



TRUMBULL
COUNTY 911
SPECIAL NEEDS
REGISTRY
NEWSLETTER

FEBRUARY 2017

IN THIS ISSUE

A Letter from the Director

The Trumbull County 911 Dispatch Center dispatches for 25 police departments and 31 fire departments within Trumbull County. Our recent consolidation with several area call centers, including Warren City, and the recent upgrade of our CAD system, has allowed us to share resources and work together in one central location to provide the utmost level of emergency response services to our area residents.

We are currently in the process of rolling out a new Special Needs Registry program, to allow those requiring diverse assistance in the event of an emergency to inform first responders with this information ahead of time. When an individual registers with the program, they will then be entered into the Trumbull County 911 CAD database, where dispatchers forward the special needs instructions on to police, fire and EMT personnel in the event of a 911 call for help. I encourage you to utilize this service. Registration is voluntary and your information will be used only for the 911 Emergency Systems and will be handled confidentially.

We are looking forward to providing this new service to Trumbull County residents and invite questions and comments regarding this service.

*Sincerely,
Ernest G. Cook, III, Director
Trumbull County 911 Dispatch Center*

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Help emergency responders best meet those with special needs during an emergency.

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The Statistics...

- 1 in 5 U.S. residents has some level of disability:
 - 19% of U.S. population
 - 56.7 million Americans
- 5.2% of children ages 5 to 17 have some level of disability

Source: U.S. Census Bureau Reports, www.census.gov, accessed February 2015

Sample Special Needs Registration Form

A sample of the Special Needs Program Registration form

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About the Special Needs Registry

The Trumbull County Special Needs Registry is operated by the Trumbull County Board of Commissioners and is administered by the Trumbull County 911 Dispatch Center.

The purpose of the registry is to help you and your loved ones prepare for an emergency event before it happens, by providing special needs awareness to first responders.

Individuals may register information regarding their (or their child's or other care dependent's) special needs such as physical or mental ailments. Police, fire, and ambulance personnel will then be made aware of your special needs and be better prepared to provide the necessary assistance.

The registry is voluntary and the information submitted provides

the Trumbull County 911 Dispatch Center the opportunity to have important data on file with 911 operators in the event there is an emergency in your home.

Examples of a special need may include:

- Use of a life support system such as oxygen, respirator, ventilator, dialysis, pacemaker, or insulin;
- Mobility disabilities, use of a wheelchair, scooter, walker, cane, or other mobility device;
- Visual or hearing impairment;
- Speech, cognitive, developmental or mental health disabilities; or
- Use of assistive animals or prosthesis

The Statistics...

- 1 in 68 American children has an autism spectrum disorder*
- 1 in 9 older Americans has Alzheimer's disease**



*Source: Centers for Disease Control and Prevention, Data and Statistics, www.cdc.gov, March 2014

**Source: Alzheimer's Association report, 2014 Alzheimer's Disease Facts and Figures



VISIT US ONLINEwww.tcg11.com

How to Register with the Special Needs Program



Registration is voluntary. Please consider utilizing this community service and register today. A simple form is now available from the Trumbull County Board of Commissioners, which allows individuals with special needs to submit their information to the Trumbull County 911 Special Needs Registry. If you cannot complete the form yourself, a family member, caregiver, or authorized representative may complete the enrollment form on your behalf.

Once you complete the form, you may submit it to the Trumbull County Special Needs Program via one of the following methods:

Mail or Fax:

Print and complete the form by hand and submit it to:

Mail:

Trumbull County 911 Dispatch Center
Attn: Special Needs Registry
911 Howland Wilson Rd. NE
Warren, OH 44484

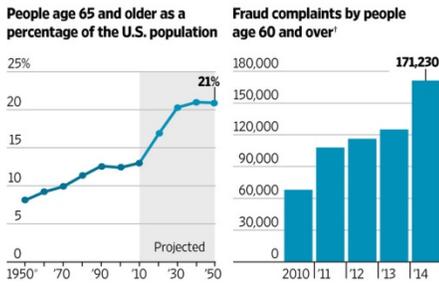
By Fax:

Trumbull County 911 Dispatch Center
Attn: Special Needs Registry

Fax: (330) 675-2795

Cheating the Aging

Reports of fraud involving the elderly have been rising as seniors become a larger percentage of the population.



^{*}1950 excludes Alaska and Hawaii
[†]Figures are for complaints by consumers who reported their age
 Sources: Census Bureau; Federal Trade Commission (fraud complaints)
 THE WALL STREET JOURNAL.



Senior Fraud

Unfortunately, senior fraud is a growing and unrelenting industry among scammers and con artists alike worldwide. Methods may evolve and scams may change; however, the victims remain the same.

