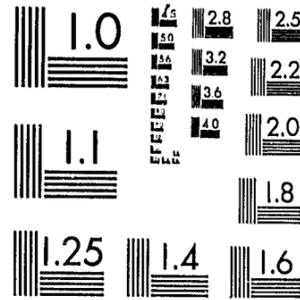


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GRANT # 79DF-AX-0079

PROJECT MODEL

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A Project of Northside Community Mental Health Center, Inc.
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"This Project was supported by Grant number 79DF-AX-0079, awarded by the Law Enforcement Assistance Administration, United States Department of Justice. Points of view or opinions stated in this publication are those of the Victim Assistance For Older Adults Program and do not necessarily represent the official position of the United States Department of Justice."

THE PROBLEM

It can be said that for every crime there is at least one or more victims and for almost every victim there is either physical or mental trauma, or perhaps both.

Victimization is typically thought of as either the result of a natural disaster or of the socioeconomic system. For these types of victims, society has developed a variety of organizations and mechanisms such as: The Red Cross, government loans for disaster areas, food stamps, CARE, public security, etc., to assist in their plight.

However, when we get to the victimization of people through crime, we find that suddenly nothing is organized. Community response to crime victims is more often than not, nil at best. In primitive societies, victims were often compensated either by the offender or the state for the injustice done to him or his family. This restitution system has virtually disappeared and has been replaced by a system that gives little consideration to the victim. There are few organized, systematic support resources in Hillsborough County, (or in many other areas of our country), to help the victim make a psychosocial adjustment to being victimized; few programs to help victims lower anxiety levels and return rapidly to their pre-victim state.

While there is virtually no helping network for victims, there are a number of social agencies which provide services to the offender. The offender receives, at the expense of the taxpayer (and his victims), legal advice, counseling, transportation and perhaps even vocational training. It is interesting to note that presently the State of Florida spends close to \$200,000,000 on the criminal sector including \$6,000,000 last year for offenders health care alone.¹ No money is presently being channeled to help the victim, however.

While great pains have been taken to ensure the rights of the offender, the victim does not have an explicit legal status. The criminal justice system is so overburdened with its primary task of apprehending offenders, that often law enforcement officials can only pay passing attention to the needs of the victim. The local law enforcement agencies clearly do not have the necessary manpower or funds available to give more than tertiary attention to the needs of the victims. Victims are often looked upon as nuisances or perhaps even worse, as just more paper work to be performed by the criminal justice system. The victims of crime receive little comfort or aid at a time of deep personal tragedy. The victim, in a sense, is the outcast of the criminal justice system. The problems presented to the local law enforcement agencies in regard to a growing crime problem are of such a magnitude that it is unrealistic to expect such agencies to bear the burden of developing a program for assisting victims. We feel that victim-assistance programs should be developed by social service agencies in conjunction with law enforcement agencies.

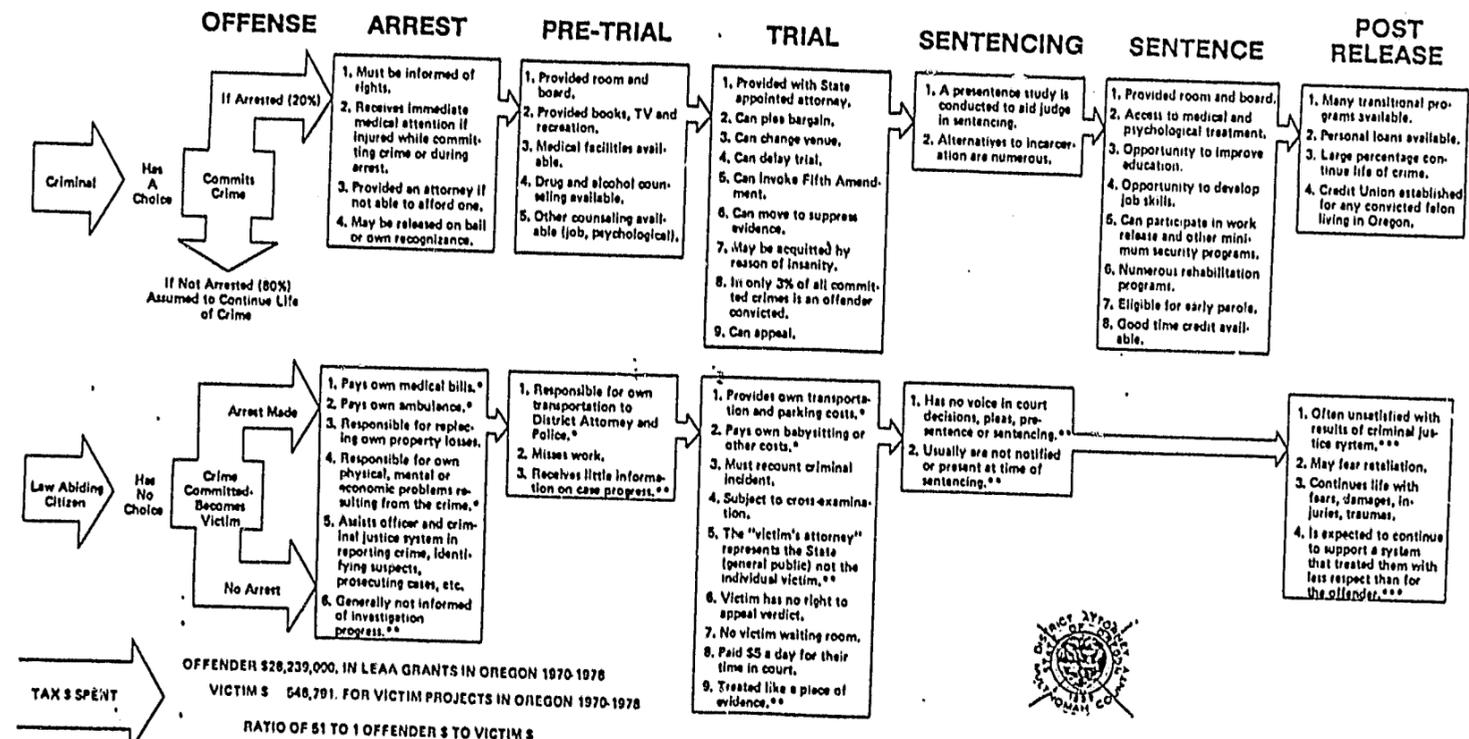
Paul Rothstein noted (the American Bar Association Journal, December, 1974) several reasons for a state or community being concerned about victims of crime: "Justification for such an act is variously stated. Some persons say the state owes this to the victims having induced citizens to lay down their own arms and rely on state protection and then having failed to prevent crime. Others urge parity between the expensive concern society lavishes on offenders - constitutional safeguards, free counsel, prison accommodations - and the concern for their victims..... Probably the principal explanation for the burgeoning interest in this kind of act is simple humanitarianism - a recognition that we all share an interest in the well being of our neighbors and an increasing willingness to distribute the cost of the catastrophe".

Today in the U. S., we have what is becoming known as the "criminal injustice system". The future direction of the criminal justice system must

be changed. We must start assuming some of the responsibility for victims and focus attention on the consequences of crime. What happens to the victim and his family after being victimized? The victim and his family not only suffer from physical and psychological trauma, but may also suffer a loss of earnings and incur medical expenses which may heavily tax their usually marginal earning capability. The victim finds himself in need of emergency services such as counseling, medical services and transportation. He may even fear reprisal by the attacker if he cooperates with the police. A person who is attempting to do his part as a citizen, a parent, a spouse, and a worker who is suddenly brought to his knees emotionally, physically and financially at the hands of an attacker should receive better treatment from society.

There is a need to bridge the gap between the victim and resources available to him and a need to provide additional services. A victim usually needs services beyond those required to preserve life and limb, such as counseling, transportation, temporary housing, food stamps or even the replacement of eyeglasses.

THE CRIMINAL INJUSTICE SYSTEM



*Although having no financial resources to disburse to victims directly, the Multnomah County District Attorney's Victim Assistance Project is able to help victims with these problems through available community resources.
 **In Multnomah County, every felony victim and witness is informed of case status, disposition, and is involved in many of the decision-making processes and has input into the system.
 ***Because of the above services, victims in Multnomah County are developing more positive feelings about the criminal justice system.



HARL HAAS
 DISTRICT ATTORNEY
 MULTNOMAH COUNTY
 PORTLAND, OREGON
 1977



THE ELDERLY VICTIM

Typically, crimes committed against elderly citizens are considered similar to crimes committed against persons of any age. This has been the traditional approach of our criminal justice system. This approach has, however, taken a rather narrow stance in considering crimes only in terms of financial loss and physical disability.

We are, however, beginning to recognize that there is a distinctiveness about the crimes committed against the elderly, and that, when we consider such crimes via their physical, economic, social and psychological impact, such crimes warrant treatment as a special category.

The case for singling out the elderly victim for special attention from the general population may be summarized as follows (Goldsmith and Tomas, 1974)³:

- (1) There is a high incidence of reduced or low income among the elderly. Thus, the impact of any loss of economic resources is relatively greater.
- (2) Older people are more likely to be victimized repeatedly - often the same crime and the same offender.
- (3) Older people are more likely to live alone. Social isolation increases vulnerability to crime.
- (4) Older people have diminished physical strength and stamina; hence, they are less able to defend themselves or to escape from threatening situations.
- (5) Older people are far more likely to suffer from physical ailments, such as, loss of hearing or sight, arthritis and circulatory problems which increase their vulnerability.
- (6) Older people are physically more fragile and more easily hurt should they opt to defend themselves. For example, bones are more easily

broken, and recovery is more difficult. Thus, they are less likely to resist attackers.

- (7) Potential criminals are aware of the diminished physical capacity and the physical vulnerability of the elderly and are thus more likely to seek out an elderly target (his aged status is easily visible).
- (8) There is a greater likelihood that older people will live in high crime neighborhoods rather than in suburbia as a result of diminished income and of being rooted in central cities. Thus, they find themselves in close proximity to the group most likely to victimize them - the unemployed, teenage dropouts.
- (9) The dates of receipt by mail of monthly pension and benefit checks (and hence the dates when older people are most likely to have cash on their person or in their dwelling) are widely known.
- (10) Dependency on walking or on public transportation is more likely among older people who, for physical, financial or other reasons, are less likely to drive or own a private automobile.
- (11) There is evidence that older people are particularly susceptible to fraud and confidence games.
- (12) Older people have the highest rates of the crime of personal larceny with contact (theft of purse, wallet or cash directly from the person of the victim, including attempted purse snatching).
- (13) Awareness of increased vulnerability to criminal behavior has a chilling effect upon the freedom of movement of older Americans. Fear of criminal victimization causes self-imposed "house arrest" among older people 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

"OFTEN
FEAR OF
OF BEING
VICTIMIZED
SHAPES
THE DAILY
ACTIVITIES
OF MANY
OF OUR
ELDERLY
CITIZENS"



effect on the older persons is just as severe as when the fears are justified.

(14) Because of a loss of status and a decreased sense of personal efficacy associated in American culture with being old, older people may be less likely to process complaints through the criminal justice bureaucracy and to draw upon available community resources for protection and redress.

Often fear of being victimized shapes the daily activities of many of our elderly citizens. The fear of freely moving about in the community denies the older person one of our basic American rights. A common adaptation to the fear of being victimized is a form of self-imposed incarceration where the terrorized elderly citizen remains behind locked doors and windows, often refusing to venture out for any reason unless absolutely necessary.

