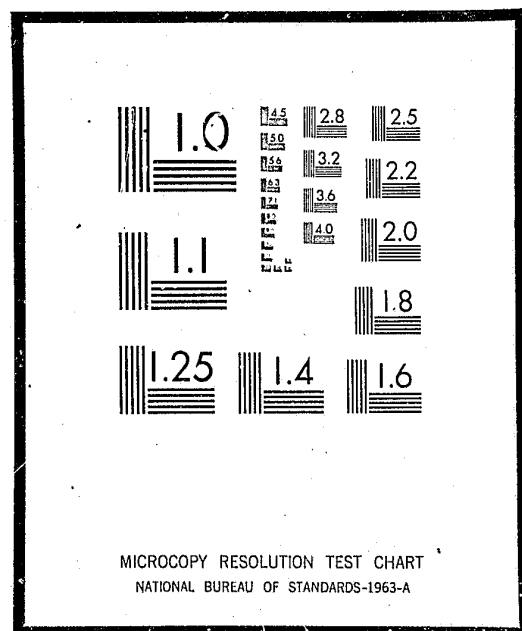


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in conjunction with the
American Bar Association

MARYLAND - VOLUNTEER PAROLE AIDE PROGRAM -
TWO-YEAR EVALUATION

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PAROLE-AIDE PROJECT EVALUATION SUMMARY

The Parole-Aide Program has been operational as a joint effort between the American Bar Association and the Maryland Division of Parole and Probation since January, 1972.

The project was evaluated for the two (2) year period of January, 1972, through January, 1974. A seven month interim evaluation (January-August, 1972) was also produced.

The main direction of the program was the one-to-one relationship of parolee and attorney in a helping situation.

During the evaluation time frame, a total of 94 attorneys had participated in the project, being assigned 107 parolees (some attorneys requested and received multiple assignments). 54 attorneys were active in January, 1974.

The evaluation appraised the areas of program development, recruitment, training, assignments, selection criteria, record maintenance, attitude survey of lawyers, parolees and parole agents, public relations, effect on other Divisional Volunteer programs, and a statistical analysis which included a control volunteer violation rate comparison. A cost analysis was not included as the program population was considered too small to yield valid results. This volunteer program is certainly not cost prohibitive.

The report recommends specific modifications as appropriate in each section. The major recommendations and conclusions included the following:

1. Recidivism

While the control volunteer group population was too small to claim statistical significance, there were fewer volunteer group violations justifying program continuance in the area of case supervision outcome.

2. Recruitment

The standardized recruitment format described under the section on recruiting should be continued and strictly adhered to. Recruiting should be conducted twice a year in each volunteer area where few volunteers were previously recruited.

3. Training

- a. The parole process orientation presently given to volunteers should be maintained as initial indoctrination.
- b. In-service training in interpersonal relations should be available to volunteers after being assigned a client for a period of three (3) to six (6) months.
- c. In-service training on the professional-para-professional relationship should be available to parole agents who have volunteers as part of their caseloads.

4. Assignment

The time lapse between training and assignment should be reduced to a minimum. The modified selection criteria combined with assignment responsibility being given to the local coordinator should allow assignments to be made promptly enough to minimize resignations.

5. Selection Criteria

The selection criteria as modified in this evaluation should be implemented. Alcohol and drug abuse cases should be included as acceptable for assignment.

6. Record Maintenance

Uniform information collection applicable to all volunteer programs should be developed by the State Coordinator. Responsibility for data collection should be given to the local volunteer coordinator. Data collection procedure should be standardized for the volunteers and coordinators to facilitate regular record maintenance for control and evaluation of volunteer efforts.

7. Administration

The lines of communication between A.B.A. and Parole and Probation Coordinators should be clarified and simplified as stated in the evaluation. All of the recommendations are clearly stated in more detail in the text of the report. This dilemma will hopefully be solved with proper utilization of the evaluation.

The Parole-Aide Program is a useful adjunct to the goals of the Maryland Division of Parole and Probation; therefore, why has it not been expanded?

The attitude survey of parole agents, parolees and lawyers indicated overwhelming acceptance of the program and suggestions for improvement in areas such as training administration and role clarification.

Many of the recommendations made in the evaluation have been completed or are presently in process for all volunteer programs in the Division of Parole and Probation, including LEAA funding for training and role clarification.

The overall changes in the volunteer programming of the Maryland Division of Parole and Probation were stimulated by the American Bar Association Parole-Aide Program. The ground work has been laid for the continuance, modification and expansion of a useful method of actively incorporating the community into an area of positive functioning in the Maryland Criminal Justice System.

ACKNOWLEDGEMENTS

This report could not have been completed without the cooperation and understanding of the Maryland Division of Parole and Probation Volunteer Coordinators Robert Dudley, John Long, Katharine Mack, Ron Savage, Adrian Smith and Janet Wall; also Richard Berndt and Keith Meiser, Maryland American Bar Association Chairmen of the project.

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INTRODUCTION

The emphasis of the Volunteer Parole Aide Interim Evaluation, October 1972, was on goals and standardization of the one-to-one Parole Aide Project. This continues to be an important focus of the project but other aspects of the Volunteer Parole Aide Program have emerged and are deemed worthy of evaluative investigation. They are: program expansion, program control, and permanency. This report focuses on the significance of recruitment standards to program expansion, the importance of records, monitoring, and management to program control, and the influence of the Volunteer Parole Aide Program in internalizing volunteer programs as an integral part of the Division's activities. It is hoped that the implications of this report will be useful to other volunteer programs, promoting understanding and information sharing between American Bar Association sponsored Volunteer Parole Aide programs.

I. PROGRAM DEVELOPMENT

The Maryland American Bar Association Volunteer Parole Aide Program began active parolee supervision in January 1972, as a local component of the National Parole Aide Program funded by the Law Enforcement Assistance Administration and administered by the American Bar Association in conjunction with the Maryland State Division of Parole and Probation. Divisional participation was initially through a federally funded Divisional Coordinator of volunteer programs.

The program began with sixty-two (62) recruited attorneys who received an initial orientation in November of 1971 which served to confirm their intention to act in a volunteer capacity rather than preparation for the role of supervising and counseling parolees. After this positive response to recruitment, program emphasis shifted to the coordination of the assignment of the parolee to the volunteer. Coordination included standardizing selection criteria, obtaining mutual participation consent, and affecting geographical placement. To achieve and control program objectives, record-keeping procedures were established to standardize case criteria between experimental and control cases as well as overall evaluation of the Program. Selection criteria were established and coordination was progressing by January of 1972.

