

Elderly Service Officer Training




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Dear Law Enforcement Colleague,

The elderly population in Illinois is growing rapidly. As a law enforcement officer, you may have already noticed that this means increased contact with the seniors in your community as you work to investigate crimes against older adults, which makes it more important than ever to learn to address their unique needs. To assist in your efforts to take a more active role in preventing and investigating crimes against seniors, my office offers the Elderly Service Officer Training program.

Illinois is a national leader in developing this course, which has been certified by the Illinois Law Enforcement Training and Standards Board, to address the needs of seniors. Please take a look at this booklet to find out more about the program and how it can benefit the seniors in your community.

I encourage every law enforcement department to send officers to the Elderly Service Officer Training. By working together, we can better protect our seniors from harm. I hope you will join us.

Very truly yours,

Kwame Raoul
Illinois Attorney General

Elderly Service Officer Training

Elderly Service Officer (ESO) Training is an intensive, week-long course designed to educate and sensitize police officers to issues that affect seniors. Offered by the Attorney General's office, the program helps law enforcement officials to become more aware of the needs and problems of the senior community and to play a more active role in preventing crimes against older people. Statewide, more than 1,800 law enforcement officers and senior advocates have successfully completed this special training.



The Attorney General's office also offers an Advanced Elderly Service Officer Training. The Advanced ESO Training is a one-day course that builds upon previous trainings by providing in-depth information regarding the most important issues facing seniors today.

History of Elderly Service Officer Training

History of Elderly Service Officer Training The idea for Elderly Service Officer Training originated with the Illinois State TRIAD Board in the early 1990s. TRIAD was formed in 1989 to develop a systematic approach to crimes against the elderly. In the fall of 1992, the Illinois Attorney General's office funded a proposal that called for the development of a certified 28-hour curriculum for the training of Elderly Service Officers. The first Elderly Service Officer Training was held at the Illinois State Police Training Academy in Springfield in 1993. The Attorney General's office has supported the program in Illinois for 30 years.

Why Are Elderly Service Officers Needed?

According to the U.S. Census, The share of the population that is 65 and older increased from 13.1% in 2010 to 16.8% in 2021. The 65+ age population has increased in the US to 55,847, 953 in As the U.S. senior population expands, law enforcement will increasingly be called upon to respond to their needs. ESO Training equips law enforcement officers with the tools they need to address the unique challenges that may arise in dealing with older residents



Statistics from the United States Census

<https://www2.census.gov/programs-surveys/popest/>

Cost of Attending Elderly Service Officer Training

ESO training is provided to law enforcement officers for free. The only costs to the department are transportation and/or lodging for the officers attending the training.



Benefits of Having a Trained Elderly Service Officer

Elderly Service Officers are trained to:

- Effectively and compassionately communicate with the older population
- Present educational seminars on crime prevention for senior groups in the community
- Investigate crimes commonly committed against seniors, including:
 - Home repair fraud
 - Ruse entries and residential burglaries
 - Theft
 - Elder abuse and exploitation
 - Hoarding and self-neglect
 - Cons such as foreign lotteries, grandparent scams, fraudulent telemarketing, pigeon drops, etc.
- Conduct risk assessments
- Recognize signs of elder abuse
- Respond to the dynamics surrounding elder emotional abuse
- Connect seniors with resources available in the community
- Report elder abuse in accordance with mandatory reporting laws
- Manage a senior emergency identification bracelet program
- Improve awareness of issues in residential care settings
- Collaborate with other senior service agencies
- Represent the police department on multidisciplinary elder fatality review teams that investigate elder abuse and neglect



Partnership with the Illinois TRIAD Program

The Attorney General's office is proud to be a partner and founding member of Illinois TRIAD and to have served on its board since 1990. Working with the Illinois Law Enforcement Training and Standards Board and the Illinois Association of Chiefs of Police, Illinois TRIAD was one of the first organizations in the nation to guide a statewide response to the critical issue of crime against seniors.