Elaine M. Brody of the Philadelphia Geriatrics Center writes, "The importance of the particular legal problem lies not only in its intrinsic importance, but in its personal and psychological significance. The landlord who raises the rent excessively, the salesman who exploits, the health quack who deceives, the conman who fleeces, inflict wounds to pride and dignity as well as to purse and person. Violence injures not only the physical self, but reinforces feelings of helplessness. Even a small loss may be the most recent in a series of "insults", though superficially trivial, it may represent the proverbial last straw, or restimulate previous experiences of losses with the attendant painful emotions".⁴

Feeney, Floyd and Weir (1974), in a three year study of robbery in Oakland, California, found that older persons are among the most vulnerable group to be victimized in our society. They found that the chance of being victimized during a one-year period ranged from 1 in 146 for the general population to 1 in 24 for females over 65. This particular study identified



"A COMMON ADAPTATION TO THE FEAR OF BEING VICTIMIZED IS A FORM OF SELF-IMPOSED INCARCERATION WHERE THE TERRORIZED ELDERLY CITIZEN REMAINS BEHIND LOCKED WINDOWS AND DOORS"

females as being the most frequently victimized group. More than half the female victims of street crime were over 55, while more than 1/3 were over 65. This coincides with an LEAA five-city study which found that the highest rate of personal larceny with contact in four of the five cities studied were recorded for persons over 50.⁵

AID to VICTIMS of CRIME, of St. Louis, Missouri, found that 90% of those victimized persons who participated in their program suffered some form of mental stress. Eighty-one percent (81%) suffered considerable mental stress, 73% had excessive nervousness, 53% were fearful, 55% exhibited restlessness and 46% had insomnia. Additionally, 49% suffered bodily injury, 38% suffered stress with members of their own family, 19% suffered some form of strain in their employment (lost wages or even losing their jobs), 54% said they would stay inside at home more, 87% said they would be more suspicious of strangers, 48% stated they would avoid going into neighborhoods that they had previously felt free to travel in, and 13% felt the situation was so bad that they moved.⁶

It is clear that the effects of being victimized often extend far beyond the actual offense, frequently affecting not only the victim, but his family, friends, and employment situation. The stress brought on by being victimized, whether it is in the form of anxiety, depression or even loss of sleep often prevents the victim, and in particular the elderly victim, from participating in his community at the same level that he did before being victimized. These are very real stresses which must be dealt with in order to return the victim to his pre-victim state.



PROJECT BACKGROUND

For these reasons we decided to establish a comprehensive victim assistance program for the elderly. We encourage anyone interested in developing a project of this nature to do a library search first on the subject and review all similar project models. This will assist in establishing realistic goals, more appropriate training, know what you're looking for in staff, and supply supportive documentation/arguments for your project.

The concept of providing services to elderly victims of crime grew out of a year long developmental phase orchestrated by two members of the staff of the Northside Community Mental Health Center. While the original consideration was the idea of seeking funds for an offender rehabilitation program, after receiving a program announcement from LEAA's Office of Community Anti-Crime, it was decided that victim assistance might be a better topic to pursue. The Program initially spent several months contacting some 30-40 victim assistance programs throughout the country and setting up parameters for the proposed project. It was decided to pursue a project to serve the elderly because there is such a high concentration of persons over the age of 55 in Hillsborough County who are living on fixed incomes and who seemed to be targets of crime. We also solicited input and endorsements from a number of community groups and agencies as well as law enforcement agencies. These agencies not only confirmed the need for a victim assistance program for the elderly but also offered valuable suggestions and recommendations that could be easily incorporated into the Program before it was fully operational. The meetings with the local services and law enforcement agencies were vital to the success of the Program. Because these agencies were contacted while the Program was still in the developmental stage, they felt somewhat responsible for its success. It also lessened any "turf" guarding as each agency's input into the Program ultimately benefitted their own agency whether directly or indirectly.

It goes without saying that a victim assistance program would have encountered extreme difficulty in gaining early access to potential clientele if they did not receive the cooperation and active support of the participating law enforcement agencies. During the developmental stage of the Program it became readily apparent that the law enforcement agencies were not pleased with their role and function as defined by the proposal. This situation was worked out to the satisfaction of both parties. Had this not been done prior to the operational phase of the project, major programmatic problems would have developed that could have crippled the Program. In order to assure that future difficulties would not develop, periodic meetings were held with law enforcement agencies as well as other human service agencies.

Participating law enforcement agencies also have provided diversity of services to the VICTIM ASSISTANCE FOR OLDER ADULTS PROGRAM (VAOA):

- The police have provided much of the initial training and orientation of new staff as well as periodic in-service training.
- The police have provided the Program with 30 Operation Identification engravers and a great deal of printed crime prevention material to distribute to victims.
- The police have responded to citizen inquiries about the authenticity of the Neighborhood Liaison Workers.

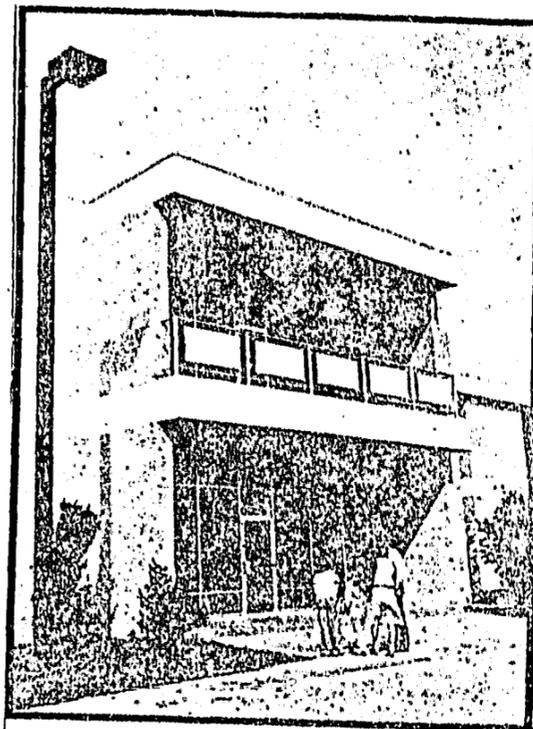
It becomes quite evident that the support of the Hillsborough County Sheriff's Office, Tampa Police Department, and Temple Terrace Police Department, has been a vital factor in the VAOA Program's success. An orientation lecture conducted by the VAOA about the Program has become part of the Hillsborough County Police Academy training program.

The project was funded by LEAA as part of its national discretionary grant program and formally commenced operating in January 1978. Early efforts by

senior project staff concentrated on setting up the management information system, and on recruiting and training 30 Neighborhood Liaison Workers (NLWs) who are the providers of the project's direct and referral services. Training for staff was provided by the training division of the host agency and was supplemented through the use of community resource personnel. Initial staffing patterns followed those proposed in the grant application and included a project director, a community coordinator, an evaluator, the NLWs and a project secretary. The project was, and is, housed within the host agency complex in Tampa.


**NORTHside
COMMUNITY
MENTAL HEALTH
CENTER**

13301 North 30th Street, Tampa, Florida
(813) 977-8700



A Non-Profit Human Service Agency


**VICTIM ASSISTANCE
FOR OLDER
ADULTS**

PROGRAM ABSTRACT

The Victim Assistance for Older Adults Program has as its main goal, the establishment of a program to aid elderly victims of crime. Utilizing Neighborhood Liaison Workers (NLWs), who themselves are elderly and residents of the victim's neighborhood, the project will reach out and provide a host of social and community services to assist the victim in returning to his/her pre-victim state. This assistance will be provided in the victim's home at no cost to the victim. The types of services offered include crime prevention information and education, crisis intervention counseling, assistance in replacing critical items such as glasses, hearing aids, etc., assistance in replacing stolen papers, IDs, credit cards, Social Security checks, etc., and obtaining necessary health care. NLWs will serve as victim advocates if necessary and work to increase the likelihood of elderly reporting crimes and participation in the criminal justice system. The NLWs will be employed on a part time basis and will cover all of Hillsborough County.

PROGRAM GOALS AND OBJECTIVES

The primary purpose of this Program is to reduce, or reverse, the negative effect of being a crime victim for an older adult.

GOAL 1: to provide direct and indirect services which will minimize the financial and emotional disruption experienced by older crime victims.

OBJECTIVES:

- 1) to provide effective short-term crisis intervention counseling to help the victim with the immediate trauma associated with being victimized.
- 2) to provide appropriate agency referrals, act as a victim advocate, and other direct services as needed for older victims to help reduce or reverse the negative effect of being victimized.
- 3) to channel effective victim support services to remediate the more long-lasting emotional, medical and material effects of being criminally victimized.
- 4) to arrange/provide necessary transportation for victims as may be needed for medical visits, court appearance, counseling, etc.

GOAL 2: To train and maintain a collection of effective support agents, Neighborhood Liaison Workers, who assist victims in resolving problems related to their victimization,

OBJECTIVES:

- 1) to maintain a minimum of 25 active, trained NLWs in the Program.
 - a) to effectively train NLWs in communication skills, crisis counseling, needs assessment techniques,

THE PRIMARY PURPOSE OF THIS PROGRAM IS TO REDUCE OR REVERSE THE NEGATIVE EFFECT OF BEING A CRIME VICTIM FOR AN OLDER ADULT.



FRIEND VISITING

. . . . ORGANIZED NEIGHBORLINESS
OPENS A WINDOW ON THE WORLD.

utilization of community resources and the criminal justice system.

- 2) to hold NLW workshops every three (3) weeks, designed to supplement initial NLW training sessions, cover relevant topics and to increase group cohesiveness.

GOAL 3: to provide crime prevention information and education to older adults who have been victims of crime as well as interested support groups and organizations.

OBJECTIVES:

- 1) to educate citizens over 55 years of age to the types of crimes most commonly committed against them, to include crime prevention techniques. (We are working in close coordination with the law enforcement crime prevention units in this area.)
- 2) to encourage and assist older crime victims in the utilization of Operation Identification.
- 3) to hold at least one seminar every month on victimization before senior citizen groups and other interested support groups.

GOAL 4: to increase the reporting of crime among persons 55 years of age and older and increase their participation in the criminal justice system.

OBJECTIVES:

- 1) to assist the older crime victims in their interactions with and understanding of local law enforcement and criminal justice system agencies and responsibilities.

GOAL 5: to develop and maintain a community resources booklet, identifying those agencies within the community whose resources can be utilized by victims.

OBJECTIVES:

- 1) to scan and evaluate all human resource agencies in the county and provide information concerning services provided by those agencies which could be utilized by victims.
- 2) to make booklet available to all older citizens and interested support groups.

**COMMUNITY/CRIME
RESOURCES/PREVENTION** **Booklet**
For older adults
HILLSBOROUGH COUNTY



OPERATIONS

POPULATION SERVED

As previously stated, the primary purpose of this Program is to reduce or reverse the negative effects of being a crime victim for older adults. The population served by this Program is anyone 55 years of age and older who has been a victim of a Part I crime in Hillsborough County. Part I crimes include: Rape, Robbery, Assault, Burglary (B&E), larceny and motor vehicle theft.

In order to better serve the elderly victim population, Hillsborough County has been divided into thirty areas known as "neighborhoods" (defined by census tracts). One Neighborhood Liaison Worker (NLW) was selected from each of these neighborhoods and is responsible for providing services for victims in the neighborhood in which they reside. (See Maps)

REFERRAL SOURCE

Victim information is received by the Program from three sources: police reports, referrals from other agencies, and direct referral from the victim themselves. It is not a prerequisite that the victim have reported the crime to the police. However, we strongly encourage all victims to do so. Police reports are collected daily from the participating law enforcement agencies and reviewed by the Community Coordinator. All other referrals are received directly by the Community Coordinator. The Community Coordinator reviews each case and locates the victims neighborhood. Each NLW is then contacted and assigned the appropriate cases.

SERVICES

The NLW is usually the first person from the Program to have direct contact with the victim, usually by phone to make an appointment to visit the victim. As previously mentioned, the NLW is trained in crisis intervention techniques

"NLW"



"THE NLW IS USUALLY THE FIRST PERSON FROM THE PROGRAM TO HAVE DIRECT CONTACT WITH THE VICTIM, USUALLY BY PHONE, TO MAKE AN APPOINTMENT TO VISIT THE VICTIM"

"VICTIM"



and will conduct a brief evaluation of the psychological and physical condition of the victim. If the victim requires more psychological expertise than the NLW is able to provide, the victim is referred to the Center for professional counseling. If physical problems are apparent, the victim is referred to the appropriate health care agency.

In all cases of victimization, the NLW conducts a Needs Assessment. The victim is asked if any essential/critical items such as glasses or hearing aids were damaged. If such items were stolen or destroyed the NLW would assist in replacing these items. The NLW will further inquire if any important papers were stolen (IDs, credit cards, insurance/benefit cards, check books, wills, mortgages, etc.). As in the case of critical items, these papers would be replaced as quickly as possible.

CRIME PREVENTION AND EDUCATION

After a needs assessment has been completed, the NLW would then be involved in crime prevention information and education services. This service includes home security check, property marking, hardware installation, printed material on crime prevention, direct deposit and encouraging neighborhood watches.

