

ASSET

PROTECTION

PEOPLE | PROPERTY | REPUTATION

March 10-13, 2013

Pointe Hilton Tapatio Cliff | Phoenix, AZ.



THE VOICE OF FOOD RETAIL 

Partnering With the Local Community to Get the Most Out of Shoplifter Apprehensions

Presented By:

Joe Laufenberg –Festival Foods
Caroline Kochman –NASP

A black and white photograph of a man standing in front of a corner building. The building has a sign that reads "I.G.A. STORES" at the top. Below this, a large sign lists various food items: "Hobnob Butter 1 lb", "Roasting Chickens", "Fresh Eggs", "Fresh Fish 3¢", "Canned Fruit", "Canned Vegetables", "Canned Soups", "Canned Meats", "Canned Fish", "Canned Eggs", "Canned Apples", "Canned Peaches", "Canned Pineapples", "Canned Mangoes", "Canned Apricots", "Canned Plums", "Canned Cherries", "Canned Raspberries", "Canned Strawberries", "Canned Blueberries", "Canned Blackberries", "Canned Elderberries", "Canned Huckleberries", "Canned Currants", "Canned Gooseberries", "Canned Mulberries", "Canned Elderberries", "Canned Huckleberries", "Canned Currants", "Canned Gooseberries", "Canned Mulberries". The man is wearing a light-colored suit and a hat. The building is reflected in a large pool of water in the foreground.

- 1946
- 17 Stores
- Family Owned
- 5,000 Associates





Community Involvement



New Community Shelter, Inc.





Partnering with Community

SCRAP YARDS

WASTE MANAGEMENT



Loss Prevention Network

- ▶ *Monthly Coordination Meeting*
- ▶ *Sharing Information with Area Retailers*
 - Loss Prevention Alert Notices via Email
 - Photo / Video of Known & Suspected Thefts





Law Enforcement

Home / News / Local

Woman, 75, robbed at gunpoint in her home

Story Discussion Image (2)

Font Size: - +

By ANNE JUNGEN | ajungen@lacrossetribune.com | Posted: Sunday, March 28, 2010 12:00 am | (19) Comments



Jonathon Anderson



Criminal charges are pending against two La Crosse men and a 16-year-old male authorities say assaulted and robbed an elderly woman at gunpoint early Saturday.

The 75-year-old woman told La Crosse police investigators three men, one of them armed, dressed in dark clothing entered her home on Vista Court about 1 a.m., according to the police report.

One of the suspects pushed her to the floor and threatened to shoot her before knocking a phone out of her

hand when she tried to call for help, according to police. She then was ordered to remove her jewelry.

The suspects fled in the woman's 2009 Toyota Camry with her purse, television, cash and a safe containing coins and jewelry, police said.

The victim escaped to a neighbor's house and called 911. She was not injured, police said.

Her grandson, 25-year-old Jonathon L. Anderson of La Crosse, was arrested at a North Side home early Saturday.

The investigation led police to a home on the 200 block of Broadway Street in Blair, Wis., where authorities located the safe and its contents, television, purse, cash and a C02 gun during a search. The stolen vehicle was found in La Crosse.

Jeffrey Flores, 21, of La Crosse and a 16-year-old were arrested at the home. All three are expected Monday in La Crosse County Circuit Court on charges of armed robbery and intimidation of a victim with use of force. Flores also is facing charges of taking a motor vehicle without consent and possession of THC.

La Crosse police credited ongoing technology training and the La Crosse County Sheriff's Department, Blair Police Department and Trempealeau County Sheriff's Departments Emergency Response Team for a successful investigation.



Minnesota man arrested in La Crosse photo store murders

OCTOBER 2012

In what investigators call a “true whodunit,” police used thousands of hours of videotape, records from the stolen phones and an upside-down trailer hitch to track down Jeffrey P. Lepsch, a hobby photographer and out-of-work laborer who still owes nearly \$60,000 in restitution on a 2003 theft conviction.



