



# Connecticut Triad Program Information Guide



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# CHAPTER 1:

## Introduction

### A. What is Triad?

Triad is a national community policing initiative where law enforcement professionals, older adults and community groups partner to reduce criminal victimization of older persons and enhance the delivery of law enforcement services to these individuals. Triad seeks to bring together law enforcement, older volunteers, and social, business and aging network professionals to address the safety needs and concerns of older adults in their community and reduce the fear of crime.



Triad activities attempt to prevent crime, implement education programs and provide assistance to older adult victims of crimes. To reduce the fear of crime prevalent among older Americans, Triad also attempts to identify misconceptions and educate older adults about criminal activity. Triad promotes and facilitates ongoing information exchanges between law enforcement and the older adults they serve to help achieve such results.

### B. Who is Triad?

Twenty years ago, three national organizations—AARP (formerly known as the American Association of Retired Persons), the International Association of Chiefs of Police (IACP), and the National Sheriffs' Association (NSA)—agreed that the crime prevention needs of older citizens could be best met by a cooperative effort. The original choice of the word “Triad” (which means “group of three”) was chosen because it represents the original three national founding groups, who signed a cooperative agreement in 1988. Since that time, Triad has branched out and now includes numerous other partners and sponsors throughout the country.

### C. Triad in Connecticut



Today in Connecticut, “Triad” is a partnership of three organizations - law enforcement, senior citizens, and community groups. The Triad logo signifies the importance of equal participation and leadership among these three partners. The three triangles of the CTriads logo

symbolize the collaborative relationship among leaders from law enforcement, seniors, and community groups.

## CHAPTER 2:

### Why Triad is Necessary

Generally speaking, when dealing with strangers, telephone salespersons, contractors, workers, officials, and others, older persons have high levels of trust. As a result, often they become an easier target for home invasion, dishonest contractors, fraudulent banking transactions, identity theft, and other scams.

Unfortunately, financial crimes are not the only threats to older persons. Although less common, older persons are also victimized by violent crime, including mugging, sexual violence, physical and mental domestic abuse, neglect, and intimidation. Memory-impaired older persons are especially vulnerable to these crimes.

Older victims do not recover with the same agility as those from other demographic groups, potentially leading to irreversible health issues, fear, and loss of assets. It can also lead to the loss of independence and self-confidence. The possibility of criminal activity occurring or reoccurring can also stress limited law enforcement and social resources.

#### **A. Who Are Older Persons or “Seniors”?**

Americans are getting older, more diverse, and they are living longer. The U.S. Census Bureau estimates that nearly 38 million Americans were 65 or older in 2007. Of these individuals, 5.5 million were over the age of 85. By the year 2030, there will be about 70.3 million Americans over the age of 65.

As the number of older persons rises, so does the need to protect and serve this at-risk population. Unfortunately, in an era of skyrocketing costs and budget cuts, many law enforcement agencies lack the resources to implement senior crime prevention and safety programs. Triad fills this gap by providing vital services that help keep older adults safe and secure.

The majority of those 65 or older surveyed describe themselves as healthy and enjoying life—continuing to work and be active in paid or volunteer capacities. When an older person becomes a crime victim, that level of interaction can change drastically. The results have lasting consequences for

those whose resources—physical, emotional, and financial—are limited.

## **B. Senior Participation in Triad**

While active and content with their lives, most surveyed seniors also state that they worry about crime and fear victimization. The Triad concept is successful thanks, in large part, to the participation of dedicated and capable older volunteers who are willing to invest time and energy to make their communities safer.

## **C. The Mission and Objectives of the Triad Program**

The *Mission* of the Triad program is to promote senior safety and reduce the fear of crime that seniors often experience.

To accomplish this Mission, Triad seeks to:

- Increase awareness of crimes against older adults;
- Sponsor programs for older adults to reduce fear of crime and educate older citizens about preventive measures they can take to protect themselves;
- Educate the community that abuse, neglect, and exploitation of senior citizens are crimes;
- Improve communication and understanding among older adults, law enforcement, and the community; and
- Improve communication and enhance understanding of the different roles of elder abuse agencies and other community organizations.

## CHAPTER 3:

### Connecticut Triad Advisory Board

#### A. What is the Mission of the Connecticut Triad Advisory Board?

The *Mission* of the Connecticut Triad Advisory Board (“Advisory Board”) is to strengthen community partnerships to improve the quality of life and reduce crime and fear of crime among Connecticut’s older residents.

To accomplish this Mission, the Advisory Board seeks to:

- Encourage the growth of national Triad model projects throughout Connecticut;
- Provide technical assistance and professional expertise in forming community and regional Triads;
- Provide guidance and support to community Triads by organizing statewide educational forums, conferences and opportunities for information and program exchange;
- Enhance collaboration by bringing together local and state agencies, and public and private entities to reduce the criminal victimization of older citizens; and
- Enhance the delivery of law enforcement services to our aging population.

#### B. What Partners Make Up the Connecticut Triad Advisory Board?

The Advisory Board differs from other state Triad Boards in a few respects. While the first two partners – law enforcement and seniors are the same, Connecticut does not have traditional Sheriffs. Therefore, “community” has been designated as the third Triad partner – which is designed to include business and other community organizations.

