

NATI
The National Association of Triads, Inc.

THE NATIONAL ASSOCIATION OF TRIADS, INC.

TRIAD Program Manual

2018 Edition







TRIAD: COMMUNITIES EDUCATING OLDER ADULTS ABOUT CRIME

"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 thirtieth 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
Thirty years ago, three national organizations—the American Association of Retired Persons (AARP), the International Association of Chiefs of Police (IACP), and the National Sheriff s' Association (NSA)—agreed that the crime prevention needs of older citizens could be best met by their cooperative eff ort. Th is 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 aff ecting older adults.

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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.

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Chapter One

Why Triad Is Necessary

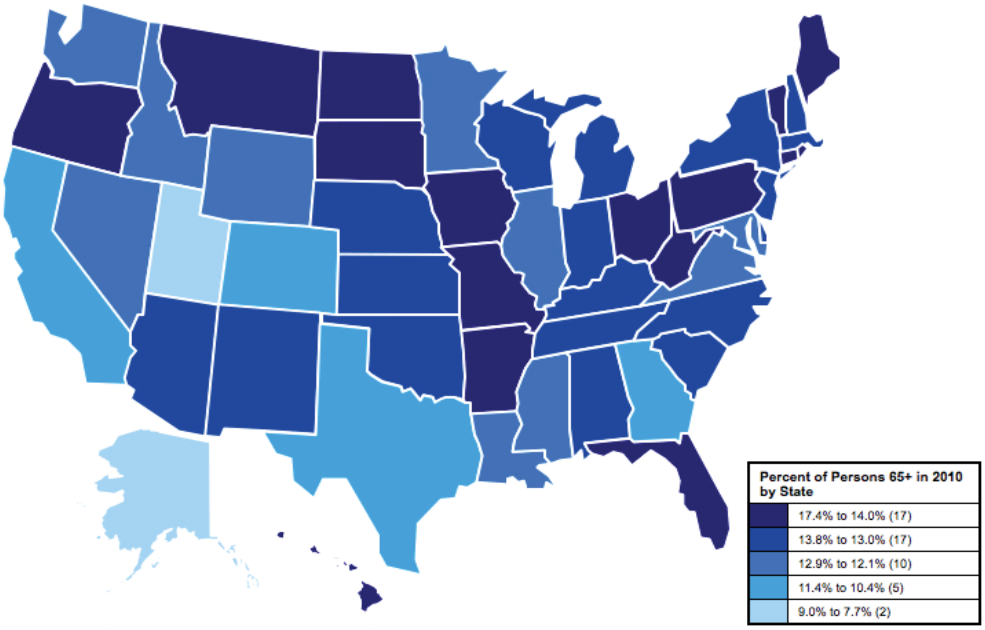
Generally speaking, older adults have high levels of trust with regard to strangers, telephone salespersons, contractors, workers, officials, and others they deal with. Therefore, they become an easier target for home invasion, dishonest contractors, fraudulent banking transactions, identity theft, and 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. Th e U.S. Census Bureau estimates that more than 40.4 million Americans were 65 or older in 2010. Of these individuals, nearly 5.5 million were over the age of 85.

Estimated Percentage of the Population 65 and Older by State, 2010



Source: 2010 Population Estimates from the U.S. Bureau of the Census

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. Th e results have lasting consequences for those whose resources—physical, emotional, and fi nancial—are limited.

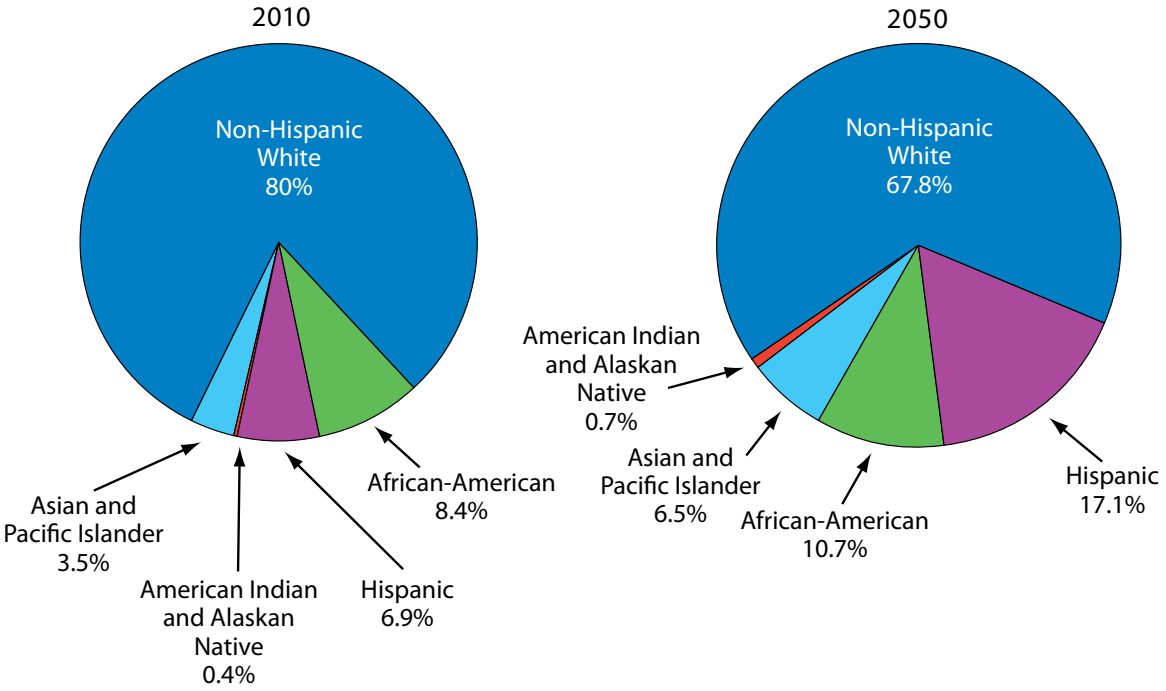
Older adult victims do not recover with the same agility as those from other demographic groups, potentially leading to irreversible health issues, fear, and loss of assets.

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, 2010 and 2050



Source: 65+ in the United States: 2010 (Current Population Reports), from the U.S. Bureau of the Census, 2014.

Chapter Two

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. Th is 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

Th e 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 fi rst meeting. Benefi cial 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 semi-nars for older adults.
- Triad members recruit older volunteers to work with law enforcement agencies.
- An effort is made to identify and publi-cize 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.

Chapter Three

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

Th e 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 assis-tance, 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 fi eld, 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-specificprojects.

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 volun-teering may take priority. Th e following text covers the primary steps for building eff ective 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 assis-tance not previously available. Volunteers become valuable assets to law enforce-ment 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.

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 https://www.bjs.gov/content/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 http://1.usa.gov/wKsmsp.

Information Sharing and Education

The S.A.L.T. council facilitates information exchange among older adults, agencies, and law enforcement. To understand the limita-tions of law enforcement response to older adult concerns, the council should have knowledge of law enforcement responsi-bilities. Often, under-reporting of senior-related crimes is a key factor to response in this area (see Chapter Seven: Fostering Understanding Th rough Triad).

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. Th e 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.

Chapter Four

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).

Th e 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. Th e 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 ques-tions: 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 - only 20.5% of adults over the age of 50 were victims of violent crime. The largest group of victims were of the ages 25-34. Older adults do not always respond tostatistics, 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 2008 (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, crimes in long-term care settings, and area-specific cybercrime (including malware attacks and attempted identity theft) 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. The 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 off er 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 representatives 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.



Chapter Six

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 dispropor-tionate 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 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. Th e 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. Th is builds relationships between Triad and emergency personnel. Th is 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 https://www.sheriffs.org/programs/star-initiative.

- **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 communications 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.



Chapter Seven

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.

OfficerTraining

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, https://www.iacet.org/.

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 realistic 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.

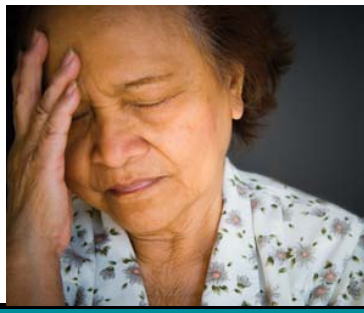
The course of this disease varies, as does the rate of decline. On average, patients with AD live for eight to 10 years after diagnosis, though the disease can last for up to 20 years. AD advances progressively, from mild forgetfulness to a severe loss of mental function.

Symptoms normally appear after age 60. Risk increases with age. It also can affect beha-vior 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 Volunteer in America, in 2015, 62.6 million Americans – 24.9% of the adult population – gave 7.9 billion hours of service worth $184 billion. Among adults 65 and older, 23.5% volunteered in 2015, valuing $45.4 billion of service. 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 time frames and duties to assign. Th is 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 http://www.seniorcorps.org/rsvp/.

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.*

Chapter Ten

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

Programs

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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 2003-2013, of all victims of violent crime aged 65 or older, only 56% of victims reported crime to the police. For adults aged 50-64, only 50.5% of people reported violent crime (Bureau of Justice Statistics, 2014). 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 https://www.ovcttac.gov/ 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 diff erent 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

Th e Bureau of Justice Statistics reported that 57 per every 1,000 households of persons age 65 and older experienced property crime in 2009. In addition, more than half of all victims of non-lethal violence ages 65 or older off ered no resistance to the crime, often a tempting target for criminals. Triad can offe r 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, scorn from neighbors for not being self-dependent, and possibly poor attitude from sheriffs who might expect to repeatedly return to help "one annoying person." 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 https://www.ovcttac.gov/ 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, fi nancial 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

Consumers reported more than $905 million in losses to the Federal Trade Commission in 2017, according to its Consumer Sentinel Network Data Book for 2017. The average loss per person was $429, but the median reported loss for people age 70 to 79 was $621, while those age 80 and older lost, on average, $1,092. The report also noted that approximately 52% of those reporting fraud were age 50 or older, which accounted for $366 million in total loss.

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 financial institutes, both brick-and-mortar and online.

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 https://www.hud.gov/localoffices.