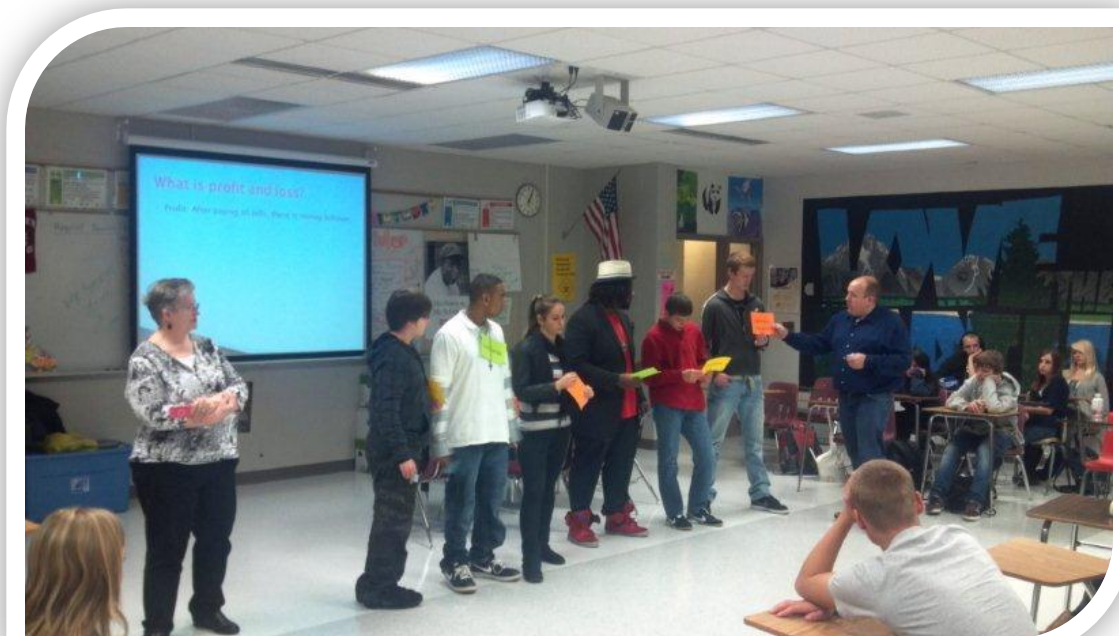


Partnering with Local Schools



Community Involvement

Lesson on the effects of shoplifting



Community
Involvement

Store



festival
foods



NATIONAL ASSOCIATION FOR SHOPLIFTING PREVENTION
...because shoplifting steals from all of us



Community
Involvement



- Program is offered to all Juvenile Shoplifters
- Teaches Kids the affects shoplifting has on
 - Retailers
 - Store Associates
 - Family Relationships
 - Community





Getting the Most Out of Apprehensions at Festival

Festival's Interests

More Family Friendly Approach

Maintain Good Community Relations with Law
Enforcement and Courts

Ensure a Substantive Sanction at
Apprehension



Getting the Most Out of Apprehensions at Festival

- Garnered the support of every prosecuting attorney's office in our communities.
- Motivated Prosecutor's offices in 2 cities to enact education programs of their own for ADULT and Juvenile offenders.
- Gotten positive press and PR for our program and Festival Foods.
- Ensured a substantive sanction was made available.
- Enhanced our existing school programs.

ASSET PROTECTION



Strengthening the Approach to Low-Level Theft

- What is REALLY happening in criminal justice today with low-level offenders
- Why we can't necessarily rely on traditional approaches
- How retailers can and should take more control of apprehension outcomes in their communities

About NASP

- **Nationwide Leader in Shoplifting Prevention**
 - NASP Research-based Education Programs Set the Standard for Shoplifting Prevention Efforts since 1989
- **Collaborates with All Community Stakeholders**
 - Retailers, Crime Prevention, Law Enforcement, Prosecutors, Courts
- **Develops & Delivers Needed Programs & Services**
 - Proven-Effective Offender Education Programs used in more than 2,000 jurisdictions
- **Shoplifter Research**
 - Non-professional, Consumer Shoplifters

Traditional Approaches to Low-Level Theft

No Longer Meeting the Needs of:

- Retailers
- Law Enforcement
- Criminal Justice
- Local Communities

Changes in response/handling of low-level & juvenile shoplifting because of budget cuts

Traditional Approaches to Low-Level Theft

In Our “Do More With Less” Economy...

- police don't come
- prosecutors change \$ thresholds
- courts release cases
- retailers pull back on prosecution

Retailers are Left Holding the Bag

Strengthening the Approach to Low-Level Theft

- Identify loopholes in the current system
- Understand the importance of reducing repeat offenses
- Understand what prosecution means today
- Understand what diversion is and is not
- Understand how to get the current system of diversion to work for you

Traditional Criminal Justice System



The guiding imperative of the court system is to reduce repeat offenses.

