

Hawai`i Statewide Strategic Plan for Victim Services

For The Department of The Attorney General

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EXECUTIVE SUMMARY

The Statewide Strategic Plan for Victim Services (SSPVS) highlights the special needs of underserved victims of crime who are tourist/visitors (visitors), immigrants or persons with limited English proficiency, persons with disabilities, and persons who are elderly. These vulnerable populations often have multiple challenges and need specialized assistance when they become victims of crime. Their stories are told in this report.

Under the leadership of the Hawaii Department of the Attorney General, approximately 100 stakeholders came together to design the elements of this plan. Focus groups on six islands responded to the plan and provided input to make the plan relevant to their communities' needs. The SSPVS identifies gaps in the current service delivery system and offers recommendations to enhance services for four underserved crime victim populations.

SELECTED RECOMMENDATIONS AND STRATEGIC ACTION STEPS

VISITORS:

- Provide temporary assistance to address the immediate needs of visitors who are victimized by crime
- Develop agreements across all counties with hotels, restaurants, medical facilities, car rental companies, etc. to ensure that the Visitor Aloha Society of Hawaii (VASH) has the resources and support it needs to serve crime victims
- Reduce the incidents of crimes against visitors by increasing awareness of safety and security issues.
- Support the Hawaii Tourism Strategic Plan, 2005-2015, Strategic Initiative: Safety and Security for visitors and residents

IMMIGRANTS OR PERSONS WITH LIMITED ENGLISH PROFICIENCY:

- Establish a Task Force to implement the strategic plan
- Initiate a 24/7 language service program with qualified interpreters/translators
- Develop bias prevention programs
- Promote community support for amendments of the State Civil Rights Law

PERSONS WITH DISABILITIES:

- Provide "awareness" training to law enforcement on the uniqueness of various disabilities
- Provide training to service providers to identify high risk crime environments and make appropriate referrals to criminal justice agencies
- Promote self advocacy among persons with disabilities by providing education on the criminal justice system
- Add crime victim services information on the websites of the Department of Health/DCAB, Hawai'i Disabilities Rights Center, and other entities that interact with people with disabilities

ELDERLY PERSONS:

- Build partnerships with AARP, law enforcement, banks and other federal and state agencies for fraud prevention
- Increase the community's sensitivity to the prosecutorial problems of elderly persons who are abused by their family members or caretakers upon whom they are dependent

NEXT STEPS

IT IS THE HOPE OF THE STRATEGIC PLANNING TEAM THAT THE READERS OF THIS PLAN WILL:

- review the gaps in services discussed in the SSPVS;
- acknowledge the recommendations that were developed through an inclusive process; and
- support activities to enhance services to four underserved crime victim populations.

If public, private, philanthropic and corporate entities take responsibility for parts of the activities recommended in the SSPVS, collectively, these efforts could significantly enhance services to underserved victims of crime in Hawaii.

“Some of the best outcomes of the SSPVS project involve new partnerships that have been forged. In addition to working with old friends, it has been refreshing and invigorating to be working with new partners including the Dept. of Human Services and the Dept. of Health. Henry Oliva and Momi Kamau have added a breath of fresh air to our discussions.”

- *NAVAA 6 member*

INTRODUCTION

BACKGROUND

The National Association of VOCA Assistance Administrators (NAVAA), Office for Victims of Crime (OVC) selected the Hawai'i Department of the Attorney General (AG) to participate in a national strategic planning initiative. A team from Hawaii was selected to travel to Washington, D.C. to receive intensive training in strategic planning. During the training, the Hawaii team identified four underserved crime victim populations:

- Visitor victims
- Immigrants and persons with limited English proficiency
- Persons with disabilities
- Elderly victims

PLANNING ORGANIZATION

The Strategic Planning Steering Committee (called NAVAA 6), provided policy direction and oversight of the development of the SSPVS. The purpose of the project is to develop a strategic plan to enhance services for underserved victims of crime. The NAVAA 6 members include: Mei Chun, Victim-Witness Coordinator, U.S. Attorney's Office, District of Hawai'i; Pam Ferguson-Brey, Administrator, Crime Victim Compensation Commission; Momi Kamau, Chief, Maternal and Child Health Branch, Hawai'i State Department of Health; Lena Lorenzo, Director, Victim Witness Assistance Division, Department of the Prosecuting Attorney, County of Maui; Henry Oliva, Deputy Director, State of Hawai'i Department of Human Services; and Nancy Ralston, Criminal Justice Planning Specialist, Crime Prevention and Justice Assistance Division, Department of the Attorney General. Subcommittees were formed for each of the four underserved crime victim populations.

INPUT FROM STATEWIDE FOCUS GROUPS

To obtain statewide input for the SSPVS, eight focus group meetings were organized and held on Maui, Molokai, Lanai, Kauai, Hawai'i (Hilo and Kona), and two on Oahu. Focus group questions were constructed around four broad themes. These themes were:

- What resources are available in the communities?
- What should be the key features of the strategic plan?
- What are the strengths and weaknesses of the draft plan?
- What needs to be improved in the service delivery?

The participants for the focus groups were chosen because of their knowledge, interest and involvement with the four crime victim populations. The participants for the focus groups on visitor victims included individuals representing the tourism industry, visitors bureaus, law enforcement, criminal justice, service providers, advocacy/assistance groups, volunteers, and state and local governments. The focus groups on immigrant/LEP victims included individuals from domestic violence assistance centers, homeless shelters, faith-based groups, immigrants associations, service providers, volunteers, advocacy/assistance groups, and state and local governments. The focus groups on victims with disabilities included individuals representing disabilities rights groups, homeless shelters, sex abuse treatment centers, vocational rehabilitation centers, advocacy/assistance groups, and state and local governments. The elderly victim focus groups included individuals from Legal Aid Society of Hawaii (LASH), Adult Protective Services, adult day care centers, public health nurses, Medicaid, volunteers, advocacy/assistance groups, and state and local governments.

THE STRATEGIC PLAN

The components of the SSPVS were developed with consensus among NAVAA 6 members and their subcommittee members. Below is the vision statement, mission and the SSPVS goals and objectives. Subsequent chapters provide further background on each of the components of the plan that focus on the underserved victim populations: Visitor Victims, Immigrant and Limited English Proficiency Victims, Victims with Disabilities, and Elderly Victims.

THE VISION

The vision of the Hawai'i Strategic Plan for Victim Services is to provide a seamless service delivery system that is victim centered and inclusive.

THE MISSION

The mission of the strategic planning process is to:

- Educate agencies and involve communities in developing and providing services to victims of crime including underserved populations.
- Provide leadership to the victim service agencies and collaborate with the community to effectively deliver seamless victim centered services in a manner that maximizes resources to ensure that the greatest number of victims can be served.

GOALS AND OBJECTIVES FOR VISITOR CRIME VICTIMS

Goal 1: Provide temporary assistance to address the immediate needs of visitors who are victimized by crime

Objective: Victimized visitors of reported crimes are supported by telephone access, health services, replacement of personal identification, provision of interpreters, transportation, food and lodging and other personal services as needed.

Goal 2: Reduce the incidents of crimes against visitors by increasing awareness of safety and security issues and increasing enforcement of crimes affecting visitors.

Objective 1: Increase visitors' awareness of safety and security issues.

Objective 2: Increase visitors' knowledge about available victim services in Hawai'i (and in their state/country of residence, if applicable.)

Objective 3: Increase law enforcement efforts to deter solicitations & reduce property crime.

Goal 3: Reduce bureaucracy as it relates to services for visitors who are victimized in Hawai'i.

Objective: Reduce the amount of time it takes to process the replacement of identification, legal documentation, and related processes for victimized visitors.

GOALS AND OBJECTIVES FOR IMMIGRANT/LEP CRIME VICTIMS

Goal 1: Immigrant and LEP victims of crime will have meaningful and comprehensive access to victim assistance and crime-related services.

Objective 1: Create a statewide, state-funded and staffed task force to develop and coordinate strategic plan.

Objective 2: Gather from and provide information to relevant service providers on LEP populations and issues.

Objective 3: Develop and support implementation of a statewide service plan for 24/7 delivery of language services to LEP crime victims.

Objective 4: Provide for training on multiple LEP issues and legal obligations.

Objective 5: Provide education and outreach to LEP/immigrant populations on crime-victim issues.

Objective 6: Build pool of qualified and competent Interpreters/ Translators.

Objective 7: Outreach to funders and policymakers.

Goal 2: Hawai'i will serve as a model for the nation for a bias-free environment to eliminate the victimization of immigrants.

Objective 1: Incorporate and integrate Goal 2 into task force activities

Objective 2: Identify sources and types of anti-immigration bias throughout the state

Objective 3: Support community research, education and awareness initiatives to address the victimization of vulnerable immigrants.

Objective 4: Support the establishment of reliable systems to document anti-immigrant bias in Hawai'i.

Goal 3: Enhance the civil and legal rights of immigrant and LEP crime victims.

Objective 1: Incorporate and integrate Goal 3 into task force activities.

Objective 2: Amend Hawai'i Revised Statutes to require the state and county and other entities that receive state or county funds to provide language accessible services.

Objective 3: Ensure legal assistance for immigrant crime victims to enforce their rights under the law.

GOALS AND OBJECTIVES FOR CRIME VICTIMS WITH DISABILITIES

Goal 1: Provide equal access to the criminal justice system and victim services to crime victims with disabilities.

Objective 1: Law Enforcement (county police departments) will obtain training about ADA compliance and the rights of victims with disabilities.

Objective 2: Prosecutors, public defenders, and the judiciary will be able to communicate effectively with persons who are deaf, hard of hearing, speech impaired, and cognitive impaired.

Goal 2: Increase understanding and response to crimes against people with disabilities by Service Providers

Objective: Service providers (and entities who interact with people with disabilities) shall be able to refer victims with disabilities to appropriate agencies.

Goal 3: Increase understanding and response to crimes against people with disabilities.

Objective: People with disabilities will be able to recognize a crime committed against them and will be able to access a civil and criminal justice systems to obtain remedies.

GOALS AND OBJECTIVES FOR ELDERLY CRIME VICTIMS

Goal 1: Reduce and prevent consumer fraud against the elderly, and provide services to elderly victims of fraud.

Objective: Develop a social marketing program about elder consumer fraud prevention and victim assistance.

Goal 2: Review existing statutes and the penal code, and propose new legislation to strengthen the ability of law enforcement agencies to investigate and prosecute perpetrators of elder abuse and neglect.

Objective: Form a Task Group of law enforcement, prosecutors, DHS, DOH, AARP and relevant federal agencies.

Goal 3: Increase successful prosecution of perpetrators of crimes against the elderly.

Objective 1: Develop successful investigation and prosecution units for crimes against the elderly (both in-home and at care homes).

Objective 2: Create effective communication and collaborative policies between law enforcement and social services.

Ms. Anne Seymour, Senior Advisor of Justice Solutions, Inc. and consultant to NAVAA 6 developed the goals and objectives relating to cross training which are displayed below. These tables are taken from the "Hawai'i Statewide Strategic Planning for Victim Services: Summary Report of the Strategic Planning Meeting." While the focus groups that reviewed this plan, did not review these tables, NAVAA 6 thought they were extremely important to add to the plan. All participants agreed that cross-training is essential to enhance services for underserved victim populations.

Population Group: Visitors, Immigrant/LEP, Elderly Victims, and Victims with Disabilities

New Priority Goal: Develop and conduct cross-training programs among key stakeholders identified by the four Sub-committees, concurrently with the implementation of the goals for each of the four issue areas.

Objective 1: Create training curricula that is standardized for this project and based upon Adult Learning Theory.

Objective 2: Plan and implement cross-training programs among key stakeholders.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Identify the “right people” within each stakeholder discipline who most need training.</p> <p>Develop a curriculum structure based upon Adult Learning Theory that includes “minimum” standards for amount of time and topics.</p> <p>Develop a cross-training curriculum for each of the issue area topics identified by each Sub-committee.</p> <p>Conduct cross-training programs.</p>	<p>Identification of “target audience” by each Sub-committee</p> <p>OVC “The Ultimate Educator”</p> <p>Guidelines for curriculum development</p> <p>Wo/manpower to develop curricula and funding to replicate.</p>	<p># of participants are identified for each issue area.</p> <p>Curriculum structure and minimum standards are developed.</p> <p># curricula are developed.</p> <p># cross-training programs are conducted with # of participants; summary of participant evaluations.</p>

Population Group: Visitors, Immigrant/LEP and Elderly Victims, and Victims with Disabilities

New Priority Goal: Provide web-based information and referral resources about the four priority issues and available victim/social services, with cross-referenced links on all relevant web sites.

Objective 1: Identify all relevant web sites that include information and referral resources specific to visitor victims, immigrants/LEP, elderly, and persons with disabilities, as well as criminal justice, victim assistance and key related resources.

Objective 2: Create hyperlinks among all relevant web sites.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Identify all relevant web sites and document agency/organization contact information and URL.</p> <p>Provide list of all agency contact information and URLs to all agencies.</p> <p>Create hyperlinks between and among agencies' web sites.</p>	<p>Identification and documentation by each Sub-committee.</p> <p>Summary list created by Strategic Planning Consultant.</p> <p>Webmasters.</p>	<p># agencies' web sites are identified and documented.</p> <p>Comprehensive list is created and provided to # agencies.</p> <p># hyperlinks are created by agencies and organizations; and # "hits" to referral URLs.</p>

STRATEGIC PLAN FOR VISITOR CRIME VICTIMS

BACKGROUND

Visitor crime victims were identified as one of four underserved victim populations facing unique challenges and needing specialized assistance. Through the strategic planning process it was determined that the needs of visitor crime victims are not being adequately addressed by existing victim services in Hawaii. Visitors to Hawaii are typically a long distance from home and unaware of what resources are available in Hawaii to respond to their particular circumstances. Visitors seldom have a readily available local network of family, friends, or neighbors to help them meet the emergency financial, medical, and other needs they may have after a crime occurs. The plight of visitor crime victims is complicated by the difficulty of obtaining assistance within a limited time frame. Visitors are rarely able to identify and utilize local victim services before their scheduled departure.

Visitors are targeted for property crimes by criminals because they are known to carry large amounts of cash and/or other forms of “portable wealth,” such as credit cards, cameras and jewelry. Many visitor victims of property crimes also have their means of identification stolen, making it difficult for them to rent a car, buy a drink, visit federal monuments, or be cleared by airport security to return home. The difficult and time-consuming process necessary to replace stolen identification was identified as a major obstacle for victims seeking to continue with the remainder of their vacation plans.

Another obstacle to delivery of services to visitor victims from other countries is the limited, or lack of, skill in speaking the English language. This can limit access to many key services, from information and referral, to critical emergency services such as police or ambulance assistance.

While some Hawaii-based organizations, notably the Hawaii Tourism Authority (HTA), the Visitor Aloha Society of Hawaii (VASH), the Hawaii Hotel Association (HHA), the Rotary Club of Honolulu, the Department of the Prosecuting Attorney for the City and County of Honolulu, and the Crime Victim Compensation Commission, have initiated efforts to respond timely to visitor victimization, many service gaps remain.

ECONOMIC IMPACT OF VISITOR VICTIMIZATION

It is important to act quickly to meet the immediate needs of visitor crime victims, to prevent crime against visitors, and to reduce bureaucracy as it relates to services for visitor crime victims, because crimes against visitors, or even the perception of crime against visitors, can result in negative impacts to Hawaii’s visitor industry. Hawaii’s attractiveness as a visitor destination is highly dependent on the perception, and the reality, that Hawaii is a safe and secure environment for visitors and residents.

The visitor industry is an essential part of Hawaii’s economy. Based on data and projections from

DBEDT, it is estimated that Hawaii's visitor industry will account for \$12.8 billion in spending for travel and tourism in 2007, which will generate, directly and indirectly, approximately 22.3% of the jobs in the State. It is estimated that the visitor industry will produce approximately 17.3% of the Gross State Product and about 26.4% of total tax revenues. For these reasons, and many others, everyone in the State (residents, private business, government agencies, and visitors) is a stakeholder in the Hawaii visitor industry.

Star Bulletin, February 28, 2005

"Tourist crimes' reach is feared: Aid agencies struggle to soften the impact on those that are seen as easy prey."

The vast majority of visitors to Hawai'i arrive and leave without incident. Fewer than 5 percent of all visitors in 2002 and 2003 reported experiencing thefts or physical violence, according to surveys by the Department of Business, Economic Development and Tourism. Hawai'i hosted 6.3 million visitors in 2003, the department said.

Total crimes in Waikiki dropped to 3,576 in 2004 from 4,509 the year before. Of the 20 largest U.S. cities, Honolulu has the lowest crime rates. Still, the negative publicity of any crime victimizing tourists can hurt Hawai'i's largest industry. Criminals tend to view tourists with pricey cameras and ample cash as easy prey, and figure the long flight to Hawai'i will likely discourage victims from returning to testify.

