

# **An Evaluation of the Elderly Victim's Emergency Security Fund**

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# Executive Summary

Older adults are vulnerable to violent crimes. In Philadelphia, some older adults restrict their activity outside of their home because of fear for their safety. In 1999, the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) contracted with the Philadelphia Health Management Corporation (PHMC) to evaluate the Elderly Victims Emergency Security Fund (EVESF). EVESF is used to assist older Philadelphians, age 60 and over, who are on a limited income and are victims of crime or abuse. The EVESF assists in making elderly crime victims secure in their home environment by replacing or repairing locks, boarding or repairing windows and doors, installing locks on windows, installing window security bars in extreme circumstances, and assisting in other emergency measures necessary to prevent further victimization.

For this evaluation, PHMC reviewed client case logs, interviewed clients, and conducted focus groups with older adults, representatives from agencies working with older adults, and Philadelphia Police Victim Assistance Officers. Most clients received assistance with repairing or replacing their door lock (85.4%), 13.1 percent received assistance with replacing a door, and 24.1 percent received assistance with measures to secure their windows. Older adults, as well as, professionals working with older adults agree that the services provided through EVESF are provided efficiently and are of high quality. More than half of the survey respondents who had received EVESF services between 1997 and 1999 were not the victim of a crime in the year prior to the telephone interview. Among the older adults receiving assistance with lock repairs/replacements 63.0 percent were not the victim of a crime in the past year. Many older adults believe that the EVESF services helped prevent having something stolen from them or their home (70.0%).

Older adults continue to be concerned for their safety. Almost 20 percent (18.6%, n=8) of the survey respondents reported that they do not feel safe in their neighborhood. One out of three respondents do not go out *alone* after dark (34.9%). Most respondents changed their behavior after they were victimized (75.0%). In addition, over a quarter of the survey respondents were the victim of a crime in the past year. Most of the older adults participating in focus groups were the victim of a crime or knew someone who had been victimized.

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# Introduction and Background

Older adults, as a group, are particularly vulnerable to violent crime because they are more likely to have poor vision, hearing loss, and limited mobility. Victimized in the community and their homes, by both strangers and family members, older adults are targets for theft, fraud, and abuse due to their physical frailty, relative isolation, and lack of social supports and economic resources.

There are currently 31.3 million older adults (65+) in the United States. According to the U.S. Department of Justice (U.S. Department of Justice, January 2000), between 1992 and 1997 the following property and violent crimes were committed against persons age 65 and older:

- 2.5 million property crimes (household burglary, motor vehicle theft, and household theft);
- 46,000 purse snatchings or pocket pickings;
- 165,000 non-lethal violent crimes (rape, robbery, and aggravated and simple assault); and
- 1,000 murders.

The study found that older adults (age 65 and older) are disproportionately affected by property crimes; nine in ten crimes against older adults were property crimes, compared to fewer than four in ten crimes against persons age 12 to 24. More violent crimes against older adults, compared to those against a younger population are due to robbery. A quarter of the violent crimes against older adults were robbery, while less than an eighth of the violent crimes against those between 12 and 64 years were robbery. Crimes against older adults were more likely to occur in or near their homes and to occur in daylight hours than crimes against those less than 65 years of age. However lifestyle differences may partially explain the location and time of crime. Twenty two percent of older adult victims of non-lethal violence, said that they never went out at night for entertainment, work, shopping or other similar activities while only three percent of non-lethal victims in age groups under 50 said the same. The most common form of maltreatment of older adults is neglect (58.5%), followed by physical abuse (15.7%), and financial exploitation (12.3%) (Anetzberger, Korbin, and Austin, 1994).

Crimes against older adults in Philadelphia follow national crime patterns. Most crimes to older adults are property crimes. Between 1997 and 1998 half of the crimes against Philadelphia adults between 65 and 85 years were theft<sup>1</sup>, 21.6 percent were burglary<sup>2</sup>, 12.2 percent were stolen vehicles, and 11.2 percent were robbery<sup>3</sup>. Less than 3 percent of the crimes were murder, rape or aggravated assault (personal communication, Philadelphia Police Department, 2001). Similarly life style patterns of older adults in Philadelphia represent the national trends discussed

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<sup>1</sup> Theft is the unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another person.

<sup>2</sup> Burglary is unlawful entry into a building or other structure with the intent to commit a felony or a theft.

<sup>3</sup> Robbery is the taking or attempting to take anything of value under confrontational circumstances from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear of immediate harm.

above. In Philadelphia, 9.4 percent of the population of older adults age 60 and over (25,217 older adults) restrict their activity outside the home including trips to the grocery store and leisure activities, because of fear for their safety (PHMC's Southeastern Pennsylvania Household Health Survey, 2000). In addition, 1.5 percent of these older adults were subject to physical violence by friends, family members, or strangers in the past year. In Philadelphia, 9.4 percent of the households in which an older adult age 60 and over lives have a firearm. This represents 12,296 households with older adults (PHMC's Southeastern Pennsylvania Household Health Survey, 2000).

The reality of crime promotes further isolation and distancing from community supports, such as neighborhood groups, victim services, senior centers, and the police. The increase in violent crime, especially attacks intensified by drug and alcohol abuse, has left many older adults more vulnerable than ever before. Due to the increase in crime, and the severity and brutality of crimes that are committed against the elderly, the services required to assist an elderly person in securing their home continue to intensify.

The Center for Advocacy for the Rights and Interests of the Elderly (CARIE) provides outreach, education, training, and ongoing advocacy for older adults, their families, caregivers, and service providers throughout the Philadelphia region. One focus of CARIE's programs is elder abuse prevention. CARIE assists older adults who are victims of crime or at risk of being victims of crime by working closely with community policing teams in Philadelphia to promote crime awareness education efforts and develop an ongoing relationship between older adults and their police district regarding personal and home safety, and neighborhood concerns. In addition, since 1998 CARIE has administered the Elderly Victims Emergency Security Fund (EVESF), which is available to assist older Philadelphians, age 60 and over, who are on a limited income and are victims of crime or abuse. The EVESF assists in making elderly crime victims secure in their home environment by replacing or repairing locks, boarding or repairing windows and doors, installing locks on windows, installing window security bars in extreme circumstances, and assisting in other emergency measures necessary to prevent further victimization. Without EVESF, many of Philadelphia's neediest crime victims would have no other resource for this critical assistance.

In 1999, CARIE contracted with the Philadelphia Health Management Corporation (PHMC) to evaluate the EVESF's services to older adults and its impact on safety and crime prevention knowledge and behaviors of older adults in Philadelphia. This report describes the evaluation PHMC staff conducted of the EVESF program, including a description of the methods of the evaluation, the findings, and a discussion of the study's implications.

# Methodology

PHMC staff gathered information about the EVESF services received by older adults, their feelings about the services they received and their safety, and what local organizations working with older adults think about the EVESF program. Staff collected data from the elder abuse logs from the CARIE LINE (telephone hotline), telephone interviews, as well as, focus groups with older adults, and focus groups with Philadelphia police and local organizations working with older adults. All data collection instruments were developed by PHMC and are contained in the Appendix.

## *Case Record Review*

A case record review was completed to obtain case-specific data, including demographic, referral source, services provided and victimization information for each individual that received EVESF services between 1997 and 1999. PHMC staff abstracted this information from the CARIE LINE elder abuse logs. The logs are filled out by CARIE LINE staff with information obtained from their callers. The callers consisted of clients calling for themselves or neighbors, relatives, or staff from Adult Protective Services, Social Services or Law Enforcement calling on behalf of an older adult. A total of 143 client case records were abstracted and the data were entered into a computerized file.

## *Telephone Survey*

The telephone survey was developed to determine the extent to which the services received by the EVESF program participants helped prevent re-victimization. The survey was also developed to help determine whether the participants' feelings of safety within the home impacted their feelings of safety within the community and neighborhood and whether or not it affected their level of activity in the community and neighborhood.

A letter from the CARIE LINE Coordinator was sent by PHMC to 132 clients identified through the case record review.<sup>4</sup> The older adults were informed that CAIRE was assessing the services provided through EVESF and that the older adult would soon be contacted to participate in a telephone interview as part of this assessment. Due to a concern that the older adults may not remember that the home security repairs conducted on their home were provided by CARIE, telephone interviewers reminded each client about the type of home security service that CARIE provided to them and the date the service was provided.

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<sup>4</sup> Telephone numbers for 11 of the 143 clients were not able to be identified and these individuals were not included in the telephone interview.

The client data collected during the telephone interview includes:

- A history of victimization (e.g. How many times in the past year has your home been broken into?),
- Utilization of services (e.g. As a result of incidents described, did you receive any type of help or services?),
- Knowledge of CARIE services (e.g., Had you heard of The Center for Advocacy for the Rights and Interests of the Elderly, better known as CARIE, *before* our interview today?),
- Opinions and feelings about safety in their home and neighborhoods (e.g. How safe do you feel in your neighborhood?),
- Opinions and feelings about CARIE services provided (e.g. Do you feel the services you got helped prevent your home from being broken into?), and
- Current demographic data.

The fielding of the survey was conducted during November and December 2000 by Schulman, Ronca and Bucuvalas, Inc. (SRBI). The telephone instrument and a list of the 132 EVESF client's names, phone numbers and information about the EVESF services received by each client was given to SRBI. SRBI made a concerted effort to contact each older adult. Each phone number was dialed up to 14 times and clients that did not agree to participate during the first contact were called back again and asked to participate. In addition, for phone numbers that were old, disconnected or the client was not at that phone number both SRBI and CARIE researched if the client had a new phone number. A total of 43 telephone interviews were completed (32.6%).<sup>5</sup>

## ***Focus Groups***

Focus group discussions were conducted with older adults, Victim Assistance Officers (VAOs) from the Philadelphia Police Department, and local community agency staff who have referred participants to the EVESF. Each discussion was audiotaped and lasted approximately 1 to 1 ½ hours.

### **Focus Group Discussion with Older Adults**

The purpose of the two focus groups conducted with older adults was to solicit the participant's opinions and feelings about safety in their homes and neighborhoods. Both discussions were held at senior centers in Philadelphia after crime prevention workshops. Discussion participants all attended a crime prevention workshop, ate lunch, and then attended the focus group. Flyers informed people of the crime prevention workshop and focus group discussion. The first discussion group with older adults was held at St. Rita's Senior Center in South Philadelphia. The participants attended a Crime Prevention Seminar conducted by a VAO and a representative from CARIE. Attendees were asked to participate in the focus group following the seminar with the first 15 volunteers being selected to participate. The participants were all female and most were White (13 White, 2 Black).

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<sup>5</sup> Reasons for the final completion rate include the following: changed phone number/wrong number (33.3%, n=44), health/deaf/deceased (14.3%, n=19), no answer/ no response to multiple call backs (11.4%, n=15), refused participation (6.1%, n=8), and language problems (2.3%, n=3).

The other discussion group with older adults was held at the Philadelphia Senior Center in Center City, Philadelphia. This group attended a Crime Prevention Seminar conducted by a CARIE staff member. Attendees were asked to participate in the focus group following the seminar and the first 15 volunteers were chosen to participate - 14 did participate. The 14 participants consisted of one White female, 9 Black females, 3 White males and 1 Black male.

