

**GATEWAY
CORRECTIONAL
SERVICES**



AN OPERATIONAL REVIEW
JANUARY 1976 TO MARCH 1978

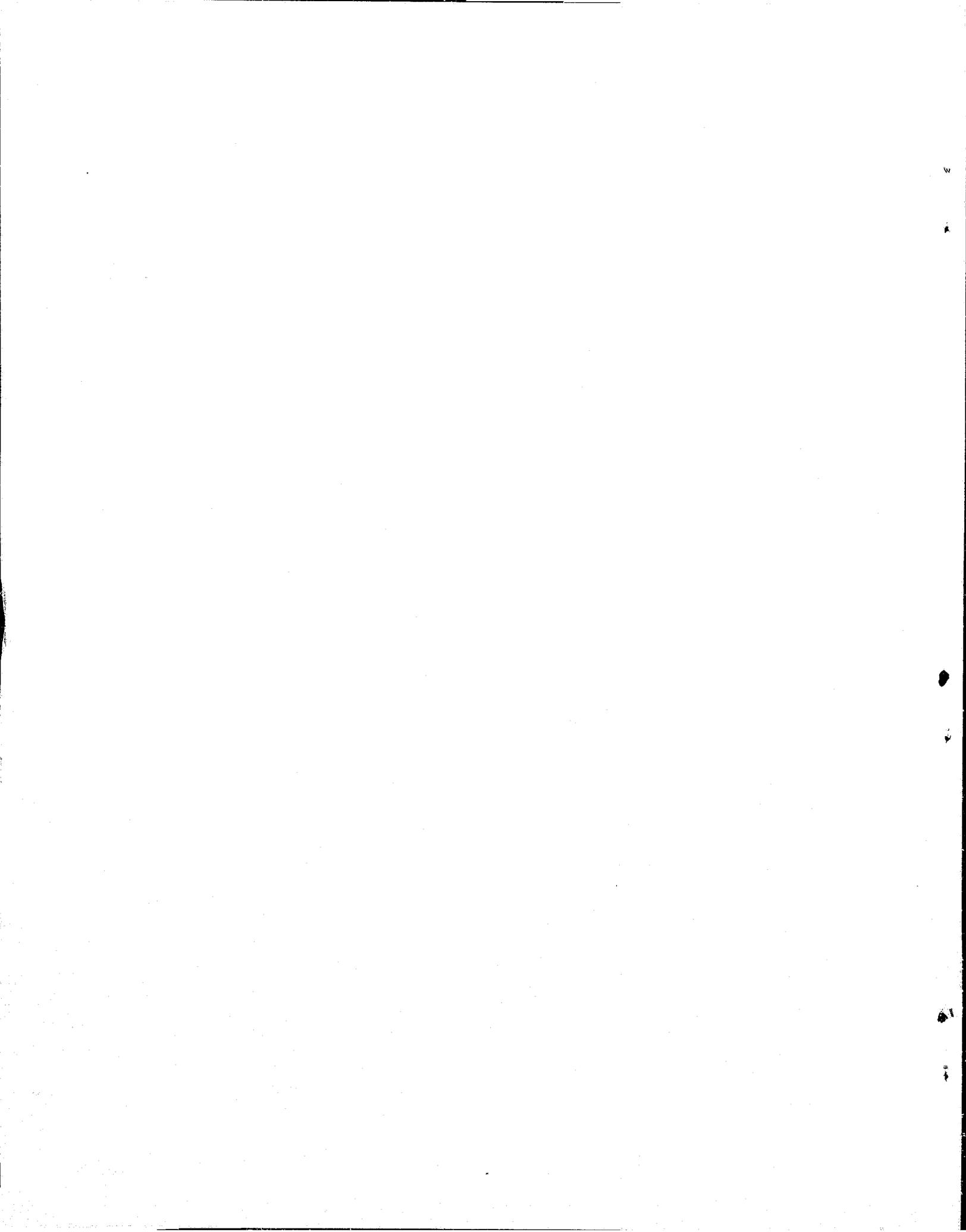
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PREFACE

Gateway Correctional Services was developed in cooperation with and is funded by the Department of the Attorney General, Corrections Branch, to provide an effective sentencing alternative and assistance program for young adult offenders. This report provides an operational and descriptive review of the time period when the agency was known as the Fraser Region Adult Diversion Program, November 1976 to March 1978. At this time, a change of name was deemed desirable, owing to the fact that the term "diversion" has come to take on strictly a pre-trial meaning, as well as the agency's desire to be more simply identified.

The contents of the report include a brief introductory background and methodology, an overview of Program development and dynamics, characteristics of North Fraser Region, statistical and psychometric data and observations, preliminary cost effectiveness indicators, as well as a brief summary of the report's highlights.

The descriptive section at the beginning of the report is necessarily brief. The reader is encouraged to request further specific information about the Program by writing Gateway Correctional Services, P.O. Box 80702, Burnaby, British Columbia, V5H 3Y1, Canada.

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW

The Report of the Corrections Branch, 1976 states that one primary goal of the Branch is:

"In cooperation with personnel in all components of the Justice System, to participate actively in promoting reform throughout the Justice System."

Possibly in consideration of this goal, in January of 1976, the Department of the Ministry of the Attorney General of British Columbia granted funds to initiate the operation of the Fraser Region Adult Diversion Program (hereinafter referred to as the Program), administered by the non-profit Fraser Correctional Resources Society. The Program was a post-conviction diversionary program offering a unique alternative for sentencing dispositions.

Within the original proposal, the importance of ongoing Program assessment and review was recognized. In recognition of this commitment, a limited review of operations covering the period January 1976 to March 1977 was undertaken and presented in May of 1977. In interests of economy, the inquiry was limited to a sample of participants rather than the total population.

The report contained herein was designed to be more comprehensive and include the total client population, and was initiated on January 9, 1978, with the assistance of a consultant. In consideration of more practical and objective evaluation, the employment

of an independent Research Associate was seen to enhance the attainment of the objectives of the study, and serve to eliminate bias that may have otherwise been inadvertently incorporated.

The information contained in this report was obtained from both in-house records and external sources. During the course of this study, several needs were recognized with regard to the provision for ongoing and future evaluation. A major revision in information documentation resulted in the evolution of a refinement in data compilation. Employing some principles of administrative management, the net Program processes were further systematized to provide mechanisms by which case management decisions could more effectively be actuated. A residual benefit of this refinement in the original Program model is the increased scope of services that the Program will now be able to provide. One such additional service relates to a reporting system designed to be compatible with the requirements of the referring Probation Offices.

The report also includes a general review of the nature and characteristics of the Fraser Region area. As an independent and community-based Program, the attendant advantages include the extent to which a multitude of specialized local resources may be both employed and assessed for their particular suitability in client-case management.

Considerable space has been devoted in this report to a presentation of statistical data. All meaningful and available information of a statistical nature has been evaluated with the contingencies of analysis given throughout. A rational and somewhat conservative approach was taken in the interpretation of the results of the empirical data. The reason for this was to include in the report verifiable highlights and hopefully eliminate unnecessary,

and possibly invalid, assumptions and inferences.

This same approach was taken with the cost-effectiveness analysis. The mode of reasoning maintained throughout the study was quite simply to identify and assess Program input and procedures with Program output and impact.

1.2 SPECIFIC OBJECTIVES OF THE REPORT

In brief, the specific objectives of the report are as follows:

- To, by design, provide an objective assessment and review of Program components;
- To seek out alternative methods of data collection and client documentation;
- To, where possible, empirically measure all variables significant to Program intake and outcome;
- To develop a strategy for increased internal and external communication of activities related to case management responsibilities;
- To generally provide the basis for future operations and services planning, organizing, staffing, controlling and actuating.

CHAPTER 2

METHODOLOGY

2.1 INTRODUCTION

The particular objectives of evaluation research and the conditions under which research activities in general must be carried out, call forth some special considerations. One of these considerations is the reliability and suitability of the information obtained. In order to give both an added dimension of objectivity and insight into alternate methods and approaches of operational activity, the research design called for the data to be collected and subjected to analysis by an impartial consultant without a vested interest in the project's outcome.

Perfect correspondence between program as planned and program as reality is rarely achieved and is usually a matter of degree. To some extent, the awareness of this fact led some investigation to center around measurement of that degree of variance. The rationale was to employ the knowledge gained through operating experience to more clearly define the real Program process as a functioning reality.

The research project was commenced on January 9, 1978, with final research completed as at March 31, 1978.

The scope of the methodology was necessarily limited by fixed time and dollar allocations. Empirical substantiation has been included from readily obtainable sources, and as such, some conjecture, where appropriate, has been applied to the significance of the figures. Quite simply, the Program has not been operational for a long enough period to generate the quantity of numbers necessary for more

in-depth statistical quantification.

Preliminary and informal discussions were held with the Director and the staff. From these discussions, the study format was finalized and the objectives of the project were clarified further.

A review of significant and comprehensive research of related programs (principally in the United States) helped shed some additional light on the undertaking. This process served to: eliminate common research pitfalls, seek out conventional and verified procedures for the execution of the study, and provide a basis for future information exchanges and standards of replication.

2.2 RESEARCH SOURCES

An exhaustive manual analysis of individual client records was undertaken. Case by case, data was collected and tabulated for later assessment.

On-site visits to various Probation Officers in the Fraser Region were completed. Although informal in nature, these visits afforded the researcher the opportunity to solicit candid feedback from the primary referral source, the Probation Officers. In addition, missing and updated information was collected regarding a number of past clients.

The results of these visits were then reviewed in conjunction with the findings of a survey collected by the Program in February of 1977. Results of a previously unpublished opinion survey were supported further by these current visits of 1978. Survey findings, presented in Appendix B, were found most helpful in the further refinement of Program Dynamics (Chapter 4 of this report).