Theft from rental cars is the most commonly reported crime. In 2003 the Visitor Aloha Society assisted 993 cases, ranging from purse snatching to the rare attempted murder. About 61 percent of the crimes were thefts from vehicles. The Visitor Aloha Society provides tourists who are crime victims with ID replacements, transportation, free or discounted hotel rooms, translation services and money for clothing and basic supplies. The organization can also persuade airlines to waive fees on stolen plane tickets.

The state's Crime Victim Compensation Commission supplements the medical insurance of victims of violent crime by paying for lost wages and medical, mental health and funeral expenses. Victim Witness Kokua Services, a unit of the Honolulu prosecuting attorney's office, speeds justice and compensation processes for visitors, who cannot always stay to testify. The state has also toughened penalties for those who victimize tourists. They can now be prosecuted under federal law because they threaten interstate commerce.

CRIME STATISTICS

Hawaii is ranked 41st in the United States for its rate of violent crime; however, it is rated 2nd for property crimes. Of the offenses listed in The State of Hawaii Data Book 2003, 96% of the offenses are classified as property crimes. These include burglary, larceny-theft, and motor vehicle theft. There is no available data to reliably determine what percent of these crimes are perpetrated against visitors.

The 2003 Visitor Satisfaction and Activity Report found that more than 96% of the 15,211 survey participants rated their recent vacation in Hawaii as “excellent” or “above average” and that nearly all of the U.S. visitors surveyed experienced no problems while in the State. Of the small number of visitors who do report problems, solicitation by drug dealers or prostitutes was most frequently mentioned. The second highest problem reported by visitors was having wallets/purses/valuables stolen. Car thefts and break-ins are among the most frequently reported problems for both residents and visitors. Larceny is the most common “serious” crime and the source of the clearest distinction between visitor and resident self-reported crime identified in crime victimization surveys. See Table 1 below.

Hawaii’s visitor industry is very concerned about crimes against visitors and strongly supports the Visitor Aloha Society of Hawaii (VASH), a program of the Hawaii Visitor’s Bureau. The mission of VASH is to “share Aloha with visitors who have been victims of a crime or other adversities, and to provide follow-up assistance and support in an effort to create a positive memory of their stay in our islands.” VASH was established in 1997 and has served more than 10,000 visitors, including visitor crime victims, on all islands with the support of dedicated volunteers, businesses, and the cooperation of law enforcement agencies. VASH serves victims year round with an on-call system through a police referral system.

Table 2 displays data from VASH on the number of victims by type of incidents they served between January and December 2004. Table 3 reports on the number of victims for the first half of 2005. The displayed data reflects only the number of incidents referred to VASH and not the total number of incidents on each island. It should also be noted that this data is from a satisfaction survey and includes more than just questions about crime related incidents.

Table 1: Safety Issues and Other Nuisances of Tourists 2003

	US TOTAL	US WEST	US EAST	JAPAN	CANADA	EUROPE
No problems	91.6%	90.4%	92.8%	94.7%	91.3%	91.8%
Safety Issues:						
Solicited by drug dealers	4.0%	4.4%	3.7%	0.8%	3.5%	3.0%
Solicited by prostitutes	2.1%	2.6%	1.7%	0.4%	3.1%	3.0%
Wallet/purse/valuables stolen	1.7%	2.3%	1.1%	1.4%	1.4%	1.7%
Room vandalized/robbed	0.4%	0.5%	0.3%	0.2%	0.2%	0.7%
Car vandalized/robbed	1.4%	2.0%	0.9%	1.1%	1.1%	1.4%
Physical violence/harm	0.3%	0.2%	0.4%	0.2%	0.2%	0.5%
Other Nuisances:						
Parking ticket	2.0%	2.0%	1.9%	1.4%	1.4%	1.0%

Note: Percentages total more than 100% due to multiple answers selected.

Source: Hawai'i Tourism Authority

Table 2: Victims served by VASH by Type of Incidents
All Counties January – December 2004

Type of Incidents	Oahu	Maui	Kauai	Hawai'i	Totals
Accidents		16			16
Assaults	10	2	2	3	17
Auto Accidents	11	4		3	18
Auto Theft	5				5
Auto Break-In	254	5	50	41	350
Burglary/Robbery	34	6	11	15	66
Death		17			17
Purse Snatch	1				1
Theft	93		15	26	134
Missing Person	2				2
Miscellaneous	37	6	17	27	87
Total by Islands	447	56	95	115	713

Source: Hawai'i Tourism Authority

International visitors may have even more complex problems. Visitors who have identification or travel documents stolen may have difficulty replacing them, and those with limited English language skills may find it hard to access key services.

Table 3: Victims served by VASH by Type of Incidents
All Counties January – June 2005

Type of Incidents	Oahu	Maui	Kauai	Hawai'i	Totals
Accidents	0	0	0	0	0
Assaults	16	14	4	6	40
Auto Accidents	3	2	0	2	7
Auto Theft	5	2	1	2	10
Auto Break-In	203	4	31	83	321
Burglary/Robbery	43	2	13	15	73
Death	15	12	0	0	27
Purse Snatch	0	0	0	0	0
Theft	151	5	5	20	192
Missing Person	1	0	0	0	1
Miscellaneous	85	14	14	46	151
Total by Islands	522	55	71	174	822

Source: Hawai'i Tourism Authority

Table 4: Visitor Victims Served by VASH by country 2004

Types of Incidents	USA	Japan	Canada	Europe	Other	Totals
Oahu	344	64	22	24	23	477
Kauai	153	3	4	1	3	164
Maui	72	2	4	1	3	164
Hawai'i	248	14	19	6	17	304
Total	817	83	55	34	44	1033

Source: Hawai'i Tourism Authority

STRATEGIC PLAN FOR VISITOR CRIME VICTIMS

GOAL 1: PROVIDE TEMPORARY ASSISTANCE TO ADDRESS IMMEDIATE NEEDS OF VISITOR CRIME VICTIMS.

Hawai'i's attractiveness as a leisure destination is highly dependent on the perception that it provides a safe and secure environment for visitors and residents. An increase in crime against visitors to Hawai'i or even the perception of such an increase, and the resultant negative publicity about the destination can adversely impact future visitor arrivals and expenditures. This in turn impacts both the tax revenues that support public facilities and services (e.g., health, police and education), as well as the visitor industry jobs that support Hawai'i's residents' livelihood and quality of life.

-Hawai'i Tourism Strategic Plan 2005 - 2015

OBJECTIVE

Support visitor crime victims by providing access to food and lodging, prepaid phone cards and other communication services, health services, prompt replacement of personal identification, provision of interpreters, transportation, and other personal services, as needed.

STRATEGIC ACTION STEPS

- Maintain adequate stockpiles of vouchers and service commitments for VASH to dispense
- Develop agreements across all counties with hotels, restaurants, medical facilities, rental car companies and other businesses to insure that VASH staff have the resources they need to serve visitor crime victims in a timely manner.
- Provide prompt access to services to meet the specific needs of each visitor crime victim
- Develop a visitor feedback survey for VASH services
- Improve and expand VASH and other visitor victim services
- Hire a statewide coordinator for VASH
- Develop a centralized 1-800 phone number that would direct visitor crime victims to their local VASH on each island

- Cross train police, VASH, county victim witness staff and other visitor crime victim service providers
- Increase community awareness of visitor crime victim services
- Facilitate and expedite Crime Victim Compensation Commission application processing, particularly with respect to medical services

GOAL 2: REDUCE THE INCIDENCE OF CRIMES AGAINST VISITORS BY INCREASING AWARENESS OF SAFETY AND SECURITY ISSUES AND INCREASING ENFORCEMENT OF CRIMES PERPETRATED AGAINST VISITORS

Stories of Victims

A foreign visitor was raped near her hotel. Because of good detective work, good interpreters, good witnesses and good community help, the police got the guy. The victim got great support from VASH, a sexual assault service provider, and later the Victim Witness program and she was willing to come back for the trial. In fact, the guy pled guilty when he heard she was coming back to testify. Good work all around.

A foreign student was murdered. VASH provided translators for the family members and met them at the airport. The support system (VASH and Victim Witness counselors) kicked in immediately. VASH provided super customer services to people experiencing terrible problems in the worst circumstances.

- Focus Group Participants

OBJECTIVES

1. Increase visitor awareness of safety and security issues
2. Increase visitor knowledge about available crime victim services in Hawaii, and those available in their state/country of residence, if applicable
3. Increase law enforcement efforts to deter solicitations from drug dealers and prostitutes, and reduce property crime

STRATEGIC ACTION STEPS

- Develop appropriate videos about safety and security issues to be seen upon their arrival in Hawaii, that alert but do not alarm visitors

- Develop and disseminate safety and security information with rental car paperwork at the time the car is rented
- Develop PSAs about safety and security to be viewed on hotel visitor television channels and at visitor attractions
- Develop a travel smart message that could be distributed by travel agents, on websites, in hotels and when people rent cars to remind people to stay alert and aware that crimes do occur and visitors may be targeted
- Target and deter solicitation of visitors by drug dealers and prostitutes
- Support the enactment and enforcement of geographic restrictions and mandatory sentencing against criminals who prey on visitors
- Increase funding for law enforcement directed at the safety and security of visitors

GOAL 3: REDUCE BUREAUCRACY AS IT RELATES TO SERVICES FOR VISITOR CRIME VICTIMS IN HAWAII

“Victims say they would have appreciated some warning that there is crime in paradise, and say they would have taken precautions...but would they.”

“We all need to be super sensitive to visitors coming from different cultures and persons from nations we don’t know much about.”

“VASH does an excellent job. They even brought flowers to a crime victim who burst into tears, saying Hawai’i is so nice.”

-Focus group participants

OBJECTIVE

Substantially reduce the amount of time it takes to process the replacement of personal identification, travel documentation, and related items for visitor crime victims

STRATEGIC ACTION STEPS

- Collaborate with state and county agencies to ensure that temporary personal identification and travel documentation can be issued in a timely manner
- Create a reliable and secure system to provide temporary identification for use locally at clubs, bars, the Arizona memorial, airlines, etc.
- Educate and encourage travel industry businesses to recognize and accept temporary identification
- Collaborate with the Car and Truck Rental and Leasing Association (CATRALA) to address the problem of lost driver's license, keys and credit cards
- Inform visitors to bring duplicates of their identification and documentation in case the originals get lost or stolen

FOCUS GROUP QUESTIONS FOR VISITOR CRIME VICTIMS

The following focus group questions were designed to obtain statewide feedback on the strategic plan's goals and objectives. The intent was to learn about the different communities' special issues and concerns when helping crime victims.

QUESTIONS:

1. We know every community has strengths and weaknesses in addressing the needs of its visitors. How does your community respond to crimes against visitors?
2. What are the resources and services available to visitors who become crime victims in your community? What resources are most useful?
3. What are the most pressing needs for visitors when they become crime victims?
4. What do you think should be the key features of a state-wide strategic plan to address the problems of visitor crime victims in your community?
5. Does the proposed strategic plan address the critical problems and needs of visitors in your community? Is anything missing?
6. How do you see this plan being implemented? Do you foresee any barriers in the implementation of the Plan? Do we need a "reality check?"
7. How accessible are the law enforcement, prosecuting and service providing agencies to visitors in your community? How can the accessibility be improved further?
8. How can the service providers be encouraged to undergo cross training with the criminal justice system? What kind of specific training is needed to address the issues in your community?
9. Unfortunately not all visitors report the crimes. What can be done to encourage victims in your community to come forward and report the crimes?
10. Even when a visitor reports the crime, due to fear, the "hassle factor", poor communication (i.e.: "bad witness") the case does not proceed to prosecution for proper legal action. What can be done to remove this barrier in your community?

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11. What are other crime-related issues and concerns facing visitors in your community? What needs to be done to improve such issues?
 12. Do you know any individual(s) or organization(s) that might be interested in providing assistance during the implementation of this strategic plan?
 13. What would you change if you could change ONE thing in this plan?
 14. What is missing from the materials and discussion?
 15. Any other suggestions?

FOCUS GROUPS' INPUT

The focus group participants on each island provided feedback and input on the SSPVS. Their responses are organized around each goal.

GOAL 1: PROVIDE TEMPORARY ASSISTANCE TO ADDRESS IMMEDIATE NEEDS OF VISITOR CRIME VICTIMS

VASH was uniformly praised for their work with visitor crime victims. Neighbor Island focus group participants appreciated the relatively informal way in which VASH works, and spoke highly of VASH volunteers, praising their sensitivity, responsiveness, and creativity. VASH maintains excellent relationships with the hotel association and restaurants on each island and is able to secure hotel rooms, food, cash, clothing, and toiletries for visitor crime victims who have had their money and/or baggage stolen. Some participants were not clear on the benefit of a statewide VASH coordinator. Due to the lack of storage space, particularly in the neighbor island VASH offices, "stockpiles" of physical items like clothes or food would be a problem. However, participants liked the idea of getting commitments from businesses ahead of time for products and services.

Each county reported that they were able to obtain language interpreters for non-English speaking victims through their volunteer network. One even related how VASH found a Swedish language interpreter for a visitor crime victim in Hilo.

Each county described the need to increase communication and coordination with the police and the importance of having well-trained police who are aware of VASH's services.

All counties reported that visitors whose means of identification were stolen found it difficult to rent a car, buy alcohol in a restaurant or club, visit a federal monument, or be cleared by airport security to return home. The difficult and time-consuming process presently required to replace stolen identification was identified as a major obstacle for visitor crime victims to continue with the remainder of their vacation plans. The inability to rent a car without identification is particularly troublesome for these visitors. Most rental car companies will not rent a car to anyone without a driver's license and a major credit card. This is a problem even in cases where the visitor previously rented a car from the same company before their means of identification was stolen. Victims are understandably upset since they frequently rent the car shortly before the incident and show both their driver's license with a photo, and a credit card, at the time of the original rental. All counties reported that airlines will accept a copy of the police incident report for identification for security screening, if a victim has lost her/his official identification. Some members suggested that they would like a system of reminders for visitors who lose their hotel key card, or if it is stolen, to quickly notify the hotel so the thieves can't enter their room and steal their property. The hotels can easily change the swipe door lock if notified. Visitors need to be reminded not to put their room number on the key or the key envelope.

A number of visitors have complained that the rental car companies charge a significant fee for visitors whose car keys are lost or stolen. Visitors see this as an unexpected expense.

GOAL 2: REDUCE THE INCIDENCE OF CRIMES AGAINST VISITORS BY INCREASING AWARENESS OF SAFETY AND SECURITY ISSUES AND INCREASING ENFORCEMENT OF CRIMES AFFECTING VISITORS

The issue of raising the awareness of visitors about crime resulted in a lot of discussion and a range of recommendations. Most agreed that visitors should be “alerted but not alarmed” and that the message should be light and informative, but not threatening. All of the counties have prevention messages in a variety of places, but most think they are not very effective. Most of the rental car companies have notices on mirror hangtags, or in the trunk, warning visitors not to leave valuables in the car. Many of the hotels provide a travel safe message to their patrons. Airlines are currently not providing a travel safe message, but most did not think the airlines would give up paid advertising space to show a travel safe message, even if they believed it was effective. Video loops in the airports are not recommended. On Maui, there was a lot of discussion about getting a travel safe message out to the increasing number of “non-hotel based” visitors. There are many time-shares and vacation rentals that have little, or no, security and no mechanism to deliver a travel safe message. Bed and Breakfast (B&B) guests would be difficult to reach because they are not fully regulated and there are resident managers in some, but not in all. This is a market segment in which crime is expected to grow. The hotels can now fax pictures of suspected thieves to each other as a warning device and they think this is a helpful tool. The idea of getting a travel safe message out to campers at the time their federal, state or county camping permits were issued was considered a good one.

GOAL 3: REDUCE BUREAUCRACY AS IT RELATES TO SERVICES FOR VISITOR CRIME VICTIMS IN HAWAII

Issuance of a temporary identification is well accepted as long as there is a police report. Rental car companies are an exception since they want to see a valid driver’s license and a charge card. Bars and restaurants serving liquor do not accept a copy of a police report as proof of a person’s age. Most of the focus group respondents did not see the need for state legislation or a statutory authority to change the state’s identification requirements, although some thought a 24/7 state ID system might be good for Hawai`i residents, as well as visitors, who are crime victims. Educating members of the visitor industry about accepting a police report as a form of temporary ID was seen as a valuable strategy, but most believe this is not a big problem. The car rental issue remained the outstanding identification concern. Renting a car appears to be a substantial problem for visitor crime victims since the rental companies will not re-rent if the victim does not have a driver’s license. It was recommended that there be an agreement across counties with the rental car companies that if one company had recently rented a car, upon presentation of a license and credit card, that other rental car companies would agree to acknowledge the police report and prior rental agreement as sufficient documentation to rent another car.

Promising Practices

Several other states have developed interesting programs and specialized services for visitors. The following are excerpts from the report by Diane Alexander titled “Training for Strategic Planning –Hawai‘i Strategic Planning Team: Compilation of Statistics, Promising Practices, and Resources.”