Traditional Criminal Justice

2 Choices:

- **File Formal Charges**
costly & time consuming
- **Release**
ineffective at reducing repeat offenses

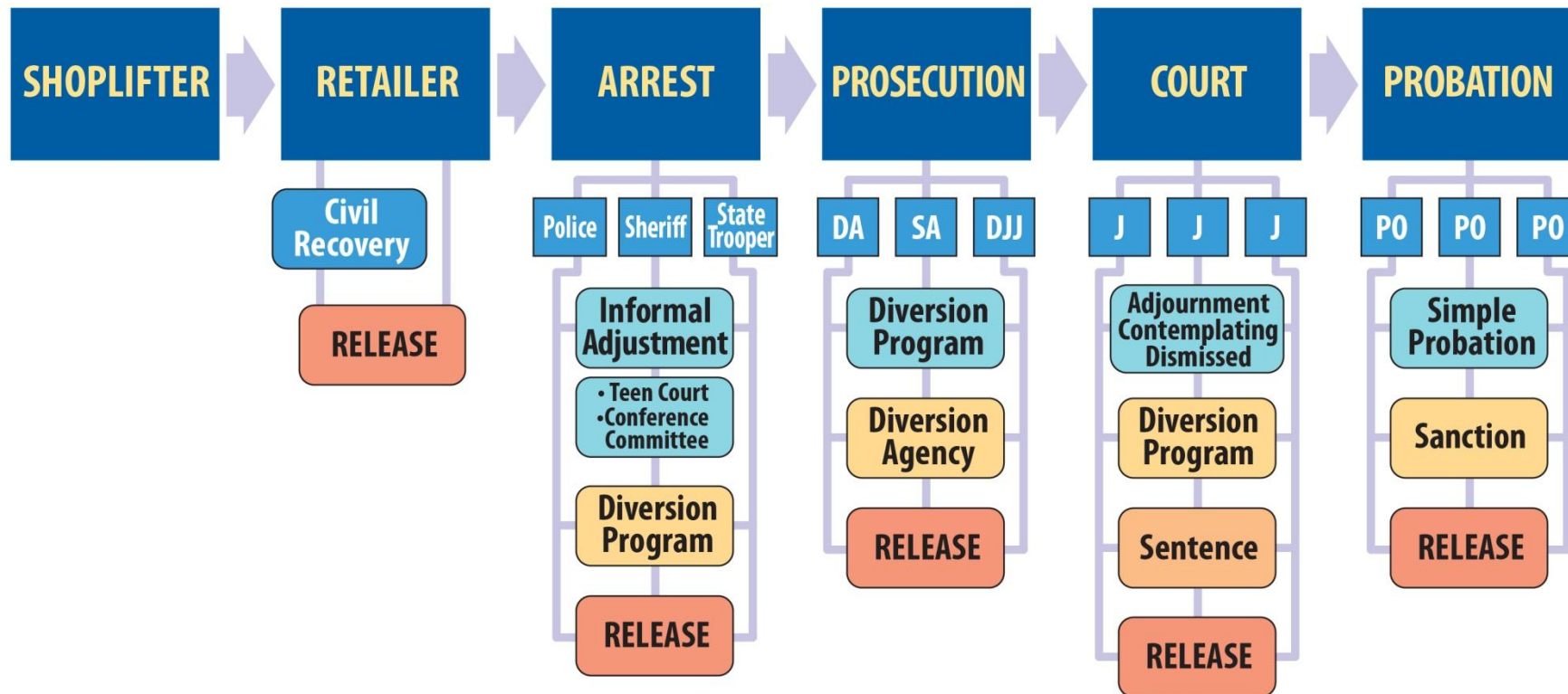
Needed a 3rd Alternative

The Development of Pretrial Diversion

Traditional Diversion was designed to:

- Conserve court & criminal justice resources
- Hold offenders accountable and build offender competency
- Provide reparation to the victim