Visits to both the Vancouver and New Westminister Regional Courts Offices provided information deemed to be of relevance. Additional statistics were supplied from the Vancouver District Economist of Canada Manpower and Immigration, and from their New Westminister Office Manager.

With the assistance of the B.C. Corrections Department of Evaluation and Systems in Victoria, 96 client history profiles were obtained from their computerized records system. This data proved to be an invaluable asset to the study and will serve to be of future use. As a footnote, the contact established with this department also laid the basis for ongoing and updated client information to be made available upon request throughout the coming year.

The various statistics and research papers reviewed were assessed for meaningful application vis-a-vis the objectives of the study.

It is important to note that the methodology of this report was influenced in that it was designed to serve as an informational document for probation officers, lawyers, members of the judiciary, and the B.C. Corrections Service.

Subscribers to the past reports produced by the Program will appreciate the comprehensiveness afforded this year through employment of research assistance.

CHAPTER 3

HISTORICAL DEVELOPMENT

3.1 BACKGROUND AND ORGANIZATION

For several years, Probation Officers have been concerned with the lack of resources for adult offenders who required more time, supervision, and assistance than normal probation was able to provide. Concurrently, the development of what has become commonly known as the Corrections Branch "Five Year Plan" called for an increase in the number of community alternatives in sentencing. As a result, Corrections Branch personnel approached two individuals involved in operating what was perceived as a successful agency working with juveniles, and invited a proposal for a program to work with adults. In response, a brief was jointly prepared with two local Probation Officers and presented to the head office in Victoria in October of 1974. After considering the proposal, the Corrections Branch decided to accept one of its suggestions and made a small amount of funding available for some further research and program development. Thus, it may be seen that the Program has evolved from a base of a developing relationship with both local and provincial Corrections personnel.

Following research by Messrs. Kissner and Zarchikoff, an extensively documented proposal was submitted to the B.C. Corrections Service in April of 1975. Following further consideration by the Branch and a streamlining of the intended target population so that the priority of the Program would be as an alternative to incarceration for young offenders, some initial funding was granted. Thus, what was known as the Fraser Region Adult Diversion Program commenced

operations in November of 1975. Initial staff were hired and the Program began accepting referrals, albeit on a half-capacity basis, in January of 1976. As a result of curtailment in the level of funding in the 1976-1977 government fiscal year, several staff positions were eliminated. In April of 1977 some additional funds were granted, and since that date the staffing component, as outlined in Figure 1 has generally been adhered to.

Under the organizational model outlined, the Program Director is ultimately responsible to the sponsoring Society for all aspects of the agency's operations. In practice, this has included all facets of Program operations, including planning, management, organization, staffing, implementation, as well as client contact and screening.

In addition to the duties normally expected of a counsellor with the Program, the Senior Counsellor is responsible for monitoring Program caseloads, consulting with the other counsellors, and some intake screening.

In practice, the counsellors work may be seen to fall under two general headings of supervision and assistance for clients. Supervision is generally seen to include developing a reasonable plan for an individual to minimize the occurrence of further charges, confirm living arrangements, and monitoring of the Probation Order, fines, restitution, community work service, as well as keeping a record of meetings and times of participant contact. Assistance is generally seen to depend on conducting a valid needs assessment, and developing appropriate goals and objectives. Assistance is generally rendered in life and social skill areas, and may include the use of other community agencies and programs. The Program experience suggests that counsellors require a good knowledge of community referral sources and agencies, and Court and Probation rules and attitudes.

Important skills crucial to the job are seen as an ability to be realistic in case planning, an ability to prepare written as well as oral reports, an ability to "invent" programs for specific clients, and finally, a good ability for a broad range of oral communication.

In addition to the duties normally associated with secretarial work, the secretary plays an important role in the Program, setting an initial tone in meeting clients, developing resource information in all areas for counsellors' usage, as well as working with individual clients in the preparation of covering letters, resumes, and skills necessary to fill out employment application forms.

Accounting services are provided by an independent bookkeeper on a part-time basis, with reports to both the Society and the Corrections Branch on a monthly basis. In addition, an auditor's report is prepared by an independent firm at the end of each fiscal year.

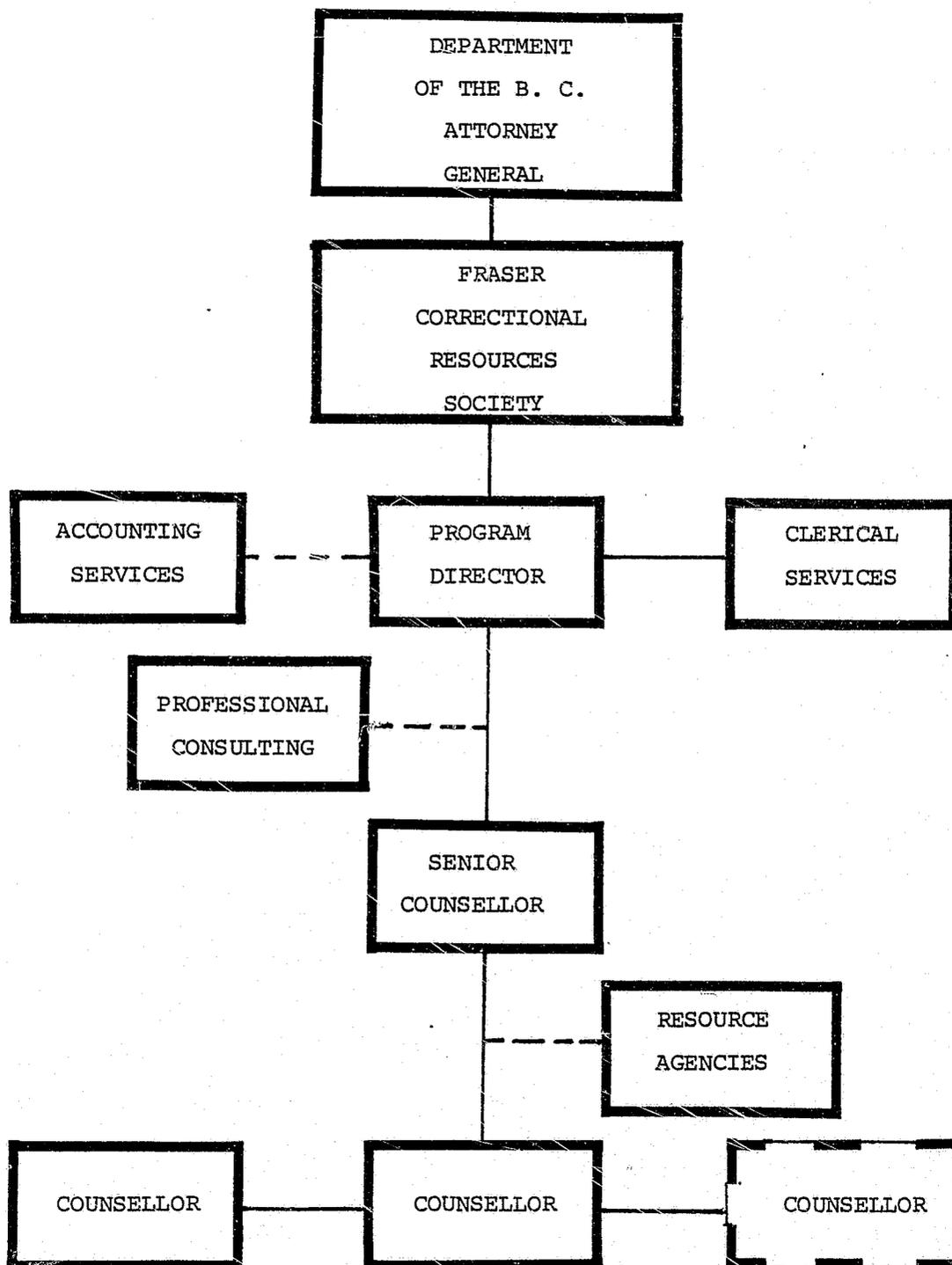
The provision of some funds for professional consulting to the Program has provided the agency with access to a considerable array of expertise. For instance, the Program is able to utilize the services of a psychologist twice monthly for several hours for case consultation and input. Outside resource agencies play a key role in the Program's operation and are further investigated in Chapter 5.

The Program is operated by a registered non-profit Society known as the Fraser Correctional Resources Society. The Society is non-political and non-sectarian and membership is open to any citizen who subscribes to its Constitutions and By-laws, and includes

every person whose application is approved by the Directors. Most normal activities of the Society are carried out by its Board of Directors, and include individuals associated with Probation, Human Resources, Secondary and University teaching, and owner of a business, as well as the Adult and Juvenile Program Directors.

As a flow organizational model, the chief merit of the Program's organization lies in its simplicity. Not only does this allow change to readily occur, but it provides a mechanism for a variety of feedback, usually unavailable in a closed institutional or regular government system. Not only does this occur, as one might suppose, through membership in the Society at the top of the chart, but also through utilization of different individuals as professional consultants, a separate accountant, but also a myriad of individuals as represented through the various resource agencies. This latter group is of particular relevance, owing to the high degree of cooperation needed from other agencies to meet each individual's needs, and the fact that such cooperation is not established on the basis of any statutory provision, but rather mutual professional, and sometimes personal, relationships.

FIGURE 1: ORGANIZATIONAL MODEL



CHAPTER 4

PROGRAM DYNAMICS

4.1 THE REFERRAL PROCESS

Early in the life of the Program, referrals came predominately from Probation Officers and also the Courts and lawyers. In several instances and where the needs requirements were acute, the individual was assisted by the Program, even if he did not fully meet the referral criteria.

These criteria delineate a specific target population in the belief that the Program or even specific aspects of the Program will not be equally effective with all young adult offenders. Concerted effort has been made, over the past two years of operations, to match Program aspects with client backgrounds prior to involvement and during the intake assessment.

