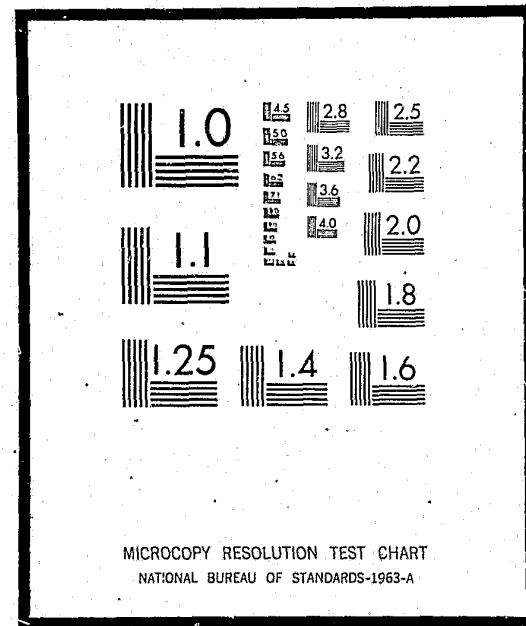


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12/31/75

AUG 4 1975

FINAL EVALUATION REPORT  
follow-up report

on the

*Court of Common Pleas -*  
PHILADELPHIA - ~~COMMON PLEAS COURT~~ - FAMILY COURT DIVISION -  
SPECIAL SERVICES OFFICE -

of the

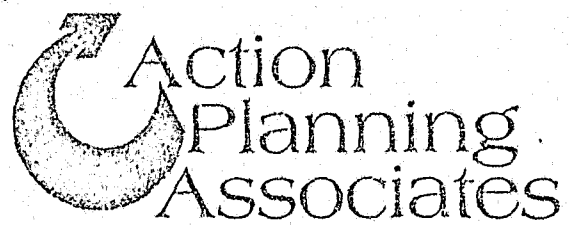
Family Court Division  
Common Pleas Court of Philadelphia

FOR THE  
Philadelphia Regional Planning Council  
GOVERNOR'S JUSTICE COMMISSION

Prepared by:  
Action Planning Associates, Inc.  
Wilmington, Delaware 19801

July 1975

28016  
EVALUATION



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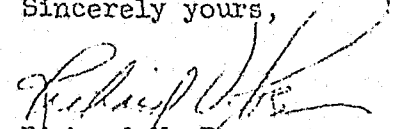
July 30, 1975

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Dr. Kenneth J. Reichstein  
Evaluation and Monitoring Unit  
Governor's Justice Commission  
21 South 12th Street, Room 218  
Philadelphia, Pennsylvania 19107

Dear Dr. Reichstein:

Enclosed please find a copy of our Follow-up Report  
on the Special Services Office of the Philadelphia Court of Common  
Pleas (G.J.C. #PH-74-C-C02-5-266).

Sincerely yours,  
  
Richard V. Pryor  
Executive Vice-President

RVP:pe  
Enclosure  
CC: Ms. Susan J. Ellis  
Coordinator  
Special Services Office  
Philadelphia Court of Common Pleas  
1801 Vine Street  
Philadelphia, Pennsylvania 19103

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FINAL EVALUATION REPORT

on the

SPECIAL SERVICES OFFICE

of the

Family Court Division  
Common Pleas Court of Philadelphia

I. INTRODUCTION

A. Subject Matter of This Report

This Final Report will update and supplement the Re-Funding Evaluation Report on this same project, submitted to the Governor's Justice Commission this past February 1975.

Progress in areas specifically noted in the earlier report will be discussed, data will be made current, and areas not previously explored will be reviewed. More specifically, these latter areas will focus primarily on the question of the Special Services Office's (SSO) impact -- (impact on court operations and, to an extent considerably limited by inadequate data as well as the young nature of the program, impact on court clients. Finally, a review of the SSO's compliance with EEOC Guidelines will also be included.)

As earlier conclusions will not routinely be repeated herein, this Report should be read in conjunction with the February Report for full appreciation of the Project and its progress since inception.

