S.A.L.T. council shall be to research and offer programmatic remedies to older adult needs as they pertain to criminal activity. The council shall be a forum for communications and discussion between law enforcement and older adults. It may develop its own agendas, focusing on crime and security-related concerns of older adults. The council shall determine meeting frequency and the formality of goals, minutes, topics, and projects.

II. Definition

An older adult is defined for members of the (law enforcement agency) _____as a person who has attained the age of _____ years. (Note: Local statutes may define applicable age.)

III. Policy

It shall be departmental policy to promptly investigate all reported or observed incidents involving a victimized older adult and enforce applicable law. Emphasis should be placed on victim assistance and accessing community resources to assist the victim. Officers shall be alert to the quality of life of the older adults they assist and document and report substandard conditions to the appropriate authority.

IV. Procedures

When an officer determines that an incident involves an older adult, 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 adult's health, safety, or welfare, the officer shall immediately notify his or her 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 agencies.)

D. Initial-response officers shall:
   1. Respond in a manner that is sensitive to the victim's condition.
   2. Preserve the crime scene and evidence.
   3. Identify and interview witnesses.
   4. Initiate a follow-up visit by a family member, friend, fellow officer, or social services representative, if warranted, and request notification of final disposition.
   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 victim(s) 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 reassure the victim.
   7. Inform the police administrator or his or her 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, older adult crime prevention, crime trends, and 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 crime against older adults

C. To the extent possible, the department shall share knowledge and records of senior crime, abuse, and neglect with other law enforcement and governmental social service agencies that have a legitimate interest in the case.

Sample Letter of Invitation

[Date]

Dear:

I would like to invite you to serve on a council of law enforcement, older adults, and senior service providers dedicated to making (area/city/county) _____ a safer place for older adults. This council is named Seniors and Law (Enforcement) Together, or S.A.L.T.

In some of our communities, older adults 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 commits our community's law enforcement, working with older volunteers, to addressing 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 older adults to reduce senior-targeted crimes.

If you accept this invitation to serve on the S.A.L.T. council (normally composed of 15 of your peers), please plan to attend two meetings within a month, and meet once every month thereafter. Meetings are normally one hour. Sheriff/Chief _____, or a designee, will also attend these council meetings.

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 older adults, our community, and to you personally. If you agree to serve, please call my office. We need your services!

Respectfully,

_____ (name and title)

Senior Advisory Council Policy

S.A.L.T. Council of (area/city/county) _____

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 older adults invited to attend.

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

Agenda
The agenda is determined by the chairperson, with input from the police chiefs and sheriff or designee.

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

Minutes
Meeting minutes will be recorded by a S.A.L.T. council designee and distributed to members no more than 10 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 chairperson 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 the following types of activities: surveys assessing older adult needs and concerns, 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 local older adult population based on community-specific crimes.

Triad S.A.L.T. Council Bylaws

Article I. NAME
The name of this organization shall be Seniors And Law (Enforcement) Together (S.A.L.T.) Council 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 (Triad member organizations) _____ to reduce the criminal victimization of older adults.

Article III. MEMBERSHIP
A. The S.A.L.T. council shall consist of not more than 20 but not fewer than 10 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. _____ (AARP, RSVP, or equivalent)
      b. _____ (law enforcement agency)
      c. _____ (senior organization)

   2. At-large membership shall be open to law enforcement officers, community representatives and civic organizations, service providers, and older adults.

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 complete 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 chairperson, vice chairperson, 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 chairperson.
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. Chairperson shall preside at all meetings of the council, appoint chairpersons as needed, and serve as an ex-officio member of all committees with the exception of the nominating committee.
    2. Vice chairperson shall preside in absence of the chairperson 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 composed of the elected officers, chairpersons of the standing committees, and immediate past chairperson 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 chairperson as needed.
C. Committees shall consist of the chairperson, at least two council members, and committee chairperson appointees.

Article VIII. MEETINGS

A. The S.A.L.T. council shall meet the first Tuesday of the month unless otherwise ordered by the chairperson, with steering committee approval.
B. Special meetings may be called at the request of the council chairperson.
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.

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/ No 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 (e.g., purse-snatching)?	_____	_____	_____
7. Fear of burglary (e.g., home invasion)?	_____	_____	_____
8. Vendors knocking on the door?	_____	_____	_____
9. Neglect by family or friends?	_____	_____	_____
10. Fear of personal abuse?	_____	_____	_____
11. Other?	_____	_____	_____

Below are some suggested improvements for this community. Would these changes/additions improve your life?

	Very much	**To Some Degree**	**Not at All**
1. Improved street lighting?	_____	_____	_____
2. Expanded Neighborhood Watch?	_____	_____	_____
3. Improved public transportation?	_____	_____	_____
4. Home security recommendations by police?	_____	_____	_____
5. Group housing resident councils?	_____	_____	_____
6. Daily reassurance phone calls?	_____	_____	_____
7. Senior van service at night?	_____	_____	_____

Where do you live?

Town _____   Section _____

Sex: Male   Female

Age: 55–65   66–75   Over 75

Optional Information (your name and address might be helpful but are not required):

Name: _____   Phone Number: _____

Email Address: _____

Street Address: _____

Triad Quality of Life Survey

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

   Fear of Crime _____   Frauds/Scams _____
   Vandalism _____   Murder _____
   Animals _____   Telemarketers _____
   Victimization _____   Solicitors/Vendors _____
   Residential Burglary _____   Purse-Snatching _____
   Mail Fraud _____   Rape _____
   Robbery _____   Abuse/Neglect _____
   Vacant/Abandoned House _____   Assault _____
   Traffic _____   Internet Fraud _____

   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 _____   If yes, please specify areas of interest: _____

   Neighborhood Watch _____   Victim Assistance _____   Reassurance Visits _____

   Home Security _____   Office Work _____   Crime Prevention _____

6. Do you need assistance in any of the following:

   Transportation/Courier _____   Shopping _____   Running Errands _____

   Other _____

Optional Information (helpful but not required)
Age _____   Sex: Male   Female

Name: _____

Phone Number: _____   Email Address: _____

Street 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 the survey to (name and address) or call (phone number) to have a S.A.L.T. volunteer pick it up.

Sample Agenda

S.A.L.T Council Meeting

Date, Time, Location

I.   Welcome – Chairperson, 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

Sample Refrigerator Card

Triad

(Local Law Enforcement Agency)

Refrigerator Card

Name: _____   Date Card Completed: _____

Address: _____   Phone Number: _____

_____   Allergies to Medications: _____

Whom to Contact and Phone Numbers: _____

1. _____   _____

2. _____   Date of Birth: _____

3. _____   Major Illnesses: _____

Doctor's Name: _____   _____

Doctor's Phone Number: _____   _____

Health Care Plan: _____   _____

Health Plan Number: _____   Other: _____

Medicare Number: _____   _____

OVER FOR MEDICATIONS

_____

Triad

(Local Law Enforcement Agency)

Back Side of Sample Refrigerator Card

Current Medications	Date Updated	Dosage Strength	How Often Taken	When Taken

Senior Referral Card

Triad
"Seniors & Law Enforcement Together"
Senior Referral Card
[Name of local law enforcement agency]

Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone Number: _____

Nearest Relative: _____

Emergency Phone Number: _____

During the course of my duties, I observed the above person in need of the following:

Food: _____   Security: _____

Clothing: _____   Heat: _____

Care-Taking: _____   Prevention Materials/Type: _____

Lighting: _____   Other: _____

_____   _____
Officer Signature   ID #

Senior Referral Card (Back Side)

Follow-up

Date:

Referrals:

Comments:

Auxiliary Signature   ID#

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

Implementation

The following agencies will provide officers who will adopt one or more older adult. 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 will plan for future visits (at least one per week).

The officer will call the older adult at least once a week. During each visit or call, the officer should be aware of the person's needs or attention required. In the event an officer feels that a referral is in order, the officer should fill out a Senior Referral Card to notify the Adult Protective Services, Senior Referral Program, or appropriate service agencies.

This program will be coordinated by _____.

Application for Triad Call-In Program

Name: _____   Phone #: _____

Address: _____

_____

Description of Home: _____

(Please describe exact location of your residence [e.g., route number, color of house, right or left side of road, apartment, house])

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 number, 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: _____

Palmore Quiz—Selected Questions

True or False

1. In general, most older adults are fairly similar.

2. Over 15% of the U.S. population is now age 65 or older.

3. The aged are more fearful of crime than are persons under 65.

4. Most older people (age 65+) are senile (e.g., Alzheimer's disease, defective memory, dementia).

5. More older persons (age 65+) have chronic illnesses that limit their activity than their younger counterparts.

6. At least one-tenth of the age are living in long-stay institutions (e.g., nursing homes, mental hospitals).

7. Older 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 older people tends to be slower than that of younger persons.

10. The majority of older people are socially isolated and lonely.

11. The majority of older people are working or would like to have some kind of work to do (including housework and volunteer work).

12. Most older adults 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 2004, there were an estimated 36.3 million people age 65 or older in the United States, accounting for 12% of the total population.

3. False. According to National Council on the Aging, in 1974, 23% of people 65 and older said fear of crime was a "very serious problem." Today, 9% voice the same worry. Older adults are more acutely fearful of crime within this 9%, 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, minorities, and older adult city dwellers 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. According to a 2008 study by the Alzheimer's Association, only about 13% of people over the age of 65 have Alzheimer's disease.

5. True. 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 age 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 28% 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. According to an AARP study, older adults ages 65 to 74 made up 22.1% of the work force in 2006.

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.

Citizen 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 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 _____

Independent Living Week 2008

Release Form

I certify that I am the owner of this home and that my gross monthly income is less than $_____ (one person) or $_____ (two persons). I request that the Independent Living Week Team visit my home and assess it for safety and security. I understand that I am under no obligation to make any changes to my home and that I can withdraw my request if I change my mind. I also understand that there is no fee for this service and that it may take up to 12 months to complete the authorized repairs due to the workload of the Senior Assistance Program staff.

_____   _____   _____

Homeowner   Date   Phone

_____

Address

_____   _____   _____

City   State   Zip

_____

Homeowner's Signature

_____

Assessment Team Volunteer Signature

Yes _____   No _____   I authorize _____ County Triad Inc. and its related agencies to use pictures of myself and my home if taken in any and all publications both paper and electronic for the purposes of furthering this organization's efforts to improve the quality of life of older residents in _____ County.

Assessment Form

Type of Construction: ❑ Block   ❑ Frame   ❑ Manufactured Home   ❑ Mobile Home

Windows/Doors

		Awning	Double-hung	Jalousie
1.	What type of windows:			
2.	Are windows/doors easy to open/close?		Yes	No
3.	Are locks sturdy/easy to operate?		Yes	No
4.	If not, what type of deadbolt lock is required?		Single lock	Double lock
5.	Does the door have a peephole?		Yes	No
	Is it at proper height?		Yes	No
6.	Does one need to be installed?		Yes	No

Floor Surfaces

7.	Are any surfaces not safe (tripping hazard)?	Yes	No
8.	Has it been repaired?	Yes	No
9.	If not, what type of surface is it and what needs to be done?_____		

Steps/Stairways/Walkways

10.	Are they in good repair?	Yes	No	N/A
11.	Are there handrails on both sides?	Yes	No	N/A

Kitchen/Bath

12.	Are stove knobs clearly marked, easy to use?	Yes	No
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, should grab bars be 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? (Test each detector)		Yes	No
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:_____

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
Lost subject profile completed Point 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:	

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 search volunteers and state that the police are also searching; provide a description of the resident and what he/she was wearing; and instruct volunteers on what would be most helpful (e.g., turning on lights, searching their own yards, cars, stairwells) and on whom to call if the 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?   Yes   No
    (If yes to #1, sign and date form. If no, complete the assessment.)