The implications of the assessment are very important from the standpoint of better classification procedures and services programming. All too often programs tend to be all things to all people, rather than aiming at any specific group's needs.

Initial conceptualization and other targeting of the Program was based on court records which indicated that a need for Corrections alternatives existed for a sizeable offender category.

The age groups of males 17-24 years was recognized as a group where needs for sentencing alternatives might be applicable given the large numbers of young male adults involved in the B.C. Corrections system annually. From the 1976 B.C. Corrections Branch Annual Report,

for example, we see that almost one in three individuals involved with the Corrections system may be from this age group.

As an initial factor for consideration of referral to the Program the age restriction has been generally adhered to by referring sources, with only two exceptional cases.

The main criteria, in addition to the age requirement, includes the following:

- referrals must be residents of the Lower Mainland area of British Columbia
- available for at least three months
- would normally receive a 3-6 month term of incarceration

Two contingencies are applied to referral consideration:

- Individuals who are violent, alcoholic or mentally disordered are normally not accepted for participation
- Participants under the age of 19 years can be admitted on the Program only with parental consent

Representatives of the Criminal Justice System in the Lower Mainland may refer individuals, but as well the Court may direct a person to attend the Fraser Region Adult Diversion Program as a condition of a probation order as recommended by a probation officer.

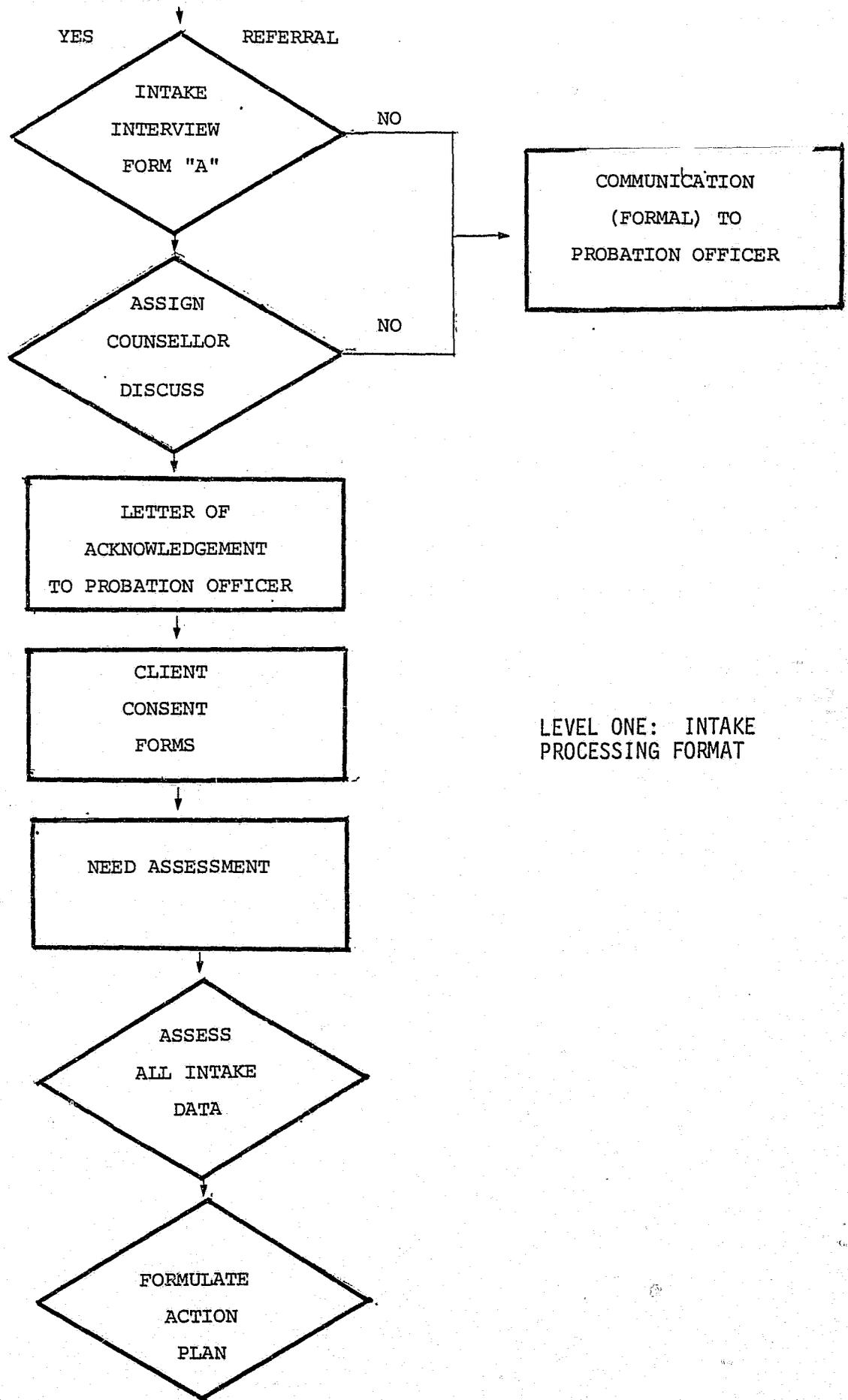
As illustrated in the chart, we see "Level One" (graphically) depicts the process of referral and the steps followed. Note that the initial client selection is completed externally and the final client selection is internal.

Generally it was found that the frequent and repeat users of the Fraser Region Adult Diversion Program are those individuals who

employ a Case Management approach to their official functions. In the process of case management, the objective facts are assessed, needs and priorities are identified, and a decision for remedial action is made. The external process of referrals of clients to this Program is primarily a two-step matching:

- a matching of the general criteria of client profiles
- an identification of needs and priorities that can be effectively and entirely satisfied by exposure to the Program

REPORT
COMMUNICATION



LEVEL ONE: INTAKE
PROCESSING FORMAT

4.2 THE PROGRAM PROCESS

Following intake procedures, official client acceptance to the Program, a further screening is completed. An orientation report is sent out to the referring agency within one week to ten days of initial client-Program contact.

At this time the Senior Program Counsellor and the assigned counsellor will review initial impressions and plans for action. It is the summary of these in-house discussions which will go out to the referring agency and will constitute the documented intended plan of action.

Feedback from the referring agency is encouraged. Assurances regarding Program-client responsibilities and expectations are given and the agreement to perform services confirmed.

The Level Two chart, Initiation of Action Plan Format, does not show that some six months duration is consumed in the step "Proceed with action plan". The time between the first needs assessment and the second needs assessment will normally be three months. Progress reports, however, will be formally drafted and automatically sent to the referring agency every three months, exclusive of all other informal messages or "exceptional" reports.

This Program Process with its information system provides the vehicle for coordinated and planned involvement with the referring agency and Program counsellors in all phases of the Program's services. More importantly, it allows for a process of individualized client assessment and servicing.

The planning process itself has developmental potential because it structures decision-making into increments that can be

readily altered if reviews and progress reports indicate. In this way client-Program exposure becomes a sequential "process", rather than a restrictive pre-set "package" service.

The characteristics of the Program content has remained essentially unaltered since commencement. Utilizing a "life planning" approach, the general Program format includes four areas of concentration:

1) Social Responsibility

Participants learn how to identify and develop potential and personal strengths and abilities and engage in a balanced degree of self-determination; they learn new skills to improve family life and their inter-personal relationships; they learn what contributions they can make for the benefit of self and community; they learn the aspects and meaning of social conscience.

2) Employment

Best explained with an excerpt from A Report on the Bergen County, New Jersey, Probation Department: "We found that employment was positively related to outcome success; that is a probationer was more likely to have a successful termination ranking. No other variable we studied was half as important."

Utilizing the community resources of Canada Manpower, the Community Colleges system, Professional Vocational Testing Services and the like, the primary goal of this aspect of the program is to aid the client in securing employment. To this end unemployed clients are screened with regard to work attitudes, work skills and job

preference. This ties in well with the vocational counselling aspect of the Program. For those clients who require or desire immediate work income, assistance with resume preparation and job search techniques is given immediately.

3) Use of Leisure Time

The objective here is to broaden the client's horizons and actively introduce him to new and meaningful avenues along which to pursue spare time occupations. The attendant benefits of group or singular sports participation, for example, are well known. More importantly, however, the effective restructuring of a client's leisure time is a major step in the rehabilitation of the client. It is precisely the abuse or non-use of idle time which sets the stage for the client's legal encounters in many cases.

4) Education

Educational life skills and guidance is provided to the client with the goal of better equipping the client for rewarding work experiences; to assist the young adult offender in acquiring sufficient academic and/or vocational skills to obtain lasting employment.

In summary, the "social skills" approach is a gradual process whereby through the knowledge of social techniques the participant assumes increasing levels of responsibility for his future actions within society and throughout his adult life. Examples, guidelines and goals are given to the participant and by completing various assigned tasks, handling personal finances as detailed by a budget, in addition to making appointments and check-ins with regularity,

he increases his sense of social responsibility.

On a given day a client may drop by to deposit some of his first paycheque in a joint bank account set up with himself and his counsellor for purposes of clearing up some longstanding debts.

In another area of the offices a client and his counsellor can be found discussing a study schedule for preparation to write the G.E.D. exams in six weeks time.

A day out fishing or canoeing will provide the counsellor an excellent opportunity to discuss personal problems, demonstrate cooperation, and illustrate another way of enjoying the freedom of the society in which the offender lives. Above all, the environment of this supervision and assistance Program can be said to be an integral element in the successful dealings with former offenders.

The client's counsellor becomes a paramount presence in his daily life, seeking and probing from the offender his rationale for actions, thoughts and intentions. The socialization of the offender is usually achieved through positive reinforcement for decisions and actions the client assumes for his own self-betterment.

For most clients, the maturation from "delayed adolescent" to responsible adult can be effectively achieved within six months time, given no significant alteration in the client's goal attainments from month to month.