HOME SECURITY INSPECTION

The NLW and the victim spend about 10-15 minutes walking methodically through and around the outside of the home discussing weaknesses observed and options for correcting those weaknesses. To insure that a complete and thorough inspection has been done, the NLW uses a Home Security checklist (See Appendix I) which lists the security measures for points of entry. A copy of this checklist with recommendations noted is left with the victim. If the victim qualifies for home security devices from the Program then the Program retains this checklist with installed hardware marked on the checklist for its records.

PROPERTY MARKING

The Hillsborough County Sheriff's Office and the Tampa Police Department

IN ALL CASES OF VICTIMIZATION
THE NLW CONDUCTS A NEEDS ASSESSMENT



OUTREACH SERVICES

... TO FIND AND HELP THE ISOLATED,
UNAWARE OF HELP AVAILABLE.

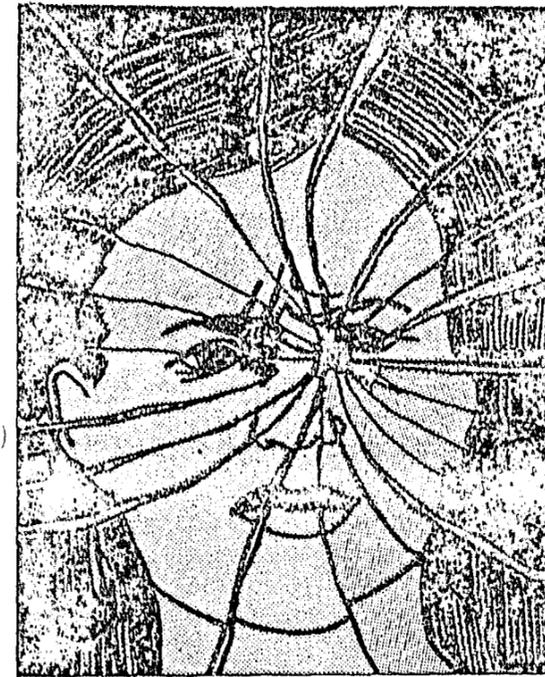
contributed a total of 30 Operation ID engravers to the Program so that each NLW could have one in his/her possession. After the security check has been completed, the NLW will then mark all times that the victim requests to be marked. Generally we encourage the victim to do this themselves in the presence of the NLW. Exceptions are made when the victim has visual or any other handicap (arthritis, etc.), in which case the NLW will do the marking. Whenever possible, drivers license numbers are used. This is more effective than Social Security numbers as the police can easily trace the drivers license number through the Department of Motor Vehicles. If the victim does not have a drivers license then Social Security numbers are acceptable. Decals are then placed on windowed entries. This has been known to deter burglaries, as indelibly marked property is very difficult to "fence". However, it is important that stickers be placed only in homes where the engraving has actually occurred.

CRIME PREVENTION MATERIAL

This material includes information on harassing phone calls, how to avoid injury in purse snatching and robbery, Information on direct deposit, etc.

CRIMES COMPENSATION SERVICES

In January 1978, the State of Florida passed a regulation stating that qualified victims injured during the commission of a crime could be compensated for medical expenses that were not covered by insurance or other sources. One of the responsibilities of the Program was to inform victims that this service was available and to encourage victims who needed medical attention but couldn't afford it, to seek it under Florida Crimes Compensation Act. The Program then completed the necessary qualifying papers as well as the supportive documents (police, medical and employment reports) and forward them to the Crimes



For Information Contact...

Crimes Compensation
Commission
2562 Executive Center
Circle East
Montgomery Building-
Suite 201
Tallahassee, Florida 32301
904/488-0848

Florida's VICTIMS of Crime Can Now Get Help!

A program designed to aid
Florida victims of crimes
who incur physical injury.

HRS/PI 600-2 E/80

Compensation Board in Tallahassee, Florida. The Program would keep the victim informed as to the progress of his/her case. If supplementary information was needed then the Program would collect the necessary information and forward it. If a victim was being "harassed" by medical personnel for their bill, the Program would write a letter explaining the situation and advising them to contact Crimes Compensation Commission. In several instances Program staff served as interpreters for the Crimes Compensation investigators,

AGENCY REFERRALS

The Victim Assistance for Older Adults Program does not duplicate any services that already exist in Hillsborough County. Extensive research has been done in order to identify those agencies and organizations that offer services utilized by older adults, the nature of those services and the criteria for receiving those services. (See Resource Booklet.) This has enable the Program to accomplish a number of things which include; avoiding duplication of services, identifying unmet needs, establishment of good working relationships with other human service agencies, assisting in making appropriate referrals, and better utilization of the available resources. A surprising spin-off effect of this has been that agencies have been assisting and coordinating services between agencies for comprehensive service. Everyone knows what is available.

Example: If a victim lost money that was meant for food, emergency food could be obtained through a referral to Meals on Wheels or a congregate dining site. Emergency money for food can be obtained through GEFATUM or the Salvation Army.

The VAOA is a short term Program. If longer term care is needed the case is handed over to the appropriate agency.

ADVOCACY

Most of the advocacy services dealt with pleading an individual victims

case. If a victim had money stolen that was to pay rent or utilities, the Program would contact the landlord or utility company and try to arrange a time payment or postponement of payment. The Program was able to secure walkers, eye glasses, etc., on an individual basis for victims. Through the cooperation of a local congressman, the replacement of lost or stolen Social Security checks was reduced from 2 - 4 months to 5 - 10 days. The Program offered testimony in front of the House Sub-committee Hearing on mandatory sentencing for offenders whose victims were 55 years of age and older. The Program has offered suggestions to the Area Agency on Aging on what services were needed.

CRISIS INTERVENTION COUNSELING

Crisis is sometimes defined as a threatening life event that seriously disrupts psychological and social events. It occurs with no advance warning, is unpredictable, and is arbitrary. Counselor is a person who will aid the victim by helping him or her adjust to new situations or problems. Person giving crisis counseling must be perceived by the victim as an authority or victim will regress and become disorganized and incapable of coping. The victim in crisis needs an authority figure to put things back together for them. The person giving crisis counseling has to be a model of structure and control. Older persons have a tendency to be more insecure than younger persons because they lack support systems. The counselor must let the victim know that he/she is in control of their own life and emotions.

PROFESSIONAL COUNSELING

Trained Gerontologist will conduct a complete evaluation where appropriate to include medical screening. Then the appropriate mode of therapy can be applied to the individual.

DIRECT SERVICE

Direct services is a catchall for activities that do not qualify for

other categories. Direct services are as diverse as the personalities of the elderly victims. Direct services have included letter writing, food shopping, transportation, the arrangement of guardianships, contacting family members and even flipping mattresses.

HOW MUCH DOES THE NEIGHBORHOOD WORKER DO FOR THE VICTIMS?

As stated previously, it is a primary purpose of the Victim Assistance Program to help people in the time of a crisis. We want to channel the victims into a social service system that is all ready in existence in Hillsborough County. It is not our purpose to duplicate service. Therefore, this necessitates a time limit in dealing with victims.

After the initial contact with the victim, a follow-up period of 2 to 5 visits is thought to be sufficient. Of course, this is an arbitrary number and individual cases should be handled according to the individuals needs. If after a number of visits by the Neighborhood Worker there is still a need for services, it will be necessary to make a referral to an appropriate agency to fulfill the victim's long term needs.

CASE DISPOSITION

Elderly victimization cases have been divided into groups according to the disposition of each case. Four disposition categories were established: ACCEPTED, REJECTED, NO NEEDS and UNABLE TO CONTACT.

ACCEPTED disposition is any case which received direct, or indirect, services the the Victim Assistance for Older Adults (VAOA) Program (for service definitions see Section II-E on services).

REJECTED disposition refers to any case where the victim refused to divulge any information pertaining to the victimization and would not allow the NLW to conduct a needs assessment. A rejected disposition also included cases where a needs assessment was conducted and all advice and services were declined when there was an obvious need for such services.

NO NEEDS disposition is applied when the NLW has evaluated the victim's situation and the victim did not need any program services, or the victim had already taken steps which negated the need for services. For instance, in the case of a motor vehicle theft, if the victim had already recovered the stolen vehicle intact and without damage, if there was no trauma associated with the theft, if the victim was already aware of all the pertinent crime prevention information and the victim had no outstanding needs, the case disposition was classified as "no needs". Another example would be in the case of an attempted burglary where there was no loss and/or damage. If the NLW discovered that the victim had already taken precautionary measures to better secure his home, is aware of crime prevention information and there is no trauma associated with the incident, then the case is classified as "no needs".

UNABLE TO CONTACT refers to cases where the Staff, after exhausting a variety of resources, was unable to contact the victim. Due to Florida's large tourist population, many victims that fell into this category were tourists here for a visit and had returned home or had relocated. In some cases, victims submitted erroneous information to the police. Therefore, often addresses were incorrect, phone numbers were incomplete and even victims names were misspelled or otherwise incorrect. Many of the cases that composed this disposition category were accounted for in this manner.



CASE EXAMPLE

Essie Jones, age 69, had a neighbor enter her home several weeks ago. The neighbor, 81 years of age, had been drinking and started slapping her around and pistol whipped her. In the persuing struggle the gun discharged and destroyed her toilet. The police escorted her to the emergency room of a nearby hospital where she was treated and released. In the meantime, the police arrested the assailant and he too was released.

Essie's case was assigned to a Neighborhood Liaison Worker (NLW), who is over 55 years of age and who resides in the same neighborhood in which Essie lives. Essie's NLW contacted her by phone and scheduled a home visit where a needs assessment was conducted. Because she sustained injuries during the perpetration of a crime, the NLW assisted her in filing for Crimes Compensation. He also contacted her personal doctor and consulted with him concerning Essie's assault and follow-up treatment. Because she was in need of transportation, a referral was made to HRS Aging and Adult Protection Services to arrange this service. Essie was also referred to the Home Protection Agency for the security of her home.

Because an arrest was made it was necessary for Essie Jones to appear at the State Attorney's Office for the taking of a deposition. Her NLW transported her there and remained with her throughtout this undertaking. He not only explained to her the workings and purpose of this procedure, but also was a source of moral support to this victim.

Essie is on a very limited income and did not have the finances to repair her toilet which had been damaged during her assault. She was therefore interested

in going to Small Claims Court in order to recoup this loss. The NLW suggested she first contact Bay Area Legal Services for advice in this matter. On their advice, Essie did indeed go to Small Claims Court and was awarded \$100 for damages.

Her NLW advocating on her behalf, then contacted a private plumbing company who agreed to do the necessary work and repairs for \$100. (This price is greatly reduced when compared to their standard pricing.)

In Essie's case, because the assailant was arrested, it was necessary for her to appear in court for a non-jury trial. The NLW contacted the Judge who was ruling in Essie's case and explained that he had acted as a mediator in the case and that Essie and her assailant had come to an agreement. Because of the assailant's advanced age (81) and because of his physical condition (he was suffering from Parkansis Disease), Essie did not want to prosecute. The agreement that was reached held the assailant financially responsible for all damages including Essie's medical bills. The Judge agreed and dropped the criminal charges. A Restraining Order was then obtained from the State Attorney's Office to insure Essie from further contact with the offender.

Because Essie Jones was not distraught over her victimization there was no need to utilize the services of the Program's Staff Gerontologist who is a trained therapist. Essie was, however, given crime prevention literature.

If Essie's nutritional needs were not being properly met or she was unable to prepare her meals due to her injury, she would have been linked with her local Meals on Wheels Program or a congregate dining program. If medical attention was necessary, arrangements could have been made with the Visiting Nurses Association.

To prevent the possibility of feelings of isolation and loneliness, a referral could have been made to the Senior Companion Program.

If it had been discovered that Essie was eligible for Supplemental Security Income (SSI) or Food Stamps, then appropriate referrals would have been made.

Mary Smith (age 79) had her purse snatched yesterday. Her arm was broken when she was knocked to the ground and her purse containing her Social Security check, eyeglasses, and \$20.00 was stolen. The police arranged for her to see a doctor in the hospital emergency room, but today she is sitting alone at home, discouraged, unable to prepare meals, in pain, wondering how she will make ends meet this month. She doesn't know where to begin to pick up the pieces. Her husband died two years ago, and most of her lifelong friends have moved from the old neighborhood.