Older adult participants in each group were paid \$10 and signed a participant consent form. Both groups of older adults were asked about the following:

- Knowledge learned from the Crime Prevention Workshop (e.g. What did you learn in the Crime Prevention Workshop? How will you change your behavior based on what you learned in the workshop?),
- History of victimization (e.g. Have you ever been a victim of crime? What happened?),
- Feelings about safety (e.g. How do you rate your current level of safety? What do you do to be safer?), and
- Knowledge of CARIE services (e.g. Would you call CARIE for help or more information about safety?).

#### **VAO Focus Group**

The VAO focus group discussion was held at the 5<sup>th</sup> District Police Office in Roxborough with 10 VAOs from 8 different Philadelphia police districts. Participants signed a consent form. No payment was given for participation. The VAOs were asked about how they refer clients to CARIE for EVESF, if there was a change in their work patterns to incorporate a more proactive outreach to the elderly and if working with CARIE increased their knowledge of elder abuse and victimization.

#### **Focus Group with Local Community Agencies**

The focus group discussion with representatives from local community agencies that work with older adults was held at PHMC. Six representatives from local agencies attended, including the District Attorney's Office, Philadelphia Corporation for Aging, Judicare, Philadelphia Senior Center, SHARP, and North City Congress. Representatives were asked about how they refer clients to CARIE for EVESF, if there was a change in their work patterns to incorporate more proactive outreach to the elderly and if working with CARIE increased their knowledge of elder abuse and victimization. Specifically, the VAOs and the local agency representatives were asked about the following:

- Referral process and available resources for older adults (e.g. Where would you refer clients in need of repairs to provide safety and security to their home? What resources are available?),
- Experiences and interactions working with CARIE (What is the referral process to access CARIE? What changes, if any, would you make in accessing services?),

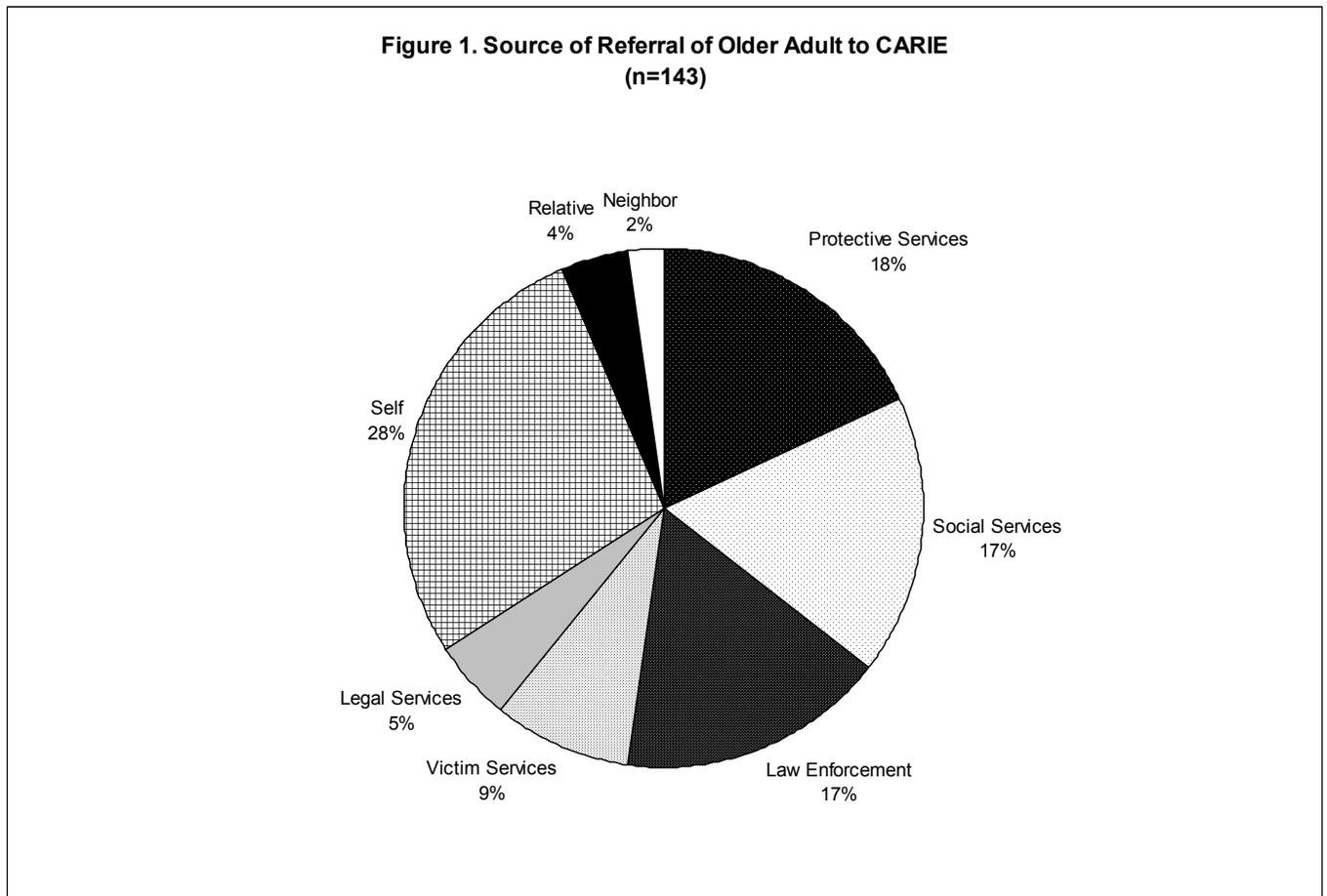
- Experience and interactions with the EVESF (What do you think is special about the EVESF?),
- Knowledge about elder abuse and victimization (What knowledge have you gained about elder abuse and victimization?), and
- Changes in work patterns (Have you changed your work patterns in any way as a result of working with CARIE? How?).

# Findings

In this section of the report the findings from the case record reviews, telephone interviews, and focus group discussions are presented.

## *Description of the EVESF Clients*

Between 1997 and 1999, 143 older adults in Philadelphia received services through the Elderly Victims Emergency Security Fund (EVESF) of the Center for Advocacy for the Rights and Interests of the Elderly (CARIE). All 143 adults were between the ages of 60 and 97, with the average age being 76 years. The majority of those who were offered services through the EVESF were female (78.3%). Most of the older adults were referred to CARIE by some other agency or organization (Figure 1). Over a quarter of the older adults called the CARIE LINE themselves. The older adults lived in all parts of the city – 22.4 percent lived in South and Southwest Philadelphia, 17.5 percent lived in West Philadelphia, 39.5 percent lived in North and Northeast Philadelphia, and 15.4 lived in the Germantown and Olney area.



The 43 adults who responded to the telephone survey were similar in age and area of the city in which they lived to the population from the case record review. Nearly half of the survey respondents were widowed (48.8%), 16.3 percent were married, 14.0 percent were divorced, 11.6 percent were separated, and 7.0 percent were never married. Nearly two-thirds of the respondents were Black (65.1%) and 30.2 percent were White.

Most survey respondents reported that they live in a house (93.0%, n=40) as opposed to an apartment (7.0%). All of the respondents living in houses either own their home (97.5%, n=39) or are in the process of purchasing. More than half of the respondents live alone (62.8%), while 16.3 percent live with a spouse, 9.3 percent live with either a son or daughter, 4.7 percent live with a grandchild, and 4.7 percent live with either a friend or other relative.

## ***Victimization***

*“Some man came up the street and said ‘Good morning Miss’ I said good morning...He said ‘Who live here with you?’ and I like a crazy told him nobody. Oh that was bad...I kept walking toward my bag and the next thing I knew he was on my back. You know he jumped on my back and knocked me down. I fell forward on the steps... he kicked me, then he threw me across the stairs, beat me... He came back took my pocketbook, it had my social security card in there, the whole thing it had 300 some dollars in there.”*

Most of the EVESF population was a victim of a crime. The most common reason the EVESF client, their family, or an older adult advocate called the CARIE LINE was due to criminal victimization (51.0%) (Table 1). Other reasons given for calling included crime prevention (45.5%) and domestic violence or neglect (22.4%). A relatively small number of clients called because of financial exploitation (2.8%) or self-neglect (1.4%).

<b>Table 1. Reasons for Calling the CARIE LINE</b>		
<b>Reasons for Calling the CARIE LINE</b>	<b>Number of Reasons</b>	<b>Percentage of Clients<sup>6</sup></b>
Criminal Victimization	73	51.0
Crime Prevention	65	45.5
Domestic Violence / Neglect	32	22.4
Financial Exploitation	4	2.8
Self-Neglect	2	1.4
Other	1	.7

Victimization contributed to the need for household security repairs. Among the older adults from the CARIE LINE almost a quarter of the older adults cited domestic violence (24.8%) as a factor in their need for a repair (Table 2). Similarly 24.5 percent cited a completed burglary or break-in as a factor. Muggings contributed to 14.0 percent of the adults need for repairs and 11.9

<sup>6</sup> Some clients or their advocates called the CARIE Line for multiple reasons (177 reasons were given by/on behalf of the 143 clients). Percentages add to greater than 100% because clients/advocates reported multiple reasons.

percent had an attempted break-in or robbery. More than one out of three EVESF clients (37.1%) made a police report about criminal activity that occurred.

Factors Contributing to Need for Repairs	Number of Factors	Percentage of Clients <sup>7</sup>
Domestic Violence	36	25.2
Completed Burglary or Break-in	35	24.5
Mugging	20	13.9
Attempted Break-in or Robbery	17	11.9
Harassment	10	6.9
Financial Exploitation	7	4.9
Lost Keys	5	3.5
Vandalism	4	2.8
Potential Threat by Drug Using Relative	2	1.4
Deteriorating Housing Conditions	1	.7
High Drug-trafficking Area	1	.7
Other*	8	5.6

\* Other factors included lack of door locks, vulnerable to crime due to broken door/window, random shooting/bullets broke window, trespassing, and other unspecified crime.

According to CARIE’s client records, a perpetrator was involved in the majority of EVESF cases (90.9%, n=130). Among those cases for which a perpetrator was identified (35.4%, n=46), the most common perpetrators were relatives (76.1%, n=35). Seven of the clients identified their neighbor, a non-related household members, or neighborhood kids as the perpetrator.

One out of five clients had either a Protection from Abuse Order<sup>8</sup> (14.7%, n=21) or a Defiant Trespass Order<sup>9</sup> (5.6%, n=8) on file. Although the information was not always reported (in about 38% of the cases), 37.5 percent of Defiant Trespass Orders and 52.4 percent of Protection from Abuse Orders were against a relative.

Among the survey respondents, over a quarter were the victim of a crime in the year prior to the survey. Twelve of the respondents (27.9%) reported at least one incident of victimization within the past year, representing 17 different incidents. Five of the older adults were the victim of more than one crime in the past year. Almost one out of five persons had something stolen from themselves or their property (20.9%, n=9), 16.3 percent had their home broken into (n=7), and one participant reported being attacked (2.3%). None of the participants knew the person who attacked or broke into their homes.

<sup>7</sup> There were 143 clients and 148 factors contributing to the clients need for home security repairs. Percentages add to greater than 100% because clients had multiple factors which contributed to the need for repairs.