When the client has reached a level of significant self-determination he will normally be placed on a "detached level" of involvement and the probation officer will be notified. In normal practice this decision to decrease the level of supervision

is normally a joint but informal decision of the referring Probation Officer and the client's counsellor.

The client would still be required to check in on a more infrequent basis and aspects of his life would still be closely monitored for any signs of setbacks into past problematic habits.

If, within three to six weeks of being on his own momentum, the client is progressing favourably towards the attainment of his life-skills goals, he is then terminated officially from the Program.

A summary (termination) report is compiled and sent as official acknowledgement to the referring agency. At the time of the client's termination, interview form B (see Appendix C) is completed, documenting changes occurring over the period of time involved. At this time, or within three months of official termination, a Follow-up questionnaire is completed and added to the client's file.

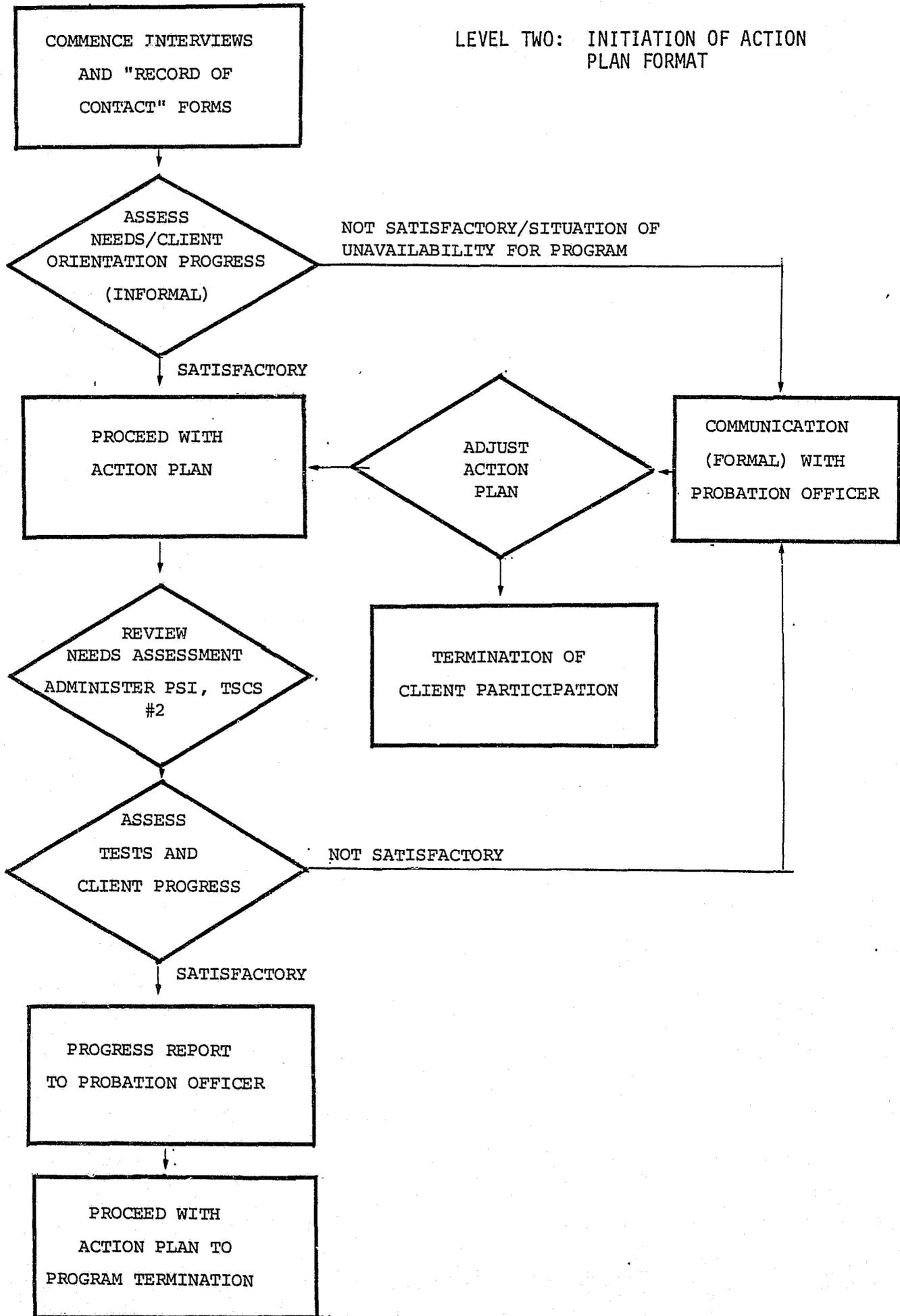
A copy of a Program brochure is stapled to the last page of the report and has been included to provide a succinct overview of the Program's procedures and process as well as it affords several brief case examples.

For on-going evaluation and administration purposes, preliminary arrangements have been made with the B.C. Corrections Department of Evaluation and Systems to obtain computer print-outs of Program client histories. The addition of this information to in-house data collection will prove invaluable in the long run.

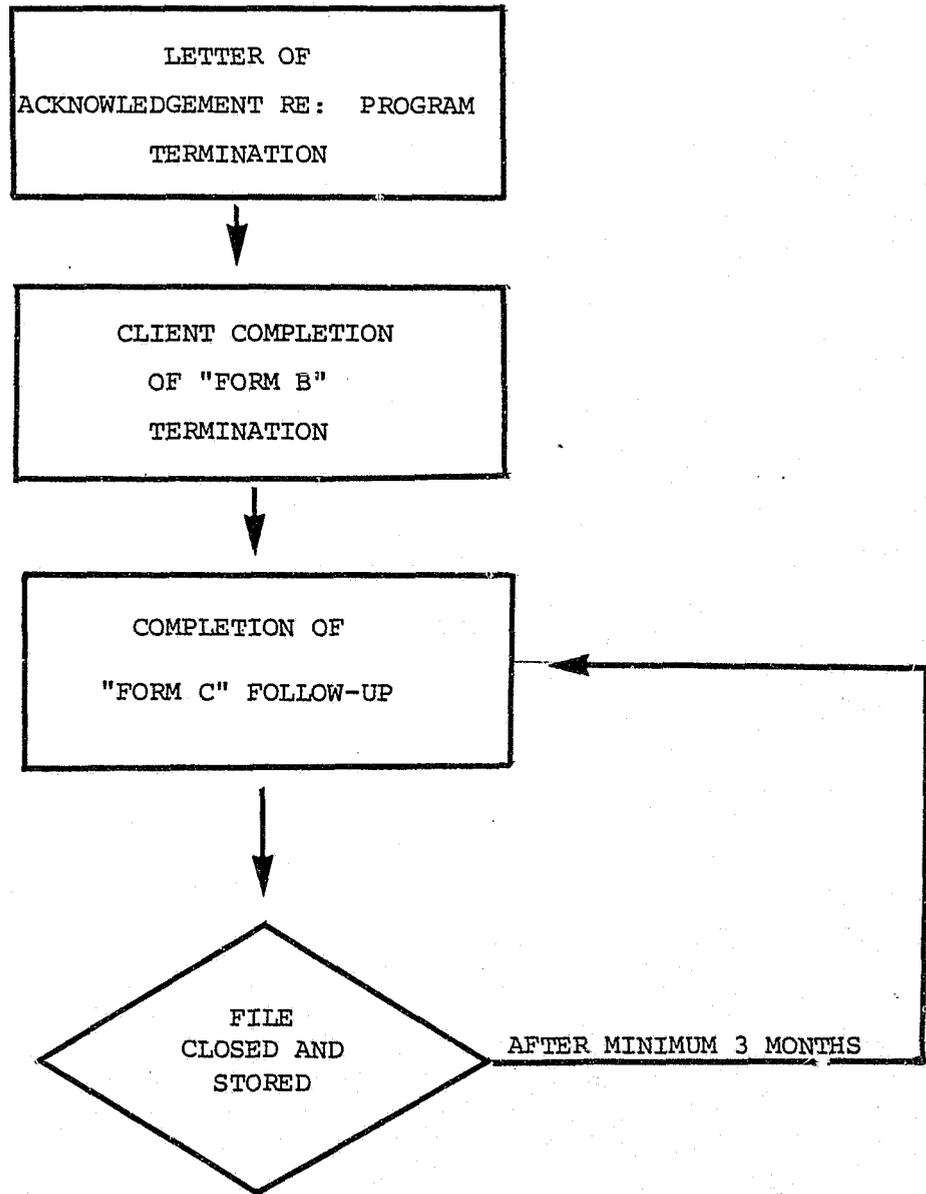
The Program Director will be able to requisition a complete client history record on pending referrals. In addition, periodic report updates will keep the Program informed as to the long-term

outcome of terminated clients. Those who, at some subsequent date, recidivate can be identified and Program outcome statistics can be adjusted.

LEVEL TWO: INITIATION OF ACTION PLAN FORMAT



LEVEL THREE: TERMINATION PROCESSING FORMAT



CHAPTER 5

CHARACTERISTICS OF THE FRASER REGION

5.1 GEOGRAPHIC PROXIMITY

Administered by the non-profit Fraser Correctional Resources Society, the Fraser Region Adult Diversion Program has been, since its inception, funded by the Ministry of the Attorney General of British Columbia.

Program offices are located strategically within the jurisdictional area called the Fraser Region. Being an "attendance" program, the office location was selected to optimize accessibility by clients, and to the Lower Mainland Regional Correctional Centre as well as the Region's five Probation Offices serviced by the Program.

The Kingsway Street site near Sperling Avenue is serviced by bus routes with connecting access to all points within the Fraser Region, and specifically New Westminster and Burnaby, where resource agencies are situated.