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 leaving the 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

Resources
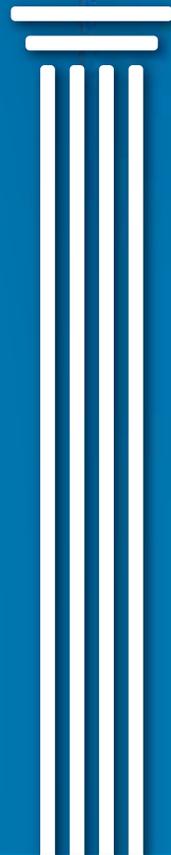
911 Cell Phone Bank Program
4551 NW 44th Avenue
Ocala, FL 34482
(866) 290-7864
www.911cellphonebank.org

Administration on Aging (AoA)
Public Inquiries Unit
330 Independence Avenue, SW
Washington, DC 20201
(202) 619-0724
TDD: (800) 877-8339
Eldercare Locator: (800) 677-1116
Fax: (202) 357-3555
www.aoa.dhhs.gov

Alzheimer's Association
225 North Michigan Avenue, Floor 17
Chicago, IL 60601-7633
(800) 272-3900
Fax: (866) 699-1246
info@alz.org
www.alz.org

American Association of Retired Persons (AARP)
601 E Street, NW
Washington, DC 20049
(888) 687-2277 (OUR AARP)
www.aarp.org

American Bar Association
Commission on Law and Aging
740 15th Street, NW
Washington, DC 20005-1022
(202) 662-8690
Fax: (202) 662-8698
abaaging@abanet.org
www.abanet.org/aging/

American Federation for Aging Research (AFAR)
55 W 39th Street, 16th Floor
New York, NY 10018
(212) 703-9977
Fax: (212) 997-0330
info@afar.org
www.afar.org
www.infoaging.org

Better Business Bureau (BBB)
4200 Wilson Blvd, Suite 800
Arlington, VA 22203-1838
(703) 276-0100
Fax: (703) 525-8277
www.bbb.org

Citizen Corps
cert@dhs.gov
www.thecitizencorps.gov

Consumer Action Handbook
Federal Citizen Information Center
U.S. General Services Administration
1800 F Street, NW, Room G142
Washington, DC 20405
(202) 501-1794
www.consumeraction.gov

CREDIT BUREAUS

Annual Credit Report Request Service
PO Box 105283
Atlanta, GA 30348-5283
(877) 322-8228
www.annualcreditreport.com

OptOutPrescreen.com
PO Box 600344
Jacksonville, FL 32260
(888) 567-8688 (5OPTOUT)
www.optoutprescreen.com

Experian (formerly TRW)
475 Anton Boulevard
Costa Mesa, CA 92626
(888) 397-3742 (Experian) (to order credit report and to report credit card fraud)
www.experian.com

Equifax
PO Box 740250
Atlanta, GA 30374-0250
(888) 766-0008 (to report credit card fraud)
(800) 685-1111 (to request credit report)
www.equifax.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289 (fraud victim assistance)
(800) 877-322-8228 (to request credit report)
www.transunion.com

Deaf Telephone Services
TDD-TTY
(800) 855-1155

U.S. Department of Health and Human Services (HHS)
200 Independence Avenue, SW
Washington, DC 20201
(877) 696-6775
(202) 619-0257
www.hhs.gov
www.hhs.gov/about/referlst.html (alpha-betical directory of HHS information and hotline topics)

U.S. Department of Justice (DOJ)
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001
(202) 514-2000
TYY: (202) 514-0716
askdoj@usdoj.gov
www.usdoj.gov

Direct Marketing Association (DMA)
(Instructions for removing your name from direct mail, telemarketing, and email lists)
1120 Avenue of the Americas
New York, NY 10036-6700
(212) 768-7277
customerservice@the-dma.org
www.the-dma.org

Eldercare Locator
(800) 677-1116
www.eldercare.gov

Federal Interagency Forum on Aging-Related Statistics
3311 Toledo Road, Room 5419
Hyattsville, MD 20782
(800) 232-4636
www.agingstats.gov

Federal Trade Commission Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 382-4357 (FTC-HELP)
TTY: (866) 653-4261
www.ftc.gov

FirstGov for Seniors
USA.gov
U.S. General Services Administration
Office of Citizen Services and Communication
1800 F Street, NW, Suite G-142
Washington, DC 20405
(800) 333-4636 (FED-INFO)
www.firstgov.gov/Topics/Seniors.shtml

Gerontological Society of America
1220 L Street, NW, Suite 901
Washington, DC 20005
(202) 842-1275
Fax: (202) 842-1150
geron@geron.org
www.geron.org

Hearing Aid Helpline
International Hearing Society
16880 Middlebelt Road
Livonia, MI 48154
(800) 521-5247
www.ihsinfo.org

Home Safety Council
1250 Eye Street, NW, Suite 1000
Washington, DC 20005
(202) 330-4900
Fax: (202) 330-4901
info@homesafetycouncil.org
www.homesafetycouncil.org

IDENTITY FRAUD

Privacy Rights Clearinghouse (PRC)
(619) 298-3396 (consumer hotline to report privacy abuse and request information)
www.privacyrights.org/identity.htm (identity theft resources and fact sheets)

U.S. Department of Justice (DOJ)
www.usdoj.gov/criminal/fraud/websites/ idtheft.html (identity fraud information and tips to avoid becoming a victim)

U.S. Federal Bureau of Investigation (FBI)
www.fbi.gov
www.fbi.gov/majcases/fraud/fraudschemes. htm (information on common frauds and schemes)

U.S. Federal Trade Commission (FTC)
www.ftc.gov/bcp/edu/ microsites/idtheft/

U.S. Postal Service (USPS)
Postal Inspection Service
(877) 876-2455
http://postalinspectors.uspis.gov/

U.S. Secret Service
www.treas.gov/usss

U.S. Social Security Administration (SSA)
www.ssa.gov

Insurance Institute for Highway Safety
1005 N Glebe Road, Suite 800
Arlington, VA 22201
(703) 247-1500
Fax: (703) 247-1588
www.iihs.org

International Association of Chiefs of Police (IACP)
615 North Washington Street
Alexandria, VA 22314
(800) 843-4227 (THE-IACP)
Fax: (703) 836-4543
www.iacp.org

International Association of Fire Chiefs
4025 Fair Ridge Drive, Suite 300
Fairfax, VA 22033-2868
(703) 273-0911
Fax: (703) 273.9363
www.iafc.org

Meals on Wheels Association of America (MOWAA)
203 South Union Street
Alexandria, VA 22314
(703) 548-5558
Fax: (703) 548-8024
www.mowaa.org

MEDICARE AND MEDICAID
Centers for Medicare & Medicaid Services (CMS)
7500 Security Boulevard
Baltimore, MD 21244-1850
(877) 267-2323
TTY: (866) 226-1819
www.cms.gov

Medicare Service Center
(800) 633-4227 (MEDICARE)
TTY: (877) 486-2048

Medicare Fraud and Abuse
(800) 477-8477 (HSS-TIPS)
Fax: (800) 223-8164
HHSTips@oig.hhs.gov

National Association of State Directors of Veterans Affairs (NASDVA)
107 South West Street, Suite 570
Alexandria, VA 22314
www.nasdva.com

National Association of State Units on Aging (NASUA)
Information/Resource/Referral Support Center
1201 15th Street, NW, Suite 350
Washington, DC 20005
(202) 898-2578
Fax: (202) 898-2583
info@nasua.org
www.nasua.org

National Center for Injury Prevention and Control
Centers for Disease Control and Prevention
4770 Buford Highway NE, MS K65
Atlanta, GA 30341-3724
(800) 232-4636 (CDC-INFO)
TTY: (888) 232-6348
cdcinfo@cdc.gov
www.cdc.gov/ncipc/

National Center on Elder Abuse (NCEA)
c/o Center for Community Research and Services
University of Delaware
297 Graham Hall
Newark, DE 19716
(302) 831-3525
Fax: (302) 831-4225
ncea-info@aoa.hhs.gov
www.ncea.aoa.gov

National Center for Victims of Crime
2000 M Street, NW, Suite 480
Washington, DC 20036
(800) 394-2255
(202) 467-8700
Fax: (202) 467-8701
www.ncvc.org

National Committee for the Prevention of Elder Abuse
1612 K Street, NW
Washington, DC 20006
(202) 682-4140
Fax: (202) 223-2099
ncpea@verizon.net
www.preventelderabuse.org

Resources

National Council on Aging, Inc. (NCOA)
1901 L Street, NW, 4th Floor
Washington, DC 20036
(202) 479-1200
Fax: (202) 479-0735
info@ncoa.org
www.ncoa.org

National Domestic Violence Hotline (NDVH)
(800) 799-7233 (SAFE)
TTY: (800) 787-3224
www.ndvh.org

National Fire Protection Association (NFPA)
1 Batterymarch Park
Quincy, MA 02169-7471
(800) 344-3555
Fax: (617) 770-0700
www.nfpa.org

National Fraud Information Center
(800) 876-7060
www.fraud.org

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SW
West Building
Washington, DC 20590
(888) 327-4236
TTY: (800) 424-9153
www.nhtsa.gov

National Hospice and Palliative Care Organization (NHPCO)
1700 Diagonal Road, Suite 625
Alexandria, VA 22314
(800) 658-8898
(703) 837-1500
Fax: (703) 837-1233
info@nhpco.org
www.nhpco.org

National Institute of Environmental Health Sciences (NIEHS)
PO Box 12233
Research Triangle Park, NC 27709-2233
(919) 541-3345
TTY: (919) 541-0731
Fax: (919) 541-4395
www.niehs.nih.gov

National Institute on Aging (NIA)
Building 31, Room 5C27
31 Center Drive, MSC 2292
Bethesda, MD 20892
(301) 496-1752
TTY: (800) 222-4225
Fax: (301) 496-1072
www.nia.nih.gov

National Long Term Care Ombudsman Resource Center (ORC)
1828 L Street, NW
Washington, DC 20036
(202) 332-2275
Fax: (202) 332-2949
ombudcenter@nccnhr.org
www.ltcombudsman.org

National Organization for Victim Assistance (NOVA)
510 King Street, Suite 424
Alexandria, VA 22314
(800) 879-6682 (TRY-NOVA)
(703) 535-6682 (NOVA)
Fax: (703) 535-5500
nova@try-nova.org
www.try-nova.org

National Sheriffs' Association (NSA)
1450 Duke Street
Alexandria, VA 22314-3490
(800) 424-7827
Fax: (703) 683-6541
www.sheriffs.org

National Volunteer Fire Council (NVFC)
7852 Walker Drive, Suite 450
Greenbelt, MD 20770
(888) 275-6832 (ASK-NVFC)
(202) 887-5700
Fax: (202) 887-5291
nvfcoffice@nvfc.org
www.nvfc.org