B. Evaluation Activities

Evaluation activities since February have included five (5) on-site visits to various departments of the Family Court, and SSO headquarters, in order to interview assorted Court personnel and SSO paid staff, to observe current operations, and to obtain updated information on all program activities. Additionally, the Evaluator

has attended two (2) refunding-related meetings of bodies of the Philadelphia Regional Council of the Governor's Justice Commission and undertaken two (2) trips to Harrisburg in connection with the Commission's final decision on re-funding for the next program year.

Twelve (12) interviews (see Appendix for Interview Guide) with Court personnel representing the following offices or departments were scheduled: Court Administrators, Training Director, Supervisors and Probation Officers -- affiliated with District Probation, Community-Related Institutional Probation, Intensive Probation, Counseling and Referral Services, Youth Study Center, and central Family Court Administration. Ten (10) interviews were completed, and two were aborted because of probation emergencies.

The time expended on evaluation activities since February has been eight (8) professional days, with most activities concentrated in May and June.

II. FINDINGS

A. Information Center Unit

1. Results (Updated)

Over the first eleven months of the program year, the Information Center has mobilized 78 new volunteers, which represents 109% of its anticipated results of 75 new volunteers mobilized during the year. This figure (see Table 1) represents a slight improvement over the earlier six-month figures, when mobilization was running at a rate of 96% of anticipated results. The average length of service per volunteer is approximately 3.5 months, with a net average (taking into account terminations) of about 2.6 volunteers mobilized each month. (It should be noted that school semester breaks and vacations generally result in a downturn in the number of active volunteers.)

Table 2 offers a comparative picture of Unit activities from the first six months to the first eleven months of this program year. By the end of the Project year, it is projected that the Unit will have processed upwards of 650 Requests for Service. The January-February upsurge in Requests for Service has been maintained throughout the spring and attests to the lasting effects of the winter series of interpretive sessions held by SSO for the benefit of other Court staff, as well as to the growing acceptance and utilization by all Court personnel of the SSO newsletter, INSIDER. The average of service requests for the larger period was in excess of 51 per month compared to the earlier period's average of 42 per month. The utilization by Court personnel of this Unit's services continues to grow impressively.

Table 2 also reveals a continuing improvement in the proportion of Requests Handled Same Day. During the January-May (1975) period, 25.8% of requests were satisfied the same day, compared to 23.3% during the July-December period. The rate of Requests Handled Same Day for the whole eleven-month period was over 25%. Impressively, the Unit has continued to increase both its services and its efficiency. Table 2 also reflects the Source of Requests for Unit Services and shows the increasing reliance on this Unit by probation personnel.

The matter of client utilization of Information Center service also showed significant improvement as the program year wore on. Follow-up studies of unit-provided information which required some kind of active response from a Court client showed a notable upswing for the five-month period from October 1974 through February 1975 (32%, up from 20% in first quarter of the project year) in that proportion of such requests which actually gets utilized by clients. While at first glance this might seem small -- the volunteer staff was keenly disappointed that it was not larger -- there are a number of factors which place this variable outside the complete control of either the Unit or the requesting Court staff. Most of the clients involved are young and unsettled. When an original request does get filled, they often "change their minds" or find the answer unsatisfactory or simply do not desire to extend the effort necessary to utilize such information. In many other cases, there has been a notable change in the client's need or the client's status (sometimes involving a re-arrest), thus making the service not immediately useful (to the particular client; it remains useful to the involved Court worker).

In summary, during this five-month period (later follow-up studies have not yet been completed), 32% of 137 applicable requests were utilized by the client, 46% were given to the client but were not utilized for one reason or another, and 22% were not given to the client because of change in status or an inability to contact the client. Unit staff has increased their efforts to follow-up such client-reactive requests during the second half of the project year, and initial results attest to success of these and other interpretive efforts of the overall SSO.

The Information Center coordinated another Reading Tutorial Project utilizing Temple University students during the spring semester. This one proved less successful and less rewarding (for both tutors and tutees) than the first one, conducted during the fall semester. Screening of both tutors (heavily dependent on input from Temple) and tutees (heavily dependent on probation staff input) appeared less stringent the second time around, with the result that a number of inappropriate matches occurred as well as insufficiently motivated participation by both groups. It was also felt by Unit staff and Temple advisors that one six-to-eight month tutorial effort would be more effective than two three-month efforts.