Recruitment and training required the coordination of lawyers, trainers, training locations, and appropriate schedules within the organization of the Maryland Chapter of the American Bar Association. Assignment and

record maintenance required coordination by the Division of Parole and Probation. By January 1972, the following procedure was established:

the state Volunteer Coordinator randomly selected the control and experimental groups; American Bar Association Volunteer participants had to be notified of any parolee release, institutional parole agents were notified to obtain parolee confirmation of program participation, the Area Volunteer Coordinator arranged the initial meeting of the volunteer, parolee and parole agent (who explained the conditions of parole to both parties). The required paperwork of the Volunteer was explained at the initial meeting.

The chain of command and participant responsibilities are established at this initial meeting. It begins with the parolee accepting his responsibility for living up to the conditions of his parole agreement. The volunteer accepts the responsibility for supervising the parolee, aiding the parolee in readjustment and reporting the parolee's progress to the parole agent. The parole agent retains the ultimate responsibility for the case and in effect acts as the volunteer's supervisor.

During the initial assignment phase in January 1972, delays in coordination resulted in a time lapse between the initial training sessions and first assignments of parolees to volunteer parole aides of as long as eleven (11) months. This assignment delay was associated with a high rate of volunteer resignations. Initial attempts to correct the coordination

were made and the average time between training and assignment had been reduced to a minimum by January 1973. Recruitment and training was localized by mid 1972 in two (2) areas with the appointment of two (2) local volunteer coordinators. The intent of decentralization of training was program expansion, particularly in areas where volunteer representation was low; however, the results did not justify the local effort and were superseded in June 1973, by a standardized format for recruitment and training that can localize recruitment in a specific area while centralized coordination of training is maintained. The positive response in attendance to the initial training session was related to the program goal of increasing understanding and support in the legal community for the parole process and aided in the program recruitment effort. The successful response to the initial training session in late 1971 created a demand for more training sessions without consideration of how effective the training was for volunteers who eventually supervised parolees. The format of subsequent training sessions in December 1972 and July 1973 concentrated more on the volunteer-parolee relationship emphasizing offender related problems with panel discussions including ex-offenders, parole agents, court psychologists, as well as volunteer participants. Role playing was introduced with the intention of acquainting the volunteer with the personalities and problems, as well as the process of parole. These later training sessions were surveyed for a change of attitude in the participants.

The process of assignment began to reveal major case characteristic discrepancies such as; the required minimum of one (1) prior offense, a minimum six (6) month incarceration and a minimum of one (1) year availability for parole supervision. Therefore, to retain the advantage of timely local assignment and assure uniform case characteristics, standard case criteria (outlined above) were established on a statewide basis and implemented in January 1973. Record maintenance, another function of coordination essential for this evaluation, has developed in a manner parallel with other coordinated functions. A centralized system for recordkeeping encountered a small but consistent number of delinquent records. In an effort to correct this fault, a decentralized system of record maintenance has been devised which involves the local coordinators and will have an application to all volunteer programs.

To maximize participant feedback to program operation, volunteer lawyers, parolees and parole agents were surveyed in late 1973. The response to this survey is reported in the Attitude Survey section, and indicate program acceptance on the part of the participants.

At the end of two (2) years operation of this program the importance of volunteer management and coordination has been demonstrated. Volunteer activity may occur spontaneously but for its maximum benefit to be felt the volunteer effort should be guided through all stages from recruitment and training to assignment and recordkeeping in accordance with sound management practices. It is with the development and improvement of volunteer management and coordination that this evaluation is most concerned.

II. RECRUITMENT

Recruiting volunteers for the Parole Aide Program began in 1971 on a sporadic basis with no pre-determined time schedule, areas of recruitment or procedure. The initial recruitment effort however, was successful, being accomplished on a statewide basis with special emphasis on the Bar Association of Baltimore City.

The following two (2) recruitment efforts in December 1972 and March 1973 were geographically specific (i.e. Baltimore City and Prince George's County); however, due to a lack of standardized recruiting procedures, it resulted in a diminishing number of recruited attorneys (see Chart 1).

The effect of recruitment has been to replace the volunteer resignations and terminations but has not appreciably increased the number of lawyer volunteers since mid 1972.

As a result of the unsuccessful recruitment efforts in Prince George's County, a meeting was held with the American Bar Association Parole Aide Maryland Coordinator, the Parole and Probation State Volunteer Coordinator and the Parole and Probation Evaluation Unit on March 21, 1973. This meeting resulted in a standardized recruitment format for the Parole Aide Program. The format was:

1. Identify the target population of the recruitment drive (i.e., Young Lawyers section, City or County Bar Association), and make up mailing lists.
2. Mail the letter of solicitation with application form to the target population.
3. Coordinate publicity efforts (i.e., advertisements in Bar Associations's newsletter, legal publication, and public

appearances on radio or television).

Items 1, 2 and 3 are the functions of the attorney coordinator.

4. Returned applications are acknowledged and potential participants are notified by follow-up letter of time and place of training.

5. One week prior to training confirmation phone calls are made.

Items 4 and 5 are the responsibility of the Division of Parole and Probation local volunteer coordinator who is also involved in the subsequent training and assignment.

Utilizing this format the following two (2) recruitment efforts in mid 1973 (Montgomery County) were successful in attracting more attorneys.

The procedure has been utilized past the time frame of this report and other successful recruitment efforts have occurred.

There are four (4) recommendations for the Parole Aide Program relating to recruitment:

1. That the established recruitment format be continued.
2. That specific geographical areas that utilize volunteers be identified.
3. That a recruitment schedule be established for the identified locations.
4. That Parole Aide Program recruitment procedures be applied to all Divisional Volunteer activities. (see Parole Aide Program Relationship to other Divisional Volunteer Programs, page 30).

DATE	RECRUITMENT LOCALITY	TARGET ATTORNEY POPULATION	NUMBER OF ATTORNEYS RESPONDING TO RECRUITMENT	NUMBER OF ATTORNEYS ATTENDING TRAINING
November, 1971	Maryland (statewide)	3000	110	62
December, 1972	Maryland (Baltimore City inclusive)	4050	116	28
March, 1973	Prince George's County	700	26	2
June, 1973	Montgomery Co. D.C. - Metro Area	2300	38	35

Chart 1

American Bar Association - Volunteer Parole Aide Recruitment Information

III. Training

The Parole Aide Program training session is composed of a core of Criminal Justice System information which includes parole process orientation, significance of the volunteer role, and offender characteristics. The training session is held prior to the assignment of the parolee to the volunteer. Parole and Probation Agents participate as trainers. There is no routine in-service volunteer training conducted. Four (4) training sessions have been held during the two (2) year evaluation period:

1. The initial session was held in Baltimore on November 12 and 13, 1971. Invitation through the Maryland Bar Association was statewide with sixty-two (62) attorneys attending. Attitudes and abilities of trained volunteers were not surveyed until after the session had concluded.
2. The second training session was also held in Baltimore on December 9, 1972, with statewide invitations. Twenty-eight (28) attorneys attended. Participants were surveyed with a pre-test and post-test for changes in attitude as a result of training (as recommended by the Seventh Month Evaluation).
3. The third training session was coordinated on a local level in Prince George's County with invitations confined to the County Bar. The session held on March 15, 1973 was attended by two (2) attorneys.
4. The fourth training session was coordinated at the local level in Montgomery County with invitations extended to

county and federal bar associations. Thirty-five (35) attorneys attended in two (2) sessions held June 9, 1973 and June 26, 1973. Participants were surveyed for effect of training with the same attitude test used in the second Baltimore training session.