The first Connecticut Triad Advisory Board was founded in 2004 when the partners signed an initial Memorandum of Agreement and was composed of representatives from:

- Connecticut Office of the Attorney General;

- State Unit on Aging in the CT Department of Social Services (Aging Services Division);
- People’s United Bank;
- Connecticut Police Chief’s Organization; and
- Office of the Chief State’s Attorney.

The CHOICES Senior Medicare Patrol (SMP) Healthcare Fraud and Abuse Project, AARP and the CT Area Agencies on Aging are the newest members of the Advisory Board.

► *For Key Advisory Board Contact Information, See **Appendix A**.*

**C. What type of support can Community Triads get from the Advisory Board?**

The Advisory Board encourages the growth of Triad model programs throughout Connecticut and provides technical assistance and professional expertise in forming and supporting local and regional Triads. As part of its work, the Advisory Board sponsors statewide educational forums and provides an opportunity to exchange information and ideas among SALT Councils.

**1. Community Triad Formation:**

The Advisory Board hosts local and regional information sessions for communities and individuals interested in learning more about Triad and how to start one in their community.

**2. Statewide Training, Conferences and Programs:**

Each year, the Advisory Board and other partners sponsor a major fall Conference for law enforcement officers, community SALT Councils, various statewide advocates and seniors. The Advisory Board also sponsors regional programs which are focused on consumer safety, fraud, elder abuse, neglect, exploitation and other safety issues. The programs also provide information to law enforcement and SALT Councils which can be shared with community members and colleagues.

### **3. Speaker Bureaus and Resources:**

The Area Agencies on Aging (“AAA”) maintain a list of regional speakers, including those from the Advisory Board organizations, who can be contacted to make presentations on a variety of safety, Medicare fraud prevention and elder abuse issues. The AAAs serve as “one-stop” regional resource centers for aging and disability matters. You can reach your region’s AAA by calling 1-800-994-9422.

► *See Appendix B, Other Helpful Resources, for further information about the Area Agencies on Aging.*

## CHAPTER 4:

### SALT Councils and Community Triads

A community SALT (Seniors And Law Enforcement Together) Council is a group of community representatives -- similar to a PTA -- who come together to design and implement programs and activities to make older adults in the community safer. The SALT Council is the operating arm where ideas, initiatives and activities are put into action. A Council usually consists of 10-20 community representatives who are committed to the goals of Triad and are willing to attend meetings, plan activities and manage the Council. The Council selects leadership (i.e. chairperson, secretary, etc.) and adopts by-laws and other rules of order.

In Connecticut, about 55 local and regional SALT Councils work to advance the local Triad projects. The support and leadership of older adults and community law enforcement is absolutely essential. Membership on the community SALT Council is not limited to the Advisory Board partner organizations, and should represent diverse segments of community life, including professionals who work with the elderly and know the community and its resources. Examples include: (1) seniors and the aging network; (2) law enforcement and public safety personnel; and (3) business and community groups. Connecticut SALT Councils have also drawn their membership from educational institutions, retirement communities, banks, real estate agencies, grocery stores, religious and faith communities, healthcare providers, and fire and mutual aid departments.

► *For a Map of Triad Communities in Connecticut, See **Appendix C**.*

#### **A. What do SALT Councils actually do?**

##### **1. SALT Councils typically:**

- **Organize and sponsor programs to educate** seniors about crime prevention, health care fraud, abuse, scams and personal safety;

- **Conduct forums** to identify and discuss concerns of older adults and explore methods to address and solve these community-wide problems; and
- **Provide outreach services** (i.e. home security and inspection) and presentations about how to avoid criminal victimization (to older adults, caregivers and family members.)

2. SALT Councils should embrace the uniqueness of their community and explore diverse ideas to educate and protect the community. By focusing on improving the safety of older persons living in their community, SALT Councils enrich the lives of those they serve and also strengthen the providers who serve the community.

## **B. Benefits of a Community Triad and SALT Council**

### **1. For Law Enforcement:**

- Triad is a program for older adults by older adults, using few law enforcement resources. Law enforcement partners suggest, encourage, and help to plan programs and provide leadership although they do not direct the program;
- A SALT Council is purely advisory and voluntary—not a review board;
- Develops and improves communication between law enforcement and older adults;
- Law enforcement gains a better understanding of the fears and concerns of older adults, which enables them to develop programs to better meet the needs of the community;
- Alerts law enforcement and public safety personnel to fears, concerns and challenges seniors face;
- Expands law enforcement personnel capabilities within the community;
- Older adults trust law enforcement departments that they know and work with; and
- Use of resources can highlight reported and underreported senior-related crime.

**2. For Older Persons and Retirees:**

- Opens communication between public safety personnel and the elderly;
- Informs individuals about preventing crime and provides an avenue for active older adult volunteers to help others;
- Raises awareness about available services and resources;
- Provides regular contact with service providers and community businesses, thereby reducing senior isolation, a contributing factor to senior victimization; and
- Empowers individuals to voice their concerns about crime and safety.