The Orange County Sheriff’s Department in Orlando, Florida houses one of the tourist victim assistance programs in the U.S. The tourist advocate is on-call 24 hours a day to respond to victims on site.

The San Diego Convention and Visitors Bureau created “The Visitor Safety Tips” brochure in response to the high profile cases where tourists were victimized in Florida in 1992. The brochure (available at www.sandiego.org/safetyhints.asp) was created in collaboration with the San Diego visitor industry and local law enforcement. The brochure also includes a multi-lingual guide to 911 emergency numbers, area maps, and telephone numbers for general information about San Diego.

Tourist Victim Support Services, Dublin, Ireland (www.victimsupport.ie/tourist.html) operates a national tourist program. The operation is run out of Police Headquarters in Dublin City. TVSS can assist with international telephone calls, language difficulties, police and embassy liaison, money transfers, canceling credit cards/bank cards/traveler’s checks, assist with re-issuing of passports and travel tickets, provide free emergency food and accommodation and replacing medication. It depends on support coming from a cross-section of the tourism-related industry by way of direct funding and in-kind donations – food, clothes and accommodations. (Descriptions excerpted from the unpublished NOVA report titled Handbook on Improving Victim Services for International Tourist Who Become Victims of Crime. Available at www.trynova.org/publications).

PROGRESS TO DATE

The Strategic Planning Subcommittee on visitors began implementing some aspects of the strategic plan during the strategic planning process. Below are some of the major accomplishments to date.

- The issue of identification theft has been identified as a priority and significant progress has been made. The police are coordinating their efforts with VASH on all islands. Visitors whose identification is lost or stolen may obtain a police report that will be as accepted as identification by the airlines and the federal transportation authority so a traveler may return home.
- The Waikiki Visitors Victims Program (WVVP) is a law enforcement strategy that targets adult criminal offenders who prey on visitors. The program uses high bail; geographic restrictions from Waikiki; and expedited prosecution to reduce crimes against visitors. Property crime, assault, burglary, credit crime fraud, criminal property damage, extortion, fraud, harassment, robbery, sex assault, terrorist threatening, theft, UCPV and UEMV are covered crimes under this program.

- Travel Smart information is now published in DRIVE GUIDE magazines given out by the rental car agencies to all visitors who rent cars. Representatives from the Hawai'i Tourism Authority (HTA) have met with the Car and Truck Rental and Leasing Association (CARTALA) to brief them about the services VASH provides.
- The Hawai'i Tourist Authority is developing a "Travel Smart" message that will inform visitors about how to be an "akamai" traveler and what services are available if a person is a victim of crime.

NEXT STEPS

Several outstanding issues have been identified and may be seen as important next steps. They are summarized below.

- When proof of age is required for entry into clubs, restaurants or federal sites, and a visitor's identification is lost or stolen, it is not easily duplicated. The police report is helpful in many situations but does not provide age verification. Suggestions to remind travel bureaus and agents to encourage travelers to bring duplicate sets of identification with picture I.D. and to keep them in separate places has been recommended.
- If visitors lose their driver's license, or charge cards, rental car companies have national policies and procedures that treat this situation differently at each company. VASH would like to obtain up-to-date information about company policies so VASH can provide correct information to visitors.
- The Waikiki Visitors Victims Program (WVVP) has been utilized against a small number of offenders. Retraining of police and prosecutors may increase its use. In addition, it was recommended that there be better data collection to measure the effectiveness of the WVVP strategy.
- There is significant collaboration among the various interest groups to get out a travel smart safety message to visitors that will inform, rather than alarm them. There needs to be follow-up and evaluation of the message and its impact.

STRATEGIC PLANNING TABLES

Priority Goal I: Provide temporary assistance to address immediate needs of visitors who are victimized by crime.

Objective I: Victimized visitors of reported crimes are supported by telephone access, health services, replacement of personal identification, provision of interpreters, transportation, food and lodging, and other personal services as needed.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Maintain an adequate stockpile of vouchers and service commitments</p> <ul style="list-style-type: none"> • Prepaid \$50 shopping cards (for food and personal items) • Prepaid phone cards • \$10/20 Store certificates • Shopping center vouchers (e.g. food or clothing) • Seek corporate sponsors and donations (gift cards/ MOUs/MOAs) • Access to medical services <p>Provide prompt access to personal services. (specific to the personal needs of the victim and the particular crime)</p> <ul style="list-style-type: none"> • Refer to p. I • Victim assistance information/ resources • Linkage to family/friends, support network 	<p>In-kind contributions:</p> <ul style="list-style-type: none"> • Accommodations • Restaurants • Transportation and taxi vouchers • Airline vouchers • Child care • Prescription medication • Medical care • Cash • Rental cars and taxi vouchers • Optical/glasses • Bereavement services/ counseling • Organizations that use debit cards • shopping\clothing needs • phone service cards <p>Established network of relevant organizations and service providers, including but not limited to: Hawaii Tourism Authority, Hawaii Restaurant Association, Private Foundations, Retail Merchants Association, Hawaii Hotel and Lodging, University of Hawaii, College of Secondary Languages, Foreign Consulates, Crime</p>	<p>Stockpile is established and maintained.</p> <p>Visitor feedback (survey)</p> <p>Able to meet victims' needs in a timely manner</p> <p>Increased statewide corporate commitment via MOUs/MOAs, letters, vouchers</p> <p>In-kind donations received</p> <p>Increased number of visitor victims requesting and receiving services.</p> <p>Increase the ratio of victims receiving services compared to the number of reported crimes.</p> <p>Feedback received from visitors</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Improve and expand VASH and visitor victim services</p> <ul style="list-style-type: none"> • Adequate staffing • Statewide Coordinator to coordinate resources from state and national sponsors, pursue federal funds, etc. • Centralized statewide contact (800# phone) • County Prosecutor’s Office Victim Witness staff trained to provide services to visitor victims of crime. • Adequate office space and equipment for VASH staff (Honolulu & Neighbor Islands) • VASH vehicles (and car insurance) 	<p>Victim Compensation Commission, Bilingual Access Line and limited English proficiency translators, county agencies, victim service providers</p> <p>Trained volunteers and trainers</p> <p>Appropriate counseling services</p> <p>United Way 211</p> <p>Increase HTA funding</p> <p>Federal grants and new funding sources</p> <p>Additional resources and in-kind support through the cooperation of government agencies, service providers, private sector and travel industry entities.</p>	<p># of trained VASH volunteers</p> <p># of MOAs from agencies</p> <p># of referrals made</p> <p># of victims whose needs were met</p> <p>Unsolicited testimonials</p> <p>Funding is increased annually by 10%.</p> <p>Funds/resources allocated to visitor victim services and VASH programs</p> <p>Appropriations received</p> <p>Resources from federal, state and county entities; awards from philanthropic foundations.</p> <p>Increased commitment and buy-in from various agencies</p> <p>Adequate funds to accomplish strategic activities</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Increase number of volunteers.</p> <ul style="list-style-type: none"> • Conduct regular volunteer recruitment training as needed • Recruit and coordinate multilingual volunteers • Conduct background checks for all volunteers. • Increase community awareness 	<p>PR firm to develop recruitment materials for volunteers</p> <p>Link with agencies to recruit volunteers/train and utilize volunteers</p> <p>Link with:</p> <ul style="list-style-type: none"> -Hawaii Commission for National & Community Service -Americorp Program -AARP -United Way (#211) -Retired Senior Volunteer Program -UH Manoa for multilingual interpreters -UH Manoa Travel Industry Management Program -Other agencies and their pool of volunteers -Victim Witness Kokua Services-O'ahu - contract for written interpretation and verbal translation. -Consul Generals (interpreters) <p>Partner with law enforcement; Visitor Oriented Policing Programs</p>	<p>The number of volunteer hours provided is increased by ___?___%.</p> <p># of training sessions</p> <p># of volunteers recruited</p> <p># of volunteers retained</p> <p>On-call volunteers with an array of skills</p> <p>Committed volunteers (i.e. how many show up at scheduled shifts?)</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Facilitate and expedite Crime Victim Compensation Commission (CVCC) application processing</p> <ul style="list-style-type: none"> • Dedicated staff (public agencies) to: secure police report, prepare case summary, help the victim sign medical releases and complete the CVCC application, prior to visitor leaving town. 24/7 on-call seamless processing of CVCC applications. (Ongoing on Oahu. May replicate on the neighbor islands.) • Increase networking between the Criminal Justice System (CJS) and victim service providers. 	<p>Coordinate lobbying efforts (City/State) to maximize resources.</p> <p>Cross-training for service providers, CVCC and law enforcement.</p> <p>Address institutional barriers within criminal justice agencies and providers</p>	<p>Timely processing of CVCC applications, requisite forms and documentation.</p> <p># of cross training sessions to raise awareness about the needs of visitor victims of crimes.</p>

Goal 2: Reduce the incidents of crimes against visitors by increasing awareness of safety and security issues and increasing enforcement of crimes affecting visitors.

Objective 1: Increase visitors’ awareness of safety and security issues.

Objective 2: Increase visitors’ knowledge about available victim services in Hawaii (and in their state/country of residence, if applicable).

Objective 3: Increase law enforcement efforts to deter solicitations & reduce property crime

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Develop arrival visitor videos about safety and security. (Education regarding safety and security)</p> <ul style="list-style-type: none"> • Run the video just before passengers disembark. • Collaborate and coordinate with the airlines to develop the video and encourage them to utilize it. <p>Develop safety/security educational programming for accommodations.</p> <ul style="list-style-type: none"> • PSA on hotel channels (three homeland security commercials have already been developed) • Maximize resources within the tourist industry <p>Develop materials and create infrastructure to provide information to visitors who will not be staying at the big hotels, i.e. campers, youth hostels, bed and breakfasts.</p> <ul style="list-style-type: none"> • Coordinate with youth hostels, travel agents, camping permit agencies to disseminate visitor-friendly safety materials. • Provide age-relevant materials (for teens, children, etc.) 	<p>Cooperation of the airlines and travel wholesalers to air the video.</p> <p>Coordinate a consistent and appropriate message in venues/media with the Hawaii Hotel Association; HTA to act as a clearinghouse.</p> <p>Visitor friendly “packet” of materials.</p> <p>In-room cable and airtime for PSAs; Cablecast PSAs</p> <p>Cooperation/collaboration between businesses, corporations, travel industry and government entities.</p> <p>MOU with camping permit agencies</p> <p>Cooperation of Hawaii Hotel and Lodging Assoc. and other agencies, etc.</p>	<p>Videos developed</p> <p>Videos aired</p> <p># of HI flights that air the PSA</p> <p>Estimated number of visitors who view the videos</p> <p>Media Network Inc., in-room television MNI PSA is produced and aired in hotels.</p> <p>Decrease ratio of visitors victimized/ total number of visitors.</p> <p>Material for camping permit agencies is developed and distributed.</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Rental car agencies: Provide and disseminate safety and security materials. (Note: some car rental companies display signs in trunks and tags on rear-view mirrors)</p> <ul style="list-style-type: none"> • Develop and disseminate safety and security materials for rental car lobbies. • Develop radio PSAs and/or low frequency radio transmission messages (Ex: weather, visitor attraction information, safety tips, support) <p>Target and deter solicitations (prostitution)</p> <ul style="list-style-type: none"> • Institute geographic restrictions. (Note: Do not want to create a displacement situation) • Passage of legislation to protect visitors. • Support the enactment of legislation regarding geographical restrictions to: • Increase enforcement of existing laws. • Increase mandatory sentencing • Amend the definition of “solicitation” to facilitate enforcement 	<p>Defer to Car and Truck Rental and Leasing Association (CATRALA) to develop and implement outreach and education campaign strategy.</p> <p>Low Frequency radio band</p> <p>Increase funding for visitor information programs.</p> <p>Commitment of law enforcement coalition, victims organizations, community organizations, HTA and legislative bodies.</p> <p>Surveillance cameras strategically placed in public places.</p> <p>Develop a program with a safety message of Travel Smart (as opposed to travel safe)</p> <p>HTA to pool resources to compile a safety brochure for visitors to be distributed at rental car agencies, hotels, Merry Monarch, conferences, etc. to ensure that the message is consistent with Travel Smart.</p>	<p>Materials developed</p> <p>Information used/displayed by car rental agencies</p> <p>% increase the number of car rental companies that provide safety and security information and notification.</p> <p>Radio band transmitting visitor information developed and operational</p> <p>Decrease the ratio of visitors victimized/total visitors.</p> <p>Legislation passes.</p> <p>Increased awareness for visitors</p> <p>More police officers</p> <p>Materials developed and distributed.</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<ul style="list-style-type: none"> • Increase funding for law enforcement to enhance enforcement efforts <p>Primary Issue: Property Crime</p> <ul style="list-style-type: none"> • Distribute safety and security brochures • Safety Orientations: provide presentations to sports groups at UH, big visitor groups, Merry Monarch Festival, conferences, etc. • Develop a shift in mindset towards “safety first”. • Provide tools for travel agents to share safety information with visitors before they arrive in Hawaii. • Greater utilization of surveillance cameras. • Support the “Waikiki Visitor Victims Program,” law enforcement strategy to reduce visitor-victim crimes <p>Other venues/activities to increase communication and safety for visitors:</p> <ul style="list-style-type: none"> • Airport waiting area monitors-video loop 	<p>Safety Orientation Packet: Compile existing information, reformat and distribute at county parks, hotels, car agencies, campsites, shopping malls, large tour groups (high profile sports events, etc.)</p> <p>Make information simple; readily available “packets”, visitor-friendly.</p> <p>Pool resources including police, hotels, hotel security associations, convention center.</p> <p>Strategy may be modified on different islands.</p>	<p>Safe orientations developed and # of presentations given.</p> <p>Videos developed and aired.</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<ul style="list-style-type: none"> • Link travel and hotel websites to the Travel Smart Hawaii website • Collaborate with the Hawaii Security Association and hotel General Managers • Provide safe places for storage of property (Ex: storage lockers at airport or hotel) • Encourage retailers to request photo identification and credit cards with photos to deter identity theft. <p>Other venues/activities to increase communication and safety for visitors:</p> <ul style="list-style-type: none"> • Airport waiting area monitors-video loop • Link travel and hotel websites to the Travel Smart Hawaii website • Collaborate with the Hawaii Security Association and hotel General Managers 	<p>Create locker rentals/safety deposit boxes/holding areas for valuables.</p> <p>Mini storage companies for temporary storage.</p> <p>Outreach and training to raise awareness and garner support from retailers</p>	<p>Storage lockers available.</p> <p>Outreach developed, training provided.</p>

Goal 3: Reduce bureaucracy as it relates to services for visitors who are victimized in Hawaii.

Objective 1: Reduce the amount of time it takes to process the replacement of identification, legal documentation, and related processes for victimized visitors.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Create a statutory authority or other agreements to provide acceptable temporary identification, i.e., for bars, airlines, Arizona memorial, etc.</p> <p>Draft a legislative resolution requesting that the Legislative Reference Bureau (LRB) research best practices and recommendations from other jurisdictions regarding the issuance of temporary identification for visitors who lose identification as a result of a crime.</p> <p>Educate and encourage travel industry businesses to honor “authorized” temporary identification as an interim solution.</p> <p>Collaborate with CATRALA to address visitor crime issues and to develop recommendations for temporary identification to allow visitor victims to rent cars, etc.</p>	<p>Community, industry and legislative support</p>	<p>LRB to do a study of promising practices and issue a report including findings and recommendations.</p> <p>Recognition and acceptance of temporary identification</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Collaborate with the County Liquor Commissions to address the issue of stolen and subsequent temporary identification to allow visitors to address age restrictions in bars.</p> <p>Collaborate with State and County agencies to issue temporary (restrictive) identification for visitors who are victims of crime and lose their identification.</p> <p>Inform visitors (as part of safety/security information) to have duplicate identification when traveling.</p>		
<p>Expedite the criminal justice process for victimized visitors before they leave and, when applicable, when they return for court proceedings.</p> <p>Recommend that County Prosecutors and the State Judiciary address expediting cases involving visitor victims of crime. (See HTA plan comments.)</p> <p>Involve the U. S. Attorney's Office in cases involving crimes targeting visitors.</p> <p>Encourage police and prosecutors to aggressively pursue crimes against visitors.</p>	<p>Support from the community, business and the criminal justice system.</p>	<p>Expedited processing of cases when visitors are victims of crime.</p>

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Encourage utilization of technology for criminal justice proceedings to reduce the hardship on visitor victims who must travel in order to participate in the criminal justice process.</p>	<p>Gather information from county prosecutors and police regarding utilization of technology (video conferencing)</p> <p>Funding for acquisition and implementation.</p>	<p>Increased use of technology</p>

Overriding Comment: Support and endorse the Hawaii Tourism Strategic Plan, 2005-2015 initiative.

