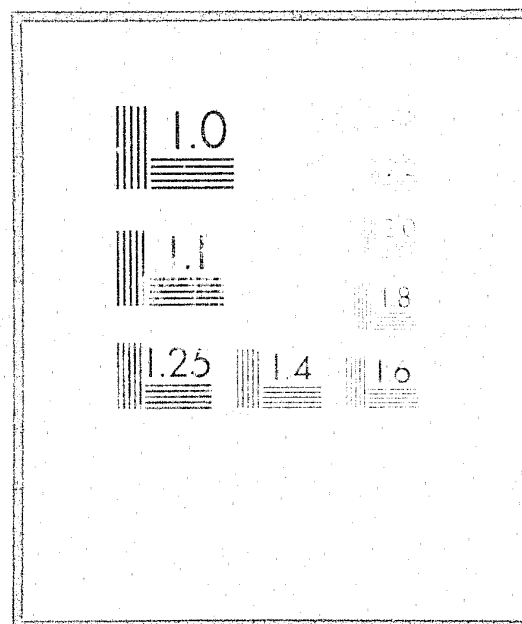


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AID TO ELDERLY VICTIMS OF CRIME

MID-AMERICA REGIONAL COUNCIL
COMMISSION ON AGING

CASS, CLAY, JACKSON, PLATTE, AND RAY COUNTIES

FUNDED BY-
THE LAW ENFORCEMENT ASSISTANCE
ADMINISTRATION AND
THE ADMINISTRATION ON AGING

JANUARY 1976

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MID-AMERICA REGIONAL COUNCIL
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JUN 24 1976

ACQUISITIONS

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JANUARY 1976

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AID TO ELDERLY VICTIMS OF CRIME

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INTRODUCTION

In October, 1974, the MARC Commission on Aging held a special meeting at which Mr. Carl Cunningham of the Midwest Research Institute (MRI) presented findings of the "Crimes Against Older Americans" study that was conducted in Kansas City. Mr. Cunningham outlined some of the effects of crime on older persons living in the five county area. As an outgrowth of the presentation and the findings of the MRI study, the MARC Commission on Aging, which serves as the area agency on aging for Cass, Clay, Jackson, Platte and Ray Counties in Missouri, authorized the establishment of a Personal Security and Public Safety committee to review the crime-related concerns of the elderly. The following objectives were established for the Personal Security and Public Safety Committee:

1. To seek out the needs and concerns of older persons as they relate to:

- police and fire protection
- civil defense procedures
- emergency medical services
- physical barriers
- crime prevention

and recommended to the commission constructive approaches to be taken in addressing those needs and concerns.

2. To provide a forum of information sharing for persons concerned with the personal security and public safety of the elderly.
3. To inform the MARC Commission on Aging of existing services and programs designed to assist the area's elderly in addressing the above needs.

The committee which is comprised of representatives of the elderly population, the Criminal Justice System, fire, emergency medical services system, elected officials and others, began its activities in February, 1975. The Personal Security and Public Safety Committee meets monthly and is one of six committees of the MARC Commission on Aging (other committees are transportation, information and referral, nutrition, home services, and education--employment--volunteerism).

Early in the committee's activities, it was determined that the committee's priority concern was crime and the elderly. The committee believed that efforts should be made to follow up on the findings and recommendations of the MRI report. In order to do so, the Aid to Elderly Victims of Crime proposal was developed. The proposal directed its attention to what the MARC Commission on Aging could do to address the crime-related concerns of the older person.

Three overall goals were established for the MARC Commission on Aging: 1) to relieve the circumstances contributing to the isolation of the area's elderly; 2) to develop programs and activities designed to prevent crimes against elderly persons through citizens and community involvement; and 3) to develop model programs and activities which could be used in other communities to assist the elderly in safeguarding themselves against criminal victimization and the related effects of victimization. The following objectives were established for the proposal:

- a. Implementation of community education programs on crime prevention and the Criminal Justice System through speeches, demonstrations, and various other educational program activities.

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- a. Implementation of community education programs on crime prevention and the Criminal Justice System through speeches, demonstrations, and various other educational program activities.

- b. The creation of volunteer programs through which citizens can participate in activities designed to reduce the effects of crimes against the elderly.
- c. The development and implementation of projects which entail direct citizen and community participation in target hardening programs and other preventive activities aimed at reducing the circumstances which promote crime, specifically residential burglary.
- d. The coordination of the activities of social service and civic agencies in the metropolitan area with the area's criminal justice agencies in order to determine how social service and civic agencies can most effectively assist criminal justice agencies in reducing the effects of crime against the elderly.
- e. The development of provisions for citizen involvement in the Criminal Justice System and decision making process, and in the planning of priorities and program activities designed to reduce the effects of crime against the elderly.

In order to meet these objectives the Personal Security and Public Safety Committee determined that the following program activities would be utilized:

- 1. Development of an "Aid to Elderly Victims of Crime" program to assist and counsel elderly persons who have become victims.
- 2. Development of a forum for citizen input and involvement in the Criminal Justice System and the decision making process in efforts to reduce the effects of crime against the elderly.

3. Stimulation and coordination of efforts to initiate neighborhood and/or community-based crime prevention programs for older persons.

Implementation of a public education campaign to inform older persons of basic precautionary measures to follow and programs to be utilized in order to avoid the incidents of crime.

Development of community efforts to inspect the homes of elderly persons, and to install, where necessary, suitable locks and related security devices in homes where elderly persons reside.

Involvement of civic, fraternal and youth organizations of the metropolitan area to assist older persons in obtaining proper security devices and in carrying out crime prevention programs.

The Personal Security and Public Safety Committee finalized their work on the "Aid to Elderly Victims of Crime" proposal on March 11, 1975 and submitted their recommendation that the MARC Commission on Aging request that the Mid-America Regional Council (MARC), the regional planning agency and council of governments for the region, submit the proposal to the Law Enforcement Assistance Administration (LEAA) and the Administration on Aging (AoA) for funding. The overall program budget was set at \$235,000.

At the March 25, 1975 meeting, the Mid-America Regional Council authorized the submission of the proposal for funding. In September, 1975,

MARC was notified that the "Aid to Elderly Victims of Crime" program had been co-funded by the Law Enforcement Assistance Administration and Administration on Aging. From the time the proposal was initially submitted, until the time when notice of grant award was received, the Personal Security and Public Safety Committee and the MARC Aging department staff continued to identify local and national efforts designed to respond to the crime concerns of the elderly person. These efforts began a focus toward the need to mobilize local criminal justice and social service agencies in a coordinated effort to address crimes against the elderly person.

To assist in accomplishing this coordination, the following program outline has been prepared. It will be used to implement the Aid to Elderly Victims of Crime proposal in the five county area. The program outline addresses the specific overall goals and objectives of the Aid to Elderly Victims of Crime proposal in a manner that will best utilize MARC program resources in cooperation with existing local resources and on-going program efforts. The program outline also emphasizes the need for evaluation of the program's activities in order that their effectiveness can be determined.

PROGRAM OUTLINE

Crimes Against the Elderly

In certain respects, a crime against an older person may be considered simply as if it were a crime committed against a person of any age, and, indeed, traditionally this has been the case within the Criminal Justice System. Traditional views on the effects of victimization approach the

impacts in narrowly defined terms of financial deprivation and physical impairment. This traditional view is reinforced by national victimization data which shows that older persons are not involved in victimizations in proportion to the total population. National figures on "crimes against elderly persons" in 1973 indicate that older persons were victimized at a rate that is one fourth as high as for the general population. Similarly, victimization rates for "crimes against households" indicate that elderly heads of households were victimized at a rate that was less than half as high as the general population. Yet despite the low proportions with the general population, there were approximately six and one half million crimes against persons and one and one half million crimes against property in 1973 in which persons 65 years and older were the victims.¹ Furthermore, while older persons were likely to be involved in all crimes, in general, robbery and burglary comprised the bulk of victimizations against the elderly. Local research conducted by the Midwest Research Institute substantiates this.²

There is a growing recognition by persons who work in social service agencies of a distinctiveness about crime against the elderly, and that when considered broadly in terms of the physical, economic, social and psychological impact, these crimes warrant treatment as a special category. Several descriptive characteristics of the nation's elderly population indicate a need for special program efforts directed to the issues of crime as they relate to the older person. The elderly have a higher incidence of

¹ Criminal Victimization in the United States - 1973 Advance Report, U.S. Department of Justice, May, 1975, pps. 15-16, 20.

² "Crimes Against Aging Americans - The Kansas City Study", Midwest Research Institute, Kansas City, Missouri.

reduced or low fixed incomes, with an estimated 27 percent of persons age 65 and older having personal incomes in 1973 under \$3,000.³ Thus, the impact of any loss of economic resources is relatively greater for the elderly population. Reduced income also limits an older person in making suitable financial investments to decrease his potential of victimization, particularly in the area of residential security. Also older people have diminished physical strength and stamina, and are more likely to suffer from physical ailments such as loss of hearing or sight, arthritis and circulatory problems which increase their vulnerability. There is some indication that potential criminals are aware of the diminished physical capacities of the elderly and are thus more likely to seek out an elderly person as a target.⁴ The awareness of increased vulnerability to criminal victimization has a chilling effect upon the freedom of movement of the nation's 21 million older Americans. Fear of criminal victimization causes self-imposed "house-arrest" among many older persons who may refuse to venture out-of-doors. Furthermore, even in those situations where the fear of being victimized may be somewhat exaggerated or unwarranted by local conditions, the effects on the older person are just as severe as when the fears are justified.⁵

In a 1975 Louis Harris poll, older Americans cited crime and fear of crime as their "most serious problem". In addition, the poll indicates

³ "The Myth and Reality of Aging in America", National Council on the Aging, Inc., Washington, D.C., April, 1975, p. 235.

⁴ Jack Goldsmith, Noel E. Thomas, "Crimes Against the Elderly: A Continuing National Crisis", reprint from Aging, June and July, 1974, Washington, D.C., p. 236.

⁵ Ibid.

that low-income and minority elderly view crime and the fear of crime with greater intensity than that of the overall aging population.⁶

Through the efforts of the Midwest Research Institute and the Administration on Aging, an indepth analysis has been carried out to determine the effects of crime on the older person in Kansas City, Missouri. Through a review of interviews with 1,831 elderly victims in Kansas City, the findings indicate that the older person is more likely to become a victim of burglary and robbery/purse snatch, and less likely to be involved in other crimes, such as murder and rape. Over 90 percent of the elderly victims surveyed by the Midwest Research Institute were victims of burglary and robbery/purse snatch. In addition, the findings indicated that a large portion of the elderly persons have been victimized more than once (26.9%).⁷

Aside from actual victimization figures, several other factors should be considered to determine how they relate to older persons' crime concerns. Such factors include fear of crime, the public's attitudes and perceptions of crime and the relationship of reported and unreported crime. These factors in many cases, play an important part in the determination of real and perceived elderly crime concerns as do actual crime figures. These factors are discussed in detail in Appendix A.

As the Personal Security and Public Safety Committee reviewed the findings of the MRI study, several questions developed that were related to how

⁶ "The Myth and Reality of Aging in America", National Council on the Aging, Inc., Washington, D.C., April, 1975, p. 130.

⁷ "Crimes Against Aging Americans - The Kansas City Study", Midwest Research Institute, Kansas City, Missouri, pp. 4, 26.

crime and the fear of crime affect the lives of the elderly in the five county area. These questions are especially important due to the diversity of the five county areas and their older population. The five Missouri counties cover approximately 2,700 square miles and have a total population of 900,000 people. They are composed of urban, rural and suburban communities. The area is politically diverse and contains two major cities, and numerous municipalities. The five county area contains 11 percent of the state's total population age 60 years and older, approximately 125,000.

The proportion of elderly population within the five county area indicates that a high number of older persons reside in the area. In addition, 14 percent of all elderly couples and 45 percent of all elderly primary individuals within the five county area, have incomes below the poverty line. Also, 29 percent of the area's elderly live alone; of this number, the vast majority of elderly are female, with aged women outnumbering men by a ratio of 3.5 to 1.⁸

Yet, despite the compendium of information gathered on elderly victimizations in Kansas City, Missouri, it was not totally sufficient to provide a data base by which to design specific anti-crime strategies responding to an area's elderly criminal victimization. Elderly crime data compiled for a geographic area as large as Kansas City, Missouri was too general to provide program responses for specific crime concerns within each of the various communities in Kansas City. MRI findings indicate that elderly persons living in the higher crime areas of Kansas City were victimized by

⁸ U.S. Census, 1970.

burglary and robbery in 1973 at a rate that was frequently three to four times that of the rate of victimization of the same crime for the younger population of the city at large.⁹ Anti-crime strategies carried out in areas of high elderly victimization would necessarily have to be tailored in approach or scope to respond to the specific crime problems of the individual areas within Kansas City and the five county area.

However, the limited initial knowledge of the effects of elderly victimization did not become a barrier to program design. Instead, it provided incentives to carefully review available local and national information on elderly crime data and program strategies being utilized to address the crime-related concerns of the elderly.

Anti-Crime Strategies

Locally, several efforts are being implemented to address the crime-related concerns of the elderly and general population. In addition to the program efforts of the MARC Commission on Aging, several law enforcement agencies have implemented public education and community crime prevention program activities. Such local efforts include Home Security Inspection, Operation Identification, and the identifying of homes by law enforcement officers where elderly persons reside. The Kansas City, Missouri Public Housing Authority has established its own security force for public housing projects in the city. In addition, emphasis has been placed on designing elderly public housing which provides for increased security features for its elderly tenants. Numerous local groups, concerned about

⁹ "Crimes Against Aging Americans - The Kansas City Study", Midwest Research Institute, Kansas City, Missouri, pps. 5-6.

neighborhood crime, have utilized several approaches to address crime. They include public education programs, use of whistles to alert others of a criminal attempt, Operation Identification and neighborhood Block Watch efforts.

Nationally, numerous program efforts are being implemented to address elderly crime concerns. Such efforts are being carried out through four primary base groups: law enforcement agencies, area agencies on aging, public housing authorities, and national and local community based groups. Several agencies and groups throughout the country have implemented programs designed to decrease the potentials for victimization. Such programs include home security inspections, efforts to engrave identifiable numbers on items of value (Operation Identification), upgrading of residential security, public education programs, self-defense training and neighborhood Block Watch programs. Public education programs cover a wide variety of subject areas related to crime and the elderly, and utilize several approaches in addressing their topics. Several public housing authorities have carried out efforts to address crime in public projects. Such efforts have included the establishment of security forces, the upgrading of residential security such as the installation of better locks for the housing unit's doors and windows and the provision of supportive social services such as neighborhood Block Watch and Escort services.

The effectiveness of such local and national program efforts has been hard to determine as they relate to specific crimes in which older persons are victimized. The primary reason for this has been the lack of data to document the frequency and crime specific types of elderly victimizations that occurred in areas where program efforts were implemented. Lack of

such data also limits the design of specific anti-crime programs to address crimes in which the elderly of a particular area are most likely to be involved. It is our belief that available resources to assist the elderly, both monetary and human, are limited and should be used to address the major crime specific problems occurring where elderly persons reside. Most local efforts are too general both in scope and geographic area of focus and have failed to provide necessary levels of resource support to address specific crime-related problems that affect the elderly.

It is the intent of the MARC Commission on Aging to utilize its program resources to build upon local efforts in a manner which provides specific program strategies to address the priority crime concerns of the area's elderly. To accomplish this, the following long-range goals have been established:

1. To decrease elderly victimization; and
2. To reduce the effects of elderly victimization.

In addition, two types of crimes - residential burglary and robbery/purse snatch, have been identified as the primary crimes in which elderly persons are involved. Focusing the resources of the Commission on Aging on these crimes, will place priority program emphasis on the crimes in which elderly persons are most likely to be involved.

Decrease Elderly Victimization

After carefully reviewing the issues of crime as related to the elderly, it is our belief that several efforts can be utilized to decrease the elderly person's potential for victimization. The regularly scheduled

receipt of monthly pension and benefit checks provides potential offenders with information as to when older persons are likely to have available cash. The increased likelihood of elderly persons to 1) live alone, 2) utilize public transportation, 3) live in older residences in high-crime neighborhoods and 4) have decreased physical ability to resist criminal attempts, allows the offender to take the initiative and seek out the older person for a criminal victimization. Many basic activities, however, can be taken to decrease the potential for victimization. In 1973, approximately 21.8 percent of the burglaries of elderly persons' residences were made by non-forcible entry.¹⁰ Most of these cases involved an open door or window. By implementing public education, community crime prevention and necessary support program activities, it is believed that significant reductions can be made in the number of elderly victimizations.

Public Education

Although much educational information is available that could be used by the elderly, current compilations directed toward the elderly and sufficient transfer systems are inadequate. Much of the existing information on ways persons can decrease their potential for being involved in criminal victimizations can be presented to the elderly and put into practice by them. To relay this information to the area's elderly, the following community education objective has been developed:

The Mid-America Regional Council by contract with a local agency, will develop robbery and burglary crime prevention information materials and dissemination mechanisms that inform the area's elderly of

¹⁰ Ibid, p. 45.

1) overall crime as it relates to them; 2) ways to reduce their potential for being robbed or burglarized; 3) supportive social services available; and 4) steps to take when involved in a robbery or burglary victimization.

MRI studies show that the elderly in Kansas City are more likely to be involved in a burglary or robbery/purse snatch incident. Therefore, the area's elderly should respond to those crimes that they are more likely to be involved in. Once aware of the types of crime, older persons will need to be informed of ways they can respond to such criminal threats by performing basic crime prevention activities. In many cases such activities involve no financial investment but stress the full use of practical safety habits on their part.

Community Crime Prevention

A breakdown of local crime incidents by area and type of crime points out specific areas of concentration in the community where elderly persons reside and are most likely to be victimized. In these areas, where the potentials for elderly victimization are high, basic community crime prevention efforts are not sufficient. A more indepth crime prevention program approach is necessary. The following objective has been developed to respond to this need:

The Mid-America Regional Council will develop, assist in implementation and maintenance of specific community-based robbery and burglary crime prevention program activities that will: 1) reduce elderly persons' fears of victimization and vulnerability to robbery

and burglary victimization; 2) provide crime specific program activities necessary to positively impact elderly robbery and burglary crime specific problems and concerns.

Crime and demographic information will be provided for specific parts of the total five county area where victimization of elderly persons is most prevalent. Specific program activities will be initiated or expanded in these areas to provide program activities related to the residential burglary and robbery victimization potential of those area's elderly population.

Reduce Effects of Victimization

Once an elderly person has been victimized, the effects of the victimization must be identified and reviewed to determine how they will relate to the future actions of the elderly victim. At present, the Criminal Justice System places an emphasis on apprehending and convicting the offender. Social service agencies generally do not make any indepth efforts to make their services available to victims of crime. Very little attention is placed on the victim and the short and long-term effects the victimization may have produced.

The elderly robbery victim, due to his income limitations (frequently living from month-to-month), may be without funds necessary to provide for essential daily needs. Due to the physical limitations of many elderly victims, there is a greater tendency for them to suffer personal injury as a result of the robbery. One-third of the elderly robbery victims interviewed by MRI indicated that they sustained some injuries as a result of

the robbery. In addition, the robbery victims may choose to restrict their activities after being victimized and thereby isolate themselves from daily social interaction. Thirty-eight (38) percent of the robbery victims surveyed by MRI stated that they were more nervous and had a general fear as a result of the robbery experience.¹¹

Elderly victims who have been involved in a burglary lose more than the financial value of the items taken. The threat to personal security violates one of the most primitive social concepts--that of the home as a sanctuary and safe place. "Any criminal invasion of the home, regardless of the outcome or loss that may ensue, usually assumes larger dimensions in the victim's mind, than a crime of equal or greater seriousness committed elsewhere." MRI findings indicate that in many burglaries involving elderly householders, and perhaps as much as half the total occurrences, the social loss exceeds the immediate financial losses involved.¹² MRI findings also indicate that 45 percent of the 860 burglary victims reported a fear of and anxiety generated by the crime and there was a high incidence of voluntary restrictions in their activities by generalized fear of crime.¹³

When an elderly person is victimized more than once, the prospects for suffering debilitating effects from the crime would probably increase. MRI findings indicate that 29 percent of the elderly burglary victims and 23 percent of elderly robbery victims who were surveyed had been victimized more than once.¹⁴

¹¹ Ibid, p. 82.

¹² Ibid, pps. 35, 56.

¹³ Ibid, p. 55.

¹⁴ Ibid, pps. 23-4.

In order to provide elderly victims with information on available services and activities that will reduce the effects of elderly victimization, the following objective has been developed:

The Mid-America Regional Council will contract with a local social service agency who will develop informational materials and dissemination mechanisms that will inform elderly crime victims of community-based victim assistance program activities and services available to reduce the impact of criminal victimization.

Presently there are a wide variety of social services available to an older person who, because of a criminal victimization, may be in need of some type of supportive assistance. However, the elderly victim currently is without any suitable mechanism which assists him in receiving needed services and assistance. In most instances, both the elderly victim and the area's service providers are both unaware of each other. Furthermore, because of the types of needs which may be produced by the victimization, such services are needed almost immediately after the incident has occurred. MRI findings indicate that 47 percent of the elderly victims surveyed had incomes of \$3,000 or less.¹⁵ Because of the fixed nature of most older persons' incomes, even small financial losses can restrict the purchase of essential daily needs. MRI findings also indicate that 40 percent of the elderly robbery victims surveyed suffered some sort of injury due to the victimization incident.¹⁶

The following objective has been established to provide needed services to the area's elderly victims of reported crime:

¹⁵ Ibid, p. 15

¹⁶ Ibid, p. 60

The local social service agency selected to implement the elderly victim's assistance activities will design, implement and maintain a community-based elderly victim assistance program that will, in instances of reported crime, provide financial and counseling services, referral to supportive services, and assistance in replacing formal documents, as necessary to facilitate essential daily activities and promote social interaction of elderly victims.

These two objectives address the various aspects necessary to provide elderly victim assistance services in the five county area.

PUBLIC EDUCATION

A comprehensive community education program that addresses ways to decrease the older person's potential for criminal investigation is basic to the Aid to Elderly Victims of Crime proposal. To address this need the following objective has been established:

The Mid-America Regional Council with the assistance of the designated contract agency will develop burglary and robbery crime prevention information materials and disseminate mechanisms that will inform: 1) the area's elderly of overall crime as it relates to them, 2) ways to reduce their potentials for being burglarized or robbed, 3) supportive social services and activities available, and 4) steps to take when involved in a burglary or robbery victimization.

To achieve this objective, program resources have been earmarked to carry out specific public education activities that will raise the awareness of the area's elderly regarding their vulnerability, provide both general and crime specific knowledge of ways an older person can decrease the potential for victimization and specific program activities available to assist in reducing the chances for victimization. The following program activities have been developed:

- Dissemination of Metropolitan Information on Elderly Victimizations
- Presentations to Community Groups
- "Crime and the Older Person" Presentation
- "Burglary and the Older Person" Presentation
- "Robbery and the Older Person" Presentation
- "Steps to Take When Victimized" Presentation

The development of these activities was based on an analysis of criminal victimizations of the elderly and specific demographic information on where

older persons tend to live. The crimes of residential burglary and robbery/purse snatch have been identified as the crimes in which older persons are most vulnerable. MRI findings indicate that the majority of the 1,831 elderly victims surveyed were victims of residential burglary and robbery (55.9 percent and 24.6 percent respectively). In addition, 13.9 percent of the respondents were larceny victims, including many non-violent purse snatches.¹ Of the total elderly victims surveyed by MRI, 46.8 percent lived alone, 64.9 percent had lived in their neighborhood over 10 years and 20.3 percent had some sort of physical mobility that restricted their activity.² The majority of the victims surveyed were retired, with 46.1 percent relying upon Social Security or public assistance as their only source of income.³ Because of the above vulnerability factors of older persons, it is essential that older persons become aware of situations which increase their levels of vulnerability, practical habits which will decrease their victimization potentials, and steps to take to decrease their chance of being victimized.

The program activity of Disseminating Information on Elderly Victimization will be implemented to direct the attention of older persons and the general community to the specific crimes in which older persons are most vulnerable and to provide general knowledge of crimes in which older persons are less likely to be involved. In addition, the activities are designed to decrease an older person's fear of being victimized in those parts of the area where specific-crime elderly victimizations are minimal.

The Presentations to Community Groups Program activity describes the mechanisms that will be used to present community education materials and activities developed to the community including methods for discussing elderly crime concerns and ways to address them. This program activity

will be carried out in conjunction with all existing area senior group activities and elderly social service programs within the five county area.

The "Crime and the Older Person" Program activity is designed to give a general overview of the effects of crime on the area's elderly, local efforts being performed to address elderly crime concerns and steps to take to decrease the potentials for elderly victimizations. The "Burglary and the Older Person" presentation will outline specific steps which can be taken to increase the residential security of the older person. The "Robbery and the Older Person" presentation will outline specific steps which can be taken to increase the personal security of the older person. The "Steps to Take When Victimized" presentation will outline the steps to take when confronted with a potential victimization and what to do if involved in an actual victimization.

It is felt that the above community education program activities will provide a means of relaying accurate information that will relieve elderly persons' fears of being victimized and also to provide information to decrease their potential for victimization where they are most vulnerable.

¹"Crimes Against Aging Americans--The Kansas City Study" Midwest Research Institute, Kansas City, Missouri, p 4.

² Ibid. p. 17.

³ Ibid.