Finally, probing interviews with other Court personnel have evidenced the Court's extremely high regard for, dependence on, and confidence in the Information Center Unit of the SSO. Without exception,

non-SSO personnel were enthused about and grateful for the "goldmine" which they felt the Unit represented. This regard encompassed also their increasing appreciation of the INSIDER and the many pieces of useful information and interpretation it contains as well.

## 2. Conclusions

The Information Center Unit continues to impress the evaluator with its highly efficient, effective, and productive operation and leadership. The wealth of information it has, the retrievability of that information, and its ongoing "updatedness" -- all are of the highest calibre.

In light of this quality and the breadth of the information involved, the evaluators would recommend that inquiries be undertaken with various community organizations or agencies in order to determine whether the Unit should be more broadly supported by the community-at-large and be developed into the principal social service-and-information resource bureau for the whole Philadelphia community.

## B. Youth Employment Unit

### 1. Results (Updated)

The most noteworthy development in the Youth Employment Unit during the post-February period concern the departure of the Unit Supervisor and the refinement and intensification of the "world-of-work" clinics for referred youth.

A critical recommendation of the Re-Funding Evaluation Report called for an immediate Project-and-Family Court assessment of the Unit's supervisory situation, with specific plans to correct the situation to be drawn up within six to eight weeks (i.e., by mid- or end-April). In fact, within three weeks, as a result of the process set in motion by the February report, the Supervisor resigned, and the Court set about finding his replacement. This replacement has not yet been found, although the evaluators have been notified that the position has just been filled effective the middle of August 1975. In the interim, the Unit has been supervised on a part-time basis by the SSO Coordinator with an outstanding assist from one particular "supervising" volunteer and the remarkable cooperation and hard work of the Unit's volunteer corps in general.

The Unit did manage to exceed the year's target of 50 volunteers, mobilizing 55 new volunteers in eleven months' time (see Table 1), in effect, 120% of its original "anticipated result." The rate of mobilization of new volunteers declined slightly in the January-May 1975 period, but there was a remarkably low attrition during that period, with fully 19 of the period's 32 terminations occurring during the month of May. Also, much of the decline in volunteer mobilization this spring was deliberate so as to avoid overextension during the continued vacancy in the Unit Supervisor's position.

Much of the Unit activity concentrated on thinning out the caseload to more manageable levels, increasing the frequency and intensity of client contact, and developing and refining the recently (January) instituted world-of-work clinics. Additionally, a considerable amount of administrative and volunteer time was spent on "cleaning up" Unit records and reorganizing its information system to make it more responsive to management and evaluation requirements.

Table 3 illustrates the Unit's case activity for both the first six months and the first eleven months of the Project year. During the eleven-month period, 427 referrals to job openings were generated through the Unit. One hundred forty-seven (147) clients were hired subsequent to Unit counseling, although two-thirds of these were hired as a result of their own job-search efforts rather than as a result of direct referral by the Unit.

This table reflects the efforts to reduce the caseload to more reasonable levels, but it does not reflect the intensified clinic activity and client contact which occurred in 1975 as compared to the second half of 1974. While data on clinic sessions for January-March were not available, during April and May, a total of 80 group sessions for the World-of-Work Clinics was held. These clinics were also revised in March from an eight-session series to a more streamlined five-session series, a development which also aided client attendance significantly. The five sessions were: (a) Orientation to the World of Work; (b) Applications and Tests; (c) the Job Interview; (d) Employer-Employee Relations; and (e) Compensation, Benefits and Employee Associations.

With the caseload down to an approximate level of 200 to 225 by the beginning of April, staff contact with individual client youth picked up considerably. By mid-April, nearly every youth in the Unit was receiving at least a once-a-week personal contact (usually more often) from Unit staff, with regular reports being sent (for the first time) to the appropriate Court personnel (probation, etc.).

Thus, while employment remains the primary objective of the Unit, it is worth pointing out that the Unit is providing weekly and more-than-weekly contact of an intensive nature to clients in a Court setting where they usually can expect only a once-a-month contact.