Traditional Criminal Justice System



Diversion vs. Diverting

Diversion – a Criminal Justice Process

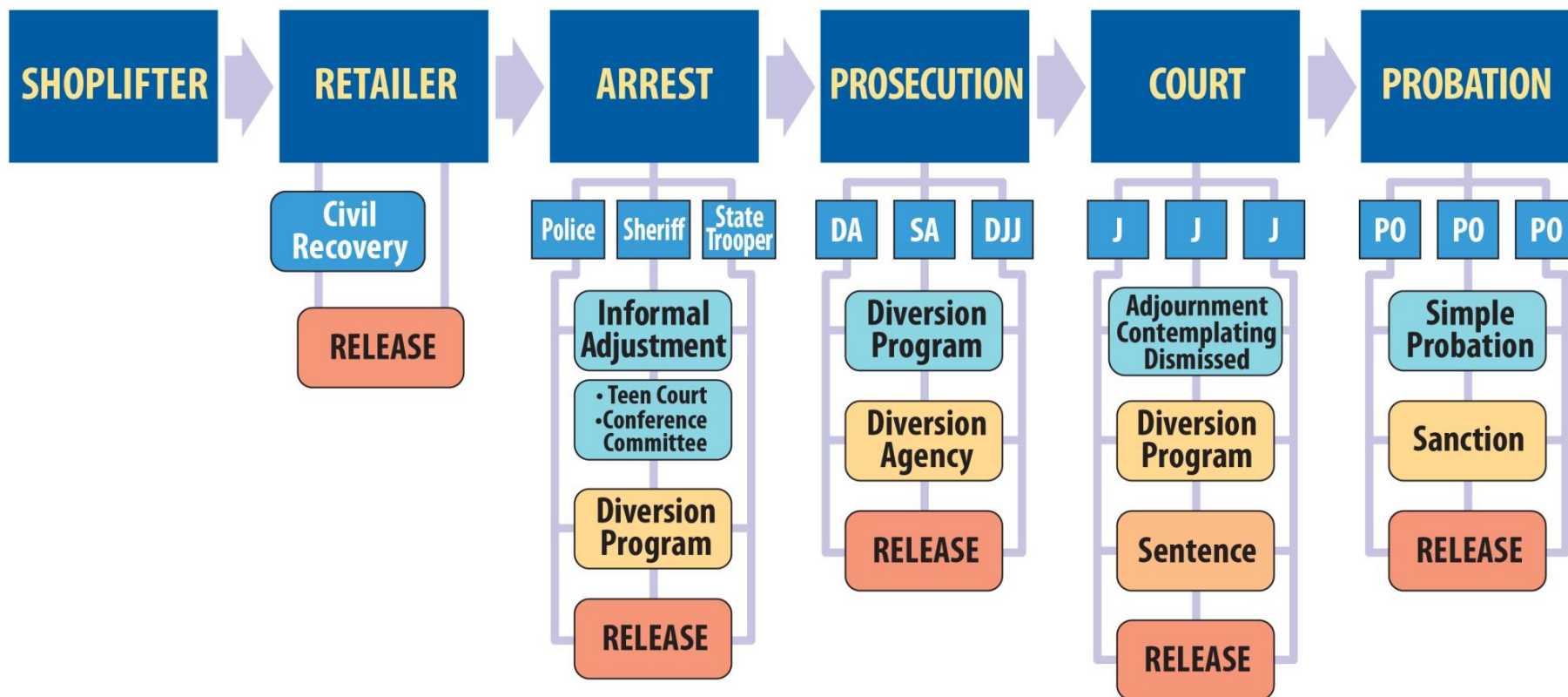
- Record of incident
- Sanctions to prevent repeat offenses
- Governed by NAPSA Standards