DISSEMINATION OF METROPOLITAN INFORMATION ON

ELDERLY VICTIMIZATION

I. PROGRAM POLICY AND SPECIFICATIONS

Operational Definition

The purpose of the Dissemination of Metropolitan Information on Elderly Victimization is to make available through the media, and in printed form, crime specific information related to persons age 60 years or older who live within the five county area. Information contained in materials developed will be designed to create an awareness of crime specific victimizations in which elderly persons within the five county area are involved the most.

Boundary Conditions

Information on elderly victimizations will be provided for all parts of the five county area, but will specify the variance of elderly victimizations within the five county area.

Division of Function

This program activity will utilize information collected on elderly victimizations occurring within the five county area during 1975 to inform older persons residing in various parts of that area of specific types of crime committed and the frequency in which older persons have been involved. The purpose of this will be to 1) inform area older persons of the overall levels of crime within their geographical area; 2) decrease their perceived fears of being victimized of certain types of crimes which are proportionally low in their areas; and 3) increase their knowledge of

area elderly victimizations in order that they can respond to the existing types of criminal victimizations in which area older persons have been involved.

The project manager will utilize the data information collected by area law enforcement agencies and existing information on the area's elderly to prepare maps and charts illustrating the numerical proportions, locations of the area's elderly victimizations, by types of victimizations, their frequency, and how the elderly victimizations relate to victimizations for all ages within the five counties. Maps will show the five county breakdown of both elderly victimizations and victimizations against the total population. The maps will be used to compare the two victimization rates in order to illustrate special variations between areas and crimes in which elderly victimizations are proportionately higher.

In addition, charts and other prepared information will be used to point out each type of crime in which older persons are most likely to be involved in the various sub-areas within the five counties and what specific crimes older persons residing in a sub-area are least likely to be involved in. This information will be used in the presentation of public education materials in sub-areas and will be combined with specific materials outlining ways in which older persons can decrease their potentials for victimizations.

Selected information on metropolitan elderly victimizations will be forwarded to representatives of the media so they can become aware of crime specific elderly victimizations and can assist program staff in responding to them by publicizing specific ways older persons can decrease their victimization potentials.

Maps and charts will also be prepared for use by the public education coordinator so he can relay in his public education presentations specific information on the elderly population composition in specified communities within the five counties and frequency and type of elderly victimizations occurring within each community. The thirty-two sub-areas being utilized by the MARC Commission on Aging to plan aging programs or similar sub-areas will be used to select geographical analysis information boundaries for communities within the five counties.

The public education coordinator will concentrate his public education activities throughout the five county area in proportion to the needs that exist relative to elderly victimizations in each sub-area.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

It will be the responsibility of the project manager to decide how to utilize collected elderly specific and other crime information to alert older persons of the types of crimes which they are most likely and least likely to be involved in within the five county area and other general communities within the total area. It will also be his responsibility to decide how elderly victimization information should be presented to the media to alert the area's elderly and the general public of area elderly crime concerns and ways to respond to them.

It will be the responsibility of the public education coordinator to analyze elderly victimization information to disseminate public education materials in proportion to where elderly victimization is greatest.

Additionally, it will be his responsibility to decide how to incorporate the elderly victimization information provided into public education presentations.

Communications

Information on elderly victimization will be developed to relay available elderly crime information both to the elderly and the general public. The following five county information will be incorporated into the prepared materials:

- concentrations of elderly persons
- levels of crime against all age groups
- levels of crimes against older persons

For the crimes of residential burglary and robbery, elderly victimization rates will be mapped to show where concentrations of these victimizations have occurred within the five county area. This data information will also be relayed to the media representatives for dissemination to the public.

Similar information will be incorporated into prepared materials for selected sub-sections of the five county area. In addition, informational sheets listing demographic data on the area's elderly and elderly victimizations will be prepared for use by the public education coordinator. This information will be used in public education activities implementation in each selected area where community education needs exist.

IV. DEVELOPMENT OF INFORMATION SYSTEMS

Five county area maps will be prepared to document area-wide elderly population concentrations and victimizations for all age groups as well as victimizations against elderly persons and geographic distribution of the crimes in which older persons are most victimized. Similar maps will be prepared for sub-areas within the total area.

Information sheets will be prepared for sub-areas within the five county area and will contain the following information:

- total population
- number and percent of area's elderly
- elderly males and females within area
- marital status of elderly residents
- economic status of elderly residents
- housing status of elderly residents
- elderly burglary victimizations in 1975
- elderly robbery victimizations in 1975
- sex of elderly victims
- age of elderly victims
- marital status of elderly victims
- percent of elderly victimizations involving witnesses

The informational sheets developed will be used by the public education coordinator to assist in relaying public education materials to local groups in each selected sub-area interested in elderly crime concerns.

V. RESOURCE MANAGEMENT

Human Resource Allocation

The Dissemination of Metropolitan Information on Elderly Victimizations will be the primary responsibility of the project manager. Supportive assistance will be sought from MARC's drafting and long range planning department.

PUBLIC EDUCATION ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATION

Operational Definition

The purpose of the public education activities will be to develop and present to community representatives within the five county area, information on crime and the elderly by utilizing data on area elderly victimizations in the form of slide tape presentations and related materials to provide an overview of elderly crime problems and concerns; information on elderly residential burglary and robbery victimizations and ways to prevent such victimizations; as well as the steps that older persons should take in the event of criminal victimization.

Boundary Conditions

Public education materials will be prepared for use in presentations to community group meetings throughout the five county area. Emphasis is to be placed on using the public education materials for informing older persons residing in or near areas identified as having high proportions of elderly victimizations.

Division of Functions

Implementation of the program's public education activities will be performed in two phases: 1) development of materials and 2) presentation to groups. Development of materials will consist of the preparation of the following four slide tape sequences:

- Crime and the older person
- Burglary and the older person

- Robbery and the older person .
- Steps to take when victimized

and related educational display and printed materials.

The program manager, public education coordinator and staff made available through contract with a designated agency, will be responsible for the development of these materials. Public education materials will be prepared by reviewing the various local and national data information on elderly crime problems and concerns, ways of decreasing the elderly person's potential for victimization, programs available locally to respond to elderly crime concerns and steps that should be taken by a person when confronted in a potential or actual criminal victimization. Contract staff will incorporate relevant information into the four presentations and develop supportive displays and printed materials that can be used in combination with each correspondingly appropriate slide tape presentation. In addition, group discussion items will be outlined for use at each presentation as appropriate for crime needs and each group's areas of interest.

Once public education materials have been developed, they will be used for presentation to senior citizen and community groups within the five county area. The public education coordinator will be responsible for making the availability of the presentations generally known to the public. He will contact, by letter, area groups, housing projects and community and social service representatives and outline the public education materials available for presentation. The MARC Commission on Aging has compiled several lists of senior citizen groups and area representatives within the five county area. These lists will be used to identify groups to contact. In addition, the public education coordinator will notify the media that

public education materials and staff are available for presentation to local groups and develop appropriate media release materials.

The public education coordinator will be responsible for making all necessary arrangements with community groups prior to making the presentation(s). To make the necessary arrangements for the presentation, the public education coordinator will obtain the following information on each group:

- Dates of meetings
- Times of meetings
- Location of meetings
- Topics which the groups would like to discuss
- Size of group
- General formats of group meetings or outline of meeting activity
- Geographic area of group's membership or focus

This information will be used by the coordinator to assist discussions with each group representative of what type of presentation(s) would be appropriate to the group's concerns.

Presentations made to groups will incorporate information on elderly crime rates, local resources available to assist the group or its members with particular crime problems and concerns, and existing approaches which decrease the potentials for being involved in a victimization.

The coordinator will make the presentations to community groups utilizing the information obtained through the analysis of elderly victimization data and the four public education presentations and supportive materials developed:

- Crime and the older person
- Burglary and the older person
- Robbery and the older person
- Steps to take when victimized

Descriptive summaries will be prepared and included in correspondence sent to area senior citizen representatives and community leaders prior to the scheduling of meetings.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

To develop the four public education presentations and supportive materials, it will be necessary to review available information on elderly crime problems and concerns, the way to reduce the potentials for victimization, how the ways to reduce potentials can be implemented by groups and individuals, and what steps should be taken in the event of a criminal victimization. It will be the responsibility of the contract agency to assimilate this information. It will be the responsibility of the project manager and the contract staff to develop outlines for the four presentations stipulating the items to be covered in each presentation. They will also determine what types of displays and printed materials are necessary as supportive aids to each presentation.

The public education coordinator will assist the project manager and the contract staff in developing actual slide tape sequences and supportive materials.

The development of the presentations will require that decisions be made on what information should be included in the presentations; appropriate

formats for presenting the information and the types of anti-crime strategies that will be stressed to decrease the elderly person's potentials for victimization. The final materials and presentations will be presented to a special subcommittee set up under the Personal Security and Public Safety Committee. This subcommittee will be comprised of older persons, representatives of the criminal justice system and community groups. The subcommittee will submit their comments and suggestions for amending the presentations to the project manager and contract staff persons. The subcommittee's comments and suggestions will be incorporated into the presentations. All amending recommendations will be approved by the Personal Security and Public Safety Committee.

The public education coordinator will be responsible for determining area groups and individuals who will receive information on the presentations developed. His decisions will be moderated by a thorough review of elderly victimization data for the five county area to determine areas of high elderly victimization. In areas where elderly victimization is relatively low, area representatives will be contacted and presented with a summary of the "crime and the older person" presentation. Representatives in areas with high concentration of elderly robbery victimizations will be presented with a summary of the following presentations: 1) Crime and the older person; 2) Robbery and the older person; and 3) What to do when victimized, and encouraged to utilize the available materials for presentation to area senior citizen groups. Similar efforts will be carried out in areas of high elderly residential burglary victimization rates. Areas of high elderly victimization rates for both residential burglary and robbery will receive summaries of all four presentations.

In areas of high elderly victimization, the coordinator will be responsible for providing guidance to interested elderly and community groups on ways to carry out specific community crime prevention activities that can be implemented to decrease the potentials for victimization. In areas selected to implement the program's community crime prevention activities, the coordinator will carry out his presentations in cooperation with the activities being performed by the neighborhood coordinators.

The public education coordinator will be responsible for making all necessary pre-presentation arrangements, setting up, and conducting the presentations in cooperation with each local community group. It will be the responsibility of each local group to obtain a suitable location for the presentation(s). The project manager will be responsible for determining if local law enforcement agencies should be notified of a presentation that is scheduled and whether a representative of the agency should be invited to attend the presentation. This will be done if it is determined that the concerns raised by the local group directly affects the local law enforcement agency.

Delegation of Authority

The project manager will be responsible for approving the outline to be used in preparing the presentation and supportive materials. It will be the responsibility of the Personal Security and Public Safety Committee to approve the final presentations and materials that have been developed.

The community education coordinator will be responsible for determining which groups will be notified of community education presentation materials available. He will also be responsible for deciding which presentation will be outlined to community group representatives.

The coordinator will also be responsible for conducting public education presentations to groups and preparing a summary of each community education presentation outlining any specific elderly crime concerns raised during the presentation. The coordinator will report weekly to the project manager on public education activities and will also prepare monthly summaries of all public education community presentations and submit same to the project manager.

The project manager will be responsible for notifying law enforcement representatives of the area presentations being made to groups where appropriate.

Communications

To effectively perform public education information activities, public education presentations will outline the following information:

- crime specific elderly victimization information
- vulnerability of older persons to specific types of crime
- ways to avoid the incidents of crime
- existing programs which assist to decrease the potentials for victimization
- how to obtain further information

This information will be covered in the presentation and supportive materials that are developed as is appropriate to each topic.

In addition, local groups and individuals who have contact with the area's elderly will be notified by the public education coordinator, by letter, of the contents of presentation(s) designed to address their local elderly crime problems or concerns.

In conjunction with the public education presentation conducted by the coordinator, specific crime related concerns of the elderly or program approaches addressing such concerns, may be discussed during the presentation. It will be the responsibility of the public education coordinator to assist groups and individuals discuss their crime specific problems and concerns. He will provide the project manager with written information as it develops.

Operational Relationships

Once the public education materials are developed, it will be the responsibility of the public education coordinator for implementing the program's public education activities.

The public education coordinator will report to the Personal Security and Public Safety Committee at their monthly meetings on current public education activities. He will also be responsible for submitting a written monthly report to the project manager at the end of each month. In addition, he will be required to keep a record of all contacts which occur in regard to public education presentations and the preparation of each public education presentation made listing any specific issues or concerns raised during the meetings.

Development of Informational Systems

To assist in the implementation of public education activities, the public education coordinator will utilize several standardized forms for documenting day-to-day activities. All contacts received or made in conjunction with the public education presentations will be recorded on a Monthly Contacts Form. This form will provide a means of documenting all

public education requests. The specifics of each request for programs will be listed on a Request for Public Education Program Form. In addition the public education coordinator will request that all persons attending public education programs fill out a Participant Report Form. These forms will be used to list the concerns and comments of persons attending the programs. After each presentation, the public education coordinator will fill out a Public Education Meeting Summary outlining specific items discussed and distributed and the concerns or problems raised by the participants. At the end of each month, the coordinator will prepare a monthly summary of all public education activities conducted. Attached are forms which will be used to document the above informational items.

Resource Management

Human Resource Allocation

Development of the program's public education materials will be carried out by the staff of the contract agency designated to develop public education materials under the direction of the project manager and public education coordinator. The staff of the designated contractor will be responsible for securing the facilities and materials necessary to develop slide tape presentations and all supportive materials and displays.

Implementation of the actual public education presentations will be carried out by the public education coordinator. He will be responsible for notifying groups of public education presentation materials developed and for making necessary arrangements to make the presentations, as well as making the actual presentations.

Program Staff Relationships and Coordination

It will be the responsibility of the contract agency selected to develop the public education presentations and outline the contents of the presentations and materials with the project manager and public education coordinator. The project manager will be responsible for relaying information being used to develop the presentations to the subcommittee which the Personal Security and Public Safety Committee has assigned to review their development.

Equipment and Facilities Allocation

The following materials will be used to develop the public education presentation and related materials:

- slide tape presentation
- displays
- printed information
- descriptive summaries of presentation
- other prepared audio-visual materials

The above items will be incorporated into the contract entered into by MARC with the agency designated to develop the public education and training materials.

Equipment to be used in conducting public education/training:

2 slide projectors	\$500
2 tape recorders	500
1 video cassette recorder/viewer	<u>500</u>
	\$1,500

Program resources will be used to purchase this equipment.

Month _____ 19____

Recorded By _____

Program Components

-

REQUEST FOR PUBLIC EDUCATION PROGRAM

Completed by _____

A request to speak before _____

on _____ at _____ hours has been
received.

Requested by _____

Address _____

Telephone _____

Location of speech _____

Topics which group would like to discuss _____

Proposed number in attendance _____

General format to be used by group in meeting _____

Geographic area which group resides in _____

Comments: _____

PARTICIPANT REPORT
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

ADDRESS: _____

AGE: _____ Under 60 Years of Age
 _____ Over 60 Years of Age
 _____ Over 75 Years of Age

PHONE: _____

I would be interested in further information on:

_____ Information on Elderly
 crime in local area

_____ Elderly Victim Assistance

_____ Ways to decrease chances of
 being burglarized

_____ Ways to decrease chances of
 being robbed

_____ What to do when victimized

_____ Locks and other security
 measures for the home

_____ Other services for older
 persons

_____ Other _____

Comments On Today's Programs: _____

Use backside if necessary

PUBLIC EDUCATION MEETING SUMMARY

DATE _____

GROUP _____

LOCATION _____

NUMBER OF PERSONS PRESENT:

Agency Representatives _____
Others Over 60 _____
Others Under 60 _____
Total _____

PURPOSE OF THE MEETING:

SUBJECTS DISCUSSED:

OTHER SPEAKERS INVOLVED:

LIST OF MATERIALS DISTRIBUTED:

MAJOR CONCERNS RAISED AT MEETING:

KEY INDIVIDUALS/ELECTED OFFICIALS PRESENT:

FOUND OUT ABOUT PROGRAM THROUGH:

<u>Media (Specify)</u>	<u>Police Officer (Specify)</u>
<u>AEVC Staff Person</u>	<u>Community Agency (Specify)</u>
<u>Printed Information</u>	<u>Other (Specify)</u>

ADDITIONAL REMARKS:

SUBMITTED BY: _____

DATE: _____

MONTHLY SERVICES REPORT
PUBLIC EDUCATION EFFORTS
AID TO ELDERLY VICTIMS OF CRIME

NUMBER OF MEETINGS DURING THE MONTH:

Senior Citizens Groups _____
Community Groups _____
Other _____

TOTAL _____

NUMBER OF PERSONS INVOLVED:

60 and Over _____
Under 60 _____

TOTAL _____

SUBJECTS DISCUSSED:

Older Person and Crime _____
Burglary and the Older Person _____
Robbery and the Older Person _____
Physical Security in the Home _____
Steps to Take When Victimized _____
Other _____

SPECIAL CONCERNS RAISED AT MEETINGS:

REMARKS:

COMMUNITY CRIME PREVENTION

In selected portions of the five county area where elderly victimization rates are proportionately high, more indepth program activities are needed to address elderly crime concerns and to decrease the victimization potentials of the elderly living in such areas. The following community crime prevention program objective has been developed to address areas where elderly victimization is high:

The Mid-America Regional Council will develop and assist in implementation and maintenance of community-based burglary and robbery crime prevention program activities that will 1) reduce the elderly person's fears of residential burglary and robbery victimization and vulnerability and 2) provide crime specific program activities to positively impact elderly residential burglary and robbery specific problems and concerns.

To achieve this objective in areas of high elderly victimization, the following crime prevention program activities will be implemented:

- Dissemination of local information on elderly victimization
- Operation Identification
- Home Security Inspections
- Residential Security Training Sessions
- Target Hardening Program
- Personal Security Workshops
- Community Block Watch Efforts

It is felt that the above specific program activities will provide a means to increase the risks which an offender must take in carrying out a criminal offense. The fact that the offender has the initiative is an important point to consider when discussing a criminal act. The offender incurs risks

CONTINUED

1 OF 5

once he takes the initiative to commit a criminal offense. The more barriers that confront the offender in completing a criminal act, the greater the risks the offender must take. For example, the offender who can enter a home through an entrance that is concealed from general view by shrubs, or inadequate lighting, takes less of a risk of being detected as when he must get into a house that has entries with secure locks and that are well lit and easily viewed by neighbors. An offender is more likely to victimize an older person walking alone on the street than he is a group of persons walking together.

The program activities listed above were selected after completing a review of available information on elderly victimizations conducted by MRI. Their findings indicate that 64.4% of the robbery victims surveyed were alone when robbed and that 40% of the robberies occurred at night.¹ Preventive efforts could be initiated wherein elderly persons walk in groups of two or more and during the day as much as possible. An analysis of elderly burglary victims indicate that 71.7% of all burglaries were made through the front or rear door with 21.8% of all burglaries made by non-forcible entry.² By increasing the security at the front and rear doors, the elderly resident could decrease the opportunity that the offender has for accomplishing the crime.

The Operation Identification Program activity is designed to aid in the prosecution of offenders and increase the recovery and return of stolen property. To be effective, a large number of property owners must have their property marked. Specific areas that have high proportions of elderly burglary victimizations will be selected in which to implement Operation Identification activities. Neighborhood coordinators and area

¹ "Crimes Against Aging Americans - The Kansas City Study," Midwest Research Institute, Kansas City, Missouri, pp. 64, 75

² Ibid, p. 45

volunteers will be trained in the proper use of marking instruments and how to mark property with the owner's social security number.

The Home Security Survey Program activity will be promoted in selected areas where elderly residential burglary victimizations are high. Neighborhood coordinators and trained volunteers will be responsible for conducting security surveys in homes where elderly persons reside. By complying with security survey recommendations, elderly persons will assist in reducing the opportunities to commit residential burglary and to provide elderly residents with specific ways in which they can increase the security of their residences.

The Residential Security Training Sessions Program activity will be used to instruct elderly residents and volunteers on ways to increase the security of homes where elderly persons reside. Neighborhood coordinators will recruit area specific elderly residents and volunteers to participate in the training sessions and will encourage community groups to assist in improving the security of older persons' residences. Participants in the sessions will be taught how to make their homes more secure by instructing them in the step-by-step methods used to improve the security of homes.

The Target Hardening Program activity will be implemented in an identified area within the five county metropolitan area that has a large proportion of elderly residential burglary victimizations. Program resources will be used to assist older persons residing in the target area to make necessary adjustments to improve the security of their residences. This activity will provide the elderly with resources and knowledge to improve their residential security where resources and appropriate knowledge is not available.

The Personal Security Workshop Program activity will be implemented to develop habits for older persons residing in areas identified as having high proportions of elderly robbery and burglary victimizations, to increase their personal security. Neighborhood coordinators will recruit elderly persons and groups within selected areas to participate in the Personal Security Training Sessions. The sessions will also provide older persons with an opportunity to discuss crime concerns and fears in order to provide ways to address such concerns.

The Block Watcher Program activity will be implemented in selected residential burglary and robbery crime problem areas. Through their program activity, elderly residents will be trained to observe, recognize, and to report activities which are suspected of being actual or potential residential burglary or robbery victimizations. Neighborhood coordinators will contact, train, and organize the area's elderly groups and community leaders to participate in the Block Watch Program activities, and will be responsible for coordinating all implementation activities.

It is felt that the above program activities will provide realistic program approaches to decrease victimization potentials of elderly persons residing in areas that have high incidences of elderly burglary and robbery victimization.

DISSEMINATION OF LOCAL INFORMATION ON ELDERLY VICTIMIZATION

I. PROGRAM POLICY AND SPECIFICATION

Operational Definition

This program activity will provide program staff, volunteers and community representatives and leaders residing within areas identified as having high proportions of elderly robbery and residential burglary victimizations with periodic crime specific data that shows crime specific information on those areas as related to elderly criminal victimizations and victimizations against all age groups to determine what crime prevention activities should be implemented.

Boundary Conditions

This program activity will be implemented within selected areas of the five county area that have been identified as having high proportions of elderly residential burglary and robbery victimizations.

Division of Function

To determine how community crime prevention program activities should address elderly crime concerns in the selected areas, periodic reports will be requested from local law enforcement agencies on the frequency of each area's elderly victimizations. This information will be requested from each local law enforcement agency having jurisdiction over each area selected. The data will be used to determine what community crime prevention activities should be used to respond to the area's crime specific elderly victimizations.

The project manager will contact the respective law enforcement agencies having jurisdiction over the selected areas and develop the mechanisms necessary to collect crime information on elderly victimization and victimizations against persons of all ages occurring within the selected area. The following information will be requested on total victimizations occurring in each selected area:

- types of crime
- day of week
- time of day

The following information will be collected on elderly victimizations occurring within the selected areas or against area residents age 60 or older:

- types of crime
- day of week
- time of day
- age of victim
- sex of victim
- race of victim
- victim injury
- victim losses and value
 - money
 - property
 - other
- robbery information
 - means of attack

- burglary information
 - type of residence
 - point of entry
 - type of door
 - type of lock
 - window
 - screen

The above information will be forwarded to the project manager on a weekly basis to be analyzed and prepared for presentation and review by the Personal Security and Public Safety Committee. Appropriate materials developed from this information will be disseminated to the respective neighborhood coordinators on a regular basis, to assist them in implementing community crime prevention activities. Descriptive flyers will also be prepared by the project manager outlining each selected area's elderly victimization information. The flyers will be disseminated by the neighborhood coordinators to area volunteers and senior citizen groups' representatives and community leaders for their information.

This information will be used by neighborhood coordinators to determine what type of community crime prevention activities should be implemented in each designated area to decrease the victimization potentials of that area's elderly. It will also help to determine if law enforcement personnel and local community groups should increase their emphasis on elderly victimization as it relates to the area's total victimization level. The project manager will report monthly to the Personal Security and Public Safety Committee on how the information is being utilized to implement community crime prevention activities and what possible successes have been achieved.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

Elderly victimization information received from local law enforcement agencies will provide specific data on general and age specific types of crimes which take place within the selected areas. It will be the responsibility of the project manager to compile and analyze local victimization information received from respective law enforcement agencies and decide what community crime prevention activities should be implemented to respond to area elderly needs in conjunction with the neighborhood coordinator. He will also be responsible for an on-going review of data information to determine if any adjustments need to be considered in the area's community crime prevention activities. Proposed adjustments in community crime prevention activities will be submitted to the Personal Security and Public Safety Committee for their review. It will be this committee's responsibility to approve any proposed adjustments in program activities and decide how and when adjustments should be made.

Communications

Once areas having high proportions of elderly victimization are selected for implementation of the community crime prevention activities, the project manager will contact the respective law enforcement officials having jurisdiction over the selected areas to make all arrangements necessary to receive, on a weekly basis, information on area victimizations. The following information will be requested for all victimizations occurring in the selected areas:

- type of crime
- day of week
- time of day

In addition, information will be gathered on victimizations of area persons age 60 years or older:

- type of crime
- day of week
- time of day
- age of victim
- sex of victim
- race of victim
- marital status of victim
- if victim was taken to medical facility
- number of witnesses
- victim losses and value
 - money
 - property
 - other
- robbery victimization
 - means of attack
 - whether victim cooperated
- burglary victimization
 - type of residence
 - point of entry
 - type of door
 - type of lock
 - window
 - screen

The above information collected on area elderly victimizations will be forwarded to the project manager. He will be responsible for insuring that the information is compiled and analyzed for each area. The project manager will review the area information with the area's neighborhood coordinator(s) to determine what types of program activities should be implemented within the area, and whether any activities should be adjusted to better address changes in area elderly victimization patterns. The program manager will submit plans for proposed program activities and proposed plans to amend program activities being implemented in the selected areas to the Personal Security and Public Safety Committee for their review and approval.