**3. For the community, businesses, and senior service partners:**

- Triad is a positive public relations and marketing tool, teaching older adults about available services through regular contact with service providers;
- Builds a sense of community and strengthens ties among community groups;
- Service organizations and businesses are able to reach out and extend their services and offerings to more people;
- All partners and participants develop deeper community contacts and further enhance their relationships with law enforcement, older adults, and the social services and business communities;
- Collaborating with other partners provides an improved understanding of the challenges facing seniors, law enforcement and the judicial system; and
- There is also a mutual advantage in sharing resources and collaborating with other partners about crime prevention and victim assistance (i.e. programs, materials, ideas, and volunteers.)

## **CHAPTER 5:**

### **Establishing and Operating a Triad**

**A.** The Advisory Board hosts local and regional information sessions to help interested communities and individuals learn more about Triad and how to form one in their community. While a local community can work independently of the Advisory Board to organize a Triad, working with the Advisory Board provides the benefit of having experienced people assist in the process and offers a wealth of resources which can empower your community to successfully create and operate a vibrant organization.

Assistance and benefits includes:

- Forming a Triad;
- Creating the SALT Council and developing leaders;
- Identifying and addressing common missteps;
- The community is identified as an official CT Triad organization;
- Access to monthly fraud alerts; and
- Invitations to annual conferences and events.

**B.** In most cases, an integral part of Triad formation involves:

- 1.** Establishing a Community SALT (Seniors And Law Enforcement Together) Council to plan programs and activities; and
- 2.** Recruiting leaders of community agencies and organizations who agree to work together to keep older adults safe. Typically, they sign a Triad Cooperative Agreement – which is a formal and public declaration that indicates their support for the concept of partnering to help keep seniors safe in the community. The Agreement also embodies a commitment by community leaders to work with older adults and the larger community to benefit that population. The partners hold a signing ceremony or Kickoff to highlight the partnership and inform the community about the endeavor.

**C. Quick Tips for Starting a Triad Senior Safety Program in Your Community:**

▶ *To learn more about the steps to take and the assistance available from the Advisory Board and other Triad representatives in establishing a Community Triad See **Appendix D**.*

**1. Identify the Catalyst!** One leader in the community, normally the police chief, Resident State Trooper, senior center director or active senior reaches out to other organization leaders and community members to ask them to join a partnership to keep seniors safe.

**2. Contact the Advisory Board.** Once the community “movers” have been contacted, leaders are advised to meet with Triad representatives from the Advisory Board to obtain additional information about Triad.

▶ *For more Information on who to contact to meet with a Triad representative, See Key Advisory Board Contacts, **Appendix A**.*

**3. Establish a SALT (Seniors And Law Enforcement Together) Council.** Invite local law enforcement, community members, and agencies that serve seniors (i.e. AARP chapter, Senior Center). Consider including a member of the local media. A typical SALT Council includes 10 to 20 people that are committed to the Triad principles and improving the lives of older adults.

▶ *For establishing and maintaining an organized, successful, and long-lasting Council, See Section D below and **Appendix E**.*

▶ *For a Sample SALT Council Agenda, See **Appendix F***

▶ *For a Sample Letter of Invitation to Join the Salt Council, See **Appendix G**.*

**4. Plan a Community Triad Kickoff.** Invite the signers, community organizations, businesses and dignitaries -- and especially

seniors -- to a Kick-Off celebration! Educate the community by inviting local media.

► *For a Sample Kickoff Program, See Appendix H.*

**5. Sign a Triad Cooperative Agreement.** About 5-8 community leaders and the Attorney General (on behalf of the Advisory Board ) sign a community Triad Cooperative Agreement -- an official document prepared by the Office of the Attorney General -- which identifies the respective signatories and articulates how the community will participate in Triad.

► *For A Sample Community Triad Cooperative Agreement, See Appendix I.*

**6. Develop Programs and Activities.** Find out what activities have been conducted by other Triads that would benefit your community, examples include: Yellow Dot Program, senior safety presentations, or even a uniform fashion show. The SALT Council should discuss speakers, topics and community concerns that it may want to address. The SALT Council may want to conduct Community Action and/or Quality of Life of Life Surveys to determine the concerns of community seniors. Connect volunteers with appropriate tasks based on their interests and skills.

► *For Samples of Successful Community Triad Initiatives in Connecticut, See Appendix J.*

► *For a Sample SALT Community Action Survey, See Appendix K.*

► *For a Sample Triad Quality of Life Survey, See Appendix L.*

**7. Sponsor your First Activity.** With proper planning, your Triad should launch its first activity shortly after the Kickoff. SALT Councils typically meet once a month. Plan programming well in advance to stay ahead and give yourselves adequate time to fully recruit, prepare, and publicize each event.