Diverting – keeping an offender out of the system

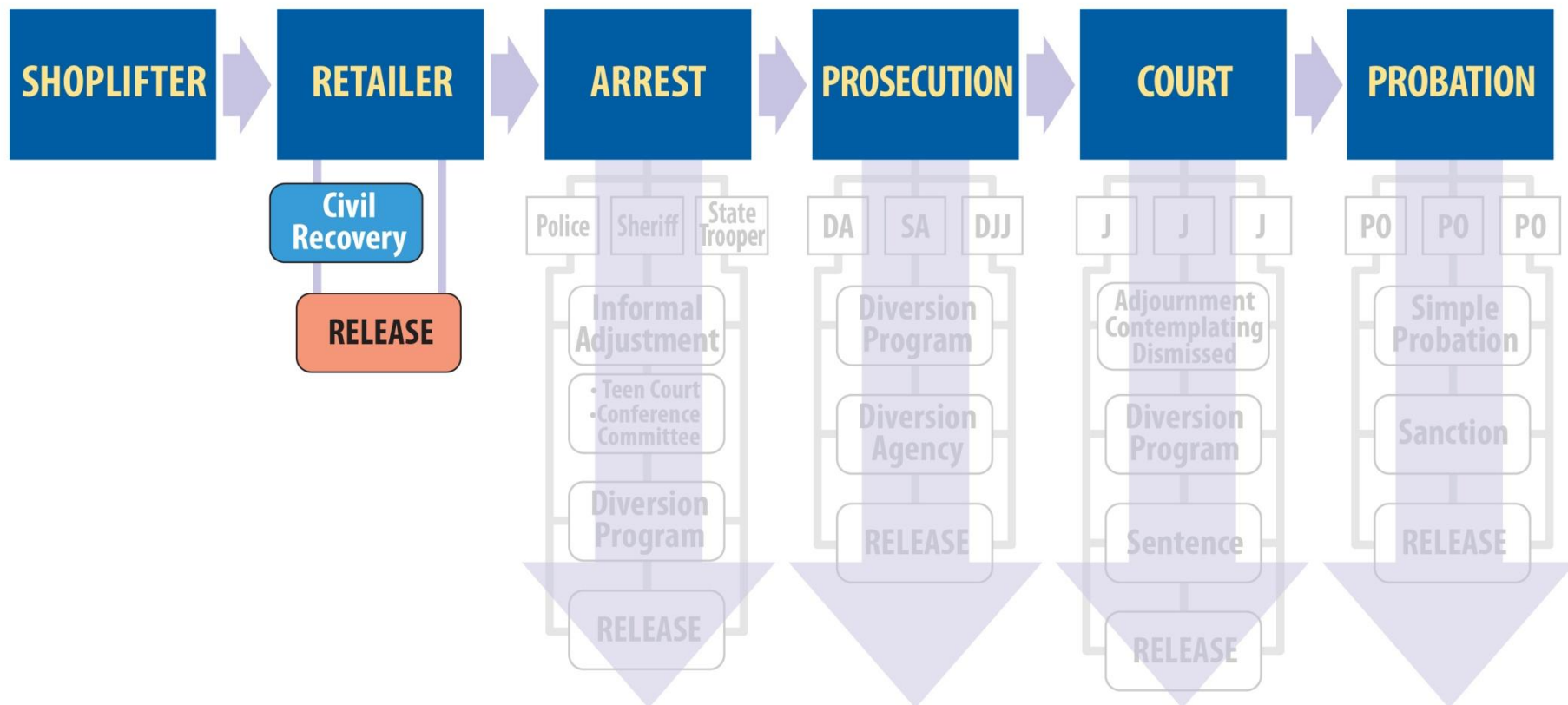
Process of Traditional Pretrial Diversion

- Accused signs a diversion agreement
- Agrees to be bound by terms, conditions & sanctions
- If complete the informal sanctions, formal charges will be dismissed
- A record of the incident is kept on file to identify repeat offenders
- If do not comply, referred back to court for formal sanctions before a judge

Traditional Criminal Justice System



Diversion is Becoming Diverting



The Challenge for Retailers

To Find a Solution that:

- Closes the loopholes
- Makes it less costly
- Is less time consuming
- Is effective at reducing recidivism
- Compatible with the interest of all stakeholders

Retailers

2 Choices:

- **File Formal Charges**
costly & time consuming...becoming less effective
- **Release**
ineffective at reducing repeat offenses

Need a 3rd Alternative

The Cost of Repeat Offenders

Survey of 15,000 Shoplifters

Adults – 7,500

- 54% are first timers
- 46% are repeat offenders

Average theft \$125

Juveniles – 7,500

- 60% are first timers
- 40% are repeat offenders

Average theft \$75

How often?

The Cost of Repeat Offenders

100 <i>Adult Offenders Apprehended</i>	<i>Frequency</i>	<i># of incidents</i>
First Timers – 54	1x	54
Repeat Offenders – 46 – Chronic – 27 – Casual – 19	52x/year 2x/ year	1,404 38
	Incidents	1,496

\$125 Avg. Theft

The Cost of Repeat Offenders

100 Offenders Apprehended	<i>Total Incidents</i>	<i>Avg. Theft</i>	<i>Total Loss</i>
Adults	1,496	x \$125	\$ 187,000

Value per Incident	\$ 1,870
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The Cost of Repeat Offenders