The project manager will utilize area crime-specific elderly victimization information and general crime information for the selected areas in order to prepare flyers to be disseminated to area volunteers and representatives. The prepared information will highlight facts on elderly crime concerns. The flyers will be distributed by neighborhood coordinators in their respective areas of responsibility. Elderly victimization information will also be incorporated into publicity materials for the area's community crime prevention activities.

IV. DEVELOPMENT OF INFORMATIONAL SYSTEMS

To collect information on elderly victimizations occurring to older persons residing in the selected areas, the attached form will be utilized by local law enforcement agencies. Information from these forms will be compiled and analyzed by the project manager or persons he designates.

V. RESOURCE MANAGEMENT

Human Resources Allocation

The implementation of this program activity will be the primary responsibility of the project manager. Neighborhood coordinators will distribute the informational flyers developed to representatives within selected areas. Collection of information on individual elderly victimizations will be performed by area law enforcement personnel. Program resources, as necessary and possible within budget limitations, will be used to reimburse law enforcement agencies to cover costs of data collection activities.

Tract _____ Block _____

VICTIM REPORT

Date of Crime _____

Time _____

Age _____

Type of crime _____

Sex _____

Robbery

Race _____

- Means of Attack _____

Marital Status _____

- Victim Cooperated _____

Was Victim Taken to
Medical Facility _____

Burglary

Number of Witnesses _____

- Type of Residence _____

Victim Losses and Value

- Point of Entry _____

- Money _____

- Type of Door _____

- Property _____

- Type of Lock _____

- Pocketbook,
Wallet, Purse _____

- Window _____

- Other _____

- Screens _____

OPERATION IDENTIFICATION ACTIVITY

I. PROGRAM POLICY AND SPECIFICATION

Operational Definition

The Operation Identification Activity will be an area specific activity designed to utilize the program's neighborhood coordinators and trained volunteers to engrave the elderly person's social security number on property which is commonly taken in residential burglaries.

Boundary Conditions

The Operation Identification Activity will be implemented in areas identified within the five county area that have a high proportion of elderly residential burglary victimizations. Elderly residents within the target areas will be contacted by trained and supervised volunteers to mark the property.

Division of Function

To inform residents of this activity, a flyer will be mailed to each elderly person's residence within the selected target areas. Neighborhood coordinators will be responsible for mailing flyers to elderly citizens within each designated area. The program manager will be responsible for insuring that the flyers contain information which is appropriate to the particular area. Attachment #1 is an example of the format and information contained. Neighborhood coordinators will be responsible for contacting local community agencies, churches, and community leaders to determine where the area's elderly persons reside.

Prior to the time when actual property marking will take place, the project manager will instruct volunteers on how to use the engraver and what to say when contacting the area's elderly residents. After training, each neighborhood coordinator will be responsible for supervising the activities of the volunteers. Neighborhood coordinators will insure that every attempt is made to contact all area residents within the identified area(s). Should a resident not be home, a flyer indicating that the coordinator or volunteer attempted to perform the Operation Identification Activity at his residence will be left at the door in a place not visible to the public, such as under the front door (Attachment #3).

On meeting the citizen, the volunteer will explain that the Operation Identification Activity is being implemented in the area and consists of marking the owner's property items with his social security number followed by the letters KCMO so the property can be identified by the police if recovered. The volunteer will inform area residents contacted, that a problem with residence burglary exists in their neighborhood. They will explain that the Operation Identification volunteers are contacting every elderly resident in the neighborhood to facilitate the marking of items which are most likely to be taken in the event of a burglary. The volunteer will wait as the citizen marks his property with his social security number followed by the letters KCMO. If the citizen requests, the volunteer will mark the property for him. After the property items are marked, the resident's name and social security number will be recorded on the volunteer's list of elderly addresses he has been assigned. Operation Identification decals will be given to the resident for placement on his front and rear doors. The resident's name and social security number will

be turned into the local police department and/or filed at the MARC office for identification purposes in the event that a burglary victimization occurs to the resident.

Administrative Functions

Procedures

The Operation Identification activity will be implemented in areas designated as having high proportions of elderly residential burglary victimizations. Implementation activities will be performed in the following manner:

Designation of Areas - The project manager will review available data on elderly burglary victimization figures to determine areas of high elderly residential burglary victimizations and make area selection recommendations to the Personal Security and Public Safety Committee for their approval. Areas selected for the activity will be assigned a neighborhood coordinator to coordinate the area activities.

Recruitment of Volunteers - The neighborhood coordinator will contact area senior citizen groups, neighborhood agencies, churches and community leaders to recruit volunteers to conduct the Operation Identification Activities. The project manager will assist the coordinator in recruiting volunteers outside the target areas as becomes necessary.

Contact with Elderly Residents - The neighborhood coordinator will distribute flyers to elderly residents living in the areas. Where necessary, he will personally explain the operation activities for the elderly residents.

Training of Volunteers - The program manager will conduct the training of volunteers involved in the Operation Identification activities. Neighborhood coordinators will be responsible for notifying the volunteers of the training sessions. When possible the project manager will involve local law enforcement officials in the training sessions.

Operation Identification Activities - The neighborhood coordinators will be responsible for coordinating all volunteer activities involved in the engraving of elderly resident's property.

Documentation of Participating Elderly Persons - The neighborhood coordinators will keep records on the elderly persons who have participated in Operation Identification Activities.

Guidelines for Operation Identification Activities

Program staff and volunteers will utilize the guidelines established by the Kansas City Police Department for the implementation of Operation Identification activities.

1. Mark near the serial number or in an obvious place where recovering officers can readily observe the marking.
2. The owner should make a record of his property showing the serial numbers and descriptions of each item. The list should be retained by the owner so he will have an inventory of the listed items and provide serial numbers to the police in the event of victimization.
3. The volunteer will complete a registration card (see attached form) and return it to the neighborhood coordinator supervising him.

4. When the property has been marked, recorded and registered, decals indicating that property has been marked will be placed by the volunteers near the front and rear doors. Visibility of the decal is most important as a deterrent to a would-be burglar.

Law

The Social Security Administration will not reveal the names of persons who have specific social security numbers. This obstacle has been overcome by the addition of KCMO as an identifier. The letters "KCMO" marked on property will help law enforcement officers who check property know that the property was taken from residents in the Kansas City five county area.

The policy of letting the resident mark his own property while the volunteer stands by will relieve the volunteer and the program staff of any liability for any damage to property.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

Decisions to be made in the Operation Identification Activity involve where to implement the activity, how large an area to include, when to implement, and how many volunteers will be necessary to accomplish the operation. The designation of geographic areas will be accomplished by the project manager by reviewing data on elderly burglary victimizations and through consultation with local law enforcement representatives. Once target areas have been identified, target area recommendations will be presented to the Personal Security and Public Safety Committee for their review and approval.

Delegation of Authority

The MARC Commission on Aging will have authority to insure appropriate program implementation. The Personal Security and Public Safety Committee will report monthly on the activities of the Aid to Elderly Victims of Crime Operation Identification Activity and will make recommendations to the commission on any adjustments to be made in the program. Monthly presentations will be made by the program manager on the activities of the program. He will also report any problems or adjustments that develop for their review and consideration in implementing the Operation Identification Activities.

The project manager will be responsible for coordinating all Operation Identification activities, direct the activities of the neighborhood coordinators in areas selected, and for training volunteers involved in the program activity. He will also be responsible for relaying information on elderly persons participating in Operation Identification Activities to the appropriate law enforcement agency.

Neighborhood coordinators will be responsible for notifying elderly residents in the area of the Operation Identification Activity and for recruiting volunteers to conduct the program's activities. Volunteers will be responsible for correctly marking elderly residents' property when requested.

Communication

The following information is necessary to implement this program activity:

- information on elderly burglary victimizations
- locations of residences where elderly persons reside
- methods of engraving personal possessions
- purpose of Operation Identification and ways it can reduce burglary attempts and effects
- information on the elderly residents who participate in Operation Identification.

Information on elderly burglary victimizations will be obtained from local law enforcement agencies. Information on where elderly persons reside will be obtained from block statistics information of the U.S. Census. Information on Operation Identification will be obtained from existing materials prepared by law enforcement agencies. Information on elderly residents participating in Operation Identification will be obtained by neighborhood coordinators by having the participant fill out the New Participant, Intake Form for Operation Identification.

Operational Relationships

The Operation Identification Activity will be implemented in target areas that are identified as having high proportions of elderly residential burglary victimizations, and will be performed in conjunction with the program's Community Education Activities and the following Community Crime Prevention Activities as well as local law enforcement and community efforts:

- Dissemination of local information on elderly victimization activity
- Home Security Inspection Activity
- Residential Security Training Sessions Activities

In areas where high concentrations of elderly robbery victimizations are identified, the Personal Security Workshop Program activities and Community Block Watch Program activities will also be performed with this program activity.

IV. DEVELOPMENT OF INFORMATION SYSTEMS

Neighborhood coordinators will keep records (see attached forms) of all volunteer activities and elderly persons participating in Operation Identification Activities. Monthly reports will be submitted to the project manager outlining the area's Operation Identification Activities.

The project manager will relay information on the elderly persons participating in the program's Operation Identification activities to the appropriate law enforcement agencies.

V. RESOURCE MANAGEMENT

Human Resources Allocation

Activity implementation will require the identification of specific problem areas that can be marked within a reasonable amount of time, notification of area citizens in advance of marking efforts, recruitment of area volunteers, and insuring the availability of neighborhood coordinators to serve as supervisors.

Neighborhood coordinators will conduct area Community Crime Prevention Activities. Twenty percent of each coordinator's time will be allocated to coordinate Operation Identification Activities. Volunteers will be recruited to perform the actual marking activities. A portion of the project manager's time will also be allocated to coordinating the Operation Identification Activities.

Equipment and Materials Allocation

Necessary equipment for the Operation Identification Activities will include:

- 40 electric engravers @ \$10.00 \$400.00
- adequate supply of Operation Identification decals 50.00
- adequate supply of forms and related supplies
- volunteer expenses

VI. PROGRAM CONFLICTS

At the present, there is an on-going program throughout Kansas City and Independence involving the Operation Identification Program. The concentrated program suggested here is not intended to replace the current operation or to change it but only to supplement its activities by aiming it at specific areas of elderly residential burglary victimization concentrations.

Attachment #1

Dear Kansas Citian:

There have been _____ number of residence burglaries this past month (or week) within the area bordered by _____ and _____ streets and _____ and _____ streets which includes your home.

The Operation Identification Program under the direction of the MARC Commission on Aging, employs volunteers under its Aid to Elderly Victims of Crime Program who will offer to put identifying marks on the items which you would most likely lose if you were a burglary victim. The volunteer will stand by as you mark the items he suggests to you and instruct you in the best way to mark them using an electric pencil which the volunteer will have.

By having identifying marks placed on your property you increase the chances of recovering it should a burglary occur. By placing the Operation Identification decal near the front and rear doors of your residence you will decrease your chances of being a burglary victim because you have decreased the saleability of your property. To avoid damaging your property, mark it on or near the identification plate.

On _____ (date) _____, a volunteer will call at your home and offer this service to you free of charge. It is believed that Operation Identification, in addition to other crime prevention programs, will cause a decrease in the number of residence burglaries in your area. This program is needed by your neighborhood because you and your neighbors are the targets of increasing numbers of residential burglaries.

Sincerely,

Mamie F. Hughes, Chairperson
MARC Commission on Aging

While you were out the staff of the Aid to Elderly Victims of Crime Program in cooperation with a group of volunteers went throughout your neighborhood assisting residents in marking their property so they can identify it if it is stolen. If you would like this service call

phone number of
neighborhood coordinator
and ask about Operation Identification.

OPERATION IDENTIFICATION CARD
(Please Print or Typewrite)

NOTE: To be filled out by person whose social security number is
engraved on property.

NAME _____ D.O.B. _____
Last First Initial

RACE: Caucasian ☐ Negro ☐ Mexican ☐ Other ☐ Specify _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE: HOME _____ BUSINESS _____

NUMBER ENGRAVED _____

[SOCIAL SECURITY NUMBER RECOMMENDED]

DATE OF MARKING _____

INTAKE INFORMATION FOR PARTICIPATION
IN OPERATION IDENTIFICATION

PART B

DATE CONTACTED _____

EXPRESSED INTEREST IN
OPERATION IDENTIFICATION _____

REFERRED TO _____ FOR USE
OF ENGRAVER

DATE BORROWED _____

DATE RETURNED _____

ASSISTANCE WITH ENGRAVING REQUIRED _____

ASSISTANCE WITH ENGRAVING PROVIDED _____

Specify _____

REMARKS: _____

SUBMITTED BY _____

DATE _____

NEW PARTICIPANT APPLICATION

Part A

(To Be Filled Out Immediately)

Date _____ Participation No. _____
 Name _____ Sex _____ Age _____
 Address _____ Date of Birth _____ / _____ / _____
 City _____ Month _____ Day _____ Year _____
 Phone _____
 Race (Check One) Non-Minority _____ Negro _____ Spanish _____ Other _____

What is your present living arrangement? _____

Do you live alone? _____

How long have you lived at your present location? _____

REFERRAL How did you find out about this program?

Friend _____	Police Officer _____
Family _____	TV/Radio _____
Flyer _____	Project Worker _____
City Newspaper _____	Referred by Community Agency _____
Local Newspaper _____	(Specify) _____
Speaker at Meeting _____	Other (Specify) _____

AVAILABLE RESOURCES

Many programs are available for senior citizens. Do you participate in any of the following? (Check all that may apply)

Home Services _____	Target Hardening _____
Information and _____	Security Inspections _____
Referral Services _____	Operation Identifi- _____
Elderly Victim _____	cation _____
Assistance _____	Legal Assistance _____
Printed Material on _____	Federal Crime _____
Crime Prevention _____	Insurance _____
	Other _____

Would you like more information about any of these programs? _____
 If "YES", which ones? _____

Comments: _____

Interviewer's Comments: _____

Completed by _____
 Date _____

OPERATION IDENTIFICATION INSTRUCTIONS

I. USE THE ENGRAVING TOOL TO IDENTIFY ALL VALUABLE ITEMS IN YOUR HOME.

A. Survey each room thoroughly and make a list of the items you wish to engrave.
A burglar will usually look for the items listed below:

- | | | |
|--------------------------------------|--|--|
| <input type="checkbox"/> Cashbox | <input type="checkbox"/> Radios | <input type="checkbox"/> Portable Appliances |
| <input type="checkbox"/> Jewelry | <input type="checkbox"/> Clocks | <input type="checkbox"/> Shotguns, Rifles, Pistols |
| <input type="checkbox"/> Silverware | <input type="checkbox"/> Tape Recorders | <input type="checkbox"/> Sporting Goods |
| <input type="checkbox"/> Camera and | <input type="checkbox"/> Typewriters | <input type="checkbox"/> Coin/Stamp Collection |
| Photo Equipment | <input type="checkbox"/> Adding Machines | <input type="checkbox"/> Valuable Artwork |
| <input type="checkbox"/> Portable TV | <input type="checkbox"/> Power Tools | <input type="checkbox"/> Luggage |
| <input type="checkbox"/> Hi-Fi | <input type="checkbox"/> Musical Instruments | <input type="checkbox"/> Binoculars |

B. Engrave the Social Security number of head of household, followed by the letters KCMO, on each item, as shown below:

XXX-XX-XXXX KCMO
Social Security Number City Designation

C. Place the identifying marks in an accessible, permanent location on each item, preferably near the manufacturer's serial number. Do not engrave on easily removable parts such as plates, louvers, doors, lids, etc. The engraving tool will work on any solid material except hardened steel; use care, however, when engraving on glass, plastic, or other delicate materials.

D. After engraving each item, list it on the Valuable Property Record on the back of this form, along with the recommended identifying information.

II. WHAT TO DO ABOUT VALUABLE ITEMS YOU CANNOT ENGRAVE.

- A. Small valuables such as rings, pins, and miniature pendants can be engraved by your local jeweler.
- B. Furs or other valuable articles can be identified with an indelible marker on the inner lining or on the inner skins of the furs.
- C. Antiques, heirlooms, rare china, glassware, artwork (paintings, sculpture, etc.), rare coins, precious stones and gems, and pearl jewelry should be photographed and complete identifying information written in ink on the back of the developed print.
- D. When you purchase a new item, ask the dealer to engrave it for you or photograph it.
- E. Be sure to include all items marked for identification on your Valuable Property Record.

III. RETURN THE ENGRAVING TOOL TO THE LENDING ORGANIZATION.

- A. When you return the tool you will receive a set of Operation Identification Decals to place on your door or window to help protect your home from burglars.
USE THE DECALS -- THEY KEEP MANY BURGLARS AWAY!
- B. Please return the tool by the date indicated, so that other citizens can join Operation Identification.

IV. KEEP YOUR VALUABLE PROPERTY RECORD IN A SAFE PLACE.

If possible, keep a copy of the record and photographs in a secure place outside your home -- like in a safety deposit box.

V. NOTIFY THE POLICE IMMEDIATELY IF A THEFT OCCURS.

Call the police immediately. They will assign an officer to investigate the theft. Your Valuable Property Record will help the police recover your property, and can be used to substantiate your theft insurance claim.

VOLUNTEER APPLICATION FORM
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

ADDRESS: _____

AGE: _____ PHONE: _____

WOULD YOU BE WILLING TO:

_____ Do Security Inspections	_____ Assist in Community Crime
_____ Install Locks and Other	_____ Prevention Programs
_____ Security Devices in Older	_____ Assist in Providing Support
_____ Persons Home	_____ Services to Elderly Victim.
_____ Assist in Program	_____ Assist in Public Education
_____ Evaluation	_____ Efforts (Man Booth in Public
_____ Assist in Operation	_____ Places)
_____ Identification	_____ Other (Specify) _____

WHAT DAY CAN YOU WORK (Check All That Applies)

	IF YES, WHAT HOURS		IF YES, WHAT HOURS
Monday _____	_____	Thursday _____	_____
Tuesday _____	_____	Friday _____	_____
Wednesday _____	_____	Weekend _____	_____

SPECIAL SKILLS OR HOBBIES (Explain: Mechanical Skills, Public Speaking Ability, Experience in Working With People, Etc.) _____

PHYSICAL/HEALTH LIMITATIONS: _____

WOULD YOU PARTICIPATE IN TRAINING AND/OR ORIENTATION PROGRAMS? _____

If so, what time would be convenient:

Weekday _____

Daytime _____
Evening _____

Weekend _____

Daytime _____

OTHER COMMENTS: _____

SIGNATURE: _____

DATE: _____

VOLUNTEER RECORD SHEET
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

A. JOB TITLE: _____

Volunteer Activity _____

Estimated Hourly Value of
Contributed Activity: _____

Address: _____

Phone: _____

Age: _____

Signature of Contributor _____

Date _____

_____ Date of Request

B. ASSIGNMENT REQUEST

TASK: _____

SUGGESTED DATE TO COMPLETE TASK: _____

CONTACT PERSON: _____

ADDRESS: _____

Phone: _____

COMMENTS: _____

Requested by: _____

C. ASSIGNMENT REPORT

DATE COMPLETED: _____

TIME PERIOD USED TO COMPLETE TASK _____ HOURS.

COMMENTS: _____

Signature of Volunteer

Date

D: VOLUNTEER CONTRIBUTION

VALUATION OF COMPLETED TASK: _____ HOURS X
\$ _____ PER HOUR = _____

REMARKS: _____

Completed by _____ Date _____

VOLUNTEER RECORD SHEET
AID TO ELDERLY VICTIMS OF CRIME

[illegible]

SUBMITTED BY: _____
DATE: _____

HOME SECURITY INSPECTION ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATION

Operational Definition

The Home Security Inspection activities are designed to decrease the chance of potential victimization of elderly residents and recent elderly burglary victims by providing residential security information via premise surveys performed by neighborhood coordinators and trained volunteers.

Boundary Conditions

The Home Security Inspection activities will be implemented in areas identified within the five county area that have high proportions of elderly burglary victimizations. Area older persons who request inspection of their homes will participate in the program activities. Neighborhood coordinators will personally contact elderly burglary victims residing in the selected areas to inform them of the program's activities and to encourage them to have their homes inspected.

Division of Function

Once areas, that have high incidences of residential burglary, have been identified, neighborhood coordinators will be located and hired to implement this program's activities in each of the selected areas. It will be the responsibility of the neighborhood coordinator to contact area senior citizen group representatives and community leaders to provide them with information on the Home Security Inspection activities and request their assistance in recruiting volunteers to be trained and carry out inspections of homes where elderly persons reside within the area.

The project manager will be responsible for coordinating the training of volunteers who will conduct the inspections. It will be the responsibility of contract staff from the designated agency to prepare materials for use in the training of volunteers and program staff.

Older persons interested in participating by having their residences inspected will contact the neighborhood coordinator in their particular area. The coordinator will obtain all necessary identifying information from the elderly resident and make the necessary scheduling arrangements to conduct the security inspection. Coordinators will keep records on trained persons who are willing to perform the inspections. The coordinator or volunteer assigned to perform the inspection will notify the elderly resident when the inspection is scheduled. The person completing the inspection survey will record specific recommendations made to the resident on ways to improve his residential security and will submit their comments to the neighborhood coordinator on the resident's ability to have the recommended improvements made.

The coordinators will submit a report on the number of surveys completed during the month to the project manager at the end of each month.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

The decision to implement the program in each selected area will be made by the Personal Security and Public Safety Committee after reviewing information on elderly burglary victimizations and elderly socio-economic composition of the five county area. The project manager will assess the status of the program activities by requiring a month-by-month report from

each neighborhood coordinator showing how many security surveys have been performed in each area. The project manager will be responsible for compiling the reports received and presenting monthly summaries to the Personal Security and Public Safety Committee.

Neighborhood coordinators will be responsible for recruiting volunteers to perform the survey activities and making all necessary arrangements with the public education coordinator to conduct volunteer training sessions. The coordinators will also have to determine if individual surveys can be made within an area selected, based on available trained manpower. They will also assign specific addresses to specific volunteers. The coordinator will insure that all surveys are performed within fifteen days after the elderly resident has requested the survey. If this is not feasible, the coordinator will notify the elderly resident within seven days of the request to set up an alternate time to perform the survey.

Neighborhood coordinators will be responsible for informing elderly residential burglary victims of the availability of the service. Volunteers and staff will be responsible for submitting a copy of the recommendations they make to improve the residence security and their comments on the resident's ability to financially and physically perform same to the neighborhood coordinator. The neighborhood coordinator will arrange for a volunteer to follow-up, one month after the survey, with the resident to determine if the improvements were made and what barriers exist preventing the resident from making the recommended improvements. Neighborhood coordinators will be responsible for submitting monthly follow-up reports to the project manager that outline the recommendations made, recommendations performed and, by survey address, problems that prevent the recommendations from being accomplished.

Delegation of Authority

The Personal Security and Public Safety Committee will have the authority to select areas in which the program activities will be implemented.

Neighborhood coordinators will have the authority of notifying area representatives and group leaders of the availability of the services and to recruit volunteers to perform the survey activities. They will also have the authority of keeping records of requests for security surveys and results and completed surveys and records of volunteer activities and any follow-up reports that are made. They will submit monthly summaries of activities to the project manager.

The public education coordinator will have the authority of setting up and coordinating the training of volunteers and staff who will perform the security surveys. He will also be responsible for preparing monthly summaries of activities and submitting them to the Personal Security and Public Safety Committee.

The trained volunteers will have the authority of making specific recommendations to elderly residents on ways to increase residential security and recording the recommendations made to individual residents.

Communications

It is important that the request for home security inspections reach the neighborhood coordinator and that necessary arrangements be made to make the inspection. The steps in carrying this out are as follows:

When a citizen wishes to have a home security inspection, he will notify the neighborhood coordinator from the

designated area. The coordinator will record the caller's name, address and other pertinent information. The coordinator will then assign a trained volunteer to perform the survey. Volunteers or the coordinator performing the survey will contact the elderly resident and schedule arrangements to perform the survey.

After the survey is completed, the volunteer will submit a copy of his recommendation for the residence and prepare a summary of the survey results. The volunteers will inform the elderly resident of the Residential Security Training Sessions available to assist persons in improving the security of elderly occupied residents. The person completing the survey will submit this information to the appropriate neighborhood coordinator. Coordinators will keep records of all completed surveys and will prepare monthly summaries of their area's survey activities for the project manager.

The project manager will prepare a monthly summary of the Home Security Inspection activities and submit same to the Personal Security and Public Safety Committee at their monthly meeting.

Operational Relationships

Home security inspections will be implemented in selected areas in conjunction with the other community crime prevention activities being conducted including the Residential Security Training Sessions. Persons completing the surveys will inform the elderly resident of the additional community

crime prevention efforts being implemented in the area to assist him in decreasing potentials for victimization.

Development of Information Systems

Information systems necessary for implementing Home Security Inspections will involve: 1) the collection of elderly burglary information for the five county area, 2) collection of information on elderly burglary victims within the areas selected for implementing the program activities, 3) the relaying of requests for residential security surveys in selected areas to available trained volunteers who will make the surveys, and 4) maintenance of accurate records on completed and follow-up surveys.