RECOMMENDATIONS

PRIORITY GOAL # 1 AND OBJECTIVE	RECOMMENDATIONS
<p>Goal: Provide temporary assistance to address immediate needs of visitors who are victimized by crime.</p> <p>Objective: Victimized visitors of reported crimes are supported by telephone access, health services, replacement of personal identification, provision of interpreters, transportation, food and lodging and other personal services as needed.</p>	<ol style="list-style-type: none"> 1. Provide additional resources to VASH to provide more efficient victim services. Improve coordination and cooperation between police departments and VASH. 2. Improve outreach on Crime Victim Compensation Commissions and its services. 3. Secure better access to hospitals and emergency rooms for the victims. 4. Encourage travel agents to develop 'gentle' reminders to visitors on precautionary, safety and security measures before their arrival.

PRIORITY GOAL #2 AND OBJECTIVES	RECOMMENDATIONS
<p>Goal: Reduce the incidents of crimes against visitors by increasing awareness of safety and security issues and increasing enforcement of crimes affecting visitors.</p> <p>Objective 1: Increase visitors' awareness of safety and security issues.</p> <p>Objective 2: Increase visitors' knowledge about available victim services in Hawai'i (and in their state/ country of residence, if applicable).</p> <p>Objective 3: Increase law enforcement efforts to deter solicitations & reduce property crime.</p>	<ol style="list-style-type: none"> 1. Devise and inform alerting but not alarming informational material on safety to visitors. 2. Improve awareness of safety and security in vacation rentals, condotels, bed and breakfast and camp grounds.

PRIORITY GOAL #3 AND OBJECTIVES	RECOMMENDATIONS
<p>Goal: Reduce bureaucracy as it relates to services for tourists and visitors who are victimized in Hawai'i.</p> <p>Objective: Reduce the amount of time it takes to process the replacement of identification, legal documentation, and related processes for victimized visitors.</p>	<ol style="list-style-type: none">1. Improve ways to assist victims with temporary identification2. Coordinate policies among rental car companies in serving victims who have lost identification documents including drivers' license.

STRATEGIC PLAN FOR CRIME VICTIMS WHO ARE IMMIGRANTS AND/OR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

BACKGROUND

Language access is crucial in the delivery of services to crime victims across the nation and in Hawai'i. The 2000 U.S. Census reports that more than 300 languages are spoken throughout the United States. Nationally, nearly 18% of the population--47 million citizens and non-citizens--speak a language other than English at home, and 8.1% are recognized as limited English proficient (LEP). The 2000 US Census also reports that 26.6% of Hawai'i's population over five years of age speaks a language other than English at home. LEP are those individuals who do not speak English as a primary language and who have a limited ability to read, write, speak, or understand the English language.

The importance of language access is underscored by Title VI of the Civil Rights Act of 1964 which provides that, "no person shall on the ground of race, color, or national origin, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." As interpreted in a series of federal guidelines since 2000, recipients of federal funding are required under law to provide meaningful language access for all program services.

The rapid expansion of the immigrant population suggests the need for immediate action to ensure basic civil rights for LEP persons. During the 1990s, the immigrant population in the US grew by 11.3 million – faster than any other decade in history. According to the 2000 US Census, there were 31 million immigrants living in the country, representing 11% of the population. It is estimated that immigrants now constitute approximately one third of the annual U.S. net population growth (Urban Institute, 2002). These statistics are not inclusive of non-immigrant LEP populations such as visitors, foreign students, and indigenous communities (e.g. Native Hawaiians and Native Americans).

NATIONAL FACTS ABOUT IMMIGRANTS:

- One in five children in the US is the native or foreign born child of an immigrant;
- In 2000, the foreign born population accounted for nearly 15% of the total civilian labor force;
- Almost 43% of immigrants work at jobs paying less than \$7.50/hour, compared to 28% of all workers;
- 62% of low-wage immigrant workers are limited English proficient (LEP);

- 16.8% of foreign born residents were living below the federal poverty level in 1999, compared with 11.2% of natives;
- Foreign-born residents without US citizenship were more than twice as likely to live in poverty (21.3%) as compared to 9.1% foreign born naturalized citizens

Source: National Immigration Law Center and 2000 US Census.

HAWAII FACTS ABOUT IMMIGRANTS:

- Hawaii has the nation's fourth highest percentage immigrant population in the country.
- Hawaii's foreign-born population increased 30% during the 1990s;
- Between 1990 and 2000, Hawaii gained 50,000 immigrants, bringing the total number of foreign-born residents in the state to 212,000;
- Immigrants constitute 17.5% of Hawaii's population. Higher concentrations of immigrants reside in Honolulu County where they constitute 25.3% of the total population

Source: Federation of American Immigration Reform.

Immigrant crime victims consistently face barriers as they attempt to access victim services and the criminal justice system (US Department of Justice, 2001). Barriers include: language, culture, fear of deportation and permanent separation from family members, and unfamiliarity with the US criminal justice system and social services.

Results of a 1998 national survey of criminal justice officials, conducted by the National Institute for Justice, suggest that underreporting of crime by immigrant victims prevents adequate use of law enforcement resources. According to the survey, domestic violence was the least reported crime. Sexual assault and gang violence were also grossly underreported.

In the same report, limited English proficiency was named the most significant barrier to accessing law enforcement, the courts, and social services. 39% of the respondents believed that immigrants have trouble understanding court proceedings, even when translated. This reflects the lack of adequate training of interpreters and translators. Criminal justice officials also cited as barriers: distrust of the system, fear of retaliation, lost wages, unresponsiveness of officials to immigrant concerns, and lack of transportation.

Fear of deportation plays across all types of crimes. For example, it is not uncommon for abusive spouses, human traffickers, and other perpetrators of crime to threaten victims with deportation or removal. These threats contribute to the silence and isolation of immigrant crime victims.

In 2000, Congress passed the Victims of Trafficking and Violence Protection Act (VTVPA) to strengthen the ability of law enforcement agencies to investigate and prosecute crimes while offering protection to immigrant crime victims, particularly women and children. Under the VTVPA, immigrant victims of human trafficking, domestic violence, sexual assault, felony assault, incest, kidnapping, witness tampering, obstruction of justice, perjury and a host of other crimes may be entitled to receive either a U or T visa which will permit a non-citizen victim, who has been helpful in the investigation or prosecution of a case, to remain permanently in the United States.

The VTVPA expanded upon earlier federal legislation that protected only immigrant victims of domestic violence. The expansion of immigrant remedies in the VTVPA underscores a national commitment to combat crime against immigrant victims.

STRATEGIC PLAN FOR IMMIGRANT/LEP CRIME VICTIMS

GOAL 1: ALL LEP VICTIMS OF CRIME WILL HAVE MEANINGFUL AND COMPRE- HENSIVE ACCESS TO VICTIM ASSISTANCE AND CRIME-RELATED SERVICES

Hawai'i's foreign-born population increased 30% during the 1990s. Between 1990 and 2000,

Hawai'i gained 50,000 immigrants, bringing the total number of foreign born residents in the state to 212,000.

Hawai'i has the nation's fourth highest percentage immigrant population

.-Federation for American Immigration Reform

OBJECTIVES:

1. Create a statewide, state-funded and staffed task-force to develop and coordinate the Strategic Plan;
2. Gather from and provide information to relevant service providers on LEP populations and issues;
3. Develop and support implementation of a statewide service plan for 24/7 delivery of language services to LEP crime victims;
4. Provide for training on multiple LEP issues and legal obligations;
5. Provide education and outreach to LEP/immigrant populations on crime-victim issues;
6. Build a pool of qualified and competent interpreters/ translators;
7. Outreach to funders and policymakers.

STRATEGIC ACTION STEPS:

- Establish a well organized and funded Task Force to implement the Strategic Plan;
- Facilitate the collection and analysis of relevant data on the target population and disseminate this data to service providers;

- Develop and initiate a statewide 24/7 language service program for LEP crime victims after sound research on best practices;
- Enhance the capacities of all service providers by devising and providing multi-faceted training programs which address the needs of victims;
- Devise and implement appropriate education and outreach measures to increase awareness on crime-victim issues among the target populations and to eliminate under-reporting;
- Expand the number of qualified interpreters/translators by encouraging the development of training programs at the post-secondary level;
- Develop information material to draw the interest and support of funders and policymakers on immigrant/LEP crime victim issues.

GOAL 2: HAWAII WILL SERVE AS A MODEL FOR THE NATION FOR A BIAS-FREE ENVIRONMENT TO ELIMINATE THE VICTIMIZATION OF IMMIGRANTS.

Stories of Victims

A Pacific Islander woman is married to an American and they have a child together. English is her second language. Her husband is abusive – verbally, emotionally, and mentally. He frequently withholds money from her, even when he goes away on business. Several times he has called the police when they argued. Because she became emotional –and unable to express herself in English – she is arrested and a stay away order is issued. She is helpless and trapped in an abusive marriage.

An LEP immigrant worker who lived in an apartment with no electricity tried to kill a centipede that crawled on him at the middle of night. Hearing strange noises, the neighbors called the police who stormed into the apartment. The scared immigrant, not quite understanding what was happening, tried to explain the situation in his very limited English. Concluding that he was on drugs, officers arrested and jailed him for several days. At trial, the case was ultimately dismissed. After release, he discovered that he had been evicted from his home and that his landlord was seeking compensation in the amount of \$10,000 for damage to the apartment caused by the police. With the help of others in the community, he was able to resolve these legal issues. The incident, however, traumatized the immigrant victim and disrupted the community.

- Focus group participants

OBJECTIVES:

- I. Incorporate and integrate Goal 2 into Task Force activities;

2. Identify sources and types of anti-immigrant bias throughout the state;
3. Support community research, education and awareness initiatives to address the victimization of vulnerable immigrants;
4. Support the establishment of a consistent and reliable system to document anti-immigrant bias in Hawai'i.

STRATEGIC ACTION STEPS:

- Develop a thorough understanding on anti-immigrant bias in the state by reviewing existing literature and data, and by conducting focus groups;
- Develop bias prevention programs and crime prevention tools appropriate to Hawai'i's immigrant populations;
- Assess the protocol for documenting and reporting anti-immigrant bias with a view to eliminating discrimination.

GOAL 3: ENHANCE THE CIVIL AND LEGAL RIGHTS OF LEP CRIME VICTIMS

OBJECTIVES:

1. Incorporate and integrate Goal 3 into Task Force activities;
2. Amend Hawai'i Revised Statutes to require the state, county, and other entities that receive state or county funds to provide language accessible services;
3. Provide legal assistance for immigrant crime victims to ensure their rights under the law.

STRATEGIC ACTION STEPS:

- Facilitate and promote the amendment of state laws to prohibit national origin discrimination and to encourage language access;
- Seek adequate funding to provide legal assistance for immigrant crime victims to ensure their rights under the law;
- Provide information and training to the immigrant community, service providers and others on the law, immigrant crime victim remedies, and other needed information.

FOCUS GROUP QUESTIONS

The following focus group questions were designed to obtain statewide feedback on the strategic plan's goals and objectives. The intent was to learn about the different communities' special issues and concerns when helping crime victims.

QUESTIONS:

1. We know every community has strengths and weaknesses in addressing the needs of immigrants/LEP (limited English proficient) crime victims. What are the major immigrant groups in your community? How does your community respond to crimes against immigrants?
2. What are the resources available to immigrant/LEP crime victims in your community? What resources are most useful?
3. What do you think should be the important/key features of a state-wide strategic plan to address the problems of immigrant/LEP crime victims in your community?
4. Does the proposed strategic plan appear practical in addressing the critical problems and needs of immigrant/LEP crime victims in your community? What do you think are the Plan's strengths? Is anything missing?
5. How do you see this plan being implemented? Do you foresee any barriers and/or potential problems in the implementation of the Plan?
6. Do you think the education/outreach activities outlined in the Plan are sufficient to increase awareness among immigrants and advocacy among the providers in your community?
7. Are you and/or your local victims assistance and other crime-related service providers aware of the rights of the immigrant/LEP population? How are these service providers meeting Title VI and other legal requirements for immigrants in your community?
8. What kind of interpretation/translation services are available for immigrant/LEP crime victims in your community? Do these services meet the needs?
9. How can victims assistance and other crime-related service providers overcome language and cultural barriers in reaching-out to the immigrant/LEP crime victims in your community?
10. What kind of organizations are collecting data on immigrant/LEP populations, especially on crime victims in your community/island? Who else do you think could/should collect these data? And what kind of data do you think is needed to serve these victims better?

11. What kind of specific training is needed to address the issues related to immigrant/LEP crime victims in your community?
12. What are other crime-related, crime-prevention issues and concerns facing the immigrant/LEP crime victims in your community?
13. Do you know any individual(s) or organization(s) that might be interested in working on the implementation of this strategic plan?

FOCUS GROUPS' INPUT

- Most violent crimes within immigrant communities involve domestic abuse;
- Crime is not reported due to community loyalty or to avoid deportation;
- White collar crime is growing - immigrants are being cheated by employers in their pay;
- Trust is a major barrier in the implementation of the Strategic Plan;
- Most immigrants do not trust government officials, especially law enforcement officials;
- Law enforcement officials are considered as 'non-friendly' to immigrant populations. This needs to be addressed.

- Focus Group Participants

The focus group participants on each island had specific information to share about the situation in their own community. Their responses are organized around each Strategic Planning Goal.

GOAL 1: ALL IMMIGRANT AND LEP VICTIMS OF CRIME WILL HAVE MEANINGFUL AND COMPREHENSIVE ACCESS TO VICTIM ASSISTANCE AND CRIME-RELATED SERVICES.

Several focus group members mentioned that police, the criminal justice system, religious organizations, shelters, legal service providers, and court-ordered interpreter services are among the resources currently available to immigrant/LEP crime victims. However, a great majority of crimes go unreported because the immigrants, in general, do not trust law enforcement, the criminal justice system and government officials due to: cultural differences, language barriers, fear of deportation and/or fear of losing their jobs. Immigrant populations, especially victims of crime, tend to trust and lean-on the support of service providers who are perceived as more sympathetic towards immigrant/LEP victims. Thus, gaining the trust of immigrant communities is an important step for the successful implementation of the Strategic Plan. The education/outreach activities outlined in the Strategic Plan are good but they need to be flexible for the various communities to adopt.

The following are the priority needs identified by the focus group participants to educate immigrants on crime related issues: a need for information brochures and flyers on what constitute crimes (in many immigrant cultures, when crime occurs within the family, it is not reported because many of them don't even know what is defined as a crime) in a broad variety of immigrant languages. Distribute these bro-

chures through service providers; a need for public service announcements in the media (TV & newspaper) utilizing existing services, such as minority language newspapers, radio and TV shows which are readily trusted by immigrants; a need to educate immigrant groups/LEPs on the availability and types of services that exist in the community.

Invariably all focus group participants expressed the view that language access is a major issue for LEP crime victims. Overall, there is a serious need for more interpreters and translators (in all languages). Increasing the pool of interpreters should be a major goal that needs to be addressed immediately. Language access can improve only by increasing the pool of interpreter services, and translating brochures/flyers and complaint forms in the immigrants' native languages. Oahu has more services for interpretation and translation services than the other islands. On other islands, interpretation/translation services are available mainly through court ordered interpreters. These services are often inadequate. In many settings, immigrant victims are expected to provide their own interpreters/translators from their community.

Cultural barriers are also an issue among immigrants. There is a need for service providers to understand the history, traditions, and culture of the immigrant communities they serve. Often, immigrants from different regions of the same country have different traditions and cultures. To address this issue, service providers need to be willing to learn and understand the differences. Specialized training programs incorporating cultural sensitivity are needed.

Another major issue for service providers is the lack of data available on the various characteristics of immigrant and LEP populations. Currently there is no systematic data collection mechanism for collecting data on immigrant populations or immigrant/LEP crime victims. The focus group participants suggested that Police, DOE, DHS, and the court system need to consistently collect data (e.g. types of crime, bias experienced) on immigrant/ LEP crime victims.

GOAL 2: HAWAI'I WILL SERVE AS A MODEL FOR THE NATION FOR A BIAS FREE ENVIRONMENT TO ELIMINATE THE VICTIMIZATION OF IMMIGRANTS.

Focus group participants appreciated that the Strategic Plan strongly addresses the issue of anti-immigrant bias. According to some focus group participants, local communities exhibit bias against immigrants, even those who are victims of crime. Many felt that only a few organizations/groups care about immigrants and their needs.

Most participants expressed the view that unless immigrant/LEP populations are treated fairly, under-reporting of crime will continue to be an issue. However, they cautioned that there is a lot of room for public misunderstanding during the implementation of this Strategic Plan. Most local community residents (US citizens) may not buy-in to providing additional support services; there may be resistance to spending tax payers' money on immigrant crime victims' needs.

Another suggestion was for the task force to conduct a thorough needs assessment before the implementation of the Strategic Plan. Several participants suggested that a needs assessment survey would be helpful to reveal the types of biases faced by immigrant/LEP populations.

A majority of focus group participants believed that the Strategic Plan should identify sources of support for immigrant/LEP victims of crime, including funding. It was suggested that State/county based funding will have longevity.