<sup>8</sup> A Protection from Abuse order is a legal tool to have a person physically abusing or threatening physical abuse removed from the home.

<sup>9</sup> A Defiant Trespass Order is a legal tool to have a person removed from the home. No proof of physical abuse and/or threat of physical abuse is needed to justify the removal from the home.

Similar to the survey results, older adults participating in the focus groups reported that they had been victims of some type of crime. At least six of the focus group participants had been mugged. One of the women described how she was mugged – she walked past two men leaning against a wall. Before she knew it they were on a bike, rode past her and grabbed her bag from under her arm. Another participant who had been mugged said that “*You have to be aware, you don’t see them [muggers], but they see you.*” Participants also reported that they had been robbed or had their homes burglarized. One man said that he befriended an acquaintance who was out of work during a winter storm. He invited the acquaintance to stay with him. While the participant was out one day, the acquaintance stole soap, some clothes, and tapes. Most of the seniors also said they knew about friends and acquaintances that had been mugged or robbed.

## ***Victim Services***

All 143 older adults that received EVESF services through CARIE were referred for repair services in order to secure their home (Table 3). Other referrals provided included those to the Philadelphia Police (9.1%), social services (7.7%), Older Adult Protective Services (1.4%), and Legal Services (0.7%). In addition to repair service referrals, 26 clients (18.3%) received additional referrals. A total of 172 referrals were made.

Type of Referral	Number of Referrals	Percentage of Clients <sup>10</sup>
Repair services	143	100.0
Philadelphia Police District (VAO/CPO)	13	9.1
Social Services / Home Care	11	7.7
Older Adult Protective Services	2	1.4
Legal Services (Judicare, ELS-CLS)	1	.7
Other	2	1.4

The survey respondents that reported being victimized in the past year were asked about help or services they received as a result of the victimization. Out of the 12 that had been recently victimized, 5 reported that they received services as a result of the incidents they described (41.7%). The remaining seven respondents that were victimized in the past year were asked why they did not receive services. The respondents gave a variety of reasons why they did not receive services, including the belief that services were not necessary, fear of reporting the incidence, and calling for assistance but never getting a response.

<sup>10</sup> 172 referrals were given to 143 clients. Percentages add to greater than 100% because clients could receive multiple referrals.

## ***Organizations Working With Older Adult Victims***

*“I’ll go out and do a home visit and when I’m there I’m looking, I’m constantly looking. Anything that effects our seniors quality of life we are concerned about it, so I’m looking at windows, I’m looking at locks, I’m looking at your door...”*

### **Organizations Awareness of Older Adult Victims and Assessment of Home Security**

As noted earlier, most of the older adults are referred to CARIE from organizations and/or agencies working with older adults. In this evaluation, representatives from organizations and/or agencies working with older adults were asked how it comes to their attention that an older adult is a victim of a crime or at risk of victimization and the organizations to which they would refer an older adult victim. A representative of one organization said that his/her organization does an initial screening with their clients. The screening is used to assess how safe the client’s home is and how safe the neighborhood is. The district attorney’s office reviews every police report for people age sixty and older. Organizations also receive referrals from others working with the older adult, such as the police, clergy, or the district attorney’s office.

The Philadelphia police officers said that they look at the age of the victim when doing daily reviews of police reports, such as those about offenses, (e.g., robberies, burglaries, and thefts) compiled based on emergency calls. In addition, VAOs learn about older adult victims or potential victims from other police officers, neighbors of the older adult, and senior centers. The VAO will conduct a home visit to assess the security of the adult’s home. This home visit includes examining windows and locks.

### **Referring Older Adults for Home Security Services**

Representatives from organizations that work with older adults were asked where they refer older adult clients in need of repairs to make their home safe and secure. All of the participants said that their organizations refer older adults to CARIE for home security services. One focus group participant said that he/she was not aware of any other organizations providing similar repair services. Two of the participants reported that their organizations provide similar repair services and that they try to have clients’ house repairs be provided through their own organizations. However they will refer to CARIE if they are unable to serve a client because of expense or program rules. For example, the SHARP program can only provide repair services to a client once every five years. A representative from SHARP said, *“If a client has been served by us within the last five years, depending on the situation, we would refer them to CARIE.”*

The VAOs said that they generally refer older adults in need to CARIE because of the promptness of services that CARIE provides and the thoroughness of the services. One officer said,

*“CARIE is the main source especially if it’s immediate, because they try to get things done in a few hours, there’s a good working relationship.... There’s no if, ands, or buts if the client fits the program.”*

Officers said they have never been turned down when they ask for help from CARIE. The officers also appreciate the network that CARIE has developed. CARIE will call other agencies for the VAO on behalf of the clients. This allows the VAOs to get in touch with other agencies

much quicker than if the officers called the other agencies themselves. A few VAOs said that they are not aware of other organizations providing similar services for older adults.

The number of referrals VAOs make to CARIE depends on their district. One VAO said that he/she typically calls CARIE 10 times a month, while another VAO said that the previous month he/she made 27 calls to CARIE. Officers said that they tend to make more calls to CARIE during the beginning of the month and during the summer. The officers also said that the more informed the older adults are the more likely the older adults are to call CARIE directly.

## *Home Security Services*

*“Our clients have no money. The first thing they say is ‘I can’t afford to have my locks changed.’”*

Through EVESF CARIE provides a variety of home repair services to make the home more secure, such as re-keying door locks, boarding up windows and doors, and installing window security bars. Between 1997 and 1999, 137 of the 143 older adults received repair services to make their home more secure.<sup>11</sup> The majority of clients (63.5%, n=87) received only one repair, while 35.7 percent of the clients received 2 or more repairs (n=49).<sup>12</sup> Over half of the clients receiving repair services through EVESF (53.3%) had their door re-keyed. Almost one third of the clients had door locks replaced (32.1%) and 13.1 percent had their door replaced (Table 4).

Type of Repair Service	Number of Repair Services	Percentage of Clients <sup>13</sup>
Re-key door lock	73	53.3
Replace door lock	44	32.1
Replace door	18	13.1
Install window security bars	17	12.4
Board up window	16	11.7
Repair door / door frame	6	4.4
Replace window	5	3.6
Wall repair	3	2.2
Board up door	2	1.5
Emergency door securement	1	.7
Other*	7	5.1

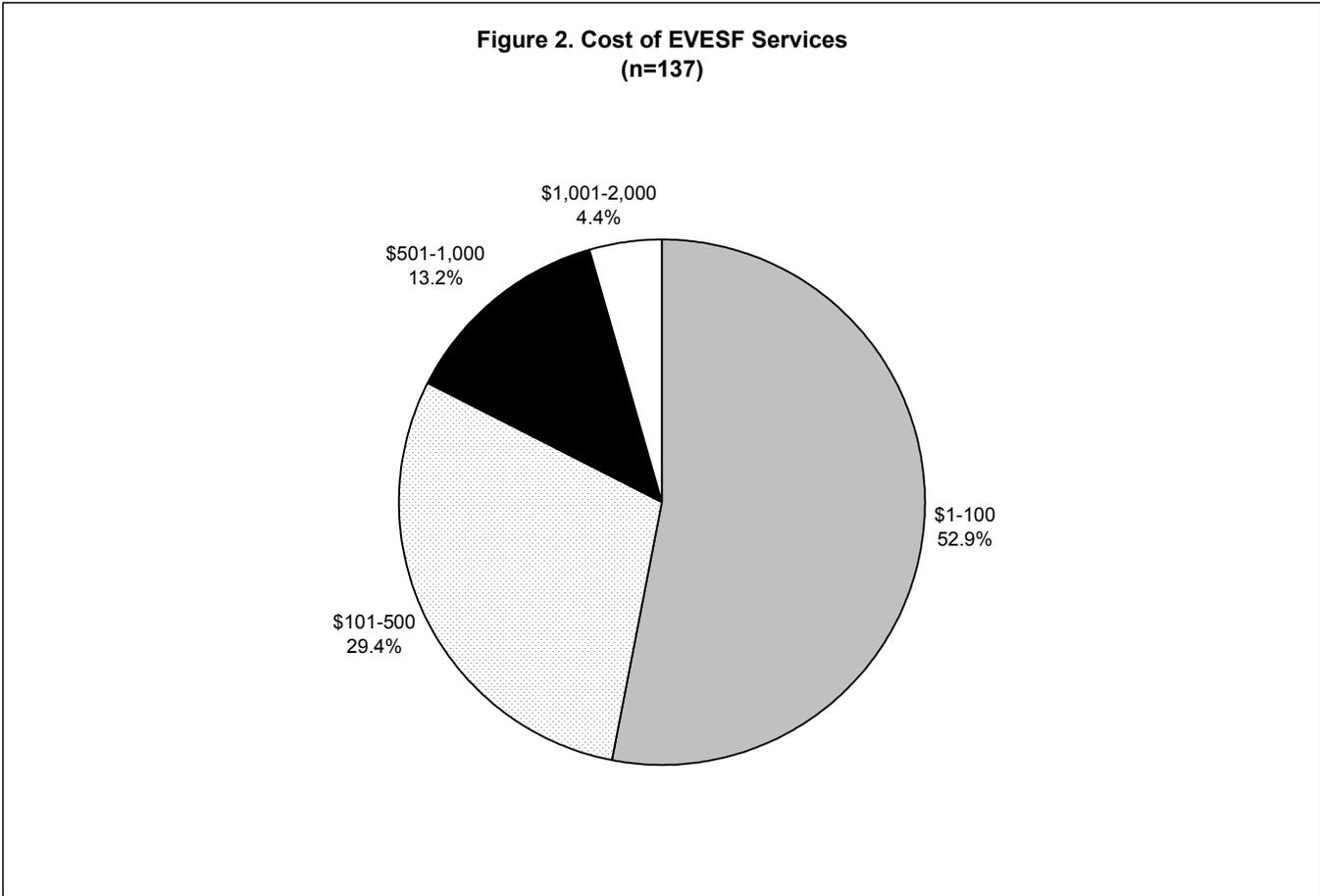
\*Other repair services provided include the following: padlocks installed, dead bolts/door knob installed, open locked door, install smoke detectors, repair window, install bars for door, and unable to be determined.

<sup>11</sup> Six clients did not receive repair services through EVESF primarily because the client made alternative arrangements for repairs.

<sup>12</sup> 16 clients received two or more EVESF services between 1997 and 1999. The information presented in this report is for those services provided during the first EVESF episode of service.

<sup>13</sup> 192 separate repair services were provided to 137 clients. Percentages add to greater than 100% because some clients received more than one repair.

CARIE arranges for a vendor to provide repair services. More than half of the clients (59.9%) received repair services through a private locksmith, 24.1 percent received services through a private contractor, and 17.5 percent received repairs through emergency board-up services.<sup>14</sup> The cost of repair services for each client ranged from no cost to nearly \$2,000. Approximately half of the repair services cost less than one hundred dollars (52.9%) and one out of three repair services cost between \$101.00 and \$500.00 (29.4%) (Figure 2). Six clients had repair services that cost more than \$1,000.00 (4.4%). These six clients had multiple repairs completed at one time (e.g., bars put on seven windows).