**D. Tips for Establishing and Maintaining Organized, Successful, and Long-lasting Councils.**

► *For details about each of these Tips, See Appendix E; For a Sample Salt Council Agenda See Appendix F.*

- 1. Start with a small council. Expand the group as necessary;**
- 2. Select a capable and committed older adult to chair the meetings;**
- 3. Establish a regular meeting day and time;**
- 4. A meeting place should also be established;**
- 5. Create subcommittees to handle planning and activities;**
- 6. Hold a brief session in advance of each meeting to determine the meeting agenda;**
- 7. Engage the community and plan the meeting agenda around crime prevention or a relevant local issue of concern;**
- 8. Typical agenda items include the following:**
  - Provide updates on crimes affecting older adults as well as seasonal crime awareness (crime statistics can be reported, but older adults should be allowed to discuss concerns and prevention ideas during this part of the meeting);
  - Provide committee updates on new and ongoing activities (i.e. crime prevention presentations);
  - Discuss and review short-term plans for SALT activities; and
  - Discuss long-term goals to reduce crime against older adults and the fear of crime.
- 9. Invite members of the media;**
- 10. Distribute nametags, agendas, and Triad information packets immediately before the meeting begins;**

- 11. Offer refreshments and social time after the meeting; and**
- 12. End meetings on time with clear (subcommittee) follow-up assignments.**

**E. How can SALT Councils and Triads obtain funding?**

Most Triads have little or no budget. Triads can enhance their programs by collaborating with: (1) older adult volunteers; (2) senior services organizations; (3) hospitals and medical associations (which often include crime prevention as part of health-care events and are often available to assist in other ways); (4) firefighters, libraries, educational institutions, church-affiliated organizations, and civic and Masonic groups; and (5) organizations that value the older adult community as clients or customers, which often offer in-kind or other support (i.e., banks, real estate agencies, assisted living facilities, grocery stores, drugstores). Community Triads may also consider fundraising, applying for grants or seeking 501(c)(3) nonprofit status.

Along with law enforcement and victim services membership organizations, the National Association of Triads is a non-profit partner of the *911 Cell Phone Bank* (“the Bank”). The purpose of the Bank is provide an ongoing and readily available source of 911 cell phones and funds to meet unexpected and urgent needs of participating service agencies. This program makes managing an emergency cell phone program easy and profitable. A number of community Triads participate in the program by collecting used cell phones and then sending them in prepaid boxes to the Bank. The Triad then receives funds and refurbished phones (when requested) for program use. For more information, contact [www.911cellphonebank.org](http://www.911cellphonebank.org)

*Key Advisory Board Contacts*

If you have questions about starting a Triad in your community, please feel free to contact Advisory Board representatives:

- Attorney Zenobia Graham-Days, AAG, Office of the Attorney General – 860-808-5417, [Zenobia.Graham-Days@ct.gov](mailto:Zenobia.Graham-Days@ct.gov)
- Angela DeLeon, Master’s Program, People’s United Bank – 203-338-4225, [Angela.Deleon@peoples.com](mailto:Angela.Deleon@peoples.com)
- Your regional Area Agency on Aging – 1-800-994-9422, Website: [www.ctagenciesonaging.org](http://www.ctagenciesonaging.org)

► *See Other Helpful Resources, Appendix B, for the designated Regional Area Agencies on Aging information.*

*Other Helpful Resources*

- Connecticut Office of the Attorney General
  - (860) 808-5318
  - <http://www.ct.gov/ag/>
- Federal Trade Commission
  - 1-877-FTC-HELP (1-877-382-4357);  
TTY: 1-866-653-4261
  - <http://www.ftc.gov/>
- Connecticut Department of Banking
  - (860) 240-8299 or  
1-800-831-7225
  - <http://www.ct.gov/dob/>
- Connecticut Department of Consumer Protection
  - Main Telephone: (860) 713-6050; Consumer Info /  
Complaints: (860) 713-6100 or (800) 842-2649; TDD: (860)  
713-7240
  - <http://www.ct.gov/dcp/>
- Connecticut Department of Insurance
  - (860) 297-3900 or (800) 203-3447
  - <http://www.ct.gov/cid/>
- Department of Public Utility Control
  - (800) 382-4586; TDD: 860-827-2837
  - <http://www.ct.gov/dpuc/>
- Connecticut Department of Social Services, Aging Services Division  
(SMP, Legal Services Developer and Elder Abuse Programming)
  - 1-866-218-6631;  
Fax (860) 424-5301
  - Division Website: <http://www.ct.gov/agingservices/>

- CT SMP and link to Frauds and Scams:  
<http://www.ct.gov/agingservices/cwp/view.asp?a=2513&q=313038>
- Protective Services for the Elderly (To report suspected Elder Abuse)
  - Statewide Toll Free Number: 1-888-385-4225
- AARP
  - <http://www.aarp.org/money/scams-fraud/>
  - <http://www.aarp.org/relationships/caregiving/info-03-2009/ginzler-get-organized-avoid-scams.2.html>
  - Create the Good: [www.createthegood.org](http://www.createthegood.org)
- Area Agencies on Aging (including Regional CHOICES & SMP Projects)
  - Call Toll Free using the targeted number: 1-800-994-9422
  - Senior Resources Agency on Aging (Eastern CT): 4 Broadway, 3<sup>rd</sup> floor, Norwich, CT 06360; 860-887-3561  
[www.seniorresourcesec.org](http://www.seniorresourcesec.org)
  - North Central Area Agency on Aging: 151 New Park Avenue, Suite 15, Hartford, CT 06106; 860-724-6443  
[www.ncaaaact.org](http://www.ncaaaact.org)
  - Agency on Aging of South Central CT: One Long Wharf Drive, New Haven, CT 06511; 203-785-8533  
[www.aopartnerships.org](http://www.aopartnerships.org)
  - Southwestern CT Agency on Aging: 10 Middle Street, Bridgeport, CT 06604; 203-333-9288  
[www.swcaa.org](http://www.swcaa.org)
  - Western CT Area Agency on Aging: 84 Progress Lane, Waterbury, CT 06705; 203-757-5449  
[www.wcaaa.org](http://www.wcaaa.org)



## *Appendix D*

### *Establishing a Triad with the Assistance of the CT Triad Advisory Board*

In most cases, representatives of the Advisory Board hear from a local law enforcement officer, senior services director or concerned community leader requesting information about starting a program. A Triad representative is then designated to follow up with the community. The Triad representative provides informational assistance to the community representatives and empowers them with the tools and information to establish their own community Triad.