Neighborhood coordinators will record requests for home security inspections on the new Participant Application Form/Home Security Inspection (attached). Surveying volunteers will complete the Volunteer Application Form (attached). The coordinators will give the filled in Participant Forms to the assigned volunteers designated to perform each survey. Volunteers will also be given Volunteer Record Sheets to record their daily activities (attached). Volunteers performing the surveys will use the Security Survey Form (attached) to list the specific recommendations they make to improve residential security. Coordinators will use the Record Sheet to tally volunteers' hours devoted to the area's community crime prevention activities by using the attached forms. The coordinator will submit a monthly report of volunteers' time to the project manager at the end of each month. He will also submit a monthly report of all Home Security Inspections activities during the month.

Resource Management

A neighborhood coordinator will be hired to work in each area selected for implementation of the community crime prevention activities. Coordinators will be informed of the socio-economic make-up of the area, available community and senior citizen representatives and volunteers identified in each area, training on how to complete security inspections and how security improvements of homes is performed. Coordinators will also be instructed on how to record the program activities designated for use in the Home Security Inspection efforts.

Volunteers recruited to perform the surveys will also be trained on how to complete survey instruments and ways to improve the residential security of the home.

Coordinators and volunteers will be recruited whenever possible from the selected areas. Emphasis will be placed on hiring elderly persons knowledgeable in ways to improve residential security.

Equipment and Facilities Allocation

The Home Security Inspection implementation activities will be directed out of the area facility where neighborhood coordinators are officed. This activity will require that coordinators and volunteers be provided with suitable training materials. Training materials will be obtained as part of the contract for development of Public Education and Training materials. Limited program resources, as necessary and available, will be used to reimburse volunteers for expenses incurred in performing surveys.

Program Conflicts

At present, there is on-going but limited home security inspection efforts being implemented by law enforcement agencies within the five county area. This program activity will be implemented in selected areas that have high numbers of elderly burglary victimizations and will serve to expand the current efforts being performed by law enforcement and agencies within the five county area.

INTAKE INFORMATION FOR PARTICIPATION
IN A HOME SECURITY INSPECTION

PART B

INTERESTED IN A HOME SECURITY INSPECTION _____

REFERRED TO _____

Date: _____

HOME SECURITY INSPECTION:

Completed By _____

Date _____

Attach copy of recommendations

Single Family Unit _____

Multiple Dwelling _____

Other _____

REMARKS: _____

SUBMITTED BY _____

DATE _____

SECURITY SURVEY

Name	Address	Zip Code	Phone
Building Type: <input type="checkbox"/> Single Family <input type="checkbox"/> Multiple Dwelling <input type="checkbox"/> Other _____			
Signature of Person Authorizing Survey		Inspected by	Day and time
<p>This survey is being conducted, <u>at no charge</u>, as a public service. Areas in home security, which have been found to represent a threat to the homeowner, are listed in the column on the left. If an "S" has been circled, it indicates that the surveying person has found that area to be satisfactory. If a "N" has been circled, it indicates that the area needs improvement, and that consideration should be given to making changes to obtain security for your safety and the protection of your property.</p>			
BUILDING PERIMETER		Recommendations	
<input type="checkbox"/> Shrubby	S N		
<input type="checkbox"/> Exterior Lighting	S N		
<input type="checkbox"/> Gates	S N		
<input type="checkbox"/> Outbuildings	S N		
<input type="checkbox"/> Other _____	S N		
DOORS			
<input type="checkbox"/> Main Entrance	S N		
<input type="checkbox"/> Side Door	S N		
<input type="checkbox"/> Back Door	S N		
<input type="checkbox"/> Basement Door	S N		
<input type="checkbox"/> Sliding Door (Inside)	S N		
<input type="checkbox"/> Sliding Door (Outside)	S N		
<input type="checkbox"/> Garage Door	S N		
<input type="checkbox"/> Other Door _____	S N		
WINDOWS			
<input type="checkbox"/> Double Hung	S N		
<input type="checkbox"/> Sliding	S N		
<input type="checkbox"/> Casement	S N		
<input type="checkbox"/> Louver	S N		
<input type="checkbox"/> Basement Windows	S N		
<input type="checkbox"/> Other Windows _____	S N		
<input type="checkbox"/> Misc. Opening _____	S N		
OTHER SECURITY MEASURES			
<input type="checkbox"/> Padlocks	S N		
<input type="checkbox"/> Hasps	S N		
<input type="checkbox"/> Chains	S N		
<input type="checkbox"/> Alarm System	Yes No		
<input type="checkbox"/> Property Identified	Yes No		
Other Remarks: _____			

Month 19

Recorded By _____

Program Components

- 88

VOLUNTEER APPLICATION FORM
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

ADDRESS: _____

AGE: _____

PHONE: _____

WOULD YOU BE WILLING TO:

- | | |
|--|---|
| <input type="checkbox"/> Do Security Inspections | <input type="checkbox"/> Assist in Community Crime |
| <input type="checkbox"/> Install Locks and Other | <input type="checkbox"/> Prevention Programs |
| <input type="checkbox"/> Security Devices in Older | <input type="checkbox"/> Assist in Providing Support |
| <input type="checkbox"/> Persons Home | <input type="checkbox"/> Services to Elderly Victim. |
| <input type="checkbox"/> Assist in Program | <input type="checkbox"/> Assist in Public Education |
| <input type="checkbox"/> Evaluation | <input type="checkbox"/> Efforts (Man Booth in Public |
| <input type="checkbox"/> Assist in Operation | <input type="checkbox"/> Places) |
| <input type="checkbox"/> Identification | <input type="checkbox"/> Other (Specify) _____ |

WHAT DAY CAN YOU WORK (Check All That Applies)

	IF YES, WHAT HOURS		IF YES, WHAT HOURS
Monday	_____	Thursday	_____
Tuesday	_____	Friday	_____
Wednesday	_____	Weekend	_____

SPECIAL SKILLS OR HOBBIES (Explain: Mechanical Skills, Public Speaking Ability, Experience in Working With People, Etc.) _____

PHYSICAL/HEALTH LIMITATIONS: _____

WOULD YOU PARTICIPATE IN TRAINING AND/OR ORIENTATION PROGRAMS? _____

If so, what time would be convenient:

Weekday _____

Daytime _____

Evening _____

Weekend _____

Daytime _____

C. ASSIGNMENT REPORT

DATE COMPLETED: _____

TIME PERIOD USED TO COMPLETE TASK _____ HOURS.

COMMENTS: _____

Signature of Volunteer

Date

D. VOLUNTEER CONTRIBUTION

VALUATION OF COMPLETED TASK: _____ HOURS X
\$ _____ PER HOUR = _____

REMARKS: _____

Completed by _____ Date _____

VOLUNTEER RECORD SHEET
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

A. JOB TITLE: _____

Volunteer Activity _____

Estimated Hourly Value of
Contributed Activity: _____

Address: _____

Phone: _____ Age: _____

Signature of Contributor _____ Date _____

_____ Date of Request

B. ASSIGNMENT REQUEST

TASK: _____

SUGGESTED DATE TO COMPLETE TASK: _____

CONTACT PERSON: _____

ADDRESS: _____

Phone: _____

COMMENTS: _____

Requested by: _____

C. ASSIGNMENT REPORT

DATE COMPLETED: _____

TIME PERIOD USED TO COMPLETE TASK _____ HOURS.

COMMENTS: _____

Signature of Volunteer

Date

D. VOLUNTEER CONTRIBUTION

VALUATION OF COMPLETED TASK: _____ HOURS X
\$ _____ PER HOUR = _____

REMARKS: _____

Completed by _____ Date _____

[illegible]

36-1

CONTINUED

2 OF 5

MONTHLY REPORT
NEIGHBORHOOD COORDINATOR

- A. Number of Individual contacts during month _____
- B. Number of Persons served during month _____

PROGRAM ACTIVITY	CONTACT MADE	SERVICE PROVIDED
Operation Identification		
Home Security Inspection		
Residential Security Session		
Target Hardening		
Personal Security Session		
Community Block Watch		
Other		
TOTAL		

- C. Schedule of Month's activities - see attached
- D. Proposed Schedule of next month's activities - see attached
- E. Volunteer Involvement:

PROGRAM ACTIVITY	# Volunteer Recruited during month		Trained during month	# Volunteer hours during month	Estimated valuation
	60+	Under 60			
Operation Identification					
Home Security Inspection					
Target Hardening					
Community Crime Prevention					
Other					
TOTAL					

F. Status Report (Use other side if needed)

Public Education

Operation Identification

Home Security Inspections

Target Hardening - see attached

Residential Security Training Sessions

Personal Security Training Sessions

Community Block Watch Activities

G. Problems in Program during month - List and explain. Suggest corrective action to be taken.

I. Program Successes during month. List and explain.

J. Other remarks.

Submitted by _____
Date _____

NEIGHBORHOOD COORDINATOR
SCHEDULE OF MONTH'S ACTIVITIES

19

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND

Submitted by _____

Date _____

NEIGHBORHOOD COORDINATOR
AID TO ELDERLY VICTIMS OF CRIME
PROPOSE SCHEDULE OF ACTIVITIES
FOR NEXT MONTH

19

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND

Submitted by _____
Date _____

VOLUNTEER INVOLVEMENT
NUMBER OF HOURS
AID TO ELDERLY VICTIMS OF CRIME

AREA	HOME SECURITY INSPECTIONS	OPERATION IDENTIFICATION	TARGET HARDENING	COMMUNITY BLOCK WATCH	ELDERLY VICTIM ASSISTANCE	OTHER	TOTAL
Target Area 1							
Target Area 2							
Target Area 3							
Target Area 4							
Cass County							
Clay County							
Jackson County							
Platte County							
Ray County							
TOTAL							

RESIDENTIAL AND PERSONAL SECURITY TRAINING

SESSIONS PROGRAM ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATION

Operational Definitions

The Residential Security Training Sessions are an area specific program activity designed to provide elderly persons and volunteers with specific information and training that will show them how to improve their home security.

The Personal Security Workshop Activities will provide elderly persons living in areas designated as having high proportions of elderly robbery and burglary victimization with ways in which they can increase their personal security and decrease potentials for victimizations.

Boundary Conditions

The Residential and Personal Security Training Sessions will be implemented in areas identified as having high proportions of elderly residential burglary and robbery victimizations. Elderly residents living within the selected areas and area volunteers recruited to assist older persons in improving the security of their homes will be encouraged to participate in the training sessions.

Division of Function

Residential Security Training Sessions

The Residential Security Training materials will be developed for use in the program activity by the contract agency selected to develop the program's public education and training materials. The materials developed

will provide easy to understand multi-media presentations, displays, and printed materials outlining how to take actions designed to improve residential security of the home. The materials will be used by the project manager, contract staff and neighborhood coordinators to train older residents, volunteers and local citizen groups on how to identify ways to improve their residential security and actions to take to implement them in homes occupied by older persons.

The neighborhood coordinators will recruit area volunteers who agree to perform home security inspections and security repairs for elderly occupied homes. The volunteers and neighborhood coordinators will be instructed on how to complete home security inspections by the public education coordinator and contract staff. Further instruction will be provided by using prepared materials and on-the-job experiences performing actual surveys.

Volunteer participants will also be trained in ways to implement recommended target hardening activities. This training will be accomplished by using both prepared materials as well as actual implementation of target hardening activities in homes.

Neighborhood coordinators will recruit area older persons and encourage them to take part in Residential Security Training Sessions. Sessions will be held in central locations within the selected areas and, whenever possible, will be conducted in facilities used by senior citizen groups.

Session participants will be informed of the extent of each area's elderly residential burglary problem, how offenders usually enter dwellings,

and what specific actions can be taken to increase their residential security. Participants will be informed about the program's Operation Identification and Home Security Inspection activities and shown how these activities will decrease their potentials for victimizations. They will also be shown ways to increase their residential security by making basic repairs on their home. In addition, they will be informed on the benefits of using outside lighting as a deterrent to would-be offenders and will be encouraged to trim shrubs and trees that conceal their entries from view of neighbors and patrolling law enforcement officers.

Participants will receive printed materials listing activities designed to increase their residential and personal security and decrease potentials for criminal victimization. Participants will also be encouraged to discuss specific concerns regarding their home's security and how they can improve it. They will also be informed of the availability of having Personal Security Training Sessions presented.

Personal Security Training Sessions

Personal Security Training materials will be developed by the project manager and contract staff. The materials developed will inform older persons of basic habits to practice that are designed to increase their personal security and decrease their potentials for victimization. The contents of the materials will encourage older persons to 1) travel in groups of two or more; 2) discourage carrying purses and valuables on the street; 3) to open checking accounts and have checks mailed directly to a bank; and 4) to take general precautions when walking, driving and answering the

door. The informational materials will explain the importance of reporting and encouraging older persons to inform the police of all suspicious activities which might lead to or be part of a criminal victimization. It will also give a brief overview of the criminal justice process outlining what steps must take place before an offender is convicted of a crime. In addition, participants will be informed of the Community Block Watch Program activity designed to assist area residents assist each other in protecting their personal security.

The public education coordinator and neighborhood coordinators will be responsible for performing all activities necessary to implement the training sessions, as outlined earlier under Residential Security Training Sessions. Volunteers participating in Community Block Watch Program activities will be required to attend Personal Security Training Sessions to obtain training on actions that are designed to increase personal security of the elderly.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

Neighborhood coordinators will contact senior citizen group representatives and community leaders within selected areas to inform them of the availability of program resources which can be used to conduct Residential and Personal Security Training Sessions for area older persons. The neighborhood coordinators and project manager will decide which area representatives will receive literature on each program activity. The project manager will decide which area representatives the neighborhood coordinator should contact personally.

Neighborhood coordinators will be responsible for recruiting volunteers to work in implementing the area's Community Crime Prevention Program activities and deciding when training sessions for recruited volunteers is necessary. They will be responsible for deciding what specific program activities can be performed by each volunteer and type of training needed for each volunteer. In addition, they will be responsible for making arrangements to secure locations where the training sessions can be held.

The coordinators will be responsible for carrying out all necessary arrangements for conducting the Residential and Personal Security Training Sessions for each area group. They will meet with local representatives to decide time, place and type of session that will be held and methods to be used in publicizing the session. The coordinators will be responsible for contacting the public education coordinator to insure that the training session materials are available for presentation purposes at the time each session is scheduled.

It will be the responsibility of the public education coordinator and neighborhood coordinators to document each area group's concerns and to determine which program activities should be performed or emphasized as an outgrowth of the training session(s).

Delegation of Authority

The public education coordinator will have the authority to select types of information presented at each session and to insure that all information is presented in a non-threatening, easy to understand manner. He will also have authority to approve all dates for training sessions and resolve any scheduling conflicts.

The neighborhood coordinators will have the authority to meet with area representatives and discuss the training session's purpose and contents and make arrangements, as appropriate, to hold session(s) within the area.

Communications

Neighborhood coordinators and the project manager will develop lists of senior citizen group representatives and community leaders for each area and select those persons whom the coordinators will contact personally to inform them of available training sessions for the area's elderly. Informational materials describing the training sessions will be mailed to persons listed that will encourage them to contact the neighborhood coordinator to discuss the possibility of conducting training sessions in the area. The coordinators will contact the public education coordinator to make arrangements for training volunteers recruited. He will notify the volunteers when and where training sessions will be held.

The public education coordinator will make arrangements to insure that sufficient training materials and appropriate representatives are available at each session. He will supply all audio-visual equipment and aids necessary for conducting the training sessions. The neighborhood coordinator will make appropriate arrangements with the local representatives to publicize the sessions.

The public education coordinator and neighborhood coordinators will be present at all training sessions. Neighborhood coordinators will develop publicity materials that outline the session and its topical areas. Local groups will be responsible for dissemination of publicity materials on each session within their area.

Operational Relationships

The implementation of Residential Security and Personal Security Training Sessions will be performed in conjunction with other community crime prevention activities being implemented within each selected area. It is anticipated that the training sessions will be initiated prior to other community crime prevention activities in each area. Emphasis will be placed on contacting local representatives within each part of the area that have highest proportions of elderly burglary and robbery victimizations.

IV. DEVELOPMENT OF INFORMATION SYSTEMS

Letters will be drafted by the public education coordinator and mailed to area senior citizens groups representatives to inform them of the availability of training session presentations. A log will be kept of all persons located in each area who have been notified of the available training sessions in order to insure sufficient publicity coverage within each area.

Coordinators will assist local groups in the preparation of publicity items that outline the sessions and its topical areas. Local groups will be responsible for dissemination of publicity materials on each session.

Coordinators will prepare a summary of each meeting by using the Public Education Meeting Summary Form. A summary of all training sessions will be included in the coordinator's monthly reports. The project manager will report monthly to the Personal Security and Public Safety Committee on the training sessions that have been held during the prior month and of sessions scheduled during the current month.

V. RESOURCES MANAGEMENT

Human Resources Allocation

Neighborhood coordinators will be involved as necessary, to perform program activities in each selected area. The public education coordinator will request the assistance of contract staff and local law enforcement representatives, as necessary, to present and discuss training information and crime problems and concerns within selected areas.

Month 19

Recorded By _____

Program Components

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REQUEST FOR PERSONAL SECURITY/RESIDENTIAL
SECURITY TRAINING SESSION

Completed by _____

A request to speak before _____

on _____ at _____ hours has been received.

Requested by _____

Address _____

Telephone _____

Location of speech _____

Topics which group would like to discuss _____

Proposed number in attendance _____

General format to be used by group in meeting _____

Geographic area which group resides in _____

Comments: _____

PARTICIPANT REPORT
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

ADDRESS: _____

AGE: _____ Under 60 Years of Age
_____ Over 60 Years of Age
_____ Over 70 Years of Age

PHONE: _____

I would be interested in further information on:

_____ Operation Identification
_____ Locks and Other Security Devices
_____ Home Security Inspections
_____ Ways to Decrease Potentials
_____ for victimization

_____ Neighborhood Block Watch
Program
_____ Federal Crime Insurance
_____ Residential Security Session
_____ Personal Security Session
_____ Other _____

Comments on Today's Program: _____

Use backside if necessary

PUBLIC EDUCATION/TRAINING SESSION
MEETING SUMMARY

DATE _____

GROUP _____

LOCATION _____

NUMBER OF PERSONS PRESENT:

Agency Representatives	_____
Others Over 60	_____
Others Under 60	_____
Total	_____

PURPOSE OF THE MEETING:

SUBJECTS DISCUSSED:

OTHER SPEAKERS INVOLVED:

LIST OF MATERIALS DISTRIBUTED:

MONTHLY SERVICES REPORT
PUBLIC EDUCATION EFFORTS
AID TO ELDERLY VICTIMS OF CRIME

NUMBER OF MEETINGS DURING THE MONTH:

Senior Citizens Groups _____
Community Groups _____
Other _____

TOTAL _____

NUMBER OF PERSONS INVOLVED:

60 and Over _____
Under 60 _____

TOTAL _____

SUBJECTS DISCUSSED:

PERSONAL SECURITY _____

RESIDENTIAL SECURITY _____

SPECIAL CONCERNS RAISED AT MEETINGS:

REMARKS:

TARGET HARDENING ACTIVITY

I. PROGRAM POLICY AND SPECIFICATION

Of 855 burglary victims (with whom MRI interviews were completed) 229 had, prior to the burglary, taken special security precautions, such as installing special locks, bars on windows, fencing (with security the primary objective), special yard lights and the like. However, after the crime, victims reported a sharply increased tendency to take some special physical security precautions. Specifically, 111 of the victims reported having taken some reactive measures to deter future crime, or of having the intention to spend money for this purpose. But it is perhaps more useful to consider the elderly victim's perception from the perspective of those who did nothing, either before or after their homes were burglarized. These persons constituted from 72 to 60% of the total victims, respectively.¹ Here, MRI staff generalized broadly because the data was highly subjective and "soft". However, they felt the entire picture of the crime pattern against the elderly, and particularly the poorest elderly, is marked by pessimism concerning the ability of an individual to protect against criminal action. This pessimism is, of course, pervasive in American society, which has generally lost both its naivete on the point that "crime does not pay", and its faith that the law enforcement system can deter crime. There is seemingly little understanding, nation-wide, of the limitations of police patrol as a means of deterring or interrupting crime. Perhaps expecting too much, Americans, who become crime victims tend also to be too quickly critical of the practical measures that, by empirical standards at least, have some deterrent effect. In the older, core areas of Kansas City, the physical

¹ "Crime Against Aging Americans - The Kansas City Study", Midwest Institute, Kansas City, Missouri, p. 50.

security of residences is generally more degraded by the nature of the dwelling structure and its location than are homes in the newer, and lower crime areas.² However, it is frequently possible to improve the physical security of an older dwelling with relatively little effort and cost. The problem is that even "relatively little" can, and usually does, overtax the resources of the elderly citizen who needs this type of work most. Therefore, judging from the data pattern reflecting the condition, income and other factors surrounding the elderly crime victim's living situation, the object of reducing the criminal opportunity through physical deterrents is restricted by a combination of cost, lack of knowledge about what can be done and the means of procuring the necessary service, together with pessimism about the value of the effort together. A great need exists among the elderly population living in high crime areas of a city for specific information about physical security improvements, help in getting them done, as well as other information that could contribute to their being able to reduce the criminal opportunity in their immediate living environment.³

Operational Definition

The Target Hardening Activity will provide elderly residents with financial and technical support necessary to improve the security of their residences within the area selected.

Boundary Conditions

The Target Hardening Activity will be instituted in one selected area within the five county area which has a large proportion of elderly

² Ibid.

³ Ibid.

burglary victimizations. Older persons within this area will be contacted by the neighborhood coordinator and encouraged to participate in receiving informational and technical assistance to improve their residential security, and where necessary, be provided with materials to correct security deficiencies that exist.

Division of Functions

To provide direct assistance to elderly residents, one area will be selected within the five county area which has a high proportion of elderly residential burglaries. Elderly residents within the area selected will be contacted by the neighborhood coordinator hired to implement the Target Hardening Program activities in that area. This coordinator will inform elderly residents of burglary victimizations of the elderly which have occurred within their immediate area and encourage residents to have a home security inspection performed in their homes. After inspection, the coordinator will review, with the elderly residents, the recommendations made for upgarding the residential security of their homes, and will assist the resident in determining how the recommended repairs can be made. The coordinator will inform the older resident of training sessions available to show them how to make necessary improvements in their homes, and determine if they, a friend or relative will be able to attend the sessions and assist in accomplishing the recommended improvements. If the coordinator determines that the elderly resident is unable to afford recommended repairs he will inform the elderly residents of program resources available to make security improvements. If the coordinator determines that the elderly resident cannot make the improvements due to either financial limitations to purchase needed materials or insufficient

manpower resources he will assist the resident in making such repairs by securing needed materials and volunteers to perform the recommended repairs.

The neighborhood coordinator will recruit area volunteers as necessary to complete home security inspections and make recommended repairs in each residence. The project manager will arrange to provide training for area volunteers to inform them of how to make home security inspections and repairs necessary to improve residence security. The neighborhood coordinator will be responsible for arranging sufficient numbers of volunteers to complete home security inspections and recommended repairs in the selected area.

The neighborhood coordinator will personally provide follow-up contact on each elderly resident surveyed in the area. He will contact each person after the inspection to determine if the resident is able to make the repairs that have been recommended. If it is found that the elderly resident cannot make recommended repairs, the coordinator will assist the resident in obtaining materials and/or volunteer assistance as necessary to perform the recommended repairs. He will also contact residents after repairs are made to discuss the repairs made and to encourage the resident to practice security habits to further increase his security. In addition, he will encourage area elderly residents to attend Personal Security Training Sessions that are offered.

The Personal Security and Public Safety Committee will secure bids from area suppliers to obtain satisfactory materials necessary to perform recommended repairs to elderly-occupied residences at the lowest possible cost. The committee will make recommendations on the bids received by MARC

and its Commission on Aging on which vendors should be utilized to purchase Target Hardening materials. Contracts will be prepared to enter into agreements with each vendor approved by MARC. The neighborhood coordinator will submit weekly requests for Target Hardening materials along with the inspection survey recommendations completed on each residence on the completed Target Hardening Intake Application Form when Target Hardening materials are being requested. The project manager will make arrangements to secure Target Hardening equipment requested by the coordinator.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

The Personal Security and Public Safety Committee will be responsible for deciding which area within the five county area will be selected to implement the Target Hardening Program activity. This selection will be made after a careful review of area elderly burglary victimizations is accomplished. The committee's decision will also include a consideration of elderly socio-economic data in the areas of highest victimization when making its decision. This committee will also be responsible for making recommendations to MARC and its Commission on Aging of agencies with whom to enter into contracts to purchase Target Hardening materials. Additionally, the committee will decide what criteria are to be used to allocate Target Hardening resources within the selected area.

The neighborhood coordinator hired to implement the Target Hardening Program activities will, by reviewing elderly burglary victimizations that have occurred within the area, decide in what parts of the area he should begin contacting residents to inform them of the Target Hardening Program

activities. In this way the coordinator will begin his outreach activities in parts of the area that need it most. He will be responsible for deciding which residents 1) will not need assistance in making recommended Target Hardening activities; 2) will need financial assistance to carry out recommended Target Hardening activities; 3) will need volunteer's assistance to complete same; and 4) will need both financial and volunteer assistance to complete Target Hardening recommendations.

The project manager will be responsible for approving all requests for program resources to purchase Target Hardening materials for eligible elderly persons within the area.