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, email, 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 https://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/Notes:

Identity Theft Prevention Programs

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— of the approximate 17.6 million Americans who reported identity theft claims in 2014, nearly 7.7 million of them were age 50 or older, according to the Bureau of Justice Statistics. Only 8% of reported complaints in 2014 concerning identity theft were reported to police or law enforcement.

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

About 52% of victims spent one day or less working to resolve financial and credit problems associated with identity theft, while 9% spent over a month doing so. However, of those who continued to experience problems more than six months after discovering the theft, 29% reported severe emotional distress and another 12% reported issues with family or friends. Some 14% of victims suffered an out-of-pocket financial loss; the average loss amount was $2,895, though most - 49% - suffered $99 or less in total losses . (Bureau of Justice Statistics, *Victims of Identity Theft, 2014*, September 2015.)

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 https://www.usa.gov/handbook 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 https://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; 55% of all unintentional injury deaths among adults age 65 or older were due to falls, according to the National Vital Statistics System. Additionally, the U.S. Fire Administration reports that the risk for Americans over the age of 65 was 2.7 times higher than the population as a whole, thought to be due to cognitive or mobility issues. In 2015, 1,330 adults age 65 or older died as a result of fires, accounting for 40% of all fire-related deaths. Furthermore, people over age 80 die in fires at a rate 3.4 to 3.8 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 fi re department/EMT fall and fir e prevention check. Team up with local hardware companies to sponsor the program. Companies often donate fi re alarm systems, peepholes, 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 Programs

Program Description

As of March 2018, there are an estimated 27.3 million older adults age 65 or older on the road—accounting for almost 15% of all licensed drivers in the United States. (U.S. Department of Transportation, Federal Highway Association.) 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. According to the Insurance Institute for Highway Safety, in 2016, a total of 4,792 people ages 70 and older died in motor vehicle crashes; 59% of those deaths were the drivers themselves, while 15% were the passengers.

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. Medical conditions such as cataracts, glaucoma, and macular degeneration can destroy the visual acuity needed to drive safely. In some older drivers, Alzheimer's disease and other dementia—even the effects of certain medications—can reduce cognitive and higher-reasoning abilities, leading to unsafe driving.

Mobility is vital to health and well-being. According to the American Automobile Association, compared with older people who drive, older non-drivers make fewer shopping and restaurant trips and fewer social, family, and religious visits. 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, older drivers are more likely to be hurt or die in a car crash. 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*).

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).

The National Highway Traffic Safety Administration reported that nearly 240,000 older adults were injured in traffic crashes in 2015, while older drivers accounted for 15% of all traffic fatalities in 2018. A total of 4,792 people age 70 and older died in motor vehicle crashes in 2016—an 18% decrease since 1997. (Insurance Institute for Highway Safety, *Fatality Facts 2016.*)

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. (National Highway Traffic Safety Administration, *Traffic Safety Facts: 2008 Data.*)

Older drivers are over-represented in intersection crashes, merging and overtaking, and in angle crashes—especially left-hand turns. (Insurance Institute for Highway Safety, *Older Drivers Q&A*, 2018)

Resources Needed (Volunteers/Staff/Material Requirements)

Contact the Insurance Institute for Highway Safety (IIHS) (www.iihs.org) and the National Highway Traffic Safety Administration (NHTSA) (www.nhtsa.gov) for the latest crash statistics.

Contact the following organizations for information on and assistance with older driver education and training resources:

- **American Association of Motor Vehicle Administrators (AAMVA)**: AAMVA works with NHTSA, the American Medical Association, and other organizations on safe driver programs such as GrandDriver (frrnq§--uuu,__kt_,mpe-ep_lbbpgtcp-) , which urges older drivers and their adult children to learn more about how the effects of aging affect safe driving ability.

- **American Association of Retired Persons (AARP)**: The AARP Driver Safety Program provides local and online training to help older adults brush up driving skills and learn to adjust driving to accommodate normal age-related changes). (frrnq§--uuu,__pn,mpe-_srm-bpgtcp+q_dcrw-)

- **American Automobile Association (AAA)**: The AAA's national Senior Driver Expo (www.aaaseniors.com/seniordriverexpo) helps older adults and their families deal with older driving and mobility challenges. Participants can access tools to help assess and improve driving skills, reduce driving risks, and foster dialogue between adult children and their older parents about driving. Tools featured at the expo include the AAA Roadwise Review (a computer-based screening tool used to measure functional abilities linked to crash risk among older drivers) and Smart Features for Mature Drivers (a guide that identifies vehicle features that can help drivers deal with the visual, physical, and mental changes often encountered with age).

- The AAA website https://seniordriving.aaa.com/ provides older drivers and their families with information related to safety, mobility challenges, and transitioning from driver to passenger. An online skills assessment checklist allows older drivers or their loved ones to assess driving skills.

- **American Society on Aging:** Developed by the ASA in collaboration with AAA, AARP and the American Occupational Therapy Association (AOTA), CarFit 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 or adaptations, and provides a list of local resources. (https://www.car-fit.org/)

- **National Association of Triads, Inc. (NATI):** The National Association of Triads, Inc., offers a series of tools, including a meeting agenda template, seminar and lecture PowerPoint slides and handouts, a vehicle safety checklist, and sample law enforcement agency guidelines for responding to older and at-risk drivers (https://www.sheriffs.org/content/older-driver-safety-training).

- **National Highway Traffic Safety Administration (NHTSA)/American Society on Aging (ASA):** 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. NHTSA also offers a series of tools for law enforcement, including a guide to older driver behavioral cues and a compendium of state law enforcement programs focused on older driver safety. (https://www.nhtsa.gov/road-safety/older-drivers)

- **National Safety Council (NSC):** The NSC online defensive driving course uses animation and graphics in an interactive learning environment where students analyze real driving situations, spot hazards, and identify correct defenses. (https://www.nsc.org/safety-training/defensive-driving)

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., older adult 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.

Produce a user-friendly guide on local transportation resources and distribute at older adult 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.

Invite experts to conduct safe driving presentations and trainings at older adult centers, places 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 (DMV) representatives who review rules, regulations, reporting requirements, and the revocation process; and AAA representatives to brief on car safety, maintenance, and roadworthiness.

Stress to the older adult community the importance of getting regular medical checkups, including annual vision and hearing screenings. Encourage older drivers 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 Roadwise Drivers. Such programs teach volunteers how to effectively counsel older adults on safe driving and mobility planning.

Contact local newspapers and radio and television stations that attract an older audience to place public service announcements promoting driver safety and training. Publicize seminars, telephone hotlines, and safety information in local older adult newspapers and bulletins. Create advertisements with links to driver safety and training information on social media sites such as Facebook. Filters allow you to target your message to desired age and interest groups.

Involve law enforcement, the community, and older adult service providers in helping to ensure the safety and mobility of older adults. Triad can provide sensitivity training to DMV and law enforcement personnel to educate them about older driver issues. Use the tools offered by NATI and NHTSA (see above) to help you get started.

Some law enforcement officers hesitate to cite older offenders, not wanting to take enforcement action against "grandma and grandpa." Triads can ensure that officers and deputies 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.

Provide city traffic planners with ideas to help make the community safer for older adult drivers and pedestrians. Suggestions include bigger road signs, longer pedestrian crosswalk times, refuge islands for those unable to cross the street during one signal cycle, and high-visibility crosswalks with lighting or reflectors.

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.

Review the number of "hits" public service announcements and advertisements receive on radio and television, in print, and on social media sites to determine if your message is reaching your target audience.

Potential Model Programs/Notes:

Disaster Preparedness Programs

"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.

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.

Potential Model Programs/Notes:





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Appendices

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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 Older Adults

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

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

Article II. PURPOSE

Th e 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 Older Adults—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: _____

Address: _____

_____

Whom to Contact and Phone Numbers:

1. _____

2. _____

3. _____

Doctor's Name: _____

Doctor's Phone Number: _____

Health Care Plan: _____

Health Plan Number: _____

Medicare Number: _____

Date Card Completed: _____

Phone Number: _____

Allergies to Medications: _____

_____

_____

Date of Birth: _____

Major Illnesses: _____

_____

_____

_____

Other: _____

_____

_____

OVER FOR MEDICATIONS

Sample Refrigerator Card (Back Side)

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: _____

Facts on Aging Quiz and Selected Answers

True or False

- The majority of old people (past 65 years) have Alzheimer's disease.
- As people grow older, their intelligence declines significantly.
- It is very difficult for older adults to learn new things.
- Personality changes with age.
- Memory loss is a normal part of aging.
- As adults grow older, reaction time increases.
- Clinical depression occurs more frequently in older than younger people.
- Older adults are at risk for HIV/AIDS.
- Alcoholism and alcohol abuse are significantly greater problems in the adult population over age 65 than that under age 65.
- Older adults have more trouble sleeping than younger adults do.
- Older adults have the highest suicide rate of any age group.
- High blood pressure increases with age.
- Older people perspire less, so they are more likely to suffer from hyperthermia.
- All women develop osteoporosis as they age.
- A person's height tends to decline in old age.
- Physical strength declines in old age.
- Most old people lose interest in and capacity for sexual relations.
- Bladder capacity decreases with age, which leads to frequent urination.
- Kidney function is not affected by age.
- Increased problems with constipation represent a normal change as people get older.
- All five senses tend to decline with age.
- As people live longer, they face fewer acute conditions and more chronic health conditions.
- Retirement is often detrimental to health--i.e., people frequently seem to become ill or die soon after retirement.

Appendix L

- Older adults are less anxious about death than are younger and middle-aged adults.
- People 65 years of age and older currently make up about 20% of the U.S. population.
- Most older people are living in nursing homes.
- The modern family no longer takes care of its elderly.
- The life expectancy of men at age 65 is about the same as that of women.
- Remaining life expectancy of blacks at age 85 is about the same as whites.
- Social Security benefits automatically increase with inflation.
- Living below or near the poverty level is no longer a significant problem for most older Americans.
- Most older drivers are quite capable of safely operating a motor vehicle.
- Older workers cannot work as effectively as younger workers.
- Most old people are set in their ways and unable to change.
- The majority of old people are bored.
- In general, most old people are pretty much alike.
- Older adults (65+) have higher rates of criminal victimization than adults under 65 do.
- Older people tend to become more spiritual as they grow older.
- Older adults (65+) are more fearful of crime than are persons under 65.
- Older people do not adapt as well as younger age groups when they relocate to a new environment.
- Participation in volunteering through organizations (e.g., churches and clubs) tends to decline among older adults.
- Older people are much happier if they are allowed to disengage from society.
- Geriatrics is a specialty in American medicine.
- All medical schools now require students to take courses in geriatrics and gerontology.
- Abuse of older adults is not a significant problem in the U.S.
- Grandparents today take less responsibility for rearing grandchildren than ever before.
- Older persons take longer to recover from physical and psychological stress.
- Most older adults consider their health to be good or excellent.
- Older females exhibit better health care practices than older males.
- Research has shown that old age truly begins at 65.

