



SECURITY PLANNING AND CRIME PREVENTION SEMINAR

for

PUBLIC AND NON-PROFIT MULTI-FAMILY
HOUSING COMMUNITIES

FAYETTEVILLE STATE UNIVERSITY
CONTINUING EDUCATION BUILDING
FAYETTEVILLE, N. C.
FEBRUARY 18, 1983

NCJRS
ACQUISITIONS

Sponsored by

THE N. C. CRIME PREVENTION DIVISION
NORTH CAROLINA DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY

and

THE GREENSBORO AREA OFFICE
U. S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Housing Management Division
Community Services

U.S. Department of Justice
National Institute of Justice

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SEMINAR COORDINATORS

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CHIEF, JUVENILE CRIME SECTION
N. C. CRIME PREVENTION DIVISION

CORA L. JENKINS
RESIDENT SERVICES SUPERVISOR
FAYETTEVILLE HOUSING AUTHORITY

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PURPOSE

The North Carolina Crime Prevention Division, Department of Crime Control and Public Safety, has established successful partnerships with youth and crime prevention groups. Many individuals and organizations have joined with the agency and with local law enforcement in a statewide effort to reduce crime. The division is eager to make our resources available to public housing community residents. In a coordinated effort, the HUD Area Office and the State Crime Prevention Division are working to reduce crime and develop security planning in our public housing and insured multi-family communities statewide.

GOALS

The goals of the training seminar are: To improve security programs in our PHA's and insured multi-family communities; to decrease crime; and to decrease vandalism. Reductions in crime should result in savings of money normally spent by housing projects because of vandalism.

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A G E N D A

SECURITY PLANNING AND CRIME PREVENTION SEMINAR

FEBRUARY 18, 1983

8:30	REGISTRATION	(pastries and coffee)	
9:00	WELCOME AND INTRODUCTIONS		HONORABLE JOHN WILLIAM HURLEY, MAYOR CITY OF FAYETTEVILLE
			DR. CHARLES A. LYONS, CHANCELLOR FAYETTEVILLE STATE UNIVERSITY
			MS. EUNICE RIVES, EXECUTIVE DIRECTOR FAYETTEVILLE HOUSING AUTHORITY
9:30	RESPONSIBILITY FOR CRIME PREVENTION		MR. L. D. HYDE, DIRECTOR N. C. CRIME PREVENTION DIVISION
	ROLE OF MANAGEMENT		MR. DAVID W. MOREHEAD, COMMUNITY SERVICES ADVISOR, GREENSBORO AREA OFFICE, HUD
	ROLE OF RESIDENT		MS. HELEN WHITE RESIDENT COUNCIL RESIDENT
	FAYETTEVILLE PUBLIC HOUSING CRIME PREVENTION EFFORTS		MR. CHARLES FRAZIER, DIRECTOR OF OPERATIONS FAYETTEVILLE HOUSING AUTHORITY
	"NET-WORK"		MR. RICHARD MARTIN, CHIEF, JUVENILE SECTION N. C. CRIME PREVENTION DIVISION
10:30	BREAK		
10:40	CRIME PREVENTION/WHAT WORKS		DR. JOHN HAYES, PUBLIC SAFETY COORDINATOR CHARLOTTE HOUSING AUTHORITY
11:30	BREAK		
11:35	QUESTIONNAIRE		
12:00	LUNCH - Student Union Center		
1:15	CRIME PREVENTION STRATEGIES/ BREAKOUT:		
	STRATEGIES FOR MANAGEMENT		MR. WILLIAM WILLIAMS, DIRECTOR, FIELD OPERATIONS RALEIGH HOUSING AUTHORITY
			MS. CORA L. JENKINS, RESIDENT SERVICES SUPERVISOR FAYETTEVILLE HOUSING AUTHORITY
	LAW ENFORCEMENT AND COMMUNITY RELATIONS		MR. DAN FORD, CRIME PREVENTION OFFICER CUMBERLAND COUNTY SHERIFF'S DEPARTMENT

YOUTH AND CRIME PREVENTION

MR. JOHN CRAWFORD, DIRECTOR OF YOUTH SERVICES
MR. BUTCH SIMMONS, PROGRAM COORDINATOR
CHARLOTTE HOUSING AUTHORITY

A NEW CRIME PREVENTION
CONCEPT

MR. BILL CHAMBERLAIN, CRIME PREVENTION
SPECIALIST, N. C. CRIME PREVENTION DIVISION

3:15 BREAK

3:25 GENERAL SESSION:

ORGANIZING A SUCCESSFUL
COMMUNITY WATCH

MR. CHARLIE TWITTY, CRIME PREVENTION
SPECIALIST, N. C. CRIME PREVENTION DIVISION

CRIME PREVENTION AND YOU

MR. M. C. TEAGUE, CHIEF, VIOLENT CRIME SECTION
N. C. CRIME PREVENTION DIVISION

FAYETTEVILLE'S PROGRAM

MR. LARRY WILLIAMS
MR. RONALD McDOUGALE
SAFETY AND SECURITY OFFICERS
FAYETTEVILLE HOUSING AUTHORITY

4:00 BREAK

4:15 CRIME PREVENTION AND MAIL
FRAUD

MR. HOWARD SCOTT, INSPECTOR, U. S. POSTAL
SERVICE, RALEIGH, NC

4:45 OPEN DIALOGUE/WRAP-UP

MR. RICHARD B. MARTIN, JR.
MR. DAVID W. MOREHEAD

5:00 ADJOURN



ESTABLISHED
IN 1940

FAIRVIEW HOMES CRIME PREVENTION PROGRAM

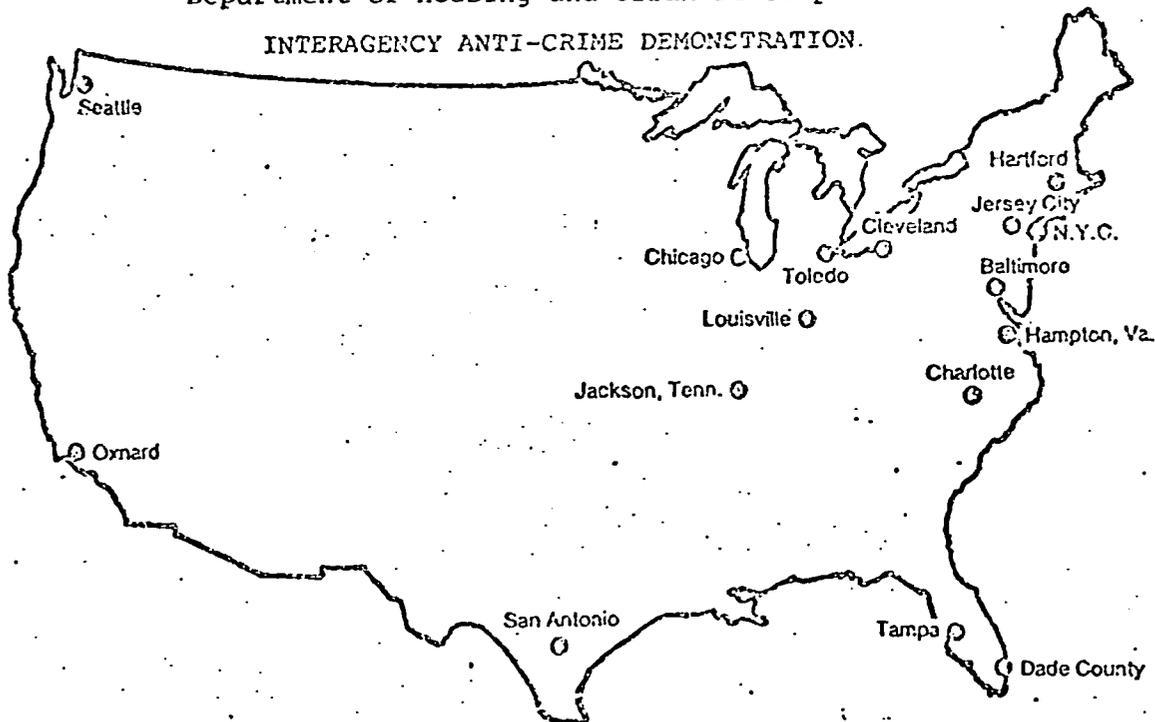
1918 EDWIN STREET

CHARLOTTE, NORTH CAROLINA 28206

TELEPHONE: (704) 376-1553

THE IMPACT OF CITIZEN INVOLVEMENT IN PREVENTING CRIME IN PUBLIC HOUSING:

A Report
of the
Department of Housing and Urban Development's
INTERAGENCY ANTI-CRIME DEMONSTRATION.



in
FAIRVIEW HOMES
Charlotte, North Carolina

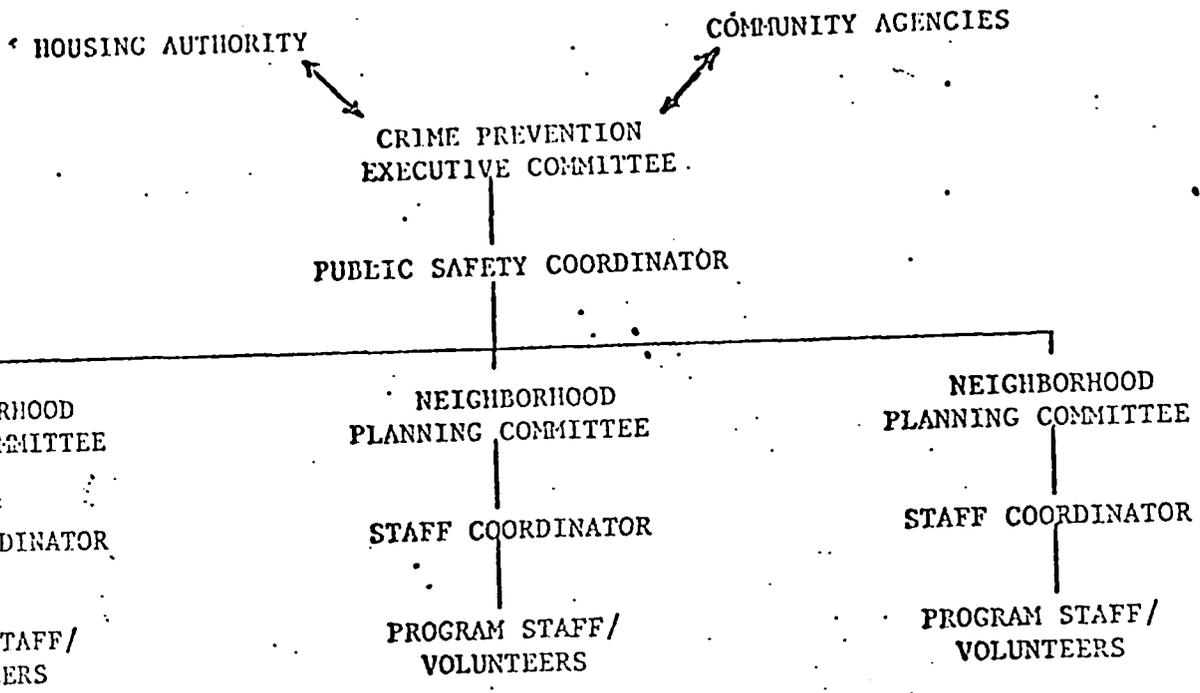
JANUARY, 1982

Crime Prevention cannot be imposed
on a neighborhood by the police or
management --

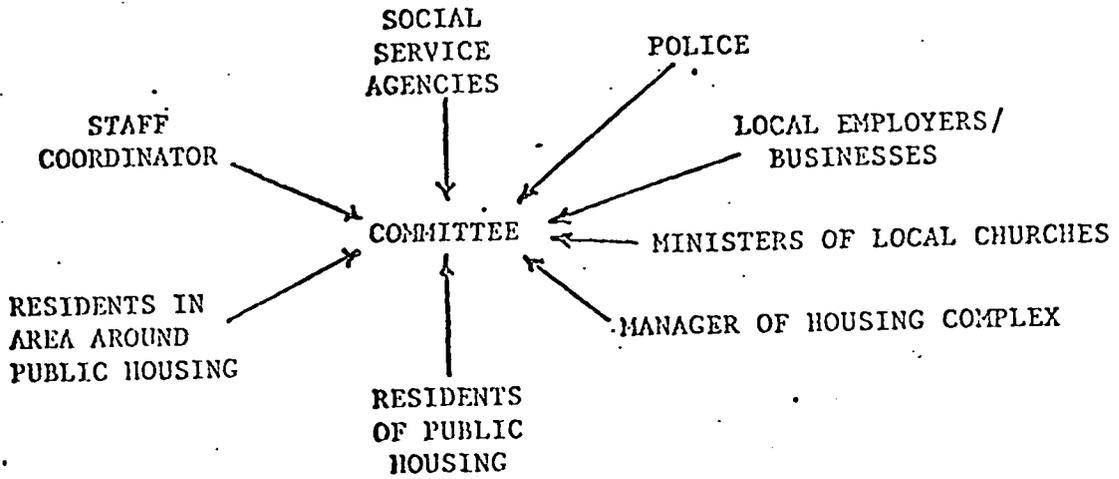
IT MUST GROW FROM WITHIN
THE NEIGHBORHOOD ITSELF --