Local TRIADs, found throughout Illinois, consist of law enforcement officials such as county sheriffs and municipal chiefs of police, as well as senior community advocates and other community activists. Each TRIAD consists of an advisory council, which helps to determine the needs and concerns of seniors and suggest further initiatives. TRIAD activities help implement crime prevention, education and volunteer programs for older residents. One of TRIAD's most notable outgrowths is the Elderly Service Officer program.



TRIAD began as a national initiative sponsored by the American Association of Retired Persons, the International Association of Chiefs of Police and the National Sheriff's Association. TRIADs have been developed in communities throughout Illinois and the nation to promote crime prevention for older residents.



Innovative Projects Undertaken by Elderly Service Officers in Illinois

The following are some examples of innovative projects undertaken by ESOs that not only provide a great service to the seniors in their community but also provide the police department with a way to get the word out about community resources and services.

- Health and Wellness Fairs – ESOs have coordinated community-wide health and wellness fairs for seniors and invited local businesses and service agencies to share their services
- Senior Outings – ESOs have planned trips to live musical performances and plays to help keep seniors active
- Monthly Luncheons – ESOs have hosted monthly luncheons with the seniors in their community to provide information on the latest trends and tips on how to stay safe and active
- Senior Emergency Identification Bracelet Program – ESOs often manage the senior emergency ID bracelet program and do wellness checks during times of extreme weather
- Community Involvement – ESOs have coordinated volunteer activities for the seniors in their community, such as volunteering at the local food pantry or youth center
- “Glass Slipper Project” – one ESO organized seniors to act as mentors to high school girls before and after they picked out their prom attire and to provide safety tips for the DOs and DON'Ts of prom night
- Check and Respond Everyday (CARE) Program – ESOs have set up computer software to call and check in on isolated adults once a day. If no one answers the call, an ESO is sent to the home to check on the senior
- “Bridging the Gap” Senior/Youth Craft Day – an ESO coordinated an event in which seniors and teens worked alongside one another on craft projects

Testimonials

"I felt the training was very informative. I feel confident going back to work to help the senior citizens in my town with all the information given."

"Wonderful training! Loved that everything was broken up into 1 hour blocks with different information. Really helps keep attention. Kept me interested. Thank you for all of the great resources."

"Very good. Great speakers!"

"Really great! Extremely informative! I learned many things that I felt not only related to seniors but were things I could use within my family or daily life. Also, learned about resources that I did not know were out there or how to utilize them."

"Very informative! Especially the structure of the class (rotation of the instructors and variety) kept the material interesting. The quality of the speakers was most helpful."

"Excellent training!"

"One of the best, most useful trainings I have attended."

Other Programs and Services Offered by the Illinois Attorney General's Office

Speakers and Exhibits

Speakers are available to speak or exhibit at your events on topics such as:

- Consumer fraud
- Identity theft and data breaches
- Digital citizenship and cyberbullying
- Charitable registration and annual requirements
- Crime victim services and rights
- Domestic violence and stalking
- Higher Education
- Student Lending
- Military and veterans rights
- Unlawful discrimination
- Disability rights

Mobile Community Service Office and District Office Hours

Staff members are available to visit communities throughout the state to answer questions, distribute brochures and provide residents with information about protecting themselves from consumer scams and filing consumer complaints.

Outreach staff are also available to hold constituent service office hours in partnership with public officials.



Contact Information

For more information regarding Elderly Service Officer Training, please contact:

Cordelia Coppleson
Assistant Attorney General
Law Enforcement Training Coordinator
Office of the Attorney General
Criminal Enforcement Division
Phone: 312-438-4804
Email: cordelia.coppleson@ilag.gov

For registration questions, please contact:

Special Events Coordinator
Office of the Attorney General
Phone: 1-866-376-7215
Email: special.events@ilag.gov

Individuals with hearing or speech disabilities can reach us by using the 7-1-1 relay service.

Consumer Fraud Hotlines

Chicago
1-800-386-5438

Springfield
1-800-243-0618

Carbondale
1-800-243-0607

www.illinoisattorneygeneral.gov