**A. Initial Contact:** When an Advisory Board or other Triad representative receives an inquiry about forming a Triad by phone or email, the representative will want to gather certain information about the community and inquirer:

1. Name and other contact information (phone, email, address, community).
2. How did the contact find out about Triad?
3. What is the contact's involvement in the community (i.e. senior services director, municipal agent, law enforcement officer, interested community organization, involved senior)?
4. What type of law enforcement organization supports the community (i.e. police department, resident state trooper, constable)?
5. Do you know the approximate percentage of people who are 60 or older in your community?
6. Was there a particular Triad program that prompted this inquiry?

**B. Community contact next steps:**

1. The contact will be advised to talk with a representative of the local law enforcement department, the head of the senior center (or senior services), and other community members to gauge their interest in starting a community Triad. (The CT Triad Information Guidebook

is available in PDF or hard copy).

2. The contact should follow-up with the designated Triad representative to determine the feasibility of attending a regional meeting or a community senior board meeting for an Initial Meeting.

**C. Preparation for the Initial Meeting:**

1. A Triad representative schedules an initial meeting with community representatives and provides Triad information to a designated community contact. This introductory meeting may be part of a regional forum or an individual community meeting.
2. At the initial meeting, participants should include the Triad/Area Agency on Aging representatives and those persons initially notified by the community contact -- the local law enforcement representative (if possible, it is usually important for Triad success to have the support of the top law enforcer in town, (i.e. Chief of Police), Senior Center Director, a representative from Senior Services, and key senior(s). **NOTE:** It is important to let the community members decide what involvement they want from their elected municipal leaders.
3. The community contact person should email or mail the Triad information to these other participants so they can review the material before the meeting and keep in contact with the Triad representative prior to the First Meeting.

**D. First Meeting (Regional Forum or Community Meeting)**

The Triad representative will:

1. Explain: What is Triad and how can it improve the lives of community seniors;
2. Distribute and lead the discussion about Triad materials, programs, trainings and conferences;
3. Describe the SALT Council – What are their responsibilities? The SALT Council should include active seniors, law enforcement, community partners, and others; and

4. Working with community members, set a date for the informational community meeting for prospective SALT Council members.
- E. Preparation for Second Meeting:** The community contact should call or send a letter inviting prospective SALT Council members (including those community representatives who participated in the initial meeting) and organize this meeting. The invitees should include prospective SALT Council members (i.e. the community People’s United Bank manager, AARP, other business, service organization, and aging network folks who might have an interest in senior safety initiatives and community program building).
- F. Second Meeting:** The Triad representative meets with community representatives and prospective SALT Council members to:
1. Explain Triad to the prospective members, describes their responsibilities, and answers any questions;
  2. Explain the various types of senior safety programs Triads have sponsored that they may want to consider for their community. They might want to begin by conducting a survey about the types of programs older adults might like to see;
  3. Facilitate initial discussion about the Agenda for the first actual SALT Council Meeting, including the election of leaders and selection of an official Triad Kickoff date; and
  4. Advise attendees that the Attorney General needs a lead time of approximately 3 months to put the Kickoff onto his calendar.
- G. First community SALT Council Meeting:** During the first official SALT Council meetings, the members will:
1. Elect leadership;
  2. Determine which partners should sign the community Triad Cooperative Agreement;
  3. Discuss possible Triad programs and surveys (determine your first program or activity);
  4. Establish a date for the Triad Kickoff and discuss details (who should attend, possible location, dates and times, and agenda);
  5. Have a Council member contact the Triad representative following the meeting to inform the representative about potential

dates for AG attendance. The Triad representative is available to provide assistance when necessary.

**H. SALT Council Preparation for the Triad Kickoff:** The SALT Council will:

1. Secure location of event (i.e. senior center, community room, location that can accommodate seniors and others), date, time (conducive for community attendance), food (i.e. donations from AARP chapter, local trade school, assisted living facility, grocery stores, etc.)
2. Decide on the type of Kickoff - do they want to:
  - Use a color guard?
  - Invite a local person or group to sing or play a patriotic song?
  - Conduct a candle lighting ceremony? (Blue for law enforcement, yellow for seniors, green for community)
  - Have Flowers?
  - Serve Refreshments? Conduct activities?
3. Determine who should be invited in addition to seniors and the general public (elected representatives, municipal officials, business owners and any others);
4. Identify the first Triad program;
5. Designate a community master or mistress of ceremonies; and
6. Review specifics of the community Triad Cooperative Agreement, and identify local individuals (i.e. Mayor, Chief of Police, Senior Center Director, Community representative, etc.) to sign the agreement (the Attorney General will sign on behalf of the Advisory Board and will also prepare the official document).

