

INTEGRATED POLICE RESPONSE FOR ABUSED SENIORS



▶ General Overview

Evaluation Results of the Model Pilot Project

INTRODUCTION

The *Integrated Police Response for Abused Seniors (IPRAS)* is a three-year action research project that has developed, tested, and then implemented a police intervention model to counter mistreatment of older adults. Starting in July 2013 and extending over a three-year period, this project was jointly carried out between the “Section de la recherche et de la planification du Service de police de la Ville de Montréal” (SPVM)¹ and the Research Chair on Mistreatment of Older Adults of the University of Sherbrooke.

This general overview presents the evaluation results of the IPRAS Model pilot project. Three other general overviews can be consulted. They highlight:

- › the needs analysis and police practices inventory enabling the development of the model;
- › the description of the model’s components implemented throughout the SPVM;
- › the practical and theoretical knowledge learned from the IPRAS action research project.

A field-tested model

IPRAS Model is an **evidence-based** model that meets the needs and challenges related to police intervention in countering mistreatment of older adults. The scientific data on which it relies comes from a first data collection that allowed developing the model and then from results of its on-site testing evaluation.

In total, **7 out of the 32 Neighbourhood Police Stations (NPS) and 4 SPVM’s regional investigations units** participated in the implementation and evaluation of the model. The experience of police officers and partners involved in the model pilot project implementation provided a realistic and complete overview of the strengths, challenges and perspectives for ongoing improvement of the model.

The results of the evaluation allowed to target the adjustments to be made in order to implement a revised model throughout the SPVM and to propose the dissemination of the model to other police services across Québec and Canada during the summer of 2016.

A realistic and participatory evaluation with a double aim

The evaluation of the IPRAS Model was based on **two approaches**:

Realistic²

The evaluation aimed at understanding how the IPRAS Model worked, the context and circumstances of its implementation. Using this approach allowed to position the pilot project in a perspective of practice improvement.

Participatory

The evaluation took particular account of the knowledge, understanding and experience of police officers and partners involved in the implementation of the pilot project.

¹ Research and Strategic Planning Division of the City of Montréal Police Service.

The evaluation had a **double aim** in order to understand:

- 1 **The implementation of the model** in pilot project: the process, what had worked well and not so well, the reasons why and the required adjustments.
- 2 **The effects of the model** on police practice: changes in practice, improvements, challenges and improvement perspectives.

RESULTS

1 Evaluation of the implementation of the IPRAS Model in pilot project

Observations	Adjustments made to the model
The Operational Committee was crucial for the operationalization and implementation of the model.	Optimization of operational and management communication between members of the committee and police officers from local and regional units.
Resource Officers played a central role in the implementation of the model.	Planning of training activities for Resource Officers to ensure their understanding of the model and their role in it.
The dissemination of the model was characterized by the diversity of formats and messages used during launching activities at the corporate, regional and local levels.	The development of a single presentation/animation canvas for the model's launching activities.
The implementation of a local and regional coordination structure provided a better support to patrol officers and investigators in handling mistreatment cases.	Consolidation of the Corporate Resource Officer's role.
Support between Local and Regional Resource Officers was bolstered by the implementation of conference calls.	The conference calls format was revised in order to stimulate the creation of a community of practices among Resource Officers.
The Local Guideline's description of Local and Regional Resource Officers' roles was clear and realistic, but could be enhanced by the inclusion and clarification of roles of other key police officers in practice.	The Local Guideline was improved by the addition of the role of detective-sergeants who perform a first screening to dispatch investigations (controllers) and also by the Corporate Resource Officer's role, as well as the clarification of role regarding supervisors.
Among the tools developed, the Detection Pocket Tool was the most evenly distributed and best known by patrol officers.	The elaboration of a single presentation canvas for the model and a support kit for the implementation contributed to an even distribution of tools. It also contributed to a continuous promotion of tools in all units.
Patrol officers and Local and Regional Resource Officers found challenging to fulfill certain expectations described in the Local Guideline.	A strategy for promoting successful stories regarding cases of mistreatment was established to show tangible benefits of the practice and strengthen the commitment of police officers in detecting, making referrals and writing police reports. A report template and tips for writing were also developed to encourage patrol officers to optimize the quality of their reports.
Collaboration between Resource Officers and their main partners was facilitated by the links that were established before the project's implementation.	All units involved in the pilot project updated the list of partners and available resources for older adults. The mandate for establishing and coordinating relations with corporate partners was given to the Corporate Resource Officer.