Delegation of Authority

The MARC Board of Directors will have the authority to enter into contracts with area vendors to purchase Target Hardening supplies.

The Personal Security and Public Safety Committee will have the authority of selecting the area in which to implement Target Hardening Program activities. This committee will also be responsible for recommending to MARC's Board of Directors and Commission on Aging area agencies which can supply appropriate Target Hardening materials to MARC at the lowest possible cost. Further, they will set the criteria that will determine the allocation of Target Hardening resources.

The project manager will have authority to approve requests to utilize program resources to purchase Target Hardening materials needed to perform the survey recommendations.

The neighborhood coordinator will have the authority to utilize established socio-economic criteria that has been established by the Personal Security and Public Safety Committee to determine if area residents are eligible to receive the program's Target Hardening materials. The coordinator will also be responsible for delegating responsibilities to available trained volunteers to complete home security inspections and to make recommended repairs.

Communications

It is important that contact be made with area elderly residents to inform them of the available assistance, determine the need for security improvement of their residence, and to make necessary security repairs on their homes. The steps in carrying out this are as follows:

The neighborhood coordinator will review the area's elderly burglary victimization information to decide what parts of the area should be contacted first. The coordinator will personally visit elderly residents of the selected area and inform them of the availability of trained volunteers to conduct home security inspections. He will make arrangements with elderly residents to have inspections made on their homes, and will assign trained volunteers to make the inspections. After the inspection is made, the coordinator will contact the resident again to review the recommendations and determine what assistance, if any, will be needed to make the repairs.

If volunteer assistance is needed to make repairs on the home, the coordinator will make arrangements to utilize trained volunteers to assist the elderly resident in making repairs. If it is determined

that the resident needs financial assistance to secure Target Hardening materials and meets established criteria for obtaining same, the coordinator will obtain all necessary information on the elderly resident and submit a request for Target Hardening materials to the program manager for approval.

The project manager will review the request for materials and approve allocation of materials to eligible participants. The coordinator will obtain the Target Hardening materials and arrange to have them installed by the resident or volunteers.

The coordinator will contact the resident after the repairs are made to insure that the elderly person 1) is aware of how to use the materials installed; 2) is using the Target Hardening materials provided appropriately; 3) is aware of basic residential security measures that should be used in conjunction with Target Hardening materials provided; and 4) is aware of available personal security training workshops in their area. The coordinator will encourage older persons to participate in these sessions.

The coordinator will sequence his activities in order to contact all elderly persons within the selected area during the project period.

Operational Relationships

The neighborhood coordinator implementing the area's Target Hardening activities will perform his activities in cooperation with the efforts of neighborhood coordinators implementing other community crime prevention activities in the area.

Development of Information Systems

The neighborhood coordinator will utilize the forms developed to list recommendations resulting from performing home security inspections within the area. The coordinator will also complete the attached Application Intake Form to gather information on elderly residents eligible to receive Target Hardening materials and submit both forms to the project manager for approval. If approved, the project manager will complete the attached form requisitioning Target Hardening materials to the neighborhood coordinator. The coordinator will use the Upgrading of Physical Residence Form to record the area's Target Hardening activities. The coordinator will report monthly to the project manager on the area's Target Hardening activities utilizing the Upgrading of Physical Residence Form.

V. RESOURCE MANAGEMENT

Human Resources Allocation

This program activity will utilize volunteers recruited by the area's neighborhood coordinator in charge of implementing other community crime prevention program activities. The coordinator will arrange training for volunteers with the public education coordinator as to how to make home security inspections and perform Target Hardening recommendations.

Volunteers will be used to perform home security inspections and make recommended Target Hardening activities.

Equipment and Facilities Allocation

The following items of equipment may be needed for the security improvement of target area residences. The Crime Prevention Unit of the Kansas City Police Department estimates the cost of making recommended repairs to the average residence to be approximately \$100 to \$150.

Equipment items eligible for subsidy through this grant include the following:

2 cylinder dead-bolt locks	@ \$20.00
Lock collars	@ 6.00
Basement window steel bars	@ 10.00
Lexan plastic window covers	@ 2.50 per sq. ft.
Solid core doors	@ 20.00
Wood for reconstruction of door jams	Price undetermined

Example case: A typical home with 3 doors on the ground level will need at least 3 deadbolt locks (costing \$60), 3 lock collars (costing (18), basement window steel bar coverings (costing \$10 for 4 windows). A total cost of \$88. It is not unusual that homes in the inner city area will need considerable door jam reconstruction and/or new doors and plastic unbreakable windows. This would add to the total cost of providing adequate security.

(\$100 to \$150 per home x 100 homes occupied by elderly)

In addition, program resources will be used to reimburse volunteers for necessary expenses incurred in performing security recommendations. This will include their travel and postage costs necessary to participate in Target Hardening volunteer activities.

The neighborhood coordinator responsible for coordinating Target Hardening activities, will be based in the same facilities which are used by the neighborhood coordinator coordinating the area's community crime prevention activities.

INTAKE INFORMATION FOR PARTICIPATION
IN TARGET HARDENING PROGRAM

PART B

INCOME LEVEL:

Monthly Income _____

Annual Income _____

Below Poverty Level	_____
Income 150% of Poverty Level	_____
Above 150% Poverty Level	_____

INTERESTED IN TARGET HARDENING PROGRAMS:

Yes _____ No _____

COMPLETION OF HOME SECURITY INSPECTION:

Date _____

By Whom _____

Attach copy
of recommendations

COMMENTS REGARDING FINANCIAL ASSISTANCE FOR TARGET HARDENING:

RECOMMENDED MATERIALS NEEDED:

DATE _____ SUBMITTED BY _____

DATE _____ APPROVED BY _____

NEW PARTICIPANT APPLICATION

Part A

(To Be Filled Out Immediately)

Date _____ Participation No. _____
Name _____ Sex _____ Age _____
Address _____ Date of Birth _____ / _____ / _____
City _____ Month _____ Day _____ Year _____
Phone _____
Race (Check One) Non-Minority _____ Negro _____ Spanish _____ Other _____

What is your present living arrangement? _____

Do you live alone? _____

How long have you lived at your present location? _____

REFERRAL How did you find out about this program?

Friend	_____	Police Officer	_____
Family	_____	TV/Radio	_____
Flyer	_____	Project Worker	_____
City Newspaper	_____	Referred by Community Agency	_____
Local Newspaper	_____	(Specify) _____	
Speaker at Meeting	_____	Other (Specify) _____	

AVAILABLE RESOURCES

Many programs are available for senior citizens. Do you participate in any of the following? (Check all that may apply)

Home Services	_____	Target Hardening	_____
Information and	_____	Security Inspections	_____
Referral Services	_____	Operation Identifi-	_____
Elderly Victim	_____	cation	_____
Assistance	_____	Legal Assistance	_____
Printed Material on	_____	Federal Crime	_____
Crime Prevention	_____	Insurance	_____
		Other	_____

Would you like more information about any of these programs? _____
If "YES", which ones? _____

Comments: _____

Interviewer's Comments: _____

Completed by _____
Date _____

Month 19

Recorded By _____

[illegible]

A. Public Education	D. Residential Security Sessions	G. Community Block Watch
B. Operation Identification	E. Target Hardiness	H. Elderly Victim Assistance
C. Home Security Services	F. Personal Security Sessions	

REQUISITION FOR MATERIALS

NUMBER OF ELIGIBLE RECIPIENT: _____

DATE REQUESTED: _____

	<u>ITEMS REQUESTED</u>	<u>NUMBER</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____
5.	_____	_____	_____	_____
6.	_____	_____	_____	_____
7.	_____	_____	_____	_____
8.	_____	_____	_____	_____
9.	_____	_____	_____	_____
10.	_____	_____	_____	_____

TOTAL

AUTHORIZED BY _____

DATE _____

AUTHORIZED BY _____

DATE _____

MONTHLY SERVICES REPORT
TARGET HARDENING COMPONENT
AID TO ELDERLY VICTIMS OF CRIME

CONTACTS MADE CONCERNING TARGET HARDENING AND SECURITY INSTALLATIONS:

During Current Month: _____
Year to Date _____

HOME SECURITY SURVEYS COMPLETED:

This Month _____
Year to Date _____

INCOME LEVELS:

	<u>THIS MONTH</u>	<u>YEAR TO DATE</u>
Poverty Income or Below	_____	_____
150% of Poverty Income	_____	_____
Above 150% of Poverty Income	_____	_____
TOTAL	_____	_____

INDIVIDUALS PARTICIPATING IN TARGET HARDENING PROGRAM:

Receiving Full Financial Assistance	_____
Receiving Partial Financial Assistance	_____
Receiving No Financial Assistance	_____
Receiving Volunteer Assistance	_____
TOTAL	_____

ADDITIONAL COMMENTS: _____

[illegible]

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COMMUNITY BLOCK WATCH ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATION

The prevention and detection of criminal activity is, to a great extent, dependent upon information of possible criminal activity reaching the proper unit within the police department in a minimal amount of time. An obvious source for this information is area residents. Actively involving area residents by teaching them to be alert to certain situations which indicate probably criminal activity, is thought to be a valuable aid to the police department in impacting specific problem areas.

The observation and reporting of criminal activity is necessary to facilitate the protection of lives and property within the community. A concentrated observation effort within areas that have an especially acute problem of elderly street robbery or residence burglary is necessary to impact these crimes. An organized system of neighborhood block watchers with training in what to look for and how to communicate with appropriate elements within the police department, is believed to be an effective way to deal with the above specific crime problems.

Operational Definition

The Community Block Watch activity is designed to involve area specific community groups and residents in crime observation in high elderly robbery or residential burglary crime areas and to immediately report victimizations, suspicious activities or unusual circumstances to the police department.

Boundary Conditions

The Community Block Watch activity will be implemented in areas selected within the five county area that have been identified as having a high proportion of elderly residential burglary and robbery victimizations. Senior citizens and other community groups will be contacted by neighborhood coordinators to promote the Community Block Watch activity. Block watchers identified will be responsible to watch for suspicious activities, persons and vehicles and report same to law enforcement officials. Neighborhood coordinators will be responsible for coordinating this program's activities.

Division of Function

Identify, Organize and Train Block Watchers

Residents within designated areas who are willing to participate in this program activity will be identified by neighborhood coordinators through attendance at community group meetings within the geographical boundaries of the areas selected. Area group leaders will be contacted by neighborhood coordinators who will explain the Block Watch activity to the group leader. As group leaders indicate receptiveness, neighborhood coordinators will present the program activity to area groups.

When presenting the program activity to a group, information will be stressed to point out the need for, theory of, and operation of the Block Watch activity. With area and crime specific information, the coordinators will discuss the need for more observation and police notification of suspicious neighborhood activity. Be relaying to the group such items as the number of and approximate location of the incidents for each specific crime, this need can be emphasized. Group members should realize from the

coordinator's presentation, that the more people who become block watchers, the less chances there are that a criminal will strike and the better the chances that an offender will be identified and apprehended. A brief description of the duties of a block watcher will also be given. These duties are primarily to watch for criminal or suspicious activity and to report same to the police department immediately.

During or after this presentation, as citizens make known to neighborhood coordinators that they wish to become block watchers, coordinators will record the citizen's name, address, and telephone number and advise them that they will be contacted at a future date for organization and training with other block watchers in the area. Those people willing to be block watchers will be recontacted by mail or phone to inform them of the date and time for organization and training sessions.

At organization and training sessions, each block watcher will be assigned a number for identification purposes. A record of this number will be made by the coordinators as well as a record of the days and areas the block watcher will be available to observe. The public education coordinator will instruct block watchers in what to look for, at what times, and for the crimes of residential burglary and street robbery.

Block watchers will also be instructed on how to call the police and which activities and situations should be reported to the police.

In order to make full use of community block watch individuals, it will be necessary to notify area law enforcement officials of those areas where and who the specific volunteers are that are involved in this program's activities. This exchange of information will insure an effective melting of local law enforcement and block watcher activities.

Persons selected to be block watchers will be responsible for deciding when the police should be notified of suspicious activities or persons.

Delegation of Authority

Implementation of the block watch activities will be the responsibility of the project manager. He will assign specific functions for program implementation to the public education coordinator who will be responsible for training and to neighborhood coordinators who will be responsible for selecting volunteers to participate in program activities.

Communication

Initial criteria for implementing the block watch activity depends on the receipt of crime information from local law enforcement agencies relative to existing information on specific elderly victimizations in the areas selected. The following information for selected areas will be requested from local law enforcement agencies having jurisdiction over the selected areas on a monthly basis:

- types of victimization
- locations of crimes
- day of week of incident
- crime committed during day or night

This information, by crime, will be submitted to the project manager. He will compile and disseminate the information to neighborhood coordinators implementing the block watch activity and discuss with them methods to be used to address the current situation on area elderly victimizations.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

The Personal Security and Public Safety Committee will be responsible for selecting areas in which to implement the community block watch activities. Their decision will be based on the levels of elderly residential burglary and robbery victimizations that exist in areas within the five counties.

The program manager will decide on the initial senior citizen groups and community representatives who will be contacted within each selected area. The public education coordinator will also be responsible for deciding both the format and information content to be included for presentations describing the community block watch activities. Neighborhood coordinators will present information to area community groups who express an interest in the block watch activities. It will also be the responsibility of the program manager to decide how to publicize block watch activities resulting from this program's implementation.

Neighborhood coordinators will be responsible for deciding when groups or individuals who desire to be block watchers should be trained and organized to perform community block watch activities. (It will be the responsibility of the project manager and neighborhood coordinators to decide if community block watch activities can be implemented in the selected areas, and which volunteers will conduct the program activities.) Coordinators will also decide on how many block watchers are necessary to implement the community block watch activities within each area selected. The methods to be used by each coordinator will be reviewed by the project manager prior to program implementation.

When the decision is made to implement block watch activities in an area, the project manager and public education coordinator will assist each area's neighborhood coordinator in carrying out initial activities necessary to start local program activities. Neighborhood coordinators will notify area representatives and community groups when area meetings are scheduled. The project manager and neighborhood coordinators will meet with area representatives to inform the group of local elderly crime problems and concerns and what block watcher activities are proposed to address the situation. The project manager will contact each appropriate law enforcement agency to request that a representative of the police department attend each meeting.

Based on the recommendations of the local law enforcement agency, block watchers will provide police departments with information on the following types of crimes and situations.

Alarm sounding	Suspicious vehicle
Assault	Unusual circumstances
Building collapse	Drag racing
Burglar in building	Explosion
Burglary	Fight
Child molestation	Fire (call Fire Department)
Cutting	Flourishing: revolver, shotgun, knife, ax, etc.
Death	Homicide
Officer in need of assistance	Larceny - in progress
Person struck by auto	Shooting
Poison case	Shots fired
Prowler attempting entry	Strongarm robbery
Purse snatching	Suicide
Rape, attempted rape	Suspected explosive device
Robbery in progress	Suspicious open door
Serious auto accident	Suspicious person present
Serious injury	Tampering with auto
Suspicious activity	Window smashing
Suspicious person, not present	Wires down or burning

Block watchers will receive instructions on how to relay specific information to each law enforcement agency.

Operational Relationships

The implementation activities of this Community Block Watch Program will be coordinated with other community and law enforcement crime prevention activities in each area selected.

Development of Information Systems

Individuals participating as community block watchers will be given information relating to elderly crime problems, ways to identify suspicious activities and types of information to relay to the police.

Block watchers will be required to keep a record of all contacts where: 1) area residents notified them, or 2) they notified the police of suspicious activities or criminal incidents. Volunteers will fill out Volunteer Application Forms and Record Sheets (attached) of their activities and submit same to the neighborhood coordinator each week.

Neighborhood coordinators will prepare summaries of volunteers involvement and program activities relating to Community Block Watch Programs and submit them to the project manager at the end of each month. Coordinators will also incorporate this information into their monthly reports on community crime prevention activities.

V. RESOURCE MANAGEMENT

Human Resources Allocation

The neighborhood coordinators hired to work in each area selected to implement community crime prevention activities, will be responsible for implementing the community block watch activities. They will recruit

volunteers to be organized and trained in being block watchers for each area. The organization and training of block watchers will be coordinated by the project manager and public education coordinators.

VOLUNTEER APPLICATION FORM
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

ADDRESS: _____

AGE: _____

PHONE: _____

WOULD YOU BE WILLING TO:

- | | |
|--|---|
| <input type="checkbox"/> Do Security Inspections | <input type="checkbox"/> Assist in Community Crime |
| <input type="checkbox"/> Install Locks and Other | <input type="checkbox"/> Prevention Programs |
| <input type="checkbox"/> Security Devices in Older | <input type="checkbox"/> Assist in Providing Support |
| <input type="checkbox"/> Persons Home | <input type="checkbox"/> Services to Elderly Victim. |
| <input type="checkbox"/> Assist in Program | <input type="checkbox"/> Assist in Public Education |
| <input type="checkbox"/> Evaluation | <input type="checkbox"/> Efforts (Man Booth in Public |
| <input type="checkbox"/> Assist in Operation | <input type="checkbox"/> Places) |
| <input type="checkbox"/> Identification | <input type="checkbox"/> Other (Specify) _____ |

WHAT DAY CAN YOU WORK (Check All That Applies)

	IF YES, WHAT HOURS		IF YES, WHAT HOURS
Monday _____	_____	Thursday _____	_____
Tuesday _____	_____	Friday _____	_____
Wednesday _____	_____	Weekend _____	_____

SPECIAL SKILLS OR HOBBIES (Explain: Mechanical Skills, Public Speaking Ability, Experience in Working With People, Etc.) _____

PHYSICAL/HEALTH LIMITATIONS: _____

WOULD YOU PARTICIPATE IN TRAINING AND/OR ORIENTATION PROGRAMS? _____

If so, what time would be convenient:

Weekday _____
Daytime _____
Evening _____
Weekend _____
Daytime _____

OTHER COMMENTS: _____

SIGNATURE: _____

DATE: _____

VOLUNTEER RECORD SHEET
AID TO ELDERLY VICTIMS OF CRIME

NAME: _____

A. JOB TITLE: _____

Volunteer Activity _____

Estimated Hourly Value of
Contributed Activity: _____

Address: _____

Phone: _____

Age: _____

Signature of Contributor _____

Date _____

Date of Request _____

B. ASSIGNMENT REQUEST

TASK: _____

SUGGESTED DATE TO COMPLETE TASK: _____

CONTACT PERSON: _____

ADDRESS: _____

Phone: _____

COMMENTS: _____

Requested by: _____

C. ASSIGNMENT REPORT

DATE COMPLETED: _____

TIME PERIOD USED TO COMPLETE TASK _____ HOURS.

COMMENTS: _____

Signature of Volunteer

Date

D. VOLUNTEER CONTRIBUTION

VALUATION OF COMPLETED TASK: _____ HOURS X
\$ _____ PER HOUR = _____

REMARKS: _____

Completed by _____ Date _____

Month 19

Recorded By _____

Program Components

- 140

CONTINUED

3 OF 5

— 10 —

[illegible]

SUBMITTED BY: _____
DATE: _____

ELDERLY VICTIM ASSISTANCE

Once an elderly person has been victimized, a review of the incident will be performed to identify the effects of the victimization and what resources and services are needed to reduce the effects of the victimization. MRI findings have determined that the economic effect of victimization produce a greater hardship upon the elderly than the general population. The two primary reasons for this are the low income of elderly victims and the lack of optional financial resources to conduct everyday essential tasks after a loss of regular funds. (48.3 percent of elderly burglary victims and 37 percent of elderly robbery victims had incomes of \$3,000 or less.)¹ In addition, 20 percent of the elderly victims had some sort of physical disability that restricts their movement, sight or hearing.² Over 26 percent of the elderly victims surveyed reported being victimized more than once.³ The majority of elderly burglary victims reported fear and anxiety generated by the crime and that there was a high incidence of voluntary restriction in their activities motivated primarily by generalized fear of crime. Forty-five (45) percent of the burglary victims surveyed reported that they do not go places or engage in certain activities out of fear of crime.⁴ Similarly, 38.8 percent of elderly robbery respondents were nervous and had a general fear due to the robbery experience.⁵

¹ "Crimes Against Aging Americans - the Kansas City Study", Midwest Research Institute, Kansas City, Missouri, p. 22.

² Ibid, p. 15.

³ Ibid, p. 24.

⁴ Ibid, p. 56.

⁵ Ibid, p. 82.

To accomplish the goal of reducing the effects of elderly victimization two objectives have been established. The first objective is as follows:

The Mid-America Regional Council will contract with an existing social service agency who will develop informational materials and dissemination mechanisms that will inform elderly crime victims of community-based victim assistance program activities and services available to reduce the impacts of criminal victimization.

Two program activities will be implemented to achieve this objective:

- Publicizing of Elderly Victim Assistance Activities
- Compilation of Available Victim Assistance Resources and Services

These two program activities were developed after a careful review of the information on the elderly victimization and current efforts available to assist the elderly victim reduce the effects of his victimization.

The program activity of Publicizing Elderly Victim Assistance Services will provide the elderly victim, the potential victim and persons who have contact with elderly victims, knowledge of local services available to assist the elderly victim in obtaining needed aid. The designated contractor will utilize a wide range of public information mechanisms to publicize the available services.

The Compilation of Available Victim Assistance Resources and Services Program activity will provide the program and contract staff, law enforcement officials and community and agency leaders with information on available resources and services that can assist elderly victims. The project manager and the designated contractor will prepare and disseminate the information on available victim assistance services.

The second objective which has been established is:

The Mid-America Regional Council will contract with a local social service agency who will design, implement and maintain a community-based elderly victim assistance program that will, in instances of reported crime, provide financial aid, counseling services, referral to supportive services, and assistance in replacing formal documents, as necessary to facilitate essential daily activities and promote social interaction of elderly victims.

Three program activities will be implemented to carry out this objective.

They are:

- Client Contact Activity
- Provision of Elderly Victim Assistance Services Activity
- Follow-up Activity

These program activities will provide an approach to determine what effects an elderly victim has experienced, how available services and resources can be utilized to assist the elderly victim, and if such available services provide the needed impact to reduce the effects of the victimization incident.

The Client Contact Program activity will be coordinated by the designated contract agency so that elderly persons who have reported a victimization can be personally contacted to discuss the incident and determine the possible effects of the victimization and the needed resources and services required to maintain essential daily activities.

The Provision of Elderly Victim Assistance Services Program activity will also be implemented by the designated contract agency by utilizing available program resources and existing area social services. Services provided will include necessary financial assistance, counseling services,

referral to area health and social services and assistance in replacing documents, necessary to maintain essential daily activities. The contracting agency will establish agency agreements necessary to facilitate the provision of recommended resources and services.

The Follow-up Program activities will be implemented by the designated contract agency. It is felt that follow up contact is needed in cases where the program staff feel that initial provision of services may not be effective in reducing the effects of the victimization incident. Emphasis will also be placed on involving elderly victims in other education and crime prevention project activities being implemented in their area. The program activities designed to reduce the effects of victimization goals will be implemented in cooperation with program activities designed to address the goal of decreasing elderly victimizations. It is felt that the implementation of the above program activities will provide program responses needed to address the overall goal of reducing the effects of victimization.

PUBLICIZING OF ELDERLY VICTIM ASSISTANCE ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATION

Operational Definition

This program activity is designed to provide the area's elderly, criminal justice representatives, and the general community with information on victim assistance services available locally to assist elderly victims of crime.

Boundary Conditions

The program activity will be implemented in all parts of the five county metropolitan area.

Division of Function

To make full use of available elderly victim assistance services, a wide range of information will be necessary to insure that the area's elderly are aware of available services. The approaches to achieve this awareness will include preparation of informational materials outlining Elderly Victim Assistance Program activities and how to obtain the services and a full use of the media to publicize program activities. Further, the materials developed will be directed for use by criminal justice representatives, social services program representatives, senior citizen group representatives, community leaders and representatives of the religious community to inform them of the victim assistance services available and how each organization may use the materials in their activities.

The social service coordinator of the contract agency designated to implement the Elderly Victim Assistance Program will be responsible for

implementing the above publicizing activities. The social services coordinator will prepare a draft pamphlet outlining victim assistance program activities available. The draft pamphlet will be presented to the Personal Security and Public Safety Committee for their review and approval. When approved, the pamphlet will be printed and distributed throughout the five county area. The MARC Commission on Aging has prepared several lists used to inform the media, senior citizen groups and community representatives of senior citizen services and activities available. In addition, the Metropolitan Inter-Church Agency (M.I.C.A.) has a list of church leaders within the metropolitan area. These source lists will be used to contact and inform the elderly and general community of services available through the Elderly Victim Assistance Program.

The chairman of MARC's Commission on Aging will contact all necessary elected officials and criminal justice representatives by letter to inform them of the Elderly Victim Assistance Program and how the program will assist elderly victims of reported crimes.

The social service coordinator from the contract agency will present information developed to senior citizen clubs, community centers and groups within the five county area that outlines the services provided by the Elderly Victim Assistance Program to elderly victims of reported crime. Emphasis will be placed on publicizing this program's activities in areas having high proportions of elderly victimizations.

II PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

In carrying out public relations activities, the project manager and the social service coordinator of the contract agency designated to implement the

Elderly Victim Assistance Program activities will be responsible for deciding what informational items are to be incorporated into the draft pamphlet. It will be the responsibility of the Personal Security and Public Safety Committee to review draft pamphlets developed and decide if any adjustments need to be made prior to printing. This Committee will also decide when the chairman of the MARC Commission on Aging shall notify area elected officials and criminal justice representatives of the elderly victim assistance services available to assist elderly victims of reported crimes.