Mary's case was assigned to one of 25 Neighborhood Liaison Workers (NLW) who reside in the neighborhood in which she lives. Mary's NLW would contact her by telephone and schedule a time for a visit to her home. Once Mary's NLW arrives at her home, an evaluation of her needs would be made. Crisis counseling would be provided if necessary. Additionally, Mary could be scheduled to be seen by the Program's Staff Gerontologist in her own home.

Now, about Mary's broken arm. Her NLW has been trained to assist Mary in filing for compensation under Florida's new Crimes Compensation Act, which took effect on January 1, 1978. This act would pay her medical expenses not covered by Medicare, Medicaid, and private insurance. Additionally, her NLW would provide transportation for Mary to receive additional medical services and refer her to Visiting Nurses Association and/or Homemaker Service.

Since all NLWs have been trained to utilize available community resources, the next thing to be done would be to link her with the local Meals on Wheels Program to insure that she could eat properly while recuperating. To prevent the possibility of feelings of isolation and loneliness a referral would also be made to the Senior Companion Program.

Since her Social Security Check was stolen, her NLW would talk to her landlord and work out a deferred payment program. Also, the Victim Assistance for Older Adults Program would intervene on her behalf with the Social Security Office in order to expedite the replacement of her Social Security Check. Under usual circumstances, a replacement check may not be received for 2 to 6 months. However, the Program has been able to reduce this time to approximately two weeks by working through Congressman Sam Gibbons' office.

Arrangements would also be made to have Mary's eyeglasses replaced, free of charge, through a referral to another agency. While the \$20.00 that was stolen could not be replaced, we would intervene on her part to have the due date delayed on any bills which needed immediate attention.

When her NLW met with Mary initially, it was discovered that she was eligible for both SSI and Food Stamps. She was unaware that these resources were at her disposal, so appropriate referrals were made, even though her eligibility was not related to her victimization.

And finally, Mary was given our Community Resources/Crime Prevention Booklet for Older Adults. This booklet, produced with cooperation from other county agencies, contains resource information for Hillsborough County's older adults,

Senior Citizens Clubs and Activities Information, and Crime Prevention Information. Since her NLW has been trained in crime prevention techniques, some crime prevention information would be discussed with her and we would recommend that the police department crime prevention unit survey her home to make security suggestions.

Mary Smith's and Essie Jones' case are not necessarily an example of the "average" case seen by the Victim Assistance Program, however, they do demonstrate the types of services that the Program is able to extend to elderly crime victims in Hillsborough County. I would like to emphasize that the Program tries to address all the needs of the elderly individuals and not just those that were related to their victimization. The crime referrals allow the Victim Assistance Program to practice an aggressive outreach approach. This enables the Program to introduce the aged population, who are often isolated from the main stream, to the social service network which is available to them that they desperately need and might not otherwise make use of.



STAFF ACTIVITIES

Senior project staff are very active in the state-wide Victim/Witness Assistance Program and have attended and participated in a number of regional and national conferences related to the needs of and services for elderly victims of crime. The project is currently developing a number of new and cooperative projects including:

- o Working with the Brandon Jaycees, Tampa Jaycees, and local Sertoma Clubs on home security and repair.
- o The Tampa Junior League has selected the VAOA as one of its projects to work with and will soon be assisting in its community crime prevention efforts.
- o The project is in the planning stages of developing an Early Alert program in cooperation with the USPS and the Boy Scouts of America.
- o The project has presented a proposal to the local city council which would permit elderly victims of crime to purchase items like those they had stolen from the property office of the police department.
- o The program has trained the staff of newly established victim assistance projects in neighboring jurisdictions.
- o The project is working with a number of groups who are attempting to expand the kinds of services VAOA provides to all age groups.

OTHER PROJECT ACTIVITIES

The project has prepared a number of information pamphlets describing project services which are available to victims of crime in addition to preparing a number of educational brochures. As part of a project outreach program, staff speaks regularly to local civic groups about crime prevention and assists organizations in getting speakers on selected topics of special interest.

One of the project's major goals has been the preparation of a community resource/crime prevention booklet for older adults which describes all of the community resources available to older adults. Additionally, it outlines the senior citizen clubs and their activities and provides crime prevention information on a variety of topics.

MEDIA COVERAGE

Since the project began in January 1978, there have been numerous newspaper articles about the project, crime, and the elderly to which project staff had contributed. In addition to being written up in the local papers, articles have appeared in the Tallahassee press, the Senior Consumer (published by the State Department of Health and Rehabilitative Services), and the Journal of the International City Management Association.

Television and radio coverage has also been extensive. In the first nine months of the project there were 15 broadcasts about the project, only one of which was a public service announcement. The project has also assisted in the taping of materials for both the Tampa Police and the Hillsborough County Sheriff's Office.

STAFFING

Currently, the VAOA Program Staff consists of a Project Director, a Community Coordinator, a Statistical Clerk, a part-time secretary, and twenty-five (25) part-time Neighborhood Liaison Workers (NLWS). The Project Director, who supervises all project activities, is responsible to the Executive Director of Northside Community Mental Health Center and to the LEAA monitor. The Community Coordinator, who reports to the Project Director, is responsible for overseeing all NLW activities to include training, maintaining community contacts and performing necessary public relations work. The Statistical Clerk is responsible for maintaining all victim and NLW records as well as compiling timely Quarterly reports. The NLWs are responsible for contacting all elderly victims and for supplying all necessary services.

There has been senior staff turnover since the project's inception but it has not affected the programmatic operations. The initial Project Director has assumed other responsibilities within the host agency, however he remains active in an advisory capacity. The first Community Coordinator has become a State Planner in the field of criminal justice and the elderly. The first Evaluator has assumed the position of Project Director and still retains some of the previous job duties. The first secretary was upgraded to Statistical Clerk when the first Evaluator became Project Director. Another notable promotion took place when the position of Community Coordinator became vacant and was filled by an individual who was considered to be one of the very effective NLWs. There has been little turnover among the NLWs. The majority of NLW vacancies were due to health reasons. There have been changes in senior personnel in the Police Department as well as the Sheriff's Office, but this has not affected project relationships or operations.

RECRUITMENT AND QUALIFICATIONS OF NLWS

Recruitment of NLWs was a major concern of the VAOA Program. NLWs were actively recruited from various sections of the County during the first six weeks of the Program. The only criteria which was required of persons applying for NLW positions was:

1. must be 55 years of age or older.
2. must have and operate a car.
3. must have a telephone.

Most NLWs were hired because they genuinely wanted to help other people. Positions were advertised in the local papers, neighborhood papers, public service announcements and radio spots. Background experience ranges from retired welfare director, social worker, church activity, to housewives never having a formal job. Qualities sought were genuine caring and ability to relate one common area of expertise - life experience.

ASSESSMENT OF ORGANIZATION STRUCTURE AND STAFFING

The most unique feature of the project is its NLWs. They either possess or have developed special skills which permit them to relate to their clientele--the victims--in very effective ways. Their approach may vary from a one time telephone call to repeated home visits over an extended period of time. No two cases are alike and victim needs dictate the nature and extent of services provided. As the Coordinator of workers is a former NLW himself, he serves as liaison between the workers and the project director if necessary; the project director also maintains regular and direct contact with many of the workers regarding their problems and cases. As might be expected, many of the NLWs have developed some areas of special expertise or have cultivated contacts and resources which make them especially valuable to the project. For example, one of the workers is a former businessman and has very good contacts with the local

police departments. In addition to getting information from them that others might not be able to, he has given the project additional credibility by his being on call for special cases the police may ask him to respond to.

TRAINING OF NLWS

The advantages of having a NLW of similar age who lives in the same neighborhood as the victim are apparent. He experiences the same socio-economic frustrations and life occurrences and probably has the same value orientation as the victim. He will be less likely to impose outside values on the victim, something that has happened so often in many social service agencies. Additionally, the NLW is not viewed as an outsider. This helps to build trust in the Program as well as promote the idea of neighbor helping neighbor. Because the NLW knows the internal dynamics of the neighborhood, he/she is more likely to know which areas are safe and which are not. In other words, the NLW serves as both a screening and safety device.

The financial benefits are also readily apparent. Because the NLW is operating within his/her own neighborhood, travel time and mileage can be held to a minimum, oftentimes the NLW can walk to the victim's residence.

The reasons for training NLWs is to insure consistent quality services in all situations to the greatest extent possible. The victim should always be the major concern and sometimes practice is necessary in order to feel comfortable in unusual situations. During the initial training sessions special emphasis was placed upon communication skills and interviewing techniques, information gathering and handling, community resources, crime prevention and program guidelines. At later monthly meetings of the NLWs, a forum was provided for the sharing of experiences and for further training.

An important basic point to remember when dealing with victims is that they are in a state of crisis as a result of the crime. The physical and

ALL SERVICES THAT ARE
OFFERED ARE BASED ON COMMUNICATION.



WE FEEL THE BEST WAY TO COMMUNICATE IS TO KNOW WHEN TO TALK AND
WHEN TO LISTEN - WHEN TO GIVE INFORMATION AND WHEN TO ASK QUESTIONS.

emotional stress resulting from being robbed, raped or assaulted is severe (not to discount other crime types). Most victims will express feelings of shock and disbelief followed by fear, anger, and anxiety. It is quite possible that by the time a NLW sees a victim, he may have calmed down from the initial shock of being victimized but he may still be tense and agitated.

It is important for the NLW to be patient and non-judgemental with the victim. He may be anxious to relate the facts of the crime or he may be hesitant and suspicious. At this point it is important not to force the conversation and to reemphasize the confidentiality of the visit. If the NLW expresses genuine concern, the victim may ultimately reveal his feelings. We remind our people not to be shocked if a person that is visited cries or sobs, as you may know, this is a fairly common reaction from people who are under severe stress.

A crisis often makes a person feel helpless. The NLW is there to guide and advise the victim. There are many decisions that a person must make in order to regain control over his life; that is whether to see a doctor, contact his employer, press charges, etc. The best help for the victim is to let him/her see the choices and then to make his own decisions. Be encouraging and supportive. Let the victim see the choices, regain control over his life and the crisis will pass.

All the services that are offered are based on communication. That is the victim communicating to the NLW his or her own problem, the understanding of the problem, and then deciding what action is needed. We feel the best way to communicate is to know when to talk and when to listen - when to give information and when to ask questions.

Some points to remember are:

1. Empathy: The ability to understand the feeling of the victim, or how you would react in the same situation. We believe that

the NLW should place themself in the victim's place in order to understand him or her.

2. Respect: The regard for their feelings by being courteous and considerate. Avoid intruding in areas of privacy. Don't pressure. If respect is not shown, then all of your other activities will be wasted.
3. Genuineness: Being sincere about the work done. It is simply dealing with the person in an honest fashion.
4. Concreteness: We should all try to be specific with others to determine their exact needs. Questions should pertain to the problems of the victim and services needed.
5. Exploration: Exploring areas of concern in a fashion that is not offensive to the victim.

WAYS TO GIVE SERVICE

We believe there are basically three ways that a NLW can give services to people who have been victimized.

1. Broker: A broker is a Neighborhood Liaison Worker who can help victim define his or her problem and work with him or her to find the appropriate resource or alternative.

For Example: Mrs. Brown's purse was snatched. Her food stamps were taken, and although she was bruised, she refused medical attention. When the Neighborhood Worker saw her, Mrs. Brown complained of pains in her back and shoulders. The NLW pointed out the need to see a doctor as soon as possible, and encouraged Mrs. Brown to make an appointment with her doctor or go to the local clinic for a check-up. Mrs. Brown agreed and the NLW offered to assist Mrs. Brown with transportation when she mentioned the difficulty of getting to her doctor by herself. Mrs. Brown was also

worried that she would not have enough food to last out the week. The NLW checked with the Food Stamp Office and found out Mrs. Brown would have to wait five days before she could buy her next stamps. The NLW checked the food resources section of the manual, called the appropriate number and was able to obtain emergency food assistance for Mrs. Brown.