The training session format is flexible enough to allow for variations in locality and participants, but typically includes an orientation to the process of parole, with information ranging from the operations of the paroling authority to the responsibility of the supervising agency. The training format is structured to additionally include offender characteristics, the parolees's viewpoint, parole agent function, and aspects of the volunteer/parole relationship. The training may utilize formal presentations, including films, panel discussions with question and answer periods, small group discussions and role playing sessions. Consultants used include psychiatrists and ex-offenders.

The training sessions of December, 1972 and June, 1973 were evaluated for effect on trainee attitudes. The training participants were pre and post-tested, as to (1) role perception as a volunteer and appropriate goals; and (2) how they perceived the personality characteristics of the average parolee. The trainees were administered a pre-test before the session began and again given the same test (questions were displaced in second test to discourage patterned responses) at the conclusion of the training session (see Appendix B for examples of pre and post tests). The results of the training attitude test follows:

- A. Goals and activities appropriate to the volunteer/parolee relationship that increased in significance as a result of training were:
 - 1. Being available at all times to the parolee ("Be available at all times").
 - 2. Enabling the exchange of information ("Information Exchange").
 - 3. Notifying the responsible parole agents if incarceration is necessary ("Notification of agent if reincarceration is necessary").
 - B. The attitudes that decreased in significance as a result of training were:
 - 1. Giving legal advice ("Legal Advice").
 - 2. "Personal Counseling".
 - C. The trainees perception of the average parolee changed toward an increased awareness of the characteristics of:
 - 1. "Defeated feelings"
 - 2. "Rigid attitudes"
 - 3. "Ignorance of social rules"
 - 4. "Concern for self"
 - 5. "Resistance to change behavior"
 - 6. "Immaturity"
- Within specific sessions, there were other changes in attitudes not representative of all training sessions. Examples are: characteristics of intelligence ("Average Intelligence"), feeling of

inferiority ("Inferiority"), and "Resistance to Change in Behavior". Reasons for specific session changes are not certain, but are related to the particular trainee population, material presented by consultants, etc. The important factor is that the attitude measurements do consistently indicate changes that could be attributed to the training session. Volunteer-trainees followed up in the post assignment survey (see survey Appendix A), request more training specific to the volunteer-parolee relationship. Training does not appear to adequately cover the range of interpersonal relationships that volunteers encounter. As a result of personal exposure to a parolee, the volunteers' attitudes may continue to change as the relationship matures.

Essentially, the orientation training attempts to provide all necessary information for the volunteer to begin program participation. These training sessions are valuable but cannot be all-inclusive. Specific training in counseling and human relations after some practical experience, would be of benefit to most volunteers, increasing their self-confidence and effectiveness.

1. It is recommended that the orientation training sessions be continued.
2. It is recommended that in-service training in counseling and human relations be added to the volunteer training program.
3. It is recommended that the Parole and Probation Agent should be given orientation and training for his role in the Parole Aide Program.
4. Recommend continuation and development of attitude surveys for training sessions.

IV. ASSIGNMENTS

Assignment is the process by which a volunteer is placed into communication with a parolee or probationer. The Division of Parole and Probation is responsible for all assignments. All assignments were initially made randomly by the State Volunteer Coordinator, who also designated a matched control case. The State Coordinator also maintained responsibility for completion of the Agreement Forms.

Two areas of difficulty were noted: The first was the time delay between the training session and subsequent volunteer assignment. The second was coordinating volunteer placements in various geographical areas statewide, both logistically and administratively.

Examination of volunteers leaving the program reveals that resignations are more likely if the lapse between training and assignment is more than a few months (see chart 2). Program expansion could possibly be enhanced by timely assignment of cases to volunteers.

As a result of volunteer resignations prior to assignment, the selection criteria was relaxed to permit assignment of parolees, as well as probationers from existing caseloads. There was no significant difference found, in relation to volunteer resignations, between regular assignments and those from existing caseloads.

With the appointment of Area Volunteer Coordinators, by early 1973, assignments were still made by the State Coordinator but supervised and coordinated locally.

	Number of Cases	Average Time Lapse Between Training and Assignment (Months)
Cases terminated by volunteer resignation prior to case expiration	16	5.13
Cases terminated by expiration	14	3.29

Chart 2

Volunteer Longevity as a Function of Timely Assignment

The assignment process is:

The State Volunteer Coordinator reviews potential parolees in accordance with the selection criteria. Soon to be released parolees meeting the selection criteria are selected for volunteers or for control caseloads. The State Volunteer Coordinator contacts an institutional parole agent who obtains the parolee's tentative agreement for volunteer supervision. When the parolee's tentative interest is verified, the State Volunteer Coordinator contacts the Area Volunteer Coordinator who in turn alerts the volunteer. The Area Volunteer Coordinator confirms the volunteer's commitment to accept the parolee and arranges a meeting between parolee, volunteer and supervising agent.

These separate coordination functions reflect the transition from the previous assignment structure centralized in the State Volunteer Coordinator to a more flexible system of assignment based on locality and client need. Assignment policy that recognizes client needs will be enhanced by localizing assignment responsibility and relaxing

requirements for control cases, as well as encouraging expeditious volunteer placement.

There are three (3) recommendations related to volunteer assignments:

1. Localize volunteer assignments as the responsibility of the Area Volunteer Coordinator.
2. Discontinue assignment of control cases.
3. Periodic monitoring of the assignment process by the State Volunteer Coordinator.

V. SELECTION CRITERIA

Selection criteria determine baseline pre-requisites for parolee program participation. The Seventh Month Evaluation revealed a need for standardized selection criteria. These criteria were: (1) at least one prior offense, (2) a minimum of six months incarceration, and (3) a minimum of one year remaining under supervision. These standard criteria assured certain case characteristics, and maintained a degree of uniformity in difficulty of case supervision patterns. Overall deviation from these criteria has been maintained at less than 10% of all assignments.

Initial program selection criteria prohibited alcohol and drug cases. In addition, selection criteria excluded probationers. Initially, only parole cases were accepted, however, due to assignment pressures, four probation cases were assigned.

Standards of selectivity should assure that parolees assigned volunteers are available for a minimum of one year of supervision and have a demonstrated need for individualized help as available in the Parole Aide Program. This need is demonstrated by length of sentence indicat-

ing severity of the offense and repetitiveness of criminalistic behavior as reflected by prior offenses. Uniform supervision characteristics should be maintained.