The project manager will be responsible for deciding, from existing mailing lists, agencies, senior citizens and community groups representatives will be notified to explain activities of the Elderly Victim Assistance Program.

It will be the responsibility of the project manager and social service coordinator to prepare press releases outlining the services of the Elderly Victim Assistance Program to include information on how to obtain the services and to send the releases to media representatives within the five county area. They will also pursue the publicizing of elderly victim assistance services through public service announcements on radio and television. The coordinator will also be responsible for deciding which agencies and groups to personally visit and provide indepth information on the services and assistance available to elderly victims of reported crime. His decision will be based on the location of elderly community groups in relationship to areas of high elderly victimizations.

Informal Organizations

The publicizing of the Elderly Victim Assistance Program services will be coordinated with overall program efforts of the MARC Commission on Aging.

Emphasis will be placed on thoroughly informing program contractors who are providing services to elderly persons within the five county areas, especially those staff persons of Project INFO, the MARC Commission's Information and Referral Follow-up and Outreach Program. This will provide a means to incorporate the Victim Assistance Program activities into the overall elderly social services delivery system.

In addition, emphasis will be focused toward incorporating activities of the Elderly Victim Assistance Program with activities performed by law enforcement personnel within the five county area to help address the effects of elderly victimizations.

Communications

The project manager and social service coordinator will develop an informational pamphlet outlining the services available through the Elderly Victim Assistance Program activities. The final pamphlet will be printed and distributed by the coordinator, by letter, to selected senior citizens and community group representatives and social service agency representatives within the five county area.

The chairman of the MARC Commission on Aging will provide elected officials and criminal justice representatives with information on the Elderly Victim Assistance Program activities.

The social services coordinator will obtain mailing lists from the project manager and MICA staff in order to notify area social services and religious representatives. In addition, they will notify representatives of the media of the victim assistance services available utilizing prepared

press releases. The coordinator will also make contact with groups and agencies located in areas of high elderly victimization to arrange to present to area groups the existing elderly victim assistance services and how they can be obtained.

Development of Information Systems

The social services coordinator will keep records of all persons who request and are notified of the Elderly Victim Assistance Program activities and will request that the project manager submit lists of persons that receive information on Elderly Victim Assistance Program activities from the chairman of the MARC Commission on Aging. The coordinator will also be responsible for keeping record of publicity provided on the Elderly Victim Assistance Program by each media source.

V. RESOURCE MANAGEMENT

Human Resource Allocation

The implementation of this program's activities will be the primary responsibility of the social service coordinator and project manager. The project manager will prepare informational correspondence which is sent by the chairman of the MARC Commission on Aging to elected officials and law enforcement representatives publicizing elderly victim assistance services.

Equipment and Facilities Allocation

Postage supplies and travel necessary to publicize elderly victim assistance activities will be provided as part of the contract services awarded to the agency that implements the Elderly Victim Assistance Program activities.

COMPILATION OF AVAILABLE ELDERLY VICTIM ASSISTANCE
RESOURCES AND SERVICES ACTIVITY

I. PROGRAM POLICY AND SPECIFICATION

Operational Definition

This program activity is designed to document services and resources available in the five county area to assist elderly victims of crime and disseminate the information to persons having contact with elderly crime victims.

Boundary Conditions

The documentation of services and resources available to assist elderly victims will be available to all elderly victims of crime who reside within the five county area.

Division of Functions

The project manager and social service coordinator of the contract agency designated to implement the Elderly Victim Assistance Program activities will be responsible for compiling a list of services and resources which may be of use to assist elderly victims of crime. A draft list of pertinent services will be compiled utilizing available information on metropolitan services compiled by the Metropolitan Information and Referral Center. The list will incorporate information similar to a listing prepared for use in the St. Louis area by the Aid to Victims of Crime Program. The draft resource listing will be presented to the Personal Security and Public Safety Committee for their review and comments. After this committee reviews and approves, 300 copies of the final draft will be printed and distributed

to selected contract staff and committee members, program staff, elected officials and representatives of the criminal justice system,

The program manager will distribute the printed resource listings to members of the Personal Security and Public Safety Committee on the MARC Commission on Aging and members of the program staff. The chairman of the MARC Commission on Aging will distribute the information to the area's elected officials and to representatives of the criminal justice system. The social services coordinator will distribute copies of the resources listing to agencies and individuals upon request, and make necessary arrangements to allow agencies and individuals to duplicate the information in bulk.

The social service coordinator will review the resource listings quarterly and make any necessary amendments to its contents.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

The project manager and social service coordinator will be responsible for deciding what service information will be incorporated into the draft resource listing. The staff of the Metropolitan Information and Referral Center will be able to assist them in making initial decisions.

The Personal Security and Public Safety Committee will be responsible for deciding if any additional information needs to be incorporated into a final draft of the services and resources listing.

The project manager and coordinator will be responsible for deciding if any minimal charge is needed to cover costs of duplicating copies of the resources listing that are distributed to area agencies and individuals.

They will also be responsible for deciding how the information can be duplicated by agencies for use in their respective activities.

Informal Organizations

The program activity will be carried out in cooperation with the Metropolitan Information and Referral Center which has compiled a resource file on over 3,000 available agencies and services available in the Kansas City metropolitan region. The Metropolitan Information and Referral Center operates Project Info, the Commission on Aging's Information and Referral, Follow-up and Outreach program for persons 60 years and over in the five county area.

Communications

The project manager and social service coordinator will develop draft listing of resources and services available to assist elderly victims of crime. When completed, they will present it to the Personal Security and Public Safety Committee for their review. The final draft will be printed and 150 copies forwarded to the project manager for distribution to program staff and members of the Personal Security and Safety Committee and MARC's Commission on Aging. The chairman of the Commission will distribute copies, by letter, to the area's elected officials and criminal justice representatives.

The social services coordinator will make additional copies available to agencies and individuals on request as budget limitations permit.

Development of Informational Systems

The social services coordinator will keep records of these persons who receive copies of the resources and services listing. This will provide program staff with a record of law enforcement, social service agency, senior citizen group and community representatives who have access to information on locally available elderly victim assistance resources and services and would provide a means by which a sample could be contacted at a future date to determine if the information is useful, if the services listed address elderly victim assistance needs, whether the materials need to be amended and how.

V. RESOURCE MANAGEMENT

Human Resource Management

This program's activities will be implemented by the project manager and social service coordinator of the contract agency designated to implement the Elderly Victim Assistance Program activities. The project manager will prepare any related correspondence necessary for the chairman of the MARC Commission on Aging.

Equipment and Facilities Allocation

All materials and supplies necessary to accomplish printing and distribution of the information and available services and resources to assist elderly victims will be provided as part of the contract services for Elderly Victim Assistance Program activities.

ELDERLY VICTIM ASSISTANCE PROGRAM ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATIONS

Operational Definitions

The Elderly Victim Assistance Program activities consist of three separate activities defined as follows:

The Client Contact Program activity is designed to provide elderly victims of reported crime with an opportunity to discuss their victimization incident and be informed of resources and services available to assist them in overcoming the effects of their victimization.

The Provision of Elderly Victim Assistance Services Program activity will be implemented to assist elderly victims of reported crime to receive resources and services as needed to reduce the effects of the victimization. The services will include the provision of counseling services, financial assistance, help in replacing stolen documents, referral to area health and social service agencies, and other available resources and services as necessary for elderly victims to maintain essential daily activities.

The Follow-up Program activity consists of recontacting elderly victims to determine if specific resources and services they were provided with or referred to, have adequately assisted them in reducing the effects of their victimization, and whether the elderly victims need any additional services or assistance.

ELDERLY VICTIM ASSISTANCE PROGRAM ACTIVITIES

I. PROGRAM POLICY AND SPECIFICATIONS

Operational Definitions

The Elderly Victim Assistance Program activities consist of three separate activities defined as follows:

The Client Contact Program activity is designed to provide elderly victims of reported crime with an opportunity to discuss their victimization incident and be informed of resources and services available to assist them in overcoming the effects of their victimization.

The Provision of Elderly Victim Assistance Services Program activity will be implemented to assist elderly victims of reported crime to receive resources and services as needed to reduce the effects of the victimization. The services will include the provision of counseling services, financial assistance, help in replacing stolen documents, referral to area health and social service agencies, and other available resources and services as necessary for elderly victims to maintain essential daily activities.

The Follow-up Program activity consists of recontacting elderly victims to determine if specific resources and services they were provided with or referred to, have adequately assisted them in reducing the effects of their victimization, and whether the elderly victims need any additional services or assistance.

Boundary Conditions

Elderly Victim Assistance Program activities will be provided to elderly victims of reported crime within the five county area.

Division of Functions

Program activities will be implemented in two phases during the program period. The Mid-America Regional Council will contract with a designated social service agency for a 90 day period in which to implement a pilot program designed to provide the previously mentioned victim assistance services to elderly persons residing in selected portions of the total five counties who have reported being involved in a victimization. During the pilot program period, procedures will be developed under the supervision of the project manager to determine the most appropriate methods to be used in addressing the needs of elderly victims. Contract staff will initiate agreements with area health and social service agencies necessary to facilitate the provision of resources and services to elderly victims. Project manager and contract staff will determine what roles volunteers could play in providing the program services. Similarly, efforts will be made to determine the best methods of utilizing available resources to provide financial assistance to elderly victims. In addition, project manager and contract staff will develop follow-up mechanisms that will provide a means to determine whether the services and assistance provided was sufficient for the individual victim and whether additional assistance should be given. The contract staff will provide monthly reports to the project manager and the Personal Security and Public Safety Committee informing them of resources, services, and methods necessary to provide sufficient means to assist elderly victims reduce the effects of their victimizations.

At the end of the 90 day pilot period, the project manager and contract staff will submit their recommendations on resources, services and methods necessary to provide elderly victims of reported crime with adequate resources to maintain essential daily activities, to the Personal Security and Public Safety Committee. The committee will review the recommendations and determine if they can provide sufficient means necessary to reduce the effects of the victimization. Once determined, the committee will recommend to MARC that the initial contract between MARC and the designated agency be amended to incorporate those recommendations necessary to provide adequate delivery of resources and services to elderly victims. Within the framework of available resources and the contract's scope of services, the committee will recommend that the contract be extended with the pilot contract agency for the duration of the program period.

After the initial 90 day pilot period, arrangements will be made to expand the geographic area of focus so as to provide contract services to as many elderly victims within the five county area as is economically feasible. Contract staff will determine if the provision of elderly victim assistance services can be more appropriately provided by themselves or whether the provision of such services could be more suitably performed by other geographically based staff, in close proximity to the victim. This approach may be developed as is necessary to provide elderly victim assistance services to elderly victims in outlying parts of the five counties where it had been determined that that area's elderly victims will not respond to contract staff who are geographically based in the urban part of the five county area.

Elderly victim assistance services will be provided from a facility that is geographically central to the area's five county elderly and in close proximity to areas identified as having high proportions of elderly victimizations. The contract staff will be able to be reached by the public through a direct telephone number that is identified as being the elderly victim assistance program's telephone number. Publicity developed in conjunction with the delivery of elderly victim assistance services will be utilized to inform the elderly victims, the public and law enforcement officials of this central location and phone number.

II. PROGRAM MANAGEMENT AND ADMINISTRATION

Decision Making

It will be the responsibility of the Personal Security and Public Safety Committee to select a contract agency to implement the 90 day pilot program and for determining where pilot activities should be implemented within the five county area.

It will be the responsibility of the project manager and contract agency staff to determine what methods and procedures will be used in the 90 day pilot program to address the following:

- will contract staff contact all elderly victims or whether elderly victims involved in certain crimes will be contacted?
- how will counseling services be provided to elderly victims?
- how will program resources be used to provide financial assistance?
- how can volunteers be utilized in program activities?

- what means will be utilized to contact elderly victims?
- what arrangements should be made between the contract agency and local health and social service agencies to insure adequate use of existing services?
- how contract staff will assist elderly victims in replacing stolen documents.
- what follow-up methods will be used?
- how can contract staff assist elderly victims in benefiting from other program activities being implemented?
- how can contract staff assist elderly victims in overcoming fear of retaliation by offender?
- how can program staff assist the elderly victim in his role as a witness, and in understanding the judicial process?

It will be the responsibility of the contract staff and project manager to submit monthly reports on their efforts to address the above items, to the Personal Security and Public Safety Committee.

It will be the responsibility of the committee to determine if the recommended methods and procedures developed are sufficient to provide services and assistance to elderly victims of reported crimes. It will also be the responsibility of this committee to determine if program activities sufficiently reduce the effects of the victimization and what steps should be taken to provide for on-going service delivery to the area's elderly victims.

Informal Organizations

Provision of elderly victim assistance services will depend on the cooperation of existing area health and social service agencies to provide available services needed by elderly victims to decrease the effects of the victimization. To facilitate such actions, the contract staff will seek to develop necessary formal and informal agreements with area agencies indicating the assistance that each agency can provide to assist the contract agency staff in providing needed services to elderly victims.

Communications

To provide elderly victim assistance services, it will be necessary to obtain information from law enforcement agencies on elderly victimizations. Once obtained, the designated contract staff will be responsible for making contact with elderly victims, and reviewing with them the victimization incident, determining if services or assistance is needed to assist the elderly victims reduce the effects of their victimizations to maintain essential daily activities and for arranging for identified services and assistance to be made available to elderly victims. Contract staff will also provide follow-up contact with elderly victims to determine if services and assistance were utilized and suitable to address each victim's needs. In addition, contract staff will inform elderly victims of other program activities being offered to address elderly crime concerns and of general services available to elderly persons. Emphasis will be placed on informing elderly victims of information and referral services and legal services available.

IV. DEVELOPMENT OF INFORMATION SYSTEMS

The designated contract staff will be responsible for keeping records of their elderly victim assistance activities. The attached Participant Intake Form will be used to record information on elderly victimizations submitted to them. The information on the Participants Form will be compiled monthly and submitted to the project manager and Personal Security and Public Safety Committee for their review. The project manager will utilize information contained in the monthly reports to submit information quarterly to the Law Enforcement Assistance Council and Missouri Council on Criminal Justice to inform them of victim assistance services being provided to locally identified elderly victims of crime.

V. RESOURCE MANAGEMENT

Human Resource Management

The implementation of elderly victim assistance activities will be the responsibility of the program manager and staff of the social service agency contracted by MARC. It is anticipated that the following contract staff and staff support will be necessary to conduct program activities:

- one Social Services Coordinator (full time)
- one Social Services Counselor (full time)
- Secretarial Services (part-time)
- Fiscal Assistance (part-time)
- Supervisory Assistance (part-time)
- Volunteer Support (as determined)

Program resources will be made available to provide the above staff support and will be incorporated into the contract budget between MARC and the

designated agency. The project manager will supervise activities performed by contract staff during the 90 day pilot period.

Equipment and Facilities Allocation

Additional program support will be provided as necessary for implementing program operations. The following items or costs will be financed through program resources:

- travel costs
- office equipment
- postage
- supplies
- office space
- phones
- emergency assistance resources

Program resources necessary to cover these items will be incorporated into the contract budget between MARC and the designated agency.

VI. PROGRAM CONFLICTS

Because financial assistance and other services can be obtained from existing social service agencies for the elderly, program resources and services will only be provided to elderly persons who report criminal incidents to law enforcement officials. This will provide contract staff with the means of insuring that a victimization actually took place and of determining loss of funds by victims, injuries incurred as a result of victimization and other effects directly related to the victimization. This will provide a somewhat controlled means for allocating resources and service assistance.

NEW PARTICIPANT APPLICATION

Part A

(To Be Filled Out Immediately)

Date _____ Participation No. _____
 Name _____ Sex _____ Age _____
 Address _____ Date of Birth _____ / _____ / _____
 City _____ Month _____ Day _____ Year _____
 Phone _____
 Race (Check One) Non-Minority _____ Negro _____ Spanish _____ Other _____

What is your present living arrangement? _____

Do you live alone? _____

How long have you lived at your present location? _____

REFERRAL How did you find out about this program?

Friend _____	Police Officer _____
Family _____	TV/Radio _____
Flyer _____	Project Worker _____
City Newspaper _____	Referred by Community Agency _____
Local Newspaper _____	(Specify) _____
Speaker at Meeting _____	Other (Specify) _____

AVAILABLE RESOURCES

Many programs are available for senior citizens. Do you participate in any of the following? (Check all that may apply)

Home Services _____	Target Hardening _____
Information and _____	Security Inspections _____
Referral Services _____	Operation Identifi- _____
Elderly Victim _____	cation _____
Assistance _____	Legal Assistance _____
Printed Material on _____	Federal Crime _____
Crime Prevention _____	Insurance _____
	Other _____

Would you like more information about any of these programs? _____
 If "YES", which ones? _____

Comments: _____

Interviewer's Comments: _____

Completed by _____
 Date _____

Draft

PART B. Victimization Report (taken from Police Report)
(To be completed after a Police Report is Obtained.)

PART C. Victim Assistance

Description of Client Need: _____

Actions Taken: _____

Financial Support Provided: _____

Follow Up Activities _____

Comments: _____

Submitted By _____

Date _____

MONTHLY STATUS REPORT

ELDERLY VICTIM ASSISTANCE COMPONENT

AID TO ELDERLY VICTIMS OF CRIME

NUMBER OF ELDERLY VICTIMS DURING THE MONTH: _____

NUMBER OF PERSONS CONTACTED DURING THE MONTH:

Elderly Victims _____

Agency/Community Representatives _____

(Re: Services to Victims) _____

Other Persons 60 and Over _____

Other Persons Under 60 _____

TOTAL _____

TYPES OF CRIMES INVOLVING OLDER PERSONS:

CRIMINAL OFFENSE AGAINST OLDER PERSON	TOTAL	PERSONS RECEIVING VICTIM ASSISTANCE
Burglary		
Robbery		
Larceny		
Assault		
Fraud		
Rape		
Homicide		
Other		
TOTAL		

TYPES OF ASSISTANCE PROVIDED TO ELDERLY VICTIMS:

ASSISTANCE	DIRECT SERVICE	REFERRAL TO SERVICE	REFERRAL SERVICES UTILIZED
Assistance in Replacing Documents			
Health Services			
Transportation			
Homemaker/Home Health Aide			
Financial Assistance			
Counseling			
Legal Assistance			
Daily Telephone Contact			
Nurtition			
Housing Assistance			
Social/Recreational			
Other			
TOTAL			

CONCERNS RAISED DURING MONTH:

COMMENTS:

CONTINUING INFORMATION/INFORMATION SUPPORT SYSTEM

In order to respond to overall five county crime-related concerns of the area's elderly, it is imperative that accurate elderly crime information be gathered on all of the area's elderly and that information be incorporated into materials and activities that will respond to the specific crimes and concerns which affect the elderly. The following objective and program activity was developed to address this need:

The Mid-America Regional Council will design and assist in implementation and maintenance of a five county police based crime information collection system that will provide timely offense, investigation, prosecution and conviction information for use in increasing police and community awareness and program planning aimed at reducing elderly persons' crime problems and concerns.

Generally, no local law enforcement agencies gather age and crime specific statistics for elderly victims. This age specific by crime information is necessary to direct existing area resources and services and program planning efforts.

The Midwest Research Institute (MRI) has recently completed an in-depth three year study analyzing elderly victimization data to determine the effects that criminal victimizations have on elderly persons. The results of these analyses efforts have provided a great deal of significant information that outlines causes and effects of elderly victimization by type of crime, methods to decrease the potential for victimization and probable reasons why offenders select the older person as a potential victim. As a result of the MRI study, case records were compiled on over 3,700 offenses in which elderly persons were involved. Of this number, 1,830

cases were selected for detailed study. The results of the MRI findings provided both a general and specific overview of the elderly victim and the effects of victimization on the older person in Kansas City.¹

The following program activity will be implemented to address the above objective:

- Data Collection Activity

It is felt, by achieving this objective, that this program activity will provide a means for insuring the necessary flow of information and communication between the criminal justice and social service systems to respond to the area's elderly crime problems and concerns.

The Data Collection activity will be implemented to obtain elderly victimization data by crime from each of the five county area's various law enforcement agencies. The project manager will coordinate the contacting of each area's elected officials and law enforcement agencies to obtain the needed data. This data will be used to carry out the various other activities of the Aid to Elderly Victims of Crime and develop long range objectives that address elderly crime problems and concerns.

It is felt that this program activity will provide suitable crime specific elderly victimization data for these purposes.

¹"Crimes Against Aging Americans-The Kansas City Study." Midwest Research Institute, Kansas City, Missouri.

DATA COLLECTION ACTIVITY

I. PROGRAM POLICY AND SPECIFICATIONS

Operational Definition

The Data Collection Program activity will be implemented to obtain crime specific information on elderly criminal victimizations within the five county area.

Boundary Conditions

The Data Collection Program activity will be implemented in cooperation with all law enforcement agencies within the five county area.

Division of Function

The chairman of MARC's Commission on Aging will contact the chief elected officials of each law enforcement jurisdiction within the five county area to outline the scope of the Aid to Elderly Victims of Crime Program and to request each jurisdiction's assistance in collecting local law enforcement crime specific information on elderly victimizations. This information will be requested for 1975, 1976 and additional years as appropriate.

Data on elderly victimizations will be requested by census tract and, if possible, block number within each tract. The following information on criminal victimizations of persons 60 years or older will be requested:

- type of crime
- date and time of victimization
- sex of victim

- age of victim
- race of victim
- marital status of victim
- was victim taken to medical facility
- number of witnesses

The chairman will also request that arrangements be made between the project manager and local law enforcement officials to provide this information to the staff of the Aid to Elderly Victims of Crime for use in that program's public education and community crime prevention and elderly victim assistance program activities and the development of long-range objectives to address the elderly's crime problems and concerns.

Data information obtained from law enforcement agencies throughout the five county area will be compiled and analyzed by the project manager to support the following Aid to Elderly Victims of Crime Program activities:

Public Education

Dissemination of Elderly Crime Information

Presentations at Community Meetings

Public Education Presentations

- Older Person and Crime
- Burglary and the Older Person
- Robbery and the Older Person
- Steps to Take When Victimized

Community Crime Prevention

Dissemination of Elderly Crime Statistics

Home Security Inspections

Operation Identification

Residential Security Training Sessions

Target Hardening

Personal Security Training Sessions

Community Block Watch Programs

Elderly Victim Assistance

Publicizing of Elderly Victim Assistance Activities

Compilation of Available Victim Assistance Resources and Services

Client Contact

Provision of Elderly Victim Assistance Activities

Follow-up

Additionally, this information will be used by the MARC Commission on Aging to develop long-range objectives and program plans to address area elderly crime problems and concerns.

II. PROGRAM ADMINISTRATION AND MANAGEMENT

Decision Making

It is anticipated that the collection of crime specific elderly victimization information will be difficult to obtain from some of the area law enforcement agencies. The reasons for this difficulty are numerous and include lack of available manpower and systems to collect requested data, other local law enforcement priorities, and inability to convince local officials that local crime specific elderly information should be collected and distributed. When conflict of this nature develops, it will be necessary for the project manager to decide if the lack of requested information will affect program activities.

Since crime in general affects urban and suburban areas more than rural areas or smaller towns, priority will be placed on obtaining data from areas where larger populations exist. It will be the responsibility of the Personal Security and Public Safety Committee to decide whether the lack of data collected for a particular jurisdiction will affect program activities. If this committee determines that a lack of requested information will affect program operations, they will forward their opinions and recommendations to the chairman.

Delegation of Authority

Efforts to initially obtain crime specific elderly victimization information will be implemented in the following manner:

The chairman of MARC's Commission on Aging will notify area mayors and county judges informing them of the scope of the Aid to Elderly Victims of Crime Program and requesting that the local officials assist the Commission on Aging in collecting data on crime specific area elderly victimizations. After notification, the director of the MARC Department on Aging will contact elected officials to determine if the data can be obtained and what barriers may exist. Such arrangements as necessary to obtain the information requested will be made. The project manager will receive the collected data from each local law enforcement agency and will be responsible for insuring that all arrangements agreed to are carried out. It will be his responsibility to insure that the collected data is compiled and analyzed for use in the program's activities.

Communications

Initiatives to collect the elderly victimization data will be performed primarily by the MARC Aging director and the program manager. They will inform the Personal Security and Public Safety Committee on the status of data collection efforts.

Correspondence will be sent to each area's elected officials to request their assistance in collecting the crime specific information on their community's elderly victimizations. The following crime specific information will be requested by tract and if possible, by blocks within tracts on victimizations against persons age 60 years or older for 1975 and 1976:

- type of crime
- day and time of victimization
- sex of victim
- age of victim
- marital status of victim
- was victim taken to a medical facility
- number of witnesses

In addition, general crime victimizations (all ages) for yearly periods 1972 to 1975 will also be requested. Area data will be compiled and analyzed to determine the proportions of elderly victimizations by type of crime within different parts of the five county area. The data will be used for implementing the program activities listed earlier and in developing long-range objectives.

Informal Organizations

Because of the composition of the MARC decision-making structure, requests for elderly crime specific victimization data will be made through area elected officials. It is felt this approach will provide a suitable means of obtaining the requested information and will inform area officials of the scope of the program and ways the information will be used to address elderly crime concerns.

Development of Informational Systems

Information being requested from local law enforcement agencies will be collected on the attached form. This form will allow local law enforcement personnel to quickly review offense reports and list, from reports involving elderly victims, requested crime specific information using a minimal amount of time. The information listed on the individual forms for each jurisdiction will be compiled and analyzed by the project manager and combined to outline crime specific elderly victimizations for the five county area.