The chief reasons scammers target senior citizens so often is because older generations, more often than not, hold exponentially more funds in their savings accounts than younger individuals and are historically more trusting of scammers.

Scams come in many forms and fashions, and it is a good idea to be prepared to recognize them and to know what steps to take to report them to the proper authorities.



Defend against scams

- 1 Don't stay on the phone with a stranger asking for money.
- 2 Never judge a person's integrity by how they sound.
- 3 Monitor your investments; ask tough questions.
- 4 Be suspicious if you have trouble retrieving your principal or profits.
- 5 Watch out for salesmen who prey on your fears.

Source: NASAA

Phone Scams

Phone scams are one of the most popular methods of preying on senior citizens. Many senior citizens use the phone on a daily basis, to communicate with loved ones, to conduct business and financial affairs, and to make purchases. Common phone scams that have circulated recently include:

- **Help a Relative:** The request to transfer funds via Western Union, or other wire transfer methods, to help a relative bail out of jail or the relative is in the hospital following an accident and needs money as soon as possible.
- **Large Sum of Money:** The request to share lottery winnings or a large inheritance with the senior citizen, if the senior will only send funds to the scammer prior to receiving their share.
- **Charity Scam:** Calls regarding a fake (or even real) charity asking for donations, usually following a well-known natural disaster.



What to Watch For

Top 10 financial scams targeting seniors

- | | |
|-----------------------------------|-------------------------------|
| 1. Medicare/health insurance | 6. Internet fraud |
| 2. Counterfeit prescription drugs | 7. Investment schemes |
| 3. Funeral and cemetery | 8. Homeowner/reverse mortgage |
| 4. Fraudulent anti-aging products | 9. Sweepstakes and lottery |
| 5. Telemarketing/phone | 10. The grandparent scam |

Source: National Council on Aging

At Risk

Forty-three percent of older Americans exhibit one or more signs of financial victimization.

- | | |
|---|-----|
| RECEIVE CALLS/mail asking for money, lotteries, other schemes | 35% |
| DON'T FEEL CONFIDENT making big financial decisions alone | 5% |
| ARE BEING PRESSURED to give away money or change will | 2% |
| DON'T UNDERSTAND financial decisions someone makes for them | 1% |
| GIVE LOANS or gifts more than they can afford | 1% |
| ARE HAVING TROUBLE paying bills because they are confusing | 1% |
| SOMEONE IS ACCESSING accounts/money is disappearing | 1% |

Source: Investor Protection Trust's Elder Investment Fraud and Financial Exploitation survey, conducted March 10-13, 2016 by Public Policy Polling THE WALL STREET JOURNAL.

Internet Scams



As senior citizens are more often than not less versed with use of the Internet as others may be, they often fall prey to online scams such as:

- **Email Phishing Scam:** An email phishing scam is one that will request sensitive identifying information in order to update or verify your account. It may appear to be from the IRS, Credit Card Company or even your bank. Once personal information, such as date of birth, address, social security numbers, is submitted to the scammers, accounts are opened in the victim's name and identities are stolen.
- **An Internet-based medical scam** that is not only financially damaging, but dangerous to the victim's health is prescription drug fraud. Counterfeit medications will advertise cheaper prices on the Internet, attracting those shopping for better prices. The product is fake and the victim may never be aware.

Medical Scams

As the majority of those over 65 years of age are covered by Medicare health insurance, scammers will pose as Medicare Representatives to obtain personal information and steal the identities of unsuspecting victims.

Homeowner Scams

One of the most valuable assets owned by senior citizens is their home. Something they may have worked their entire working lives to own. Many frauds are out there claiming to alleviate homeowner costs such as:

- **Tax and Auditor Scams:** Scammers will claim to be from the local Auditor's office and send out letters stating, for a small fee, they can alleviate tax burdens on the homeowner with a reassessment of the property value.
- **Reverse Mortgages:** Unlocking equity on their homes by applying for a reverse mortgage may leave victims open to scammers who stand to benefit (sadly, this may be a close family member) such as a home repair company looking for easy money.



Home Improvement Scams



Contractors may go door-to-door in official looking trucks and construction equipment with company logos painted on their side. They may offer to make repairs to your home or to pave your driveway, stating they have left over supplies from a nearby job and will offer a discount to complete the job for you.

They will require large down payments in advance and end up doing little to no work and leave town shortly after with the victim's money.

Contractors and home repair companies can be researched with the Better Business Bureau <http://www.bbb.org> or the Ohio Attorney General's Office at www.ohioattorneygeneral.gov.