Unit morale appears to have improved considerably this spring in the wake of more assertive supervision, the institution of weekly Unit meetings for all volunteer staff, the general "pulling together" following the crisis of the Supervisor's departure, and a gradual improvement in the quality and appropriateness of referrals from other Court personnel (though much still remains to be done in this latter area).

Finally, the ongoing struggle to develop a usable and reliable mechanism for screening, matching, and placing clients in compatible and realistic employment settings continued. The revised Work Motivation Inventory which was pre-tested in March was found to be too complicated for easy application by the Unit, and a new, more simplified inventory was developed and implemented during May. There has not yet been a sufficient number of job-opening referrals to allow an adequate test of the revised instrument.

## 2. Conclusions

It is difficult to adequately evaluate the Youth Employment Unit in these latter months in light of the lack of full-time supervision and the continuing depression in the job market, not to mention the even greater competition for jobs with the approach of summer.

Clearly, the number of clients hired has been halved during the Project's second half, although the ratio of "clients hired" to "referrals to job openings" for the corresponding period had jumped from approximately 30% to more than 60%. Cases are being screened and clients are being prepared more carefully than previously. On-site observation, a review of records, and client feedback seem to indicate a more targeted and more purposeful service to Unit clients, although employment rates have continued to decline. Impressively, the competence and skill level of the Unit's volunteer corps remain remarkably high.

It is the evaluators' view that an early filling of the Unit Supervisor's position will facilitate Unit operations and accelerate the rate of "pay-off" through actual job or vocational placement.

However, it also seems important and realistic for this Unit to redefine its function and purpose more in terms of long-term vocational preparation and grounding and less in terms of immediate job placements. This redefinition -- which should not be a retreat from the pursuit of job placements -- should result in more appropriate referrals from Court staff at large and an enhanced credibility of the Unit, especially for hard-pressed probation officers.

## C. STEPS Unit

### 1. Results (Updated)

The STEPS Unit has mobilized a total of 68 new volunteers during the eleven-month period under study, of which 32 were new Senior Member Volunteers. Together with the 21 Senior Members carried over from June 1974 and six who were terminated during the current Project year, there were 47 active Senior Members as of the end of May 1975 (see Table 1). Up to that point, a total of 31 matches had been achieved during the



previous year, of which 24 were still in effect. Twelve (12) had been terminated, seven primarily because of circumstances with the Senior Member, three primarily because of circumstances with the Junior Member, and two because of situations affecting both members. Of the currently functioning 24 matches, 14 have continued beyond three months, while 10 have only been operational less than three months.

Table 4 illustrates STEPS recruitment and match activity on a month-by-month basis, showing a decline in the acceptance of Senior Members but a doubling in the acceptance of referrals for Junior Membership, with an eleven-month total of 97 new Junior Members as compared to a six-month total of only 20 new Junior Members. Match activity has maintained about the same pace as previously: an average of little more than three per month.

Matching Juniors and Seniors is the primary objective of STEPS and also its most difficult target. It is expected that about 40 matches will be achieved by the end of the current project year (June 1975), compared with an originally -- and unrealistically -- projected total of 150, and an evaluator's revised projected target of 75. The Unit will probably achieve about 50% of its revised "anticipated results" in this area this project year.

The reasons for this difficulty remain as noted in the earlier report: the desire to produce as effective and appropriate a match as possible, which largely means heavy recruiting in Black neighborhoods which are particularly hard-hit by the economic recession. Numerous and imaginative Senior recruitment efforts have been undertaken throughout the year, but no increase in the recruitment rate of acceptable Seniors has yet resulted.

Through an improved understanding by other Court personnel of STEPS' function, referrals and acceptance of Junior Members, however, have significantly increased. To deal with the needs of these unmatched youth, the STEPS Unit has continued to develop new and purposeful group activities and programs. Increasingly, such sophisticated and carefully planned activities are becoming an integral part of the STEPS service as the realities of Senior recruiting and matching make themselves felt. Also, regular Court caseworkers are maintaining closer contacts with their referrals than previously, resisting better the temptation to "refer-and-forget."

STEPS -- as does the Youth Employment Unit -- continues to encounter some confusion and difficulty as a result of the Court's recently adopted practice of utilizing a six-month consent decree. Consequently, SSO case approaches originally designed as the basis of a longer-than-six-months duration are being reshaped to fit into this new reality as well.