**Quality of EVESF Services**

CARIE provided services during the period between 1997 and 1999 to secure older adults homes through EVESF for 41 of the 43 survey respondents that were contacted (98.0%).<sup>15</sup> These 41 survey respondents rated the services they were provided. More than half of the participants rated the services provided as excellent (51.2%, n=21), almost a third rated the services as good (31.7, n=13), and 4.9 percent rated the services provided as fair (n=2).

<sup>14</sup> Percentages add to greater than 100% because 4 clients had received services from more than one provider.

<sup>15</sup> For one of the 41 adults that received repair services from CARIE, we were unable to determine the type of services the client received. Two of the 43 adults did not receive repairs from CARIE between 1997 and 1999. A friend of one person made the repair and we were unable to determine why the other person did not receive repairs.

Representatives from organizations working with older adults said that EVESF provides a highly valuable service. It is unique because the repair services are available for those who can not pay for them, the services are provided quickly, and in a very respectful, dignified fashion. In addition, a high quality job is done. Participants said that the EVESF program assists older adults who otherwise would not be able to afford to have the repairs completed. Other participants said they like EVESF because of the quality of the services provided and because of the efficiency of the repairs. Participants said the locksmith is “wonderful,” “*The locksmith is so respectful and does an excellent job.*” Another participant said,

*“[EVESF is] another avenue of giving a person hope that it will be fixed or repaired in [a short amount] of time, instead of waiting for another agency that will say yes we’ll fix it but you’ll have to wait.”*

Other organizations providing repair services are unable to provide services in as short a time frame as EVESF because they are not designed as emergency services and they have waiting lists.

VAOs also said that services provided through EVESF are efficiently provided and are of high quality. One officer said that EVESF “*is immediate security.*” Another officer said, “*Contractors have all been efficient – they come in and replace, they don’t just go in and tear things out.*” In addition, VAOs said that EVESF is special because it provides services to those who otherwise may not have been able to afford the repairs. One officer explained, “*a lot of seniors don’t have the money to go out and buy a new lock. They’re on such low income and on fixed incomes, they don’t have it.*”

### **Revictimization**

For each type of EVESF service provided, at least three out of five of the survey respondents receiving that service were not recently victimized. Among the 27 survey respondents who had lock repairs/replacements through the EVESF 63.0 percent (n=17) reported that they were not a victim of a crime in the year prior to the survey. Similarly, six out of the nine older adults receiving a door repair service (66.6%) were not a recent victim of a crime. Among the 10 older adults receiving assistance with window repairs, 80.0 percent were not a recent victim of a crime. The majority of the survey respondents felt that the EVESF services provided had helped prevent re-victimization. At least two out of three respondents (between 65.0% and 70.0%) felt the services had helped prevent having something stolen from them or their home, the services had helped prevent them from being attacked, and/or the services had helped prevent their home from being broken into.

### **Barriers to EVESF**

Representatives from organizations working with older adults were asked what barriers to EVESF they have encountered and what they would like to change about EVESF services. Many of the participants said that they would like a better understanding of the requirements and guidelines of EVESF, such as the amount of money available and the number of repairs a client can receive in a given time. One participant said, “*I just don’t know how far CARIE is willing to go... Is there a money limit?*” Another participant said that he/she would like to know if CARIE would fund repairs for older adults who have not been victimized. Participants suggested that

CARIE provide a training for advocacy organizations every few years (e.g., every 1-3 years conduct a training at sites).

The VAOs reported that they are not completely familiar with the criteria for EVESF services. For example, one officer said *“sometimes they only board things instead of replacing. [I] don’t always understand why they replace some and not others.”* Other officers questioned the income criteria. An officer said *“CARIE has income criteria, but sometimes the clients with higher incomes are still strapped for money.”*

The VAOs said that older adults present special challenges that can make it difficult to get them to receive services. Some older adults are embarrassed that they became victims. An officer said that *“some are too embarrassed to ask their families for help – sometimes they won’t even tell their family that they were burglarized.”* Officers also reported that some older adults are very distrustful. Older adults may not want to give you information. In addition, officers said that they have had trouble getting the cooperation of other community organizations to look out for older adults. For example, one officer said,

*“It is hard to get other organizations in the community to help, especially banks. For example, banks won’t call for help if a senior is continuously withdrawing large sums of money out of the bank every day.”*

### **Need for Home Repairs**

A small number of the 143 EVESF clients had a need for repairs identified prior to their involvement with CARIE (9.1%, n=13). Their lack of financial means to make the repair, fear of retaliation or victimization, and their cognitive status impaired their ability to have repairs completed.

Almost half of the survey respondents reported that their home was currently in need of basic repairs (44.2%, n=19). While some respondents already had plans to have these repairs completed (30.0%) many did not (68.4%). All of the respondents that did not have plans for repairs to be completed did report that they would like some assistance in having those repairs completed (68.4%).

### ***Safety***

*“...kids are standing around and you don’t trust them. If they see somebody standing [there] watching you then they kind of leave you alone. But I am fearful of going out at night.”*

All of the survey respondents were asked about their feelings of safety in and around their homes. Slightly more than 4 out of 5 participants reported that they feel very safe (41.9%) or somewhat safe (37.2%) in their home. Less than 10 percent of the respondents reported that they do not feel safe in their home (9.3%). The survey also asked about safety in neighborhoods. Slightly more than a third of the respondents said they felt very safe (34.9%, n=15) and slightly more than a third said they felt somewhat safe in their neighborhood (32.6%, n=14). More than 1 out of 6 respondents reported feeling not safe in their neighborhood (18.6%, n=8).

Older adult focus group participants explained their feelings of safety. Some of the participants said that they felt very safe. One participant said that he/she feels *“safe in my home and neighborhood, nothing has happened there so far.”* These older adults said they feel safe because they have locks on their front and back doors, they have locked windows, and/or bars on their windows. Also knowing their neighbors helps these older adults feel safe.

However, many of the older adults said that they do not feel safe at all. Some of these adults feel unsafe because they have been victims of crime – *“When you have been burglarized you always feel fear when thinking about what happened and how they knew so much about you.”* Living alone or in unsecured homes (e.g., unsecured cellar doors) makes people feel unsafe.

The neighborhood in which some older adults live makes them feel unsafe. Participants reported feeling unsafe because squatters live in vacant houses nearby. Many of the older adults said that seeing people hanging out on corners makes them feel unsafe. One participant said,

*“...these corners with kids, some of them are teenagers some of them are older, they stand on these corners and I don’t feel safe. One day I went out of my house and I felt so uncomfortable, I just walked around the block and went back into my house, but they see every move that you make.”*

One woman said that she felt safe in her neighborhood until,

*“I got off the bus one time and there were two police cars and people standing around... The man on the ground had been mugged and his possessions taken from him... So what can you expect if you are in a good neighborhood and you see all this happening.”*

### **Behavior**

The behavior of older adults is often influenced by their feelings of safety. Only one out of three survey respondents go out *alone* after dark (34.9%). The majority of these adults (79.9%, n=12) go out alone after dark 3 to 5 times a month. Most older adults feel comfortable going out during the day. Only two persons said that they did not go someplace *during the day* in the past month because they felt it would not be safe.

The 12 survey respondents who were recently victims of crime were asked whether or not they have changed their behavior in any way since the victimization they described. The majority of the respondents said they have changed their behavior (75.0%, n=9), including locking doors and windows, no longer carrying cash or pocketbooks, no longer going out after dark, and hiding money in a safe place.

Focus group participants were asked if they changed their behavior in any way after they were victimized and what they do to be safe. As found in the survey, almost all participants changed their behavior in some way. Some participants said they limit when they go out of the house. Many participants said that they no longer go out at night. One participant said that he/she *“doesn’t go out period.”* Other participants said that when they go out they try to go out with companions, for example they go shopping in pairs or walk with a buddy. A participant said that he/she waits to pay bills until off times, such as the middle of the week. Participants said that they vary their schedules so that they are not predictable.

These older adults said that they are aware of their surroundings when outside and are cautious about other people. One said, *“you have to be more aware today. You can not be too trusting with people. You have to be on the defensive side.”* Participants said that they constantly look around when they are outside. Some of the participants said that they confront would-be attackers by asking people they feel suspicious about to walk in front of them, instead of behind them. Another participant said that a stranger approached him/her and the older adult looked at this stranger and said, *“Yes.”* The stranger backed off. Other participants said that they make a point of not talking to strangers.

The older adults participating in the focus group said that they are cautious about carrying bags or money on them for fear that they will be stolen. Participants are careful about how they carry wallets, purses, and bags. Some participants said that they never carry a pocket book. Others said that they keep their change purse in their pocket rather than in a bag. One man said that he keeps his wallet *“in the front of my pants instead [of] in the back. It’s harder for them to pickpocket you in the front than in the rear.”* Participants reported that they pin identification cards or money in the pockets of their clothes and that they do not carry large sums of money around.

### **Safety in the Home**

Older adults act to ensure their safety within their home. The older adult focus group participants said that they use peepholes to look out before opening their door. Others said that they make sure their doors are locked. A participant said that if she/he doesn’t recognize the voice on the phone she/he hangs up the phone. These older adults rely on neighbors and friends to help ensure their safety. Participants, in particular women, said that they do not let people know that they live alone. Some women have a male voice on their answering machine and they have only the initial of their first name listed in the phone book.

Some of the older adult focus group participants expressed frustration toward the Philadelphia police because they think the police are *“not doing enough [to make their neighborhoods safe].”* Some of the participants said that when police are present in their neighborhood they are effective. These older adults would like more police walking the streets of their neighborhoods. They believe more money should be available for crime prevention.

### **Crime Prevention Workshop**

Focus group participants were asked what motivated them to attend the crime prevention workshop. Many participants said that they attended the workshop because they have been victims of crime or because they know people who have been victims of crime and are concerned about safety. One participant said that she came to the crime prevention workshop because she

had been mugged twice. Another participant came because she/he was having problems with neighbors stealing from her/him. A participant said that *“people in my building have been robbed – so I am willing to learn about protection.”* Participants also reported that they came to the workshop because they think there is a lack of police presence in their neighborhoods and they wanted to speak with a police officer.

Participants discussed what they learned at the crime prevention workshop. Participants from the focus group conducted at St. Rita’s senior centers said that they learned to be more aware when they go to the bank, to be more alert, and to be more particular about who they let into their home. In addition, the participants said they learned to watch strangers and neighbors and to be careful about who they trust. Participants from the focus group at the Philadelphia Senior Center said that they learned to *“be aware,” “be on guard,” and “be alert.”* However, some of the participants felt that they didn’t learn anything that they did not already know. The older adults appear to have liked the crime prevention workshop and feel positively about attending the workshop. They said the workshop was worth coming to and they feel safer having come to the workshop – they will sleep easier tonight.

## ***CARIE***

*“They don’t know about you guys [CARIE] as much as I would like for them to know. You say CARIE and they’ll go ‘what’s that?’ They think it’s a person’s name. We put your information out but somehow it’s not a familiar name that will just pop in your head when they need something fixed or repaired.”*

The survey asked who older adults would call for help if in need of repair service or any other type of service. The most common response for where they would call was CARIE (41.9%, n=18). Many respondents said they would call the police (11.6%, n=5), Philadelphia Corporation for Aging (4.7%, n=2) or SHARP (4.7%, n=2). Other responses to where participants reported they would call for help included the senior help-line, North City Congress, church, and a case manager. A large number of respondents reported that they did not know where they would call for help if in need of repair service or any other type of service (25.6%, n=11). Focus group participants said they would contact CARIE and/or a VAO officer if they needed help.