The Fraser Region is defined well by the Municipalities in which the five adult Probation Offices are found:

- Burnaby Central
- Burnaby North
- Coquitlam-Port Moody
- Maple Ridge
- New Westminster

5.2 TARGET POPULATION

Generally speaking, this Fraser Region deals with approximately 9-10% of the offenders in the Province. About half of the adjudicated offenders from this region are admitted to institutions with the remaining half put on probation and a very small number on community service order programs.

As indicated in the 1976 Report of the Corrections Branch, a total of 57.3% of all male adults put on probation were in the age group 17 years to 24 years. It is no accident, then, that the criteria for consideration for referral to the Fraser Region Adult Diversion Program is that the offender be within that age category, for here is where the greatest need exists.

In addition, a cumulative total of 50.9% of those admitted to institutions received sentences of six months or less in length of time. Curious as it may seem, exactly 50.8% of the admissions to institutions were in the age group 16 years to 24 years, with 92.5% being male. In numbers these figures represent approximately 2,500 to 5,000 males who might have otherwise been considered for referral to such a program as an alternative to imprisonment, but were not.

5.3 AREA UNEMPLOYMENT

Factors relevant to the Program success with offenders may often include situations or encumbrances beyond the client's or the Program's control.

One such factor is the current situation of high unemployment among all Canadians. As mentioned earlier, the acquisition of gainful employment is one of the goals of the Fraser Region Adult Diversion Program within the Program format. From personal experience and the experiences of other employment-oriented programs, no other single factor is so important to the successful processing of offender clients.

In administrative terms, considerably more time (emphasis) is currently necessitated if the goal of employment is at all to be reached within the client's average six months experience on the Program.

Unemployment rates for the Greater Vancouver Region has hovered at approximately 8% for the past two years (1976-1977). Full-time job vacancies have decreased 14.3% from 1976 to 1977.

As reported in the Vancouver Sun, February 16, 1978 issue, we see the impact these figures have on the Program. Given that the bulk of our clients have few skills and little education, the job possibilities are limited; just how limited was demonstrated by these figures relating to the Vancouver Regional District.

- 2,447 Carpenters unemployed; 23 jobs available.
A ratio of 106 to 1.
- 1,620 farm and nursery workers unemployed; 16 jobs available.
A ratio of 101 to 1.
- 3,3134 Construction labourers out of work; 17 jobs available.
A ratio of 184 to 1.

- 695 unemployed wood processors, 367 forklift operators, 296 bartenders, 128 food and beverage workers, 53 bookbinders.

For all these occupations, Canada Manpower has no jobs in the Lower Mainland.

5.5 LOCAL RESOURCES

During these past two years of operations, Canada Manpower has truly been an invaluable resource for the Program.

Due to geographic proximity, a close liaison with the New Westminster and Burnaby offices has developed. A number of officers have given special attention to the complex undertaking of, not only assisting to increase client employability but to personally concern themselves with seeking the most expedient and efficient plans of action and job placement possible.

The attendant disadvantages our client job-seekers have make even temporary job placement in unskilled jobs almost unattainable in the short run, and is a factor of the current high unemployment rate in Canada.

Canada Manpower offers several unique programs which the Program has been able to extensively utilize:

- Basic Training for Skills Development
- Creative Job Search Course
- Basic Job Readiness Training
- Canada Manpower Industrial Training Program
- Vocational and Interest Testing and Diagnostic Services
- Manpower Temporary Worker Office
- Local Initiative Programs
- Canada Works Projects

Several housing resources are used within the area for clients who require alternate living arrangements. Frequently clients are relocated due to problems arising from the family environment; negative influences of friends and associates within a particular locale;

or the move will accompany a successful job placement and be a demonstration of responsible independence on the part of the client.

While emphasis in these matters is placed on finding suitable placements on an individual basis, several localized resources may also be utilized in the short run.

Frequently used accommodation resources will include the following:

- New Westminster Y.M.C.A.
- The St. Leonard's Group Home
- Several motels located on Kingsway Street in Burnaby
- Simon Fraser University and B.C. Institute of Technology Housing Services
- Various private rental agencies

As well, a variety of specialized and professional services may be obtained from time to time to meet special client problems:

- B.C. Ministry of Human Resources
- B.D. Drug and Alcohol Commission
- Community Mental Health Team
- Educational Clinic, University of British Columbia
- B.C. Debtors' Assistance
- Legal Aid Society
- Vancouver General Hospital Dental Clinic
- Burnaby Health Department

Recreational resources and provision for leisure-time activities are obtained from:

- Burnaby and New Westminster Parks and Recreation Departments
- Vancouver Canucks Hockey Team

- B.C. Lions Football Club
- Whitecaps Soccer Club
- Complimentary tickets are also received from a variety of local live theatre groups and cinemas

The purpose of the specialized resources utilization is not to transfer the burden of responsibility to the agency employed, but rather to enhance the net effectiveness of the quality of assistance the client will receive as a result of Program involvement.

This readiness to solicit and work intensively with resource agencies produces a double benefit; the Program effectiveness is heightened through the use of professional expertise and the professional's assistance is heightened through counsellor reinforcement and follow-up.

CHAPTER 6

STATISTICAL DATA AND OBSERVATIONS

6.1 INTRODUCTION

The planning and evaluation, including the study of current practices and decision-making criteria and the assessment of the processes governing them, has been presented in the preceding Chapters 3, 4 and 5 of this report.

Assessment of practices also requires the collection of baseline statistics. An in-depth review of closed cases has been completed to facilitate monitoring the extent and nature of the Program activities undertaken, the results achieved, and their impact.

Within the Program Dynamics proviso exists for periodic tabulation of statistics for review and assessment of the extent to which stated objectives are being achieved. As well, the occasional introduction of new procedures and some experimentation can be introduced and operated with knowledgeable control.

Utilizing the available Research Sources, outlined in 2.2 of Chapter 2, a statistical account of client characteristics and Program experiences is presented in this section.

In the past, several forms, systems and procedures for data collection were used by the Program staff. Lack of precedents and time have heretofore made the establishment of an integrated information system impractical. Because of this lack of control, the figures borne out of in-house files may not have global application.

6.2 CLIENT HISTORY

During the period January 1, 1976 to March 31, 1978 some 106 clients have been referred to the Program.

Of this number, about one quarter of the referrals remain on the Occupancy reports dated March 31. The status of this group is highly significant, as it is representative of up to five months of Program activities.

Generally clients will progress from Month 1 to Month 6 in levels. (See Chapter 4: Program Dynamics) Client/counsellor participation is at a diminishing rate as the subject nears the six month termination and all goals have been satisfactorily attained.

Current records show five new referrals awaiting intake processing, eight clients on minimum involvement with up to five months of participation logged, six clients at the Program mid-point with three months involvement, and eight clients in orientation and intense daily counsellor contact.

In reviewing past client files, we see that 80 individuals are no longer in contact with the Program.

Of these 80, 13 clients were classified as Program withdrawals on the basis of the following:

	<u>Number</u>
Failure to appear for appointments	7
Referred on remand - unavailable due to disposition	5
Left Vancouver area	<u>1</u>
Total:	13

Forty referrals, or 59.7% of the clients who were exposed to the Program in excess of only one month, were terminated successfully. In other words, all of these forty clients have remained free of legal encounters from the date of their intake on the Program to March 31, 1978.

Twenty-seven clients committed further offences either during or after Program involvement. This 40.3% of the involved referrals were Program participants for varying lengths of time; for almost half of these clients their real time on the Program was 1 to 2 months maximum; they committed further offences before the Program really had any opportunity to have an effect on them.

Within the referral criteria the age range is given as 16 to 24 years, the midpoint in this age category being 20 years. Based on a tally of the ages for clients successful, unsuccessful and withdrawls, the mean ages were 20.0, 19.9 and 19.6 years respectively.

Minimal difference in the mean ages is apparent; however, we saw that the ages of the successful participants was dispersed over a broader range of ages than the other two referral categories.

In reviewing the other demographics, we saw little variance between the successful and unsuccessful participants. The age at first arrest for the unsuccessful clients was 16.0 years, while for the successful clients the age at first arrest was older at 17.3 years. Highest grade achieved in school was slightly lower for the unsuccessful clients at a mean of 9.0 years, and for the successful clients 9.8 years of education.

Presented in this table to follow are the combined demographics of the 80 participants at intake to the Program.

TABLE 1: CLIENT HISTORY

CRIMINAL HISTORY

Prior adult convictions	3.8 average per client
Prior jail sentences as an adult	.43 per client
Prior adult arrests	3.80 average per client
Prior probation terms	78% (estimate)
Institutionalization as a juvenile	21%
Age at first arrest - mean	16.6 years

DRUG AND ALCOHOL HISTORY

Drug connection with last offence convicted	21.3%
Alcohol connection with last offence convicted	40.0%
History of excessive drug use and problems	7.5%
History of excessive alcohol use and problems	27.3%

EDUCATION AND SKILL LEVEL

Highest educational level achieved	6.3%	Grade 7 or less
	18.8%	Grade 8
	17.5%	Grade 9
	35.0%	Grade 10
	11.3%	Grade 11
	7.5%	Grade 12
	1.3%	Post Secondary
	2.3%	Unknown
Skill Level	62.5%	Unskilled
	30.0%	Semi-skilled
	3.7%	Skilled
	3.8%	Unknown

EMPLOYMENT AND INCOME

Employment Status	7.5%	Full-time
	13.8%	Part-time or On Call
	71.3%	Unemployed
	* 2.5%	Unemployable
	4.9%	Unknown

(* Included here are students and individuals undergoing medical treatment rendering them unemployable at the time of intake, as well as those in Community Correctional Centre)

Primary Income Source	18.8%	Own Employment
	2.5%	Family or friends
	27.5%	Social Assistance/ Compensation
	12.5%	Unemployment Insurance
	28.7%	Not stated/Unknown
	* 10.0%	No income

(* Some of those individuals who were on the Temporary Absence Program were without income)

6.3 DATA SOURCE

Most of the program referrals had a history of past charges. Records used to obtain the detail of these past charges came from the British Columbia Corrections Client History records. We are grateful to the Department of Program Evaluation and Systems in Victoria for providing us with this data for clients referred to or involved with the Program.