## 2. Conclusions

Continued observations of STEPS Unit activities and an in-depth review of case records lead the evaluators to conclude that STEPS remains a valid -- if extremely complex and difficult -- SSO function and that its supervision is sound and creative. This Unit, more than any other, involves the community-at-large in the operation of the Family Court and, hopefully, in crime prevention itself. The Unit Supervisor's insistence on program quality remains high and her flexibility in the face of imposing obstacles appropriate and positive.

The increasing utilization of group programs seems appropriate, although ultimately, one must determine if the uniqueness of the original STEPS objective of racial and cultural compatibility in its matches is obtainable under today's conditions.

### D. Other SSO Volunteer Services: Results and Conclusions

Tables 1 and 5 indicate the level of mobilization of all other SSO volunteers in assorted ancillary services to SSO operations, Court staff or clients during the eleven-month study period. Seventy (70) new volunteers were mobilized during the period with most spending more than three months in the program. This mobilization is far in excess of the anticipated result of 20 such volunteers, although the length of service of the 70 volunteers pro-rated over the full project year would about equal 20 volunteers with a one-year tenure for each.

Interviews with non-SSO Court personnel have more than confirmed the evaluators' earlier indications of the valuable service provided by these volunteers. Their function is extremely useful to the Court and completely in line with the stated objectives of the Project. However, there are indications that many of the volunteers placed in these services may be overqualified for the tasks being requested by Court personnel, suggesting a greater use of high school students in the future. Additionally, SSO volunteer clerical aides are sorely missed during quarter and semester breaks, suggesting the need for some additional paid help to smooth out the heavy flow of typing and filing work involved in the SSO headquarters. Finally, administration of these ancillary service volunteers and attendant record-keeping are impressive.

### E. Overall SSO Results and Conclusions

#### 1. SSO Impact on Court and Clients

SSO impact on clients still remains difficult to assess objectively. Statistics on re-arrests and other recidivism-related information (such as school or job performance) are either kept centrally for all Court clients or are not readily available. Calendar year 1974 data of this nature is

not expected to be available from the Court until August 1975, making comparisons of SSO clients with non-SSO clients impossible, not to mention the difficulties in controlling for the many variables necessary to ensure reasonable comparability between groups. However, the subjective response of clients noted previously in the February report, along with a growing degree of client-initiated participation in the Youth Employment and STEPS activities (evidenced by significantly improving attendance rates in Youth Employment Unit clinics and STEPS match and group activities), do suggest a decidedly positive perception of SSO on the part of participating Court clients. It would seem realistic to expect that sufficient and meaningful data will begin to be available during the coming year so as to allow some quantitative investigation, however primitive, of this aspect in the next re-funding evaluation report.

SSO impact on Court operations has been easier to determine though the source of relevant information has largely been the subjective impressions of assorted Court personnel. As noted earlier, a series of ten probing interviews was conducted with a wide range of Court officials. In general, these interviews revealed an overwhelmingly positive picture of the SSO in their eyes and suggested considerable impact on certain aspects of Court services, especially pre-adjudication and probation services.

The impact on these services was most noticeably felt as a result of the Information Center's activities, especially its resource file. All interviewed personnel who deal directly with clients felt they were able to render more or better service to their clients as a result of the information resource at hand in the Center. Options were opened to clients that would not have otherwise been pursued by the counselor or officer. Successful experiences reinforced the relationship, and increased the interaction between Center and Court staff. Several comments about the impact and usefulness of the Information Center's resource file included a number such as: "Unbeatable!" "Irreplaceable: the Court couldn't afford to give this up." "Best in the city!" "Never failed me." "Fantastic speed!"

Additionally, a significant number of interviewees pointed to the Information Center's newsletter, INSIDER, as an almost indispensable source of information about available community resources. Several expressed initial skepticism over the newsletter but now say that they read it cover-to-cover the day it reaches their desk!

It was clear from this investigation that the Court has become so dependent on the work of the Information Center that, in one way or another, it will probably remain a permanent fixture of the Philadelphia Family Court in the future.