Advance Fee Loans and Lines of Credit

Senior citizens seeking out funds through loans or credit cards may fall victim to this scam, where the scammer will require up-front or sign-up fees to qualify. Victims never receive a loan or credit card, and their money is gone. Never pay in advance to qualify for loans.

Protect Yourself from Scammers

Signs of a SCAM

- You're asked to wire money to a stranger.
- You've won a contest you've never heard of or entered.
- You're pressured to "act now!"
- You have to pay a fee to receive your "prize."
- Your personal information is requested.
- A large down payment is requested.
- A company refuses to provide written information.
- A company has no physical address, only a P.O. box.

According to the Ohio Attorney General's Office¹, the following are good signs of a scam and ways to protect you from becoming a victim.

- **Research businesses and charities:** Before doing business with a company, check its reputation with the Ohio Attorney General's Office and the Better Business Bureau. Ask family and friends for recommendations. Never pay money to a person or a company that refuses to give you written information, a phone number, a physical address, or references.
- **Read the fine print:** Read all the terms and conditions of any agreement before you sign. Get warranties and all verbal promises in writing. Review contracts with a trusted attorney, friend, or family member. If a fraudulent charge appears on your bank or credit card statement, immediately notify your bank.
- **Remember your rights:** Ohio consumer laws protect you from unfair, deceptive, and unconscionable practices in consumer transactions. For example, advertisements must list exclusions and limitations, and a store must post its return policy clearly. In Ohio, it is illegal to charge a fee for winning a prize.
- **Reconsider the purchase:** Don't give in to high-pressure sales tactics. If it's a "good deal" today, it should be a good deal tomorrow, too. Never give personal information to someone you don't know or trust. Ask companies how they will use your personal information. Never sign anything you do not understand. Ask questions and demand answers.
- **Report scams and unfair practices:** If you have a problem with a purchase you made, notify the company in writing. Explain your complaint and give a deadline for resolution.

1. <http://www.ohioattorneygeneral.gov>

- *Research Businesses and Charities*
- *Read the Fine Print*
- *Remember Your Rights*
- *Reconsider the Purchase*
- *Report Scams and Unfair Practices*

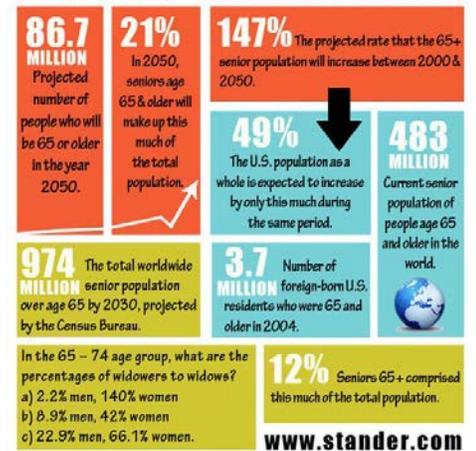
What to Do if you Fall Victim to a Scam

If you or a loved one has fallen victim to a scam, try to obtain as much information as possible about the scammer, such as their name (although it will more than likely be fake), their phone number, identifying attributes such as gender or accents, or email address.

Contact your local police department at their non-emergency line or the Ohio Attorney General's Office at 1-800-282-0515, and provide them with this information and they will make a report for you and begin an investigation.

The more information about the scammer you can provide the better, as others may have fallen victim to the same scammer and it may aide the law enforcement agency in tracking down the suspect and pressing charges.

FACTS ABOUT SENIORS BY THE NUMBERS



VoIP Callers May Not Reach 911

Source: www.fcc.gov



According to the FCC, those using a VoIP phone account may not reach their local 911 successfully in the event of an emergency, and information regarding your location may be inaccurate. To help ensure the safety of your household, you should be aware that:

- VoIP 911 calls may not connect to the PSAP or may improperly ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained 911 operators.
- VoIP 911 calls may correctly connect to the PSAP, but not automatically transmit the user's phone number and/or location information.
- VoIP customers may need to provide location or other information to their VoIP providers, and update this information if they change locations, for their VoIP 911 service to function properly.
- VoIP service may not work during a power outage, or when the Internet connection fails or becomes overloaded.

Tips for subscribers to fully interconnected VoIP service

If you have or are thinking of subscribing to an interconnected VoIP service, you should:

- Provide your accurate physical address to your interconnected VoIP service provider to ensure that emergency services can quickly be dispatched to your location.
- Be familiar with your VoIP service provider's procedures for updating your address, and promptly update address information in the event of a change.
- Have a clear understanding of any limitations of your 911 service.
- Inform children, babysitters and visitors about your VoIP service and its 911 limitations, if any.