***Tips for Establishing and Maintaining  
Organized, Successful and Long-Lasting SALT Councils***

- 1. Start with a small council. Expand the group as necessary:** At the very least, SALT councils should consist of law enforcement officers and older adults who represent diverse aspects of community life. They can also include professionals working with older persons who are familiar with the community resources, and individuals who are interested in assisting and supporting older adults.
- 2. Select a capable and committed older adult to chair the meetings:** Leadership by a capable and committed older adult volunteer is essential to empower older adults with ownership to make this organization their own. Law enforcement leaders and senior service providers, acting as a resource, will diversify the council and provide additional guidance.
- 3. Establish a regular meeting day and time:** Initially, meetings will need to be held more than once a month to establish objectives, devise a plan of action, and get Triad activities under way. After the initial period, meetings may be scheduled once a month (preferably on the same day and time.) Consider daylight hours for meeting times, as some volunteers may prefer not to drive or venture out after dark.
- 4. A meeting place should also be established:** The most convenient location may be a community, senior, or religious center or a library. To learn more about Triad participants, alternate meetings with law enforcement offices, or a fire department when space is available. Also, SALT Councils may schedule meetings in different parts of the community, making it easier for older adults in different areas to attend. Remember, although it is a SALT Council meeting, be sure to invite community members.
- 5. Create subcommittees to handle planning and activities:** It is important to get all members of the SALT Council involved in planning and operating the programs and activities. The same people should not be doing all the planning and work. Spread the wealth – delegate. Also remember to evaluate all subcommittee efforts, either formally or informally.

**6. Hold a brief session in advance of each meeting to determine the meeting agenda:** While some SALT Councils develop an agenda at the end of each meeting (in anticipation of the next meeting), an agenda may need to be crafted by the chairperson or other officers shortly before each meeting.

**7. Engage the community and plan the meeting agenda around crime prevention or a relevant local issue of concern:** Most meetings are divided into (1) information and (2) planning segments. Meetings can be formal or informal, but they should be structured to cover the entire agenda. To ensure accountability and progress, assign action steps to individuals or groups for issues that require follow-up.

**8. Typical agenda items include the following:**

- Provide updates on crimes affecting older adults as well as seasonal crime awareness (crime statistics can be reported, but older adults should be allowed to discuss concerns and prevention ideas during this part of the meeting);
- Provide committee updates on new and ongoing activities (i.e. crime prevention presentations);
- Discuss and review short-term plans for SALT activities; and
- Discuss long-term goals to reduce crime against older adults and the fear of crime.

► *For a Sample SALT Council Agenda, See Appendix F.*

**9. Invite members of the media:** Invite members of the media from local publications, radio, TV, and newspapers to join the SALT council. Draft press releases and submit announcements about upcoming events to local and regional media outlets. Events that engage the community attract media coverage. Media coverage builds awareness of Triad's work within the community and helps to connect older adults to crime prevention resources within the community. Articles and programs on crime prevention also help to keep older adult issues in the public spotlight.

**10. Distribute nametags, agendas, and Triad information packets immediately before the meeting begins:** Making individuals feel welcome and comfortable is especially important to newcomers, visitors, and speakers.

**11. Offer refreshments and social time after the meeting:** We have found that a great way to increase meeting attendance and give individuals an opportunity to personally connect is to offer refreshments and social time after the meeting.

**12. End meetings on time with clear (subcommittee) follow-up assignments.**

*Sample Agenda*



**SALT Council Meeting  
Date, Time, Location**

- I.** Welcome – Chairperson, Chief(s) Representatives
- II.** Introduction of Council Members and Any Guests
- III.** Minutes of Last Meeting
- IV.** Overview of SALT Purpose and Activities to Date
- V.** Crime Update (Current Statistics, Problems, Trends)
  - A. Reported Crimes
  - B. Input from Seniors—Unreported Crimes? Rumors? Fears?
- VI.** Reports from Committees
  - A. Crime Prevention Presentations/Programs
  - B. Volunteers
  - C. Reassurance Programs
  - D. Victim Assistance
  - E. Training
  - F. Evaluation
- VII.** Short-Term Plans to Meet Needs of Older Residents
- VIII.** Long-Term Plans
- IX.** Crime Prevention Information—Tips for SALT Members (also to be shared with friends and acquaintances)
- X.** Other Concerns
- XI.** Next Meeting

***Sample Letter of Invitation to Join  
The Salt Council***

[Date]

Dear:

I would like to invite you to serve on a council of law enforcement, older adults, and community organizations dedicated to making (area/city/county) \_\_\_\_\_ a safer place for older adults. This council is named Seniors And Law Enforcement Together, otherwise known as the SALT Council. In some of our communities, older adults are defrauded, victimized or they are afraid to leave home, shop, worship, or socialize for fear of crime.