Court reaction to the Youth Employment and STEPS Units was more restrained though still essentially positive. With respect to STEPS, Court personnel felt the service offered was invaluable though some

complained that they wished there were more matches available. And several independently took quite favorable note of the growing number of group and "workshop" activities being sponsored by the Unit. One particularly "mind-blowing" event which heavily impacted on the Court's operation and its personnel was a music festival held in the Court waiting rooms this past May!

Some caution was expressed by a minority as to the ultimate viability (but not desirability) of the STEPS matching philosophy, but no alternative suggestions were offered.

The reaction to the Youth Employment Unit was more varied and suggested some misunderstanding of the Unit's role and function. There was a minority feeling, for example, that there weren't any jobs available anyway, so "why get the kids' hopes up?" Others saw the Unit (mistakenly) as a potential means of getting clients "off their backs" through easy employment. Both perceptions were inaccurate and were even more interesting in view of still another probation officer who unsolicitedly suggested that the Youth Employment Unit could more effectively communicate itself to probation if it were to downplay its function of job placement (an observation made elsewhere in this report).

Even where jobs were not forthcoming, some felt the recently inaugurated Unit practice of submitting feedback and status reports to the referring Court worker was extremely helpful in providing a continuity of service to the client. Still others suggested that it would be useful to worker, client, and SSO personnel for Court counseling staff to actually sit in on several of the World of Work Clinics.

In general, there was a good appreciation among Court personnel of the larger economic obstacles facing the Unit today. The predominant attitude was one of recognition of the employment problem and a desire to help ensure a realistic and mutually beneficial approach.

Finally, the Intake Unit at the Youth Study Center was unreserved in its appreciation for the assistance which SSO volunteers were rendering there. Their presence was a steadying influence in what can usually be a traumatic and confusing situation for clients and a "pressure-cooker" for staff. Extremely high marks were given to SSO for the presence, training, and supervision of these volunteers.

With respect to the general interrelationship between SSO and Court staff, many of those interviewed indicated that there was growing credibility among Court personnel in the ability, dedication, and helpfulness of SSO personnel (although there was one comment that sometimes SSO staff seemed to dominate in the handling of cases). Further, that previous efforts by the SSO to interpret itself to other Court staff

have begun to pay off, and that such efforts ought to continue in one form or another on a fairly regular basis. Several emphasized the importance of periodic personal visits to probation offices by SSO personnel as a means of forging closer relationships and breaking down mutual reserve.

## 2. General Administration

General administration of the SSO has remained as strong and as impressive as previously noted. In fact, the competence and sense of direction which marked the Coordinator's handling of the Youth Employment Unit prior to and after the Supervisor's departure was outstanding. It would have been easy to have let matters slide -- or put them on the "back burner" -- until a new Supervisor arrived on the scene, but quite the opposite happened.

Additionally, the Coordinator's cooperation with and appreciation of the evaluation process has been both refreshing and beneficial to the program. She moved forthrightly yet thoughtfully in assessing and carrying out all the recommendations relative to her authority which the evaluators made in the February report (page 5 and page 25). Her leadership has been critical in making the SSO a truly community-involved volunteer force for juvenile justice in Philadelphia.

## 3. Efficiency of Project Operations

Twelve-month summary figures (without breakdown) on the total number of volunteer hours provided to the Court through the SSO have recently become available. They show that 33,207 hours of voluntary service have been given to the Court during the completed project year, or an average of nearly 2,800 hours per month (compared to a monthly average of 2,500 during the first half of the year). These hours were supplied by a twelve-month total of 330 volunteers including 38 carried over from June 1974. The mobilization of volunteer hours by the SSO has continued to increase from quarter to quarter.

Finally, if we were to value this time at the conservative level of \$2.50 per hour, we may conclude that this program has generated \$83,017 worth of volunteer personnel services during the past year. This figure is all the more impressive when it is noted that the entire Federal share (approximately 80%) of the SSO budget amounts to only \$2,000!

## 4. EEOC Compliance by Project

### (a) General Court Compliance

In March 1975, the evaluators did confirm that the Family Court Division of the Court of Common Pleas of Philadelphia had an Equal Opportunity Employment Program Plan, and, furthermore, that said Court was indeed fully carrying out this plan to the fullest extent feasible.