### **Knowledge of CARIE and EVESF**

All of the survey respondents were asked about their knowledge of CARIE before their telephone interview. More than three out of five respondents reported that they had heard of CARIE before being notified of the telephone interview (62.8%, n=27). The most common ways in which the respondents heard about CARIE was through a community agency or senior center (29.6%, n=8). Other ways in which respondents heard about CARIE included VAO and Crime Prevention Officers, friends, neighbors, flyers, brochures and newspaper advertisements.

In contrast, many of the older adult focus group participants said they were not familiar with CARIE before the workshop. In addition, organizations working with older adults said that older adults in the community do not seem to be aware of CARIE. They have found that some older adults think that CARIE is someone’s name. Although the organizations tell the older adults

they serve and their families about CARIE, when clients need home repairs they do not seem to think about calling CARIE.

However, the organizations working with older adults were aware of CARIE. Most of the representatives from organizations said that they have been working with older adults for a long time and are not sure when they first became aware of CARIE. One participant said that he/she was introduced to CARIE when he/she first started working at his/her organization. Organizations working with older adults were asked how they became aware of the EVESF program. Most participants said that they learned about EVESF through their organizations. One participant said that she believes she learned about EVESF through CARIE. Some participants said that most of their co-workers are aware of the EVESF program; however other participants thought that their co-workers might not know about EVESF services if they have not had to use the services. Most of the VAOs were familiar with the EVESF, but not with its name. Officers said they understood that EVESF focuses on immediate need and lack of funds. Many of the officers said that EVESF is unique because it *“restores security for seniors.”*

All participants of the focus group with organizations said that they are pleased with the process of referring their clients to CARIE for EVESF services. Participants said that their phone calls to CARIE only take a few minutes. One participant said, *“I never had any difficulties working with or contacting CARIE.”* Clients are referred to CARIE directly for EVESF as well as for other services that CARIE provides.

#### **Change in Knowledge and Work Patterns**

Organizations working with older adults were asked what knowledge they have gained about elder abuse and victimization as a result of working with older adults and CARIE. Most participants said that they have a lot of experience with older adults and victimization, but that the knowledge they have gained is a result of working in this field, not necessarily because of their work with CARIE. Some of the participants said that they have worked with older adults for a long time, *“we’re talking about a whole career.”* Another participant said, *“as a resource, it’s been so long that it’s [CARIE is] just one of our standard resources.”* A few participants felt that their work patterns have been influenced by what they learned from working with the EVESF program. One participant said *“It [EVESF] makes me think about asking victims of abuse whether they need their locks changed. It’s something I probably wouldn’t have thought of if it weren’t for this fund.”*

Many of the VAOs said that in working with older adults they have learned about the kindness and trusting nature of older adults and their susceptibility to different scams. The VAOs try to make older adults aware of what is happening in their communities. For example, *“if there is a scam going around and some seniors have been affected we’ll possibly have it announced at BINGO or in the newspaper.”* The officers also learned that some older adults are very distrustful. For example, some older adults do not believe in banks. These adults keep their money in different places around their home putting them at risk of victimization. Officers also said that the embarrassment some older adults feel because they became victims affects how officers work with them. Officers said that they try to approach the situation in a way that reassures the older adult that they are not stupid. The officers try to make the older adult laugh.

If an older adult is too embarrassed to want to receive CARIE or other social services, the VAOs continue to work with the adult in order to encourage the client to get help.

Some of the VAOs said that have become more aware of elder abuse. Officers said that they have learned to look for elder abuse even when the older adult says that he/she lives alone. The officers try to assess the older adult's situation and determine if the older adult is having any problems that he/she may not mention.

In addition, VAOs said that they have learned about mental health issues and the elderly. Some officers said that mental health issues of some older adults can make it difficult to correctly assess a situation. One officer said, *"some seniors call 911 for crimes et cetera even if there's not crime occurring. There are many issues of mental health, so we don't always know if a senior was really burglarized."* In addition, it can be particularly difficult for VAOs to assist older adults with accessing mental health services because of the lack of resources.

Finally some officers said that they have changed their work patterns as a result of working with CARIE. One officer said that they tend to ask questions about seniors that they might not have asked without the experience gained from working with CARIE. For example, officers ask older adults whether they have eaten and taken their medications. Other officers said that they haven't changed their work patterns as a result of working with CARIE. They said their work patterns reflect the training they received for their jobs.

## Summary and Recommendations

Older adults are particularly vulnerable to being victimized. The services provided by CARIE through EVESF are a valuable resource to older adults living in Philadelphia to help make their homes more secure. The EVESF services are described by service providers as being of the highest quality and are efficiently provided. Older adults also said that the services were excellent. EVESF provides older adults who could not otherwise afford to pay for the home security services with valuable assistance.

### *Victimization*

There continues to be a need for measures to improve the safety of older Philadelphians. Over a quarter of the survey respondents were the victim of a crime in the past year. The older adults mentioned that they had been mugged and that they had things stolen from their home. Focus group participants reported being victimized. However, none of the older adults participating in the focus groups mentioned that they had been the victim of a scam, although they may have been too embarrassed to report this. All older adult focus group participants reported knowing others who had been mugged or robbed.

Many older adults in Philadelphia are concerned about their safety. Older adults do not feel safe in their homes and feel less safe in their neighborhoods. The condition of one's house, such as an unsecured cellar door and the conditions of nearby houses (e.g., squatters living in vacant houses) make older adults feel unsafe. Older adults also feel unsafe because of teenagers and adults loitering on street corners in their neighborhoods.

### *Crime Prevention Workshop*

The crime prevention workshop educates older adults. In focus groups with older adults the participants said they learned in the crime prevention workshops to be aware, alert, and cautious of others. The crime prevention workshop appears to increase awareness of CARIE and EVESF. Older adults who participated in the crime prevention workshop became aware of CARIE and the services provided by CARIE. Older adults at the workshop with a Philadelphia police officer appeared to have learned more about safety measures than those at a workshop without an officer. In addition, the presence of a police officer is a motivation for older adults to attend crime prevention officers. CARIE and the Philadelphia police department should work together to ensure that a police officer is assigned to crime prevention workshops and that a replacement be sent if the assigned officer is unable to attend.

## ***EVESF Services***

### **Efficiency & Quality**

Philadelphia organizations working with older adults and the Victim Assistance Officers regard the services of EVESF as a major factor in promoting the well-being of older Philadelphians. Focus groups with persons from these organizations said that the services provided through EVESF are important in meeting a very specific need. CARIE recognizes that the services are needed because of an emergency situation and the services are provided in a quick manner. The services provided through EVESF are regarded as being of very high quality. The craftsmanship of the services and the professionalism of those providing the services were commended by focus group participants.

### **Revictimization**

Data from this study suggests that EVESF services may help prevent older adults from becoming victims of a crime. Among the older adults who were surveyed the overwhelming majority had not been recently victimized. Two thirds of older adults who received lock and/or door repair services were not revictimized. Moreover, four out of five of those receiving window repair services were not recently victimized. Many clients felt that the services did help protect them.

### **Need for Home Security Repairs**

Older adults responding to the survey and participating in the focus group reported a need for home security repairs. From this evaluation it is apparent that there continues to be a need in the community for older adults to receive assistance with home security measures.

### **Cost of Security Services**

The cost of securing a home for an older adult is minimal. More than half of the repair services provided between 1997 and 1999 cost less than \$100. The majority cost less than \$500. Through EVESF for a minimal amount of money CARIE is able to provide a service that increases adults' safety within their own home. This service is extremely valuable given that these adults do not have the funds to otherwise pay for such home security services.

Given the efficiency and quality of the EVESF services, as well as their minimal cost and the indication that the services may help prevent revictimization, CARIE may wish to further explore securing additional funds for EVESF and expanding services to reach more older adults.

## ***CARIE***

Many older adults are not aware of CARIE or of the home security services that CARIE provides. Many of the older adults who attended the focus group discussions said that they had not been familiar with CARIE before the crime prevention workshop. In addition, many of the older adults who received services through EVESF were not aware that CARIE provided the services. In addition, almost half of survey respondents, all of whom had previously received EVESF services, said that their home was currently in need of basic repairs to make their home secure. Many of those needing repairs did not have a plan to have the repairs made and a number said that they did not know where to call for help if they needed repair services. This

indicates the need for CARIE to consider publicizing EVESF and other services CARIE provides to older Philadelphians.

In addition to comments from older adults some of the representatives from local organizations working with older adults and the Philadelphia Police Department said that they are not aware of the eligibility rules and requirements of the EVESF services. It would therefore be helpful for CARIE to consider an annual training to organizations that may refer clients to CARIE. The training could provide a description of all of CARIE's services including EVESF.

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# **Appendix A**

## **Case Record Review**

### Case Record Review Instrument

1. Reviewer’s Initial: \_\_\_\_\_

2. Date of Review: (00/00/00) \_\_\_\_\_

3. Client’s name: (Last, First) \_\_\_\_\_

PHMC ID #: \_\_\_\_\_

4. Information about this client was available from: (Check all that apply)

- 1.  CARIE – EVESF file
- 2.  Philadelphia Police Department
- 3.  Philadelphia Office of the District Attorney

5. What was the gender of the client?

- 1.  Male
- 2.  Female

6. What was the age of the client at the time of the referral? \_\_\_\_\_

7. What was the address of the client at the time of the referral?

- 1.  Street: \_\_\_\_\_
- 2.  City: \_\_\_\_\_
- 3.  Zip code: \_\_\_\_\_

8. Date of Intake: (00/00/00) \_\_\_\_\_

9. Initials of CARIE Counselor: \_\_\_\_\_

10. Total time spent on case: (In minutes) \_\_\_\_\_

11. Spanish speaking caller or client:

- 1.  Yes
- 2.  No

12. Name of Caller: (Last, First) \_\_\_\_\_

**13. Who was the caller?**

- 1.  Anonymous/Unknown
- 2.  Attorney/Legal Services
- 3.  Block Captain
- 4.  Business Sector Person
- 5.  Clergy/Church Member
- 6.  Friend
- 7.  Health Care
- 8.  Law Enforcement
- 9.  Legislator/Aide
- 10.  Neighbor
- 11.  Self
- 12.  Protective Services
- 13.  Relative
- 14.  Social Service
- 15.  Student/Research
- 16.  Victim Services
- 17.  Other (please specify) \_\_\_\_\_
- 18.  Unable to determine

**14. Who was the caller referred by?**

- 1.  Community agency: (Specify) \_\_\_\_\_
- 2.  Knows CARIE
- 3.  Telephone book
- 4.  Word-of-mouth
- 5.  Unknown
- 6.  Flyer
- 7.  Web Site
- 8.  CARIE Staff Person
- 9.  CARIE Outreach
- 10.  Other: \_\_\_\_\_
- 11.  Unable to determine