2. Advocate: An advocate is a Neighborhood Worker who will plead the cause of the victim to acquire services even though the NLW may have to confront people, agencies, or institutions.
For Example: Mr. Miller was robbed of \$50 in cash. He had just cashed his paycheck and was planning to use the money to pay his rent and utility bills. When the NLW saw him, Mr. Miller was still upset about being robbed. He was afraid to tell his landlord he couldn't pay the rent and he was sure his gas and electricity would be turned off as he was several months behind on his bills due to illness. With Mr. Miller's permission, the NLW contacted the landlord and explained the situation. The landlord agreed to an extension on the rent. The Neighborhood Worker then contacted the credit department of both the gas and electric companies and managed to get an extension on the payments.
3. Counselor: A counselor is a Neighborhood Worker who will aid the victim by helping him or her adjust to a new situation or problem.
For Example: Mrs. Jones was mugged, She had nightmares and was now afraid to leave her home. The NLW noticed how nervous Mrs. Jones was and offered her support and encouragement. Together they reviewed all of the safety precautions Mrs. Jones could take when she had to leave her home. Mrs. Jones began to relax a little and related to the NLW her feelings about being mugged. They talked

for an hour, and at the end of the visit, Mrs. Jones felt well enough to plan a shopping trip with a neighbor for the next day.

INTERVIEWING

Interviewing victims of crime necessitates the continued use of the characteristics referred to under Communication Skills. While it is a good idea to be familiar with a wide variety of meaningful and important questions to ask the victim and issues to raise, it is also important to pay attention to the verbal communications of the victim and to respond accordingly. Therefore, they do not feel pressured to always follow a standard sequence of questioning. As long as the important questions are asked and information imparted at some point during the entire interview, flexibility in terms of sequence is appropriate.

The following are some general issues regarding interviewing which should cut across the particular type of crime.

1. Introduce yourself, indicate the group you represent, and clarify your purpose for being there.
2. Inquire as to the victim's desire to utilize you as a resource by discussing their circumstances with you.
3. If you meet resistance from the victim, gently reiterate your purpose, how you might be able to assist, and give them the phone number of the Victim Assistance Program to check your story if this will make them feel more comfortable and less suspicious.
4. If the victim still refuses your assistance, thank them, leave a card and indicate they can get in touch at the number listed if they change their mind.
5. If the victim accepts your assistance, begin to establish rapport by gently inquiring about the circumstances of the crime. Listen

to their responses and try to reflect some of the feelings they are communicating.

6. Within the context of the review of the circumstances surrounding the crime, begin to ask questions specified before for various crimes.

BEING PREPARED FOR THE VICTIM

Just as a business person needs to be prepared to meet prospective clients, so does the Neighborhood Worker. You will be successful with the victim if you are prepared. The following are some general questions you should ask yourself when you meet a victim, followed by some specific questions to ask each type of victim:

1. what are the needs?
2. what are the available alternatives and resources?
3. what can we (the victim and NLW) do to change the situation?
4. how can it be best accomplished?

ASSAULT AND/OR ROBBERY VICTIMS

Definitions:

ASSAULT - Crimes in which the object is to do physical harm to the victim.

ROBBERY - A personal crime in which the offender uses force or violence to deprive or try to deprive the victim of his property. (LEAA 1974)

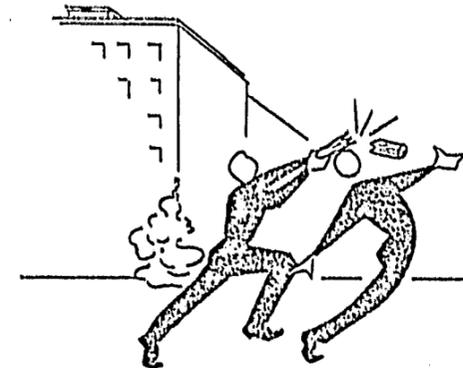
Ask Victim:

1. Were you hurt?
Have you seen a doctor?
Did you contact your employer? Would you like us to?
Did you file Victim Compensation papers?
Sick Leave forms filed?
2. Anything stolen?
 - a. If money was stolen, was it for medical, food or other bills?
Need creditors called for extension on bills?

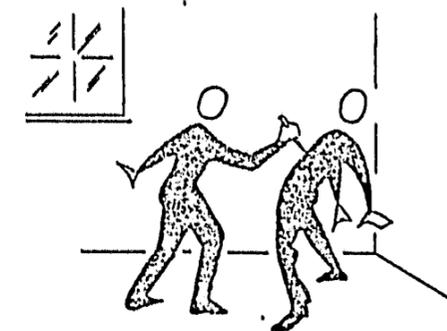
PART I CRIMES

AGGRAVATED ASSAULT CLASSIFICATION 4

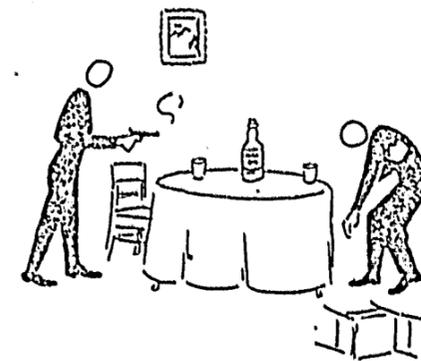
WITH CLUB



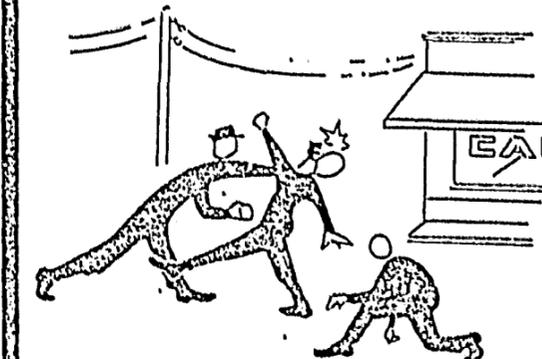
WITH KNIFE



WITH GUN



OTHER WEAPONS



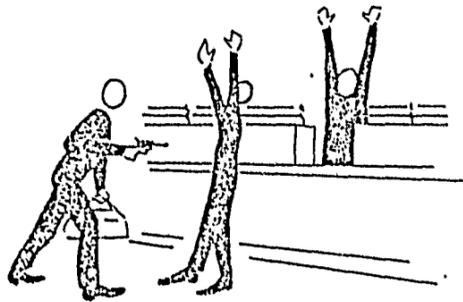
COUNT ONE OFFENSE FOR EACH VICTIM.



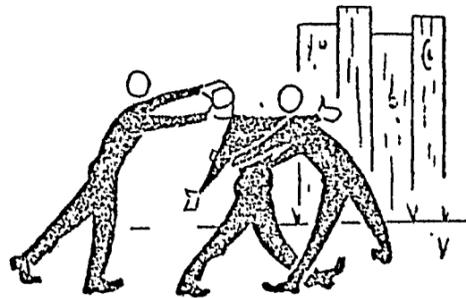
ROBBERY

CLASSIFICATION 3

BANK



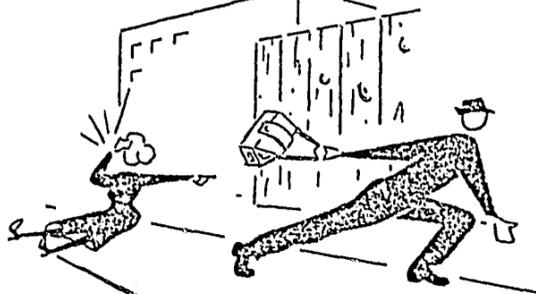
MUGGING



STICK-UP



**PURSE-SNATCHING
with force**



COUNT ONE OFFENSE FOR EACH DISTINCT OPERATION.



Need replacement of food stamps?

b. Personal papers stolen? Which ones?

Know how to apply for new ones?

c. Credit cards stolen?

Have the stores been notified?

3. Need transportation to accomplish any of these?

MURDER OR SUDDEN DEATH

Ask victim: Telephone number --- Occupation

1. Offer condolences, talk to family.

2. Anything stolen?

a. If money was stolen, was it for medical, food, or other bills?

Need creditors called for extensions on bills?

Was money part of welfare check or in the form of food stamps?

b. Personal papers stolen? Which ones?

Know how to apply for new ones?

c. Credit cards stolen?

Have the stores been notified?

3. Funeral arrangements complete?

Need help in arranging them?

4. Need transportation?

5. Ask about arrangements for:

Insurance benefits, employee benefits, Social Security Death and Survivors Benefits.

6. Any dependents of deceased left without source of income?

7. Reminder: Leave someone at home during the funeral.

RAPE VICTIMS

Any time that the Victim Assistance Program receives information or a referral on a rape victim, we will immediately refer this person to the Stop

Rape Crisis Center, 1723 W. Kennedy Blvd., Suite 103, phone number 228-7273 (228-RAPE). However, it may happen that the victim declines this assistance and the NLW would have contact with the person.

Ask Victim: Telephone number --- Occupation

1. Explore feelings, need of counseling?

2. Doctor been seen?

What hospital?

VD shots given?

Hospital follow-up treatment?

Satisfied with hospital treatment?

3. If hurt and unable to work:

Employer been contacted? Would you like us to?

Victim Compensation papers filed? Sick Leave forms filed?

4. Anything stolen?

a. If money was stolen, was it for medical, food or other bills?

Need creditors called for extension on bills?

Was money part of welfare check?

In the form of food stamps?

b. Personal papers stolen? Which ones?

Know how to apply for new ones?

c. Credit cards stolen?

Stores been notified of theft?

5. Need transportation?

6. Leave literature.

OTHER AREAS OF TRAINING

Theories of aging, stereotypes concerning this population; intergenerational studies, contemporary problems of the older population, senility and

the importance of recognizing symptoms relating to impaired mental functioning, how to interview elderly victims, their fears and biological losses.

ISSUES TO DISCUSS:

Advocate's role

Rights of Victims

Interaction with the police

Legal system

Procedures for prosecution

RELATIONSHIP OF STRESSFUL EVENTS AND CRISIS COPING MECHANISMS:

Elderly victims and their losses

Reaction to crisis

Defense mechanisms

Significant others and support systems

Assertiveness training vs. aggressiveness training

Role playing

POSITION DESCRIPTION

CLASSIFICATION/JOB TITLE: Program Director POSITION NO:

DEPARTMENT: Victim Assistance for Older Adults

SUPERVISOR:(Position No. and Title) Director of Consultation and Education

POSITIONS SUPERVISED:(Position Nos. and Titles) Community Coordinator, Statistical Clerk, .5 fte Secretary, (25 NLWs in conjunction with Community Coordinator)

TYPE OF SUPERVISION RECEIVED: Indirect

MINIMUM TRAINING AND EXPERIENCE: BA Degree and two years experience in the field of criminal justice, must be familiar with needs of elderly crime victims and available community resources, and have background in program evaluation.

SPECIAL REQUIREMENTS/LICENSURE: Understanding of Criminal Justice System and needs of elderly victims of crime.

DISTINGUISHING CHARACTERISTICS OF WORK: Responsible for overall outcome of the Program.

JOB DUTIES IN ORDER OF IMPORTANCE: (Attach Additional Pages if Necessary)

- 1. Responsible for the overall outcome of the Program, for increasing public understanding of the Program and the people it serves.
2. Participates in program planning, police decision, preparation of guidelines, development of training and workshop materials and consultation and education.
3. Maintains a liaison with private and public social agencies and organizations to facilitate an immediate response to the victims needs.
4. Recruits all NLWs.
5. Reviews victim cases.
6. Do necessary computer programming.
7. Analyse all Program data and compile Quarterly reports.
8. Participate in Program planning and community consultation and education activities with the Program Supervisor.

SUPERVISOR'S SIGNATURE: [Signature] DATE: 12/20/78

POSITION DESCRIPTION

CLASSIFICATION/JOB TITLE: Community Coordinator POSITION NO:

DEPARTMENT: Victim Assistance for Older Adults Program

SUPERVISOR:(Position No. and Title) Project Director

POSITIONS SUPERVISED:(Position Nos. and Titles) Neighborhood Liaison Workers

TYPE OF SUPERVISION RECEIVED: Indirect supervision, work reviewed through meetings, reports, and observation.

MINIMUM TRAINING AND EXPERIENCE: Must have a BS Degree in Social Science or Management, or equivalent degree or experience. Must be experienced in hiring and training of personnel, and have advertising skills. Must have experience in coordinating community-wide activities and be familiar with the needs of the elderly in Hillsborough County.