Selected Answers (See citation for link to remaining answers.)

- **The majority of old people (past 65 years) have Alzheimer's disease.**
  False. According to the 2014 Alzheimer's Disease Facts and Figures Report published by the Alzheimer's Association, one in nine people 65 and older (11%) have Alzheimer's disease. About one---third of people age 85 and older (32%) have Alzheimer's disease. Of those with Alzheimer's disease, the vast majority (82%) are age 75 or older.

- **As people grow older, their intelligence declines significantly.**
  False. Although there are some circumstances where the statement may hold true, current research evidence suggests that intellectual performance in healthy individuals holds up well into old age. The average magnitude of intellectual decline is typically small in the 60s and 70s and is probably of little significance for competent behavior. There is more average decline for most abilities observed once the 80s are reached, although even in this age range there are substantial individual differences. Little or no decline appears to be associated with being free of cardiovascular disease, little decline in perceptual speed, at least average socioeconomic status, a stimulating and engaged lifestyle, and having flexible attitudes and behaviors at mid---life. The good news is that research data now indicate that this is a life stage programmed for plasticity and the development of unique capacities and that intellectual decline can be modified by life---style interventions, such as physical activity, a healthy diet, mental stimulation, and social interaction.

- **It is very difficult for older adults to learn new things.**
  False. Although learning performance tends on average to decline with age, all age groups can learn. Research studies have shown that learning performances can be improved with instructions and practice, extra time to learn information or skills, and relevance of the learning task to interests and expertise. It is well established that those who regularly practice their learning skills maintain their learning efficiency over their life span.

- **Personality changes with age.**
  False. Personality remains consistent in men and women throughout life. Personality impacts roles and life satisfaction. Particular traits in youth and middle age will not only persist but may be more pronounced in later life.

- **Memory loss is a normal part of aging.**
  True. As one ages there is modest memory loss, primarily short---term memory (recent events). Older adults are more likely to retain past or new information that is based on knowledge acquired or builds upon their life course or events. Retrieval of information may slow with age. The causes of these changes are unknown, but may include stress, loss, physical disease, medication effects, depression, and age---related brain changes. Lack of attention, fatigue, hearing loss, and misunderstanding are among factors impacting memory loss in persons of all ages. Strategies such as activity and exercise, association, visualization, environmental cueing, organization by category and connection to a place may help to prompt memory.

- **As adults grow older, reaction time increases.**
  True. Reaction time is the interval that elapses between the onset of a stimulus and the completion of a motor response, such as hitting the brake pedal of a car when the traffic light turns yellow or red. When processing ordinary stimuli, adults do show large increases in response time with increasing age.

- **Clinical depression occurs more frequently in older than younger people.**
  False. There is no evidence that depression occurs more often in older adults than younger groups, and it should not be considered a normal part of aging. However, it is the most common mental health problem of older adults. Depression may vary from feeling "blue" from grief over a loss to a diagnosis of clinical depression by the DSM---5 criteria. Accurate diagnosis and treatment options are often hindered by the resistance to mental health intervention and by situational depression in older adults as they react to isolation, role change, illness, and medication effects.

Appendix L

- **Older adults are at risk for HIV/AIDS.**
  True. Americans aged 50 and older have many of the same HIV risk factors as younger Americans. According to the Centers for Disease Control and Prevention, persons aged 55 and older accounted for 26% of the estimated 1.2 million people living with HIV infection in the U.S. in 2011, and 5% of new HIV infections were among Americans aged 55 and older in 2010.

- **Alcoholism and alcohol abuse are significantly greater problems in the adult population over age 65 than that under age 65.**
  False. There doesn't appear to be substantial support for this idea. However, according to the National Survey on Drug Use and Health conducted in 2010, nearly 40% of adults age 65 and older drink alcohol. According to the survey, most of them don't have a drinking problem, but some of them drink too much. Men are more likely than women to have problems with alcohol. Research does support that older people might become more sensitive to alcohol as they age. As we grow older, our metabolism slows down so an older person will break down alcohol more slowly than a young person and alcohol will stay in an older person's body longer. Additionally, as we age, the amount of water in the blood decreases so older adults will have a higher percentage of alcohol in their blood than younger people after drinking the same amount of alcohol. Furthermore, aging lowers the body's tolerance for alcohol which means that older adults might experience the effects of alcohol, such as lack of coordination and slurred speech, more readily than when they were younger. As older people are dealing with more chronic health conditions, oftentimes they are taking more medications. Drinking alcohol can cause certain medicines to not work properly and other medicines to become more dangerous or even deadly. Due to these issues, an older person is more susceptible to develop problems with alcohol even though his or her drinking habits have not changed.

- **Older adults have more trouble sleeping than younger adults do.**
  True. Older adults often experience sleep changes such as taking longer to fall asleep, frequent awakenings, daytime napping, circadian rhythm changes, lighter sleep (less time in deep sleep and REM sleep), more abnormal breathing events, and increased frequency of leg movements. The overall quality of sleep may decline with age even though more time may be spent in bed. Among the factors that may contribute to sleep problems in older adults are comorbidities, CNS disorders, GI disorders, or urinary disorders; pain; depression; polypharmacy; lack of exercise; life stressors; alcohol; smoking; environmental noises and institutional routines; and poor sleep hygiene.

- **Older adults have the highest suicide rate of any age group**
  False. The Centers for Disease Control & Prevention reported that in 2013 the highest suicide rate was among persons 45---64 years old (19.1/100,000). The second highest rate (18.6) occurred in those 85 years and older. The 65---84 age group had roughly the same rate as 25---44 year olds with the third highest rate. Adolescents and young adults aged 15---24 had a rate of 10.9. This is a change from the past when older adults (65+) consistently had the highest rates. Males account for the majority of suicides in all age groups.

- **High blood pressure increases with age.**
  True and False. There is evidence that blood pressure does increase with age. However, there is controversy over the criteria for establishing high blood pressure with increasing age. The systolic (higher number) measure is the pressure when the heart is stressed as it contracts and is recorded when the pressure cuff is first released after being tightened. The diastolic (lower number) is the blood pressure when the heart is at rest and is derived when the blood pressure returns to normal after the first rush of blood upon release of the cuff. In the general population, age 60 and older, the Eighth Report of the Joint National Commission on Detection, Evaluation and Treatment of High Blood Pressure recommends drug therapy if the systolic pressure is 90mm Hg or higher, and aims for a systolic goal of less than 150 mm Hg (150/90). The report recommends relaxing the blood pressure goals in elderly patients in order to reduce concerns related to over---treating hypertension and causing adverse events in this population that is specifically at a high risk for falls. However, there continues to be discussion related to a cutoff of 60 years versus 80 years of age for these revised recommendations

Breytspraak, L. & Badura, L. (2015). *Facts on Aging Quiz* (revised; based on Palmore (1977; 1981)). Retrieved from http://info.umkc.edu/aging/quiz/.

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? ❍ 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

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

1. What type of windows: ❍Awning ❍Double-hung ..... ❍Jalousie
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

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. Th e kit should be inspected and updated regularly, and at the time of a missing resident drill.

Contents (or directions where to fi nd 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 signifi cant 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

Administration on Aging (AoA)
One Massachusetts Avenue, NW
Washington, DC 20001
(202) 619-0724
TDD: (800) 877-8339
Eldercare Locator: (800) 677-1116 Fax:
(202) 357-3555
https://www.acl.gov/

Alzheimer's Association
225 North Michigan Avenue, Floor 17
Chicago, IL 60601-7633
24/7 Helpline: (800) 272-3900 TDD:
(866) 403-3073
Fax: (866) 699-1246
info@alz.org
www.alz.org

American Automobile Association Foundation for Traffic Safety
http://aaafoundation.org/

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

American Bar Association Commission on Law and Aging 740
15th Street, NW
Washington, DC 20005-1019
(202) 662-8698
Fax: (202) 662-8698
aging@americanbar.org
www.americanbar.org/aging

American Federation for Aging Research (AFAR)
55 W 39th Street, 16th Floor
New York, NY 10018
(888) 582-2327
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
800 K Street, NW, Suite 640
Washington, DC 20472-3630
CERT Program: cert@dhs.gov
Citizen Corps: citizencorps@dhs.gov
https://www.ready.gov/citizen-corps

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

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

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)
TDD: Call 711 and refer the relay operator to (800) 821-9631
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
https://www.hhs.gov/az/index.html
(alphabetical 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
https://thedma.org/

Eldercare Locator
(800) 677-1116
https://eldercare.acl.gov/Public/Index.aspx

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

USAGov's Guide for Seniors
1800 F Street, NW, Suite G-142 Washington, DC 20405
1-844-USA-GOV1
https://www.usa.gov/features/usagovs-guide-for-seniors

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
https://www.staysafe.org/

IDENTITY FRAUD

Privacy Rights Clearinghouse (PRC)
(619) 298-3396 (consumer hotline to report privacy abuse and request information)
https://www.privacyrights.org/consumer-guides/identity-theft-what-do-if-it-happens-you (identity theft resources and fact sheets)

U.S. Department of Justice (DOJ)
https://www.justice.gov/criminal-fraud/identity-theft/identity-theft-and-identity-fraud
(identity fraud information and tips to avoid becoming a victim)

U.S. Federal Bureau of Investigation (FBI)
https://www.fbi.gov/scams-and-safety/common-fraud-schemes/seniors
(information on fraud against seniors)