**15. What type of referral did CARIE make? (Check all that apply)**

- 1.  Repair services (LJM-locksmith, Allen’s Elderly Connection, etc.)
- 2.  Social Service/Home Care (PCA, VNA, SA)
- 3.  Philadelphia Police District (VAO, CPO, Roll-Call)
- 4.  Philadelphia Police Dept. (CARE Unit)
- 5.  Legal Services ( Senior Citizen Judicare Project, ELS-CLS)
- 6.  Legal Services (District Attorney’s Office)
- 7.  Older Adult Protective Services
- 8.  Other Victim Services: (Please specify) \_\_\_\_\_
- 9.  Other: (Please specify) \_\_\_\_\_
- 10.  Unable to determine, I know a referral was made but I don’t know to whom
- 11.  No referral(s) were made

**16. What problem or type of elder abuse was identified? (Check all that apply)**

- 1.  Criminal
- 2.  Crime Prevention
- 3.  Domestic Violence/Neglect
- 4.  Financial Exploitation
- 5.  Self-Neglect
- 6.  Institutional
- 7.  Other: (Please specify) \_\_\_\_\_
- 8.  Unable to determine

**17. What factors contributed to the need for repairs? (Check all that apply)**

- 1.  Completed burglary or break-in
- 2.  Attempted break-in or robbery
- 3.  Vandalism
- 4.  Eviction
- 5.  Harassment
- 6.  Domestic Violence
- 7.  Mugging (Purse or wallet or keys or ID stolen)
- 8.  Medical emergency services broke in through window or door
- 9.  Deteriorating housing condition
- 10.  High drug-trafficking area
- 11.  Other: (Please specify) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 12.  Unable to determine

**18. Was a police report made about criminal activity that occurred?**

- 1.  Yes, a report was made
- 2.  No, a report was not made
- 3.  Unable to determine
- 4.  Not applicable, there was no criminal activity

**19. If a perpetrator was identified, please indicate who it was: (Check all that apply)**

- 1.  Relative: (Please specify) \_\_\_\_\_
- 2.  Spouse or partner
- 3.  Friend
- 4.  Neighbor
- 5.  Stranger
- 6.  Other: (Please specify) \_\_\_\_\_
- 7.  Unable to determine
- 8.  Not applicable, there was no abuser

**20. Is there any evidence the client had any of the following? (Check all that apply)**

- 1.  Defiant Trespass Order (DTO)
- 2.  Protection From Abuse Order (PFA)
- 3.  No evidence of a DTO or PFA

**21. If you checked any of the “1” or “2” in Question 20, please indicate who the order was against:**

1.  Defiant Trespass Order (DTO)
  - a.  Relative
  - b.  Spouse or intimate partner
  - c.  Non-related household member
  - d.  Other: (Please specify) \_\_\_\_\_
  - e.  Unable to determine
2.  Protection From Abuse Order (PFA)
  - a.  Relative
  - b.  Spouse or intimate partner
  - c.  Non-related household member
  - d.  Other: (Please specify) \_\_\_\_\_
  - e.  Unable to determine
3.  Not applicable, did not check “1” or “2” in Question 20

**22. Who initiated the order referred to in Question 20?**

1.  Older Adult Protective Services
2.  Legal Services
3.  Victim Services
4.  Other Social Services: (Please specify) \_\_\_\_\_
5.  Private Citizen (client)
6.  Other: (Please specify) \_\_\_\_\_
7.  Unable to determine
8.  Not applicable, I did not check “1” or “2” in Question 20.

**23. Was the need for the repair identified prior to the client’s involvement with CARIE – EVESF?**

1.  Yes
2.  No
3.  Unable to determine

**24. If the need for the repair was identified prior to the client involvement, what was the reason(s) the repair was not addressed? (Check all that apply)**

1.  Lack of financial means
2.  Lack of available resources
3.  Fear of fraud
4.  Fear of retaliation/victimization
5.  Client’s cognitive status
6.  Landlord/superintendent did not make requested repair
7.  Other: (please specify) \_\_\_\_\_
8.  Unable to determine
9.  Not applicable, there was no evidence that the need for the repair was identified prior to EVESF involvement.

**25. If CARIE agreed to provide EVESF services and they were not used, why?**

- 1.  Client moved out of home
- 2.  Client had other priorities or preferences and did not cooperate with EVESF guidelines:  
(Please explain) \_\_\_\_\_
- 3.  Client had cognitive or health issues and did not cooperate with EVESF guidelines:  
(Please explain) \_\_\_\_\_
- 4.  Other: (Please explain) \_\_\_\_\_
- 5.  Unable to determine
- 6.  Not applicable, CARIE – EVESF services were used

**26. On what date were services provided? (00/00/00)** \_\_\_\_\_

**27. What services were provided? (Check all that apply)**

- 1.  Re-key door lock, indicate the number of locks: \_\_\_\_\_
- 2.  Replace door lock, indicate the number of locks: \_\_\_\_\_
- 3.  Board up door, indicate the number of doors: \_\_\_\_\_
- 4.  Board up window, indicate the number of windows: \_\_\_\_\_
- 5.  Replace door, indicate the number of doors: \_\_\_\_\_
- 6.  Replace window, indicate the number of windows: \_\_\_\_\_
- 7.  Install lock on window, indicate the number of windows: \_\_\_\_\_
- 8.  Install window security bars, indicate the number of windows: \_\_\_\_\_
- 9.  Emergency Door Securement, indicate the number of doors: \_\_\_\_\_
- 10.  Other (please explain): \_\_\_\_\_
- 11.  If you checked “1” or “2”, specify how many doors were involved: \_\_\_\_\_  
(Use “99” if you are unable to determine how many doors)

**28. Who provided the services?**

- 1.  Private locksmith
- 2.  Emergency Board-Up/Securement Service
- 3.  Private Contractor
- 4.  Other: (Please specify) \_\_\_\_\_
- 5.  Unable to determine

**29. What was the total cost for services provided?** \_\_\_\_\_

(Round to the nearest dollar)

(If funds other than EVESF were used, please indicate the amount and who provided the funds in #36)

**30. Did the client sign an “Emergency Fund Waiver of Liability”?**

- 1.  Yes, the client signed the waiver on: (Specify date) \_\_\_\_\_
- 2.  No, I found a waiver but there was no signature
- 3.  No, I did not find a waiver

**31. Has the client used CARIE – EVESF services during 1997 or 1998 since the first service episode in 1997 or 1998?**

- 1.  Yes
- 2.  No

**Routing Instructions:**

If you indicated “No” for Question 31, check here  and go the end of the instrument. If you indicated “Yes” for Question 31, check here  and go to Question 32.

**32. On what date were services provided? (00/00/00)** \_\_\_\_\_

**33. What services were provided? (Check all that apply)**

- 1.  Re-key door lock, indicate the number of locks: \_\_\_\_\_
- 2.  Replace door lock, indicate the number of locks: \_\_\_\_\_
- 3.  Board up door, indicate the number of doors: \_\_\_\_\_
- 4.  Board up window, indicate the number of windows: \_\_\_\_\_
- 5.  Replace door, indicate the number of doors: \_\_\_\_\_
- 6.  Replace window, indicate the number of windows: \_\_\_\_\_
- 7.  Install lock on window, indicate the number of windows: \_\_\_\_\_
- 8.  Install window security bars, indicate the number of windows: \_\_\_\_\_
- 9.  Emergency Door Securement, indicate the number of doors: \_\_\_\_\_
- 10.  Other (please explain): \_\_\_\_\_
- 11.  If you checked “1” or “2”, specify how many doors were involved: \_\_\_\_\_  
(Use “99” if you are unable to determine how many doors)

**34. What problem or type of elder abuse was identified? (Check all that apply)**

- 1.  Criminal
- 2.  Crime Prevention
- 3.  Domestic Violence/Neglect
- 4.  Financial Exploitation
- 5.  Self-Neglect
- 6.  Institutional
- 7.  Other: (Please specify) \_\_\_\_\_
- 8.  Unable to determine

**35. What factors contributed to the need for repairs? (Check all that apply)**

- 1.  Completed burglary or break-in
- 2.  Attempted break-in or robbery
- 3.  Vandalism
- 4.  Domestic Violence
- 5.  Mugging (Purse or wallet or keys or ID stolen)
- 6.  Medical emergency services broke in through window or door
- 7.  Deteriorating housing condition
- 8.  High drug-trafficking area

9.  Other: (Please specify) \_\_\_\_\_  
\_\_\_\_\_

10.  Unable to determine

**36. Comments:**

(Please indicate “general comments” or provide the number of the specific question you are referring to)

**37. Client’s Phone Number:** (Use 99/99/99 if not found)

\_\_\_\_\_

**Signature of Reader:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

# Appendix B

## Telephone Survey

**Telephone Survey – EVESF Program Evaluation**

**ALL INSTRUCTIONS AND PROMPTS TO INTERVIEWERS ARE IN BOLD CAPS. DO NOT READ BOLD OR CAPS TO CLIENT. RESPONSES TO QUESTIONS ARE ALSO CAPS AND SHOULD NOT BE READ BY INTERVIEWERS. ALL Lower Case WORDING SHOULD BE DIRECTLY SPOKEN TO CLIENT.**

Hello my name is \_\_\_\_\_. I am calling for The Center for Advocacy for the Rights and Interests of the Elderly. I am not selling anything. May I speak with \_\_\_\_\_.

**(REPEAT IF CLIENT DID NOT ORIGINALLY ANSWER PHONE–** Hello my name is \_\_\_\_\_. I am calling for The Center for Advocacy for the Rights and Interests of the Elderly. I am not selling anything.)

We are asking for your participation in a phone survey to assess the services that CARIE, which stands for The Center for Advocacy for the Rights and Interests of the Elderly, has been providing to you and other older adults in Philadelphia. A letter was sent to you last week describing the survey and requesting participation. Your answers are very important and will help improve future services provided by CARIE.

**IF CLIENT QUESTIONS WHAT SERVICES WERE PROVIDED INTERVIEWER CAN REFER TO:** My files show that in DATE you had SERVICES PROVIDED

First, I am going to ask a few questions about your current living situation.

1. Do you live in a house or an apartment?

- 1 HOUSE
- 2 APARTMENT **(SKIP TO Q.2)**
- 3 OTHER (SPECIFY \_\_\_\_\_) **(SKIP TO Q.2)**
- 8 DON'T KNOW **(SKIP TO Q.2)**
- 9 REFUSED **(SKIP TO Q.2)**

1a. Is your house a single home, row home, twin, or duplex?

- 1 SINGLE HOME
- 2 ROW HOME
- 3 TWIN HOME
- 4 DUPLEX
- 8 DON'T KNOW
- 9 REFUSED

2. Do you currently own or rent?

- 1 OWN
- 2 RENT
- 3 OTHER (SPECIFY \_\_\_\_\_)
- 8 DON'T KNOW
- 9 REFUSED

**Telephone Survey – EVESF Program Evaluation**

3. Not including yourself, who else lives in your home? **(CIRCLE ALL THAT APPLY)**

- 1 NO ONE ELSE / LIVES ALONE
- 2 SPOUSE
- 3 DAUGHTER
- 4 SON
- 5 GRANDCHILD
- 6 OTHER RELATIVE
- 7 FRIEND
- 8 OTHER (SPECIFY \_\_\_\_\_)
- 98 DON'T KNOW
- 99 REFUSED

**HISTORY OF VICTIMIZATION**

Now, I'd like to ask you a few questions about any crime that you may have experienced in the past year.