### (b) Minority Employment Disparity Levels in Project Staff

With respect to the Special Services Office project, the evaluators conducted a more detailed analysis of that project's compliance with EEOC objectives by assessing "disparity levels" in its employment. It should be noted that this assessment was undertaken in early March 1975, while the Youth Employment Unit Supervisor was still on the job. That position is now vacant, and it is not yet known what the race/sex characteristic of the replacement will be.

Within the workforce of the project, there are six (6) employment positions. These positions and their racial/sexual makeup are as follows:

1. Coordinator (chief executive)	White/Female
2. Assistant Coordinator & STEPS Supervisor	Black/Female
3. Information Center Supervisor	White/Female
4. Youth Employment Supervisor	Black/Male
5. Coordinator Aide	Black/Female
6. Secretary	Black/Female

Five (5) of the six employed staff are women, or 83.3%. Four (4) of the six, or 66.7%, of the employed staff are Black. None of the employed staff are Spanish-surnamed.

In the 1970 census of Philadelphia, 52.8% of the population was female, 34% Black, and 1.87% Spanish-surnamed.

### Sex Disparity

1. 70% of the 52.8% female population is: 40%.
2. Thus, at least 40% of the SSO project staff "should" be female.
3. But, 83.3% of staff is female.
4. Therefore, a POSITIVE disparity of +43.7% may be said to exist with regard to the project's employment of women.



Race Disparity

1. 70% of the 34% Black population is: 24.5%.
2. Thus, at least 24.5% of the SSO project staff "should" be Black.
3. But, 66.6% of staff is Black.
4. Therefore, a POSITIVE disparity of +42.1% may be said to exist with regard to the project's employment of Blacks.

Spanish-Surnamed Disparity

1. 70% of the 1.87% Spanish-surnamed population is: 1.3%.
2. Thus, at least 1.3% of the SSO project staff "should" be Spanish-surnamed.
3. But, 0% of staff is Spanish-surnamed.
4. Therefore, a negative disparity of -1.3% may be construed in this situation, but this is hardly unacceptable given the small size of the staff. This is not significant.

In summary, the "minority" employment practice of the project seems outstanding and beyond reproach.

III. CONCLUDING COMMENT

The essentially positive Evaluation Re-Funding Report submitted in February can only be further confirmed by the Special Services Office's performance this past six months. Furthermore, their attention and response to the recommendations contained therein could not have been better. Accordingly, we reaffirm our earlier summarization of this effort as follows: "We find the Special Services Office Project of the Family Court Division to be performing a unique service in a very well above average manner."

APPENDIX

Interview Guide for Family Court Personnel  
Not Employed in the Special Services Office

1. What requests for service have you/your staff made of SSO?
2. Has SSO met your requests or been helpful to you in meeting your needs? In what specific ways? What unit of SSO?
3. In your experience, are there certain areas where SSO seems consistently more helpful to you than other areas? Such as?
4. Would you please tell me what you know of SSO's function, structure and operation? Do you think SSO has been adequately interpreted for you?
5. Do you feel the SSO responds quickly enough to your/your staff's requests? Are there areas where they are consistently more rapid in responding than others? Such as?
6. Have your clients made use of your referral to the SSO? In what ways? (If not) Why not?
7. In what ways do you think SSO could be more helpful to you/your staff?
8. If you were in an administrative position with the Court and faced with deciding whether or not to continue SSO without direct Federal subsidy, what would be your response?

Table 1

SUMMARY OF SSO VOLUNTEER MOBILIZATION BY UNIT

July 1974 through May 1975

<u>Unit</u>	<u>New*Volunteers Mobilized During Period</u>	<u>Volunteers Con- tinuing to June 1975</u>
Information Center	78	12
Youth Employment	55	4
STEPS	68	49
Other SSO Services	70	15
TOTALS	271	80

\*This column does not reflect volunteers active during the project year who were carried over from June 1974.