Team intervention in duo or in triad has proven to be a collaborative practice highly valued by Resource Officers.

The **online training module** turned out to be an effective support tool for Resource Officers or managers (e.g., sergeants) in their roles within the IPRAS Model.

The **communication plan** contributed to the IPRAS project dissemination during its various phases with various internal and external audiences.



Members of the Operational Committee developed an “analytical chart” on the duo/triad intervention (roles and limits of all actors) and on pitfalls to avoid in order to prevent Resource Officers’ work overload.



The online training module was updated by the addition of new content.



The communication plan was updated in order to meet the project’s progress.

2 Evaluation of the effects of the IPRAS Model on the practice

The purpose of this evaluation was to understand the effects of the model on the **police intervention components** (*prevention, detection, response to calls/front line intervention, follow-ups, investigations/judicial process*) and on the four **cross-cutting strategies** of these five components (*knowledge transfer, intersystem collaboration, coordination and strategic management*). The first component of the police intervention, “prevention”, was not implemented during the first phase of the pilot project. The results of the evaluation cover the four other components of the intervention. For each of the components and strategies, the **improvements made (+)** and the **challenges to be met to strengthen effects (-)** are presented.

Police intervention components

DETECTION

- (+) The establishment of Resource Officers strengthened 2nd line detection – based on doubts reported by patrol officers.
- (-) Optimize front line detection by the patrol officers, especially by promoting the Detection Pocket Tool.

RESPONSE TO CALLS - FRONT LINE INTERVENTION

- (+) The number of reports taken by patrol officers when they intervene with older adults increased.
- (-) Foster enrichment of the information included in reports.

FOLLOW-UPS

- (+) Complementarity of Local and Regional Resource Officers and good communication with partners facilitated follow-up management.
- (-) Strengthen the involvement of patrol officers regarding referrals to partners.

INVESTIGATIONS /JUDICIAL PROCESS

- (+) 60 % of investigators involved in Pilot 1 believe that support from Regional Resource Officers is the most helpful IPRAS’ component.
- (-) Promote non-judicial problem solving.

Cross-cutting strategies

KNOWLEDGE TRANSFER

- (+) Awareness and knowledge transfer to police officers rely on the teaching skills of Resource Officers.
- (-) Further promote the online training module and ensure basic training for police officers regarding mistreatment of older adults and the IPRAS Model.

INTERSYSTEM COLLABORATION

- (+) Joint collaborations (in team) with NGO community workers or practitioners of public health and social services were consolidated.
- (-) Promote the development of trust relationships between partners and various police profiles, mainly with Resource Officers.

COORDINATION

- (+) Resource Officers helped operationalize the IPRAS Model in all units. Consolidation of the Corporate Resource Officer’s role facilitated the animation of the Resource Officer’s community of practices as well as the flow of information.
- (-) Appoint replacements in all units to ensure continuity of practice when Resource Officers are off duty.

STRATEGIC MANAGEMENT

- (+) The ongoing adjustment of the model enabled an effective implementation to the entire SPVM.
- (-) Promote mobilization of units’ leaders through regular communication with the Operational Committee.

REFERENCES AND FOR MORE INFORMATION:

²Pawson, R. & Tilley, N. (1997). *Realistic Evaluation*. London: SAGE.

Pawson, R. & Tilley, N. (2004). Realistic Evaluation. Dans S. Matthieson (ed.), *Encyclopaedia of Evaluation*. Newbury Park: SAGE.

Beaulieu, M., Côté, M., Diaz, L., D'Amours, M., Loock, J. & Cloutier, J. (2016). *Integrated Police Response for Abused Seniors. Model Development Synthesis*. Research report of the IPRAS action research project. Research Chair on Mistreatment of Older Adults and Service de police de la Ville de Montréal. Sherbrooke and Montréal. 20 p.

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The reviewed and adopted IPRAS Model can be consulted in the Integrated Police Response for Abused Seniors. Description of the Model's Components.

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Canada 

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