It is what the residents do which counts!

ORGANIZATION:



Structure of Planning Committee



1. Improved management of public safety

1. LEASE ENFORCEMENT
2. MANAGEMENT RESPONSE TO PROBLEMS
3. MANAGEMENT RELATIONS WITH RESIDENTS
4. RESPONSES TO CRIME
 - A. PHONE OBSERVATION
 - B. FOLLOW-UP WHEN PROBLEMS REPORTED
 - C. DISPUTE MEDIATION/SETTLEMENT



MAXIM: RESIDENTS WILL INVEST TIME AND EFFORT IN BOTH COMMUNITY PROJECTS AND CRIME PREVENTION IF THEY BELIEVE THAT SOMETHING CAN AND WILL BE DONE . . . MANAGEMENT'S RESPONSE TO ISSUES IS THE SINGLE MOST IMPORTANT FACTOR IN THAT BELIEF THAT SOMETHING CAN AND WILL BE DONE!

2. Physical security design

1. ENCOURAGE THE CONCEPTS OF DEFENSIBLE SPACE
2. PREVENTIVE MAINTENANCE
3. EXTERIOR LIGHTING
4. DESIGNS WHICH ALLOW SURVEILLANCE OF SEMI-PRIVATE AREAS-- FEW HIDING PLACES
5. IMPROVED LOCKS / PINS IN WINDOWS

NOTE: LARGE EXPENDITURES ON PHYSICAL SECURITY SELDOM PRODUCE MEANINGFUL RESULTS

3. RESIDENT INVOLVEMENT

THE ESSENTIAL COMPONENT TO SUCCESS:

1. PHONE OBSERVATION SYSTEM
2. BUILDING CAPTAIN STRATEGIES
3. INVOLVEMENT IN PLANNING AND IMPLEMENTATION
4. COMMITTEE STRUCTURE
5. YOUTH INVOLVEMENT
 - A. OPERATION I.D.
 - B. ASSISTANCE TO ELDERLY
 - C. NEIGHBORHOOD WATCH
 - D. COMMUNITY IMPROVEMENT
6. PARTICIPATION WITH MANAGEMENT

4. Employment

1. APPRENTICESHIP PROGRAMS WITHIN PHAS
2. JOB READINESS PROGRAMS
3. EMPLOYABILITY COUNSELING
4. REFERRAL TO EXISTING EMPLOYMENT TRAINING
5. PART-TIME AND TEMPORARY EMPLOYMENT FOR RESIDENTS ON SPECIAL PROJECTS WITHIN THE AUTHORITY

5. Services to residents

1. JOB BANK
2. INFORMATION & REFERRAL PROGRAM
3. VICTIM ASSISTANCE
4. DISPUTE MEDIATION
5. DRUG AND ALCOHOL COUNSELING AND REFERRAL
6. DIVERSION FROM CRIMINAL JUSTICE SYSTEM
7. FAMILY COUNSELING/CRISIS COUNSELING

NOTE: EACH OF THE SERVICES SHOULD BE LINKED TO AN EXISTING AGENCY BUT RESIDENTS SHOULD BE TRAINED TO ACT AS THE OUTREACH EFFORT IN THE

6. Increased involvement of Police

1. INCREASED POLICE PATROL IS NOT ESSENTIAL
2. ESSENTIAL ELEMENTS INCLUDE:
 - A. REGULAR MEETING WITH POLICE, MANAGEMENT, AND RESIDENTS TO DISCUSS PROBLEMS AND STRATEGIES
 - B. ACCESS TO POLICE REPORTS AND RECORDS OF CALLS FOR SERVICES TO THE COMMUNITY
 - C. INFORMAL COMMUNICATIONS BETWEEN OFFICERS AND MANAGEMENT
 - D. INVOLVEMENT OF THE POLICE IN ALL ACTIVITIES IN THE COMMUNITY, NOT JUST CRIME PROBLEMS