GOAL 3: ENHANCE THE CIVIL AND LEGAL RIGHTS OF IMMIGRANT AND LEP CRIME VICTIMS

There is a lack of awareness/understanding on the part of service providers regarding the current rights of immigrant/LEP populations, Title VI, and other legal entitlements. The majority of the service providers have very little or no knowledge of legal issues as applied to immigrant/LEP populations. Even many focus group participants were not aware of legal rights and obligations. They appreciated the Strategic Plan for focus on this issue.

Some focus group participants recommended that, during the implementation phase, the Strategic Plan should incorporate specific training regarding immigrant legal rights and Title VI. They recommended that the Hawai'i Civil Rights Commission and other civil rights groups assist with the training.

While the participants were doubtful about the feasibility of any amendments to Hawai'i Revised Statutes, many agreed that there is an immediate need to increase funding for state and county agencies that provide services to immigrant/LEP crime victims, especially in the area of language access.

Focus group participants also noted the lack of direct legal assistance for immigrant/LEP crime victims.

Although several of the participants questioned the practicality of some strategic activities of the Strategic Plan, there was an overall agreement that the Strategic Plan is an excellent starting point to address the issues of immigrant/LEP crime victims.

Promising Practices

Several other states have developed interesting programs and specialized services for immigrant/LEP victims. The following are excerpted from the report by Diane Alexander titled "Training for Strategic Planning – Hawai'i Strategic Planning Team: Compilation of Statistics Promising Practices, and Resources."

Office for Victims of Crime - Services for Immigrant Populations. The OVC has targeted funds at improving services for immigrant populations, including migrant and seasonal farm workers. OVC has funded projects during FYs 1999 and 2000 targeted at improving services for immigrant populations, including battered immigrant women, migrant and seasonal farm workers, foreign travelers victimized in the United States, and victims of trafficking, telemarketing fraud against Latino elders, and immigration fraud. Recent OVC-funded programs include the following:

- A multiyear demonstration program to improve victim services for immigrant crime victims. Aided by an OVC grant, the Court-Appointed Special Advocates (CASAs) of Maryland will develop, implement, and evaluate a replicable model for comprehensive and culturally appropriate victim services for crime victims from immigrant communities.
- A training program for attorneys, law enforcement officers, and victim advocates about the factors they should consider when working with crime victims of diverse backgrounds. Diversity is defined broadly to include race, ethnicity, class, gender, sexual orientation, and physical and mental ability. The National Multicultural Institute developed this program with an OVC grant.

Additional promising practices were identified in a national survey conducted by the National Institute of Justice. Innovative ideas offered by the surveyed criminal justice officials included:

- Incorporating leaders of immigrant communities into citizen advisory boards for police and prosecution agencies
- Enhancing ethnic diversity among staff of criminal justice agencies
- Ensuring the availability of written materials in languages other than English
- Sponsoring in-service training in the cultures of various ethnic groups
- Encouraging police officers to attend and speak at meetings of ethnic organizations in their communities
- Conducting special outreach from district attorney's offices to victims belonging to particular ethnic groups

- *National Institute of Justice: Research Brief 1998*

PROGRESS TO DATE

Hawai'i is currently addressing immigrant/LEP issues in four innovative initiatives:

- The federal STOP Violence Against Women Formula Grant Program administered by the Hawai'i Department of the Attorney General is funding the development of a model curriculum and two pilot workshops for community, medical, and legal interpreters who interpret for victims of domestic violence and sexual assault. The one and one-half day workshops focus on substantive issues relating to domestic violence and sexual assault, ethical issues, cultural perspectives, and the development of a glossary of commonly used terms;
- With funding under the STOP Violence Against Women Formula Grant Program administered by the Hawai'i Department of the Attorney General, the Honolulu Department of the Prosecuting Attorney is collaborating with a non-profit legal services organization to develop a protocol for the screening and referral of immigrant crime victims to determine eligibility for U or T visas, VAWA Self-Petitions, or other immigration legal remedies;

- The Specialized Advocacy Services for Rural Victims in Hawaii Project (Pilipina Rural Project) funded by the Federal Office on Violence Against Women reaches Pilipina survivors by building a grass roots campaign and establishing strong ties between DVCLH and community-based organizations serving the Pilipino community; enhances advocacy and case management services by providing bilingual and bicultural advocacy that is culturally sensitive; and offers specialized training to providers working with Pilipino victims utilizing curricula that improves cultural competence and addresses immigration related factors affecting the provision of services.
- A broad array of community service providers, law enforcement agencies, and legal service providers formed the Hawai'i Anti-Trafficking Task Force in 2002. The Task Force's primary goal is the establishment of an effective state-wide response to human trafficking through education, collaboration, and the establishment of a formal protocol to assist in the identification and delivery of legal and social services to trafficking victims.

NEXT STEPS

The information gathered from all of the participants in this planning process provides an excellent framework to move ahead. Several special concerns have clearly emerged for immigrants and people with limited English proficiency that become crime victims.

They are summarized below:

- Secure stable and long-term funding for the implementation of the Plan;
- Increase the pool of interpreters and translators to meet urgent immigrant /LEP needs;
- Educate immigrants/LEPs on how to protect themselves and receive help if they are victimized;
- Increase immigrants' awareness of and access to services providers;
- Investigate strategies to reduce 'white collar crimes' against immigrants such as employers paying lower salaries than what was promised to them;
- Eliminate anti-immigrant bias. Make the public aware of the presence and needs of the diverse immigrant populations who live among us;
- Conduct youth development programs in schools for immigrant youth that will help in crime prevention;
- Centralize and coordinate the service locations for immigrant/LEP crime victims on the neighbor islands;
- Establish a mechanism to regularly collect relevant data on immigrant/LEP crime victims to assist grant writing and the provision of quality services.

STRATEGIC PLANNING TABLES

Priority Goal I: All LEP victims of crime will have meaningful and comprehensive access to victim assistance and crime-related services.

Objective I: Create a statewide, state-funded and staffed task force to develop and coordinate strategic plan.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1) Establish a task force	Obtain support of Governor/legislature	Establishment of task force
2) Hire staff (inclusive of Coordinator)	Independent or Additional Funding (state/federal/private)	
3) Finding an administrative home for task force (i.e. Departmental, physical)	Willing sponsor for administrative home	
4) Establish dedicated source of funding	Funding	Receiving Funding

Objective 2: Gather from and provide information to relevant service providers on LEP populations and issues

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1) Collect demographic data on LEP persons	Research staff	Accomplished
2) Collect data on existing bilingual/bi-cultural services to assist LEP crime victims (interpretation/translation)	Research staff	
3) Identify needs for meaningful bilingual/bi-cultural services to assist LEP crime victims	Focus Groups and facilitators, research staff	
4) Identify barriers to providing needed bilingual/bi-cultural services	Focus Groups and facilitators, research staff	

Objective 3: Develop and support implementation of a statewide service plan for 24/7 Delivery of language services to LEP crime victims

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1) Analyze data collected on needs and existing resources & services	Research staff	Accomplished
2) Conduct research on best practices by other states, cities	Research staff	
3) Draft a statewide service plan	Project Coordinator	
4) Develop a strategy for implementation of statewide service plan	Project Coordinator and Taskforce	

Objective 4: Develop and support implementation of a statewide service plan for 24/7 Delivery of language services to LEP crime victims

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>1) Provide training to victim assistance and crime-related service providers (Law Enforcement, Medical, Judicial)</p> <ul style="list-style-type: none"> • Title VI/Civil Rights • Language Access Plans (LAP) • How to work w/ interpreters • Cultural competency • LEP crime victim issues (immigration, language needs) <p>2) Provide training to interpreters/translators</p> <ul style="list-style-type: none"> • Crime-victim issues • Substantive Law • Ethical considerations • Subject matter knowledge (e.g. terms, vocabulary) • Technical competency (ability to interpret/ translate) <p>3) Immigrant Service Providers</p> <ul style="list-style-type: none"> • Crime-victim issues • Title VI issues/Civil Rights • Immigration remedies 	<p>Curriculum developers, trainers, and money, money, money.</p> <p>Travel , per diem, transportation and costs, laptop computers</p> <p>Ditto, Same as Above</p> <p>Ditto, Same as Above</p>	<p>Number of trainings and number of persons trained, end of training assessment tool.</p>

Objective 5: Provide education and outreach to LEP/immigrant populations on crime-victim issues

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1) Identify where there is a need for outreach and information 2) Identify successful modes of outreach 3) To develop and or implement media campaign on language access rights (i.e. PSA, "I speak cards", etc.) 4) Identify reasons for under-reporting of crimes by LEP/immigrants & develop strategies to overcome under-reporting	As outlined above, but to also include interpreters, translators etc. to assist in community education function. Funding	Number of trainings and persons receiving

Objective 6: Build pool of qualified and competent Interpreters/Translators

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1) Support the development of Interpreter/Translator Programs at the Post-Secondary level 2) Support the development of specialized certification programs (e.g. medical, legal, judicial fields) for Interpreters/ Translators 3) Support the inclusion and integration of interpreter/translation issues in post-secondary professional disciplines (e.g. Medical school, Law school, School of SW) 4) Encourage victim service providers to hire and compensate qualified bilingual employees	Funding Collaboration with stakeholders and providers Staff, coordinators, buy in from the University/ community colleges, spaced Same as above Unions on board, personnel departments and service providers concur on needs	Establishment of programs

Objective 7: Outreach to Funders, and Policy-makers.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1) Develop strategies for outreach to Funders and Policy-makers. 2) Develop an information package incorporating the legal mandates of LEP/ immigrant issues. 3) Seek support for policy and legal changes, funding and leadership.	Program Coordinator Consultation money to retain a PR firm Project Coordinator and task force	

Priority Goal 2: Hawai'i will serve as a model for the nation for a bias-free environment to eliminate the victimization of immigrants.

Objective 1: To incorporate and integrate Priority Goal #2 into task force activities.strategic plan.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
I, See Goal 1, Objective 1.		Establishment of taskforce

Objective 2: To identify sources and types of anti-immigrant bias throughout the state

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1. See Goal 1, Objective 1 2. Review existing literature and data on anti-immigrant bias. 3. Conduct Focus Groups.	Funding Facilitator/Researcher	A report on outcome of Focus Group meetings

Objective 3: Support community research, education and awareness initiatives to address the victimization of vulnerable immigrants.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
Identify and develop bias prevention programs appropriate to Hawai'i's immigrant populations. Develop crime prevention tools (Identify and address predatory practices in the immigrant community)	Funding	Reduction in immigrant crime victims

Objective 4: Support establishment of a consistent and reliable system to document anti-immigrant bias in Hawai'i

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
Identify documentation protocol and reporting standards in the field for documenting anti-immigrant bias.	Researcher	Compilation of documentation
Identify sources of reports and documentation on anti-immigrant bias and how crimes are recorded and reported in Hawai'i.	Researcher	Listing of reports and documentations
Determine and seek needed improvements in documentation and reporting	Researcher/Task Force	Identification problems areas

Priority Goal 3: Enhance the civil and legal rights of LEP crime victims

Objective 1: To incorporate and integrate Priority Goal #3 into task force activities

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1, See Goal 1, Objective 1.		

Objective 2: To amend Hawai'i Revised Statutes to require the state and county and other entities that receive state or county funds to provide language accessible services

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
1. Taskforce to draft and introduce legislation to amend civil rights laws to include Title VI violations.	Taskforce	Introduction and enactment of legislation
2. To build community and legislative support for the legislation	Taskforce and other stakeholders	Through increased partnerships

Objective 3: Ensure legal assistance for immigrant crime victims to enforce their rights under the law

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
Provide adequate funding to allow legal services organizations to meet the legal needs of immigrant crime victims.	Funds and community support	Increased numbers of immigrant victims provided legal support
To provide education on immigration crime victim remedies.	Funding for training and materials	Number of training sessions and persons trained; number of multilingual tools developed for training and outreach

RECOMMENDATIONS

PRIORITY GOAL I AND OBJECTIVES	RECOMMENDATIONS
<p>Goal: All LEP victims of crime will have meaningful and comprehensive access to victim assistance and crime-related services.</p> <p>Objective 1: Create a statewide, state-funded and staffed task force to develop and coordinate strategic plan.</p> <p>Objective 2: Gather from and provide information to relevant service providers on LEP populations and issues.</p> <p>Objective 3: Develop and support implementation of a statewide service plan for 24/7 Delivery of language services to LEP crime victims.</p> <p>Objective 4: Provide for training on multiple LEP issues and legal obligations.</p> <p>Objective 5: Provide education and outreach to LEP/immigrant populations on crime-victim issues.</p> <p>Objective 6: Build pool of qualified and competent Interpreters/Translators.</p> <p>Objective 7: Outreach to Funders, and Policy-makers.</p>	<ol style="list-style-type: none"> 1. Centralize service locations for immigrant/LEP crime victims on the neighbor islands. Currently, victims need to go to various places to obtain services. Such centralization will help coordinate services and pool resources. 2. Obtain stable and long-term funding to address the serious issue of language barriers. 3. Develop an anonymous call line, so people can call to report crimes without identifying themselves. 4. Educate immigrants/LEP on crime prevention, especially on what constitutes a crime. Expand immigrant youth development programs to help in crime prevention. 5. Train service providers on cultural issues and immigrant rights. Educate immigrant communities on the services available to them. 6. Establish a good data collection mechanism needs to be established and made accessible to all service providers. Good data and analysis will help in seeking funding.

PRIORITY GOAL 2 AND OBJECTIVES	RECOMMENDATIONS
<p>Goal: Hawai'i will serve as a model for the nation for a bias-free environment to eliminate the victimization of immigrants.</p> <p>Objective 1: To incorporate and integrate Priority Goal #2 into task force activities.</p> <p>Objective 2: To identify sources and types of anti-immigrant bias throughout the state.</p> <p>Objective 3: Support community research, education and awareness initiatives to address the victimization of vulnerable immigrants.</p> <p>Objective 4: Support establishment of a consistent and reliable system to document anti-immigrant bias in Hawai'i.</p>	<ol style="list-style-type: none"> 1. Design public awareness programs on the presence, needs and diversity of the immigrants. 2. Eliminate the perception that law enforcement agencies are "unfriendly" to immigrant victims and continue to train for cultural sensitivity.. 3. Work with faith based communities that often help immigrants in need and should be included in attempts to eliminate anti immigrant bias.

PRIORITY GOAL 3 AND OBJECTIVES	RECOMMENDATIONS
<p>Goal: Enhance the civil and legal rights of LEP crime victims.</p> <p>Objective 1: To incorporate and integrate Priority Goal #3 into task force activities.</p> <p>Objective 2: To amend Hawai'i Revised Statutes to require the state and county and other entities that receive state or county funds to provide language accessible services.</p> <p>Objective 3: Ensure legal assistance for immigrant crime victims to enforce their rights under the law.</p>	<ol style="list-style-type: none"> 1. Increase education and outreach programs to improve the awareness of immigrants' rights among service providers and to increase awareness among immigrants themselves on their rights and responsibilities. 2. Expand Na Loio or similar organizational presence is needed on the neighbor islands.

STRATEGIC PLAN FOR CRIME VICTIMS WITH DISABILITIES

BACKGROUND

The 2000 U.S. Census shows that 49.7 million people in the U.S. age 5 and over have a disability – nearly 1 in 5 U.S. residents or 19 percent. Of that, 33 million people have severe disabilities which means that they are unable to perform one or more physical, sensory or other functions. This is approximately 12% of the population. There is no single, monolithic “disability community.” It is made up of many smaller communities that vary from one geographic location to another, and according to the type of disability. Numerous research studies indicate that the risk of criminal victimization for people with a disability is much higher than for people without disabilities. For instance, people with developmental disabilities are 4-10 times more likely to be victims of crime than other people. Also, people who have a disability are often victimized repeatedly by the same perpetrator. (U.S. Department of Justice).

Research consistently shows that women with disabilities, regardless of age, race, ethnicity, sexual orientation or class, are assaulted, raped, and abused at a rate two times greater than women without a disability. (Sobsey, 1994; Cuistar, 1994). Children with disabilities are also more susceptible to abuse and crime. Research conducted by the National Center on Child Abuse and Neglect (NCCAN) in 1993 found that children with any kind of disability are more than twice as likely as children without a disability to be physically abused and almost twice as likely to be sexually abused. Of all children who are abused, 17.2% had disabilities. (Crosse, Kaye, and Ratnofsky 1993). Child protective services caseworkers reported that disabilities directly led to or contributed to child maltreatment in 47% of maltreated children with disabilities. (Ibid).

Disability advocates report that crimes against people with disabilities are often not reported to police. Of those that lead to an investigation and an arrest, very few are prosecuted. When going through the criminal justice process, few victims with disabilities come into contact with a crime victim advocate. Often when victim services are provided, they may be inappropriate or less than needed due to inadequate training of victim service providers.

As with most types of crime and crime victims, underreporting of crimes perpetrated against people with disabilities is a major problem. Currently there is no authoritative research that details how many individuals with a disability become crime victims or how many people become disabled by criminal attacks. Nor has the victim assistance field adequately identified the best practices for serving victims with unique needs or how to train criminal justice system personnel - including victim specialists - to make services truly accessible to all crime victims.