Three factors must be kept in mind when considering the tally of information relating to past charges:

- 1) The data source (B.C. Corrections Client History) has only recorded activity of admissions, discharges, transfers and supervisory within the B.C. Corrections System; therefore any offences, charges or dispositions that may have occurred as a result of the client's actions and that ended in consequences not involved with the B.C. Corrections System directly, will not have been recorded in the files from which our information was sought.
- 2) The data entries are current to February 28, 1978; however, in the process of cross-checking the Corrections data with our client files, it is apparent that activities with some clients are pending or have been inadvertently not updated.
- 3) The real time periods between activities has been distorted due to the fact of court delays in issuing dispositions and lengthy remand periods. Gaps in client activities were found between the date of admission to the system on remand and the date on which probationary supervision was commenced. In the incidence of our caseload, often a

client would have begun attendance at our Program and probation before the date the official B.C. Corrections Client History had indicated.

Given these constraining factors, the B.C. Corrections data was still found to be as accurate and complete a client history as was available. Due to the relatively brief (6-8 months) involvement our clients may have with our Program, fully documented information on dates, locations, types of charges and subsequent dispositions occasionally has not been kept on file. Often the Probation Officer will have this information if it is required; however, we have found during intake procedures that most clients cannot recall the specifics of their offence histories, and as a result the information has sometimes gone unrecorded.

6.4 CHARGES PRIOR TO PROGRAM REFERRAL

In each of the cases of these two client categories the total of the percentages will exceed 100% due to the fact of multiple charges levied against the clients.

TABLE 2: CHARGES PRIOR TO PROGRAM REFERRAL (EVER CHARGED)

	Successful (N = 40)	Unsuccessful (N = 27)
Robbery	2.5%	18.5%
Break and enter	32.0%	44.4%
Theft over \$200	15.0%	14.8%
Theft under \$200	17.5%	14.8%
Possession of stolen property	27.5%	25.9%
Narcotics Control Act Possession	12.5%	3.7%
Narcotics Control Act Trafficking	5.0%	3.7%
Motor Vehicles Act	7.5%	7.4%
Driving .08 (Impaired driving)	2.5%	7.4%
Possession weapon	12.5%	3.7%
Common Assault	2.5%	7.4%
Fraud/False pretences	5.0%	7.4%
Other/Unknown	15.0%	22.2%

Of interest is the offence type and the severity of the offence. As indicated above, very little real difference exists in the types of offence committed by either successfully terminated or unsuccessfully terminated clients, with the exception of those charged with

"Robbery" and "Assault".

In order to be charged with either of these two offences, a visual, verbal, or physical confrontation with the victim must have occurred. In this we may assume that of the unsuccessful clients the 18.5% and 7.4% who have in their history record of being charged with Robbery and Assault, respectively, may be considered a somewhat more aggressive lot. Indeed, the types of charges levied against the other group are all less violent in nature.

As is indicated in the above table, these offences against property, public health, peace and safety may be reflective of criminal dispositions generally, or more likely it reflects a reluctance on the part of the judiciary to grant probation or consider Program referrals where the client has a history or current charge of a more serious nature.

As the client histories indicate, the types of individuals referred to this Program are essentially non-violent and as such the referrals have received Probationary Sentences, either in their past and/or in conjunction with the sentencing occasion bringing them to the Program.

The unsuccessful clients were found to have a mean probationary sentence of 29.4 months, while the clients with whom the Program was successful had a mean sentence of 29.8 months. What is implied by these parallel statistics is that both client types came to the Program having had almost equal experience (in time) with probationary supervision. The inference here is that possibly probationary supervision alone was not enough to dissuade these referred clients from a continuation of criminal activities.

6.5 NEEDS ASSESSMENT

Clients referred to this Program come with an array of needs, most of which center around ten categories. In the cases of successfully-terminated clients, almost all needs were met; whereas with unsuccessfully-terminated clients, many needs went unfulfilled, due to the client's untimely departure from the Program.

In a management sense, these specific needs and the satisfaction of these needs represent the strategies by which Program goals are met, on a client by client basis.

TABLE 3: NEEDS IDENTIFIED AT PROGRAM INTAKE FOR ALL REFERRALS

	(N = 80)
Educational upgrading	80.6%
Employment counselling	83.6%
Drug counselling	3.0%
Alcohol counselling	16.4%
Accommodation arrangement	31.3%
Vocational testing	21.0%
Family counselling	25.4%
Financial counselling	37.3%
Medical/Dental treatment	7.5%
Recreational counselling (use of leisure time)	22.4%

Reflective of the relatively low educational levels and unemployment status of this Program referrals, we see that the Educational Upgrading and Employment Counselling are priority needs.

The needs categorized in Table 3 are generalized for tabulation purposes but do reflect the priority of "Life-Styles" concerns or levels of emphasis (in terms of man-hours) the counsellors will follow through with in the Program process.

In addition to counselling man-hours, extensive use of outside resource agencies gives the counsellor a wealth of professional expertise from which to supplement his own client input. Program effectiveness is measured then, not only by the counsellor's direct influence, but by his ability to requisition such outside expertise and enhance the rehabilitational effort thereby. (See Chapter 5, 5.4 Local Resources Utilized)

The client records were incomplete in regard to the exact numbers of outside services employed per case. An estimate of 75% of the clients who have received some outside services is a conservative one.

The Program's counsellors' diagnostic ability and readiness to utilize all necessary outside resources can be seen as one paramount advantage this "community-based" Program has over other more restrictive alternatives for sentencing.

Progress made with unsuccessful clients cannot go unnoticed, for while these clients may not have been crime-free from the date of Program intake or at some point thereafter, positive life-style changes did occur. Program effectiveness includes not only primary goal attainment but secondary goal attainment as well.

6.6 NEEDS FULLY MET

Based on client files that were available, a list of client needs was compiled and need outcomes of both successful and unsuccessful clients are shown below.

TABLE 4: NEEDS FULLY MET

% of Total Group (N = 67)	N = 40 Successes Needs fully met *	N = 27 Unsuccessful Needs fully met *
80.6% needed Educational upgrading	12.5%	3.7%
83.6% needed Employment counselling	80.0%	5.0%
3.0% needed Drug counselling	1.0%	1.0%
16.4% needed Alcohol counselling	5.0%	1.0%
31.3% needed Accommodation arrangements	25.0%	10.0%
21.0% needed Vocational testing	1.0%	1.0%
25.4% needed Family counselling	30.0%	15.0%
37.3% needed Financial counselling	30.0%	20.0%
7.5% needed Medical/Dental treatment	1.0%	1.0%
22.4% needed Recreational counselling (use of leisure time)	25.0%	2.0%
(* These figures are estimates only)		

The reader is cautioned to remember that a three point scale was utilized: needs fully met, partially met, and not met. The

above table only reflects needs fully met, as data was insufficient for discernment in the other two categories.

Many clients commenced upgrading but dropped out or found employment interfering with their time available for study.

Although a large number of clients did find employment in the course of their time on the Program, some have since become unemployed due to layoffs and cutbacks. Of the unsuccessful clients, we know that 9 of the 27 clients did find employment while on the Program, but that at their date of termination, only two were still employed.

In the category "Financial Counselling", we see that the clients were relatively successful in meeting their financial goals. Direct action in the form of joint bank accounts enabled clients with outstanding fines or restitution to work towards the satisfaction of the debt. Of those requiring financial counselling, some learned the methods of money management but were unable to implement their skills when they became unemployed or without anything more than subsistence income.

One of the primary factors leading to successful client outcome was related to accommodation arrangements. For the third of the clients who required better living environments, a combined total of 35% of the clients' accommodation needs were fully met, regardless of their Program outcome.

The interdependency of these needs also cannot be overlooked. Quite often the client outcome might have been a result of two of three needs being "fully met" and the third "in progress". As some of the needs require short-term and long-term solutions, we caution the reader against viewing them at equal status.

Almost half (48.1%) of the unsuccessful clients left the Program (were terminated) within three months or less of their date of intake. One-quarter only participated for one month.

As mentioned earlier in this report, the mean "months in Program" for successful participants was 7.1 months. From the data presented in Table 5 we see that exactly half were completed in 6 months and the other half were involved up to 12 months duration.

Bar none, each of the 13 Program withdrawals had a Program involvement less than one month in duration. Actual involvement might have been tantamount to one or two visits, if that.

No clients have ever been dropped from the Program solely for lack of participation, following initial orientation. In three incidents letters were mailed to clients who were not "remembering" appointment dates. These letters of "encouragement" served both to remind the client of his responsibility to the Program and subsequently motivate his active participation.

6.7 MONTHS IN PROGRAM TO TERMINATION

With a Program based on supervision and assistance, the effectiveness of the Program may be considered proportional to the length of time each client was exposed to it.

In this, we consider that the average time (whatever the needs requirements may be) is from 2-6 months Program exposure. This prescription was determined in the definition of the program "model". Actual numbers of months involved were as follows for successfully and unsuccessfully terminated clients:

TABLE 5: MONTHS IN PROGRAM TO COMPLETION

Months	Unsuccessful clients (N = 27)		Successful clients (N = 40)
0-1	25.9%	} 48.1%	0%
1-2	14.8%		7.5%
2-3	7.4%		7.5%
3-4	3.7%	} 50.0%	10.0%
4-5	7.4%		12.5%
5-6	3.7%		5.0%
6-7	11.1%		7.5%
7-8	3.7%		15.0%
8-9	3.7%		5.0%
9-10	7.4%		15.0%
10-11	0%		5.0%
11-12	3.7%		0%

6.8 CRIME FREE MONTHS

The immediate objective of all correctional programs is to maintain community safety during the corrections process.