4. In the past year, have you had something stolen from you or your home, such as a wallet, briefcase, money, clothing, jewelry, TV, stereo, or tools?

- 1 YES
- 2 NO **(SKIP TO Q.5)**
- 8 DON'T KNOW **(SKIP TO Q.5)**
- 9 REFUSED **(SKIP TO Q.5)**

4a. How many times in the past year did you have something stolen from you or your home?  
# OF TIMES \_\_\_\_\_

4b. In the most recent incident, did you know the person who stole from you or your home?

- 1 YES
- 2 NO **(SKIP TO Q.5)**
- 8 DON'T KNOW **(SKIP TO Q.5)**
- 9 REFUSED **(SKIP TO Q.5)**

4c. What was your relationship to that person?

- 1 A NEIGHBOR OR FRIEND
- 2 A RELATIVE OR FAMILY MEMBER
- 3 OTHER (SPECIFY \_\_\_\_\_)
- 8 DON'T KNOW
- 9 REFUSED

5. In the past year, has your property or home been broken into? For example, by forcing a door or window, pushing past someone, jimmying a lock, or cutting a screen.

- 1 YES
- 2 NO **(SKIP TO Q.6)**
- 8 DON'T KNOW **(SKIP TO Q.6)**
- 9 REFUSED **(SKIP TO Q.6)**

**Telephone Survey – EVESF Program Evaluation**

5a. How many times in the past year has your home been broken into?  
# OF TIMES \_\_\_\_\_

- 5b. In the most recent incident, did you know the person who broke into your home?
- 1 YES
  - 2 NO (**SKIP TO Q.6**)
  - 8 DON'T KNOW (**SKIP TO Q.6**)
  - 9 REFUSED (**SKIP TO Q.6**)

- 5c. What was your relationship to that person?
- 1 A NEIGHBOR OR FRIEND
  - 2 A RELATIVE OR FAMILY MEMBER
  - 3 OTHER (SPECIFY \_\_\_\_\_)
  - 8 DON'T KNOW
  - 9 REFUSED

6. In the past year, have you been physically attacked? For example, with a weapon or by being grabbed, punched or choked.
- 1 YES
  - 2 NO (**SKIP TO \*\* INSTRUCTIONS BELOW**)
  - 8 DON'T KNOW (**SKIP TO \*\* INSTRUCTIONS BELOW**)
  - 9 REFUSED(**SKIP TO \*\* INSTRUCTIONS BELOW**)

6a. How many times in the past year were you attacked? # OF TIMES \_\_\_\_\_

- 6b. In the most recent incident, did you know the person who attacked you?
- 1 YES
  - 2 NO (**SKIP TO \*\* INSTRUCTIONS BELOW**)
  - 8 DON'T KNOW (**SKIP TO \*\* INSTRUCTIONS BELOW**)
  - 9 REFUSED (**SKIP TO \*\* INSTRUCTIONS BELOW**)

- 6c. What was your relationship to that person?
- 1 A NEIGHBOR OR FRIEND
  - 2 A RELATIVE OR FAMILY MEMBER
  - 3 OTHER (SPECIFY \_\_\_\_\_)
  - 8 DON'T KNOW
  - 9 REFUSED

**\*\* IF RESPONDENT ANSWERED “YES” FOR EITHER Q.4, Q.5, OR Q.6**

**GO TO Q.7**

**ELSE GO TO SAFETY INTRODUCTION - - PAGE 5 / Q. 9**

**Telephone Survey – EVESF Program Evaluation**

7. As a result of the incident(s) you described, did you receive any type of help or services?

- 1 YES
- 2 NO (SKIP TO Q.7b)
- 8 DON'T KNOW (SKIP TO Q.8)
- 9 REFUSED (SKIP TO Q.8)

7a. Which of the following organizations did you receive help from: [READ LIST 1-6]  
(CIRCLE AN ANSWER FOR EACH – THEN SKIP TO Q.8)

- |   |   |     |    |
|---|---|-----|----|
| 1 | Repair Services, such as a locksmith?   | Yes | No |
| 2 | Social Services/Home Care, such as Philadelphia Corporation for Aging or Visiting Nurses Association? | Yes | No |
| 3 | Philadelphia Police?  | Yes | No |
| 4 | Legal Services?   | Yes | No |
| 5 | Older Adult Protective Services?  | Yes | No |
| 6 | Other? (Who? _____)   | Yes | No |
| 8 | DON'T KNOW IF THEY RECEIVED SERVICES  | Yes | No |
| 9 | REFUSED   | Yes | No |

7b. Why didn't you get services?

- 1 DIDN'T FEEL SERVICES WERE NEEDED
- 2 SOMEONE ELSE HELPED
- 3 AFRAID TO TELL ANYBODY
- 4 OTHER (SPECIFY \_\_\_\_\_)
- 8 DON'T KNOW
- 9 REFUSED

8. Since the incident(s) you described, have you changed your behavior in any way, such as, when you leave your home, the amount of money you carry or ways you secure your home?

- 1 YES
- 2 NO (SKIP TO Q.9)
- 8 DON'T KNOW (SKIP TO Q.9)
- 9 REFUSED (SKIP TO Q.9)

8a. In what ways did you change your behavior?(CIRCLE ALL THAT APPLY)

- 1 DO NOT LEAVE HOUSE ALONE
- 2 DO NOT LEAVE HOUSE AFTER DARK
- 3 NO LONGER CARRY CASH
- 4 DO NOT TELL PEOPLE I LIVE ALONE
- 5 LOOK BEFORE OPENING MY DOOR
- 6 DO NOT LET PEOPLE INTO MY HOME
- 7 PAY MORE ATTENTION TO SURROUNDINGS
- 8 LOCK MY DOOR(S)
- 9 LOCK MY WINDOWS
- 10 KEEP MY WINDOWS CLOSED
- 11 OTHER (SPECIFY \_\_\_\_\_)
- 98 DON'T KNOW
- 99 REFUSED

**Telephone Survey – EVESF Program Evaluation**

**CARIE SERVICES**

Now I'm going to ask you a few questions regarding your feelings about services provided to you.

**IN THE INTRODUCTORY PARAGRAPH BELOW SUBSTITUTE MONTH, YEAR AND SERVICE PROVIDED WITH INFORMATION FROM THE CLIENT'S RECORD.**

According to The Center for Advocacy for the Rights and Interests of the Elderly, in (MONTH) of (YEAR) they provided services to (SERVICE PROVIDED).

**\*IF DATE OF SERVICE IS MISSING (MONTH/YEAR) READ:**

According to The Center for Advocacy for the Rights and Interests of the Elderly, they provided services to (SERVICE PROVIDED).

**\*\*IF CLIENT HAS "N/A NO SERVICES PROVIDED", THEN SKIP TO Q. 13**

---

9. How would you rate the services provided when (SERVICE PROVIDED)?

- |   |            |
|---|------------|
| 1 | EXCELLENT  |
| 2 | GOOD       |
| 3 | FAIR       |
| 4 | POOR       |
| 8 | DON'T KNOW |
| 9 | REFUSED    |

10. Do you feel the services you got to (SERVICE PROVIDED) helped prevent having something stolen from you or your home?

- |   |                        |
|---|------------------------|
| 1 | YES                    |
| 2 | NO                     |
| 8 | DON'T KNOW / UNCERTAIN |
| 9 | REFUSED                |

11. Do you feel the services you got to (SERVICE PROVIDED) helped prevent your home from being broken into?

- |   |                        |
|---|------------------------|
| 1 | YES                    |
| 2 | NO                     |
| 8 | DON'T KNOW / UNCERTAIN |
| 9 | REFUSED                |

12. Do you feel the services you got to (SERVICE PROVIDED) helped prevent you from being attacked?

- |   |                        |
|---|------------------------|
| 1 | YES                    |
| 2 | NO                     |
| 8 | DON'T KNOW / UNCERTAIN |
| 9 | REFUSED                |

**Telephone Survey – EVESF Program Evaluation**

13. Does your home now need some basic repairs to maintain your safety, such as changing locks on doors or putting bars on windows?

- 1 YES
- 2 NO (**SKIP TO Q.14**)
- 8 DON'T KNOW (**SKIP TO Q.14**)
- 9 REFUSED (**SKIP TO Q.14**)

13a. Do you have plans to have these repairs completed?

- 1 YES (**SKIP TO Q.14**)
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED (**SKIP TO Q.14**)

13b. Would you like assistance in having those repairs completed?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

**SAFETY**

Now, I'm going to ask a few questions about your feelings of safety in and around your home.

14. How safe do you feel in your home?

- 1 Very safe
- 2 Somewhat safe
- 3 Not safe
- 8 DON'T KNOW
- 9 REFUSED

14a. How safe do you feel in your neighborhood.?

- 1 Very safe
- 2 Somewhat safe
- 3 Not safe
- 8 DON'T KNOW
- 9 REFUSED

15. In the past month, did you go out alone after dark?

- 1 YES
- 2 NO (**SKIP TO Q.16**)
- 8 DON'T KNOW (**SKIP TO Q.16**)
- 9 REFUSED (**SKIPTO Q.16**)

**Telephone Survey – EVESF Program Evaluation**

15a. How many times in the past month have you gone out alone after dark?  
# OF TIMES \_\_\_\_\_

16. In the past month, did you not go someplace during the day because you felt that you would not be safe?

- 1 YES
- 2 NO (SKIP TO Q. 17)
- 8 DON'T KNOW (SKIP TO Q. 17)
- 9 REFUSED (SKIP TO Q. 17)

16a. On the most recent occasion, where did you not go?

- 1 HEALTH CARE APPOINTMENT
- 2 SOCIAL WORK APPOINTMENT
- 3 TO OBTAIN SOCIAL SERVICES
- 4 GROCERY OR FOOD STORE
- 5 OTHER STORE (e.g. DRUG STORE, CLOTHING STORE)
- 6 PARK / PLAYGROUND
- 7 LEISURE ACTIVITY (MOVIES, OUT TO EAT)
- 8 TO VISIT FRIENDS OR FAMILY
- 9 NEVER GO ANYWHERE
- 10 OTHER (SPECIFY \_\_\_\_\_)
- 98 DON'T KNOW
- 99 REFUSED

**CARIE**

Now I'd like to ask you a few questions about The Center for Advocacy for the Rights and Interests of the Elderly.

17. Had you heard of The Center for Advocacy for the Rights and Interests of the Elderly, better known as CARIE, *before* our interview today? **IF CLIENT RESPONDS THAT THEY HEARD ABOUT CARIE FROM THE LETTER THAT WAS RECENTLY SENT TO THEM, ASK:** Had you heard of CARIE before you read the letter?