V. RESOURCE MANAGEMENT

Human Resource Allocation

Data collection activities will be coordinated by the program manager. Local law enforcement officials will be requested to collect crime specific information on the area's elderly victimizations. Where necessary and possible, given program resources, MARC will reimburse law enforcement agencies for costs incurred in gathering requested data. The project manager will instruct law enforcement staff when necessary on how to collect and list the requested information.

Program Conflicts

Efforts to obtain information collection will be performed in cooperation with the data collection efforts of the regional office of the Missouri Council on Criminal Justice.

Tract _____

Block _____

ELDERLY VICTIM REPORT

Date of Crime: _____

Time: _____

Address _____

Age _____ Sex: Male _____ Female _____

Race: Cauc. _____ Black _____ Span. _____

Marital Status: Single _____ Married _____

Widowed _____ Divorced _____

Separated _____

Number of Witnesses _____

Was Victim Taken to Medical Facility _____

Type of Crime:

Burglary _____

Robbery _____

Larceny _____

Assault _____

Fraud _____

Murder _____

Rape _____

Other _____

Appendix A

Some Factors Affecting Elderly Crime Concerns

Sources of Public Attitudes About Crime

From analysis of the results of its surveys of the public, the President's Commission on Law Enforcement and the Administration of Justice tried to determine to what extent this increased public concern about crime was a reflection of personal experience as a victim, or vicarious impressions received from acquaintances, the mass media, or other sources. Although it was not possible to answer this question fully, the available data indicate that for most people, attitudes about serious crimes and crime trends come largely from vicarious sources. This is especially the case with the crimes of violence which, although the focus of the public's concern, are relatively rare.¹

Observations suggest that people's perception of the incidence and nature of crime and even to some extent their concern about it may be formed in large part by what they read or hear about from others. This does not mean, of course, that what people learn to think and feel about the crime problem in this way is any less valid or important as grounds for launching renewed efforts at crime control and prevention, or that either the extent of the crime problem or people's fears about it should be minimized. It does indicate the need for a greater public responsibility to insure that people have a chance to learn facts about crime that are not only accurate and trustworthy but also most relevant to the situations in

¹ "Task Force Report: Crime and Its Impact--an Assessment", President's Report on Law Enforcement and the Administration of Justice, Washington, D.C., 1967, p. 86.

which they live and work. It also means, because of the apparent importance of vicarious impressions in forming public attitudes about crime, that we need many more intensive studies to determine what it is that most influences people's views and feelings about crime.

A further indication of the importance of vicarious impressions in forming the public's perceptions of crime is that a majority of citizens almost everywhere think that the situation right where they live is not so bad. While the predominant opinion is that the crime situation is terrible and getting worse, most people tend to think of the situation as one that characterizes places other than their own immediate neighborhood. In the nationwide NORC study for the Commission, 60 percent of those questioned compared their own neighborhood favorably to other parts of the community in which they lived with regard to the likelihood that their home would be broken into, while only 14 percent thought their area presented a greater hazard.² This is the case even in areas that are regarded as very crime-ridden by the police. In the BSSR survey of residents of areas in Washington, D.C., that have average to high crime rates, only one out of five of those interviewed thought his neighborhood was less safe than most of the city.³ Surveys conducted for the Commission by the Survey Research Center of the University of Michigan concerning public attitudes about

² Criminal Victimization in the United States: A Report of a National Survey, (Field Surveys II, President's Commission on Law Enforcement and Administration of Justice, 1967), p. 76. (Hereinafter referred to as NORC Study.)

³ "Report on a Pilot Study in the District of Columbia on Victimization and Attitudes Toward Law Enforcement", (Field Survey I, President's Commission on Law Enforcement and Administration of Justice, Washington, D.C., 1967), p. 121. (Hereinafter referred to as BSSR Study.)

crime in four medium to high crime rate police precincts in Boston and Chicago found that 73 percent of the respondents thought their own neighborhoods were very safe or average compared to other neighborhoods in relation to the chances of getting robbed, threatened, beaten up, or anything of that sort.⁴

Fear of Crime

When discussing crime and the older persons, one must consider the effects caused by the fear of crime as perceived by the older person.

The fear of crime has recently become more pervasive. To an objective investigator of this phenomenon, much of it is irrational. But the fear exists. Regardless of the reasons for being fearful, fear itself is a reality that policy-makers must consider. The lessening of fear thus becomes an important step in a comprehensive effort to combat crime and the effects of crime.

Certain kinds of crime--the "personal" crimes--produce more intense alarm than others. "The crimes that concern Americans the most are those that affect their personal safety--at home, at work, or in the streets. The most frequent and serious of these crimes of violence against the person are willful homicide, forcible rape, aggravated assault, and robbery."⁵

⁴ "Studies in Crime and Law Enforcement in Major Metropolitan Areas", (Field Surveys III, President's Commission on Law Enforcement and Administration of Justice, 1967), Vol I, Sec. 2, p. 30.

⁵ President's Commission on Law Enforcement and Administration of Justice, "The Challenge of Crime in a Free Society", (Washington, D.C.: U.S. Government Printing Office, 1967), p. 18.

. . . One of the stimulants that nourish this fear is the mass media's lurid portrayal of the victim of crime. "The available data indicate that for most people, attitudes about serious crimes and crime trends come largely from vacarious sources."⁶ So, while most people are not themselves victims of crime and do not know anyone who has been the victim of crime, they feel threatened because they have seen on television or heard on the radio or read in newspapers and magazines case histories and depictions of violent crime. Their emotions and anxieties become aroused and fed with each day's reports of new victims of crime. Although the chances of one's becoming a victim of crime might be statistically remote, the prevailing reaction seems to be, "It could have been me" or "Next time it might be me." Since this attitude is not completely rational, it cannot be neutralized completely by rational rebuttals. It remains a force to contend with.

Aside from the undeniable realities of crime itself, the manner of reporting them actually contributes to an unjustified fear of crime. The fashion in America seems to require dramatic flair even in the preparation and presentation of crime statistics

. . .

The consequences of fear of criminal attack seem to be exclusively detrimental for the individual and for society; the

⁶ President's Commission on Law Enforcement and Administration of Justice, Task Force Report: Crime and Its Impact--An Assessment (Washington, D.C.: U.S. Government Printing Office, 1967), p. 86.

ways in which this fear is externalized can be viewed only as damaging. It is not an exaggeration to suggest that the feeling of well-being among the citizenry is in danger of being perhaps fatally eroded by this fear. Already, there are indications that preferred life styles are being modified to preserve some feeling of safety.

This fear leads many people to give up activities they would normally undertake particularly when it may involve going out on the streets or into parks and other public places at night. The costs of this fear are not only economic, though a burdensome price may be paid by many poor people in high crime rate areas who feel compelled to purchase protective locks, bars and alarms, who reject an attractive night job because of fear of traversing the streets or who pay the expense of taxi transportation under the same circumstances. In the long run more damaging than costs are the loss of opportunities for pleasure and cultural enrichment, the reduction of the level of sociability and mutual trust; and perhaps even more important, the possibility that people will come to lose faith in the trust-worthiness and stability of the social and moral order of the society . . .⁷

With increasing crime rates and the accompanying perceptions of what this increase means to the individual, we are experiencing also an increase in societal costs other than those that are the direct result of victimization. "What economists label

⁷ Task Force Report, op. cit. supra note 2, p. 94.

opportunity costs for feeling safe probably are far greater economic burdens of crime for these citizens than the direct costs of victimization. With these precautions go . . . the psychic costs of living in an atmosphere of anxiety."⁸

Insofar as crimes against individual citizens are concerned, then, it is suspected that "the immediate consequences are of much less moment than are people's intense reactions to the perceived crime situation."⁹ It is important for public policy-makers to be aware of this distinction and to make reduction of the fear of crime an object of attention, just as reducing the incidence of crime is an object of attention. If they do not act appropriately on this knowledge, the result may be an extraordinary anomaly: the fear of crime will increase at the same time that the incidence of crime may decline. A reduction in the incidence of crime will not automatically be accompanied by a corresponding reduction in the fear of crime . . . Because of its irrational qualities, it (fear of crime) may be more difficult to combat than criminality itself.¹⁰

The core of public anxiety about the crime problem involved a concern for personal safety and to a somewhat lesser extent the fear that personal

⁸ Albert D. Biderman, Louise A. Johnson, Hennie McIntyre, and Adrienne W. Weir, Report on a Pilot Study in the District of Columbia on Victimization and Attitudes toward Law Enforcement, Bureau of Social Science Research, Inc., (Washington, D.C.: U.S. Government Printing Office, 1967), p. 159.

⁹ Id., p. 160.

¹⁰ "The Fear of Crime in the United States", James Brooks, Crime and Delinquency, July 1974, pps. 241-244.

property will be taken. Perhaps the most intense concern about crime is the fear of being attacked by a stranger when out alone.¹¹

Whether more concerned about adult or juvenile crime, most people think the crime situation in their own community is getting worse, and, while substantial numbers think the situation is staying about the same, hardly anyone sees improvement.¹²

The fear of crime as it relates specifically to the older person may increase due to such factors as the ability to flee from an offender, neighborhood change, inability to provide for precautionary activities which would decrease the potentials for victimization. Additionally, older persons and the general population may have an unrealistic fear of crimes in which they are least likely or most likely to be involved.

The greatest danger of an exaggerated fear of crime may well reside in the tendency to use the violent crime as a stereotype for crimes in general. For example, there may be a significant interplay between violence, the mass media, and the reporting of general crime figures. Publicity about total crime figures without distinguishing between the trends for property crime and those for crimes against persons may create mistaken ideas about what is actually happening. If burglaries and larcenies increase sharply while violent crimes decrease or remain stable, the total

¹¹ President's Commission on Law Enforcement; Task Force Report--Crime and Its Impact, p. 87.

¹² Ibid., p. 89

figures will follow the property crime figures, since crimes against property are more than four-fifths of the total. Yet under these conditions people may interpret the increases in terms of the dominant stereotype of crimes of violence, thus needlessly increasing their fears. They may not only restrict their activities out of an exaggerated fear of violence but may fail to protect themselves against the more probable crimes.¹³

Thus it is important for the older person and the general population to properly respond to real fears and to take suitable precautions necessary to avoid the types of crimes in which they are most vulnerable.

Older Persons' Perceptions of Crime

In the Louis Harris poll conducted by the National Council on Aging to determine the attitudes of the nation's elderly and the general population, several significant factors were cited on the nation's attitudes toward its elderly. Among its findings several points related specifically to the older person's fear of crime. When shown a list of twelve possible problems and asked how serious each was for them personally, fear of crime was listed as their number one concern (23 percent of the public 65 years and older said that fear of crime was a very serious problem for them personally and an additional 24 percent called it a somewhat serious problem).¹⁴ When this is compared with the general public ages 18-64 only

¹³ Ibid., p. 89.

¹⁴ "The Myth and Reality of Aging in America", The National Council on the Aging, Washington, D.C., April, 1975, p. 29.

15 percent felt that fear of crime was a very serious problem for them personally.¹⁵ In addition, when the general public and the public 65 and over were asked which problems were "very serious" problems to most people over 65, 50 percent of the general public (18-64) and 51 percent of the public 65 and over felt that fear of crime was very serious.¹⁶

The survey indicated that other factors (other than age) determine elderly persons' fear of crime. Elderly persons fear of crime is significantly higher in proportion to their levels of decreased income. (31 percent of the elderly with incomes under \$3,000 as opposed to 17 percent of the elderly with incomes \$15,000 and over.)¹⁷ Similarly, 41 percent of elderly Blacks felt that "fear of crime" was a "very serious" problem for them (21 percent of elderly whites felt "fear of crime" a "very serious" problem personally).¹⁸ Education also was a factor that affected an elderly person's fear of crime, with 10 percent of the elderly persons surveyed listing fear of crime as a very serious problem, as opposed to 25 percent of the elderly public having some high school or less.¹⁹ Lastly, elderly women listed fear of crime substantially more often (28%) than did elderly men (17%).²⁰

¹⁵ Ibid., p. 37.

¹⁶ Ibid., p. 36.

¹⁷ Ibid., p. 130.

¹⁸ Ibid., p. 133.

¹⁹ Ibid., p. 137.

²⁰ Ibid., p. 140.

Unreported Crime

Fewer than half of the incidents of victimization uncovered by NORC in the national survey conducted for the Commission had been reported while the residents of Washington had notified the police of only 65 percent of the incidents they disclosed to BSSR interviewers.²¹ NORC found considerable variation by type of crime.²² Generally the more serious the crime the more likely the police were called. A higher percentage of grand than petty larcenies and of aggravated than simple assaults were reported, for example. Except for the more serious crimes against the person, however, crimes which were completed were reported no more frequently than the attempted crimes. It is apparent that the simple desire to recover losses or damages is not the only factor in a victim's decision for or against police notification. This study did not find that any racial or income group was any more likely than another to report or decline to report crimes.²³

The victim's or witness' reluctance to get involved was one of the most frequently cited reasons for nonreporting.²⁴ Sometimes he did not want to take the time to call the police and present evidence, perhaps spending time in court and away from his work. Some persons who said they had witnessed incidents which might have been crimes did not feel it was

²¹ NORC Study, p. 70.

²² BSSR Study, p. 40.

²³ NORC Study, p. 46.

²⁴ NORC Study, p. 44.

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their responsibility to intervene, that it was not their business to call the police or take any other action. A few persons expressed this sentiment by stating to the interviewers, "I am not my brother's keeper."²⁵

The fear of reprisal or other unfortunate consequences sometimes deterred victims or witnesses from notifying the police of an incident. Some feared personal harm might come from the offender or his friends. Some feared that they themselves would become the subject of police inquiry or action. In the case of property offenses the fear of increased insurance rates or even of cancellation of insurance was more likely to be the reason. Businessmen often refrained from reporting burglaries, believing that it was less expensive to absorb some of these losses than to pay more for their insurance.²⁶

The most frequently cited reason for not reporting an incident to the police is the belief in police ineffectiveness; 55 percent of the reasons given for nonreporting by respondent in the national study fell in this category. This does not necessarily constitute evidence of a pervasive cynicism regarding police. The victim may instead have simply accepted that the damage had been done, there were no clues and the police could not be expected to apprehend the offender or undo the damage. For example, in malicious mischief where it is unlikely the offender will be caught, police ineffectiveness is the preponderant reason for nonreporting.²⁷

²⁵ "Task Force Report--Crime and Its Impact", p. 93.

²⁶ "Problems and Practices for Protection of Crimes Among Businesses and Organizations", A Report to the President's Commission on Law Enforcement and the Administration of Justice, University of Michigan Sociology Department, 1966.

²⁷ "Task Force Report--Crime and Its Impact", p. 94.

AID TO ELDERLY VICTIMS OF CRIME - EVALUATION

Overall Goals

The Personal Security and Public Safety Committee (PS2) of the MARC Commission on Aging has designed the Aid to Elderly Victims of Crime program which has dual goals of: decreasing elderly victimization and reducing the impact of elderly victimization. Program activities of public education and crime prevention through environmental control (such as improved security), modification of crime vulnerability behavior (such as walking alone), and provision of victim assistance services (such as counseling or financial aid), are designed to impact project goals.

Background

The identification of this program's goals and the development of activities to achieve those goals and related objectives have been based on a review of the literature on elderly and crime, the findings of the Midwest Research Institute (MRI) Kansas City Study of elderly victims and a consideration of the crime control approaches most appropriate to this problem.

Based on the theoretical and empirical evidence reviewed, the following observations were basic guidelines for the development of program content and design:

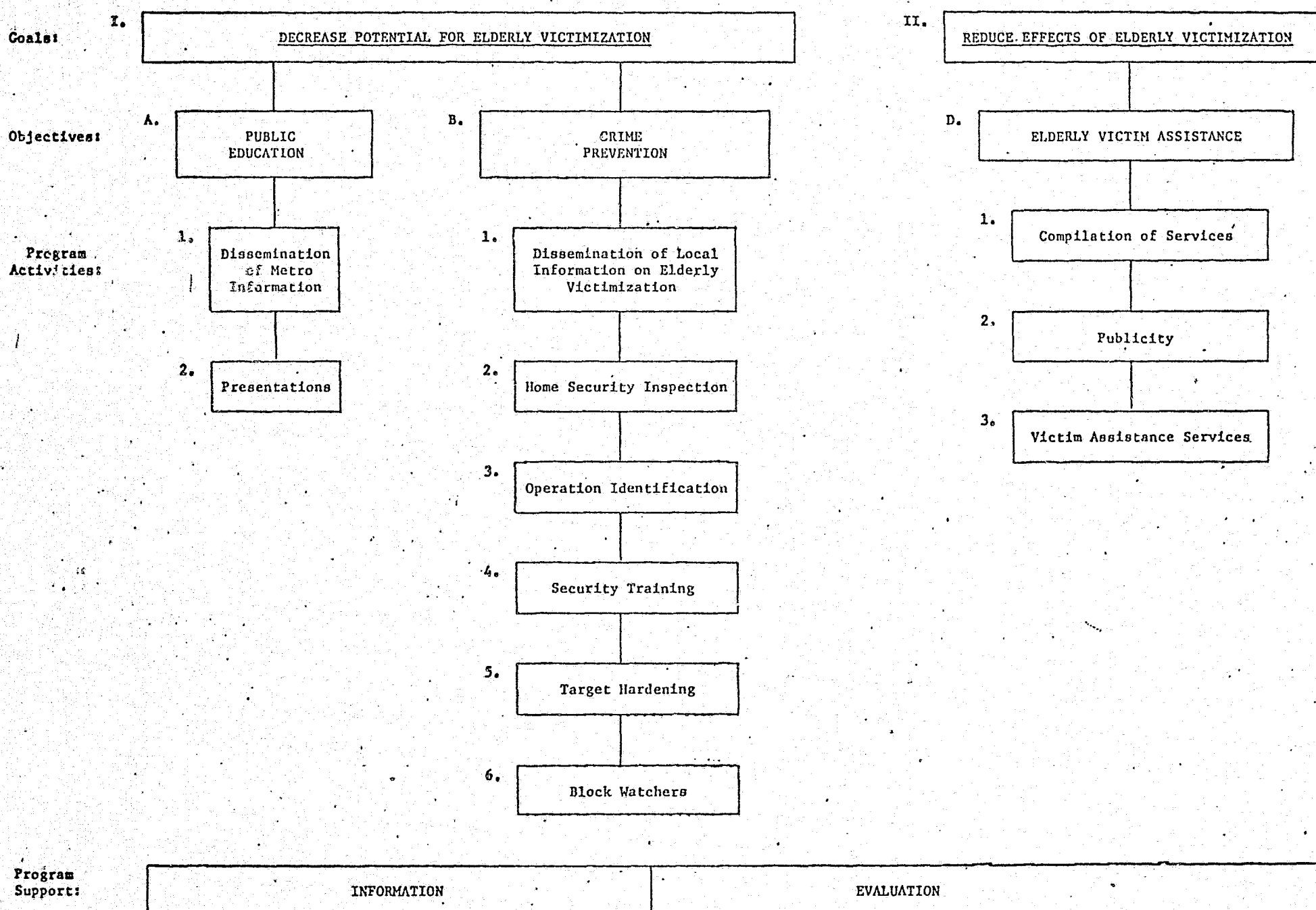
- Public perception of crime and the nature of crime is mostly based on impressions from the media.
- Fear of crime, especially among the elderly, may not necessarily correspond to a realistic assessment of the crime situation.

- Many citizens either are not aware of or lack the resources and know-how to take preventive crime precautions; this situation is especially acute among elderly and low-income populations.
- The unwillingness of citizens to "become involved" in community anti-crime activities lessens the criminal's chances of being thwarted.
- The effects of criminal victimization on the elderly are exacerbated by a lack of social services resources appropriate to their situation.
- Given the paucity of evidence on effective change of criminal behavior approaches, environmental control and modifications of temptation/opportunity patterns in victim behavior are currently the most effective crime control methods.

Program Activities

Accordingly, this project takes an approach of: 1) coordinating public education, victim behavior and environmental modification as means of reducing victimization and organizing victim assistance resources and services addressing financial, psychological and physical concerns as means for reducing the impact of crime victimization among the elderly. Figure 1 depicts the relationship of project program activities or means of achieving the objectives and goals.

Figure 1 - AID TO ELDERLY VICTIMS OF CRIME - GOALS AND OBJECTIVES BY PROGRAM OBJECTIVES



Program Support: Information and Evaluation

It is proposed that the Kansas City, Missouri Police Department may have an appropriate role in two areas of program support for MARC's Aid to Elderly Victims of Crime. These two related areas are continuing information and evaluation. Crime information and analysis is required to 1) identify and describe the target areas for community crime prevention;* 2) provide descriptive data on current crime trends and patterns in the KCPD jurisdiction for use as content in the development of public education materials; 3) report monthly on the situational characteristics of elderly crimes within the four target areas and on crime incidence measures related to program objectives; and 4) identify elderly victims by name so they can be provided victim assistance where needed. Figure 2 outlines each of these four information areas.

Approach to Evaluation

The easiest task for evaluation is to provide information for go/no-go decisions about programs. Unfortunately, evaluation of social programs entails a wider range of functions. Solution to social problems calls for systematic examination of a change effort in terms of integration of resources, theory, implementation design and management. Thus, in practice, evaluation may be asked to investigate the extent of program success so that decisions such as the following can be made:**

1. To continue or discontinue the program
2. To improve its practices and procedures

* See Appendix 1 for a description of the methodology for selection of target areas.

** Carol H. Weiss, Evaluation Research, Englewood Cliffs, N.J.: Prentice-Hall, 1972, pps. 16-17.

Figure 2 - PROGRAM SUPPORT INFORMATION BY FUNCTION

To Be Provided by Kansas City, Missouri Police Department

Support Information Purpose	Use	Type of Data	Unit of Analysis	Frequency of Reporting	Analysis Procedure	Data Source	Reported to
1. Identification and description of socio-economically, homogeneous high elderly crime areas	- selection of target areas; - long-range planning; - guide content development of location specific public education materials;	- crime specific incidence and trend; - socio-economic characteristics - crime-specific characteristics (e.g., day/night; injury, witnesses)	census tracts and blocks for selected areas	annual (at start of project)	regression, factor and cluster analysis	offense files; arrest files; census; Polk data; land-use data	project manager
2. Describe crime trends and patterns and associated city-wide socio-economic patterns for elderly and general population	- guide content development of general public education materials;	- crime specific incidence and trend; - socio-economic characteristics; - crime-specific characteristics;	census tracts city-wide	annual	frequencies, regression	arrest, offence files, Polk land-use data	project manager/public education coordinator
3. Describe crime incidence measures related to objectives and crime pattern measures symptomatic of crimes	- program monitoring feedback;	- crime-specific incidence; - crime-specific characteristics;	census tracts and blocks for target areas	monthly	frequencies time-series (in evaluation)	offense files	project manager
4. Elderly victim identification	- identify potential clients for victim assistance and security survey	- name, address, phone number of elderly victim	KCPD jurisdiction	weekly	-	offense files	project manager/neighborhood coordinator

3. To add or drop special program strategies and techniques
4. To institute similar programs elsewhere
5. To allocate resources among competing programs
6. To accept or reject a program approach or theory

Clearly, there's no way that this proposed evaluation design for the Aid to Elderly Victims of Crime (AVC) program (or any evaluation for that matter), is going to provide conclusive testimony for answering each of these questions. However, within the proverbial constraints of time and resources, the AVC evaluation design includes elements intended to provide decision-makers and program managers with some useable evidence related to each of these concerns.

To preview AVC evaluation intent, a summary of the evidence expected from this design is listed below to correspond to the same sequence of six program decisions cited above:

1. Overall impact of all program activities on stated goals.
2. Timely feedback to project manager on level of service input, adherence to program activity design, changes in the contextual problem situation (crime patterns) and changes in the indicators of program effects.
3. Assessment of the independent effects of separate program activities.
4. Documentation of the nature and level of program input and a description of target populations.