Chief \_\_\_\_\_ (chief law enforcement officer) \_\_\_\_\_  
\_\_\_\_\_ (community aging official) Area Agency on Aging  
representative \_\_\_\_\_, and I are committed to working with law  
enforcement, older volunteers, and community organizations to address senior-related  
crimes in our area.

If you accept this invitation to serve on the SALT Council (normally composed of 15 of your peers), we would like you to attend two organizational meetings during the next month and then we plan to meet once every month thereafter. Meetings are normally one hour. Chief \_\_\_\_\_, or a designee, will also attend these council meetings.

We are asking you to serve on this Council based on your skills and expertise, and we hope you will join us. The program will be rewarding to older adults, our community, and to you personally. If you agree to serve, please call me at \_\_\_\_\_. We need and appreciate your help!

Respectfully,

\_\_\_\_\_  
(Name and title)

## *Appendix H*

### *Sample Kick-off Program*

Set-up: podium; table; blue, yellow, and green candles (if candle-lighting ceremony is included); matches; pens; Triad Cooperative Agreement (for signatures); Triad sign.

1. Master of Ceremonies (“MOC”) welcomes all and asks audience to stand while the color guard processes in with Attorney General (“AG”) (or other Triad representative), First Selectperson or Mayor (Municipal Representative), Chief of Police (or Law enforcement representative) and other honored guests;
2. Chief of Police leads the Pledge of Allegiance;
3. Singer or musicians perform patriotic song;
4. Colors are recessed;
5. MOC introduces municipal representative or other honored guest who then welcomes everyone on behalf of the community, recognizes dignitaries and introduces the AG or other Triad representative;
6. AG speaks about the importance of Triad and “Triad in Connecticut,” and signs the Community Triad Cooperative Agreement on behalf of the Advisory Board;
7. MOC calls forward community representatives who then light the Triad candles: law enforcement representative lights blue candle, senior representative lights yellow candle and community representative lights green candle;
8. Signers of Triad Cooperative Agreement are called forward to sign the agreement. The last signer is often the Municipal Representative who then reads a proclamation proclaiming “Senior Safety Day” or “(Town) Triad Day”;

- 9.** When the candles are all lit and the Agreement is signed – a Triad representative proclaims the town a Connecticut Triad town;
- 10.** MOC introduces members of the SALT Council;
- 11.** Chair of the Salt Council or law enforcement representative may speak about the first Triad program planned for the community; and
- 12.** Program continues as planned by SALT Council (i.e. more music, give-away raffle, program handouts, and refreshments).

*Triad Cooperative Agreement*



City/Town of \_\_\_\_\_,  
Connecticut

**TRIAD Cooperative Agreement**

**PREAMBLE**

Today, roughly one in eight Americans must face the realities of aging. Aging impacts all cultural, economic and social classes. Although each individual circumstance may vary, many older people say they worry about crime and fear of becoming a victim. As a group, older people can be a powerful and active force. As individuals, they can be vulnerable and in need of help. The vulnerability of some of its members sets this population apart from other age groups also concerned about crime. In a world that is often unfair, to be old and victimized seems among the cruelest of the inequities. This susceptibility requires an innovative state- and community-wide approach to the singular problem of the elderly and crime. Recognizing the challenging situation this presents, we desire to devote special attention to the needs of senior citizens by identifying and offering ways to deal more effectively with the safety problems they face.

**STATEMENT OF AGREEMENT**

**We, the undersigned, acting for our agencies and organizations, pledge to:**

- **Heighten awareness of older persons' needs for dignity and security** with respect to victimization and fear of crime, perceived and actual loss, and the sense of being alone and unprotected;
- **Strengthen community partnerships** that help improve the quality of life and reduce crime and the fear of crime of our older citizens;
- **Enhance our commitment to work together** to reduce the criminal victimization of older citizens and the delivery of law enforcement services to our aging population through cooperative strategies, planning and programming;
- **Mobilize community resources** to continually ascertain the needs and concerns of older citizens and to provide mechanisms for meeting those identified needs; and
- **Strive for a renewed sense of responsibility for the security and general well being of older citizens** through public awareness, training and the provision of criminal justice services.

We recognize that sharing resources is the first step to achieving an effective means to identifying available programs. This process will involve law enforcement, government, volunteers and members of the social, business and senior communities in order to develop, implement and evaluate acceptable solutions.

Therefore, we, by agreement as the founders of the City of \_\_\_\_\_ TRIAD, shall initiate the appropriate actions to achieve these objectives.

ACCEPTED this \_\_\_ day of \_\_\_\_\_, 2011 by:

*Sample of Successful Community  
Triad Initiatives in Connecticut*

Connecticut Triads have developed or participated in many of the following programs and activities:

1. **File of Life** –contains emergency contact, health, and insurance information for first responders and hospitals;
2. **“Triad Presents” Seminars** – a program designed to focus on a community safety “giveaway” product (i.e. whistles, flashlights, etc.). Individuals receive assistance about how to use the product during an emergency situation;
3. **Financial education classes** and budget counseling for older adults;
4. **Smoke detector safety checks** – conducted by local volunteer fire companies (often in October as part of fire prevention month.) Individuals may participate through their local Senior Services Office;
5. **The Yellow Dot Program** - created and sponsored by People’s United Bank, is similar to the widely known “file of life” program – but is designed to be used in an automobile incident or accident. Individuals who participate in this program complete cards with their name, medical history, prescription information, and emergency medical contact numbers. The card, together with a photo, is carried in a car’s glove compartment. A yellow dot decal is then placed on the inside rear windshield on the driver's side to alert emergency first responders where to look for a packet of the participant’s important information;