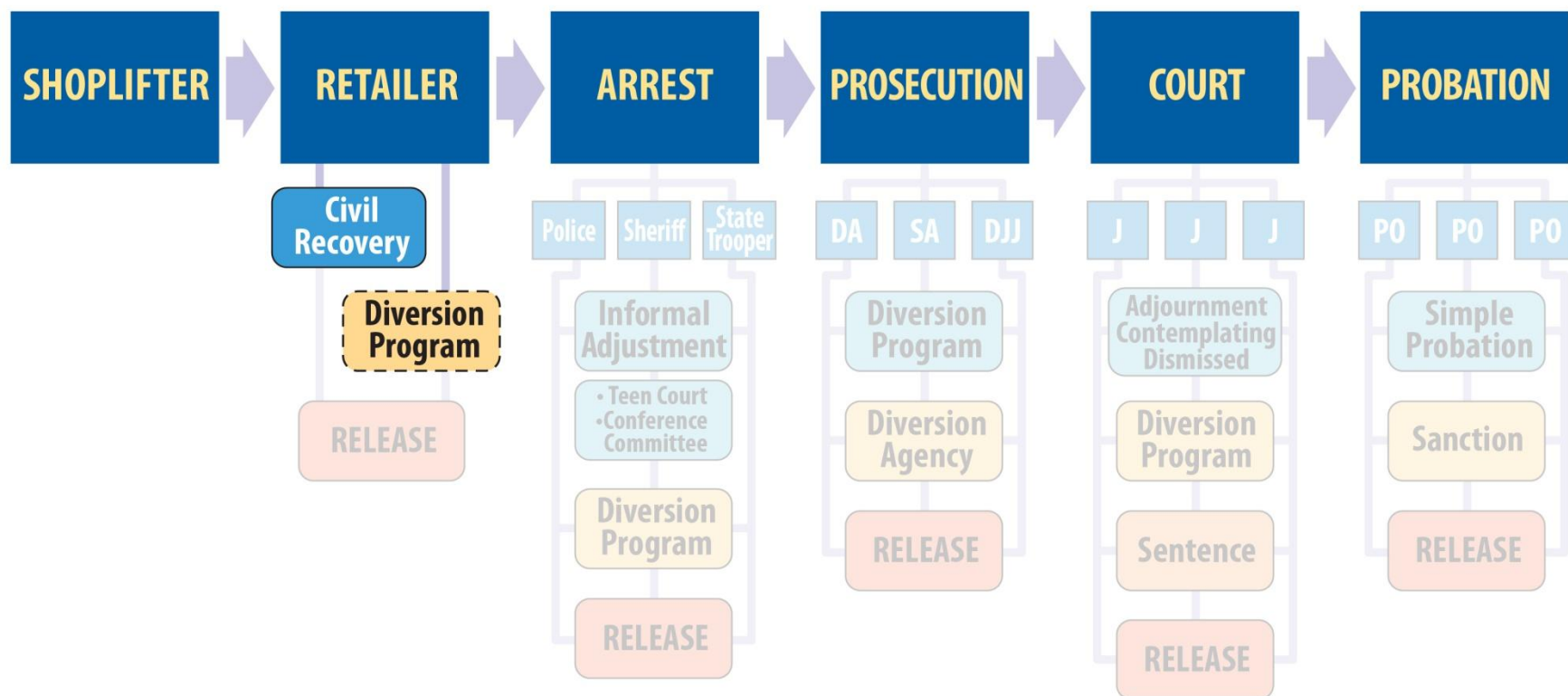
100 Offenders Apprehended	<i>Total Incidents</i>	<i>Avg. Theft</i>	<i>Total Loss</i>
Juveniles	1,490	x \$ 75	\$ 111,750

Value per Incident	\$ 1,117
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The 3rd Alternative

- Coordinate with the local community
- Focus on reducing recidivism
- Find out what is REALLY happening
- Take control of your own apprehension outcomes

Can Diversion Work for Retailers?



Can Diversion Work For Retailers?

Prosecutor Perspective

If a retailer as the victim wants to delay filing charges to try an alternative to prosecution, that is his right so long as the retailer's reason is valid and good for the community.

Can Diversion Work for Retailers?

Precedent

Ohio Statute 2935.041

“an opportunity to complete a pretrial diversion program and to inform the person of the other legal remedies available”.

Requirements

1. Must be at least 4 hours in length
2. Must be used in one court in the state

Can Diversion Work for Retailers? YES!

- Complements & enhances existing apprehension & prosecution policies
- Requires fewer calls to police
- Is compatible with the interest of all stakeholders
- Provides a less costly, less time-consuming effective sanction to reduce recidivism...ROI

Conclusion

How Do You Increase the Value of Each Apprehension?

- Partner with the local community
- Focus on reducing recidivism
- Have LP/AP participate in customer & community relations
- Utilize the system that is already in place

Contact:



Joe Laufenberg
(920) 964-3400 X 1426

jlaufenberg@skogensfest.com



Caroline Kochman
(631) 923-2737

CKochman@ShopliftingPrevention.org