Office for Victims of Crime
*Training and Technical Assistance Center
(OVC TTAC)*
10530 Rosehaven Street, Suite 400
Fairfax, VA 22030
(866) 682-8822 (OVC-TTAC)
TTY: (866) 682-8880
Fax: (703) 279-4673
TTAC@ovcttac.gov
www.ovcttac.gov

**Office of Community Oriented Policing
Services (COPS)**
U.S. Department of Justice
1100 Vermont Avenue, NW
Washington, DC 20530
(800) 421-6770 or (202) 307-1480 (Response
Center)
AskCopsRC@usdoj.gov
www.cops.usdoj.gov

Senior Corps
1201 New York Avenue, NW
Washington, DC 20525
(800) 424-8867
(202) 606-5000
Fax: (202) 606-3472
help@joinseniorservice.org
www.seniorcorps.gov

Social Security Administration (SSA)
Office of Public Inquiries
Windsor Park Building
6401 Security Boulevard
Baltimore, MD 21235
(800) 772-1213
TTY: (800) 325-0778
www.ssa.gov

**Social Security Administration (SSA)
Fraud Hotline**
Office of the Inspector General
PO Box 17768
Baltimore, MD 21235
(800) 269-0271
www.ssa.gov/oig/public_fraud_reporting/
index.htm

**Safety Training and Resources (STAR)
Program**
1450 Duke Street
Alexandria, VA 22314
Tel: (703) 836-7827
Fax: (703) 519-8567
nati@sheriffs.org
www.nationaltriad.org/STAR_Program/

**Substance Abuse and Mental Health
Services Administration (SAMHSA)**
Department of Health and Human Services
1 Choke Cherry Road
Rockville, MD 20857
(800) 729-6686
(240) 276-2000
TTY: (800) 487-4889
Fax: (240) 276-2010
www.samhsa.gov

Resources

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Washington, DC 20201
(877) 696-6775
(202) 619-0257
www.hhs.gov
www.hhs.gov/about/referlst.html (alphabetical directory of HHS information and hotline topics)

U.S. Senate Special Committee on Aging
G31 Dirksen Senate Office Building
Washington, DC 20510
(202) 224-5364
Fax: (202) 224-8660
mailbox@aging.senate.gov
www.aging.senate.gov

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

Young Men's Christian Association (YMCA)
YMCA of the USA
101 North Wacker Drive
Chicago, IL 60606
(800) 872-9622
www.ymca.net

Young Women's Christian Association (YWCA)
1015 18th Street, NW, Suite 1100
Washington, DC 20036
(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. Available online at www.popcenter.org/library/reading/PDFs/Surveying_Citizens.pdf.

Assessing Responses to Problems: An Introductory Guide for Police Problem-Solvers

John E. Eck (U.S. Department of Justice, Office of Community Oriented Policing Services, June 2002). 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. Available online at www.cops.usdoj.gov/html/cd_rom/inaction1/pubs/AssessingResponsetoProblems.pdf.

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, September 2002). This guide shows how to enhance community policing by working with victims and victim organizations to prevent repeat victimization and building collaborative problem-solving skills. Available online at www.cops.usdoj.gov/ric/ResourceDetail.aspx?RID=16.

Call Management and Community Policing: A Guidebook for Law Enforcement

Tom McEwen, Deborah Spence, Russell Wolff, Julie Wartell, Barbara Webster. (Bureau of Justice Statistics and Office of Community Oriented Policing Services, July 2003). This guide focuses on police call management strategies and how they affect the practice of community policing. Available online at www.cops.usdoj.gov/pdf/e05031968_web.pdf.

Conducting Community Surveys: A Practical Guide for Law Enforcement Agencies

Deborah Weisel (Bureau of Justice Statistics and Office of Community Oriented Policing Services, October 1999). This guide, along with accompanying computer software, provides practical, basic pointers for police in conducting community surveys. Available online 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). The Collaboration Toolkit is designed as a guide for law enforcement agencies and their partners as they work with citizen groups, community-based organizations, youth, government, and others to develop, fix, and sustain productive law enforcement-community partnerships supporting the advancement of community policing. Available online at www.cops.usdoj.gov/html/cd_rom/inaction1/Collaboration_Toolkit_toc_f.htm.

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. Available online at www.popcenter.org/library/crimeprevention/.

Recommended Reading

Excellence in Problem-Oriented Policing: The Herman Goldstein Award Winners

This document produced by the National Institute of Justice (NIJ) 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 can be located online using the NIJ publications database at www.ojp.usdoj.gov/nij/publications/welcome.htm.

Not Rocket Science? Problem-solving and Crime Reduction

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. Available online at www.homeoffice.gov.uk/rds/prgpdfs/crrs06.pdf.

Opportunity Makes the Thief: Practical Theory for Crime Prevention

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. Available online at www.homeoffice.gov.uk/rds/prgpdfs/fprs98.pdf.

Police Enforcement Strategies to Prevent Crime in Hot Spot Areas.

(U.S. Department of Justice, Office of Community Oriented Policing Services, 2008). This report summarizes the findings from all academic studies evaluating law enforcement in troubled areas. It finds that focusing efforts on high-crime areas and calls for service can effectively be used to prevent crime in those locations. Available online at www.cops.usdoj.gov/files/RIC/Publications/e040825133-web.pdf.

Problem Analysis in Policing

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. The executive summary of this publication is available at www.policefoundation.org/pdf/vol5issue1_color.pdf. To view the entire text, visit www.policefoundation.org. Click on Publications to view the publications list.

Problem-Solving Tips: A Guide to Reducing Crime and Disorder Through Problem-Solving Partnerships

Karin Schmerler, Matt Perkins, Scott Phillips, Tammy Rinehart and Meg Townsend. (U.S. Department of Justice, Office of Community Oriented Policing Services, 2006). A tool designed to help readers during every step of their efforts to reduce crime and disorder through problem-solving partnerships. Available online at www.cops.usdoj.gov/pdf/pop/e05060069.pdf.

Using Analysis for Problem-solving: A Guidebook for Law Enforcement

Timothy S. Bynum (U.S. Department of Justice, Office of Community Oriented Policing Services, 2001). This guidebook provides law enforcement with resources and tips for conducting effective problem analysis. Available online at www.cops.usdoj.gov/pdf/e08011230.pdf.

NATI
ALERTS

Community Safety and the Senior

According to the Administration on Aging report *A Profile of Older Americans 2007*, 79.5% of all older adults live in metropolitan areas—50.1% in suburbs and 29.4% in central cities. The remaining 19.5% lived in nonmetropolitan areas. In addition, older adults are less likely to change residence than other age groups.

About 30% of older adults—10.7 million, live alone. The Bureau of Justice Statistics report *Criminal Victimization and Perceptions of Community Safety in 12 Cities* states that approximately 42% of metropolitan residents indicated that they were fearful of crime in their neighborhood. In contrast, 71% cited a fear of crime in their city. Senior statistics typically are higher. Those fearful of crime state that assault with a gun and robbery are the street crimes they most fear.

Residents of the same study stated that neighborhood conditions reinforced these fears and affected their sense of safety. Those conditions included public drug use, transients/homeless, abandoned buildings and cars, vandalism or graffiti, loitering, poor lighting, trash, and empty lots.

Facts and Figures

In 2007, there were 8.7 million background checks conducted for the purchase of firearms. Of these requests, 1.6% were denied. The most common prohibiting factors included prior felonies, domestic violence misdemeanor convictions, and restraining orders (Bureau of Justice Statistics, *Background Checks for Firearm Transfers, 2007*).

Nine out of 10 state criminal history repositories were automated by the end of 2003. States held about 71 million criminal records on individuals, with 3 of 4 histories accessible for background checks (Bureau of Justice Statistics, *Improving Criminal History Records for Background Checks, 2005*).

In metropolitan areas, the violent crime rate was 514.6 offenses per 100,000 residents, and the murder rate was 6.2 per 100,000 residents (Federal Bureau of Investigation, *Crime in the United States 2006*).

An estimated 1.4 million violent crimes occurred nationwide in 2006—approximately 473.5 violent crimes per 100,000 residents. Violent crime increased 1.9% from 2005 to 2006; however, from 2002 to 2006, it decreased 0.4% (Federal Bureau of Investigation, *Crime in the United States, 2006*).

Six urban residents, four suburban residents, and four rural residents per 1,000 were victims of aggravated assault in 2005. Over half of all homicides occurred in cities with a population of 100,000 or more, and almost a quarter occurred in cities with more than 1 million people (Bureau of Justice Statistics, 2005).

Neighborhood Safety for Law Enforcement

The National Institute of Justice formed the Strategic Approaches to Community Safety Initiative (SACSI) to pinpoint homicide prevention for law enforcement. The study states that to reduce overall crime, consider the following:

Form Number NATI-09-08

✪ Reduce high crime neighborhood poverty.
✪ Eradicate drug demand.
✪ Federally prosecute all illegal gun carriers.
✪ Offer parenting classes.
✪ Support conflict resolution training and anti-gang programming in the schools.

Law Enforcement Community Projects

Provide a local anonymous vehicle for reporting crime and suspicious activity in neighborhoods. This can be a mailer posted in your newspaper or public places, or a telephone number at which to leave detailed information (Office of Justice Programs, Project Safe Neighborhoods).

Partner with neighborhood groups to combat neighborhood crime. Involve job training agencies, small businesses, mortgage lending institutions, educational associations, and local government to address neighborhood decay (National Training and Information Center).

The Bureau of Justice Statistics reports that 20.3% of all homicides were connected with more than one assailant in 2005. Within three years of release, 1.2% of those who had served time for homicide were arrested for a new homicide. Through Project Safe Neighborhoods, identify the most serious violent offenders in the city and increase the arrest, prosecution, and incarceration of these offenders. (Office of Justice Programs, Project Safe Neighborhoods).

Neighborhood Safety for the Individual

Start or strengthen a Neighborhood Watch, Window Watch, Adopt-A-Senior, or other neighborhood program.

Find out whether your area has community policing. If not, contact your local police department or sheriff's office to begin a program. Build rapport with your officers.

Help those who need a hand making their homes more secure, such as older adults, people living alone, or persons with disabilities.

Trim shrubs, install wide-angle viewers, put in deadbolt locks.

Avoid high-crime areas in your neighborhood and pair or group up for evening excursions.

Neighborhood Safety, Community Efforts

For vacant lots, work with your local Environmental Protection Agency, city council, and other local officials to clean up and transfer them to the community for parks and recreation areas (U.S. Environmental Protection Agency, *A Cleaner Outdoors*, 2004).

Under the Department of Justice Asset Forfeiture Program/Equitable Sharing Program, state and local law enforcement agencies are entitled to share proceeds from the seizure of drug and crime assets. Program details are available at http://www.usdoj.gov/jmd/afp/index.html (U.S. Department of Justice).

Initiate a federally funded Project Safe Neighborhoods initiative through your director of public safety and local law enforcement entities. This project works to combat gun violence and crimes associated with gun possession (Office of Justice Programs, Project Safe Neighborhoods).

Work with law enforcement, social service providers, community groups, and religious organizations to give older adults tools to help make them less likely victims of crime. Practitioners

Form Number NATI-09-08

agree that older adult and community interaction increases a sense of security (National Crime Prevention Council, *Engaging the Power of Prevention: 10 Action Principles*, 2005).