In our classification of client outcomes we initially distinguished successes and non-successes on the basis of recidivism. In terms of effectiveness, it is important to document the impact Program exposure had on the client from his completion date to present. This measurement of community safety is usually expressed as "crime free months".

Essentially these "crime free months" will also parallel the date of termination for successful clients. In other words: this table shows us that 70% of the successful clients left the Program 5 to 10 months ago, 50% left 10-15 months ago, and so on.

An estimated 20% of the clients successfully terminated are still under probationary sentencing and have the added deterrent of the restrictions of a Probation Order.

TABLE 6: CRIME FREE MONTHS FROM TERMINATION
TO MARCH 31, 1978 SUCCESSFUL CLIENTS (N=40)
(TOTAL MEAN AVERAGE CRIME FREE TIME: 15 MONTHS)

<u>Months</u>	<u>Percentage</u>
0-5	100%
5-10	70%
10-15	50%
15-20	25%
20-25	12%
25-30	0%

In the cases of the unsuccessful clients, their "crime free months" will parallel the number of months they were in the Program prior to termination. (See Section 6.7 Months in Program to Termination)

Of these unsuccessful clients, a cumulative total of 37.1% were "crime free" for six months and longer prior to recidivism/termination. Despite these unsuccessful terminations, the Program, as an alternative to incarceration, did provide a measure of community safety for 37% of this group, for at least six months. Cost benefits of this will be discussed in Chapter 7, The Cost Effectiveness Analysis.

6.9 REASONS FOR TERMINATION

The unsuccessful clients were terminated for a variety of reasons. Many of these clients simply could not overcome the temptations to return to familiar life-styles. Others demonstrated a consistent lack of cooperation in their counsellor-client relationship and eventually chose irresponsible actions in favour of the services this Program had to offer.

All unsuccessful clients were taken off Probation, most were Breached, but some merely left the area and were found later, having committed further offences in other cities. The client's case is closed when he is no longer available for Program attendance and because of this some details of his further activities were unrecorded or unobtainable.

The B.C. Corrections Evaluation and Systems histories did serve to fill in some missing information but even so the events leading up to Breach actions, in particular, were not indicated.

TABLE 7: REASONS FOR TERMINATION OF
UNSUCCESSFUL CLIENT PARTICIPANTS (N = 27)

A.W.O.L.	11.1%
Break and enter	11.1%
Theft over \$200	11.1%
Motor Vehicle Act	7.4%
Driving .08	3.7%
Possession weapon	7.4%
Common assault	7.4%
Narcotics Control Act/Trafficking	3.7%
Other/Unknown	37.0%

Some excerpts from the client files and counsellor meetings regarding these unsuccessful clients typify some of the problems counsellors confronted.

"...associated with heavy drinkers and totally ignored his ban from bars..."

"...didn't really want to change his ways and paid lip service to plans to better himself..."

"...a break-up with his girlfriend was a factor..."

"...progress was made towards his upgrading but he took off..."

"...entire family had serious psychological problems... he just was unable to cope..."

"...unwilling to communicate... came with an extensive history of temper problems..."

"...had multiple learning difficulties..."

6.10 TENNESSEE SELF-CONCEPT SCALE

In an attempt to compile meaningful data on each person participating in the Program, some psychometric measures are employed.

The purpose of this section and the next one (6.11) is to present the findings from two of the tests in current usage: The Tennessee Self-Concept Scale and the Psychological Screening Index.

The reader should be cautioned that any conclusions regarding the effectiveness of the Program in creating measurable attitude change are tentative. The testing results only represent a small part of a generalized needs assessment undertaken after a person has been accepted in the Program.

It should also be noted that testing is primarily used to provide another overall objective yardstick, rather than being used in any major clinical context of Program planning.

Sample sizes for both tests, vary in accordance with the phased introduction of each test as well as difficulties in test administration, ranging from unavailability for re-testing to literacy problems and difficulty in understanding test items.

The Tennessee Self-Concept Scale has to date been administered to 73 persons participating in the Program. Of these, 41 persons completed the test one time and 32 completed both an initial testing and a re-testing. Re-testing was completed some 3 to 4 months following Program intake or upon Program completion, whichever came first.

In the tables to follow normative data for all scores will be reported along with the Program client results. The standardization group from which the norms were developed was a broad sample of 626 people representative of a statistically valid cross-section of all social, economic, intellectual and educational levels.

TABLE 8: MEAN TSCS SCORES OF PROGRAM CLIENTS
- INITIAL TEST RESULTS - (N = 73)

SCORE	DESCRIPTION	NORMATIVE MEAN	S.D.*	PROGRAM MEAN	S.D.
S.C.	Self-criticism	35.54	6.70	36.24	6.50
T.P.	Total Positive P	345.57	30.70	315.47	38.00
Row 1	Identity	127.10	9.96	112.39	14.12
Row 2	Self Satisfaction	103.67	13.79	99.45	15.36
Row 3	Behaviour	115.01	11.22	100.66	14.16
Col A	Physical self	71.78	7.67	68.16	8.83
Col B	Moral self	70.33	8.70	62.40	8.75
Col C	Personal self	64.55	7.41	61.05	10.00
Col D	Family self	70.83	8.43	59.88	11.81
Col E	Social self	68.14	7.86	63.82	7.95
Tot V	Total variability	48.53	12.42	50.10	15.73
Col V	Col. variability	29.03	9.12	21.77	8.48
Row V	Row variability	19.06	5.76	28.16	8.68
D	Distribution	120.44	24.19	110.24	27.84

(* S.D.: Standard Deviations)

Represented here are the testing results normally collected within one month of the client's intake to the Program. The results serve to give the counsellor some insight regarding the client at that point in time.

Results tend to indicate that Program referrals are individuals with a very low level of self esteem. This is indicated in the relatively low T.P. (Total Positive) score.

Within the normative range, the S.C. (Self Criticism) score serves to confirm the belief that the T.P. scores were representative of essentially an honest profile by the clients, a profile of overall low esteem.

Row 1, the Identity score, is where the individual is describing his basic identity, and Row 3 scores (Behaviour) measures the individual's perception of his own behaviour or the way he functions. In a number of reported studies, these two dimensions have proven to be significant considerations.

The two lowest scores within the five dimensions of "self" were Column C, the personal self scores, and Column D, the family self. Combined, these results reflect the client's sense of personal worth and feelings of adequacy as a person as well as feelings regarding worth and value as a family member (or member of a group of his closest associates). A low score as demonstrated on the factor, social self, Column E, is in congruence with the other scores in the matter of feelings of inadequacy. In this score the client indicates these feelings with respect to social interaction with other people in general.

In a modest attempt to determine whether the TSCS profile obtained is similar to others reported for offender populations, data reported by Angelino for a group of United States reformatory inmates is also included.

The agreement between the profiles of the two groups appears to be significant not only in profile patterning, but also in the marked congruence in score levels.

TABLE 9: COMPARISON OF MEAN TSCS SCORES
U.S. REFORMATORY INMATES (N=50) WITH PROGRAM CLIENTS (N=73)

Dimension	Description	U.S. Mean	Program Mean
S.C.	Self Criticism	37.	36.24
T.P.	Total Positive P	311.	315.47
Row 1	Identity	114.	112.39
Row 2	Self Satisfaction	99.	99.45
Row 3	Behaviour	102.	100.66
Col A	Physical self	70.	68.16
Col B	Moral self	57.	62.40
Col C	Personal self	61.	61.05
Col D	Family self	60.	59.88
Col E	Social self	63.	63.82
Tot V	Total variability	54.	50.10
Col V	Column variability	29.	21.77
Row V	Row variability	24.	28.16
D	Distribution	112.	110.24

Comparison of the two groups would tend to suggest that there is little statistically significant difference between the two groups; moreover, other data cited by Fitts (1969) for the younger offenders appears to support the Program TSCS profile. . Thus, on the basis of the limited information available, one may conclude that the TSCS profile reported by the Program is consistent with data reported for young offenders in other jurisdictions who have been incarcerated or involved in treatment programs.

The next table presents the scores attained by the 32 participants who completed the TSCS test twice. The figures compiled here represent score change over a standardized three-to-four month period, producing information regarding client profiles, regardless of the reason for their termination from the Program (successful or unsuccessful termination).

TABLE 10: COMPARISON OF CHANGE IN INITIAL
AND SECOND TSCS MEAN SCORES (N = 32)

Dimension	Description	Initial Test	Second Test	Initial S.D.	Second S.D.	t-test	SIG.*
S.C.	Self Criticism	35.97	34.81	6.91	7.92	0.62	N.S.
T.P.	Total Positive	315.72	340.13	37.75	45.45	2.34	.02
Row 1	Identity	115.56	122.23	14.63	14.84	1.81	.05
Row 2	Self Satisfaction	101.84	103.29	15.63	16.24	0.36	N.S.
Row 3	Behaviour	101.75	109.13	13.47	17.18	1.91	.05
Col A	Physical Self	68.44	71.23	8.57	11.03	1.13	Barely
Col B	Moral Self	63.09	67.39	9.10	9.15	1.89	.05
Col C	Personal Self	61.16	67.55	10.15	10.53	2.48	.02
Col D	Family Self	61.13	63.52	10.88	11.57	0.85	N.S.
Col E	Social Self	63.34	69.48	8.67	10.55	2.55	.02
Tot Var	Total Variability	50.81	50.29	15.85	14.08	0.14	N.S.
Row Var	Row Variability	21.56	22.26	7.91	8.48	0.45	N.S.
Col Var	Column Variability	28.91	28.03	9.04	8.26	0.34	N.S.
D	Distribution	114.59	121.10	27.97	32.54	0.86	N.S.