SPECIAL REQUIREMENTS/LICENSURE: Must be 55 years of age and have use of a car at all times.

DISTINGUISHING CHARACTERISTICS OF WORK: Resource identification and problem solving.

JOB DUTIES IN ORDER OF IMPORTANCE: (Attach Additional Pages if Necessary)

- 1. To coordinate service delivering to victims exhibiting special needs.
2. Review case assignments and histories as received for appropriated services rendered.
3. Discuss victim cases and strategies with Director and periodically perform on-site visits with individual NLWs.
4. Keep Director informed of daily functioning of Program.
5. Monitor the cases of all victims eligible for Crimes Compensation (to include support letters and follow-ups to the appropriate individuals and organizations).
6. Assist Director in formulating content, scheduling and conducting of training sessions and workshops.
7. Assist Director in delineating methods for recruiting, selecting and training NLWs, including the ongoing training of NLWs.
8. Assist Director in establishing and maintaining institutional and agency contacts, consultation with community organizations and in related public relations functions.
9. Develop and maintain up-to-date NLW handbook and training materials.
10. Maintain and up-date Community Resource Booklet and inform all NLWs of new changes concerning social services affecting the Program's operation.
11. Review records concerning the nature and number of services that NLWs have rendered.
12. Perform other duties as specified by Director.

SUPERVISOR'S SIGNATURE: [Signature] DATE: 12/7/78

POSITION DESCRIPTION

CLASSIFICATION/JOB TITLE: Statistical Clerk POSITION NO:

DEPARTMENT: Victim Assistance for Older Adults

SUPERVISOR:(Position No. and Title) Director

POSITIONS SUPERVISED:(Position Nos. and Titles) .5 FTE Secretary

TYPE OF SUPERVISION RECEIVED: Direct, by Program Director

MINIMUM TRAINING AND EXPERIENCE: High school and at least 4 years clerical experience; typing 55 correct words per minute; data coding experience required.

SPECIAL REQUIREMENTS/LICENSURE: Familiarity with victim related issues, management information system implementation, and community resources.

DISTINGUISHING CHARACTERISTICS OF WORK: Receive, code, and maintain victim records and make reports as deemed necessary by the Program Director. Maintain and update files, answer telephone, and typing responsibilities. Assist Director in compiling Quarterly Statistical Reports.

- JOB DUTIES IN ORDER OF IMPORTANCE: (Attach Additional Pages if Necessary)
1. Maintain complete statistical records on all functions of project
2. Assist Director in the design and implementation of data instruments and be responsible for the collection of all evaluation data
3. Responsible for providing monthly statistical reports
4. Assist Director in computer programming
5. Assist Director in compiling Quarterly Reports
6. Maintain and Update Victim Files
7. Supervise .5 fte Secretary and share typing and telephone answering responsibilities
8. Responsible for distribution of statistical information as deemed necessary by the Director
9. Assist Coordinator in directing NLWs to appropriate community resources
10. Secretarial duties as deemed necessary during time .5 fte Secretary is not available
11. Other duties as requested by Director
12. Bookkeeping and Accounting of all time sheets

SUPERVISOR'S SIGNATURE: [Signature] DATE:

POSITION DESCRIPTION

CLASSIFICATION/JOB TITLE: .5 FTE Secretary POSITION NO:

DEPARTMENT: Victim Assistance for Older Adults

SUPERVISOR:(Position No. and Title) Statistical Clerk

POSITIONS SUPERVISED:(Position Nos. and Titles) N/A

TYPE OF SUPERVISION RECEIVED: Direct - Statistical Clerk

MINIMUM TRAINING AND EXPERIENCE: High School and at least one year in secretarial duties

SPECIAL REQUIREMENTS/LICENSURE: Be able to transcribe from dictaphone, type 50 words a minute.

DISTINGUISHING CHARACTERISTICS OF WORK: Assist Statistical Clerk in handling routine Secretarial Duties.

- JOB DUTIES IN ORDER OF IMPORTANCE: (Attach Additional Pages if Necessary)
1. Type: (1) Correspondence (2) Labels for mailing and files
2. Answer Telephones
3. Maintain Mailing List of Crime Prevention Information to Victims
4. Xerox and collate
5. Help maintain files
6. Distribute and reorder office materials and supplies.
7. Keep records of travel and mileage reimbursements.

SUPERVISOR'S SIGNATURE: [Signature] DATE: 1/22/79

POSITION DESCRIPTION

CLASSIFICATION/JOB TITLE: Neighborhood Liaison Worker (NLW) .20 FTE POSITION NO: .

DEPARTMENT: Victim Assistance for Older Adults

SUPERVISOR:(Position No. and Title) Community Coordinator

POSITIONS SUPERVISED:(Position Nos. and Titles) N/A

TYPE OF SUPERVISION RECEIVED: - Direct - Community Coordinator

MINIMUM TRAINING AND EXPERIENCE: At least 55 years of age or older
Have a car
Have a phone

SPECIAL REQUIREMENTS/LICENSURE: At least 55 years of age or older
Have a car
Have a phone

DISTINGUISHING CHARACTERISTICS OF WORK: Must be 55 years of age or over and familiar with the area of Hillsborough County in which they live. Must have a telephone and use of car at all times.

JOB DUTIES IN ORDER OF IMPORTANCE: (Attach Additional Pages if Necessary)

1. Provide Crisis intervention counseling to victims.
2. Maintain contact with Community Coordinator
3. Attend all workshops and training sessions
4. Briefly evaluate physical and psychological condition of victim
5. Act as a victim advocate
6. Keep accurate records concerning all victim contacts and services provided
7. Discuss each case with the Community Coordinator
8. Make referrals to other agencies.
9. Assist victim in initiating Operation Identification
10. Review victimization material with victims and leave relevant brochures/pamphlets
11. Provide transportation services to victims if needed
12. Turn in completed data forms to the Community Coordinator on each victim served
13. Other duties as assigned.
14. NLWs will be evaluated by the Community Coordinator

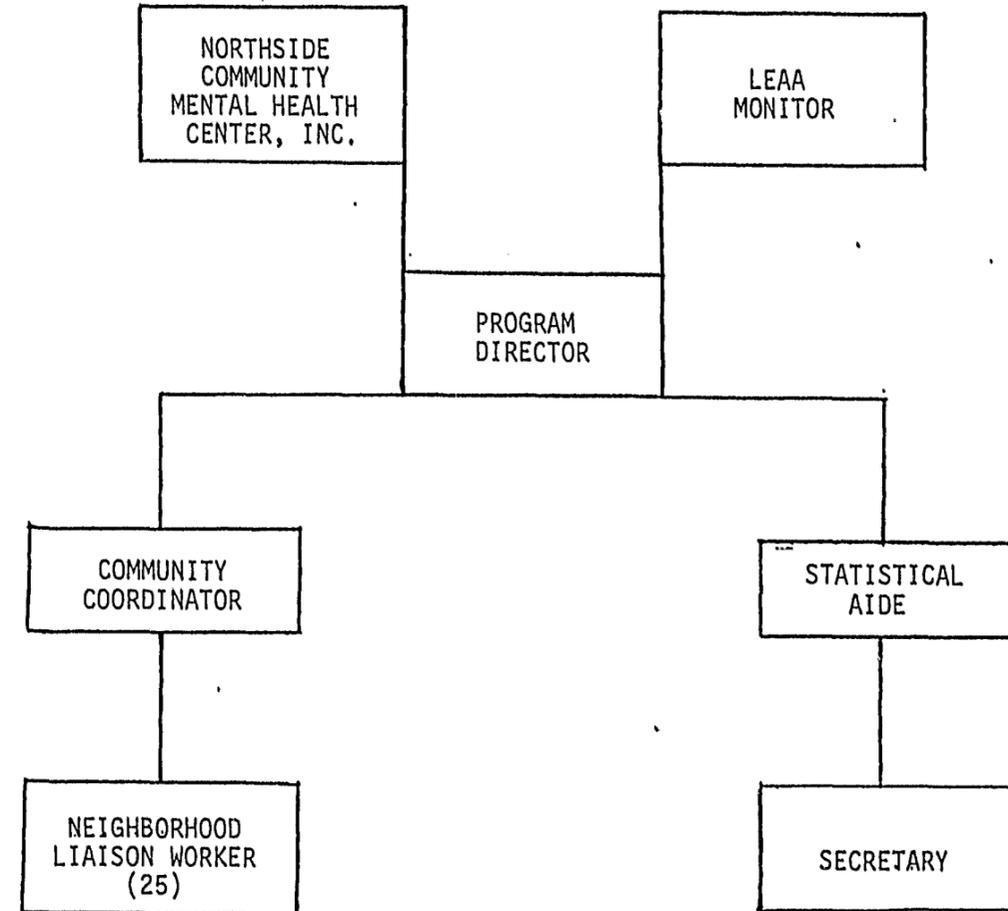
SUPERVISOR'S SIGNATURE:

M.C. [Signature]

DATE: 1/3/75

NORTHSIDE COMMUNITY MENTAL HEALTH CENTER, INC.

VICTIM ASSISTANCE FOR OLDER ADULTS
ORGANIZATION CHART



ASSESSMENT AND EVALUATION

I - OVERVIEW

The Evaluation Plan for the Program focuses on two major areas that are keyed to specific goals and objectives: performance evaluation and impact evaluation. As described below we believe these efforts are interdependent and complementary. Only with adequate investment in both these areas can we document our efforts and provide a basis for meaningful management and community-institutional review of our Program.

The foundation of our overall assessment strategy is based upon ongoing monitoring and evaluation of Program activities for the express purpose of management feedback. While periodic assessments of impact parameters also constitutes a major program evaluation area, the success of such endeavors depends on the existence of a well organized and comprehensive management information system. The effectiveness of the Program efforts, as measured by the impact assessments, depends upon an efficient organizational pursuit which necessitates relevant and timely feedback of Program activities.

II - PERFORMANCE EVALUATION

Providing crisis intervention counseling as well as direct and indirect support. Services to crime victims in Hillsborough County by indigenous community workers is a unique operationalization of the concept of community care. While there are obvious therapeutic and programatic advantages to having the primary service provider (NLW) a neighbor and peer of the victim, such a decentralized organization necessitates a well coordinated program effort. This is accomplished in part with the help of timely and accurate data collection, analysis and feedback. All management-relevant data becomes part of a

comprehensive management information system. On the following page is an outline of the type of data which is being collected, the source of the data, the individual responsible for the data's collection and the frequency of reporting.

III - IMPACT EVALUATION

The Management Information System (MIS) provides a basis for determining the Program's performance and accomplishments. It does not, however, provide a basis for determining the impact on crime victims, the community, and the Criminal Justice System as a result of the Program's activities. The assessment of the Program's success in achieving the previously stated impact objectives is accomplished by the Director, Community Coordinator and Statistical Aide through periodically scheduled impact assessments. Two to three months after their victimization, a randomly selected sample of victims who have received services from the Program will be contacted by mail and asked to complete several assessment devices designed to measure their personal adjustment, their perceptions of their neighborhood, the police, and the court system, the extent to which they cooperated with criminal prosecutions, any changes in the daily routines they now observe, and the source to which they attribute any additional and behavioral changes they have undergone. These findings will become the basis for evaluating the Program's direct service impact objectives. These findings would be statistically and methodically uninterpretable without a comparison to a control group. Therefore, a control group was established consisting of two hundred and fifty (250) persons over the age of 55 who were crime victims in Hillsborough County during the three month period (October - December 1977) proceeding the activation of the Program.

Impact assessments of additional Program endeavors includes reporting of crime, interactions, cooperation and participation of criminal justice system members and other support organizations, and community residents (i.e., recipients of our crime prevention services).

IV EVALUATION OF PROGRAM OBJECTIVES

PROGRAM GOALS AND OBJECTIVES. The primary purpose of this Program is to reduce or reverse the negative effect of being a crime victim for older adults. (The below listed objectives have been labeled as performance (P) or impact (I)).

GOAL 1: to provide direct and indirect services which will minimize the financial and emotional disruption experienced by older crime victims.

OBJECTIVE 1: to provide effective short-term crisis intervention counseling to help the victim with the immediate trauma associated with being victimized (I). We hope to reach a minimum of 3,000 victims during the 12 month program continuation period (P).