Senior Transportation

Lack of transportation, one of the most commonly expressed older adult needs, can lead to "shut-in" mentality, exacerbating the fear of crime. Work with your local Eldercare Locator and the Administration on Aging to address the following objectives:

✪ Better coordination of transport resources.
✪ Helping older adults recognize and use their transportation options.
✪ Developing creative and flexible designs for transportation services.

Resources

U.S. Department of Justice, Office of Justice Programs
810 Seventh Street, N.W.
Washington, DC 20531
www.ojp.usdoj.gov

Project Safe Neighborhoods
Office of Justice Programs
810 7th Street, NW
Washington, DC 20531
AskPSN@usdoj.gov
www.projectsafeneighborhoods.com

Community Transportation Association of America
1341 G Street, NW, 10th floor
Washington, DC 20005
(800) 891-0590
(202) 737-9197
webdesign@ctaa.org
http://web1.ctaa.org

Administration on Aging
Public Inquiries Unit
330 Independence Avenue, SW
Washington, DC 20201
(202) 619-0724
TDD: (800) 877-8339
Eldercare Locator: (800) 677-1116
Fax: (202) 357-3555
www.aoa.dhhs.gov

U.S. Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, NW
Washington, DC 20460
(202) 272-0167
www.epa.gov

National Training and Information Center
810 North Milwaukee Avenue
Chicago, IL 60642
(312) 243-3035
(312) 243-7044
ntic@ntic-us.org
www.ntic-us.org

Disaster Preparedness for the Vulnerable

"We all have a role in homeland security. Citizen Corps asks you to embrace the personal responsibility to be prepared; to get trained in first aid and emergency skills; and to volunteer to support local emergency responders, disaster relief, and community safety."

—Federal Emergency Management Administration (FEMA)

Linking Triad to Emergency Management

Often, disaster preparedness plans fail to serve or under-serve those most vulnerable—older people and individuals with disabilities. Triad works with emergency management (EM) organizations and personnel to locate, map, and plan senior assistance programs.

Triad is a direct link to communities and the vulnerable people they serve. Incorporating Triad into a disaster preparedness system builds capacity and effectiveness of response to the human service issues that result from disasters.

Triad can be linked to the emergency operations center through the same EM branch as the American Red Cross, Salvation Army, and other organizations. Also, Triad works with FEMA to ensure that recovery services reach older adults and that efforts are not duplicated.

Getting Started

✪ Create pre-event agreements to provide services in response to a disaster. Include purpose of the agreement, statements about the organizations involved, a task list of duties and services Triad will provide, a list of government provisions in support of each function, joint responsibilities, how and when agreement terms become activated, costs covered and how costs are documented and paid, and signatures of all parties concerned.

✪ Bring Triad and EM together to discuss Triad resources and services, emergency planning, and development of emergency roles. Include Triad representatives in meetings that involve EM issues and task forces. Involve social services, public and mental health, area agencies on aging, the United Way, volunteer centers, Catholic Charities, food banks, health clinics, homeless service providers, Jewish Family and Children's Services, the Salvation Army, Neighborhood Watch, and interfaith providers.

✪ Become the conduit with EM to ensure that local communities are informed and involved in emergency management activities by organizing teams of volunteers to do the door-to-door outreach following disasters.

Triad As a Resource

✪ Triad is a local organization with a primary mission to provide services to specific groups of people, such as older adults, the disabled, and cognitively compromised (e.g., Alzheimer's). Triad helps incapacitated older adults through various programs, including

- Collaboration with Meals on Wheels, Community Emergency Response Teams (C.E.R.T.), and area agencies on aging to map individuals who need assistance during disasters.
- Assistance with service accessibility; personal care support; and distribution of food, water, and other supplies.
- Triad can pre-chart vulnerable older adults to alert EM personnel about potential in-home dangers, medication levels, electricity/utilities, and so forth.

✪ Use the Triad website section (if applicable) to offer emergency planning tips and information on how individuals can get involved.

✪ Involve EM and Triad in planning, training, exercises, creation of service team collaboratives, geographic cluster groups, and coordinated response support plans.

✪ Identify Triad leadership to serve as a single point of contact for EM and add the leader to the operational area council.

✪ Develop a disaster collaborative group of volunteers active in pre- and post-disasters. Cover responsibilities and services of each group.

✪ Identify an ongoing network such as a Citizen Corps council for community leadership (if applicable) in your jurisdiction to bring together volunteers within the community. Triad's goal may be to tie into an existing group.

✪ Create a hierarchy of services to provide should a shortage of resources occur.

✪ Plan communication strategy for before, during, and after a disaster. Include alternate meeting points.

The Disaster Checklist

✪ Include people living both independently and in dependent care facilities.

✪ Identify community needs and the support necessary to meet them.

✪ Arrange personal care assistance if in-home care support is unavailable.

✪ Get food, water, and other supplies distributed to older adults and people with disabilities living alone or in isolated areas.

✪ Provide food for people dependent on home-delivered meals if services are interrupted.

✪ Help older adults and people with disabilities fill prescriptions for life-sustaining medications and replace vital personal equipment (e.g., hearing aids, wheelchairs, mobility aids, batteries) damaged or lost in the disaster.

✪ Ensure that dependent care facilities serving older adults and people with disabilities have disaster plans that include measures to support the population they serve.

✪ Contact isolated and homebound older adults and people with disabilities to check on their status and to help them get needed services.

✪ Check on and, if necessary, evacuate people who cannot be self-sufficient for 5-7 days following a major disaster—including those who are severely disabled, ill, on life support, older adults, and people in dependent care.

Form Number NATI-09-08

- ✪ Relocate people dependent on electricity to maintain life support during power outages. Support mobility needs with accessible transportation resources. Triad can help transport people to disaster service areas during evacuations.
- ✪ Provide information and instructions slowly for individuals who have difficulty understanding.
- ✪ Supplement the response to medical needs through volunteer and/or staff trained in first aid and emergency response, and/or by providing medical supplies.
- ✪ Support people with special dietary needs and help with distribution of food and water to at-risk, homebound, or disabled persons. Ideas include volunteer kitchens, meal programs and food pantries to support mass feeding and food distribution efforts. Coordinate efforts prior to a disaster.
- ✪ Provide vital information on community resources that connect people who need help to available services and assistance.
- ✪ Create emergency supply kits for older adults.

Resources

American Red Cross
2025 E Street NW
Washington, DC 20006
(800) REDCROSS
www.redcross.org

Center for Disease Control and Prevention
Emergency Preparedness and Response
1600 Clifton Road
Atlanta, GA 30333
(800) 232-436 (CDC-INFO)
cdcinfo@cdc.gov
www.bt.cdc.gov

Citizen Corps
www.citizencorps.gov

Federal Emergency Management Agency
500 C Street, SW
Washington, DC 20472
(800) 621-3362 (FEMA)
www.fema.gov

Independent Living Centers
www.ilusa.com/links/ilcenters.htm

U.S. Department of Agriculture
Food Safety Inspection Service
Homeland Security Council
www.fsis.usda.gov/Food_Defense_&_
Emergency_Response/index.asp

U.S. Department of Agriculture
Food and Nutrition Service
Food Distribution Division
www.fns.usda.gov/fdd/programs/fd-disasters

U.S. Department of Health and Human Services
Office of Emergency Preparedness
www.oep-ndms.dhhs.gov

U.S. Government Ready Campaign
U.S. Department of Homeland Security
Washington, DC 20528
(202) 282-8000
ready@dhs.gov
www.ready.gov

The Fear of Crime and the Older Adult

Nearly 2.3 out of every 1,000 people age 65 or older has been a victim of violent crime (Bureau of Justice Statistics, 2005). A single older adult victimization can frighten a community of older adults. 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 hypervigilance, suspicion, and paranoia. This condition becomes more acute with violent crimes.

Older adults fear the possibility of crime, even if they have not been victims. Some older adults take precautions and continue with their lives. Others acutely alter their lifestyle or withdraw, debilitating themselves.

The U.S. Department of Justice states that, among victims of nonlethal violence, persons 65 and older are about 6 times more likely than younger persons to never go out at night.

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

What Are Targeted Crimes?

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

Impact

Elder victimization has far-reaching consequences, such as slower injury recuperation. Physical and emotional trauma can lead to incapacity.

Income

According to the Department of Justice, robbery accounted for nearly a quarter of the violent crimes against persons ages 65 and older in 2005. Financial loss 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 his or her will to cope with future problems.

Safety Tips

Three reasons older adults are targets of violence:
- ✪ **Lack of Awareness:** Know where you are and what is going on around you. Look alert.
- ✪ **Body Language:** Keep your head up, swing your arms, stand straight.
- ✪ **Wrong Place, Wrong Time:** Don't walk alone or in unfamiliar neighborhoods. If you sense something is wrong, get away quickly.

Home Safety Tips

- ✪ Lock your doors and windows, use deadbolt locks, install a good security system, get a noisy dog, pin your windows.
- ✪ Join a Neighborhood/Apartment/Window Watch, a Triad, or a Citizen Patrol.
- ✪ Never hide a key outside your home. Make sure your keys are handy as you approach your house.
- ✪ Use a timer to turn on lights, radio, and TV while you are away to give the impression that someone is home.
- ✪ Keep the outside of your home well illuminated at night.
- ✪ Install a panoramic peephole and use it when answering the door.
- ✪ Ask for ID from workers. If you remain suspicious, call the company.
- ✪ Never let people know that you live alone. Record answering machine messages in the plural; use initials on your mailbox and in phonebook listings.
- ✪ If you arrive at home and suspect a break-in, DO NOT go inside. Call police from a cell phone or neighbor's home.
- ✪ Trim plants away from windows and doors. Plant prickly bushes under windows and never leave a ladder or chairs outside the home that can be used to gain entry.
- ✪ If you live in an apartment building, avoid going into the laundry room or garage alone.

Tips for Law Enforcement and Community Leaders

Address older adults' often unwarranted fear of crime. Develop programs helping older adults to realistically assess/reduce victimization risk.

Implement or expand senior-sensitive crime prevention programs with these factors in mind:

- ✪ Prepare crime statistics on older adult victimization. Explain to older adults what, when, and where crimes are occurring.
- ✪ Dispel unwarranted or exaggerated fears. Surveys can indicate if statistics mirror actual criminal activity.
- ✪ Plan a crime prevention education campaign to reach older adults—briefly, clearly, and often.
- ✪ Expand on crime prevention programs for the elderly offered by other agencies.

Resources

National Crime Prevention Council
2345 Crystal Drive, Suite 500
Arlington, VA 22202-4801
(202) 466-6272
Fax: (202) 296-1356
www.ncpc.org

U.S. Department of Justice
Office of Justice Programs
Juvenile Justice/Delinquency Prevention
810 Seventh Street, NW
Washington, DC 20531
(202) 307-5911
www.ojp.usdoj.gov/programs/juvjustice.htm

Boys & Girls Clubs of America
1275 Peachtree Street NE
Atlanta, GA 30309-3506
(404) 487-5700
info@bgca.org
www.bgca.org

National Criminal Justice Reference Service
Juvenile Justice Clearinghouse
PO Box 6000
Rockville, MD 20849-6000
(800) 851-3420
Fax: (301) 519-5212
www.ncjrs.gov/App/Topics/Topic.aspx?TopicID=122

Keep America Beautiful, Inc.
1010 Washington Boulevard
Stamford, CT 06901
(203) 323-8987
Fax: (203) 325-9199
info@kab.org
www.kab.org

USAOnWatch
(National Neighborhood Watch Program)
National Sheriffs' Association
1450 Duke Street
Alexandria, VA 22314-3490
(703) 836-7827
(703) 683-6541
info@usaonwatch.org
www.usaonwatch.org

Form Number NATI-09-08

Fraud and the Older Adult

Each year, thousands of people living in America unwittingly fall victim to marketing fraud and identity theft scams. Congress estimates that consumers lose billions annually to telemarketing fraud alone. According to the National Consumers League (NCL), older adults are being increasingly targeted by scammers. In 2010, older consumers made up 54% of all NCL complaints, a 5.5% rise over the previous year. Alarmingly, the number of incidents reported by consumers age 65 and older have increased by nearly 6% since 2009.