There are four (4) recommendations to be followed in establishing criteria for the Parole Aide Program:

1. Retain the criteria of at least the minimum of one prior offense.
2. Retain the requirement that the sentence is serious enough to merit the rehabilitative effort of the Program.
3. Retain the criteria of at least one year supervision.
4. Discontinue restrictions excluding probationers, drug and alcoholism cases.

VI. RECORD MAINTENANCE

The goals of recordkeeping are to aid in program evaluation and to aid in control of program development. The problems of maintaining records reflect the problems of coordinations of widely differing volunteer activities. (For examples of forms used in Maryland Parole Aide Program, see Interim Evaluation, Appendix A).

Recordkeeping consists of one-time collection of data, such as:

1. Name of Parolee
2. Sentence
3. Offense
4. Length of Incarceration
5. Length of Supervision
6. Prior Offenses
7. Parole Status

Other instances of one-time collection of data are the cross-participant attitude survey conducted in late 1973, and the pre and post training attitude change surveys conducted during the training sessions of December, 1972 and June, 1973. These surveys are covered in depth in the sections of Attitude Survey and Training respectively.

In addition to collection of "one-time" data, the dynamic nature of the volunteer-parolee relationship necessitated collection of on-going data:

1. Hours of contact (monthly)
2. Collateral contacts (monthly)
3. Changes in parole status (as occur)

Whereas the relatively static one-time data measures participant characteristics, the "on-going" data measures volunteer activity and is of major concern to the Volunteer Coordinator. It is the measurement of volunteer activity that enables the development of this program to be controlled and it is in the area of data collection that improvement is needed.

Recommendations:

1. Develop a standardized data collection system that is standardized to all volunteer programs but is flexible enough to reflect the uniqueness of individual program efforts and the volunteer-client relationship.
2. Place more responsibility with the local coordinators to implement standardized data collection procedures and encourage their participation in the development of these systems.

VII. STATISTICAL PRESENTATION

A. Analysis of Program Activity (through January 22, 1974)

Following is an examination of program activity in relation to its development during the two year period covered (January 1972 to January 1974, see Chart 3): (1) the number of active volunteers independent of recruitment efforts, terminations and resignations; (2) the 94 lawyer-volunteers initially accepting assignments have been reduced to 54 currently assigned; (3) of the active 54, 13 have accepted a second assignment. Three-fourths of the volunteers accepting second assignments had satisfactory closures in their initial assignments, possibly a factor in their readiness to accept another assignment; (4) the majority of volunteers that resigned prior to expiration did so for personal reasons not related to the parole outcome of their assigned cases; (5) the range of active lawyer-volunteers at any time during the period of the evaluation has been between 50-70.

The statistical implications of program recruitment, training and assignment, and expansion are discussed further in the respective sections.

Number of lawyer-volunteers	94
Number of currently assigned lawyer-volunteers	54
Number of resigned lawyer-volunteers	17
Number of volunteers accepting second assignment	13
Number of inactive volunteers (assignments terminated other than resignation)	23

Chart 3

Volunteer Activity Statistics

Program development is reflected in case development and turn-over indicating that the program is operating smoothly (see Chart 4).

Favorable termination includes expiration of the parole portion of the sentence and other favorable dispositions such as, placement in honor category and permission to move to another state.

Parole terminations in a violation or delinquent status include nine (9) subsequent offenses and six (6) technical violations including absconding from supervision.

Of the assignments terminated by volunteer or parolee resignation from the program, seven (7) cases were subsequently terminated by expiration of sentence, twelve (12) cases are currently active without prejudice, and three (3) cases are in violation or delinquent status due to actions subsequent to separation from the program.

The number of parolees currently supervised by volunteers is too small to significantly affect the caseload of parole agents. To positively effect caseloads the program will have to expand considerably.

Number parolees assigned	107
Number parolees favorably terminated	19
by expiration	14
by other favorable termination	5
Number parolees in violation or delinquent status	12
violation	8
delinquent	4
Number parolees terminated by resignation	22
volunteer resignation	17
parolee resignation	5
Number parolees currently actively supervised by volunteer	54

Chart 4

Parole Activity Statistics

Hours and contacts are indicative of the volunteer parolee relationship (see Chart 5). Hours are the volunteers' investment in time spent directly with the parolee. Contacts reflect the intervals of meetings and are indicative of efforts by the volunteer on behalf of the parolee. The number of hours and contacts vary between cases, depending on the parolee's need for counseling, ability to deal with his surroundings, and dependence on the volunteer for initiation steps towards readjustment. The individualistic nature of the relationship and its development determines the hours and contacts that the volunteer contributes.

Total Number of Reported Contacts	2,288*
Total Number of Parolees Months	796*
Average Number of Contacts per Parolee Month	2.87
Total Number of Reported Hours	2,464*
Average Number of Hours per Parolee Month	3.09

*N=85

Chart 5

Contact Statistics

B. Volunteer-Control Group Comparison

In order to compare the results of parolees in the Parole Aide Project with parolees in regular parole caseloads, a control group was established. In this manner, the volunteer and control parolees could be matched to observe any differences in their parole performance. Any difference in parole performance would be examined for possible attribution to the effect of the Parole Aide Project.

The case characteristics of age, committing sentence, period of incarceration, and number of prior offenses reflect the statistical uniformity between the groups (see Chart 6). Therefore, differences between the groups in parole outcome can be ascribed to the intervention of the Parole Aide Project and not to background characteristics of the respective groups. An examination of commitment offenses of both groups indicates a fairly uniform distribution between volunteer and control groups (see Chart 7).

	<u>Volunteer Group</u>	<u>Control Group</u>
Average Age (years)	27.3	28.8
Average Sentence (years)	6	6
Average Incarceration (Months)	24.8	25.5
Average Number Prior Offenses	1.8	1.9

Chart 6

Control Group Comparison Statistics

	<u>Volunteer Group</u>	<u>Control Group</u>
Homicides	5	8
Robbery (Robbery and Burglary)	14	20
Assault (Assault, Assault & Battery, Assault with Intent to Murder, Assault with Intent to Rape)	12	14
Larceny (Receiving Stolen Goods, Shop- lifting, Unauthorized Use)	16	13
Breaking & Entering (Storehousebreaking, Daytime Breaking)	17	17
Narcotic Violation	11	10
Fraud (Forgery, False Pretense and Conspiracy)	7	6
Violation of Probation (Escape)	4	8
Sex Offense (Statutory Rape, Obscene Phone Call)	7	3
Deadly Weapon (Possession, Robbery with Deadly Weapon)	14	9

Chart 7

Volunteer-Control Group Commitment Offense Comparison

	Experimental N=107	Control N=107
Not violated or delinquent	85% (92)	78% (84)
Violated or in delinquent status	14% ¹ (15)	21% ² (23)

χ^2 (for one degree of freedom) = 2

¹ Including 3 violation of parole charges occurring subsequent to program termination, after the volunteer resigned.