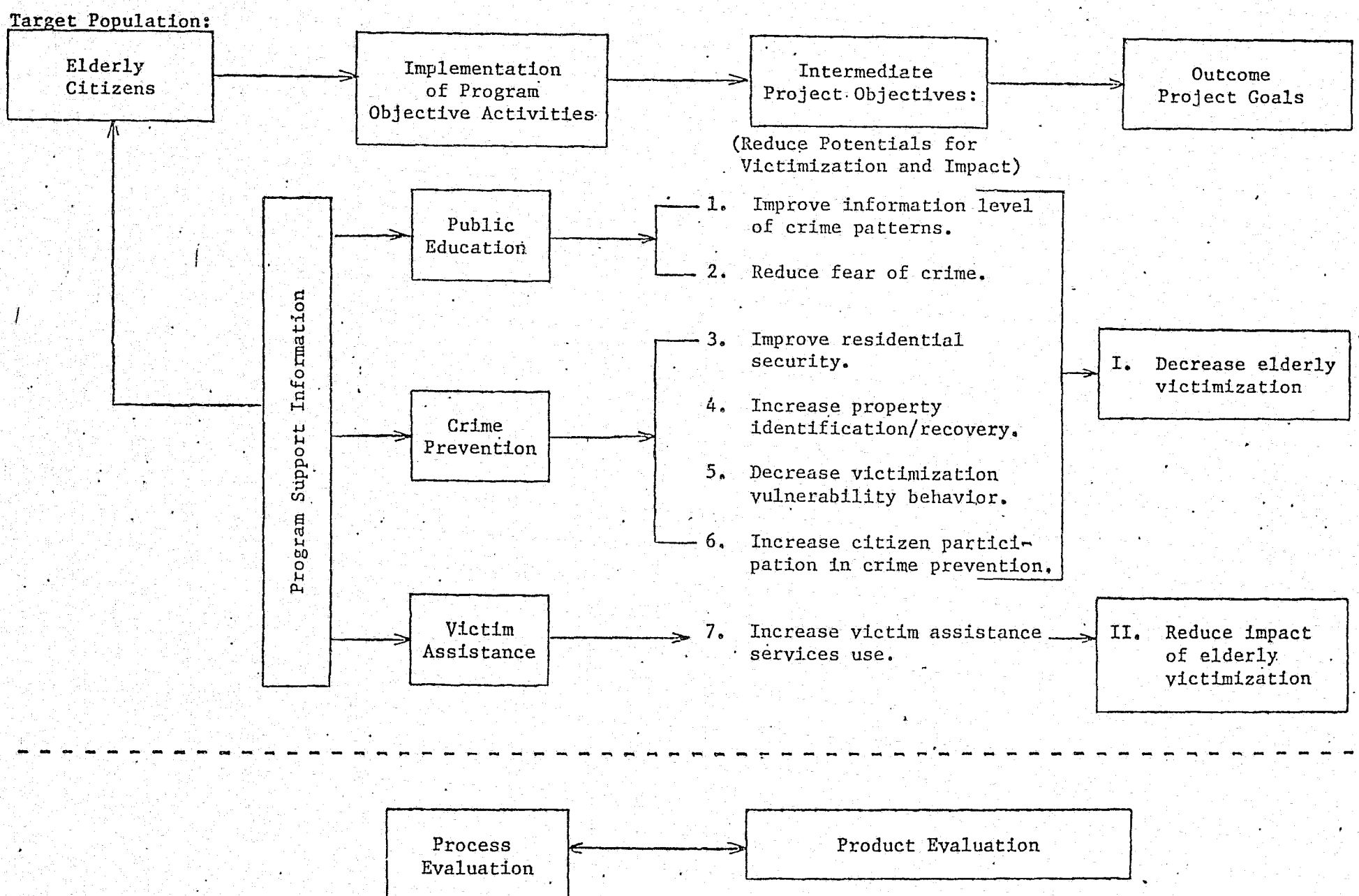
5. Relative impact of separate program activities (no. 3 above) in relation to cost of each.
6. Distinction between failure of a program's theory versus its application.

Again, the evidence related to each of these six areas should in no way be expected to be conclusive and final; it may only provide the decision-maker with additional empirical bases for decisions.

Relationship of Project Goals, Objectives and Instrumental Program Activities to Evaluation

Figure 1 above, presented the structure of AVC program goals, objectives and activities. The ultimate AVC program goal of reducing crime and its impact among the elderly is a well-documented need. Effecting social change to significantly impact that goal within the period of a 12-month operating program is a worthy aspiration, but not necessarily a realistic criterion for judging the program's merit. It could well take years to test the program's effectiveness in achieving this long-range expectation. Lacking the necessary time frame, the evaluation will follow the program's assumptions (derived from available research evidence) and look at the degree to which intermediate project objectives are achieved. Figure 3 depicts the presumed theoretical relationship of program activities as they are thought to relate to intermediate objectives and objectives, in turn, are related to final outcome goals.

Figure 3 - SEQUENCE MODEL OF AID TO ELDERLY VICTIMS OF CRIME PROJECT AND RELATED EVALUATION MODES



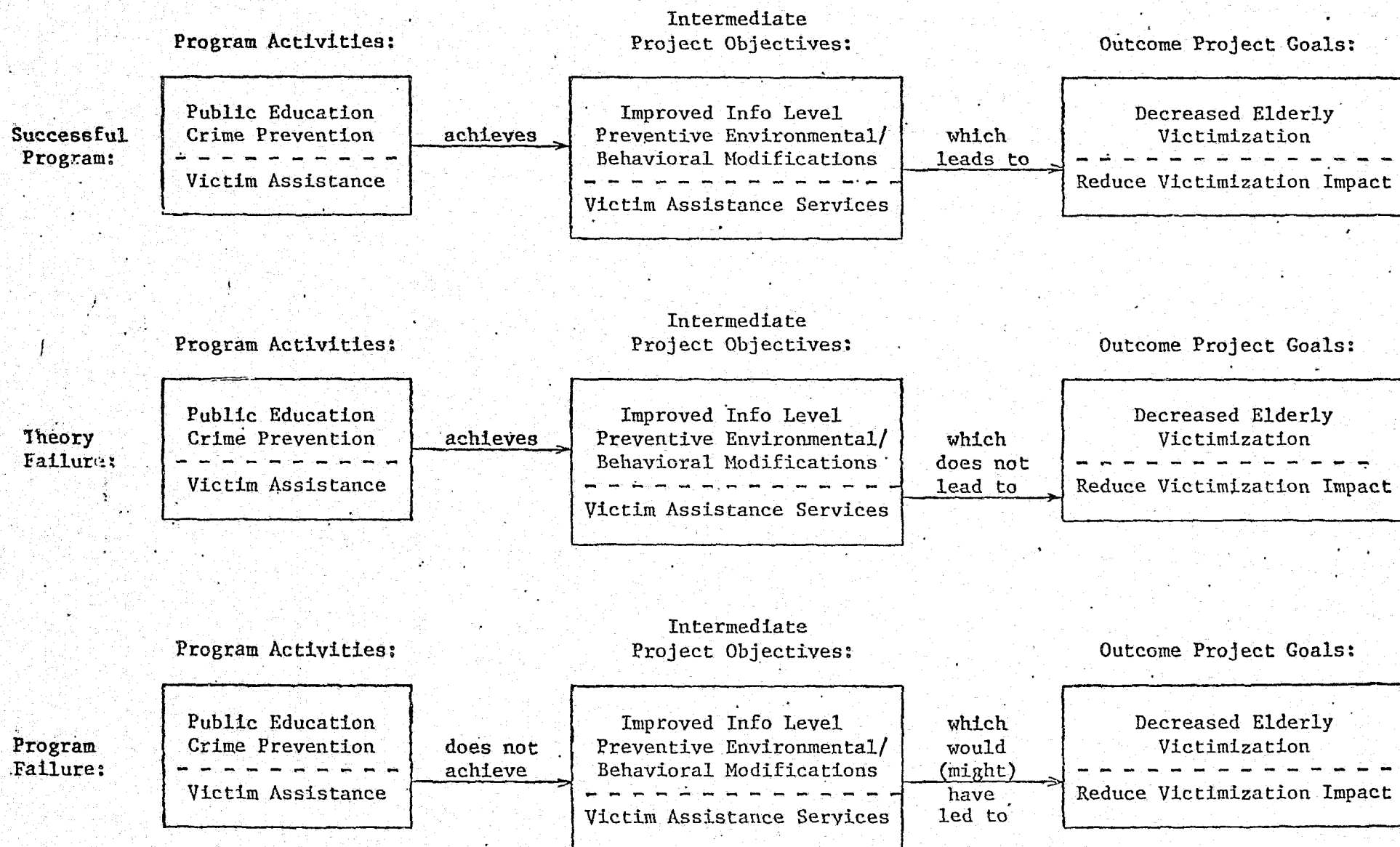
This kind of sequence model of goals and intermediate objectives has several benefits. First, it helps distinguish reasons for program failure. As Suchman has noted,* there can be two general reasons for a program's failure. Either a program's activities do not result in the intended intermediate objectives for operational reasons or the activities achieve the intermediate project objectives, but these presumed program objectives do not "cause" the ultimate attainment of project goals as anticipated because the assumed theoretical link between objectives and goals is in error. Figure 4 illustrates these possible types of program failure.

At least by identifying some proximate measures (i.e., intermediate project objectives), there's a more immediate possibility of assessing the degree to which a program is accomplishing what it intends. It's not necessary to await long-term evidence of crime change before program review. If a program is based on comparatively solid theoretical/empirical evidence, then the achievement of intermediate objectives bodes well for the prospect of achieving long-range goals (ignoring, for the present, possible intervening, confounding variables).

A comprehensive AVC evaluation must examine the project from the perspective of two modes of evaluation. One is to assess the program's operationalization. Are program activities being carried out as designed? This is sometimes known as process evaluation. The second evaluation mode to be used here is known as product evaluation and is intended to assess the impact of activities on goals. Are the goals being achieved? When it appears unrealistic to see the achievement of outcome goals within one

* Edward A. Suchman, "Evaluation Educational Programs A Symposium", Urban Review, III, No. 4, (1969), p. 16.

Figure 4 - ILLUSTRATIVE TYPES OF PROGRAM FAILURE



year, then intermediate objectives (seen in Figure 3) should be examined as proximate measures of outcome goals. These two types of evaluation do not exhaust the range of possible evaluation functions, but they will constitute the main focus of the discussion which follows. Each of the two evaluation modes, process and product will be presented in terms of the measures, data sources and form of analysis.

Process Evaluation

In conventional experimental designs, "treatment" is a static, standard and controlled entity. In social action projects, especially pilot* projects like the AVC, the measurement of "treatment" conditions (program activities) is as difficult as it is critical. Inevitably, the specification of program activities will be progressively refined through interaction of staff, clients and field conditions. This evolution process is critical for the manager who wants to maximize his program's potential, but it is hair-raising for the evaluator who must maintain a balance between practical and "scientific" necessities.

Given that modifications in program activities (difficult to quantify in any case) are inevitable, the evaluator must build in provisions to identify, describe and measure the "treatment" ** program activities and changes in same. Measurement of program activities has two central purposes. Specification and built-in reporting of program activities has

* The term "pilot" project is used here to signify the developmental phase of an innovative approach to the solution of a particular problem.

** In an experimental sense, the "treatment" in this project is the program activities as described in program description.

obvious implications for managerial practice. The manager is responsible for the delivery of program services as designed and their improvement where indicated. The evaluator is responsible for monitoring the nature and level of program services so that impact measures can be diagnosed and interpreted over time. Such information may also be of help in determining weak treatment effects. The periodic program monitoring measures as detailed in the description of each program activity are listed in Figure 5. These measurements, though burdensome, should help document the operational level, enhance understanding of the program and improve judgments about its conduct.

As discussed, a pilot project of this magnitude including multi-faceted components requires, as seen, rather intensive measurement. Inherent in the collection of multitudinous measures are at least a couple of hazards. Many of the program monitoring measures focus on the level of effort, rather than the improvement of that effort. To somewhat offset this problem, monthly indicators of elderly crime incidence within the four target areas and elderly crime situation characteristics related to program activities (such as no-force residential burglaries) will also be provided monthly to the project manager. Comparison of these same indicators for the general population of the target areas may assist interpretation of program operation. For the most part, these measures will be the same as those listed in Figure 3, objective measures for numbers 3 - 6 and goal I.

A second danger of making (what may be viewed as) exorbitant demands for information may be perfunctory and careless filling in of forms. Small side checks of validity and reliability in reporting will be used for

Figure 5 - TENTATIVE PROCESS MEASURES AND CORRESPONDING DATA SOURCES FOR PROGRAM MONITORING

Process Measures:	Sources:	Interviews	Monthly Contact Form	Request for Public Education	Participant Report	Public Education Meeting Summary	Monthly Services Report	Victim Report	Security Survey Follow-up	Volunteers Report	Operation ID Card	Intake Info-Operation ID	Valuable Property Record	Target Hardening Intake	Upgrade Residence	Requisition for Materials	Block Watcher Contacts
Public Education																	
1. Completion of materials	x																
2. Satisfaction of design specs	x																
3. Contacts made		x				x											
4. Presentations made					x	x											
5. Number of participants				x		x											
6. Requests for program			x			x											
7. Presentation content				x	x	x											
Crime Prevention																	
1. Victimization levels and patterns							x										
2. Number of surveys				x		x											
3. Security recommendations made and follow-ups						x		x									
4. Volunteer number and level of involvement						x			x								
5. Operation ID advertising						x											
6. Operation ID completions				x		x			x	x	x	x					
7. Target Hardening participation				x		x			x				x	x	x		
8. Security Training efforts		x				x			x							x	
9. Block Watcher efforts		x		x		x			x								
Victim Assistance			x	x			x										

auditing quality of the program monitoring data provided by project staff. The monthly crime statistics will be computer-retrieved and have been quality-checked through the on-going mechanisms of the KCPD Report Review Unit.

Product Evaluation

Product evaluation is that portion of the overall evaluation approach which attempts to use scientific criteria to determine if the Aid to Elderly Victims of Crime Program has had an impact in terms of the objectives set for it. A listing of those objectives (as taken from Figure 3) with their measures follows:

Objective 1:

Improve information level of crime patterns

Product Measure:

Questionnaire responses to content questions of public education participants.

Objective 2:

Reduce fear of crime.*

Product Measure:

Questionnaire response of project participants.

Objective 3:

Improve residential security.

* Figure 3 shows intermediate project objective, "Reduce fear of crime" as affected by public education and intermediate to project goal of decreasing victimization. However, reduced fear is also a hoped-for objective related to reduce effects of victimization.

Product Measures:

- a. Average dollar amount of recovered stolen property.
- b. Average number of pieces of recovered stolen property.

Objective 5:

Decrease victimization vulnerability behavior.

Product Measures:

- a. Percent of victims injured during course of crime.
- b. Percent of elderly victimized while alone.
- c. Percent of elderly victimized on street at night.
- d. Average amount of currency/property value loss in elderly victimization.

Objective 6:

Increase citizen participation in crime prevention.

Product Measures:

- a. Percent of crimes reported in progress.
- b. Percent of crimes in which suspects apprehended.
- c. Percent of crimes for which witnesses available.
- d. Percent of crimes in which suspect identification made.
- e. Percent of crimes in which witness testifies against suspect.

Objective 7:

Increase victim assistance services use.

Product Measure:

Utilization levels of victim assistance program by crime seriousness and service(s) received.

Goal I:

Decrease elderly victimization.

Product Measures:

Robbery/burglary assault rates - for elderly in 5 counties, elderly in 4 target areas, public education presentation participants, block watcher area(s), "engraved" sites, security surveyed sites . . .

Goal II:

Reduce effects of elderly victimization.

Product Measures:

Survey of net property loss, physical injury and psychological injury, recovery levels of elderly victim-clients of assistance program, by type of service received and seriousness of crime.

Figure 6 takes each of the proposed measures from the above listing and gives the data source and experimental design corresponding to each. As indicated by this figure, there are three different quasi-experimental designs which are chosen for use here. Each is presented below.

Analysis:

Quasi-Experimental Design - Comparison Group Time Series

In contrast to the process measures designed to form the basis for management decision-making, product measures are the criteria whereby a program's impact is evaluated. In the area of experimental programs within social settings product measures are utilized in quasi-experimental designs. When random assignment of subjects to treatment groups cannot be accomplished,

Figure 6 - PRODUCT MEASURES AND CORRESPONDING DATA SOURCES WITH TYPE OF DESIGN AND TARGET GROUPS

Product Measures	Data Sources				Target Groups		Quasi-Experimental Design		
	Survey Questionnaire	Offense Reports	Victim Assistance Form	Victim Assistance Follow-up	5 County Elderly Population	4 Selected Target Areas	Comparison Group Time Series	Non-Equivalent Control Group	One-Group Pre-test-Post-test
1. Improve information level: a. responses of participants/non-participants	x								
2. Reduce fear of crime: a. response of participants/non-participants	x								
3. Improve residential security: a. % no-force entry burglaries b. % attempted force burglaries, entry not gained c. % surveyed sites where burglar took advantage of uncorrected deficiency d. % survey sites where burglar not deterred		x x x x							
4. Increase property ID/recovery: a. Average and amount of recovered property b. Average number of pieces of recovered property		x x							
5. Decrease victimization vulnerability behavior: a. % victim injuries b. % person alone victimization c. % evening victimizations d. Average amount of loss		x x x x							
6. Increase citizen participation: a. % crimes reported in-progress b. % crimes with suspect apprehension c. % crimes with witness d. % crimes with suspect ID e. % crimes with witness testifying		x x x x x							
7. Increase victim assistance services use a. utilization levels			x						
I. Decrease victimization a. robbery, burglary, assault rates		x							
II. Reduce effects of victimization a. survey of net property loss, physical and psychological loss	x			x					

as is the case here, the comparison group time series is one of the strongest of the quasi-experimental designs.* This design is especially appropriate for Kansas City, Missouri Police Department crime-related data such as the measures listed on Figure 6 which are (for the most part) computer-retrievable at monthly intervals. Such measures can be easily utilized on a time-series basis as they are already collected and should not create special instrumentation effects.

Program administration efforts to maximize impact dictate that public education services and victim assistance be provided throughout the five county area. Specific crime prevention activities requiring more intensive efforts will be concentrated in four elderly high crime areas. Both categories of service areas preclude the possibility of identifying geographically-based comparison groups. Lacking that possibility, the comparison groups for the time series design will be a population sub-group from the same geographic areas as the elderly population, but from the closest, non-overlapping age group. For example, this means that the percent of elderly no-force entry burglaries will be compared within each of the target areas with a "middle-age" population's no-force entry burglaries. Figure 7 illustrates this use of the comparison group time series. The use of a population age group for comparison purposes is justified on the grounds that they will share, to some degree, the characteristics of their elderly neighbors. This proposition will be checked by an examination of target area characteristics of elderly and middle-age residents.

* Donald T. Campbell and Julian C. Stanley, Experimental and Quasi-Experimental Designs for Research, Chicago: Rand McNally and Company, 1963, pps. 55-7.

Figure 7 - ILLUSTRATION OF TIME SERIES DESIGN BY TARGET AREA AND COMPARISON POPULATION AGE GROUP

Intermediate Project Objective:	Target Areas	Time Intervals											
		1972 . . .	1976 Jan	Feb	Mar		Ap	May	Jun	Jul	Aug . . .	Ap 1977	
measure number * (e.g., % no-force at entry burglaries)	1: elderly					↑ Start of Program ↓							
	1: middle-age												
	2: elderly												
	2: middle-age												
	3: elderly												
	3: middle-age												
	4: elderly												
	4: middle-age												
	5 county	elderly											
		middle-age											
			← baseline →					← program treatment →					
KCMO:	elderly												
	middle-age												

* repeat for each product measure

The time series design has been widely endorsed, especially for social action applications since its introduction in 1963 by Campbell and Stanley, but its use has been much less frequently tested. The unfrequency of application is probably attributable to the difficulties of its statistical analysis. This situation has been recently remedied by the 1975 publication of a text and corresponding software program published by Glass, Willson and Gottman. This software package is currently being installed in the KCPD computer system.

Non-Equivalent Control Group Design

This design was selected for the assessment of crime information level and fear of crime (numbers 1 and 2 on Figure 6). Because public education efforts designed to impact these measures will be so wide-spread, an efficient way of tapping this area had to be identified. The non-equivalent control group design was selected so that phone surveys of information and fear levels could be used. Briefly, the procedure would be as follows; once an organization is scheduled for a public education presentation, membership names will be forwarded to the evaluation office (before the presentation). Names randomly selected from this list will be phoned and given a brief questionnaire. After the presentation, those present and those absent will be phoned again and questions repeated.

It is recognized that the selection factor as a source of internal invalidity is strong here. However, the addition of even an unmatched comparison group will aid interpretation of results. Similarity between the two groups will be checked by comparison of scores on the pre-test.

One-Group Pre-test - Post-test Design

This design, a weak one at best, will be used to examine the "reduce victimization effects" goal. Since present program plans call for providing assistance to all five county elderly victims and the identification of comparison group elderly victims outside the five counties appears unlikely, this approach may have to suffice.

Greater specification of program activity intents will be necessary before measures can be further developed. If the task of providing this service to all five county elderly becomes too burdensome, it may be possible to use a comparison group from those not serviced. Further elaboration of the design for this objective must await further program development.

Recap

At the beginning of this paper a list of six evaluation products expected from this design was presented. Each of these is presented again here and the evaluation elements contributing to each area briefly described as a way of summarizing the overall evaluation approach.

1. Overall impact of program activities on stated goals

The assessment of crime-related product measures within the time series design and compared by population age group will provide a statistical estimate of impact. Other measures as analyzed by weaker designs will provide some insight into the impact on crime information and fear levels and victim assistance efforts.

2. Timely feedback to project manager

This area includes the program monitoring process measures seen in Figure 5 as well as the computer-retrievable so-called "product" measures which through comparison of the two, should assist him in assessing program operating efficiency and effectiveness.

3. Assessment of the independent effects of separate program activities

The evaluation design does not specifically allow the testing of separate program activity effects within experimental design. However, many of the measures of intermediate objectives are specific enough to reflect and be traced directly back to a program activity purpose.

4. Nature of program input and nature of target population

Program input is described by process measures. Target populations are described in terms of socio-economic and crime traits as seen in Figure 2.

5. Relative impact of separate program activities in relation to cost

The cost of each program activity can, informally, be related to the measures of success which can only be impacted by particular activities.

6. Distinction between theory failure and program

Process measures will indicate how fully a program was implemented. Intermediate objectives and their measures indicate whether the program is having the intended effect.

The above areas of evaluation concern are neither inclusive of all possible functions, nor conclusive in the evidence they present. It is hoped that they will provide useful and timely information to the project manager and staff, granting agency and future program developers.

Evaluation Budget

for

AID TO ELDERLY VICTIMS OF CRIME PROGRAM

			Total
<u>A. Personnel</u>			
	% of Time	Length of Time	
Operations Analyst	10%	15 mo.	\$ 1,918.
Operations Analyst	100%	15 mo.	15,621.
Computer Programmer III	50%	14 mo.	7,410.
Clerk-Stenographer II	20%	15 mo.	<u>1,809.</u>
			26,758.
<u>B. Fringe Benefits</u>			
F.I.C.A., health insurance etc. computed at 20% of total personnel costs			5,351.
<u>C. Travel</u>			
Local mileage and insurance - 170 miles/month x 15 months @ \$.12/mile			306.
<u>D. Equipment</u>			
Computer tapes - 5 tapes @ \$18.00/tape			90.
<u>E. Computer Time</u>			
			5,000.
<u>F. Supplies</u>			
Office supplies - \$10.00/month x 15 months			150.
Publications - \$20.00/month x 12 months			240.
Reproduction - \$10.00/month x 15 months			150.
Printing - \$20.00/month x 15 months			<u>300.</u>
			840.

G. Contractual

Consultants - \$135/day x 14 days	1,890.
Coding, keypunching, verifying - \$5.00/hour x 120 hours	<u>600.</u>
	2,490.

H. Other

Office space - \$96.00/month x 15 months	1,440.
Telephone - \$15.00/month x 15 months	<u>225.</u>
	1,665.

Total	\$42,500.
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BUDGET NARRATIVE

A. Personnel

Operations Analyst - 10% time

This operations analyst will be responsible for the overall design of the evaluation and will be available to the full-time operations analyst on a technical consultation as-needed basis. This position is presently occupied by a full-time employee of the Operations Unit.

Operations Analyst - 100% time

This analyst will be responsible for coordinating and carrying out the evaluation tasks in a timely manner. Responsibilities include: 1) Monitoring of program-support data collection; 2) Supervision and organization of evaluation data-collection efforts; 2) Performance of validity and reliability performance of validity and reliability checks. This position will be filled at the beginning of the grant.

Computer Programmer III - 50% time

The programmer will be responsible for the programming necessary to retrieve periodic offense data. In addition, he/she must be able to use the SPSS and SYMAP software packages. This position must be filled at the beginning of the project.

Clerk-Stenographer - 20% time

This clerk-stenographer is presently assigned to the Operations Resource Unit. This person will be responsible for clerical duties related to the project. This includes typing, some data coding and receptionist duties.

B. Fringe Benefits

Fringe benefit support is estimated for employees who will work on the project. Benefits include F.I.C.A., health insurance, etc. and have been computed at 20% of personnel costs.

C. Travel

Local Travel:

Local travel support is based on 170 miles per month (15 months) at \$.12 per mile.

D. Equipment

Five computer tapes are needed for data storage. The cost for these is estimated at \$18.00 each.

E. Computer Time

The greatest proportion of all data retrieval, analysis, storage and reporting will be done using a computerized crime data base and software programs including: SPSS, SYMAP and Time Series Analyses.

F. Supplies

Office supplies:

Support is requested for office supplies for 15 months at \$10.00 per month. This estimate is extrapolated from current usage.

Publications:

Support is requested for publications for 12 months at \$20.00 per month. Project-related publications are required to keep project

staff up-to-date on projects in other locales and related statistical and methodological advances that might be incorporated for use here.

Reproduction:

Support is requested for project reproduction needs. Departmental Xerox machines will be used and the department will be reimbursed at the rate of \$10.00 per month.

Printing:

Support is requested for the printing of project forms, interviews, instruments and other data collection forms. This cost is estimated at \$20.00 per month.

G. Contractual

Consultants:

Support is requested for 14 days at \$135.00 per day to provide project staff assistance in program design and evaluation techniques.

Coding, keypunching, verifying:

Support is requested for coding, keypunching and verifying of data retrieved; 120 hours at \$5.00 per hour brings this cost to \$600.00

H. Other

Office space:

Office space is extrapolated from current usage at \$96.00 per month for 15 months.

Telephone:

Support is requested for project offices for 15 months at \$15.00 per month.

END

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