Older adults are targeted for crimes for several reasons:

- ✪ **Availability:** Older adults are often home for cold calls and scam artists. Also, older adults increasingly use email and the internet, the most popular venues for scammers.
- ✪ **Isolation:** Very often, older adults do not live near family and have nobody to review financial and investment decisions.
- ✪ **Loneliness:** Lack of friendships can position some to be receptive to the friendly voice of a con artist.
- ✪ **Health Issues:** As one ages, natural health issues evolve. Disabilities leave older adults unable to repair and upkeep homes, positioning them for scams and fraud.
- ✪ **Money:** Older adults are often targeted because cons see them as trusting and easy targets for theft of money from savings or property.

How Marketing Scams Work

How'd they find me? Fraudsters get contact information from many sources. Some purchase mailing lists or use special software to trawl the Internet for email addresses. Telemarketers may refer to the local phonebook, purchase lists of those who have responded to previous solicitations, or use an automated program to dial random numbers sequentially. A fraudulent telemarketing operation is usually a "boiler room," where seasoned operators try to scam people. Common scam mediums include:

Email and Internet: Using fake email addresses with links to websites that claim to be from a financial institution or government agency, "phishers" fool you into divulging your Social Security number, PIN, credit card number, or other personal information.

Cold Calls: Telemarketing scammers may call with bogus product offers or request donations to a fake charity. "Bank representatives" who call to warn you of an account breach and "market researchers" who ask you to participate in a survey may actually be phishers trying to steal your financial data.

Text Message: Claiming to be old friends or admirers, text scammers tempt you into replying. Return calls are redirected to a premium-rate service without your knowledge, and you are charged a high per-minute fee.

Form Number NATI-09-08

Direct Mail: You receive mail saying you've won a prize or a contest. The instructions tell you to respond with certain information. If you do, you'll be contacted by a fraudster.

Online, Broadcast, and Print Ads: You click, call, or write in response to an advertisement. The fact that you initiate the communication doesn't mean the business is legitimate.

Warning Signs of Fraud

- ✪ "Free" gifts that require you to pay shipping and handling, redemption fees, or tax before delivery.
- ✪ "High-profit, no-risk" investments.
- ✪ "Act now" and other high-pressure sales tactics.
- ✪ A request for a credit card, bank account, or Social Security number to verify that you have won a prize.
- ✪ Refusal to provide basic written information about an organization.
- ✪ Organizations that are unfamiliar or have no physical address (i.e., those with only a post office box or Internet address).

Social Media Fraud: A Growing Concern

The popularity of social networking sites such as Facebook has caught the attention of fraudsters. According to Scambusters.org, the current top five social media scams involve using a false identity to commit fraud, malware (links that, when clicked, upload spyware, trojans, or viruses to your computer), profile hacking, identity theft, and spam.

How to combat fraud

- ✪ Don't be pressured to make a quick decision.
- ✪ Never give out your bank account, credit card, or Social Security numbers unless you know the request is legitimate.
- ✪ Avoid posting your email or home address or phone number on unsecure Internet sites.
- ✪ Scrutinize email carefully. Never click on a link unless you know it is from a reliable-source. Delete spam without opening.
- ✪ Be wary of responding to unknown calls/texts from unfamiliar or foreign area codes.
- ✪ Use privacy settings on social media sites to control access to your profile.
- ✪ Keep your computer safer by installing a firewall, updating your operating system with
- ✪ the latest security patches, and using current antivirus software.
- ✪ Be wary of statements that you've won a "prize." Don't agree to pay a fee to receive it.
- ✪ Before giving, check out the charity with the Better Business Bureau (BBB). Check out all unsolicited offers with the BBB, local consumer protection agency, or state attorney general's office.
- ✪ When hiring a contractor, select only a licensed professional. Always insist on a written-contract or financial agreement—and read carefully before signing.
- ✪ Don't pay in full for a home improvement or other service if asked for a deposit.
- ✪ Beware of offers to "help" you recover lost money or improve your credit. If you are having financial difficulties, consult a nonprofit consumer credit counseling service or work directly with your mortgage lender, credit card company, or other lender/service provider.

Form Number NATI-09-08

✪ Cons often take advantage of consumer goodwill after disasters such as floods and earthquakes. Check out relief organizations with the BBB before donating.

✪ Use gift cards and gift certificates promptly. If a company closes or goes bankrupt, it may be impossible to get refunds for the unused balance. Note that federal rules limiting the fees card issuers may charge took effect in 2010.

✪ Forward unsolicited email to spam@uce.gov. Messages are stored in a database for law enforcement agencies to use in their investigations.

✪ List your phone number on the National Do Not Call Registry to reduce the number of telemarketing calls you receive.

Fraud Facts

In 2010, 38% of all fraud complaints were made by people age 50 and over. *(Federal Trade Commission, Consumer Sentinel Network, March 2011)*

Consumers reported more than $3.6 million in losses to the NCL Fraud Center in 2010. The average loss per person to Internet scams alone was $931. *("Mid-year report: Internet merchandise scams topping complaints to NCL's Fraud Center," 2010)*

The top three categories in the 2009 Consumer Complaint Survey Report were 1. auto (false advertising, faulty repairs, towing disputes), 2. credit/debt (billing disputes, mortgage fraud, credit repair and debt relief services, predatory lending, illegal debt collection tactics), and 3. home improvement/construction (shoddy work, failure to start or complete the job). *(Consumer Federation of America, 2010)*

The Internet is the choice venue of con artists. Among the top web-based scams reported in 2010 were sales of merchandise not delivered or misrepresented (37.4%), fake checks (31.3%), prize/sweepstake/free gift offers (10.5%) phishing/spoofing (7.2%), and advance fee loans/credit arrangers (2.9%). Other Internet scams included phishing, advance fee loans/credit assistance, Nigerian money offers, "sweetheart swindles," employment/job counseling, and bogus business opportunities. *(National Consumers League, "Top Scams of 2010")*

Top telemarketing fraud schemes involved prizes/sweepstakes/gifts (40%), fake checks (26%), and phishing/spoofing (12%). Telemarketing scams included timeshare resales, magazine offers, advance fee loans/credit arrangers, and scholarships/grants. *(National Consumers League, "Top Scams of 2010")*

Fraudsters haven't abandoned the telephone as a method of contact. In 2010, 23.6%—up more than 7% over the previous year—of victims reported being defrauded over the phone. *(National Consumers League, "Top Scams of 2010")*

Despite government regulation, the amount of unsolicited bulk email, commonly known as "spam," accounts for more than 80% of all messages received. *(Symantec, "The State of Spam: A Monthly Report," January 2011)*

The Consumer Sentinel Network, a fraud complaint database developed and maintained by the Federal Trade Commission, received 1.3 million consumer fraud and identity theft complaints in 2009. *(Federal Trade Commission, Consumer Sentinel Network Data Book for January – December 2009, February 2010)*

Economic downturn has led to an rise in securities and commodities fraud (e.g., Pyramid and Ponzi schemes, advance fee fraud, high-yield investment fraud). Over the past five years, investigations into these types of schemes have increased by 33%, while associated losses total billions of dollars. *(Federal Bureau of Investigation, 2009 Financial Crimes Report)*

Resources & Web Links

Better Business Bureau
www.bbb.org

Credit Bureaus
Annual Credit Report Request Service
(877) 322-8228
www.annualcreditreport.com

OptOutPrescreen.com
(888) 567-8688 (5OPTOUT)
TDD: Call 711 and refer the relay operator to
(800) 821-9631
www.optoutprescreen.com

Experian (formerly TRW)
(888) 397-3742 (Experian)
(to order credit report and to report credit
card fraud)
www.experian.com

Equifax
(888) 766-0008 (to report credit card fraud)
(800) 685-1111 (to request credit report)
www.equifax.com

TransUnion
(800) 680-7289 (fraud victim assistance)
(800) 877-322-8228 (to request credit report)
www.transunion.com

Consumer Federation of America
1620 I Street NW, Suite 200
Washington, DC 20006
(202) 387-6121
www.consumerfed.org

Direct Marketing Association
(to remove your name from direct mail, tele-
marketing, and email lists)
www.the-dma.org

Electronic Crimes Task Force
www.ectaskforce.org

Federal Bureau of Investigation
www.fbi.gov

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 382-4357 (FTC-HELP)
(877) 438-4338 (ID-THEFT)
consumeralerts@fdic.gov
www.ftc.gov/bcp/index.shtml
www.consumer.gov/idtheft

Identity Theft Prevention and Survival
www.identitytheft.org

Internet Crime Complaint Center
(to report Internet crimes)
www.ic3.gov

Internet Fraud Watch
(800) 876-7060
www.fraud.org

National Consumers League Fraud Center
(to report suspected Internet or telemarketing fraud)
(800) 876-7060
www.fraud.org

National Cyber Security Alliance
1101 Pennsylvania Avenue, NW, Suite 600
Washington, DC 20004
www.staysafeonline.org

National Do Not Call Registry
(to remove your name from telemarketing call lists)
www.donotcall.gov

Privacy Rights Clearinghouse
3100 – 5th Avenue, Suite B
San Diego, CA 92103
(619) 298-3396
www.privacyrights.org

U.S. Department of Justice Disaster Fraud Hotline
(to report disaster-related fraud)
(866) 720-5721
disaster@leo.gov
www.usdoj.gov

United States Postal Inspection Service
Attn.: Mail Fraud
222 S Riverside Plaza, Suite 1250
Chicago, IL 60606-6100
(877) 876-2455
https://postalinspectors.uspis.gov/

Internet and Telemarketing Fraud

Each year, thousands of Americans unwittingly fall victim to Internet and telephone con artists. Congress estimates that consumers lose $40+ billion annually to telemarketing fraud. According to AARP and the National Consumers League, more than half of telemarketing fraud victims are over the age of 50, and nearly one-third are 60+ years old.

How Telemarketing Scams Work

A fraudulent telemarketing operation is usually a "boiler room," where seasoned operators try to scam people.

- ✪ **Cold Calls:** Scammers may get your number from a telephone directory, a mailing list, or a list of those who have responded to previous telemarketing solicitations.
- ✪ **Direct Mail:** You may get mail saying you've won a prize or a contest. The instructions tell you to respond with certain information. If you do, you'll be called by a fraudster.
- ✪ **Broadcast and Print Advertisements:** You may call in response to an advertisement. The fact that you initiate the call doesn't mean the business is legitimate.