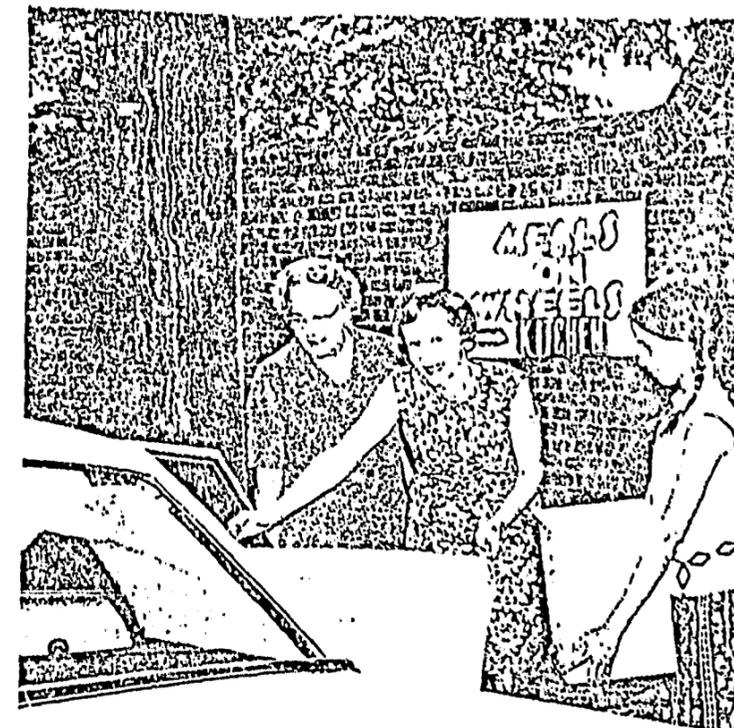
EVALUATION (1.1a): serviced victims are sent a questionnaire concerning attitudinal and behavioral changes that they may have undergone since their victimization. These questionnaires will be sent out, every six months to a sample of victims, 2 to 3 months following their victimization (I).

EVALUATION (1.1b): Management Information Report (See MIS "2")

OBJECTIVE 2: to provide appropriate agency referrals, act as victim advocate, and other direct services as needed for older victims to help reduce or reverse the negative effect of being victimized (I).

GOAL I - OBJECTIVE 2

TO PROVIDE APPROPRIATE
AGENCY REFERRALS, . . .



AS NEEDED FOR OLDER VICTIMS TO HELP REVERSE OR
REDUCE THE NEGATIVE EFFECT OF BEING VICTIMIZED.

EVALUATION (1.2a): to assist all older adults who received injuries during the perpetration of the crime, in filing with the Crimes Compensation Commission.

EVALUATION (1.2b): Management Information Report (See MIS "4" and "5").

OBJECTIVE 3: to channel effective support services to remediate the more long-lasting emotional, medical and material effects of being criminally victimized (I).

EVALUATION (1.3a): Since this group is an important subsample of all victims, these individuals receive 1.1a above. We will closely monitor and work with the Staff Gerontologist, Rape Crisis, etc.

EVALUATION (1.3b): Management Information Report (See MIS "4" and "5").

OBJECTIVE 4: to arrange or provide necessary transportation for victims as may be needed for medical visit, court appearances, counseling, etc.

EVALUATION (1.4): Management Information Report (See MIS "3" and "5").

GOAL 2: to maintain a collection of effective support agents (NLWs) who assist victims in resolving problems related to their victimization.

OBJECTIVE 1: to maintain a minimum of 25 active, trained, NLWs in the Program (P).

EVALUATION (2.1a): Management Information Report (See MIS "24", "25", and "26").

- a) to effectively train NLWs in communication skills, crisis counseling, needs assessment techniques, utilization community resources, and the criminal justice system (P).

GOAL I - OBJECTIVE 4

TO ARRANGE OR PROVIDE NECESSARY TRANSPORTATION FOR VICTIMS AS MAY BE NEEDED FOR MEDICAL VISITS, COURT APPEARANCE, COUNSELING, ETC.



TRANSPORTATION FOR OLDER PEOPLE

. . . .THE "GLUE" THAT HOLDS OTHER SOCIAL SERVICES TOGETHER.

EVALUATION (2.1b): a library search is being conducted on training para-professionals and social workers. If a standard assessment of these skills exists, we will incorporate it into the training program. If one does not exist, we will develop such an assessment instrument.

OBJECTIVE 2: to hold NLW workshops every three (3) weeks designed to supplement initial NLW training sessions, cover relevant topics and to increase group cohesiveness (P).

EVALUATION (2.2): Management Information Report (See MIS "26").

GOAL 3: to provide crime prevention information and education to older adults who have been victims of crime, as well as interested support groups and organizations.

OBJECTIVE 1: to educate citizens over 55 years of age to the types of crime usually committed against them. To include crime prevention techniques (P). (We are working in close coordination with law enforcement crime prevention units in this area.)

EVALUATION (3.1a): Management Information Report (See MIS "3" and "5").

OBJECTIVE 2: to encourage and assist older crime victims in the utilization of Operation Identification (P).

EVALUATION (3.2): Management Information Report (See MIS "3" and "5").

OBJECTIVE 3: to hold at least one seminar every month on victimization before senior citizen groups or other interested support groups. (P)

EVALUATION (3.3): Management Information Report (See MIS "19" - "20").

GOAL 4: to increase the reporting of crime among persons 55 years of age and understanding of, local enforcement and criminal justice system officials (I).

EVALUATION (4.1a): crime reporting statistics from the target area analyzed with a time series statistical analysis.

EVALUATION (4.1b): Management Information Report (See MIS "1", "21", "22").

GOAL 5: to maintain a community resource booklet, identifying those agencies within the community whose resources can be utilized by victims.

OBJECTIVE 1: to update present Resource Booklet when appropriate and make it available to all older crime victims.

EVALUATION (5.1): Management Information Report (See MIS "19", "20", "23").

RESEARCH AND EVALUATION

In addition to regularly compiling statistics about victimization, its clients and the services it provides, the project has also undertaken to do some data collection and analysis about crime attitudes. In addition to using their own questionnaire, the project has also made use of the Spielberg self-evaluation Form. These forms were administered to a sample of 200 persons 55 years of age or older who were victimized in November and December of 1977, prior to the introduction of the Victim Assistance Program. One follow-up by mail was conducted. The same set of instruments was and is being administered to a sample of victims who have received or rejected project services. Some preliminary findings have been published by the project and are appended hereto. No formal evaluation of the project has been conducted.

V MANAGEMENT INFORMATION SYSTEM

MANAGEMENT INFORMATION DATA	SOURCE OF DATA	POSITION RESPONSIBLE FOR DATA COLLECTION	FREQUENCY OF REPORTS
1 Number of victim referrals received	NLW Clerk	SC	W/M/Q
2 Number of victims accepting service	NLW	SC	W/M/Q
3 Type of service to each victim	NLW	SC	M/Q
4 Number of agency referrals	NLW	SC	M/Q
5 Name of agency referrals	NLW	SC	M/Q
6 Case number of victim	SC	SC	Constant
7 NLW responsible for case	NLW CLERK	SC	Constant
8 Miles and hours spent on each victim contact	NLW	SC	W/M/Q
9 Type of victimization	Police Report	SC	M/Q
10 Location of victimization	Police Report	SC	Q
11 Geographical area of crime occurrence	Police Report	SC	Q
12 Age of victim	Police Report	SC	Q
13 Race of victim	Police Report	SC	Q
14 Sex of victim	Police Report	SC	Q
15 Occupation of victim	NLW	SC	Q
16 Victim - Offender relationship	NLW	SC	Q

V MANAGEMENT INFORMATION SYSTEM (Continued)

MANAGEMENT INFORMATION DATA	SOURCE OF DATA	POSITION RESPONSIBLE FOR DATA COLLECTION	FREQUENCY OF REPORTS
17 Damage or loss due to victimization	NLW	SC	Q
18 Nature of injury, if any, to victim	NLW	SC	Q
19 Number of direct contacts with community groups	D CC	SC	M/Q
20 Types of services provided to community groups and individuals	D CC	SC	M/Q
21 Number of contacts with agents of the Criminal Justice System	NLW D CC	SC	M/Q
22 Names of Criminal Justice Agencies contacted	NLW D CC	SC	M/Q
23 Number and copy of media contacts and releases	D CC	D CC	M/Q
24 Number of NLWs recruited	D CC	D CC	Q
25 Number of NLWs trained	D CC	D CC	Q
26 Number of NLW training sessions	D CC	D CC	Q
27 Bookkeeping	D	D	M/Q

KEY

NLW = Neighborhood Liaison Worker
 D = Director
 CC = Community Coordinator
 SC = Statistical Clerk

W = Weekly
 M = Monthly
 Q = Quarterly

DATA MANAGEMENT SYSTEM

The following data collection instruments have been included so that you may better understand our data management system and the type of information we are presently accumulating and evaluating.

1. The NLW WEEKLY ACTIVITY REPORT is completed by the Neighborhood Liaison Worker (NLW) and records the total hours worked, mileage total, the number of cases assigned to each NLW and case disposition. These reports are submitted weekly to the Community Coordinator. Two copies are made; one of which is submitted to the Finance Department for the purpose of releasing payroll checks, and the other copy is placed in the NLW's permanent personnel file.
2. The CONTACT FORM is completed by the NLW on all attempted and completed contacts made in a given week. This includes all cases regardless of their disposition (i.e., unable to contact). These contacts include anything from a telephone call to face to face meeting with the victim. The Contact Form serves not only as a telephone log but also as a record of case assignments and disposition. This form is then submitted weekly to the Evaluator and all applicable information is transferred to the appropriate Victim Information Summary. The Contact Form is then placed in the permanent NLW personnel file maintained by the Community Coordinator.
3. The MILEAGE FORM is completed by the NLW and submitted to the Community Coordinator monthly. Two copies are made; one is sent to the Finance Department for releasing mileage checks and the other is kept in the NLW's personnel file.
4. The VICTIM INFORMATION SUMMARY is completed on every incident and/or

victimization that comes to the attention of the Program, regardless of its source, (see source referral). It is the responsibility of a NLW, who has been permanently assigned, to collect this information daily (except Sunday) from all participating law enforcement agencies in Hillsborough County. When a case is received from any source other than law enforcement agencies, i.e., agency of self-initiated referrals, the Victim Information Summary is completed by the Community Coordinator who then takes all these forms daily and assigns them to the NLWs. These forms are then submitted to the Evaluator who at that time assigns a control number to each and an alphabetical and numerical file is created. This form serves as a tracking system on all victims introduced to the Program including not only basic personal profile and crime information but also who was assigned to the case, date and disposition.

5. The INTERVIEW FORM is completed by the NLW on all accepted cases. Furthermore, it is completed for all other cases whenever possible. This form is the main data collection instrument for the Victim Assistance Program. This form includes completed information on basic personal profile, type and location of crime, source of referral, victim-offender relationship, physical injury, financial loss, previous victimization, residency type and number of occupants, employment, education and income data. It also includes crime summary, victim needs, and services offered and/or received. This form is submitted to the Evaluator and is eventually coded, filed, and analyzed. A final revision was made on this form in February.
6. The SOCIAL SERVICE REFERRAL FORM is completed by the NLW when referring the victim to services offered by other agencies. This form is retained by the victim for their benefit and convenience in cases where the victim wishes to make his/her own contact with the different social service agencies.

7. The CRIME ATTITUDE QUESTIONNAIRE, in conjunction with Dr. Spielberger's Self-Evaluation Questionnaire, is completed by the victims themselves who have hand received it from their NLW. This is generally completed on a sampling of accepted as well as rejected cases and is then mail-returned to the Program's Evaluator. A control number is assigned to each form to correspond with the Victim Information Summary and the Interview Form. These questionnaires (crime-attitude) hopefully will supply a sample of victim attitudes towards crime, victimization, security and personal mental health. This same form will be completed in a follow-up study to commence in May, and will continue at three month intervals for the duration of the project.

8. The CRIME ATTITUDE QUESTIONNAIRE has been delivered to a control group which consists of 200 persons 55 years of age and older who were victimized in November and December of 1977, prior to the introduction of the Victim Assistance Program. At this time we have received 67 completed forms of the 200 questionnaires.