The major social and legal problems faced by crime victims with disabilities are: underreporting of crimes; a lack of responsiveness from law enforcement or prosecutors based on a perceived lack of credibility

on the part of the victim; repeated victimization; lack of effective, appropriate services, physical or social isolation of the victim due to societal attitudes and myths towards people with disabilities; and a judicial process that is centered on the rights and needs of the offender, not the victim. Compared to other crime victims, there are important issues and even distinctions that must be emphasized when serving victims with disabilities. Crime victims with disabilities face a greater risk of being re-victimized, often at the hands of a caregiver or family member than persons without disabilities. . Sobsey and Doe (1991) estimated that more than half of the abuse of persons with disabilities was perpetrated by family members and/or peers with disabilities and that disability professionals (i.e. paid or unpaid caregivers, doctors, nurses) are generally believed responsible for the other half. Consequently, victims may not report the crime without fear of retaliation from the care provider.

- A crime victim with a disability or a person who becomes disabled due to crime may not have the resources or the physical capacity to cope with the many delays and hurdles that typically occur in the criminal justice system. For example, if a victim is paralyzed as a result of a crime, the victim will be adjusting to this recent disability at the same time that he or she is interacting with the criminal justice system. The combination may well be overwhelming.
- Child custody issues are typically complex in cases of domestic violence. When the victim has a disability, the issues may be further complicated. According to disability advocates, some courts have awarded custody to the batterer, based on an assumption that children may be better off with an able-bodied offender than with a victim who has a disability.
- Societal attitudes toward individuals with disabilities often reflect negative stereotypes and a lack of knowledge. Attitudinal barriers are usually subtle but discernible. Examples include reactions of disgust, pity, or discomfort expressed both verbally, and non-verbally, overtly and covertly. These attitudes undermine the individual's self-advocacy and increase vulnerability. Changing societal attitudes towards persons with disabilities is important to long-term empowerment and the prevention of abuse.

These issues and emerging trends have led to the development of the following goals and objectives.

STRATEGIC PLAN FOR CRIME VICTIMS WITH DISABILITIES

GOAL 1: PROVIDE EQUAL ACCESS TO THE CRIMINAL JUSTICE SYSTEM AND VICTIM SERVICES TO CRIME VICTIMS WITH DISABILITIES.

According to U.S. Census Bureau data the State of Hawai'i has about 1,200,000 residents. Federal health and census data conservatively estimates that 15% of the population has a disability; therefore, it is estimated that the Hawai'i Disability Rights Center has a constituency of 180,000 of Hawai'i's citizens.

- Hawai'i Disability Rights Center

OBJECTIVES

1. Law Enforcement (county police departments) will obtain training about ADA compliance and the rights of victims with disabilities.
2. Prosecutors, public defenders, and the judiciary will be able to communicate effectively with persons who are deaf, hard of hearing, speech impaired, and cognitively impaired.

STRATEGIC ACTION STEPS

- Provide the best available current "awareness" training in the country for law enforcement officials on disabilities and uniqueness of various disabilities;
- Provide training on how to conduct a self-inventory of skills in American Sign Language to criminal justice system agencies dealing with hearing and speech impaired victims;
- Facilitate a resources inventory meeting of stakeholders for information sharing and cross training.

GOAL 2: INCREASE UNDERSTANDING AND RESPONSE TO CRIMES AGAINST PEOPLE WITH DISABILITIES BY SERVICE PROVIDERS.

Stories of Victims

A young man with cerebral palsy, gait and communication disability and epilepsy had a seizure on the bus. Someone robbed him after the seizure. He was upset and tried to tell the bus driver he'd been robbed. The bus driver thought he was being abusive and had him arrested. The police did not understand him either. He was given a court date. Luckily a friend went with him to court and the case was dropped. However, he was very traumatized, lost work hours.

A young woman told her family she had been "fondled" by the handi-van driver and that was why she was late getting home. The family called handi-van, they investigated, the driver denied...said she was provocative but he hadn't touched her. The family was advised not to pursue the case as the young woman would not make a good witness.

- Focus group participants

OBJECTIVE

Service providers (and entities who interact with people with disabilities) shall be able to identify high-risk crime environments and shall be able to refer victims with disabilities to appropriate agencies.

STRATEGIC ACTION STEPS

- Enhance the information quality of the websites of the State Disability and Communication Access Board (www.Hawaii.gov/health/dcab) and Hawai'i Disability Rights Center (www.Hawaiidisabilityrights.org) by including information on all victim services;
- Develop quality curricula and conduct training for all personnel of service providers who interact with people with disabilities;
- Provide training to service providers to identify high risk crime environments and make appropriate referrals to criminal justice agencies;
- Promote self-advocacy among people with disabilities by educating them on the criminal justice system and related rights and services through printed material, or using different "methods" depending on the disability;
- Integrate "disability awareness" into university curricula for nursing, social work and mental health programs;
- Promote advocacy for people with disabilities.

GOAL 3: INCREASE UNDERSTANDING AND RESPONSE TO CRIMES AGAINST PEOPLE WITH DISABILITIES.

OBJECTIVE

People with disabilities will be able to recognize a crime committed against them and will be able to access civil and criminal justice systems to obtain remedies.

STRATEGIC ACTION STEPS

- Enhance the information quality of the websites of the State Disability and Communication Access Board (www.Hawaii.gov/health/dcab) and the Hawai'i Disability Rights Center (www.Hawaiiidisability-rights.org) by including information on all victim services;
- Promote self-advocacy among people with a disability by educating them about the criminal justice system and related rights and services through printed materials, or using different “methods” depending on the disability.

FOCUS GROUP QUESTIONS

The following focus group questions were designed to obtain statewide feedback on the strategic plan's goals and objectives. The intent was to learn about the different communities' special issues and concerns when helping crime victims.

QUESTIONS:

1. We know every community has strengths and weaknesses in addressing the needs of people with disabilities. How does your community respond to crimes against people with disabilities?
2. What are the resources and services available to crime victims with disabilities in your community?
3. What are the most pressing needs for crime victims with disabilities in your community?
4. What do you think should be the salient features of a state-wide strategic plan to address the problems of crime victims with disabilities in your community?
5. Are the goals and objectives presented in the proposed strategic plan representing the needs and solutions for crime victims with disabilities in your community? Is anything missing?
6. How do you see this plan being implemented? Do you foresee any barriers in the implementation of the Plan?
7. How accessible the criminal justice system is to the service providers? How can the accessibility be improved further?
8. How can the service providers be encouraged to undergo cross training with the criminal justice system? What kind of specific training is needed to address the issues in your community?
9. Unfortunately not all crime victims with disabilities report the crimes. What can be done to encourage victims in your community to come forward and report the crimes?
10. What are other crime-related, crime-prevention issues and concerns facing the disabled people in your community?
11. Are you aware of any 'best practices' being followed by any service provider(s) in assisting crime victims with disabilities in your community?
12. Do you know any individual(s) or organization(s) that might be interested in providing assistance during the implementation of this strategic plan?

FOCUS GROUPS' INPUT

The focus group participants on each island had specific information to share about the situation in their own communities. Their responses are organized around each Strategic Planning Goal.

GOAL 1: PROVIDE EQUAL ACCESS TO THE CRIMINAL JUSTICE SYSTEM AND VICTIM SERVICES TO CRIME VICTIMS WITH DISABILITIES

All groups agreed that providing equal access was essential but a major challenge given the variety of disabilities and approaches needed to provide each with accommodations to meet their needs. People with developmental disabilities, those who are blind and/or deaf, those with physical disabilities and those with traumatic brain injury and mental illnesses all mentioned needing specific accommodations that are presently not available in the criminal justice system.

Groups on the Neighbor Islands mentioned the problem of some resources such as hot lines and criminal justice system staff not being based on their island. The lack of awareness about the community's resources compounds the problem of access for disability groups.

The groups were adamant that while ongoing American Disabilities Act (ADA) training was essential, there is a very real need to go beyond "teaching about a law" to "teaching about people with disabilities" and the uniqueness of each person with a disability.

Most of the focus group members mentioned that communication issues were a larger problem than staff just knowing sign language or having brailled materials (although all agreed that there was much more to be done in those two areas). Communication issues revolved around insuring that there was an in-depth understanding of and respect for people with disabilities.

Several groups suggested that the police departments' response to these crime victims should be the same as the approach used with sex abuse or child abuse victims; there should be specially trained staff.

The fact that the two systems (the service providers and the criminal justice system) do not always understand each other was underlined by all groups. Several groups talked about parallel systems and the fact that the differences were as basic as not understanding each other's terms and as global as each operating at a very different speed.

GOAL 2: INCREASE UNDERSTANDING AND RESPONSE TO CRIMES AGAINST PEOPLE WITH DISABILITIES BY SERVICE PROVIDERS.

All the focus groups mentioned that the service providers are very aware of crimes against people with disabilities and that the problem lies in the lack of staff, time, and resources to address the problems fully.

The group members were very aware of how to respond to crimes against people with disabilities, but several responders stated that there are occasions when responding was just “too much hassle.” Some said “It seemed to be easier to work things out within the provider system than to get involved in the criminal justice system.” They pointed out that often, especially with people with a developmental disability or a mental illness, the criminal justice system was not able to bring about “justice” due to attitudes, or the way the laws and systems work for people who cannot speak for themselves due to cognitive or mental health issues. It then becomes easier to try to deal with things like abuse by a family member or by care providers without bringing in the police.

Providers were very clear that most police officers do not have the necessary training to deal with these populations, and the situation may be exacerbated by their presence. Two groups mentioned the fact that people with disabilities are “devalued” in the system, and that is reflected in the manner with which the criminal justice system deals with them. Providers of services to people with developmental disability and mental illness pointed out that they often are dealing with perpetrators as well as victims, and because the system is insensitive to disability issues, the perpetrators often become victims.

All groups were emphatic that attitudinal training was necessary for both criminal justice system and service providers.

Most groups, while recognizing that computers were becoming more important in our lives, felt that there needed to be other ways of providing information. Several of the service providers pointed out that the staff that would need the information was the least likely to have access to computers, and that probably 80% of people with disabilities do not use or have access to computers.

All groups agreed that training curricula needed to be specific to each disability group, provided by people with disabilities, and structured so as to be institutionalized due to the great turnover of staff.

It was clear from the discussions that the focus group members felt that the criminal justice system was not always “user friendly” and that trying to develop materials to assist victims with disabilities to understand the criminal justice system would be difficult, but is necessary.

GOAL 3: INCREASE UNDERSTANDING AND RESPONSE TO CRIMES AGAINST PEOPLE WITH DISABILITIES.

Focus group members often pointed out that not only does the training need to be individualized by disability, but their perception was that certain disability groups needed more training in specific crime areas. For instance one group felt that people with development disabilities are more vulnerable to sex abuse and therefore they needed to be targeted for how to identify and protect themselves in this area.

Service providers pointed out that awareness-training needs to be based in direct service programs, and that there needs to be money attached to it. They also emphasized that these programs need to be ongoing and should start in DOE.

All groups felt that people with disabilities need to feel safe, believed, listened to, respected, and have safe alternatives when they report crimes. Several thought the Plan should specifically address the problems that arise when perpetrators are family members, care providers or friends.

Promising Practices

Several other states have developed interesting programs and specialized services for persons with disabilities. The following are excerpts from the report by Diane Alexander titled “Training for Strategic Planning –Hawai`i Strategic Planning Team: Compilation of Statistics, Promising Practices, and Resources.”

One of the leading victim service programs addressing crime victims with disabilities is called SafePlace in Austin, Texas. SafePlace began in 1998 when the local domestic violence program and the rape crisis center merged. They have created an extensive program to respond to the victims with disabilities. SafePlace recently provided training in Hawai`i.

The Communities Against Rape and Abuse, Disability Pride Project in Seattle, WA. offers sexuality workshops for people with disabilities; facilitates support groups for women with disabilities who are survivors of sexual assault; teaches peer advocacy and self-advocacy skills if they are assaulted; and organizes workshops for personal care attendants and institutions about sexuality and sexual violence in the lives of people with disabilities.

The Parent Advocacy Coalition for Educational Rights Center (PACER). is a coalition of nineteen Minnesota disability organizations that is staffed primarily by persons with disabilities as well as by parents of children with disabilities. PACER has developed a special program to help teach disabled children about child abuse. The project entitled, “Count Me In,” reaches over 14,000 school children each year.

Abused Deaf Women’s Advocacy Services (ADWAS) is a program of advocacy and services specifically for deaf, deaf-blind, and hard-of-hearing victims of domestic violence and sexual assault. Services include a 24-hour crisis line and safe homes for battered women. ADWAS was developed and is administered by Marilyn Smith, a sexual assault survivor who is deaf. In 1996 Ms. Smith received the Crime Victim Service Award, the highest Federal award for service to victims.

Enhancing Your Interactions with People with Disabilities. This American Psychological Association (APA) brochure targets victim service providers, mental health providers, advocates, and psychologists and assists them in the development of improved communication skills with people with disabilities. It helps with the initial approach to people with disabilities; communication issues designed to reduce anxiety when interacting with people with specific disabilities and compliance in meeting the legal and ethical obligations as set forth by The Americans with Disabilities Act.

NEXT STEPS

The information gathered from all of the participants in this planning process provides an excellent framework to move forward. Several special issues and concerns have emerged from these discussions. They are summarized below.

- Attitudes of criminal justice agencies and providers towards victims with disabilities may hamper the provision of services and result in less reporting of crime among persons with disabilities. On-going training is suggested.
- Communication barriers exist in assisting crime victims with disabilities. For example, assisting hearing impaired or blind victims are big problems for service providers and law enforcement personnel. This can lead to isolation and lack of access for the person with a disability. Identify and assess communication barriers for each department to improve response to victims.
- Law enforcement and service personnel often are faced with the dilemma of defining the competency of persons with a disability since they may not have sufficient assessment expertise. Ongoing cross training is suggested. Development of a system to provide assessment expertise when needed is also suggested.
- Decisions and ease to prosecute crimes often depend on how “good” the victim is as a witness. This leaves many persons with disabilities out of the system. Use of experts and specialized consultants to assist prosecutors is recommended.
- There is a reluctance by some police officers in interviewing victims with disabilities. They are also reluctant to take reports of possible crimes against disabled persons from social service personnel or other family members who are not their legal guardians. Local law enforcement to partner with social service providers to develop reporting procedures.

STRATEGIC PLANNING TABLES

Priority Goal 1: Provide equal access to the criminal justice system and victim services to crime victims with disabilities.

Objective 1: Law Enforcement (county police departments) will obtain training about ADA compliance and the rights of victims with disabilities.

Objective 2: Prosecutors, Public Defenders, and the Judiciary will be able to communicate effectively with persons who are deaf, hard of hearing, speech impaired, and cognitive impaired.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Identify, through a nationwide search, the best available existing “awareness” training for law enforcement on disabilities and the uniqueness of the different disabilities.</p> <p>Training on how to conduct a self-inventory of skills in American Sign Language.</p> <p>Conduct a Resources Inventory Meeting to share information and cross-train.</p> <p>Implementation</p>	<p>Mechanisms to educate law enforcement officers, i.e. short video to be shown during line-ups, post on the internet/ intranet. Mechanisms to be short/attention grabbers.</p> <p>Resource agencies in law enforcement database.</p> <p>DOH/D&CAB cross-training. CD/video which explains the intake form in sign language.</p> <p>Video Remote Interpreting (Sprint)</p> <p>Olelo “You and the Law” public access</p> <p>Representation of all resources; meeting and on-going cross-training.</p> <p>Coordinator/Overseeing agency</p>	<p>Law enforcement agencies meeting nationwide standards. # of training programs provided; # of people trained; and summary of participant evaluations.</p> <p>Each Department has a TTY, trained staff to use specific equipment and to access ASL services.</p> <p>A list of languages is developed and disseminated to # agencies or programs</p>

Priority Goal 2: Increase understanding and response to crimes against people with disabilities by Service Providers.

Objective: Service Providers [and entities who interact with people with disabilities] shall be able to identify high risk crime environments and shall be able to refer victims with disabilities to appropriate agencies.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Victim services added to web sites of: www.Hawaii.gov/health/dcab www.Hawaii.disabilityrights.org</p> <p>Develop training curricula and conduct training for:</p> <ul style="list-style-type: none"> • State mental health professionals. • Social workers. • Adult Protective Services workers. • Outreach workers within the home. • “Purchase of services” contractors. <p>Identify and obtain materials for victims with disabilities that explain the CJS and related rights and services, promoting self-advocacy.</p> <p>Integrate into UH educational curricula for nursing, social work, and mental health programs.</p> <p>Advocate for people with disabilities.</p> <p>Implementation</p>	<p>DOH/D&CAB train service providers about signs and symptoms.</p> <p>Ongoing cross training with CJS agencies and disabilities agencies; providing the same training, using different “methods” depending on the disability.</p> <p>Materials that are simple, user-friendly.</p> <p>Committee to draft materials and funding to publish.</p> <p>Partnership and collaboration with UH.</p> <p>Coordinator/Overseeing agency</p>	<p>On websites</p> <p># of training programs and participants, and summary of participant evaluations.</p> <p>Service providers can present, explain, and educate their clients about the CJS. # of training programs and participants, and summary of participant evaluations.</p> <p>Victims with disabilities issues are integrated into the three curricula</p>

Priority Goal 3: Increase understanding and response to crimes against people with disabilities.