*“Yellow Dot is an excellent program. It is very reassuring to know that if I am out at night in the car by myself, first responders know how to call my doctor or family.” AARP Chapter President*

6. **Guiding Light** – Beacon Lights (flashing lights) are given to older adults to use in the event of an emergency to help make their homes easy to identify;

7. **Cell Watch**— Cell phones with 911 access are given to older adults in the event of an emergency. These phones are donated, and FREE to all older adults;
8. **Reverse 911 enrollment assistance and emergency alert contacts** – allow the Police Department to notify individuals in the event of a personal emergency or an emergency in the individual’s geographic area;
9. **Uniform fashion shows** – designed to increase consumer awareness of what law enforcement, utility, and other public safety delivery officers wear and the type of identification they carry;  
*“Shake the Fakes” received great feedback from the Senior Community and organizations who participated...and great entertainment too!” Officer Jeffrey Nielsen, Milford Police Department, Crime Prevention Unit*
10. **Safety Fairs** – allow various organizations to make presentations or have information booths available to consumers;
11. **Fraud, Scam and other safety presentations** – SMP volunteers, bank employees, law enforcement officers, and other regional and state experts provide information about preventing and combating frauds and scams;
12. **Fraud and Scam Alerts** are generated by reports from older adults, government agencies, and community law enforcement organizations and distributed to the various networks via the DSS Aging Service's Elder Rights Protection Programs;
13. **Emergency address identification program** – organizes a program to hand out house numbers to be placed at curbside, which allow first-responders to easily identify a home in the event of an emergency. In rural areas this program is particularly helpful;
14. **Drug “Take Back” Days** – in cooperation with the DEA for state-wide drug take-back programs. The goal is to get potentially harmful medications or drugs out of the family medicine cabinet and out of community water systems.
15. **“Shred It”** sponsored opportunities for community seniors to dispose of personal records to protect from Identity Theft.
16. **Police Academy for Seniors** – covers crime prevention, emergency preparedness and other community safety topics.



**Very much    To Some Degree    Not at All**

- 5. Group housing resident councils?
- 6. Daily reassurance phone calls?
- 7. Senior van service at night?

**Where do you live?**

Town \_\_\_\_\_ Section \_\_\_\_\_

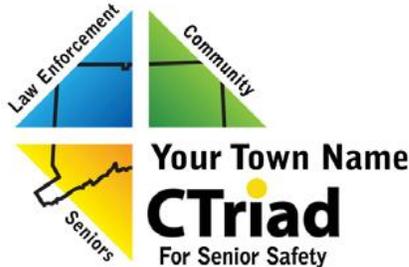
Sex: Male\_\_ Female\_\_ Age: 55–65\_\_ 66–75\_\_ Over 75\_\_

**Optional Information (helpful but not required):**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Street Address: \_\_\_\_\_



*Triad  
Quality of Life Survey*

Note: Some Communities choose to use SurveyMonkey.com to conduct this survey.

1. Which of these communities do you live in or closest to? (Triad to insert a list of areas)
2. Do you live alone? Yes \_\_\_No\_\_\_
3. Please indicate in order of importance (1 being the most important) the top 5 crime-related concerns in your area:

- |                              |                          |
|------------------------------|--------------------------|
| Fear of Crime _____          | Frauds/Scams _____       |
| Vandalism _____              | Murder _____             |
| Animals _____                | Telemarketers _____      |
| Victimization _____          | Solicitors/Vendors _____ |
| Residential Burglary _____   | Purse-Snatching _____    |
| Mail Fraud _____             | Rape _____               |
| Robbery _____                | Abuse/Neglect _____      |
| Vacant/Abandoned House _____ | Assault _____            |
| Traffic _____                | Internet Fraud _____     |

Other \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_

4. Would you be interested in any of the following crime prevention programs?  
(Y or N)

Neighborhood Watch \_\_\_\_ Home Security Survey \_\_\_\_  
Personal Safety Skills \_\_\_\_ Triad Programs \_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_

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5. Would you be interested in participating in a volunteer program to assist law enforcement?

Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please specify areas of interest:

Neighborhood Watch \_\_\_\_\_ Reassurance Visits \_\_\_\_\_ Office Work \_\_\_\_\_

Victim Assistance \_\_\_\_\_ Home Security \_\_\_\_\_ Crime Prevention \_\_\_\_\_

6. Do you need assistance with any of the following (Y or N):

Transportation/Courier \_\_\_\_\_ Shopping \_\_\_\_\_ Running Errands \_\_\_\_\_

Other

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**Optional Information (helpful but not required)**

Age \_\_\_\_\_ Sex: \_\_\_\_\_ Male \_\_\_\_\_ Female

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

Thank you for taking the time to fill out this survey. This survey will help your Triad and SALT (Seniors And Law enforcement Together) Council to help you. Please return the survey to (name and address) or call (phone number) to have a SALT volunteer pick it up.