² Including 2 violation of parole charges rescinded in subsequent actions.

Chart 8

Volunteer- Control Group Parole Outcome Comparison

Parolees supervised by volunteer parole aides have a lower rate of violation than parolees in conventional caseloads (see Chart 8). The number of parolees involved in the sample (N=107) is too small to draw statistically significant inferences (N=107, $\chi^2 = 3.841$ for 1 degree of freedom).

However, there were fewer violations in the volunteer group than in the control group. Volunteers do as well if not better as the average in case supervision outcome. From the standpoint of parole and probation violation, Parole Aide Program continuation is justified.

Terminations:

The control group had twenty-three (23) cases terminated in violation or delinquent status compared with fifteen (15) cases with that status at termination for the volunteer parole aide supervision group (see Chart 9). The difference in length of supervision before violation (volunteer 7 months, control 9.3 months) suggests that the closer relationship control between

the parolee and volunteer results in earlier detection of unsatisfactory parole compliance. Cases terminating satisfactorily in both groups show similar duration of supervision.

	Expiration of Sentence						Violation of Parole					
	No. of Cases	Avg. Age	Avg. Sent.	Avg. Month on Parole	Avg. Vol. Hours/ Month	Avg. Vol. Contacts/ Month	No. of Cases	Avg. Age	Avg. Sent.	Avg. Month on Parole	Avg. Vol. Hours/ Month	Avg. Vol. Contacts/ Month
Experimental	14	26	2 yrs	12	1.3	1.3	15	24	5 yrs	7	3	3
Control	18	28	2 yrs	13	N/A	N/A	23	28	5 yrs	9.5	N/A	N/A

Chart 9

Volunteer-Control Group Case Termination Comparison Statistics

VIII. ATTITUDE SURVEY

In order to supplement information available for the Parole Aide Program Evaluation, a short questionnaire was distributed to a significant random selection of participants during the first two (2) years of program operation. The three (3) categories of participants sampled were (1) parolees, (2) parole agents and (3) volunteers.

Generally all categories of participants (i.e., volunteers, parolees, and parole agents), surveyed have endorsed the Volunteer Parole Aide program. Consistently, about 15% have called for program expansion. The attorney-volunteers feel that their participation in the program has enhanced their understanding of parole and parolees. Volunteers express a need for more role specific training and the most critical group, the parole agents, express considerable difficulty in defining their role in the new relationship and are in need of orientation in the use of volunteers.

Summarily, surveyed volunteers and parolees indicated:

1. An almost universal acceptance of the program by its participants. Feelings of "worthwhile" and "understanding" were apparent in most survey responses.
2. A general consensus recommending program continuance was apparent.
3. Understanding and support for the Criminal Justice System was shown in the responses of the program's attorney population.
4. A need for more training and clearer lines of communication were cited.

Summarily, surveyed parole agents indicated:

1. A need for role clarification.
2. A need for training in the process of volunteerism.
3. A majority recommendation for program continuance.

For a detailed analysis of the surveys, see Appendix A.

IX. PUBLIC RELATIONS

The goal of public relations in the Parole Aide Program would be to enhance communications between the legal profession and the Criminal Justice System. Bringing attorneys who are presently members of the Bar, and are potentially future members of the Legislature and the Judiciary in contact with the parole process as an element of a relatively unpublicized system, would be a positive result of public relations.

The major public relations effort of the Volunteer Parole Aide Program has been the process of familiarizing attorneys with the ABA Volunteer Parole Aide Program. This familiarization occurs on three (3) levels.

1. Recognition of the program's existence through the recruitment effort. Initial recruitment announcements were mailed to about 5000 attorneys in the state bar association. Speaking engagements and contacts by coordinators as part of the recruitment effort further publicized program existence.
2. Familiarization with the Volunteer Parole Aide Program and with parole process as a whole was effected by the training sessions sponsored by the ABA. The orientation to the parole process was one of the major themes in the five training sessions held under ABA auspices. The sessions were attended

by one hundred and twenty attorneys, some of whom, although not participating further in the program, received this important orientation.

3. The Volunteer Parole Aide Program received further exposure through publication of its evaluation, entitled Volunteer Parole Aide Program, Interim Evaluation. Approximately 300 copies of this document were circulated nationally within the structure of the criminal justice system. Of the complimentary copies sent to criminal justice agencies outside the State of Maryland, nine (9) responses were returned indicating that the report was useful in its application to local volunteer programs.

The influence the lawyer-volunteer participants exercise on the criminal justice system as a result of their experience is another example of public relations that can result from this program (one former lawyer-volunteer participant is running for elective office).

Among participant attorneys surveyed, over one-half indicated that the exposure to the process and problems of parole was a positive aspect of their experience in the program (see Attitude Survey).

How this exposure and experience will eventually influence communication between the elements of the criminal justice system involved with the parole process is a question that only time can answer. It is recommended that this influence be observed through time

by its eventual effect on the coordination between the components of the Criminal Justice System. Aspects of public relations that are quantifiable should be recorded and included in the record maintenance procedure.

Recommendations:

1. Volunteer participants should be surveyed at appropriate intervals in order to detect subsequent attitude change toward elements of the Criminal Justice System; particularly, involvement with judicial or legislative branches.
2. The frequency and attendance at presentations by ABA or Divisional coordinating staff should be kept, as part of the project's activities.
3. An attempt should be made to record the content, frequency and circulation of all printed material concerning the project, to include copies of recruitment letters and evaluation documents, and to record number of requests for and responses concerning circulated material.
4. Periodic public relations efforts should be scheduled state-wide to insure adequate exposure to Bar members in Maryland (see Recruitment).

X. PAROLE AIDE PROGRAM RELATIONSHIP TO OTHER DIVISIONAL VOLUNTEER PROGRAMS

Currently (as of January 20, 1974) there are twelve (12) volunteer programs in the Division of Parole and Probation in addition to the Parole Aide Program. At the time of Parole Aide Program inception there was one active volunteer program. The Alcoholism Rehabilitation Unit, a program utilizing volunteers started in 1967 in Prince George's County, existed prior to the Parole Aide Program, and had no apparent

affect on the development of the ABA Program. The fact that eleven (11) other volunteer programs began within a twenty-four (24) month period after Parole Aide Program commencement stimulates the examination of the relationship of the ABA Program to the development of other volunteer programs.

The examination of program uniformity in vital areas was utilized to determine the affect of Parole Aide activity on the development of other Divisional volunteer programs.