Table 2

INFORMATION CENTER UNIT CASE ACTIVITY

Monthly and Cumulatively, July 1974 through May 1975

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	11- Month Total	%	Monthly Average	July- Dec. 1974 Monthly Average	%
<u>New Resources Added to File</u>	85	88	58	45	53	41	60	39	60	22	32	I	583	--	53	61.7	--
<u>Requests for Service</u>	51	34	39	52	37	39	70	89	65	81	65	N	622	(100.0%)	56.5	42.0	(100.0%)
Requests Handled Same Day	16	1	4	10	17	11	16	25	16	22	20	C	158	( 25.4%)	14.4	9.8	( 23.3%)
<u>Source of Requests:</u>												O					
Probation	17	16	21	14	12	22	50	61	36	47	35	M	331	( 53.2%)	30.1	17.0	( 40.5%)
Counseling & Re- ferral Service	17	4	5	11	12	5	4	10	11	19	16	L	114	( 18.3%)	10.4	9.0	( 21.4%)
Other Court Staff	8	11	11	20	9	3	8	14	14	9	12	E	119	( 19.1%)	10.8	10.3	( 24.5%)
Court Adminis- tration	0	0	0	3	1	1	0	0	0	0	0	T	5	( 0.8%)	0.5	0.8	( 1.9%)
Judges	3	0	0	1	0	0	0	1	0	1	0	E	6	( 1.0%)	0.5	0.7	( 1.7%)
Community	6	3	2	3	3	8	8	3	4	5	2		47	( 7.6%)	4.3	4.2	(100.0%)

Table 3

YOUTH EMPLOYMENT UNIT CASE ACTIVITY

July 1, 1974 through May 31, 1975

	Through:	
	Dec. 1974	May 1975
Cases Continued from June	310	310
New Cases Accepted	382	533
Referrals to Job Openings	369	427
Clients Hired:	107	147
Hired through direct Unit referral:	(38)	(46)
Hired on own after Unit counseling:	(69)	(101)
Clients Losing Jobs	6	NA*
Cases Closed or Withdrawn	192	633**
Cases Continued into January (or June 1975, depending on period)	490	201
New Businesses Contacted by Phone or in Person	312	NA*

\* One of the mushrooming effects of the YEU's unstable supervisory situation noted in the February Re-Funding Evaluation (p. 17 and p. 25) was the presence of several lacunae in the data maintained by this unit. Much of the missing data was subsequently reconstructed or retrieved, but some items are still not yet available.

\*\* This figure reflects the January-February closure of intake along with an aggressive weeding out of inappropriate cases (see p. 16 of February Report), as well as another closure of intake during May.

Table 4

STEPS SENIOR AND JUNIOR RECRUITMENT AND MATCH ACTIVITY

Monthly and Cumulatively, July 1974 through May 1975

	Carried Over from 6/74	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	11-Month TOTAL	Cumulative Net* TOTAL (5-31-75)
Recruited Senior STEPS Members (under study but not yet accepted into program)		(Not available by month)						0	16	5	7	5	103	NA
Accepted Senior STEPS Members (volunteers)	21	1	0	9	0	5	5	0	0	2	6	4	32	47
Accepted Junior STEPS Members (Court referrals)	11	7	0	7	5	6	7	10	9	12	17	17	97	102
MATCHED Members (Senior and Junior)	2	3	2	5	4	3	2	7	0	0	5	6	37	34

\*"Net" totals reflect terminations during program year as well as "carry-overs" from June 1974. These figures reflect the actual status of program slots as of May 31, 1975.



Table 5

SSO VOLUNTEER MOBILIZATION IN OTHER SERVICES

Monthly and Cumulatively, July 1974 through May 1975

(terminations indicated in parenthesis)

Volunteers	(Carried over from June)	July	August	September	October	November	December	January	February	March	April	May	11-Month TOTALS
Under Direct SSO Supervision	[2]	5 (2)	0 (3)	23 (0)	4 (1)	2 (0)	0 (6)	5 (3)	0 (8)	3 (1)	1 (1)	0 (0)	43 (25)
Under Supervision of Other Court Personnel	[1]	0 (1)	0 (0)	6 (2)	1 (0)	0 (1)	1 (2)	8 (0)	2 (2)	1 (2)	4 (6)	4 (11)	27 (27)
TOTAL OTHER VOLUNTEERS	[3]	5 (3)	0 (3)	29 (2)	5 (1)	2 (1)	1 (8)	13 (3)	2 (10)	4 (3)	5 (7)	4 (11)	70 (52)

**END**