U.S. Federal Trade Commission (FTC)
https://www.consumer.ftc.gov/features/feature-0014-identity-theft

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

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

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

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

National Association of States United for Aging and Disabilities
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.nasuad.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
https://ncea.acl.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
http://victimsofcrime.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

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 Crime Prevention Council (NCPC)
2001 Jefferson Davis Highway, Suite 901
Arlington, VA 22202
(202) 466-6272
Fax: (202) 296-1356
www.ncpc.org

National Domestic Violence Hotline (NDVH)
(800) 799-7233 (SAFE)
TTY: (800) 787-3224
www.thehotline.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 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
https://www.trynova.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

Paul B. Beeson Career Development Awards in Aging Research Program
(212) 703-9977
https://www.afar.org/research/funding/beeson/

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

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
http://oig.ssa.gov/

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

Urban Institute
2100 M Street, NW
Washington, DC 20037
(202) 833-7200
www.urban.org

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Washington, DC 20201
(877) 696-6775
(202) 619-0257
www.hhs.gov
https://www.hhs.gov/az/index.html (alphabetical directory of HHS information and hotline topics)
www.healthfi nder.gov (information and tools to help you stay healthy)

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

VOLUNTEER RESOURCES

Citizen Corps
800 K Street, NW, Suite 640
Washington, DC 20472-3630
CERT Program: cert@dhs.gov Citizen Corps: citizencorps@dhs.gov https://www.ready.gov/citizen-corps

Corporation for National & Community Service
1201 New York Avenue, NW Washington, DC 20525
(202) 606-5000
TTY: (800) 833-3722
https://www.nationalservice.gov/

Peace Corps
1111 20th Street, NW
Washington, DC 20526
(800) 424-8580
www.peacecorps.gov

Senior Corps
1201 New York Avenue, NW
Washington, DC 20525
(800) 424-8867
(202) 606-5000
Fax: (202) 606-3472
https://www.nationalservice.gov/programs/senior-corps

VolunteerMatch
717 California Street, Second Floor
San Francisco, CA 94108
(415) 241-6872
support@volunteermatch.org
www.volunteermatch.org

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 http://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 https://ric-zai-inc.com/Publications/cops-p034-pub.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 https://victimsofcrime.org/docs/Documents/bringingVictimsIntoCommPolicing.pdf.
- **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 http://www.ilj.org/publications/docs/Call_Management_and_Community_Policing.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 https://www.bjs.gov/index.cfm?ty=pbdetail&iid=600.
- **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 http://1.usa.gov/ziZTX8.
- **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 http://bit.ly/zBtTch.

- **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.
  Available online using the NIJ publications database at http://1.usa.gov/ytuDrs.

- **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 http://bit.ly/z6NDdP.

- **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 http://www.popcenter.org/library/reading/PDFs/Thief.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 https://www.hsdl.org/?view&did=235994.

- **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.
  Available online at https://ric-zai-inc.com/Publications/cops-w0161-pub.pdf.

- **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 http://1.usa.gov/zuQ5Tk.

- **Using Analysis for Problem-solving: A Guidebook for Law Enforcement**
  Timothy S. Bynum (U.S. Department of Justice, O ffice of Community Oriented Policing Services, 2001). This guidebook provides law enforcement with resources and tips for conducting effective problem analysis.
  Available online at https://ric-zai-inc.com/Publications/cops-p018-pub.pdf.





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Community Safety and the Older Adult

According to the Administration on Aging report, *A Profile of Older Americans*, in 2017, approximately 28% of non-institutionalized people aged 65 or older lived alone. For women aged 75 or older, 45% lived alone. Statistics on urban/suburban living are not available in the 2017 *A Profile of Older Americans* report. These older adults are less likely to change residence than any other age group and are also more likely to live alone.

Despite a decline in the national crime rate over the past two decades, perceptions of crime remain disproportionately high. More than two-thirds of respondents to an October 2017 Gallup poll felt crime in the United States had increased over the past year, while 48% felt it had risen in their local area. Those fearful of crime stated that they frequently or occasionally worried about being mugged (25%), falling victim to terrorism (30%), being burglarized while at home (23%), being sexually assaulted (18%), being attacked while driving (18%), being murdered (18%), and/or becoming a victim of hate crime (22%). About 30% said they would be afraid to walk alone at night within a mile of their home.

Among older adults, especially the physically impaired and those isolated from others, the fear of crime is often higher than among the younger population. Fear can be paralyzing; many older adults become afraid to leave their homes and withdraw from friends, family, and activities they once enjoyed.

Law enforcement, civic organizations, and individuals working together can successfully combat neighborhood crime. Following are statistical crime data as well as project ideas that can be used to improve community safety and reduce the fear of crime among older adults.

Facts and Figures

In 2015, 17 million background checks for firearms were requested, and approximately 226,000 requests were denied in the same year. 2015 saw an increase in firearm applications from 15 million background checks in 2014. The most common prohibiting factors included a past felony conviction (35.8%), state law prohibition (13%), being a fugitive from justice or a warrant (13.4%), and drug use/addiction (7.7%). (Bureau of Justice Statistics, *Background Checks for Firearm Transfers;* FBI, National Criminal Background Check System Operations 2015)

America is divided on the issue of gun control. 43% say laws governing the sale of firearms should be made more strict, while 44% say they should be kept as they are now. 11% say gun laws should be relaxed. (Gallup Annual Crime Poll, 2011.)

An estimated 1.24 million violent crimes occurred in the United States during 2016, an increase of 4.1% over the previous year's data. (Federal Bureau of Investigation, *Crime in the United States: 2016.*)

In 2016, an estimated 734,851 aggravated assaults occurred, of which 189,718 (25.8%) involved a firearm. (Federal Bureau of Investigation, *Crime in the United States: 2016.*)

Within three years of release, 2.5% of rapists and 1.2% of those convicted of homicide were rearrested for the same type of crime in 2007. Released prisoners with the highest re-arrest

rates were for those convicted of robbery (70.2%), burglary (74%), larceny (74.6%), motor vehicle theft (78.8%), possession/sale of stolen property (77.4%), and possession/use/sale of illegal weapons (70.2%). (Bureau of Justice Statistics, 2007)

Community Projects

Research shows that neighborhood problems such as public drug use, homelessness, abandoned buildings and cars, vandalism or graffiti, loitering, poor lighting, and trash reinforce resident fears and affect their sense of safety. (BJS, *Criminal Victimization and Perceptions of Community Safety in 12 Cities*, 1998.) Further, proponents of the Broken Windows Theory believe that ignoring such issues leads to more neighborhood decline, while encouraging individuals to clean up and repair their property renews community pride and reduces both crime and the fear of crime.

The National Institute of Justice Strategic Approaches to Community Safety Initiative study states that, in order to lower crime rates, law enforcement must reduce high-crime-neighborhood poverty, eradicate drug demand, prosecute illegal firearms carriers, and support conflict resolution and anti-gang training in schools.

Projects for Law Enforcement

- Provide an anonymous vehicle for reporting crime and suspicious activity in neighborhoods. This can be a mailer posted in your newspaper or public places with a phone number or email address for leaving detailed information.
- 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.
- 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 https://www.justice.gov/afp.
- Through Project Safe Neighborhoods, identify the most serious violent offenders in the city and increase the arrest, prosecution, and incarceration of these individuals.

Projects for Individuals

- Make your home a less likely target for criminals. Trim shrubs and install wide-angle viewers, deadbolt locks, and exterior lighting.
- Help those who need a hand making their homes more secure, including older adults, people living alone, and persons with disabilities.
- Avoid high-crime areas in your neighborhood and pair or group up for evening excursions.
- 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 and build rapport with your officers. Invite an officer to attend all neighborhood crime prevention meetings.

Projects for Community Groups

- Work with your local Environmental Protection Agency, city council, and other local officials to clean up vacant lots and transfer them to the community for parks and recreation areas. Neighborhood cleanup events are also an effective way to mobilize the community and fight decay.
- 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. Learn more at www.psn.gov.
- Practitioners agree that community interaction increases sense of security. Work with law enforcement, social service providers, community groups, and religious organizations to give older adults tools to make them less likely victims of crime. (National Crime Prevention Council, *Engaging the Power of Prevention: 10 Action Principles,* 2005).
- Lack of transportation, one of the most commonly expressed needs of older adults, can lead to "shut-in" mentality, exacerbating the fear of crime. Work with your local Eldercare Locator and the Administration on Aging to meet the following objectives:
    - Better coordinate transport resources.
    - Help older adults recognize and use their transportation options.
    - Develop creative and flexible designs for transportation services.



Resources

Administration on Aging
One Massachusetts Avenue, NW
Washington, DC 20001
Public Inquiries: (202) 619-0724 |
Eldercare Locator: (800) 677-1116
aoainfo@aoa.hhs.gov
https://www.acl.gov/

Bureau of Alcohol, Tobacco, Firearms, and Explosives
99 New York Avenue, NE
Washington, DC 20226
(800) 800-3855
ATFTips@atf.gov
www.atf.gov

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

Keep America Beautiful
1010 Washington Boulevard
Stamford, CT 06901
(203) 659-3000
info@kab.org
www.kab.org

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

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

U.S. Department of Justice, Office of Justice Programs
810 Seventh Street, NW Washington, DC 20531
https://ojp.gov/

U.S. Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, NW Washington, DC 20460
(202) 272-0167
TTY: (202) 272-0165
www.epa.gov

Disaster Preparedness for the Vulnerable

Throughout the year, CNCS [Corporation for National and Community Service] engages more than 1.5 million Americans of all ages and backgrounds in service. Senior Corps, AmeriCorps State and National, and the AmeriCorps NCCC volunteers have been particularly active in responding to the recent disasters. These programs play an essential role assisting communities responding to a disaster. CNCS volunteer programs provide a great deal of value both to the communities in which they serve and the volunteers themselves.

—Federal Emergency Management Agency (FEMA)

Each year in America, natural and manmade disasters cause billions of dollars in damages, displace residents, halt productivity, and are to blame for the loss of many innocent lives. According to FEMA, individuals can mitigate the eff ects of such events by recognizing potential and impending hazards, knowing what to do to protect themselves and their family, and preparing *before* disaster strike.