- If your power is out or your Internet connection is down, be aware that your VoIP service may not work. Consider installing a backup power supply, maintaining a traditional phone line or having a wireless phone as a backup.
- If you have questions about whether the phone service you are receiving is an interconnected VoIP service, contact your service provider for further information.
- PSAPs currently lack the technical capability to receive texts, photos and video.

FCC E911 rules

The FCC requires that providers of interconnected VoIP telephone services using the Public Switched Telephone Network (PSTN) meet Enhanced 911 (E911) obligations. E911 systems automatically provide to emergency service personnel a 911 caller's call back number and, in most cases, location information.

To reduce possible risks to public safety, the FCC requires interconnected VoIP providers to:

- Automatically provide 911 service to all customers as a standard, mandatory feature. VoIP providers may not allow customers to "opt-out" of 911 service.
- Obtain a customer's physical location prior to service activation, and provide one or more easy ways for customers to update the location they have registered with the provider if it changes.
- Transmit all 911 calls, as well as a callback number and the caller's registered physical location, to the appropriate emergency services call center or local emergency authority.
- Take appropriate action to ensure customers have a clear understanding of the limitations, if any, of their 911 service. They must distribute labels warning customers if 911 service may be limited or not available and instruct them to place the labels on or near equipment used with VoIP service.
- Obtain affirmative acknowledgement from all customers that they are aware of and understand the limitations of their 911 service.
- Ensure that a 911 call is routed to the appropriate PSAP in areas where emergency service providers are not capable of receiving or processing the location information or call back numbers not automatically transmitted with 911 calls.
- VoIP service providers that do not fully interconnect with the PSTN are not currently required to comply with the FCC's 911 and E911 rules.

Filing a Complaint

If you have been unable to access emergency services while using VoIP service, you have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12 St., SW
Washington, DC 20554



Senior Service Providers

The following is a listing of centers and programs within Trumbull County who provide various services to senior citizens:

Trumbull County Senior Service Providers		
Provider	Type of Service	Phone #
Antonine Sisters	Adult daycare	(330) 538-9822
Area Agency on Aging, Inc.	Ombudsman & regional agency for the aging and disabled	(330) 505-2300
Comfort Keepers	Personal care, homemaker and chores	(330) 747-3541
Cortland Area Cares	Food pantry	(440) 227-9216
Country Neighbor	Home delivered meals, personal care and homemaker	(440) 437-6311
Easter Seals	Adult daycare and transportation	(330) 743-1168
East Side Organizing Project, Inc. (ESOP)	Financial classes and supportive services	(330) 469-5426
Farmington Senior Center	Meals and activities	(330) 889-2733
FirstLight Home Care of Boardman-Warren	Homemaker	(330) 318-3234
Girard Multi-Generational Center	Meals and prescription assistance	(330) 545-6596
Guardianship and Protective Services	Protective services	(330) 299-0267
Hubbard Senior Citizens Club	Senior Living	(330) 534-3812
Johnston Senior Center	Meals and activities	(330) 924-0412
Liberty Township Senior Watch Program	Protective services	(330) 759-1315
McDonald Village Senior Center	Activity center	(330) 288-0015
McDonald Village Senior Watch Program	Protective services	(330) 530-5472
SCOPE Senior Centers		
SCOPE in Champion	Activity centers, meals and social workers	(330) 847-8179
SCOPE in Cortland	Activity centers, meals and social workers	(330) 637-3010
SCOPE in Howland	Activity centers, meals and social workers	(330) 609-7806
SCOPE in Lordstown	Activity centers, meals and social workers	(330) 824-2173
SCOPE in Niles	Activity centers, meals and social workers	(330) 544-3676
SCOPE in Warren	Activity centers, meals and social workers	(330) 399-8846
St. Joe's at the Eastwood Mall	Exercise classes	(330) 652-7542
Trumbull Transit	Transportation	(330) 369-2600
Trumbull Mobile Meals	Home delivered meals	(330) 394-2538
Trumbull Advocacy and Protective Network (TAPN)	Advocacy services	(330) 550-9244
Trumbull County Department of Job & Family Services	Protective services	(330) 392-3248
Trumbull County Office of Elderly Affairs	Home delivered meals	(330) 675-2486
Trumbull County Senior Service Unit	Protective services	(330) 675-7096
TCAP	Transportation and chores	(330) 393-2507

Trumbull County 911 Special Needs Registry

Trumbull County 911
Dispatch Center
911 Howland Wilson Rd. NE
Howland, OH 44484

[Addressee]
[Street Address]
[City, ST ZIP Code]