A first mailing was sent February 27, 1978 with a follow-up letter mailed March 28, 1978 to victims who had not returned their questionnaire. Results from this study will be submitted in the Quarter III Report.

9. The Management Information System is compiled by the Evaluator weekly and reviewed by the entire staff at least monthly. Hand tallies are completed for the NLW Weekly Summary Report and Victim Information Summary Categorization. These forms serve to keep the staff cognizant of current developments with the data collection and program evaluation.

10. The remaining forms are utilized by the Staff Person assigning NLW cases and are maintained as an in-house cross check system.

DATA COLLECTION AND ANALYSIS FLOW CHART

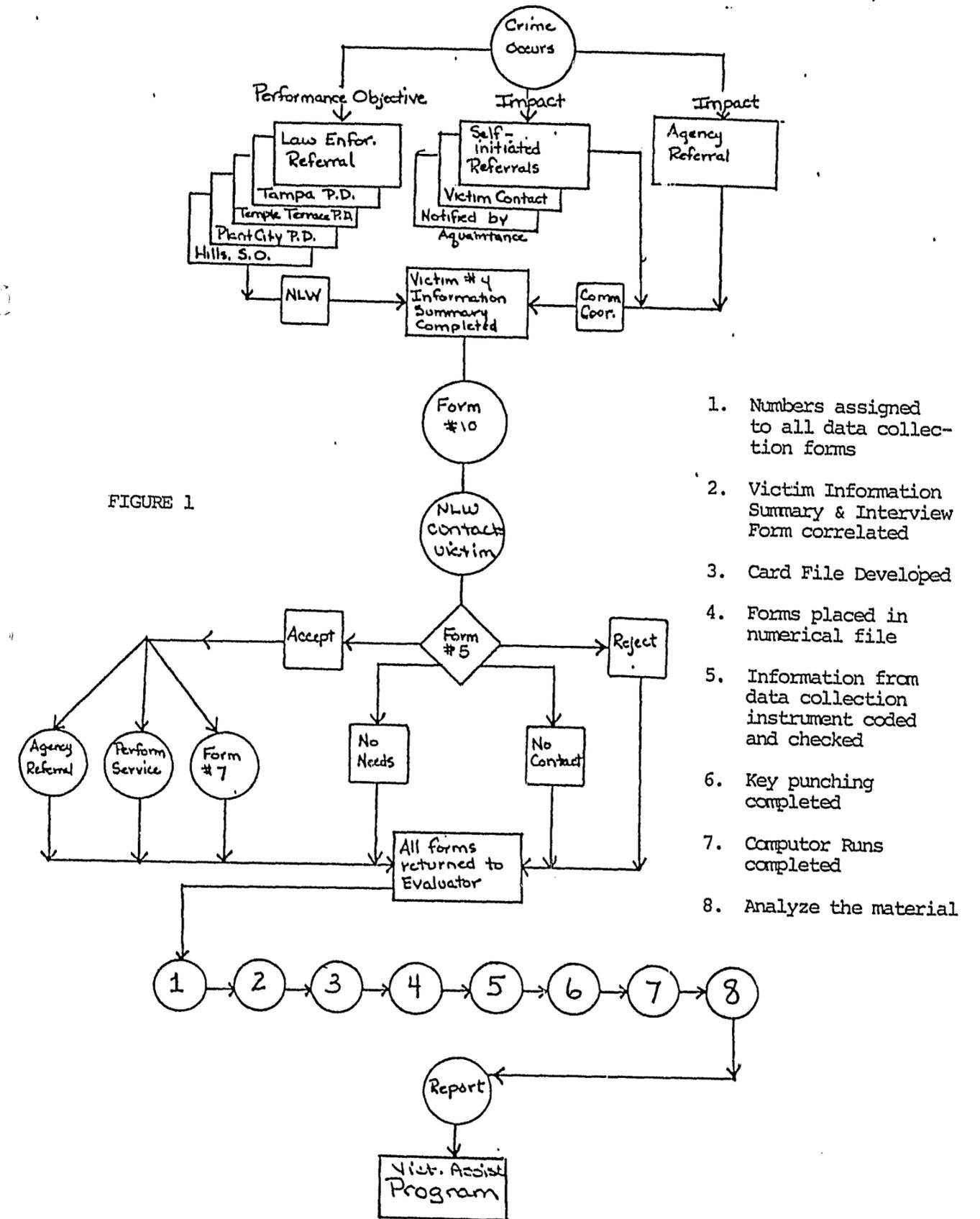


FIGURE 1

1. Numbers assigned to all data collection forms
2. Victim Information Summary & Interview Form correlated
3. Card File Developed
4. Forms placed in numerical file
5. Information from data collection instrument coded and checked
6. Key punching completed
7. Computer Runs completed
8. Analyze the material

RESULTS - BENEFITS - OUTCOME

- The Project Staff, and in particular the NLWs, believe that they have been successful in alleviating much of the anxiety and confusion as well as the trauma that older adults experience after being victims of crime. The utilization of human service agencies and redeveloping support systems has lessened the isolation and vulnerability of many older persons.
- The law enforcement authorities are very pleased with the project. Members of the crime prevention and community education unit believe the enthusiasm of Staff has rubbed off on a number of neighborhood and community groups who are making more and more requests for presentations from the department. There has also been an increase in requests from neighborhoods who want to participate in a block-watch program. Other benefits to the law enforcement agencies include more accurate information on crime reports, less non-criminal calls, reduction of time spent on call with elderly victims, fewer follow-ups, cooperation and assistance in utilizing Baker Act, and reduction of frustration on the part of police in dealing with fear and elderly victims.
- The statistics generated by the project have been of help to the Planning Commission, Area Agency on Aging, and local law enforcement agencies. When the project began, information was kept on offenders but not victims and not by age categories. These agencies now use figures provided to them by the project. Data collected by the Project was also supplied to the house subcommittee hearing on crime and the elderly.
- The community resource handbook has been very well received and was updated for republication. This handbook served to better utilization

- of available community resources and to promote linkages with support agencies. This handbook was requested by staff from many of these support agencies.
- The State Department of Health and Rehabilitative Services, which among other things, is responsible for coordinating the state's compensation program, has been discussing with the Project about assuming more responsibility with assisting all eligible victims to file for relief under the Compensation Act.
 - Normal replacement time for a lost Social Security check can range from two to six months. The Project has been able to get checks replaced within two weeks by working through a local congressman.
 - The Project has been informed by a State agency that they hope to use VAOA as a model for setting up similar programs throughout the State.
 - The number of burglaries committed against elderly victims has steadily decreased over the Project period (2½ years). It is the belief of Staff that this is due, at least in part, to the crime prevention efforts of the Program.

APPENDIX I
DATA COLLECTION FORMS

NLW WEEKLY ACTIVITY REPORT

Employee # _____

NLW Name _____ Social Security # _____

Report Period _____ To _____

Days and Hours Worked:

MON _____ TUES _____ WED _____ THURS _____ FRI _____ SAT _____ SUN _____

Total Hours Worked: _____

Total Miles: _____

Number of Victim Referrals Received: _____

Number of People You Could Not Reach: _____

Number of People Who Could Be Reached: _____

Number of Follow-Up Contacts: _____

Employee's Signature

Supervisor's Signature

sa
2/3/78

INTERVIEW FORM

CASE # _____

WORKER NAME _____

DATE _____

VICTIM NAME _____ PHONE _____

ADDRESS _____ CITY _____

AGE _____ ZIP _____

Please circle the number that corresponds to the appropriate response(s). Do not leave any questions unanswered. If the information is not available, circle 9 for unknown. If an educated guess can be made, circle the number of the appropriate response and place an "E" to the left of that response.

SEX 1=MALE
2=FEMALE

RACE 1=BLACK
2=WHITE
3=HISPANIC
4=OTHER

MARITAL STATUS OF VICTIM 1=SINGLE
2=MARRIED
3=SEPARATED
4=DIVORCED
5=WIDOWED
9=UNKNOWN

TYPE OF CRIME

1=ROBBERY
2=ASSAULT
3=BURGLARY
4=PERSONAL LARCENY
5=AUTO THEFT
6=RAPE

7=CRIMINAL MISCHIEF/VANDALISM
8=PROPERTY LARCENY
9=FRAUD
14=HARASSING/OBSCENE PHONE CALL
10=OTHER _____

LOCATION OF CRIME

1=HOME
2=STREET (PARKING LOT)
3=RELATIVE'S, FRIEND OR ACQUAINTANCE'S HOME
4=FROM AUTOMOBILE
5=COMMERCIAL ESTABLISHMENT

6=ON PROPERTY/OUTSIDE DWELLING
7=OTHER PERSONAL PROPERTY (BUT NOT LIVING IN)
8=OTHER _____

AREA OF CRIME _____

DATE OF CRIME _____

SOURCE OF REFERRAL

1=TAMPA P.D.
2=TEMPLE TERRACE P.D.
3=PLANT CITY P.D.
4=HILLSBOROUGH COUNTY SHERRIF'S OFFICE

5=VICTIM PHONE IN
6=VICTIM WALK IN
7=AGENCY REFERRAL
8=OTHER _____

INTERVIEW FORM

THE OFFENDER WAS (RELATIONSHIP TO VICTIM)

00=NO OFFENDER
01=SPOUSE
02=PARENT
03=CHILD (VICTIM'S)
04=BROTHER, SISTER
05=RELATIVE (OTHER)

06=FRIEND
07=NEIGHBOR
08=STRANGER
09=UNKNWON OFFENDER
99=NO RESPONSE

TO WHAT EXTENT WAS THE VICTIM PHYSICALLY INJURED

1=NO INJURY RECEIVED
2=MINOR BRUISE(S) AND/OR SCRATCH(ES)
3=SERIOUS ABRASION(S)-STITCHES
4=BROKEN AND/OR FRACTURED BONE(S)

5=INTERNAL INJURY
6=OTHER
9=UNKNOWN

DID THE VICTIM SEEK MEDICAL HELP?

0=NOT APPLICABLE
1=NO
IF YES WHERE? _____

2=YES
9=UNKNOWN

IF THE VICTIM WAS INJURED, THE NEIGHBORHOOD WORKER MAY WISH TO PRESENT VICTIM COMPENSATION INFORMATION AT THIS TIME.

APPROXIMATE TOTAL VALUE OF DAMAGE OR LOSS, IF ANY

0=NO LOSS OR DAMAGE
1=LESS THAN \$50
2=\$50 - \$100
3=\$100 - \$500

4=OVER \$500
5=NO DAMAGE & LOSS RECOVERED
9=UNKNOWN

IS VICTIM INSURED

1=NO
2=YES
9=UNKNOWN

IF YES, APPROXIMATE % OF LOSS COVERED BY INSURANCE _____

DID NEIGHBORHOOD WORKER COMPLETE SOCIAL SERVICE REFERRAL FORM FOR OTHER AGENCIES?

1=NO
2=YES

FOR WHAT AGENCIES

_____	_____
_____	_____
_____	_____
_____	_____

SUMMARY OF SITUATION AND CRIME

HOURS OF DAY SPENT ON CASE:

DATE _____	FROM _____	TO _____
_____	_____	_____
_____	_____	_____
_____	_____	_____

TOTAL HOURS _____

CASE # _____
WORKER NAME _____
DATE _____

VICTIM NAME _____ PHONE _____
ADDRESS _____ CITY _____
AGE _____ ZIP _____

SERVICES RENDERED BY NEIGHBORHOOD WORKER

DATE	SERVICES

HOURS OF DAY SPENT ON CASE:

DATE _____	TO _____
_____	TO _____
_____	TO _____
_____	TO _____

TOTAL HOURS _____

SOCIAL SERVICE REFERRAL

TO: _____

FROM: _____

VICTIM ASSISTANCE FOR OLDER ADULTS
13301 NORTH 30TH STREET
TAMPA, FLORIDA 33612
813-971-7266

This is to introduce _____
who is in need of services from your agency or organization.

Specific conditions: _____

Thank you for your cooperation

THERAPIST REFERRAL

VICTIM ASSISTANCE FOR
OLDER ADULTS

CONTROL # _____

DATE _____

This is to introduce: _____

Address: _____

Phone: _____

Victimization Date: _____

Who is in need of your services.

Specific Conditions: _____

Therapist copy _____

VA copy _____

File copy _____

NLW _____

CONTINUED

1 OF 2

APPENDIX II
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