Objective: People with disabilities will be able to recognize a crime committed against them and will be able to access civil and criminal justice systems to obtain remedies.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Victim services added to web sites of: www.Hawaii.gov/health/dcab www.Hawaiiidisabilityrights.org</p> <p>Identify and obtain materials for victims with disabilities that explain the CJS and related rights and services, promoting self-advocacy.</p> <p>Implementation</p>	<p>Ongoing cross training with CJS agencies and disabilities agencies; providing the same training, using different “methods” depending on the disability.</p> <p>Materials that are simple, user-friendly. Committee to draft materials and funding to publish.</p> <p>Committee to draft materials and funding to publish.</p> <p>Coordinator/Overseeing agency</p>	<p>On websites</p> <p>Service providers can present, explain, and educate their clients about the CJS. # of training programs and participants, and summary of participant evaluations.</p>

RECOMMENDATIONS

PRIORITY GOAL 1 AND OBJECTIVES	RECOMMENDATIONS
<p>Goal: Provide equal access to the criminal justice system and victim services to crime victims with disabilities.</p> <p>Objective 1: Law Enforcement (county police departments) will obtain training about ADA compliance and the rights of victims with disabilities.</p> <p>Objective 2: Prosecutors, Public Defenders, and the Judiciary will be able to communicate effectively with persons who are deaf, hard of hearing, speech impaired, and cognitive impaired.</p>	<p>1. Specific accommodations are presently not available in the criminal justice system for a variety of victims with disabilities. There is a need to provide such accommodations to serve the victims better.</p> <p>2. While ongoing ADA training is essential for law enforcement and criminal justice system officials, there is a very real need to go beyond “teaching about a law” to “teaching about people with disabilities” and the uniqueness of each of these groups.</p>

PRIORITY GOAL 2 AND OBJECTIVE	RECOMMENDATIONS
<p>Goal: Increase understanding and response to crimes against people with disabilities by Service Providers*.</p> <p>Objective: Service Providers [and entities who interact with people with disabilities] shall be able to identify high risk crime environments and shall be able to refer victims with disabilities to appropriate agencies</p>	<p>1. According to most of the focus group participants, service providers are aware of crimes against people with disabilities, but the problem lies in the lack of staff, time, and resources to address these problems.</p> <p>2. There is a need for attitudinal training for both criminal justice system and service providers to serve the victims. Ongoing cross training is needed</p>

* Broad definition of Service Providers: entities which provide risk prevention environments and activities; promote civil and criminal remedies and recovery.

PRIORITY GOAL 3 AND OBJECTIVE	RECOMMENDATIONS
<p>Goal: Increase understanding and response to crimes against people with disabilities.</p> <p>Objective: People with disabilities will be able to recognize a crime committed against them and will be able to access civil and criminal justice systems to obtain remedies.</p>	<p>1. Awareness training for victims need to be individualized by disability.</p> <p>2. Certain disability groups need more training in specific crime areas (for instance people with development disability are more vulnerable to sex abuse and therefore they needed to be targeted on how to identify and protect themselves in this area).</p> <p>3. Awareness training needs to be based in direct service programs.</p>

STRATEGIC PLAN FOR ELDERLY CRIME VICTIMS

BACKGROUND

According to the Census in 2000, 35 million people in the country were 65 years of age or older representing 12.4% of the total population. The U.S. Bureau of the Census predicts that by 2030, the population over age 65 will nearly double to more than 70 million people and older people will make up more than 20% of the population.

Estimates from the National Center on Elder Abuse show an increase of 150% in reported cases of elder abuse nationwide since 1996. Virtually all state agencies charged with addressing the problem of elder abuse reported increases in their caseloads over the past decade. The National Elder Abuse Incidence Study, which was requested by Congress and released in 1998, estimated there were nearly 450,000 victims of abuse and neglect in 1996. The study also found that for every reported incident of elder abuse, neglect, exploitation, or self-neglect, approximately five go unreported. Many barriers exist for elders reporting crime or abuse including a lack of understanding about whom to call, inadequate training among criminal justice professionals as well as inadequate laws and sufficient protection for elders.

The National Center on Elder Abuse (1988) estimated the incidence of the specific types of elder maltreatment (based on reports from 39 states) as follows: neglect, 58.5%; physical abuse, 15.7%; financial exploitation, 12.3%; emotional abuse, 7.3%; sexual abuse, 0.04%; and all other types, 5.1%. Certain crimes specifically target the elderly. A Federal Bureau of Investigation study in 1993 found that older consumers were specifically targeted by fraudulent telemarketers. Offenders re-use and sell victim information, often targeting the same victims repeatedly until their assets are gone. Seniors are also targeted for “get-rich” schemes, investment fraud, and exploitation by fiduciaries as well as family members. The National Elder Abuse Incidence Study (NEAIS), using 1996 data reported that 449,924 persons over the age of 60 were victims of elder abuse in domestic settings and that most of the abusers were family members or caregivers.

Hawai'i's older adult population (60 years of age and older) continues to grow in number and proportion. In 1980, 113,994 older adults represented 12% of the total population. This grew to 207,001 older adults by the year 2000, representing 17% of the total population. Projections indicate that by 2020, over one in four individuals in Hawai'i will be age 60 or older. The older adult population in Hawai'i is growing twice as fast as the older adult population nationally. The 85 and older population in Hawai'i grew 69% between 1990-2000 while the same aged population grew 38% nationally. (Hawaii State Plan on Aging (2004 – 2007: Executive Office on Aging).

Nationally, no precise numbers exist on the extent of elder neglect and abuse, but the National Committee for the Prevention of Elder Abuse estimates that 4% to 6% of Americans 65 and older have been

abused. In Hawai'i, that estimate would mean that as many as 12,420 of the state's 207,000 older citizens have been victims (Honolulu Advertiser, February 16, 2003). However the number of complaints of abuse and neglect is much lower. Adult Protective Services (APS) reported that based on complaints of abuse and neglect of people 60 years of age and older, 381 cases were investigated and 157 were confirmed in Fiscal Year 2002; 421 cases were investigated and 133 were confirmed in FY 2003; 493 cases were investigated and 114 were confirmed in FY 2004, and 454 were investigated and 110 were confirmed in FY 2005 (Source: Adult Protective Services).

The following excerpt from the Honolulu Advertiser (February 16, 2003) titled "Suffering in Silence: Hawai'i's Elderly Victims: Abuse of elderly called state's 'hidden epidemic,'" captures some of the issues on elderly neglect and abuse"

"At least 10 times since 1999, and five times within 2002 Hawai'i's oldest and frailest residents died from neglect or abuse. Medical experts suspect the actual number of such deaths is much higher. Over the past decade, for example, death certificates filed at the state Department of Health listed decubitus ulcers — pressure sores that can poison the blood and are most associated with neglect — as an underlying cause of death for 33 people who were 65 or older. But for most of that time, no one was sufficiently trained to recognize that these ulcers may have been due to neglect .

Even though new laws and rules have repeatedly been proposed over the years that would help protect the elderly, the Hawai'i Legislature has failed to enact them. The problems include:

- The inability of lawmakers in the past legislative session to pass a measure requiring criminal background checks for people who work in care homes. Hawai'i is one of 14 states that does not require such criminal background checks.
- The rejection of recommendations proposed by the Governor's panel that would have expanded the definition of "dependent adult" making more of the population eligible for adult protective services.
- Only a small number of elder abuse cases have been successfully prosecuted.

STRATEGIC PLAN FOR ELDERLY CRIME VICTIMS

GOAL 1: REDUCE AND PREVENT CONSUMER FRAUD AGAINST THE ELDERLY AND PROVIDE SERVICES TO ELDERLY VICTIMS OF FRAUD.

Hawai'i's older population (60 years of age and older) continues to grow in number and proportion. In 1980, there were 113,944 older adults representing 12% of the total population. By 2000, 207,001 individuals were older adults, representing 17% of the total population. With the aging of baby boomer population, projections indicate that by 2020 over one in four individuals will be age 60 or over.

- Executive Office on Aging

According to the National Elder Abuse Incidence Study, nearly one-half of all substantiated reports of elder maltreatment involved neglect (48.7%) followed by emotional/ psychological abuse (35.4%), financial/material exploitation (30.2%), physical abuse (25.6%), abandonment (3.6%), and sexual abuse (0.3%).

- National Center on Elder Abuse

OBJECTIVE

Develop a social marketing program about elder consumer fraud prevention and victim assistance.

STRATEGIC ACTION STEPS

- Identify the “gatekeepers” who are trusted within the elderly community and build collaboration to enhance fraud prevention and victim assistance.
- Build partnerships with AARP, law enforcement and other related federal and state agencies for fraud prevention and victim assistance.
- Identify and obtain commitment from marketers, advertisers and financial institutions to prevent fraudulent practices.
- Develop and implement an awareness campaign.

GOAL 2: REVIEW EXISTING STATUTES AND PENAL CODES, AND PROPOSE NEW LEGISLATION TO STRENGTHEN THE ABILITY OF LAW ENFORCEMENT AGENCIES TO INVESTIGATE AND PROSECUTE PERPETRATORS OF ELDER ABUSE AND NEGLECT.

Stories of Victims

An elderly woman was being sexually and physically abused by her son. She was ashamed to tell, and really didn't seem to understand that she had a right to not be abused. An agency person realizing what was happening, got her to a shelter. The focus was to get her safe, there was no prosecution of the son.

A teen aged son is abusing his blind father. His mother wanted to call CPS but was afraid they would take the child away. Dad could have received support services and help stop the violence, but he was ashamed and thus, wouldn't report situation. APS eventually heard about it.

An elderly couple was abused and forced to live under-house by family members because they wanted to be near grandchildren. Friends got APS to work with them to help them to move out...but they ended up moving back, because they wanted access to grandchildren.

- Focus group participants

OBJECTIVE

Form a task group of law enforcement, prosecutors, DHS, DOH, AARP and relevant federal agencies.

STRATEGIC ACTION STEPS

- Assess existing statutes and penal codes in Hawai'i and identify ways to improve them after a "best practice" study of relevant statutes from other states.
- Facilitate statutory reform by drafting and introducing appropriate legislation. Promote support from Executive and Legislative branches and from the community by educating them on the plights of victims.
- Prepare to testify before the legislature.

GOAL 3: INCREASE SUCCESSFUL PROSECUTION OF PERPETRATORS OF CRIMES AGAINST THE ELDERLY.

Factors that keep an elderly crime victim from coming forward: The victim is embarrassed by the situation and does not want others to know about it; the victim is intimidated into keeping quiet; the victim is financially dependent on the perpetrator; the victim is physically dependent on the perpetrator; the victim does not know where to go for help; the victim does not want law enforcement involved.

– *Focus group participant*

OBJECTIVES

1. Develop successful investigation and prosecution units for crimes against the elderly (both in-home and at-care homes).
2. Create effective communication and collaborative policies between law enforcement and social services.

STRATEGIC ACTION STEPS

- Research, understand and promote the ABA model of specialized units for elder abuse investigation and prosecution.
- Improve the communication between APS, the police and the prosecutors so each know the other's mandates and provide follow-up information on the outcome and disposition of cases.
- Identify and utilize best practices for investigation and prosecution.
- Educate the judicial branch.
- Identify advocacy team ("in-house champions") to promote the model.
- Form a Work Group to identify opportunities for improved communication and policy development.
- Formulate, implement and evaluate the work plan.

FOCUS GROUP QUESTIONS

The following focus group questions were designed to obtain statewide feedback on the strategic plan's goals and objectives. The intent was to learn about the different communities' special issues and concerns when helping crime victims.

QUESTIONS:

1. We know every community has strengths and weaknesses in addressing the needs of its elderly residents. How does your community respond to crimes against the elderly?
2. What are the resources and services available to elderly crime victims in your community? What resources are most useful?
3. What are the most pressing needs for the elderly crime victims in your community?
4. What do you think should be the key features of a state-wide strategic plan to address the problems of the elderly crime victims in your community?
5. Does the proposed strategic plan address the critical problems and needs of the elderly crime victims in your community? Is anything missing?
6. How do you see this plan being implemented? Do you foresee any barriers in the implementation of the Plan?
7. How accessible are the law enforcement, prosecuting and service providing agencies to the elderly crime victims in your community? How can the accessibility be improved further?
8. How can the service providers be encouraged to undergo cross training with the criminal justice system? What kind of specific training is needed to address the issues in your community?
9. Unfortunately not all elderly crime victims report the crimes. What can be done to encourage victims in your community to come forward and report the crimes?
10. Even when an elderly crime victim reports the crime, due to poor communication (i.e.: "bad witness") the case does not proceed to prosecution for proper legal action. What can be done to remove this barrier in your community?
11. What are other crime-related issues and concerns facing the elderly in your community? What needs to be done to improve such issues?
12. Do you know any individual(s) or organization(s) that might be interested in providing assistance during the implementation of this strategic plan?

FOCUS GROUPS' INPUT

The focus group participants on each island had specific information to share about the situation in their own community. Their responses are organized around each Strategic Planning Goal.

GOAL 1: REDUCE AND PREVENT CONSUMER FRAUD AGAINST THE ELDERLY AND PROVIDE SERVICES TO ELDERLY VICTIMS OF FRAUD.

The focus group participants believed that financial exploitation of elderly persons is as serious a problem as consumer fraud. The group therefore suggested changing the proposed Goal #1 as follows:

“Reduce and prevent consumer fraud and financial exploitation against the elderly, and provide services to elderly victims of fraud and financial exploitation.”

Some focus group participants were unclear as to the exact meaning of the phrase “social marketing” but agreed that a combination of community and media outreach to: (1) alert the elderly to consumer fraud; and (2) inform them about elderly victim assistance programs are good strategies. The participants agreed that there is an absence of elderly victim assistance programs in all communities and that the existing victim service providers are not sufficiently attuned to the needs of the elderly. The focus group participants agreed that a campaign to inform the public about elderly victim programs might be premature since there might not be an adequate response if there was an increase in reporting.

Some focus group members were not sure what type of collaboration with AARP, police, federal and state agencies was contemplated by the drafters of the Strategic Plan, but they agreed that the named agencies are the necessary partners in any elderly victim outreach or service program. AARP representatives at the focus group meetings expressed a strong interest in participating in programs aimed at helping elderly victims and are a potentially strong ally in the implementation of the Strategic Plan. Some focus group participants mentioned that collaborative outreach programs should also include community-based senior organizations.

Most of the focus group participants felt that other outreach strategies should be discussed before a media campaign is launched. While mass media campaigns may be helpful in warning the elderly and their family members about specific fraud schemes, it was widely reported that neighborhood-based, outreach and small, locally-based educational programs are more effective than media campaigns. The following community-based “conduits of information” were named: senior clubs, senior centers, retiree groups, Kokua Council, neighborhood watch groups, churches, and volunteer groups with large numbers of retirees.

GOAL 2: REVIEW EXISTING STATUTES AND THE PENAL CODE AND PROPOSE NEW LEGISLATION TO STRENGTHEN THE ABILITY OF LAW ENFORCEMENT AGENCIES TO INVESTIGATE AND PROSECUTE PERPETRATORS OF ELDER ABUSE AND NEGLECT.

Although there is probably a need to review and amend laws affecting the investigation and prosecution of elder abuse and neglect, most focus group members thought it would be a challenging, long-term project with few immediate, concrete results. Members commented that the review should not be limited to abuse and neglect but should include other crimes against the elderly, particularly financial exploitation.

Because the stated “Measures of Success” in the original Tables include the development of a legislative package in 2005 and passage of legislation in 2006, the focus group members concluded that the drafters of the Goal must have had particular statute(s) in mind. One focus group guessed that the Goal’s target is to expand the statutory mandate of Adult Protective Services (APS). Presently, APS can legally intervene only if a dependent adult is in danger of imminent harm. Thus, APS cannot assist independent adults who are susceptible to abuse and neglect or dependent adults who are at risk but not in danger of imminent harm. Bills to broaden the scope of APS have been introduced several times at the Legislature, but have never passed. .

Most of the focus group members generally supported an expansion of APS’s mandate and the creation of a multi-agency Task Force to accomplish this goal. However, some also commented that the Goal could not be accomplished without full-time staff for the Task Force and believed that the timetable by which success would be measured was unrealistic.

GOAL 3: INCREASE SUCCESSFUL PROSECUTION OF PERPETRATORS OF CRIMES AGAINST THE ELDERLY.

Although the specifics of the ABA model were not known, focus group members were enthusiastic about the creation of specialized law enforcement units to handle crimes against the elderly. The county police departments and prosecutors’ offices should have elderly crimes units with officers, prosecutors, and staff who are knowledgeable about crimes against the elderly, sensitive to the problems and needs of elderly victims, and trained to effectively interact with these victims.