7. Public-Private Partnerships

1. APPRENTICESHIP PROGRAMS
2. HIGH SCHOOL COMPLETION
3. MONEY MANAGEMENT/CREDIT COUNSELING
4. INCREASED SERVICES FROM EXISTING AGENCIES
5. INVOLVEMENT OF LOCAL EMPLOYERS
6. ECONOMIC DEVELOPMENT OF AREA
7. JR. ACHIEVEMENT/YOUTH ENTERPRIZES



NOTE: AVOID DUPLICATION OF EFFORTS --
ESTABLISH LINKAGES WITH EXISTING
EFFORTS AND PROGRAMS

1. DOMESTIC (Resident on resident)

(Domestic assault, fights, rape,
damage to property, no-force burglary)

TYPES OF PROGRAMS TO RESPOND TO DOMESTIC OFFENSES

- A. DISPUTE MEDIATION AND SETTLEMENT
- B. VICTIM/WITNESS ASSISTANCE
- C. INFORMATION REFERRAL AND ASSISTANCE
- D. FAMILY COUNSELING
- E. EARLY INTERVENTION THROUGH REFERRAL FROM
POLICE CALLS FOR SERVICES

2. PREDATORY THEFT

(Robbery, breaking & entry,
Larceny, shoplifting)

TYPES OF PROGRAMS TO RESPOND TO PREDATORY THEFT

- A. COURT AND JAIL DIVERSION
- B. DRUG AND ALCOHOL IDENTIFICATION AND REFERRAL
- C. MEDIATION/RESTITUTION PROGRAM
- D. EMPLOYABILITY COUNSELING AND REFERRAL
- E. JOB BANK
- F. PHYSICAL SECURITY ANALYSIS
- G. NEIGHBORHOOD WATCH/BUILDING CAPTAINS
- H. IMPROVED STREET AND BUILDING LIGHTING
- I. SELF-HELP TRAINING FOR RESIDENTS
- J. VICTIM/WITNESS ASSISTANCE

3. VICTIMLESS CRIMES

(Sale of drugs, alcohol, stolen goods/prostitution/candy sales/fish fries/serious assault/murder)

TYPES OF PROGRAMS TO RESPOND TO VICTIMLESS CRIMES:

- A. FORMATION OF NEIGHBORHOOD WATCH/BUILDING CAPTAINS
- B. REGULAR MEETINGS WITH THE POLICE TEAM IN THE AREA AND OTHER DIVISIONS WITHIN THE POLICE DEPARTMENT
- C. MANAGER'S LEASE ENFORCEMENT PRACTICES
- D. STRENGTHENED RESIDENT ORGANIZATION
- E. FORMATION OF CRIME PREVENTION PLANNING TEAMS
- F. INCREASED COMMUNICATION BETWEEN THE POLICE, MANAGEMENT AND RESIDENTS
- G. PREVENTIVE MAINTENANCE
- H. PHONE OBSERVATION SYSTEM
- I. TRAINING IN OBSERVING AND REPORTING INCIDENTS

BASIC CRIME PREVENTION PROGRAMS

■ MANAGEMENT/POLICE/RESIDENT ORGANIZATIONAL ENHANCEMENT

FORMATION OF PLANNING TEAMS
ESTABLISH A PHONE OBSERVATION SYSTEM
DEVELOP A BUILDING/BLOCK CAPTAIN SYSTEM
ESTABLISH REGULAR MANAGEMENT/POLICE/RESIDENT DIALOGUES
WEEKLY/MONTHLY REPORTS ON CRIMINAL ACTIVITIES
TRAINING IN CRIME PREVENTION, COMMUNITY ORGANIZING,
SELF-HELP STRATEGIES, MANAGEMENT POLICIES,
POLICE PRACTICES