A 2014 FEMA report, *Preparedness in America*, revealed that adults age 55 and older are less prepared to cope with disaster than younger people. Older adults perceive many barriers to being prepared, including higher reliance than younger groups on emergency responders. In fact, 55% of survey respondents age 75 and older had not taken disaster preparedness steps due to expected reliance on first responders such as fire, police, or emergency personnel. - Individuals aged 75 or older were not confident that disaster preparedness steps would be effective. (Federal Emergency Management Agency, *Preparedness in America, 2014.*)

Triads, emergency response agencies, and national disaster preparedness organizations should collaborate to ensure that vulnerable older adults receive all necessary assistance before, during, and after an event occurs. Furthermore, these organizations can work with agencies such as Citizen Corps to educate and create volunteer opportunities that empower capable older adults to plan for and recover from disasters.

Disaster Facts

In 2011, FEMA made 99 major disaster declarations, 29 emergency declarations, and 114 fire management assistance declarations. Events included a 5.8 earthquake centered in Virginia; severe storms, tornadoes, and flooding in the Midwest; wildfires in Texas; and Hurricane Irene, which battered the East Coast.

The 2014 report, Preparedness in America, revealed the following:

- Just 56% of participants (ages 35-74) reported having supplies set aside in their home to be used only in case of a disaster, while only 52% of those ages 75 and older had supplies.

- 49% of individuals ages 35 to 74 believed they were at risk for a natural disaster, but only 36% of those ages 75 and old did.
- Only 37% of those ages 75 and older felt they knew how to respond to a natural disaster.
- Across ALL disaster types, individuals aged 35-74 believed that preparing for a disaster would help, including disease outbreak, hazardous materials accident, and terrorism

Linking Triad to Emergency Management

Often, disaster preparedness plans fail to serve, or under-serve, those most vulnerable—older adults and people with disabilities. Triads can work 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.

When engaged in disaster planning, Triads and emergency management agencies can also involve social services, public and mental health, area agencies on aging, Meals on Wheels, 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.

The Older Volunteer

Despite age and ability, thousands of older adults volunteer in communities throughout America. Opportunities for service abound and include older adult-focused organizations such as Triad and Senior Corps. For example, the Retired Senior Volunteer Program (RSVP) is a Senior Corps project that connects volunteers age 55 and over with service opportunities that match their skills and availability. A database of state RSVP offices is available at http://www.seniorcorps.org/rsvp. For older volunteers interested in disaster preparedness, the Community Emergency Response Team (CERT) database currently includes more than 1,100 community programs nationwide. For an online directory, visit https://community.fema.gov/Register/Register_Search_Programs.

Disaster Planning

The following checklist is designed to help community organizations and individual volunteers prepare for potential disasters. For more detailed planning information, consult the Disaster Preparedness Programs guide in the Programs section of this manual.

- 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 those who depend on home-delivered meals if services are interrupted.
- Help older people and individuals with disabilities fill prescriptions for medications and replace vital personal equipment (e.g., hearing aids, wheelchairs) damaged or lost in the disaster.
- Ensure that dependent care facilities have disaster plans that include measures to support the population they serve.
- Contact isolated and homebound individuals to check on their status and to help them get needed services.
- Check on and, if needed, evacuate people who cannot be self-sufficient for 5 to 7 days following a major disaster.
- 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.
- Supplement the response to medical needs through volunteer and/or staff trained in firstaid 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.
- Provide information on community resources that connect people who need help to available services.
- Create emergency supply kits for older people.

Resources

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
https://emergency.cdc.gov/

Citizen Corps
FEMA-Prepare@fema.dhs.gov
https://www.ready.gov/citizen-corps

Community Emergency Response Teams (C.E.R.T.)
FEMA-Prepare@fema.dhs.gov
https://www.ready.gov/community-emergency-response-team

Federal Emergency Management Agency
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
https://mrc.hhs.gov/HomePage

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

Senior Corps
1201 New York Avenue NW
Washington, DC 20525
(202) 606-5000
https://www.nationalservice.gov/programs/senior-corps

U.S. Department of Agriculture
Food Safety Inspection Service
Homeland Security Council
TTY: (800) 877-8339
http://1.usa.gov/kuF9s

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
https://www.fns.usda.gov/fd-disaster/food-distribution-disaster-assistance

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
http://www.theiacp.org/VIPS

The Fear of Crime and the Older Adult

According to the Bureau of Justice Statistics, more than 4 of every 1,000 people age 65 or older, and nearly 16 of every 1,000 people age 50 to 64, fell victim to violent crime in 2016. 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.

Th e 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 Bureau of Justice Statistics estimates that 22,310 individuals aged 65 or older were victims of robbery during 2003-2013. 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.

Resources

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 Jeff erson Davis Highway,
Suite 901
Arlington, VA 2220
(202) 466-6272
Fax: (202) 296-1356
www.ncpc.org

National Criminal Justice Reference Service
PO Box 6000
Rockville, MD 20849-6000
(800) 851-3420
TTY: (877) 712-9279
responsecenter@ncjrs.gov
https://www.ncjrs.gov/

National Neighborhood Watch
National Sheriff s' Association 1450 Duke
Street Alexandria, VA 22314-3490 (703)
836-7827
nw@sheriffs.org
www.nnw.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
https://bjs.gov/

Office of Juvenile Justice and Delinquency Prevention
(202) 307-5911
askojjdp@ncjrs.gov
https://www.ojjdp.gov/

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 Bureau of Justice Statistics, in 2014, 17.6 Million people reported that they were victims of fraud.



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.

- **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.
- 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 2017, **52%** of all fraud complaints were made by people aged 50 or older (Federal Trade Commission, *Consumer Sentinel Network Data Book 2017.*)

Consumers reported more than **$905 million in losses** to the Federal Trade Commission in 2017, an increase of $63 million over the previous year's reported losses. The average loss per person was $429, but for adults ages 70 and older, that number rose to $1,092. (Federal Trade Commission, *Consumer Sentinel Network Data Book 2017.*)

The top three categories in the 2016 Consumer Complaint Survey Report were 1. auto (false advertising, faulty repairs, towing disputes), 2. home improvement/construction (shoddy work, failure to start or complete the job), and 3. utilities (installation issues, service problems and billing disputes with telephone, internet, cable, electric, and gas services).
(Consumer Federation of America, 2017)

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/sweepstakes/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, 2010)

Top telemarketing fraud schemes involved prizes/sweepstakes/gifts (40%), fake checks (26%), and phishing/spoofing (12%). Telemarketing scams included timeshare resales, magazine off ers, 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," accounted for 54.6% of all email messages received n 2017. (Symantec, *Internet Security Threat Report*, April 2018.)

The Consumer Sentinel Network, a fraud complaint database developed and maintained by the Federal Trade Commission, received 2.7 million consumer fraud and identity theft complaints in 2017. (Federal Trade Commission, *Consumer Sentinel Network Data Book 2017.*)

Economic downturn has led to a 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

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, 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
https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection
www.consumer.gov/idtheft

Identity Theft Prevention and Survival
www.identitytheft.org

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

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

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

Identity Theft and the Older Adult

Identity theft is one of the fastest growing crime in the country. The Federal Trade Commission (FTC) estimates that as many as 9 million people living in America have their identities stolen each year.

According to the Bureau of Justice Statistics, in 2014, 17.6 million people reported that they were victims of fraud. Total financial losses to victims of identity theft in 2014 were $15.4 billion, while total losses in 2012 were $24.7 billion. (*Victims of Identity Theft*, 2014, September 2015.)

Additionally, the BJS study noted that the number of elderly victims of identity theft increased from 2.1 million in 2012 to 2.6 million in 2014. Older adults ages 50 and older represented approximately 43% of all identity theft victims. These individuals are targeted for several reasons:

- **Availability:** Retired, less mobile, and perhaps in poor health, older adults are often home for cold calls. Also, more and more older adults use email, the Internet, and social media, now the most popular venue for fraudsters.
- **Vulnerability:** Physically or mentally impaired older adults who rely on unscrupulous caretakers or family members often are targeted for identity fraud.
- **Money:** Targeted older adults are a ready money supply from savings or property.
- **Loneliness:** Lack of friendships can position older adults to be receptive to identity fraud.

Identity Theft Defined

Identity assumed to commit fraud under the assumed identity is identity theft. 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.

Criminals obtain personal information in many ways:

- **Dumpster Diving:** "Divers" rummage through trash to find bills, pre-approval applications, or other papers containing personal information.
- **Skimming:** ID thieves use a special device to steal credit or debit card numbers.
- **Telemarketing:** Fraudsters pose as telemarketers or sweepstakes employees to get personal information.
- **Phishing:** Pretending to be from a financial institution or legitimate company, phishers send spam or pop-up emails to get the recipient to reveal personal information.
- **Pre-texting:** Using false pretenses, thieves obtain personal data from financial institutions, utility companies, and other sources.
- **Old-Fashioned Stealing:** Thieves steal wallets, purses, or mail. Dishonest employees steal employer personnel records. Criminals watch or listen for person identification, calling card, or credit card numbers.

Identification Theft Facts

In 2017, debt collection was the top consumer complaint category (22.7%), followed by identity theft (13.87%), received by the FTC, which recorded 2,675,611 complaints. Of the identity theft types, 35.8% were credit card fraud complaints, 22.1% were employment or tax-related, 14.8% were phone or utilities fraud, and 13.6% were bank-related. (FTC, *Consumer Sentinel Network Data Book 2017.*)

The 2017 FTC report noted that 36.6% of identity theft victims were age 50 or over. (*Consumer Sentinel Network Data Book 2017.*)

About 52% of identity theft victims spent one day or less to resolve financial and credit problems associated with identity theft, while 9% of victims spent more than a month resolving issues. Some 14% of identity theft victims reported an out-of-pocket loss, with less than half of these victims losing more than $100. The average loss amount was $3,931. (Bureau of Justice Statistics, *Victims of Identity Theft, 2014*, September 2015.)

Reporting Identity Theft

Actions related to identification theft can be a federal offense, and violations of federal laws are investigated by the Federal Bureau of Investigation, U.S. Secret Service, U.S. Postal Inspection Service, and Social Security Administration/Inspector General. Federal identity theft cases are prosecuted by the U.S. Department of Justice.