Top Telemarketing Fraud Scams

The top three telemarketing scams of 2007 were fake checks (58%), prizes/sweepstakes (requests for payment to claim prizes) (14%), and advance fee loans (false promises of loans for an upfront fee) (5%). Other popular scams included fake magazine sales and credit card offers, Nigerian money offers, and phishing (calls pretending to be from a known source asking to confirm personal information). (National Consumers League, "NCL Fraud Center 2007 Top Scams List")

Top Internet Fraud Scams

Fake check scams (29%), fraudulent merchandise sales (23%), and phony auctions (13%) topped the Internet fraud list for 2007. Other scams included Nigerian money offers, lotteries, advance fee loans, "sweetheart swindles," and fraudulent Internet access services. (NCL Fraud Center 2007 Top Scams List")

Crowded Inbox

Despite government regulation, the amount of unsolicited bulk email, commonly known as "spam," has skyrocketed—from less than 20% of all messages in 2000 to 80% today. (Symantec, "The State of Spam: A Monthly Report," June 2008)

A new trend among spammers is text messaging. California-based Ferris Research estimates that Americans will receive 1.5 billion unsolicited cell phone text messages in 2008. (*New York Times*, May 10, 2008)

How to Combat Telemarketing and Internet Fraud

✪ Don't be pressured to make a quick decision.

✪ Never give your credit card account or Social Security number.

✪ Be wary of statements that you've won a prize—send no money to claim it.

✪ Don't agree to pay a registration or shipping fee to receive a "prize."

✪ Before giving, check out the charity with the Better Business Bureau (BBB).

✪ Beware of offers to "help" you recover money you may have lost previously.

✪ Check out unsolicited offers with the BBB, local consumer protection agency, or state attorney general's office.

✪ Cons often take advantage of consumer goodwill and generosity after large-scale disasters such as floods and earthquakes. Always check out victim relief organizations with the BBB before donating.

✪ Forward unsolicited email to spam@uce.gov. Messages are stored in a database for law enforcement agencies to use in their investigations.

✪ List your phone number on the National Do Not Call Registry to reduce the number of telemarketing calls you receive.

Facts and Figures

The average loss per person to Internet scams was $1,512 in 2007. Telemarketing losses were even higher at $3,091.22 per victim.

Nearly one-third of all telemarketing fraud victims are age 60 or older.

According to the National Consumers League Fraud Center, telemarketing fraud losses have jumped significantly—from $2,036 in 2006 to $3,091 last year.

Source: National Consumers League "NCL Fraud Center 2007 Top Scams List"

Resources

Credit Bureaus

Experian (formerly TRW)
475 Anton Boulevard
Costa Mesa, CA 92626
(888) 397-3742 (to order credit report and to report credit card fraud)
www.experian.com

Equifax
PO Box 740241
Atlanta, GA 30374
(888) 766-0008 (to report credit card fraud)
(800) 685-1111 (to order credit report)
www.equifax.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289 (fraud victim assistance)
(800) 877-322-8228 (to order credit report)
www.transunion.com

Better Business Bureau
Senior Fraud Hotline
(804) 780-2222

Consumer Response Center
Federal Trade Commission
2345 Grand Blvd, Suite 100
Kansas City, MO 64108-2638
consumeralerts@fdic.gov
www.ftc.gov/bcp/consumer.shtm
 (877) 382-4357 (FTC-HELP)

Direct Marketing Association
(to remove your name from direct mail,
telemarketing, and email lists)
www.the-dma.org

Federal Bureau of Investigation
www.fbi.gov

Federal Trade Commission
Bureau of Consumer Protection
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 382-4357 (FTC-HELP)
www.ftc.gov/bcp/index.shtml

Identity Theft Prevention and Survival
www.identitytheft.org

Internet Crime Complaint Center
(to report Internet crimes)
www.ic3.gov/

Internet Fraud Watch
(800) 876-7060
www.fraud.org

National Cyber Security Alliance
1101 Pennsylvania Avenue, NW, Suite 600
Washington, DC 20004
www.staysafeonline.org

National Do Not Call Registry
(to remove your name from telemarketing
call lists)
www.donotcall.gov

National Fraud Information Center
(to verify a charitable organization)
(800) 876-7060
 www.fraud.org

Privacy Rights Clearinghouse
3100 – 5th Avenue, Suite B
San Diego, CA 92103
(619) 298-3396
Fax: (619) 298-5681
www.privacyrights.org

U.S. Department of Justice
www.usdoj.gov

Older Adult Abuse

Often hidden, abuse inflicted on older people may not be evident in your community. Victims dependent on abusive caretakers may be too frightened or physically or mentally unable to report abuse. Financial abuse may occur without the victim's knowledge.

The National Crime Victimization Survey cannot accurately measure older adult abuse, as it is vastly unreported, and the impaired often cannot report victimization. What is certain, however, is that it is a growing problem. As the average lifespan increases in America, more older people are being subjected to physical, mental, and sexual abuse; neglect; and financial exploitation.

Older Adult Abuse Defined

Older adult abuse refers to any knowing, intentional, or negligent act by a caregiver or other person that causes harm, serious risk, or death to an older person. The World Health Organization has adopted the following definition: "a single or repeated act, or lack of appropriate action, occurring within relationships where there is an expectation of trust which causes harm or distress to an older person."

Self-neglect is a form of abuse that often stems from diminished mental or physical ability or social isolation. Unwilling or unable to request help, many older people remain in a neglected situation. In fact, a competent older person may have the legal right to refuse assistance. Passive neglect—a caregiver failing to provide proper nutrition, hygiene, living conditions, or medication—is common, leading to serious health problems or death.

Abuse Facts

The National Center on Elder Abuse states that, for years, studies found that most abusers were adult children. However, current data shows spouses now to be the most common perpetrators.

A 2009 survey estimated 14.1% of adults age 60 and older experienced physical, psychological, or sexual abuse; neglect; or financial exploitation within the previous year. (Ron Acierno et al., "Prevalence and Correlates of Emotional, Physical, Sexual, and Financial Abuse and Potential Neglect in the United States: The National Elder Mistreatment Study," Am J Public Health, 100:2, February 2010)

Research on caregiver and recipient pairs found that, when spouses were caregivers, they were more likely to display abusive behavior when the partner had greater need for care. (Beach, Stott R., et al., "Risk Factors for Potentially Harmful Informal Caregiver Behavior," J Am Geriatrics Soc, 53:2, 2005)

Research indicates that a history of potentially traumatic events, including physical or emotional mistreatment, is associated with poor physical health among adults age 60 and older. (Josh M. Cisler et al., "Elder Mistreatment and Physical Health among Older Adults: The South Carolina Elder Mistreatment Study," J Trauma Stress, August 2010)

In a study of adults age 57 to 85, 9% reported verbal mistreatment, 3.5% financial mistreat-

ment, and 0.2% physical mistreatment by a family member. Odds of verbal mistreatment were higher for women and those with physical vulnerabilities and were lower for Latinos than for whites. Odds of financial mistreatment were higher for African Americans and lower for Latinos than for whites and lower for those with a spouse or partner than for those without partners. ("Elder mistreatment in the United States: prevalence estimates from a nationally representative study," J Gerontol B Psychol Sci Soc Sci, 63:4, Jul 2008)

Older Adult Abuse and Death

A Virginia study reported that, from 1999 to 2007, of the state's 583 homicide victims age 50 or older, one in four was killed as a result of domestic violence. (Lee, Nicole Lynn, PhD., Virginia Department of Health, Intimate Partner Homicide: An Analysis of Homicide in Virginia Among Those 50 Years or Older, 1999-2007)

In 2007, 5.7 of every 100,000 deaths in the United States of people age 65 and older were ruled homicides. (Centers for Disease Control, National Vital Statistics Reports, "Deaths: Preliminary Data for 2007," June 2010)

In a 2009 study of community-dwelling older adults in Chicago, those who had been reported to social services agencies as abuse victims faced an increased risk of mortality compared to those who had not been reported. (XinQi Dong et al., "Elder Self-Neglect and Abuse and Mortality Risk in a Community-dwelling Population," J Am Med Assn; vol. 302, no. 5, 2009)

The use of autopsy is decreasing in the United States. Autopsies are performed in only two percent of older adult deaths. (Centers for Disease Control, Autopsy Patterns in 2003, March 2007)

Types of Caregiver Abuse
- ✪ **Physical:** Threats of bodily harm, infliction of physical injury, or deprivation of basic needs.
- ✪ **Emotional:** Verbal or nonverbal infliction of mental pain, anguish, or distress.
- ✪ **Sexual:** Nonconsensual sexual contact.
- ✪ **Exploitation:** Theft, misuse, or concealment of an older adult's money, property, or assets.
- ✪ **Neglect:** Failure to provide an older adult with adequate food, shelter, or health care.
- ✪ **Abandonment:** The desertion of an older adult by a caretaker.
- ✪ **Isolation:** Cutting off an older adult from friends, family, or activities.

Know the Warning Signs

Caregivers, family members, social service and health care providers, and law enforcement should learn to recognize the following signs of older adult abuse and neglect.

Caregiver Abuse

✪ Bruises, pressure marks, broken bones, abrasions, burns, or untreated injuries in various stages of healing; signs of being restrained (e.g., rope marks on wrists).

✪ Unexplained withdrawal from routine activities, a sudden shift in alertness, or unusual depression.

✪ Bruises or bleeding around the breasts, genitals, or anus, or unexplained STDs.

✪ Bedsores, unattended medical needs, poor hygiene, and abnormal weight loss.

✪ Extreme hunger or thirst.

✪ Drug overdose or failure to take a medication regularly (a prescription has more or fewer remaining than it should).

✪ Behavior such as belittling, threats, and other uses of power and control by caretaker.

✪ ~~Strained or tense relationships, frequent arguments between a caregiver and an older~~ person.

✪ Unusual behavior usually attributed to dementia (e.g., sucking, biting, rocking).

✪ Desertion of an older person in a medical facility, shopping center, or other location.

✪ Broken eyeglasses or frames.

Financial Abuse

✪ Sudden changes in financial situation, unexplained disappearance of funds or valuables, or unexplained transfer of assets to a family member or someone outside the family.

✪ Suspicious changes to wills, power of attorney, titles, policies, or signature cards.

✪ Overbilling for medical services or charges for medical services not rendered.

✪ Unpaid or overdue bills when an older person has enough money to pay them.

✪ Unusual bank account activity (e.g., ATM withdrawals when the account holder is bedridden, online transactions when the account holder does not use a computer).

Self-Neglect

Most cases reported to Adult Protective Services are due to self-neglect. Self-neglect is often coupled with health factors, lack of a social support group, Alzheimer's disease or dementia, or drug/alcohol abuse. Signs of self-neglect often include:

✪ Hoarding.

✪ Failure to take medications.

✪ Failure to seek medical treatment.

✪ Poor personal hygiene.

✪ Failure to take routine safety precautions (e.g., turn off a stove).

✪ Inappropriate clothing (e.g., no coat in winter).

✪ Bewilderment.

✪ Poor housekeeping.

✪ Dehydration or malnutrition.

Types of Offenders

Generally, a combination of psychological, social, and economic factors, along with the mental and physical state of the victim and the abuser, contribute to elder maltreatment. Below are four typical abuser profiles:

- **Well-intended, normally competent:** Overwhelmed, highly stressed, with limited resources.
- **Well-intended, impaired:** May have chronic or cyclical impairments.
- **Narcissistic:** Self-centered, exclusive interest in his or her own needs.
- **Abusive:** Chronically angry, unhappy, critical, and feels justified in abuse.
- **Sadistic:** Derives a sense of power from controlling and inflicting pain on others.