■ DOMESTIC OFFENSE DIVERSION

DISPUTE MEDIATION AND SETTLEMENT TRAINING
RECONCILIATION AND RESTITUTION PROGRAMS
VICTIM/WITNESS ASSISTANCE PROGRAM
INFORMATION AND REFERRAL TRAINING
MONEY MANAGEMENT COUNSELING
REFERRALS FROM POLICE IN DOMESTIC/DISTURBANCE CALLS

■ PREDATORY OFFENSE DIVERSION

YOUTH INVOLVEMENT PROGRAMS (ESCORT SERVICES, YOUTH
PATROLS, OPERATION IDENTIFICATION, COMMUNITY
IMPROVEMENT, YOUTH ENTREPRENEURSHIPS)
COURT AND JAIL DIVERSION
DRUG AND ALCOHOL ABUSE PROGRAMS
EMPLOYABILITY COUNSELING AND REFERRAL
HIGH SCHOOL COMPLETION
JOB BANK

■ VICTIMLESS OFFENSE DIVERSION

TRAINING IN RECOGNITION AND REPORTING OF EVENTS
PHONE OBSERVATION SYSTEM
REGULAR MEETINGS BETWEEN RESIDENTS AND POLICE
ENFORCEMENT OF LEASE POLICIES BY MANAGEMENT
ESTABLISHMENT AND ENFORCEMENT OF TRESSPASS AND
LOITERING POLICIES
VISIBILITY OF MANAGEMENT AND POLICE WITHIN DEVELOP-
MENTS

BUILDING CAPTAINS

History: The idea for the formation of building captains came from two different sets of approaches to problems. First, the neighborhood watch program utilizes building/block captains in order to spread the word about crime prevention and to be responsible for getting everyone in a building to engrave their valuables. Second, there were many people in the community who never attended Residents' Organization meetings or let people know when there were problems; they would often talk to their neighbors but avoided contacts with the manager and others who might be able to help them.

Thus, the building captains had four original objectives:

1. To assist in crime prevention efforts;
2. To insure that all persons in their building were aware of meetings, policy changes, programs and other events which could affect them;
3. To serve as a helper to other residents to insure that the Authority maintained properties and fulfilled its obligations; and
4. To make the manager or crime prevention staff aware of situations in which help could be provided to residents who needed it but were reluctant to ask.

As the building captain concept began to grow and expand, the role shifted slightly. In addition to the above duties, we looked to the building captains to help us identify people who were victims of crimes but who had not reported the incident to the police or to the manager. We had found that less than half of the victimizations were being reported and residents were being charged for broken windows or suffering harassment from offenders because police reports had not been filed and no one knew of the problems they were having.

We also found that some of the residents, especially the elderly, were being continually bothered by their neighbors (parties, fights, etc.) but had not reported their problems to anyone who could do anything about it. They were dissatisfied with their living conditions, complained to their neighbors, but did not register those complaints with the manager. Thus, we felt the building captains could help us identify these conditions so that we could work on changing them and making this a better place in which to live.

It was also apparant that people often expected more of the manager and the police than they could do. We felt that if we could explain the policies and practices of the police and the Authority to people whom others in their building respected, we could head off rumors and needless complaints before they became serious.

Current Purpose: As it has evolved, the building captains serve as a link between the managers and the police and residents concerning any problem or issue affecting the community.

Duties of the Building Captains:

1. Insures that all residents in his/her building are informed of forthcoming meetings, policy changes, and programs which might affect them.
2. Assists in distributing fliers, pamphlets, or other materials sent out by the Residents' Organization.

BUILDING CAPTAINS
PAGE TWO

Duties: (Continued)

3. Insures that when a resident in his/her building has a complaint about the Authority, the police, or any other agency working in the community, those complaints are heard by the appropriate persons so that something can be done to correct the situation.
4. When appropriate, helps to mediate problems between management, the police and residents.
5. Helps identify problems which need to be resolved in order to make this a better place in which to live.
6. Helps to work with the Residents' Organization, the Authority, and other agencies or groups to develop strategies to make this a better place in which to live.

THE BUILDING CAPTAIN SHOULD NOT:

1. Try to stop crimes or fights directly; if something like this occurs, he or she should insure that the problem has been reported to the proper authorities just as every other resident should report incidents to the police.
2. Act as the police or management; the building captain does not have the authority to threaten others with arrest, eviction or fines, or attempt to force others to uphold the laws of the city or state or policies of the Authority.