- A. Program Goals - Basic volunteer program goals seem to have similarities; i.e., (1) providing community service to parolees and probationers and (2) promoting effective community relations. There were exceptions, for example, several Circuits desired to provide caseload relief through the use of volunteer programs, and the Parole Aide Program projected recidivism reduction and monetary savings.
- B. Training - There is a common core of training among volunteer programs, including Criminal Justice System information, the volunteer role, and client profile information, however, there are distinct differences in training approaches and information provided for specific programs.
- C. Recruitment - The Parole Aide Program has developed a standardized recruitment procedure, however, other Divisional programs seem to respond to community need rather than the utilization of a systematic recruitment process.
- D. Record Maintenance - For the two year comparison, there is very little similarity between the Parole Aide record maintenance and the records kept for other Divisional volunteer programs.

E. Assignments - Parole Aide Program assignments were made centrally by the State Volunteer Coordinator for the two year period while other volunteer program assignments were made by the local coordinator. Also, only the Parole Aide Program had a control group.

Similarities in development of the ABA Parole Aide Program and other Divisional volunteer programs are revealed by examinations to be the apparent result of the logic of program operation rather than imitation of the ABA Program. The Divisional Volunteer Coordinator did not impose standards set by the ABA Program on other programs.

The question remains as to why other volunteer programs developed rapidly after Parole Aide Program inception. The ABA Parole Aide Program was administratively sanctioned by upper management of the Department of Public Safety and Correctional Services and the Division of Parole and Probation. This approval appears to have promoted other program development as well as Parole Aide Program growth. In other words, administrative endorsement of the ABA Volunteer Program has managerially "cleared the way" for progress and development of other volunteer activities.

The Parole Aide Program has developed procedures that are universally applicable to Divisional volunteer programs, however, this type of standardization must be mutual, with all involved programs being modified to uniform administrative policies. (See, for example, Recruitment, recommendation #4).

XI. CONCLUSIONS AND RECOMMENDATIONS

The American Bar Association Volunteer Parole Aide Program has

functioned for two years utilizing lawyer-volunteers to supervise parolees and probationers in a counseling situation. One hundred and seven (107) parolees have had the opportunity to participate in this unique relationship. More than fifty (50) parolees are offered this opportunity at any given time. The opportunity for program participation should be extended to more parolees. Violation rates for parolees on the program were lower than comparable control group rates. To expand the program and maximize its beneficial effect, the following recommendations are made (detailed recommendations may be found in the appropriate sections):

1. Recruitment - the standardized recruitment format described under the section on recruiting should be continued and strictly adhered to. Recruiting should be conducted twice a year in each volunteer area where few volunteers were previously recruited.
2. Training
 - a. The parole process orientation presently given volunteers should be maintained as initial indoctrination.
 - b. In-service training in interpersonal relations should be available to volunteers after being assigned a client for a period of three (3) to six (6) months.
 - c. In-service training on the professional-para-professional relationship should be available to parole agents who have volunteers as part of their caseloads.
3. Assignment - the time lapse between training and assignment should be reduced to a minimum. The modified selection criteria combined with assignment responsibility being given

to the local coordinator should allow assignments to be made promptly enough to minimize resignations.

4. Selection Criteria - the selection criteria as modified in this evaluation should be implemented. Alcohol and drug abuse cases should be included as acceptable for assignment.
5. Record Maintenance - uniform information collection applicable to all volunteer programs should be developed by the state coordinator. Responsibility for data collection should be given to local volunteer coordinator. Data collection procedure should be standardized for the volunteers and coordinators to facilitate regular record maintenance for control and evaluation of volunteer efforts.
6. Administration - The Parole Aide Program works: volunteer attorneys can adequately relate to criminal offenders without disastrous results. In fact, case outcomes appear to be quite satisfactory. There appear to be no extreme negative statistical or programmatic indications. The major problem area in program functioning is the administrative complex governing program operation.

There are national and local ABA coordinators, a local steering committee, and parole and probation state and local coordinators. Communications are often distorted due to a lack of well developed lines of authority and responsibility. The national ABA office prepares a national evaluation based on their own priorities and perceptions, occasionally in conflict with, or oblivious to, the Parole and Probation evaluation. The national ABA evaluation places unexpected

and time consuming information collection demands on the Parole and Probation Evaluation Unit. The national ABA office and local ABA Coordinator also directly contact local Parole and Probation Volunteer Coordinators, sometimes without notifying the Parole and Probation State Coordinator, leaving him unaware of certain information for which he may later be held responsible.

Essentially, these communications do not have to be disruptive, but occasionally are and do appear to abuse good administrative lines of contact and should be controlled.

The recommendations concerning the parole Aide Program administration are:

1. It is recommended that all ABA contact with the Division of Parole and Probation in reference to the ABA Parole Aide Program be channelled directly to the Parole and Probation State Volunteer Coordinator.
2. It is recommended that the steering committee be disbanded.
3. To involve the local ABA Chairman directly in activities previously transacted between the ABA national office and the Division of Parole and Probation.

Hopefully, this clarification of the lines of responsibility and authority will enhance Parole Aide Program expansion; for, unless the lawyer-volunteer resources in the State of Maryland have been exhausted at less than seventy-five (75) active attorneys, the use of this program, which shows favorable results, has never met its potential.

Respectfully submitted,

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Maryland Division of Parole and Probation
Baltimore, Maryland
October, 1974

APPENDIX A

PROGRAM ATTITUDE SURVEY AND ANALYSIS

The survey anticipated a difference in perspective between volunteer-parolee and agent participants. The volunteers and parolees were sent the same questionnaire (see Chart 11), while that sent to the Parole Agents differed in format (see Chart 12).

At least seventy-five percent (75%) of the attorneys and parole agents responded to the survey compared to a return rate of only thirty-nine percent (39%) for the parolee group (see Chart 10). Many of the surveyed parolees had changed residences and could not be contacted. The information available in the parolee survey will be reported in light of the relatively small return.

CATEGORY	SURVEYED	NO. OF RESPONSES	% OF RESPONSES
Volunteers (Attorneys)	94	73	77.6
Parolees	91	36	39.5
Parole Agents	52	39	75

Chart 10

Parole Aide Program Survey Results

VOLUNTEER AND PAROLEE SURVEY QUESTIONS

1. "What are your feelings about participation in the ABA Parole Aide Program?"
2. "What are the positive points of the program for you?"
3. "What are the negative points of the program for you?"
4. "What program improvements would you recommend?"
5. "What general comments do you have?"

Chart 11

PAROLE AGENT SURVEY QUESTIONS

1. "In what manner did you participate in the ABA Parole Aide Program?"
2. "What suggestions for improvement of the program do you have?"
3. "How much time do (did) you spend with the volunteer (in hours)?"
4. "How much time do (did) you spend with the parolee (in hours)?"
5. "What general comments do you have?"

Chart 12

Parole Aide Program Participant Survey Questions

PROGRAM ATTITUDE SURVEY ANALYSIS -- Attorneys and Parolees

The individual attorney volunteer and parolee response to the first question (how they felt about their participation in the program), were scored on a continuous value scale ranging from expressions of extreme worth for the participant to an admission that the participant derived little or no value from the experience. The criteria for categorizing the responses are shown on Chart 13.