Preventing and Reporting Abuse

Everyone, including friends, family members, health care providers, in-home service providers (e.g., meal delivery services), law enforcement, and other community members, plays a role in preventing and reporting older adult abuse.

Isolation is a risk factor for older adult abuse and neglect. Friends and family members can commit to regular visits or invite older relatives or neighbors to participate in outside activities (e.g., sporting events, church socials). Individuals can also volunteer with organizations such as Triad to educate the community about older adult abuse.

Law enforcement agencies can help establish and become involved with Triad. Many agencies also offer call programs—regular phone calls or visits to check up on vulnerable older adults. Law enforcement officers and deputies should be trained to recognize and investigate the signs of potential abuse and neglect. The National Sheriffs' Association has published a guidebook, First Response to Victims of Crime, which provides tips for law enforcement personnel who deal with older crime victims.

Physicians, pharmacists, and other health care providers who serve older patients should be alert for physical signs of abuse, as well as for changes to patients' cognitive abilities. These providers should know how to refer and report suspected cases of abuse to the proper authorities.

Resources

Clearinghouse on Abuse and Neglect of the Elderly
cane-ud@udel.edu
www.cane.udel.edu

Elder Justice: Stronger Federal Leadership Could Enhance National Response to Elder Abuse
U.S. Government Accountability Office
http://aging.senate.gov/events/hr230kb2.pdf

Eldercare Locator
U.S. Administration on Aging
(800) 677-1116
www.eldercare.gov

International Network for the Prevention of Elder Abuse
2800 515 W Hasting Street
Vancouver, Canada V6B 5K3
(778) 782-5063
www.inpea.net

National Adult Protective Services Association
920 S Spring Street, Suite 1200
Springfield, IL 62704
(217) 523-4431
www.apsnetwork.org

National Association of Triads, Inc.
1450 Duke Street
Alexandria, VA 22314
(703) 836-7827
nati@sheriffs.org
www.nationaltriad.org

National Center on Elder Abuse
c/o Center for Community Research and Services
University of Delaware
297 Graham Hall
Newark, DE 19716
(302) 831-3525
nea-info@aoa.hhs.gov
www.ncea.aoa.gov

National Committee for the Prevention of Elder Abuse
1612 K Street, NW, Suite 400
Washington, DC 20006
(202) 682-4140
info@preventelderabuse.org
www.preventelderabuse.org

National Domestic Violence Hotline
(800) 799-7233 (SAFE)
TTY: (800) 787-3224
ADWAS@ndvh.org
www.thehotline.org

Older Driver Safety

More than 12% of the U.S. population is 65 or older. According to the National Highway Traffic Safety Administration (NHTSA), there were 32.2 million older licensed drivers in 2008—representing about 15% of all licensed drivers.

As we age, physical changes affect our ability to drive safely. Eyesight, one of the most critical aspects of driving, begins to deteriorate after age 40. Reaction time and flexibility also diminish as we age. NHTSA states that physical changes and decreased ability due to disease may alter the performance level of critical skills needed to drive. In 2008, 183,000 older adults were injured in traffic crashes, while older drivers accounted for 15% of all traffic fatalities. Although older drivers are involved in fewer crashes overall than younger drivers, their fatal crash rate per miles traveled increases after age 75.

Despite the statistics, many older adults continue to drive safely. According to the Insurance Institute for Highway Safety (IIHS), the fatal crash rate for older adults has dropped by 37%. Among drivers over 80, the rate has dropped even more drastically—by 47%.

Age alone does not necessarily predict fatality or crash rates. In a University of Michigan study, "able older drivers" had fewer fatalities when rates were proportionally corrected for licensed drivers (U.S. Department of Transportation, 2003). By identifying risk factors, such as weather/road conditions and driver health/motor functioning, law enforcement and community groups can develop strategies to reduce motor vehicle crash-related injuries among older adults.

Aging Facts

The number of people living in America age 65 and older rose to 39.5 million in 2009. *(U.S. Census Bureau, "Annual Estimates of the Resident Population by Sex and Selected Age Group for the U.S.: April 1, 2000 to July 1,2009")*

The 65-and-over population will increase from 40 million in 2010 to 55 million in 2020. By 2030, almost 20% of the U.S. population will be 65 or older. *(Administration on Aging, A Profile of Older Americans: 2009) (Federal Interagency Forum on Aging-Related Statistics, 2000)*

According to U.S. census data, just under 7 million people age 85 and over live in America. This figure is expected to grow to 19 million in the next four decades.

In 2009, persons reaching age 65 had an average life expectancy of an additional 18.6 years (19.8 years for women and 17.1 years for men). *(Administration on Aging, A Profile of Older Americans: 2009)*

In 2008, older women outnumbered older men at a ratio of 22.4 million to 16.5 million. 42% of older women were widows. *(Administration on Aging, A Profile of Older Americans: 2009)*

Crash Statistics

Auto crash deaths among drivers age 70 and older fell 21% from 1997 to 2006. (National Institute on Aging, 2009)

A total of 3,981 people age 70 and older died in motor vehicle crashes in 2009—a 32% decrease since 1997. (IIHS, Fatality Facts 2009)

In 2008, older adults made up 15% of all traffic fatalities, 14% of all vehicle occupant fatalities, and 18% of all pedestrian fatalities. (NHTSA, Traffic Safety Facts: 2008 Data)

75% of people who die in crashes involving older drivers are the drivers themselves or their older passengers. The increase in fatal crashes involving drivers age 75 and older is attributed mostly to fragility due to age. (National Institute on Aging, 2009) (IIHS, Fatality Facts 2009)

In two-vehicle fatal crashes involving an older and a younger driver, the vehicle driven by the older driver is nearly twice as likely to be the one struck. (NHTSA, Traffic Safety Facts: 2008 Data)

Drivers age 65 and over killed in car crashes are significantly more likely to die of chest injury than younger drivers (47.3% vs. 24%). (Dr. Richard Kent et al., "On the fatal crash experience of older drivers," University of Virginia, 2005)

In 2008, most traffic fatalities involving older drivers occurred during the day (80%), on weekdays (72%), and involved other vehicles (69%). (NHTSA, Traffic Safety Facts: 2008 Data)

Older drivers are over-represented in intersection crashes, while merging and over-taking, and in angle crashes—especially left-hand turns. (IIHS, Older Drivers Q&A, 2010)

Training Issues

Law enforcement officers need to be trained about aging—how it affects older adults, society as a whole, and law enforcement services delivery. They especially need to understand how an older driver population impacts traffic safety.

One aging issue officers need to recognize is dementia and its warning signs. They require sensitivity training that focuses on the needs of an aging community.

Law Enforcement's Role

- Cite offenders. The scope of the problem is likely understated because officers are reluctant to take enforcement action against "grandma and grandpa."
- Know your state's referral process for driver licensing retesting. Request retests for errant drivers when appropriate.
- Build older adult service coalitions to channel community resources to older adults in need.
- Organize or strengthen Triads.
- Act as a referral resource to link older people, adult children, and community outreach systems.

The Older Driver's Responsibilities

- Avoid driving at night, in bad weather, or under other stressful conditions.
- Maintain your health: Get regular check-ups and vision screenings. Eat a healthy diet and stay physically fit.
- Know your meds: Ask your doctor if any of your medications could affect driving.
- Avoid distractions such as adjusting the radio, eating, talking on the phone, or texting while driving.
- Plan travel routes in advance.
- Update your vehicle: Features such as large mirrors, power windows and locks, and automatic transmission may help you overcome physical limitations.
- Never drink alcohol and drive.
- Maintain your vehicle. Check windshields and mirrors, tire tread, and lights. Get regular tune-ups.

Know the warning signs!

If you notice any of the warning signs below, consider having your driving assessed by a professional or attend a driver refresher class. You may want to consult your doctor if you experience unusual concentration or memory problems, or other physical symptoms that could affect your ability to drive safely.

- Fearful driving.
- Frequent dents and scrapes on your vehicle, fences, mailboxes, garage doors, or curbs.
- Difficulty staying in one lane or paying attention to signals, road signs, and pavement markings.
- Frequent "close calls."
- Other drivers often honk at you or you often become angry at other drivers.
- Friends and relatives avoid riding with you.
- Frequent traffic tickets or warnings.
- Difficulty turning to check over your shoulder when backing up or changing lanes.

Safety Training and Education Links & Resources

Administration on Aging
Public Inquiries Unit
330 Independence Avenue, SW
Washington, DC 20201
(202) 619-0724
Eldercare Locator: (800) 677-1116
TDD: (800) 877-8339
www.aoa.gov

American Association of Retired Persons
601 E Street, NW
Washington, DC 20049
(888) 687-2277
www.aarp.org/home-garden/transportation/
driver_safety/
www.aarp.org/findacourse
www.aarp.driversafety.org

American Automobile Association
[Paul, the two entries below should be indented.]
Foundation for Traffic Safety
www.seniordrivers.org

Carfit
www.AAA.com/seniors

American Medical Association
www.ama-assn.org/ama/pub/physician-
resources/public-health/promoting-healthy-
lifestyles/geriatric-health/older-driver-safety/
resources-patients.shtml)

American Occupational Therapists Association
4720 Montgomery Lane
Bethesda, MD 20824-1220
(301) 652-7711
www.aota.org/olderdriver

National Association of Triads, Inc.
www.nationaltriad.org/Older_Driver_
Materials.htm

National Highway Traffic Safety Administration
Injury Prevention: Older Road Users Manuals and brochures for physicians, community groups, and older drivers
www.nhtsa.gov/people/injury/olddrive/

National Older Driver Research and Training Center
NTI-121
1200 New Jersey Avenue SE
Washington, DC 20590
Fax: (202) 366-7394
www.nhtsa.dot.gov

Process and Outcomes Evaluation of Older Driver Screening Programs: The Assessment of Driving-Related Skills (ADReS) Older-Driver Screening Tool
This study examines the effectiveness of ADReS in identifying older drivers who may or may not be at increased risk for unsafe driving.
(www.nhtsa.gov/DOT/NHTSA/
Traffic%20Injury%20Control/Articles/
Associated%20Files/811113.pdf)

Physician's Guide to Assessing and Counseling Older Drivers
(www.nhtsa.gov/people/injury/olddrive/
physician_guide/PhysiciansGuide.pdf)
This guide helps doctors and patients explore driving using a health-based model. A set of screening tools explores visual, physical and motor, and cognitive functions. The guide also offers physician's guidance on actions to take for patients who present with "red flags."

Safercar.gov
www.safercar.gov

**National Institute on Aging
Alzheimer's Disease Education and
Referral Center**
PO Box 8250
Silver Spring, MD 20907
(800) 438-4380
www.alzheimers.org/index.html

**National Mobility Equipment Dealers
Association**
3327 West Bearss Avenue
Tampa, FL 33618
(800) 833-0427
www.nmeda.org

National Sheriffs' Association
1450 Duke Street
Alexandria, VA 22314-3490
(800) 424-7827
www.sheriffs.org

Form Number NATI-09-08

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Public Safety and the Older Adult

According to a Bureau of Justice Statistics report, violent crime rates have declined since 1994. Older adults fall victim to fewer violent and property crimes than any other age groups. However, with 124,120 reported cases of violent victimization and 1.6 million property crimes committed against persons ages 65 and older in 2006, serious issues do remain. Furthermore, numbers do not reveal the full scope of the problem; the Bureau of Justice Statistics estimates that more than half of all violent crimes go unreported.