The FTC provides the following four steps for reporting identity theft. For more information, visit www.ftc.gov/bcp/edu/microsites/idtheft/consumers/defend.html.

1. Place a fraud alert on your credit reports—and review your credit reports.
2. Close the accounts you know, or believe, have been tampered with or opened fraudulently.
3. File a complaint with the FTC online at www.ftccomplaintassistant.gov, or call the Identity Theft Hotline at (877) ID-THEFT (438-4338), TTY: (866) 653-4261.
4. File a report with your local law enforcement agency, or with the law enforcement agency in the community where the identity theft took place.

Social Security Theft

Thieves may try to use stolen Social Security numbers to file tax returns in order to receive a refund or obtain employment. If you suspect someone else is using your Social Security number (SSN), contact the Social Security Administration (SSA). The SSA will review your earnings with you to ensure their records are correct.

If someone has misused your SSN or other personal information and caused you credit problems, contact the FTC. If an identity thief may have filed a tax return in your name, contact the Internal Revenue Service Identity Protection Unit. Finally, victims should file an online complaint with the Internet Crime Complaint Center (IC3), which alerts the appropriate law enforcement and regulatory agencies.

Credit Card Theft

Federal law limits a cardholder's maximum liability for unauthorized card use to $50 per card. Also, if the loss involves the credit card number, but not the physical card, you are not liable for any charges. Be aware, however, that federal law regarding ATM/debit card loss or fraudulent transfers differs. Consumers who report the loss within two business days after realizing a card is missing are not responsible for more than $50 for unauthorized use. However, if the loss is not reported, you can lose up to $500. Cardholders who fail to report an unauthorized transfer within 60 days after their bank statement was mailed to them risk unlimited loss—possibly the entire amount in the account and any unused portion of credit line or overdraft. For more information, read the FTC report "Credit, ATM and Debit Cards: What to do if They're Lost or Stolen".

Many people learn they have been victimized when a debt collector calls regarding unpaid account activity. Federal and state laws regulate collection agencies in order to protect identity theft victims.

To learn more, see Identity Theft Resource Center Fact Sheet 116 – Collection Agencies and Identity Theft.

Resources

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

Philanthropic Advisory Service Council
(to verify a charitable organization)
www.bbb.org

Consumer Action Handbook
Name and Address to:
Handbook
Pueblo, Colorado 81009
(888) 878-3256
https://www.usa.gov/handbook

Consumer Response Center
Federal Trade Commission
Washington, DC 20580
(202) FTC-HELP [382-4357]
TDD: (202) 326-2502

Credit Bureaus

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

Direct Marketing Association
(Instructions for removing your name from direct mail, telemarketing, and email lists)
customerservice@the-dma.org
https://thedma.org/

National Fraud Information Center
(to verify a charitable organization)
www.fraud.org

Where to Report ID Theft:

Federal Trade Commission
(877) IDTHEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov

Internal Revenue Service Identity Protection Unit
(800) 908-4490
https://www.irs.gov/identity-theft-fraud-scams/

Federal Bureau of Investigation
www.fbi.gov

Internet Crime Complaint Center
www.ic3.gov/

Privacy Rights Clearinghouse
www.privacyrights.org

U.S. Department of Justice
https://www.justice.gov/

U.S. Postal Service
www.usps.gov/websites/depart/inspect

U.S. Secret Service
www.secretservice.gov

U.S. Social Security Administration
(800) 772-1213
www.ssa.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: Th e 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 mistreatment, 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*)

According to the CDC, in 2015, 844 deaths of adults aged 65 or older were ruled homicides. (Centers for Disease Control, *National Vital Statistics Reports*, *Deaths: Final Data for 2015*, November 2017.)

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
https://www.gao.gov/new.items/d11208.pdf

Eldercare Locator
U.S. Administration on Aging
(800) 677-1116
https://eldercare.acl.gov/Public/Index.aspx

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
Springfi eld, IL 62704
(217) 523-4431
http://www.napsa-now.org/

National Association of Triads, Inc.
1450 Duke Street
Alexandria, VA 22314
(703) 836-7827
nati@sheriff s.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
https://ncea.acl.gov/

National Committee for the Prevention of Elder Abuse
1612 K Street, NW, Suite 400
Washington, DC 20006
(202) 682-4140
info@preventelderabuse.org
https://www.ifa-fiv.org/partner-profiles/national-committee-for-the-prevention-of-elder-abuse-ncpea/

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

Older Driver Safety

More than 15% of the U.S. population is 65 or older. According to the National Highway Traffic Safety Administration (NHTSA), there were 41.7 million older licensed drivers in 2016.

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. IIn 2016, 6,764 adults aged 65 and older were killed in motor vehicle accidents, representing 18% 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 11%.

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 learning to recognize the warning signs of impaired driving and identify 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 grew from 35.0 million in 2000, to 49.2 million in 2016, accounting for 12.4 percent and 15.2 percent of the total population. (U.S. Census Bureau, "The Nation's Older Population Is Still Growing, Census Bureau Reports," June 2017.) Furthermore, the population aged 65 or older increased by 33% between 2006 and 2016, and is projected to increase to 98 million people in 2060. *(Administration on Aging, 2017 Profi le of Older Americans.*)

According to U.S. census data, the population aged 85 or older is estimated to approximately double from 6.4 million (2016) to 14.6 million (2040).

In 2016, Individuals aged 65 had an average additional life expectancy of 19.4 more years (20.6 additional years for females, and 18 additional years for males). (Administration on Aging, *2017 Profile of Older Americans*.)

In 2016, older women outnumbered older men – 27.5 million older women vs 21.8 million older men. (Administration on Aging, *2017 Profile of Older Americans*.)

Crash Statistics

A total of 37,461 people died in motor vehicle crashes in 2016, a 6 percent increase in deaths compared with 2015 and the highest number of traffic deaths since 2007. Additionally, total fatalities among the older population increased by 13% - 6,764 people 65 and older were killed in motor vehicle traffic crashes during 2016. (NHTSA, *Traffic Safety Facts 2016.*)

In 2016, older adults made up 18% of all traffic fatalities, 18% of all vehicle occupant fatalities, and 19% of all pedestrian fatalities. (NHTSA, *Traffic Safety Facts 2016.*) In 2016, 59% of crashes involving drivers aged 70 or older were the drivers themselves.

Per mile traveled, fatal crash rates increase noticeably starting at age 70-74 and are highest among drivers 85 and older. The increased fatal crash risk among older drivers is largely due to their increased susceptibility to injury, particularly chest injuries, and medical complications, rather than an increased tendency to get into crashes. (IIHS, *Fatality Facts 2016*)

In 2016, most traffic fatalities involving older drivers occurred during the day (74%), on weekdays (69%), and involved other vehicles (67%). (NHTSA, *Traffic Safety Facts 2016*)

Older drivers are over-represented in intersection crashes, merging and overtaking, and in angle crashes—especially left-hand turns. (Insurance Institute for Highway Safety, *Older Drivers Q&A, 2018*).

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

According to International Association of Chiefs of Police, older driver issues cross all four phases of crash prevention: education, engineering, enforcement, and evaluation. (*Highway Safety Desk Book,* 2004) The suggestions below can be tailored to help your agency establish or improve older driver safety programs.

Education

- Use radio and TV public service announcements to educate older drivers about driving hazards, make them aware of their limitations, and encourage them to adjust driving behaviors accordingly.
- Create advertisements with links to driver safety and training information on social media sites such as Facebook. Filters allow you to target your message to desired age groups.
- Provide officers and deputies with regular training on older driver issues. Topics should include the warning signs of dementia as well as tools for properly interacting with dementia sufferers. Contact your local Alzheimer's Foundation chapter for assistance.
- Develop safety videos or slide presenta-tions to present to older-adult organiza-tions, including religious groups and social clubs.
- Organize or strengthen Triads.

- Act as a referral resource to link older people, adult children, and community outreach systems.
- Build older adult service coalitions to channel community resources to older adults in need.

Engineering

- Inform city traffic planners of the needs of older adult drivers and pedestrians. Suggestions include bigger road signs, longer pedestrian crosswalk times, refuge islands for those unable to cross the street during one signal cycle, and high-visibility crosswalks with lighting or reflectors.

Enforcement

- Be alert to drivers who appear lost, confused, or incapacitated, stopping them to inquire about their welfare. Drivers who appear to suffer from dementia should not be allowed to continue driving.
- Cite offenders. The scope of the problem is likely understated because officers are reluctant to take enforcement action against "grandma and grandpa."
- Policies for retesting older and/or impaired drivers vary by state. Know your state's referral process for driver's licensing retesting and establish a departmental policy for requesting re-examinations of unfit drivers.

Evaluation

- Analyze crashes involving older drivers and work closely with highway engineers and local officials to evaluate the need for changes in traffic control devices, warning signs, and traffic patterns.

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 read, and lights. Get regular tune-ups.



Know the warning signs!

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

- 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.

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
https://www.acl.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/fi rdacourse
www.aarp.driversafety.org

American Automobile Association
Foundation for Traffic Safety
http://aaafoundation.org/

Carfit
https://www.car-fit.org/

American Medical Association
http://www.programsforelderly.com/safety-ama-older-drivers.php

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

National Highway Traffic Safety Administration
Injury Prevention: Older Road Users
Manuals and brochures for physicians, community groups, and older drivers
https://icsw.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
https://www.nhtsa.gov/road-safety/older-drivers

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.
https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/811113.pdf

Physician's Guide to Assessing and Counseling Older Drivers
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."
www.nhtsa.gov/people/injury/olddrive/physician_guide/PhysiciansGuide.pdf

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
https://www.nia.nih.gov/health/alzheimers

National Mobility Equipment Dealers Association
3327 West Bearss Avenue
Tampa, FL 33618
(800) 833-0427
http://www.nmeda.com/

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



Prescription Drug Abuse: A Growing Epidemic

The number of people in America who abuse prescription and over-the-counter (OTC) medications has skyrocketed. In 2013, the Substance Abuse and Mental Health Services Administration (SAMHSA) released its annual National Survey on Drug Use and Health (NSDUH), which found an estimated 24.6 million Americans aged 12 or older—9.4 percent of the population—had used an illicit drug in the past month. This number is up from 8.3 percent in 2002. Especially vulnerable are preteens, teenagers, and young adults, for whom these substances represent an easy, cheap high. Disturbingly, more than three in five teens say prescription pain relievers are easy to get from the family medicine cabinet, while more than half say they are "available everywhere." (SAMHSA], *Results from the 2013 National Survey on Drug Use and Health: Summary of National Findings*, September 2014.)

