



COMMUNITY SERVICE OFFICERS' PROGRAM

The Community Service Officer Program has a short history -- just one year and one month of serving the Model Neighborhood community, but in that time the CSO's, in their gold blazers, driving white city cars, have become well known. And they have contributed much to the community, too.

In their first year CSO's handled 5,763 calls. Most of them were in the Model Neighborhood area. The officers did everything from assisting stranded motorists to getting help for a man who was threatening to commit suicide.

Most people who call the CSO's ask for emergency help of some sort. A sick or elderly person may need transportation to a doctor. A family stranded in town may need temporary housing and food, perhaps even clothing. An alcoholic may need to be admitted to the Seattle Treatment Center for detoxification. CSO's provide the transportation; they get food, or clothing from other agencies and carry them to the people who need them.

CSO's also help people with financial problems. A family whose utilities are to be cut off, a family threatened with eviction, or a family whose welfare check has been stolen can call CSO's. They will work out payment arrangements with the utility companies, so that a utility is left on while the family makes up back payments. They will work out the same sort of arrangement between landlords and tenants, or perhaps help the family find a less expensive place to live. Or they will help the family get an emergency voucher from Public Assistance.

CSO's are involved in people problems. Neighbors quarreling over the placement of a fence may call CSO's. Parents having problems with their children may call CSO's. People looking for a job may call CSO's. And the CSO's will mediate the neighbors' dispute, counsel the parents and children, or help find employment.

Another area CSO's are very involved with is crime prevention. They have worked with the Leschi Project Area Council for over six months now, developing a full-scale burglary prevention program for Leschi. This program includes the

engraving of valuables under Operation Identification, the establishment of a neighborhood house-watch program, and community education on burglary prevention techniques.

Outside the Leschi area CSO's have engraved many people's valuables throughout the city. If this property is stolen, it can easily be identified and returned; and the fact that property is engraved often deters would-be burglars. This service is available at no cost to any Seattle Citizen who requests it.

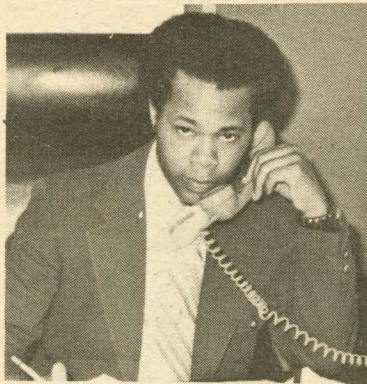
CSO's have been involved this year in the area schools. They have acted as monitors for special events, such as Garfield's 50th Anniversary celebration. They have assisted in school-community involvement programs. And they have counseled and tutored students who had emotional or educational problems in school. They work with the student, his parents, his teachers and his counselors to resolve school problems.

Community Service Officers often work as referral agents for Environmental Health Services and the City Engineering Department.

They keep an eye on the Central Area, and notify Environmental Health when they find litter problems. If they find damaged streets, sidewalks or traffic signs, they call the City engineers.

The Community Service Office Program is administered by the Seattle Police Department and CSO's spend a portion of their time assisting the S.P.D., too. They direct traffic at accident scenes, they transport citizens to and from the department, and they deliver found bicycles or other articles to the police property room. If neighbors complain to the police about an abandoned car, the CSO's will try to find and notify the owner, or, if they can't, place a 24-hour warning sticker on the car. They also help the police look for lost children or elderly people, and return them to their home.

What can a CSO really accomplish? Here's one example. A 74-year old man, confined to a wheel chair, was living in a second floor room by himself. His landlady fed him three meals a day, and charged him \$150 a month for room and board. But she was gone all day, and he had no telephone, no way to



get help in an emergency. Besides that, the landlady would have him "X" his \$96 Social Security check and his \$210 VA check each month, and he'd never receive the balance after room and board were paid.

The man was badly in need of medical attention and a friend called the CSO office and asked two officers to check on him. The officers looked into his situation, and made arrangements to get him out of the house, into the V. A. Hospital. The notified the man's son in Chicago, and communicated with him regularly while his father was hospitalized. They also worked with the VA Social Worker to get the man into a nursing home once he was released from the hospital.

What else do CSO's do? Last summer they helped a woman from Louisiana who had come to Seattle with her baby, trying to get away from an abusive husband. He had followed her here, broken into her apartment, and stolen her money and clothing. She arrived at the CSO office with her baby, the clothes on her back, a black eye, no money and no place to go.

CSO's helped her get emergency housing and food, an emergency voucher from Welfare, medical treatment and a place to stay permanently. They followed up on the case for a number of weeks, making sure that she was doing well, and was not bothered again by her husband.

The CSO Program began amidst much community skepticism. Those dudes in the gold blazers were just undercover agents for the pigs, everyone knew that. But CSO's have worked hard to overcome this reputation. Their goal is to give service to the Model Neighborhood community. And finally, after one year and almost 6,000 calls, the community has really begun to accept the CSO's, and to depend on their services.



From left to right: Harold Haley - sup., ReJinder Gamvan - CSO, Rodney Hamlet - CSO, Mattie Ray - CSO, Bill Baylor - CSO, Frank Morris, Jr. - CSO.



Charles Sampson & John Johnson demonstrating Operation Identification (electro engraving valuable equipment).



Maryland Brooks demonstrating use of portable radio.



Cherry Armstead, Citizen Service Bureau Representative.