- 1 YES
- 2 NO (SKIP TO Q.20)
- 8 DON'T KNOW (SKIP TO Q.20)
- 9 REFUSED (SKIP TO Q.20)

**Telephone Survey – EVESF Program Evaluation**

19. How did you hear about CARIE? **(PROMPT IF NECESSARY)**

- 1 FRIEND / NEIGHBOR
- 2 FAMILY MEMBER
- 3 VICTIM ASSISTANCE OFFICER / CRIME PREVENTION-OFFICER
- 4 COMMUNITY AGENCY / SENIOR CENTER
- 5 PCA – PHILADELPHIA CENTER FOR AGING
- 6 TELEPHONE BOOK
- 7 FLYER / BROCHURE
- 8 RADIO / TV
- 9 OTHER (SPECIFY \_\_\_\_\_)
- 98 DON'T KNOW / UNKNOWN
- 99 REFUSED

20. If you needed repair services or other types of services again, where would you call for help? **(CIRCLE ALL THAT APPLY)**

- 1 CARIE
- 2 PCA – PHILADELPHIA CORPORATION FOR AGING
- 3 LOCKSMITH / REPAIR SERVICE
- 4 POLICE
- 5 RELATIVE
- 6 NEIGHBOR
- 7 OTHER (PLEASE SPECIFY \_\_\_\_\_)
- 8 DON'T KNOW
- 9 REFUSED

**Telephone Survey – EVESF Program Evaluation**

Finally, I'd like to ask you a few background questions to make sure our records are correct.

21. How old are you?

DON'T KNOW	_____	998
REFUSED		999

22. What do you consider your marital status or relationship status to be?

1	Married
2	Living with Partner
3	Widowed
4	Divorced
5	Separated
6	Single / Never Married
7	OTHER (SPECIFY _____)
8	DON'T KNOW
9	REFUSED

23. Are you of Hispanic origin or descent?

1	YES
2	NO
8	DON'T KNOW
9	REFUSED

24. What race do you consider yourself to be?

1	WHITE
2	BLACK
3	ASIAN
4	OTHER (SPECIFY _____)
8	DON'T KNOW
9	REFUSED

**READ TO CLIENT** - Thank you for your participation.

If you would like to contact someone at CARIE  
for any reason you can call (215) 545-5728.

If you have any questions about this survey you may contact  
Mary at (215)985-2572.

## **Appendix C**

# **Older Adult Focus Group Guide**

CARIE – EVESF Program Evaluation  
Crime Prevention Workshop Participants (Older Adults)  
Focus Group Questions

**Introduction**

You have been asked to participate in this discussion group because you attended a Crime Prevention workshop hosted by \_\_\_\_\_ (CARIE counselor) from CARIE at \_\_\_\_\_ (place) on \_\_\_\_\_ (date). The staff at CARIE have asked the Philadelphia Health Management Corporation to collect information about what you learned in the Crime Prevention workshop that you attended. The information from this discussion group will be combined with other information we are collecting into a report that will be provided to CARIE.

Our conversation today will be recorded by a tape player because we do not want to miss anything you say. I want to assure you that everything you say here is confidential and your name will never be used in connection with what is said here and what is written in our report. My job is to guide the discussion and ask the questions. Since we do not have a lot of time, I may have to cut short discussion of some questions to make sure we finish on time. Also, in order to make sure that everyone gets a chance to be heard, I ask that only one person talk at a time. Please feel free to leave and use the rest rooms at any time during the discussion or to get up and help yourself to some refreshments. When our discussion is over, you will each receive \$10 for participating.

In order to introduce everyone; let's go around the table and tell everyone your first name and what part of the city you live in. (The moderator should begin the introductions and give a brief description of your position at PHMC and PHMC-a private, non-profit public health organization)

## QUESTIONS:

1. How did you hear about the Crime Prevention Workshop you recently attended?
2. What motivated you to attend the Crime Prevention workshop?  
(Probe: Ask if a specific event occurred that motivated their participation. Ask if their participation was motivated out of curiosity, fear, boredom, or an opportunity to socialize. Try to get a count of how many attended as a result of a specific event)
3. Have you ever been victim of crime? What happened?  
(Probe: Robbed, burglarized, mugged, victim of a scam. Know the perpetrator? Victimized more than once?)
4. Did you change your behavior in any way after you were victimized?  
(Probe: Limit trips outside the home, check locks, different travel route)
5. What do you do to be safer? (What are your current safety practices?)  
(Probe: Safety of home, safety on the street, carrying cash/ID/keys, suspicious behavior)
6. How do you rate your current level of safety?  
(Very safe vs. safe vs. not safe)
7. Describe some things that make you feel unsafe?  
(Probe: Condition of neighborhood or house, physical condition, living alone)
8. What did you learn from the Crime Prevention workshop?
9. How will you change your behavior based on what you learned in the Crime Prevention workshop?
10. Do you feel safer now that you have attended the Crime Prevention workshop (with the knowledge you gained from the Crime Prevention workshop)?
11. Would you use the EVESF services that (CARIE counselor) talked about during the Crime Prevention workshop if you need them?
12. Would you call CARIE for help or more information about safety? To get help with a problem?
13. Would you use a Victim Assistance Officer? A Crime Prevention Officer?

## **Appendix D**

# **Victim Assistance Officers Focus Group Guide**

CARIE – EVESF Program Evaluation  
Victim Assistance Officers  
Focus Group Questions

**Introduction**

You have been asked to participate in this discussion group because of the police work you do with victims of crime. The staff at CARIE have asked the Philadelphia Health Management Corporation to collect information on older adults and victimization and the effectiveness of the Elderly Victims Emergency Security Fund (EVESF/Emergency Fund). Does everyone know about the fund? (If not, explain that the fund provides a wide range of home security measures that serve to deter further victimization – locks, bars, board up windows). The information from this discussion group will be combined with other information we are collecting into a report that will be provided to CARIE.

Our conversation today will be recorded by a tape player because we do not want to miss anything you say. I want to assure you that everything you say here is confidential and your name will never be used in connection with anything you say in any written report that comes out of this group. My job is to guide the discussion and ask the questions. Since we do not have a lot of time, I may have to cut short discussion of some questions to make sure we finish on time. Also, in order to make sure that everyone gets a chance to be heard, I ask that only one person talk at a time. Please feel free to leave and use the rest rooms at any time during the discussion or to get up and help yourself to some refreshments.

In order to introduce everyone; let's go around the table and tell everyone your first name and which district you work in. (The moderator should begin the introductions and give a brief description of your position at PHMC and PHMC-a private, non-profit public health organization)

## QUESTIONS:

First I would like to ask you some questions about the older adults you serve and about elder abuse and victimization.

1. How does it come to your attention that an older adult in your district has been a victim of crime or is a potential victim of crime?
2. If you recognize that an older adult is in need of repairs to provide safety and security to their home what would you do? Where would you refer that client to? Why would you refer a client to this organization?
3. **(If group only mentions CARIE)** Besides CARIE where else would you refer this older adult to? Why? What resources are available?

Now I would like to ask some questions about CARIE (the Center for Advocacy for the Rights and Interests of the Elderly).

4. How did you hear about CARIE?
5. What is the referral process to access CARIE? What changes, if any, would you make in accessing services?
6. In a typical month, how often do you refer people to CARIE?

Now I would like to ask some questions about the Elderly Victim Emergency Security Fund, I'll refer to this as the Emergency Fund. (used to replace or repair locks, board or repair windows and doors, and assist in making elderly crime victims secure in their home environment).

7. First, please describe your understanding of Emergency Fund services that are available.

How did you hear about it?

8. What is special about the Emergency fund? What makes it different from other services available to the elderly?

9. Have you referred older adults to CARIE specifically for the Emergency fund? Why? Why not?

How do you refer people to CARIE for the Emergency fund? Is this a special referral or is it similar to other referrals to CARIE?

10. What are the barriers to Emergency Fund services you have encountered? What would you change about the Emergency Fund services?

11. What barriers do you face in working with older adults in general?

Finally I would like to ask you a few questions about how you have changed as a result of working with older adults and CARIE.

12. What knowledge have you gained about elder abuse and victimization?

13. Have you changed your work patterns in any way as a result of learning about elder abuse and victimization? How?

Do you reach out to/communicate with older adults more often?

How do you let them know about the services you provide and other services available in the community?

Are you more aware of situations that put an older adult at risk of being victimized?

14. Have you changed your work patterns in any way as a result of working with CARIE? How?

# **Appendix E**

## **Local Community Agencies Focus Group Guide**

CARIE – EVESF Program Evaluation  
Resource Organizations for Older Adults  
Focus Group Questions

**Introduction**

You have been asked to participate in this discussion group because of the work you do with older adults. The staff at CARIE have asked the Philadelphia Health Management Corporation to collect information on older adults and victimization and the effectiveness of the Elderly Victims Emergency Security Fund (EVESF/Emergency Fund). Does everyone know about the fund? (If not, explain that the fund provides a wide range of home security measures that serve to deter further victimization – locks, bars, board up windows). The information from this discussion group will be combined with other information we are collecting into a report that will be provided to CARIE.

Our conversation today will be recorded by a tape player because we do not want to miss anything you say. I want to assure you that everything you say here is confidential and your name will never be used in connection with anything you say in any written report that comes out of this group. My job is to guide the discussion and ask the questions. Since we do not have a lot of time, I may have to cut short discussion of some questions to make sure we finish on time. Also, in order to make sure that everyone gets a chance to be heard, I ask that only one person talk at a time. Please feel free to leave and use the rest rooms at any time during the discussion or to get up and help yourself to some refreshments.

In order to introduce everyone; let's go around the table and tell everyone your first name and what organization you work at. (The moderator should begin the introductions and give a brief description of your position at PHMC and PHMC-a private, non-profit public health organization)

**QUESTIONS:**

First I would like to ask you some questions about the older adults your organizations serve and about elder abuse and victimization.

6. If one of your older adult clients, is in need of repairs to provide safety and security to their home what would you do? Where would you refer that client to? Why would you refer a client to this organization?
7. **(If group only mentions CARIE)** Besides CARIE where else would you refer this client to? Why? What resources are available?
8. How does it come to your attention than an older adult client has been a victim of crime or is a potential victim of crime?

Now I would like to ask some questions about CARIE (the Center for Advocacy for the Rights and Interests of the Elderly).

9. How did you hear about CARIE?
10. What is the referral process to access CARIE? What changes, if any, would you make in accessing services?

Now I would like to ask some questions about the Elderly Victim Emergency Security Fund, I'll refer to this as the Emergency Fund. (used to replace or repair locks, board or repair windows and doors, and assist in making elderly crime victims secure in their home environment).

11. First, please describe your understanding of Emergency Fund services that are available.  
How did you hear about it?

12. What is special about the Emergency fund? What makes it different from other services available to the elderly?

13. Have you referred clients to CARIE specifically for the Emergency fund? Why? Why not?

How do you refer people to CARIE for the Emergency fund? Is this a special referral or is it similar to other referrals to CARIE?

14. What are the barriers to Emergency Fund services you may have encountered? What would you change about the Emergency Fund services?

15. What barriers do you face in working with older adults in general?

Finally I would like to ask you a few questions about how you have changed as a result of working with older adults and CARIE.

16. What knowledge have you gained about elder abuse and victimization?

17. Have you changed your work patterns in any way as a result of learning about elder abuse and victimization? How?

Do you reach out to/communicate with older adults more often?

How do you let them know about the services you provide and other services available in the community?

Are you more aware of situations that put an older adult at risk of being victimized?

18. Have you changed your work patterns in any way as a result of working with CARIE? How?