According to federal statistics, abuse among older adults also has increased dramatically, and is expected to continue rising. The number of older Americans with substance use disorder (SUD) is expected to rise from 2.8 million in 2002–2006 to 5.7 million by 2020. (SAMHSA, *A Day in the Life of Older Adults: Substance Use Facts*, May 2017.) Although people age 65 and older comprise only around 15% of the population, they account for nearly one-third of all drugs prescribed in the U.S. More than 80% of older patients (aged 57 to 85 years) use at least one prescription medication on a daily basis, with more than 50 % taking more than five medications or supplements daily. (National Institute on Drug Abuse, *Misuse of Prescription Drugs: What is the Scope of Prescription Misuse?*, January 2018.)

Facts and Figures

- The NSDUH results indicated that approximately 6.5 million people had used prescription drugs non-medically in the past month. The study also found that drug use by adults in their 50s and 60s increased and around 5.8% of adults ages 50-64 reported illicit drug use in the previous month.
- Among adults age 65 and older, nonmedical prescription drug use is more common than marijuana use. (*Illicit Drug Abuse among Older Adults*)
- Every day, 2,500 American teens try a prescription drug for the first time to get high. (Partnership for a Drug-Free America)
- Four out of 10 teens believe prescription and OTC medicines are less addictive and less dangerous than street drugs. (Office of National Drug Control Policy, *Prescription for Danger,* January 2008)
- According the 2017 Monitoring the Future report, 3% of have teens abused cough medicine in the past year, which is down from 5% reported in 2009. (University of Michigan, www.monitoringthefuture.org)
- According to the CDC, unintentional poisoning is the leading cause of injury death for all age groups, and it has surpassed motor vehicle traffic fatalities as the leading cause of injury death in the U.S. since 2008. Sixty-six percent of those deaths involved opioids. (National Poision Center, *Poison Statistics: National Data 2016.*)
- Pain relievers like Vicodin and OxyContin are the prescription drugs most commonly abused by teens. 70% of teens who have used pain relievers for nonmedical use report getting medications from friends or relatives. (NSDUH)
- More than 16% of weekend, nighttime drivers tested were positive for illegal, prescription, or OTC medications in 2007. (NHTSA, *National Roadside Survey*)

Proper Disposal of Unwanted Meds

The U.S. Food and Drug Administration and White House Office of National Drug Control Policy have developed the guidelines below to help consumers properly dispose of unneeded prescription and OTC medications:

- Follow any disposal instructions on the drug label. Do not flush medications unless the instructions specifically say to do so.
- If no instructions are given, take medications out of their containers and mix them with an undesirable substance (e.g., kitty litter, coffee grounds) to make them less appealing to children, pets, and others.
- Place the mixture in a sealable bag, empty can, or other container before putting it in the trash in order to prevent leaks or tears.
- Participate in community drug take-back events. Call your local trash and recycling service, local police or sheriff's office, or Triad to see if a take-back program is scheduled in your community. Many pharmacies now offer take-back services as well.
- Before trashing or recycling empty medicine containers, always scratch off label information, including your name and Rx number, to protect your identity and privacy.

Your Role in Prevention

There are many things older adults and their caregivers can do to keep themselves and those they love safe from the dangers of prescription and OTC drug abuse. Health care providers and law enforcement play an equally important role in helping to prevent abuse and report violations involving prescription and OTC medications.

Older Adults and Caregivers

- Keep your medications out of sight and out of reach of children and young adults who visit your home. Consider purchasing a small safe to store your medications securely.
- Properly dispose of all unused and expired drugs.
- When prescribed a new medication, tell your doctor and pharmacist what other drugs (as well as vitamins and supplements) you take, since these could interact with the new medication.
- If you or someone you care for take(s) multiple medications, vitamins, and/or supplements, consider using a packaging service (e.g., AccuPax) to help ensure correct dosages.
- Always follow your doctor's and pharmacist's instructions when taking your medication. Know what side effects may occur.
- Never share prescription medications.

Health Care Providers and Pharmacists

- Provide patients with clear information and advice about how to take medications properly.
- Look for false or altered prescription forms. Report suspected abuse to the appropriate authorities. Consider submitting prescription orders electronically.
- Be aware of the physical signs of possible drug abuse in older adults: anxiety, memory loss, depression, agitation, changes in blood pressure, falls, fatigue, pain in upper abdomen, sleep disturbance, appetite and weight loss, weakness, and confusion. (American Geriatrics Society)
- Be on the lookout for "doctor shoppers," addicts who go from one health care provider to another seeking controlled substances.
- Older patients who are prescribed medicines that could be abused should be monitored frequently and receive regular checkups.
- Be aware that the sudden need for larger or more frequent doses of a medication may indicate the patient has become addicted.

Law Enforcement

- Contact the National Highway Traffic Safety Administration/U.S. Department of Transportation for information on drugged drivers and how to become a certified Drug Recognition Expert (DRE).
- Educate your older adult community on controlling one's medications using resource material available free from Triad.
- When you encounter a driver who appears to be under the influence of drugs, complete a medical referral form to alert your state licensing agency or department of motor vehicles.
- If you come into contact with suspected abusive primary caregivers (those who withhold drugs, steal drugs, or overmedicate), refer the suspected older adult abuse victim to your local area agency on aging or ombudsman program for further case review.
- Sponsor prescription take-back day events in your city or county.
- Learn to recognize the physical signs of drug abuse—in older adults as well as in younger people.
- Become involved in, or start, a local Triad.
- Education is key to preventing impaired driving. Lobby your state government to include drugged driving-related questions on licensing exams.

Resources

Administration on Community Living
330 C St SW
Washington, DC 20201
https://www.acl.gov/

Centers for Disease Control and Prevention
1600 Clifton Road Atlanta, GA 30333
www.cdc.gov

National Association of Triads (NATI)
1450 Duke Street
Alexandria, VA 22314
www.nationaltriad.org

National Family Partnership/Lock Your Meds™
2490 Coral Way, Miami, FL 33145
www.lockyourmeds.org

National Institutes of Health
National Institute on Drug Abuse
6001 Executive Boulevard, Room 5213
Bethesda, MD 20892-9561
https://www.drugabuse.gov/

Neuropsychopharmacology.org
https://www.nature.com/articles/1301412.pdf ("Drugs of Abuse and the Aging Brain")

Office of National Drug Control Policy
Drug Policy Information Clearinghouse
P.O. Box 6000
Rockville, MD 20849-6000
http://www.gcappreventioncouncil.org/home/showdocument?id=2070
(Prescription for Danger: A Report on the Troubling Trend of Prescription and Over-the-Counter Drug Abuse Among the Nation's Teens, January 2008)



Partnership for a Drug-Free America
352 Park Avenue South, 9th Floor
New York, NY 10010
www.drugfree.org

StopMedicineAbuse.org
Consumer Healthcare Products Association
900 19th Street NW, Suite 700
Washington, DC 20006
www.stopmedicineabuse.org

U.S. Department of Health and Human Services
Substance Abuse and Mental Health Services Administration
https://www.samhsa.gov/data/data-we-collect/dawn-drug-abuse-warning-network

U.S. Drug Enforcement Administration
dea.gov

Crime Safety and the Older Adult

According to the Federal Bureau of Investigation, violent crime increased by 4.1% from 2015 to 2016, but preliminary reports for 2017 show a slight decrease of 0.8% for the first six months. A Bureau of Justice Statistics report, *Criminal Victimization*, notes that in 2016, about 51% of serious violent crimes, 42% of violent crimes, and 36% of property crimes were reported to police. However, older adults continued to experience fewer violent and serious violent crimes than any other age groups; 16.1% of adults ages 50-64 and 4.4% of adults ages 65 and older were the victims of violent crime, while 5.2% and 1.1% were the victim of serious violent crime.

Despite this, serious issues remain as there were almost 1 million victims of violent crime aged 50 and older. Furthermore, numbers do not reveal the full scope of the problem; the BJS estimates that in 2016, only 42% of violent crime was reported to law enforcement.

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.). Over half (51%) of household burglaries occurred during the day.

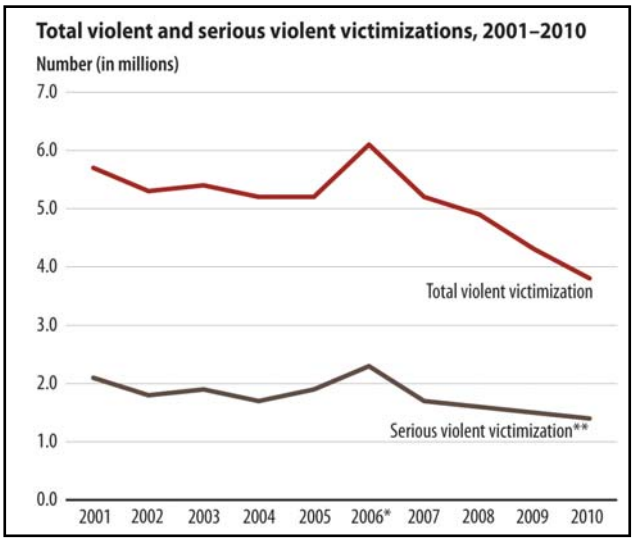
58% of violent crimes occurred within a mile of the victim's home, including 21% in the home and 18% near the home. Only 3% of violent crimes occurred more than 50 miles from home.

In 2016, 16.6% of reported robberies occurred at the victim's residence.

Statistically, property crimes make up the highest percentage of offenses against older people. In 2011, 16.4 of every 1,000 households of individuals aged 65 or older were robbed.

69.5 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, S*eptember 2010.)