A very large proportion (88%) of the responding attorney participants indicated that the program was at least worth their effort. There were no attorney responses indicating negative feelings about the program. Fully a third (33%) of the responding parolees expressed enthusiasm for the program by rating it extremely worthwhile.

QUESTION #1: "What are your feelings about participation in the ABA Parole Aide Program?"

CATEGORY	EXTREMELY WORTHWHILE	WORTHWHILE	NEUTRAL	NOT WORTHWHILE	WORTHLESS
Parolees N=24	33%	38%	25%	4%	0%
Attorneys N=69	28%	61%	12%	0%	0%

RESPONSE CATEGORIZATION CRITERIA:

1. Extremely worthwhile, use of positive adjectives like very good, excellent, or phrases and constructions to that effect.
 2. Worthwhile, use of descriptive words like good, enjoyable, useful, informative and satisfying.
 3. Neutral, use of words or constructions expressing mixed feeling, doubt or questionable effectiveness.
 4. Not worthwhile, use of words or constructions expressing lack of effect or uselessness.
 5. Worthless, words or construction expressing harmfulness or damaging effect.
-

Chart 13

The second question surveyed participants for what they considered to be positive aspects of the program (see Question #2, Chart 14). Categories of responses were not predetermined. The responses categorized themselves, attorney and parolee responses were categorized separately. No attempt was made to correlate responses between the two groups.

Taking together those responses indicating some form of exposure to parole and the parolee (categories 1, 3, and 4), about two-thirds (65%) of the responding attorneys gave fulfillment of one of the pre-program goals (understanding and support for community-based corrections) as the most positive effect of the program.

In the aggregate (84%) of the parolees found positive aspects in the program (categories 1, 2, 3, and 4). There is apparent overlap in the attorneys' and parolees' aspects. There is remarkable content congruency between the parolee's (category 2) and attorney's (category 1) feelings that better understanding of the parolee has been achieved. Also the helping aspect of the relationship is mutually indicated by both groups as beneficial (parolee's category 1 and attorney's category 2). This shared assessment is remarkable for the similarity in form and proportion.

QUESTION #2: "What are the positive points of the program for you?"

<u>Attorney Responses - N=69</u>	
1. Understanding parolees and their problems	33%
2. Helping parolee readjust	29%
3. Understanding the parole process, exposure to parole as part of Criminal Justice System	23%
4. Understanding parolees appreciation of the parolee-parole agent relationship	9%
5. No response - none	6%
<u>Parolee Responses - N=25</u>	
1. Helpful to the parolee (i.e. getting a job)	28%
2. Better understanding of parolees and their problems concretely	24%
3. More freedom, less restrictions	20%
4. More convenience for parolee	12%
5. None (no positive points)	8%
6. No response to this specific question	8%

Chart 14

The third question surveys the attorney volunteer and parolee participants for negative aspects of the program (see Question #3, Chart 15). The responses to this question were diverse, reflecting the uniqueness of each attorney volunteer/parolee relationship. The most consistent complaint of the volunteers was not surprisingly, lack of time for 16 (22%) busy attorneys. Almost one-third of the volunteers (categories 2 and 3 combined, 31%) found no fault with the program. Only 10% complained of difficulty with or about the character of their assigned parolees. The 10% expressing training insufficiency combined with those who found their parolee difficult reflect a sense of insecurity in their roles with parolees and indicate a need for more training, particularly training directed at the relationship between volunteers and parolees rather than the process of parole.

Of the responding parolee almost 2/3 indicated no negative aspects to the program (categories 1 and 2). The 1/3 expressing criticism of the program is indicative of the openness and directness of the special relationship that volunteer supervised parolees find themselves in.

QUESTION #3: "What are the negative points of the program for you?"

<u>Attorney Responses - N=73</u>	
1. Lack of time	22%
2. None - no problems	20%
3. No response	11%
4. Red tape - bureaucratic problems	9%
5. Insufficient volunteer training	10%
6. Parolee difficult	10%
7. Volunteer is unnecessary, superfluous	9%
8. Lack of resources	5%
9. Learned nothing	3%
10. Too few volunteers	1%
<u>Parolee Responses - N=23</u>	
1. None - no problems	52%
2. No response	13%
3. Volunteer lacks authority	13%
4. Inconvenience	9%
5. No freedom - restrictive	9%
6. Others	4%

Chart 15

The fourth question surveyed attorney and parolee participants for program improvement recommendations (see Question #4, Chart 16). Slightly less than one-half of the responding attorney volunteers and their parolee counterparts appear to be satisfied with the program operations in as much as they had no recommendations for improvement. Equivalent proportions of attorneys (12%) and parolees (13%) suggest that the program should be expanded.

Thirteen percent (13%) of the attorneys directly requested more training. This expressed need for more training can possibly be extended to attorney responses in categories 3 and 8 (17%) which appear to reflect the volunteer feeling of insufficiency in preparations for their roles.

Several parolees (17%) make the interesting suggestion that they also needed a pre-program orientation. This concern has been reflected in increased coordination between Division and institutional personnel.

QUESTION #4 "What program improvements would you recommend?"

<u>Attorney Responses - N=73</u>	
1. No recommendations	42%
2. More training or retraining	13%
3. Increased association with paroling bureaucracy	13%
4. Expansion	12%
5. More selectivity of parolees	11%
6. Reorganization	6%
7. Decreased association with paroling authority	6%
8. Volunteer-Volunteer consultation	4%
9. Non-classifiable suggestions	4%
10. Less paperwork	1%

<u>Parolee Responses - N=23</u>	
1. No recommendations	46%
2. Parolee orientation	17%
3. Expansion of program	13%
4. No response	9%
5. Non-classifiable	9%
6. More resources	4%

Chart 16

PROGRAM ATTITUDE SURVEY ANALYSIS -- Parole Agents

The first question put to the parole agents, asks them how they viewed their participation in the ABA-VPA program (see Chart 17). For administrative purposes it was assumed that the parole agents would retain responsibility for the parolee while relinquishing the supervisory role to the attorney volunteer. The attorney-volunteer would in effect become the supervising "parole agent" and the parole agent would supervise the volunteer, only directly asserting the authority vested in him by his ultimate responsibility for the case when developments made it necessary. The first question surveys the parole agent's attitude toward this relationship. Almost a quarter (24%) of the responding agents saw themselves as supervising the activities of the volunteer and parolees in line with strictest interpretation of the parolee-volunteer-parole agent chain of command. Significantly, a larger group (40%) of agents viewed themselves as coordinating the volunteer-parolee activities, indicating a different relationship. This survey indicates an individualistic response to volunteer parole aides and an indication that parole agents could benefit from an orientation to volunteerism.