Statistically, property crime make up the highest percentage of offenses against older adults. Of the cases reported in 2006, 6.5% of all property crimes affected those 65 and over. Notably, about one in five personal crimes against older adults was theft compared to one in 33 for younger persons.

Crime can take place at any time. In 2006, 53% of all violent acts occurred during the day (6 a.m.–6 p.m.). Almost two-thirds of sexual assaults occurred at night (6 p.m. and 6 a.m.). Property crimes occurred during the day (6 a.m.-6 p.m.) 37.1% of the time. Nighttime property crimes occurred 44% of the time. (Times of the remaining 18.9% of property crimes were unavailable.)

Public Safety

In 2006, only 1.4% (72,930) of recorded assault cases involved victims ages 65 and older.

Approximately one quarter of all violent crimes occurred at or near the victim's home in 2005. About half occurred within a mile from home and 76% within five miles.

59.2% of robberies and 35.2% of assaults reported involved strangers. 15.4% of all violent crimes occurred on a street other than near the victim's home.
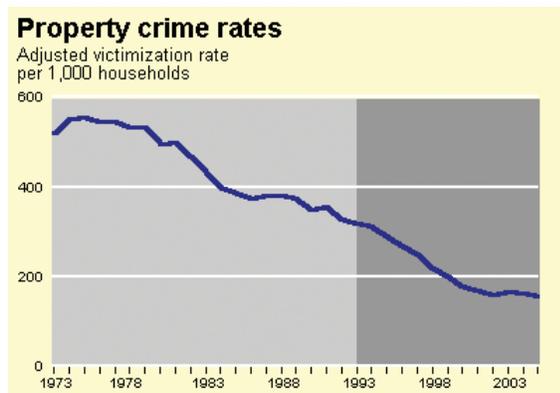
Bureau of Justice Statistics, 2005
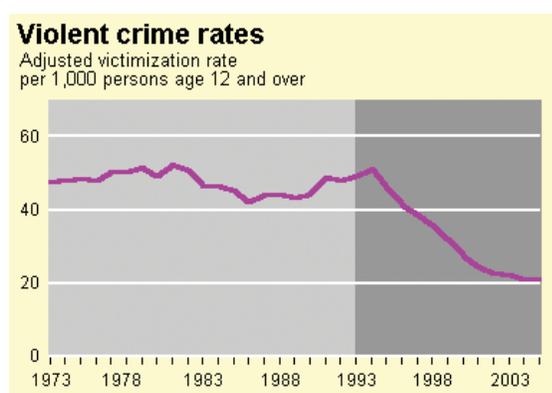
Bureau of Justice Statistics, 2005

Form Number NATI-09-08

Parking Facilities and Elevators

Parking garages, lobbies, and elevators are at high risk for personal crime incidents due to their constrained and isolated nature, low level of activity, and poor lighting. According to the U.S. Department of Justice, parking facilities are more likely settings for crime—both violent and property—than all other real estate except residential.

16.8% of robberies and 10% of assaults committed by assailants unknown to the victim occurred in a parking lot or garage in 2006.

Public Transportation Safety

Of incidents reported, only 1% of violent crimes happened on public transportation. However, 7.9% of all reported purse snatching/pick-pocketing incidents took place on public transportation.

Protecting Yourself While Out

On the Street: Watch for loiterers. Do not carry large sums of money. Travel with others and on busy, well-lit streets. Be aware of your surroundings. If followed, go into the nearest business or occupied house.

- ✪ **On Public Transportation:** While waiting, stand near others who are also waiting. If the area is deserted, stand near an occupied, well-lit building. Be aware of those around you on public transport. If there are no other passengers, sit near the driver. At your destination, be aware of those who exit with you. After dark, attempt to exit in well-lit areas. Have someone meet you.
- ✪ **On the Elevator:** Observe the elevator interior before entering. Wait until the next elevator if you are uncertain of an occupant. Stand near the control panel—if accosted, press ALL buttons. If a suspicious person enters the elevator, exit before the door closes. Before exiting, observe the corridor for suspicious activity. Be aware of your surroundings.
- ✪ **Banking:** Use automated teller machines (ATMs) during daylight hours only. According to a study by the U.S. Department of Justice, Office of Community Oriented Policing Services, most robberies at ATMS occur between midnight and 4 a.m. Robberies are somewhat more likely to occur at walk-up ATMs than at drive-through ATMs.

Guarding Against Purse/Wallet Snatchers

- ✪ Remove the opportunity. Do not carry a purse or wallet, but opt for a belt-pack, fanny pack, or other inconspicuous means.
- ✪ Never allow anyone to see how much money you are carrying.
- ✪ Shop with a friend.
- ✪ Do not sit your purse or wallet on a counter while shopping.
- ✪ Walk confidently with your head up and show a sense of purpose.
- ✪ Carry only essential items. Photocopy identification, credit cards, and medical cards
- ✪ for replacement purposes and keep copies in a safe place.
- ✪ If a criminal who wants your money, purse, or valuables confronts you, cooperate and give them up.

Form Number NATI-09-08

Resources

Bureau of Justice Statistics
www.ojp.usdoj.gov/bjs/

Crime Prevention Tips
www.crimepreventiontips.org/

Crime Prevention Through Environmental Design in Parking Facilities
U.S. Department of Justice
Office of Justice Programs
National Institute of Justice
Washington, DC 20531
www.ncjrs.org/pdffiles/cptedpkg.pdf

Criminal Victimization in the United States
(annual statistical tables)
U.S. Department of Justice
Office of Justice Programs
Bureau of Justice Statistics
www.ojp.usdoj.gov/bjs/abstract/cvusst.htm

National Criminal Justice Reference Service
PO Box 6000
Rockville, MD 20849-6000
askncjrs@ncjrs.aspensys.com
(800) 851-3420
www.ncjrs.gov

Physical Environment and Crime
Research Report, 1995, NCJ 157311
Taylor, Ralph B., and Adele V. Harrell
www.ncjrs.gov/pdffiles/physenv.pdf

Vandalism and the Older Adult

Smashed mailboxes, graffiti, "keyed" automobiles, broken windows, and other property crimes are not only an eyesore. Property crimes, which include vandalism, cost schools, homeowners, businesses, youth, and others an estimated $17.6 billion a year. Vandalism is the willful or malicious destruction, injury, disfigurement, or defacement of any public or private property, without the consent of the owner. According to the U.S. Department of Justice, Bureau of Justice Statistics, about 4.4% of the nation's households—5.1 million homes—were the target of vandalism in 2005.

An estimated $12 billion a year is spent cleaning up graffiti in the United States. (U.S. Department of Justice, COPS, *Problem-Oriented Guides for Police Problem-Specific Guides Series*, No. 9, 2004)

In its annual Crime Poll, Gallup found that nearly one in three U.S. households was victimized by crime. The most common crime types are theft and vandalism. (The Gallup Poll, 2006)

Thirty-eight percent of property crimes went unreported in 2003. (The National Center for Victims of Crime, *Crime and Victimization in America Statistical Overview, 2005*)

Older Adults and Vandalism

When compared with other age groups, persons ages 65 or older were disproportionately affected by property crimes. More than nine in ten crimes against older adults were property crimes, such as vandalism. (U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics, 2005)

Annually on average, 1.6 million heads of household ages 65 and older fall victim to property crime each year. (Bureau of Justice Statistics, *Criminal Victimization*, 2006)

According to the National Institute of Justice, neighborhood physical conditions, such as vandalism and graffiti, contribute to resident concerns for personal safety and their desire to leave their neighborhood. (*Impacts of Specific Incivilities on Responses to Crime and Local Commitment, 1979–1994*)

A study by the Consortium for Political and Social Research draws a strong correlation between social disorder (teen vagrancy and vandalism) and residential fear of crime, victimization, and negative neighborhood perceptions. (*Evaluation of the Impact of Innovative Policing Programs on Social Disorder in Seven Cities in the United States, 1983–1990*)

Juveniles and Vandalism

Law enforcement made approximately 86,170 arrests of juveniles for vandalism in 2006. (U.S. Department of Justice, Federal Bureau of Investigation, *Crime in the United States, 2006*)

Females made up 13% of all juvenile arrests for vandalism in 2006. (Office of Juvenile Justice and Delinquency Prevention, *Statistical Briefing Book*)

In 2004, juvenile courts handled 96,300 cases dealing with vandalism. About 43% of cases referred to juvenile court intake were handled informally, or without charges. Most informally processed cases are dismissed. (Office of Juvenile Justice and Delinquency Prevention, *Statistical Briefing Book*)

Juveniles are more likely to commit crimes in groups and are more likely to be arrested than are adults. (*Crime in the United States, 2006*)

In 2006, juveniles were involved in approximately 39% of vandalism arrests. (*Crime in the United States, 2006*)

Crime prevention programs are working. Juvenile arrests for property crimes have decreased to the lowest level in three decades. Between 1996 and 2005, arrests for vandalism decreased 10% among females and 30% among males. (U.S. Department of Justice, Office of Justice Programs, Office of Juvenile Justice and Delinquency Programs, *Juvenile Arrests 2005*)

Reasons for Vandalism

- Desire to fit in
- Please a friend
- Parent retribution/defiance
- Backlash to pressures at home
- Peer pressure/acceptance
- For fun
- Counter low self-esteem
- Identify turf or territory (gang related)
- Anger/revenge
- Boredom.

Countering Vandalism

- Stay active in your community to feel safer and to make your neighborhood safer.
- Train citizens to recognize and report suspicious and criminal activities in their neighborhood.
- Join a Neighborhood/Apartment/Window Watch, Triad, or Citizen Patrol.
- Report broken street lights and lobby local government for better public lighting.
- Start a clean-up crew. Ask local businesses to donate supplies for covering graffiti, or tools and equipment for repairing vandalized property.
- Write articles on the cost of vandalism and graffiti, their impact on neighborhoods and school/other budgets for activities, and how the courts—juvenile and adult—treat vandals.
- Start a vandalism hotline in cooperation with law enforcement and school officials that lets callers anonymously report incidents of vandalism and gives tips.
- Work with your community to adopt a street or park monthly. Clean up; plant trees, bushes, and flowers. Repair equipment and install trash containers.

Form Number NATI-09-08

Resources

Boys & Girls Clubs of America
1275 West Peachtree Street NE
Atlanta, GA 30309-3506
(404) 487-5700
info@bgca.org
www.bgca.org

International Association of Property Crime Investigators
5715 Will Clayton Parkway, Suite 1503
Humble, TX 77338
(386) 479-5329
Fax: (309) 422-2112

Keep America Beautiful, Inc.
1010 Washington Boulevard
Stamford, CT 06901
(203) 323-8987
Fax: (203) 325-9199
info@kab.org
www.kab.org

National Crime Prevention Council
2345 Crystal Drive, Suite 500
Arlington, VA 22202-4801
(202) 466-6272
Fax: (202) 296-1356
www.ncpc.org

National Criminal Justice Reference Service
Juvenile Justice Clearinghouse
PO Box 6000
Rockville, MD 20849-6000
(800) 851-3420
TTY: (877) 712-9279
Fax: (301) 519-5212
www.ncjrs.org

U.S. Department of Justice
Office of Justice Programs
Office of Juvenile Justice and Delinquency Prevention
810 Seventh Street, NW
Washington, DC 20531
(202) 307-5911
www.ojjdp.ncjrs.gov