**Includes rape or sexual assault, robbery, and aggravated assault.

Source: *National Crime Victimization Survey, 1993-2010*

1 Unless otherwise indicated, statistical data referenced in this alert are from the U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics, *Criminal Victimization in the United States, 2016*, and the Federal Bureau of Investigation's 2016 *Crime in the United States* report.

Public Safety

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

In 2016, 38.9% of all robberies took place on a public street or highway. (FBI, *Crime in the United States: 2016*)

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

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
https://www.bjs.gov/index.cfm?ty=dcdetail&iid=245 (National Crime Victimization Survey)

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
askncjrs@ncjrs.aspensys.com
(800) 851-3420
www.ncjrs.gov

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

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

Vandalism and the Older Adult

Smashed mailboxes, graffiti, "keyed" automobiles, broken windows, and similar crimes are not just an eyesore. Property crimes, which include vandalism, cost schools, homeowners, businesses, youth, and others billions of dollars each year. Vandalism is the willful or malicious destruction, injury, disfi gurement, 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 (*Crime and the Nation's Households,* April 2007). One report from the Department of Justice's Community-Oriented Policing Services Office estimates that $12 billion is spent annually cleaning up graffiti in the United States.

The Scope of the Problem

According to Gallup's 2017 Crime Poll, 10% of respondents reported that either they or someone they know has been a victim of vandalism in (3 categories surveyed).. (*The Gallup Poll,* October 2010)

Only 36% of property crimes were reported to the police in 2016. (Bureau of Justice Statistics, *Criminal Victimization,* 2016)

In 2016, of the 7,321 reported hate crimes (an offense motivated by racial, ethnic, or religious bias), more than 26.1% were acts of vandalism.

Older People and Vandalism

Between 2003 and 2013, the average annual rate of property crimes against households with individuals aged 65 or older was 72.3 per 1,000 households. (U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics, *Criminal Victimization in the United States, 2016.*)

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*)

Vandalism and Hatred

In 2015, 6.8% of hate crimes involved property crime, while the remaining reports involved violent crime. (U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics, *Hate Crime Victimization, 2004-2015.*) Of all violent and property single-bias incidents, 57.5% were motivated by racial/ancestral/ethnic bias, 21% were motivated by religious bias, 17.7% were motivated by sexual orientation bias, and 1.2% were motivated by disability bias. (U.S. Department of Justice, Federal Bureau of Investigation, 2016 Hate Crime Statistics.)

510 acts of anti-Semitic vandalism were reported during 2016-2017. Most involved acts in which Jewish schools, synagogues, and cemeteries were defaced with anti-Semitic graffi**t**. (Anti-Defamation League, *Audit of Anti-Semitic Incidents*, 2015-2017.)

In 2016, the FBI reported that 24.8% of religiously motivated hate crimes were Muslim-oriented. (U.S. Department of Justice, Federal Bureau of Investigation, *2016 Hate Crime Statistics.*)

Juveniles and Vandalism

The juvenile arrest rate in 2016 for young people aged 10-17 was over 115 people per 100,000 for acts of vandalism. Overall, juveniles ages 10 to 17 made up approximately 22.3% of vandalism arrests. Nearly 38% of those juveniles arrested were younger than 15. (Office of Justice Programs, Bureau of Justice Statistics, *2017 Arrest Estimates*.)

The arrest rate for females aged 10-17 for vandalism was over 40 per 100,000, while the arrest rate for males of the same age demographic was over 187 per 100,000. (Office of Justice Programs, Office of Juvenile Justice and Delinquency Prevention, *Juvenile Arrest Rates Trends*, December 2017.)

Nationally, about 10% of graffiti is gang-related. However, in some cities, the percentage is estimated to be higher. (Keep America Beautiful, previously called Graffiti Hurts.)

According to the National Gang Center, there were approximately 850,000 gang members nationwide in 2012, an increase of 8.6% from 2011. (National Gang Center, *National Youth Gang Survey Analysis, 1996-2012*.)

Juveniles are more likely to commit crimes in groups, particularly younger offenders under the age of 13. (Office of Justice Programs, National Institute of Justice, *Co-Offending and Patterns of Juvenile Crime,* December 2005.)

In 2016, law enforcement agencies in the U.S. made an estimated 856,130 arrests of persons under age 18, 58% less than the number of arrests in 2007. Juvenile vandalism arrests fell 76% from 1994 to 2016.
(Office of Justice Programs, Office of Juvenile Justice and Delinquency Prevention, *Juvenile Arrest Rates Trends*, December 2017.)

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*). Furthermore, a report by the Center for Disease Control's National Center for Injury Prevention and Control notes that youth violence is a significant problem that impacts communities physically, emotionally, socially, and financially. (Center for Disease Control, National Center for Injury Prevention and Control, *Preventing Youth Violence: Opportunities for Action*, 2014.)

Reasons for Vandalism

According to the Urban Institute/City Safe, vandalism is not a senseless property crime. Perpetrators, acting alone or in groups, vandalize for many reasons—ranging from gang acceptance to revenge. Other common motivators include:

- Desire to fit in
- To please a friend
- Parent retribution/defiance
- Backlash to pressures at home/work/school
- Peer pressure/acceptance
- For fun
- To convey a message
- To 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/Business 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.
- Clean up graffiti quickly. According to Graffiti Hurts, immediate removal—within 24 to 48 hours—is key to successful graffiti prevention.
- Write articles on the cost of vandalism and graffiti, their impact on neighborhoods and school, 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.
- Be a role model for youth by volunteering with mentoring organizations (e.g., Big Brothers Big Sisters). Visit www.volunteermatch.org to find opportunities in your area.
- Read "Preventing Vandalism," published by Urban Institute and its Safe City partners, to learn strategies for assessing and combating vandalism in your community (https://www.urban.org/research/publication/preventing-vandalism).

Resources

Big Brothers Big Sisters
230 North 13th Street
Philadelphia, PA 19107
www.bbbs.org

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

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

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Elder Abuse and Animal Abuse: Issues and Opportunities



Contributed by Phil Arkow, National Link Coalition

Research into the human-animal bond confirms that pets can enhance the emotional and physical health of seniors, both in a therapeutic context and particularly in daily living. Pets can provide companionship, emotional support, daily exercise, a sense of purpose, security, and opportunities for staying social. Service animals can assist seniors who have hearing, visual or physical disabilities. Acquiring a pet can, under the right conditions, improve aging in place; where this is not feasible, animal-assisted therapy programs can bring visiting animals to seniors in long-term care, assisted living, memory units, adult day care, and other facilities.

But there is, unfortunately, also a "dark side" of the human-animal bond in which animals become the victims of cruelty, abuse and neglect when elders are involved. The result is species-spanning suffering.

We have long known that children who torture animals or who witness animal abuse may grow up and expand their aggressive acts against people, and that animal abuse and neglect may be symptoms of child maltreatment as well. We have also long known that domestic violence abusers target animals to control their human victims and warn them of the sad fates that will befall them if they dare to escape. The National Link Coalition calls these incidents "the Link," examples of how animal abuse often co-occurs with and predicts interpersonal violence.

Forms of Animal Abuse by Older Adults or Involving Older Adults (May Indicate Elder Abuse)

The newest area of The Link is the recognition of the association between animal abuse and elder abuse, and it takes several distinct forms:

1. Seniors who love their pets, but who are on fixed income or who have mobility, transportation or memory issues, may inadvertently neglect their animals.
2. Other seniors may spend their limited funds on their animals and experience self-neglect as a result.
3. Many animal hoarders are seniors living in unhealthy and unsafe environments.
4. Seniors may not receive a full range of services because home health aides and caregivers may be reluctant to enter residences due to the overwhelming stench and presence of vermin, excessive numbers of animals, or dangerous pets threatening their safety.
5. The death of a beloved pet can be especially painful to a senior for whom the animal represents either a last link to a deceased spouse, or the sole opportunity for social interaction and physical exercise.
6. Financial exploitation may occur from children holding their parents' pets hostage to extort money from them.

Link advocates nationwide are responding to these challenges:

- APS caseworkers are being trained to recognize that declining animal welfare is often an early warning sign of a senior's self-neglect or animal hoarding problems.
- Collaborative programs are being established between APS and local animal services and humane agencies to provide emergency foster care for hospitalized or incapacitated seniors.
- In Colorado, an act of animal abuse intended to intimidate or punish a senior is defined as an act of elder abuse.

Such collaborations create healthier and more humane environments for vulnerable adults and animals.

Steps to Take

The National Link Coalition encourages APS officials to take the following action steps to better protect all vulnerable members of the families they serve:

1. Assess for animal welfare, animal dangerousness, animal waste, pet grooming, clients eating pet food, and safety/risk-of-fall conditions during home visits. Identify veterinary and animal shelter support services (pet food banks, low-cost spay-neuter programs, pet-friendly domestic violence shelters, pet loss support lines) available in the community. Refer to the National Link Coalition's National Directory of Abuse Investigation Agencies for your specific county or city at http://nationallinkcoalition.org/how-do-i-report-suspected-abuse
2. Include pet concerns in planning for transitions: pet foster care or new homes while client is in hospital or long-term care. Include pets in relocation to subsidized housing.
3. Include pets in end-of-life planning. Alert veterinarians that requests to have all pets euthanized may suggest client's suicide ideation.
4. Include questions about the number, health and welfare issues, dangerousness, and veterinary support for clients' pets in hotline, intake, interview, and assessment questionnaires.
5. Treat client's grief over pet loss as a potentially serious emotional consideration.
6. Develop inter-agency MOUs for cross-training with animal control and humane societies.
7. Identify pet-friendly housing opportunities for seniors needing to relocate. Identify long-term care facilities with animal-assisted therapy visitors.
8. If client is capable, suggest acquiring a pet or volunteering at an animal shelter for physical exercise, social outreach, companionship, and sense of responsibility.
9. Promote state legislation for animal control and APS officials to cross-report abuse and neglect, with immunity from civil and criminal liability.

Resources

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National Law Enforcement Center on Animal Abuse
National Sheriffs' Association
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animalcruelty@sheriffs.org
https://www.sheriffs.org/Animal-Cruelty-and-Elder-Abuse

For Further Reading:

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