All focus group participants recommended that priority be given to training for the police, prosecutors, and victim service organizations. Education of the judicial branch was considered a good idea but should not take precedence over other law enforcement agencies. The focus group members agreed that social service and law enforcement agencies should collaborate better in the handling of cases involving elderly crime victims. Echoing the concerns reflected in the Plan, the focus group participants noted that the greatest barriers to collaboration may be protection of “territory” by the different agencies and an unwillingness to change longstanding procedures.

There was a clearly stated need to improve communication among APS, police and prosecutors. Each is

often not clear about the other's mandates or laws and each receive little communication or feedback on individual cases. One participant explained that after reporting to the other agency, his agency never gets any feedback. They do not know if the case was taken up by the prosecutors or not and if not, why not? Cross training and increased communication among the several agencies assisting elderly victims was strongly recommended.

Promising Practices

The State of Hawai'i Department of Human Services, Adult and Community Care Services Branch (DHS-ACCSB) in Hawai'i is continuing its contract with the Department of the Attorney General to implement the Financial Exploitation Project on Oahu to improve the Department's response to the misuse of a dependent adult's money or property. The contract includes funds for a social worker, an investigator/auditor, and a social service assistant to focus on the investigation of financial exploitation. The contract period for this project began on March 1, 2002 and has been extended through February 28, 2006. Funding is provided through the Edward Byrne Memorial State and Local Law Enforcement Assistance Program (Bureau of Justice Assistance, Office of Justice Programs, U. S. Department of Justice). The total number of clients served through June 30, 2005 is 262. (Source: The State of Hawai'i Department of Human Services).

State of Hawai'i DHS-ACCSB is also continuing its contract with the Department of the Attorney General to implement the Case Management for Elderly Victims of Crime Project on Oahu to provide services to elderly victims of abuse or neglect who have unmet needs. The contract includes funds for two social workers and a social service assistant to assist clients with accessing needed services, including financial management services. Referrals to this project are from the Department's Adult Intake Unit and the Adult Protective Services Unit. The contract period for this project began October 1, 2002 and has been extended through September 30, 2006. Funding is provided through the Victims of Crime Act (VOCA). The total number of clients served through June 30, 2005 is 167. (Source: State of Hawai'i Department of Human Services).

Several other states have developed interesting programs and specialized services for persons with disabilities. The following are excerpts from the report by Diane Alexander titled "Training for Strategic Planning –Hawai'i Strategic Planning Team: Compilation of Statistics, Promising Practices, and Resources."

One of the current promising practices to address elderly financial exploitation is the Los Angeles County Fiduciary Abuse Specialist Team (FAST) in collaboration with the Elder Person's Estates Unit at LAPD, the Los Angeles County Adult Protective Services (APS), and the Long-term Care Ombudsman. They have created an Elder and Dependent Adult Abuse Protocol for the review of cases of suspected fiduciary abuse of the elderly. Funded by the Los Angeles County Area Agency on Aging, FAST works closely with highly qualified professionals in the areas of law, gero-psychiatry, finance, securities, and real estate. The multidisciplinary task force can investigate, document, and prevent financial abuse of the elderly in approximately two thousand cases a year.

Connecticut Legal Services developed and maintains a web site to make comprehensive information regarding elder law, government programs, and sources of legal assistance available via the Internet.

Another innovative program is the Elder Safe Program in Oregon. It is a partnership of the Washington County Sheriff's Office, the District Attorney's Office and Disability, Aging and Veterans' Services. It is designed to prevent or mitigate the impact of elder crime and abuse. The program began with VOCA funding to design, develop and implement a victims' assistance program for people 65 and older. In addition to the initial services, the program offers elder crime prevention, public and law enforcement education. The Elder Safe Program has sponsored several large seminars for law enforcement, prosecutors, social workers, mental health professionals and the faith-based communities. As a result, reports to prosecutors have increased 570% in three years.

In Milwaukee, Wisconsin, the police department has created a Senior Citizen Unit called the "Gray Squad," which is comprised of five detectives, eight uniformed officers, a uniformed sergeant, and a part-time detective. Its primary responsibility includes the prevention and investigation of personal crimes against seniors, such as assaults, robberies, personal larcenies, and confidence crimes such as fraud. Cumulative data from the average of thirty-five incident reports received by the unit each day help determine possible patterns in crimes against the elderly in order to focus the department's and the community's efforts on prevention and intervention. All police employees assigned to the "Gray Squad" receive sensitivity training on how best to assist elderly victims and are familiar with the many community-based resources that are available to older victims for information, referrals, and supportive services.

The Legal Aid Society of Hawai'i is developing a pro se uncontested guardianship clinic to be held quarterly on the island of Kona. An attorney and paralegal lead each clinic, teaching caregivers and family members how to fill out, serve, and file the necessary court forms to become a legal guardian for an incompetent person.

PROGRESS TO DATE

The Department of Human Services spearheaded the statewide distribution of the brochure entitled "Think You've Hit It Big?" to raise the public's awareness, especially seniors, to the dangers of advance fee fraud schemes including foreign lotteries, fraudulent Internet sales. This brochure was created by Bank of Hawaii and with their permission and cooperation, the VOCA-funded Case Management for Elderly Victims of Crime Project paid for the reprinting and distribution of this brochure to the aging network.

Sponsored by Central Pacific Bank in cooperation with the Executive Office on Aging, Department of Human Services, County Area Agencies on Aging, Honolulu Police Department, U.S. Postal Inspectors Office and the Federal Bureau of Investigation, a weekly television BINGO show and community service project called, "Come Play Bingo" was initiated. The objective of the project was to develop a fun and interactive television program that would serve as a vehicle to educate Hawaii's kupuna (the elderly) and community on the problems of elder fraud and abuse.

“Come Play Bingo” aired in July on KFVE television once a week for a six-week span from 6:30 pm -7:00 pm. Each show featured an elder fraud and abuse topic of the week. Weekly topics included Identity Theft, Financial Abuse, Healthcare Fraud, Caregiver Abuse & Neglect, Mail Fraud and Consumer Fraud. During the BINGO portion of the program, intermittent “pop ups” and tips were given for the viewing audience on how recognize and report elder fraud and abuse. Approximately 240,000 BINGO cards were distributed statewide. Printed on the back of each BINGO was a listing of partnering agencies and contact information on how to report elder fraud and abuse.

NEXT STEPS

The information gathered from all of the participants in this planning process provides an excellent framework to move ahead. Several special concerns have clearly emerged for the elderly people who become crime victims. They are summarized below.

- In order to serve elderly victims of crime, there is a need to develop and implement a comprehensive social service program including housing. Models include programs for victims of sex assault (e.g., The Sex Abuse Treatment Center) or victims of domestic violence (e.g., The Domestic Violence Clearinghouse and Hotline). Services should include:
 - a hotline to provide information to elderly victims and to third persons who are aware of a crime against an elderly person;
 - a case manager who can evaluate the victim’s situation, provide the victim with options and referrals, and help the victim navigate social service and law enforcement systems; and
 - professionals to assess and address a victim’s financial, physical, mental, and legal needs.
- The communication interface between law enforcement and social service agencies on elder neglect and abuse needs improvement.
- Agencies that serve or interact with victims of crime are not sufficiently trained to recognize and sensitively handle the special needs of the elderly. Social service agencies, victim service providers, police, and prosecutors need to be educated and trained on issues relating to elderly victims of crime.
- There is a need to recruit and train businesses, community organizations, and other relevant agencies to recognize and prevent crimes against the elderly.
- Creation of centers to provide information about victim service programs and services for the elderly. These information centers should support and supplement – and not replace – a comprehensive social service program for elderly victims.

STRATEGIC PLANNING TABLES

Priority Goal I: Reduce and prevent consumer fraud against the elderly, and provide services to elderly victims of fraud.

Objective: Develop a social marketing program about elder consumer fraud prevention and victim assistance.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
Identify and collaborate with “gatekeepers” who are trusted within the elderly community.	Research of Denver’s Victim Services 2000 “gatekeeper” program, and identification of HI gatekeepers.	% reduction of fraud against the elderly by 2007.
Collaborate and partner with AARP, police, federal and state agencies.	Partner with key agencies	At least three community partners are engaged.
Identify and obtain commitment from marketers, advertisers, and financial institutions.		Results of market survey to measure the effectiveness of the social marketing program.
Develop and implement a campaign.	Grants	
Establish a methodology for monitoring and evaluation.		

Priority Goal 2: Review existing statutes and penal code, and propose new legislation to strengthen the ability of law enforcement agencies to investigate and prosecute perpetrators of elder abuse and neglect.

Objective: Form a Task Group of law enforcement, prosecutors, DHS, DOH, AARP and relevant federal agencies.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
Review existing statutes and penal code in Hawai'i.	Leader/organizer.	Legislative package is developed in 2005.
Review relevant statutes from other states.	Legislative/legal "cheerleader and advocate"	50+ people testify on behalf of the proposed legislation.
Develop a constituency and process for statutory reform.	Identify VCC.	Process is inclusive of the Legislative branch by 2005.
Propose legislation to strengthen statutes.	Staff support.	
Prepare testimony and advocacy.	Jim Pietsch, UH Elder Law Program, Law School	New legislation is passed in 2006
Educate Executive and Legislative branches.		
Testify before the Legislature.		

Priority Goal 3: Increase successful prosecution of perpetrators of crimes against the elderly.

Objective 1: Develop successful investigation and prosecution units for crimes against the elderly (both in-home and at care homes).

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Research, understand and promote the ABA model of specialized units for elder abuse investigation and prosecution.</p>	<p>Information/consultation from Lori Stiegel from the American Bar Association.</p>	<p>“Champions” are identified from key stakeholders.</p>
<p>Identify and utilize best practices for investigation and prosecution.</p>	<p>Grant funding.</p>	<p>“Best Practices” conference is planned and conducted.</p>
<p>Educate the judicial branch.</p>	<p>Curricula development.</p>	<p>Curricula is developed and taught.</p>
<p>Identify advocacy team (“in-house champions”) to promote the model.</p>	<p>Advocacy to sustain the effort.</p>	<p># specialized units are established.</p> <p>% increase in the number of successful prosecutions by ____.</p>

Objective 2: Create effective communication and collaborative policies between law enforcement and social services.

STRATEGIC ACTIVITIES TO ACCOMPLISH THIS OBJECTIVE	RESOURCES NEEDED	HOW WILL WE MEASURE SUCCESS?
<p>Form a Work Group to identify opportunities for improved communication and policy development.</p>	<p>Willingness of leadership to change procedures to better serve the elderly.</p>	
<p>Formulate a work plan.</p>		
<p>Implement the work plan.</p>		
<p>Evaluate the work plan.</p>		

RECOMMENDATIONS

PRIORITY GOAL 1 AND OBJECTIVE	RECOMMENDATIONS
<p>Goal: Reduce and prevent consumer fraud against the elderly, and provide services to elderly victims of fraud.</p> <p>Objective: Develop a social marketing program about elder consumer fraud prevention and victim assistance.</p>	<ol style="list-style-type: none"> 1. Collaborative outreach programs to reduce and prevent consumer fraud against the elderly need to include community-based senior and other organizations such as senior clubs, senior centers, retiree groups, Kokua Council, neighborhood watch groups, churches, and volunteer groups with large numbers of retirees. 2. In addition to media campaigns, neighborhood outreach and educational programs are also needed to prevent consumer fraud against the elderly. 3. Create centers to provide information about victim service programs and services for the elderly.
PRIORITY GOAL 2 AND OBJECTIVE	RECOMMENDATIONS
<p>Goal: Review existing statutes and penal code, and propose new legislation to strengthen the ability of law enforcement agencies to investigate and prosecute perpetrators of elder abuse and neglect.</p> <p>Objective: Form a Task Group of law enforcement, prosecutors, DHS, DOH, AARP and relevant federal agencies.</p>	<ol style="list-style-type: none"> 1. The review should not be limited to abuse and neglect but should include other crimes against the elderly, particularly financial exploitation. 2. Agencies that serve or interact with victims of crime are not trained to recognize and sensitively handle the special needs of the elderly. Social service agencies, victim service providers, police, and prosecutors need to be educated on issues relating to elderly victims of crime.
PRIORITY GOAL 3 AND OBJECTIVE	RECOMMENDATIONS
<p>Goal: Increase successful prosecution of perpetrators of crimes against the elderly.</p> <p>Objective 1: Develop successful investigation and prosecution units for crimes against the elderly (both in-home and at care homes).</p> <p>Objective 2: Create effective communication and collaborative policies between law enforcement and social services.</p>	<p>There is a need to improve communication across APS, police and prosecutors. Each needs to be clear about the other's mandates or laws and received little communication or feedback on individual cases.</p>

CONCLUSIONS

The strategic planning process identified gaps in victim services for four underserved victim populations in Hawai'i. These populations are visitors, immigrants/LEP, persons with disabilities and elderly persons. Various professionals and experts from across the state representing public and private entities, service providers, advocates, consumers, and law enforcement agencies, built a network and began dialogue for future collaboration. Most agreed that this process resulted in a better understanding of the special needs of these crime victim populations. The ongoing need to collect, organize and share relevant data on the four underserved victim populations is clear.

The planning process identified gaps in the current service delivery system that will need to be closed. The SSPVS identified various organizations that may be potential resources and could be helpful during the implementation stages of the plan.

INFORMATION SHARING AND COMMUNICATION

During the SSPVS meetings, new information was shared among the participants. Due to the diversity of the focus groups and subcommittee members, many people learned about the strategic plan as well as the existing services and programs designed to meet the needs of crime victims across the islands. In every focus group, participants noted that they did not know about some program or services on their own island.

IMPROVED CROSS-VICTIM UNDERSTANDING

The structure of the meetings, with four distinct subcommittees and specialized focus groups on each island, led to improvements in understanding the problems of underserved crime victim groups. For example, many of the issues that were discussed in the persons with disabilities groups, also were identified as concerns for elderly victims and immigrants. And while the special needs of the individual groups were also identified, many common concerns and parallel strategies for improvement were being identified across all groups.

NEED FOR BETTER RESEARCH AND DATA

Although the participants brought a wealth of knowledge from their experience in providing victim services, it was also noted that there is no up-to-date database that collects or maintains crime victim data broken out by these underserved groups. It is crucial that a systematic data collection protocol be established to develop a sound database on underserved crime victim populations on a continuous basis. Such a database will help to conduct necessary research on the underserved victim groups, assist service providers in understanding and serving their clients better, and help all stakeholders to set benchmark and outcome measures.

CROSS-TRAINING

The need to develop and conduct cross-training programs among key stakeholders concurrently with the implementation of the strategies for each of the four populations remains a high priority. This would include creating standardized training curricula for these training programs.

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Hawaii Disability Rights Center, <http://www.Hawaiidisabilityrights.org/>

Hawaii State Department of the Attorney General, Crime Prevention and Justice Assistance Division, <http://www.cpja.ag.state.hi.us/rs/index.shtml>

Hawaii Tourism Authority, <http://Hawaii.gov/tourism/>

National Committee for the Prevention of Elder Abuse, <http://www.preventelderabuse.org>

National Center on Child Abuse and Neglect, <http://nccanch.acf.hhs.gov/>

National Immigration Law Center, Immigrant Factsheet, <http://www.nilc.org/immlawpolicy/index.htm>

Visitor Aloha Society of Hawaii, <http://www.visitoralohasocietyofHawaii.org/>

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FOCUS GROUP PARTICIPATION

Participants of the Focus Groups were chosen because of their knowledge, interest and involvement in the wellbeing of the four crime victim populations. The Focus Groups on Tourist/Visitor victims had participants representing the tourism industry, Visitors Bureaus, Law Enforcement, Criminal Justice, service providers, advocacy/assistance groups, volunteers, state and local governments. The Focus Groups on Immigrant/LEP victims were represented by participants from domestic violence assistance centers, homeless shelters, faith-based groups, immigrants associations, service providers, volunteers, advocacy/assistance groups, state and local governments. The Focus Groups on victims who are disabled had participants representing disabilities rights groups, homeless shelters, sex abuse treatment centers, vocational rehabilitation centers, advocacy/assistance groups, state and local governments. And the elderly victim Focus Groups had representations from Legal Aid, Adult Protective Services, adult day care centers, Public Health Nurses, Medicaid, volunteers, advocacy/assistance groups, state and local governments.

The following tables present the numbers of individuals invited for the focus groups by sites and by focus group topics and those who participated.

Attendance by Focus Group Site

SITE	INVITED	RSVP	ATTENDED
Maui	47	17	17
Big Island – Hilo	56	17	17
Big Island – Kona	33	13	11
Kauai	46	18	18
Oahu – Session I	72	12	10
Oahu – Session II	72	17	17
Molokai	19	7	5
Lanai	12	3	3

Attendance by Focus Groups

FOCUS GROUP	INVITED	RSVP	ATTENDED
Disability	81	30	35
Elderly	59	22	19
Immigrants	62	23	19
Tourists/Visitors	83	29	25