QUESTION #1: "In what manner did you participate in the ABA Parole Aide Program?"

<u>Parole Agent Responses - N=38</u>		
1.	Involved in coordinating volunteer - parolee activities	40%
2.	Involved in supervising volunteer - parolee activities	24%
3.	Not participating	23%
4.	Aware of but not involved in activities	13%

Chart 17
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The second question surveyed parole agents for suggested program improvements (see Chart 18). A large proportion on responding parole agents (41%) suggest more Divisional involvement with the Volunteer Parole Aide Program. If this is interpreted as an endorsement of the program and combined with the clear endorsements expressed in the suggestions to expand (3) and continue (4) the program, there is a vote of confidence of almost 2/3 of the agents in the program. However, the suggestion for closer involvement may also be an expression of confusion in interpreting the respective roles of agent and volunteer, which combined with the 10% who directly suggest parole agent orientation (5), results in an admission by about 1/2 the agents that they need to be prepared for the inclusion of volunteer supervised cases in their caseloads.

QUESTION #2: "What suggestions for improvement of the program do you have?"

<u>Parole Agent Responses - N=39</u>		
1.	More Parole and Probation Division involvement	41%
2.	No recommendations	18%
3.	Expand program	10%
4.	Continue program	10%
5.	More orientation for parole agent	10%
6.	Discontinue program	5%
7.	More screening of participating parolees	3%
8.	Less Parole and Probation Division involvement	3%

Chart 18

Questions 3 and 4 survey the time commitment of responding agents to the volunteer and parolee (see Chart 19).

The proportional breakdown in time commitments to volunteer and parolee suggests that agents spend as much time on volunteer supervised cases as they would on a case where no volunteer was present. There appears to be no time savings as agents spend as much extra time with volunteers as they save with the fewer direct contacts with the parolee.

QUESTION #3 "How much time do (did) you spend with the volunteer (in hours)?"

QUESTION #4 "How much time do (did) you spend with the parolee (in hours)?"

		Much	Some	Little
Time spent with volunteer	N=33	9%	67%	24%
Time spent with parolee	N=33	9%	21%	70%

Parole Agent responses were categorized as follows:

- Much time, two or more hours each month
- Some time, less than two hours a month
- Little time, less than monthly contact

Chart 19

The Parole Agents' responses to Question #5 were categorized in the same manner as the attorney-volunteer and parolee replies for Questions #1 and #5 respectively. Almost 2/3 of the agents endorse the program as being at least worthwhile.

QUESTION #5: "What general comments do you have?"

<u>Parole Agent Responses - N=38</u>				
Extremely Worthwhile	Worthwhile	Neutral	Not Worthwhile	Worthless
24%	39%	29%	5%	3%

Response categorization criteria: Responses were categorized according to the same criteria as for Question #1 (Parolee-Parole Aide Attitude Survey, see Chart 13).

Chart 20

APPENDIX B
TRAINING ATTITUDE SURVEY QUESTIONNAIRES

MARYLAND PAROLE AIDE TRAINING SESSION
 Attitude Survey -- Morning
 Kindly Complete the Following

1. Which of the following do you feel are very important goals and activities for the volunteer in his relationship with the parolee. Check as many as you feel apply.

- Legal advice
- Personal Counseling
- Employment Counseling
- Authority
- Job Finding
- Establishing the "home program"
- Surveillance
- Marriage Counseling
- Companionship
- Establishing meaningful rapport
- Supervision
- Attitude change
- Information exchange
- Notification of agent if reincarceration is necessary
- Psychiatric or psychological service referrals
- Developing educational goals
- Kindness
- Guide decision making
- Control
- Reintegrate family unit
- Be available at all times

List others not mentioned above _____

2. Which of the following attitudes or feelings do you feel are characteristic of the average parolee? Check as many as you feel apply.

- Frustration
- Confusion
- Curiosity
- Arrogance
- Average intelligence
- Hostility
- Defeated feelings
- Below average intelligence
- Suppressed ability
- Overachievement
- Ignorance of social rules
- "Owed a living" by society
- Above average intelligence
- Underachievement
- Maturity
- Rigid attitudes
- Superiority
- Pride
- Excessive pride
- Concern for self
- Concern for others
- Flexible attitudes
- Desire to change behavior
- Resistance to change behavior

Attitude Survey - Afternoon
Kindly Complete the Following

- Inferiority
- Willingness to accept constructive criticism
- Resistance to accept constructive criticism
- Immaturity
- List others not mentioned above _____

3. Which of the following do you feel is the most practical and feasible volunteer time length commitment.

- No time length
- 6 months
- 1 year
- 2 years
- Other (specify) _____

4. Which of the following do you feel is the most practical and feasible volunteer monthly time commitment.

- No monthly time length
- 2 hours
- 4 hours
- 6 hours
- 8 hours
- 10 hours
- Other (specify) _____

1. Which of the following do you feel are very important goals and activities for the volunteer in his relationship with the parolee. Check as many as you feel apply.

- Be available at all times _____
- Reintegrate family unit _____
- Control _____
- Guide decision making _____
- Kindness _____
- Developing educational goals _____
- Psychiatric or psychological service referrals _____
- Notification of agent if reincarceration is necessary _____
- Information exchange _____
- Attitude change _____
- Supervision _____
- Establishing meaningful rapport _____
- Companionship _____
- Marriage counseling _____
- Surveillance _____
- Establishing the "home program" _____
- Job finding _____
- Authority _____
- Employment counseling _____
- Personal counseling _____
- Legal advice _____
- List others not mentioned above _____

2. Which of the following attitudes or feelings do you feel are characteristic of the average parolee? Check as many as you feel apply.

- Immaturity _____
- Resistance to accept constructive criticism _____
- Willingness to accept constructive criticism _____
- Inferiority _____
- Resistance to change behavior _____
- Flexible attitudes _____
- Concern for others _____
- Concern for self _____
- Excessive pride _____
- Pride _____
- Superiority _____
- Rigid attitudes _____
- Maturity _____
- Underachievement _____
- Above average intelligence _____
- "Owed a living" by society _____
- Ignorance of social rules _____
- Overachievement _____
- Suppressed ability _____
- Below average intelligence _____
- Defeated feelings _____
- Hostility _____
- Average intelligence _____

- Arrogance _____
- Curiosity _____
- Confusion _____
- Frustration _____
- List others not mentioned above _____

3. Which of the following do you feel is the most practical and feasible volunteer time length commitment.

- No time length _____
- 6 months _____
- 1 year _____
- 2 years _____
- Other (specify) _____

4. Which of the following do you feel is the most practical and feasible volunteer monthly time commitment.

- No monthly time length _____
- 2 hours _____
- 4 hours _____
- 6 hours _____
- 8 hours _____
- 10 hours _____
- Other (specify) _____

NOTES

END