* SIG : Significance levels N.S.: Not Significant

The significance levels computed by the "t-test" method are used to verify that the changes observed in the TSCS mean scores were not merely chance.

The S.C., Self Criticism, scores did not significantly alter, which implies that the clients were not being defensive by making any deliberate efforts to distort their scores.

A most important score, the T.P., Total Positive score, indicates the client's overall level of self esteem. The definite and significant (.02 level) in the T.P. mean score suggests that the Program may have played a role in this improvement as measured over the three-to-four month period of participation.

The greatest row change occurs in Row 1, Identity ($< .05$ significance level) and Row 3, Behaviour ($< .05$ significance level). With regard to the goals of the Program, these observed changes in the client profile are valuable when taken in light of the earlier low scores achieved by the $N=73$ group tested during the intake period only. (See Table 8) At this subsequent point in time (of three to four months later) this $N=32$ group are demonstrating scores nearing the mean scores illustrated (Table 8) for the normative group.

The C.V., Column Variability, did not demonstrate any meaningful change from initial to second testings, which indicates that the variations within the columns scores are consistent with earlier testing. However, the changes that did occur in Column B, Moral (Ethical) Self ($< .05$ significance level), Column C, Personal Self ($> .02$ level) and Column E, Social Self ($> .02$ level) serve further to reinforce the belief that these observed changes may be as a result of Program impact and not chance happenings. Of the dimensions that the TSCS Profile deals with, these three "selves"

do represent attributes of self which the Program is most expressly oriented to changing.

Row 2, the Self Satisfaction scores, showed no significant change. The reader will recall this Row 2 score is the measure of how the client feels about the self he perceives. The author of the TSCS scale (William H. Fitts, 1965) states: "An individual may have high scores on Row 1 and Row 3 yet still score low on Row 2 because of very high (unrealistic?) standards and expectations for himself." This pattern has been illustrated in the levels of mean score changes we see in Table 10.

We may therefore assume that, due to perhaps age considerations (mean age of tested group, 19.0 years) vis-a-vis some lack of maturity and life experience, our clients remained essentially unchanged; aspirations and wants being somewhat overly idealistic and impractical despite Program participation.

The D, Distribution mean scores change was not statistically significant due to high standard deviations, but in any case the raw mean score attained is very close to the normative D score of 120.44.

Continued usage of the TSCS scale will serve to provide for an increasing data base from which the impact of Program change and other significant profile patterns may be reliably evaluated and employed for the further refinement of the Program Process.

6.11 THE PSYCHOLOGICAL SCREENING INVENTORY (PSI)

The PSI has to date been administered to 68 persons participating in the Program. Most of the clients were tested as part of the normal intake procedure. Table 11 shows the average result obtained by the Program participants and provides a comparison with normative mean scores.

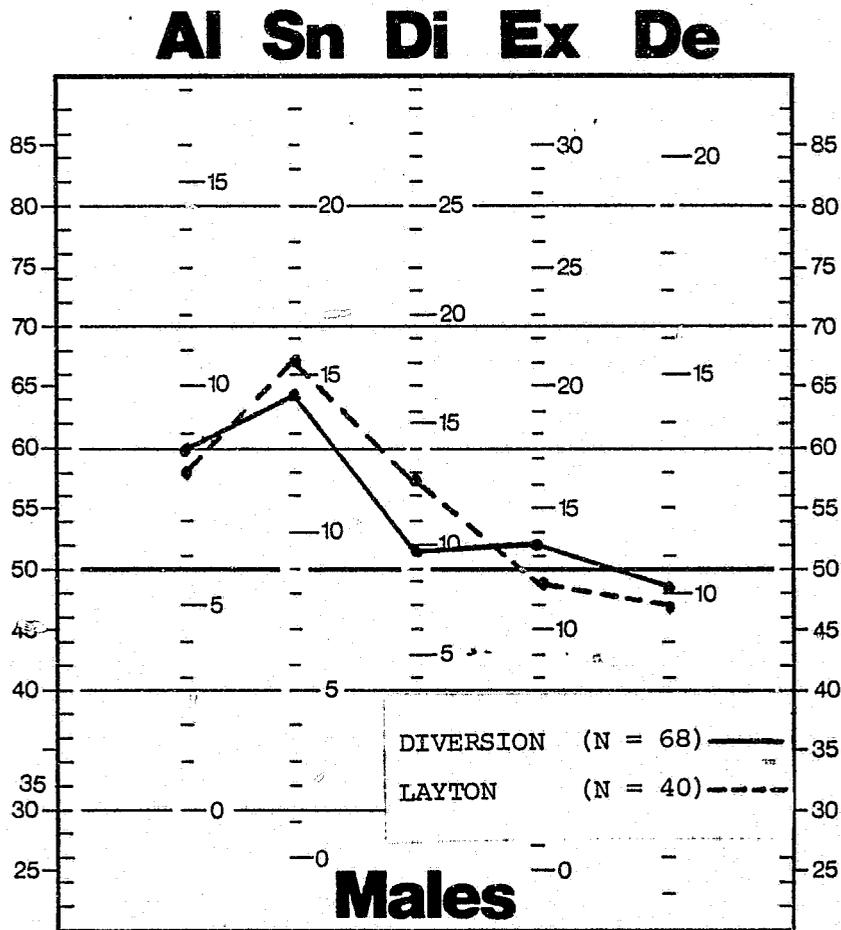
TABLE 11: MEAN PSI SCORES
OF PROGRAM CLIENTS (N = 68)

Score	Dimension	Normative Mean	Program Mean
AL	Alienation	5.74	8.66
SN	Social Nonconformity	8.87	14.12
DI	Discomfort	8.77	9.91
EX	Expression	12.58	13.49
DE	Defensiveness	11.66	10.03

Since the PSI was developed for use as a brief mental health screening device, the main results obtained by Program participants permits some analysis of psychological functioning.

In general, the PSI profile of Program participants appears to approximate scores obtained for other offender groups. As Figure 2 (on page 64) demonstrates, there is a definite similarity between the Program group and a prison group reported by Layton (1970). Both groups tend to have Alienation (AL) scores which are above the mean but are not sufficiently high to indicate any immediately discernible psychiatric abnormalities.

FIGURE 2: MEAN PSI PROFILE OF DIVERSION CLIENTS (N=68) COMPARED TO REFORMATORY INMATES (N=40) AS REPORTED BY LAYTON (1970)



As the previous Figure suggests, the elevated Social Non-conformity (SN) score is indicative of some similarity with incarcerated prisoners, upon whom the SN dimension is based. Neither groups' scores are sufficiently elevated to make a definite conclusion, suggesting that some members of the group are "faking" low scores, creating a masking effect. The Program group shows a significantly lower Discomfort (DI) score than the reformatory group, indicating a much lower level of anxiety or perceived maladjustment. Obviously, this might easily be explained by the difference in living situations and freedoms of the two groups. The Expression (EX) scores of both groups fall within the normative mean, indicating a range of personality types along the extroversion-introversion continuum. Finally, both groups score slightly below the mean on Defensiveness (DE) scale, indicating that responses have been generally honest. Layton (1970) notes that college undergraduates and prisoners groups tend to score slightly below the average on the Defensiveness (DE) scale.

In order to determine the consistency of PSI profile patterns and to determine if the instrument may be useful in determining Program effects, 24 individuals were re-tested while participating in the Program.

Table 12 shows the analyses of mean PSI profile changes and reveals no significant differences on any of the scale's dimensions. This finding is consistent also with the conclusion drawn in the Program's 1976-1977 Report, which demonstrated similar findings with a small (N=9) sample of "in-progress" clients that were re-tested at a mean period of 22.22 weeks. Thus, we may reasonably conclude that the test is unsuitable as a significant measure of Program effects; however, its re-test reliability is quite adequate.

In this sense, re-testing may be construed as a re-screening function, rather than acting in any way as a measurement of sequential change that may have resulted from Program participation.

TABLE 12: MEAN PSI SCORES OF PROGRAM CLIENTS
TESTED TWICE (N = 24)

Score	Dimension	Initial Test Mean	Second Test Mean
AL	Alienation	8.38	8.13
SN	Social Nonconformity	12.96	13.00
DI	Discomfort	8.58	9.29
EX	Expression	13.04	13.54
DE	Defensiveness	10.42	9.50

CHAPTER 7

THE COST EFFECTIVENESS ANALYSIS

The bulk of this report has consisted so far of a description and assessment of the various components and processes involved in the achievement of Program objectives.

While the effectiveness of the Program in reaching its operational objectives is of central concern, another important factor in the administration of any program is program cost and cost viewed in relation to effected performance results.

To date, often correctional cost factors are detailed and computed in a wide variety of manners, thereby making practical and explicit comparisons of various correctional efforts impractical for this current report.

In analyzing the current Program, primary effort was directed at a cost-effective approach versus a cost-benefit analysis. While the latter would have been preferable, since it takes into account a wider range of variables, such as the benefit to society of clients' earnings while on the Program and opportunity benefits, it requires a considerable length of time to conduct. In addition, the final report would have had a tendency to not only have been prohibitive in length, but perceived by non-economists as a mixture of speculation and fact, rather than concrete data. Cost-effective analysis, on the other hand, only requires a basic knowledge of budgetary accounting and most of the data can be obtained from budget and expenditure statements.

One weakness in the current analysis is lack of a secondary study to establish a random matched comparison control group. In the absence

of such a matching, the focus of the analysis has been based on a somewhat conservative estimate of Program effectiveness and comparison costs. In addition, some balance may also have been provided by the fact that estimates of clients' earnings and taxes paid were not included. In addition, a general recidivist figure based on the overall offender population was used, rather than focusing on already identified recidivists. It is to be hoped that sufficient research funding will be available in the future to allow an even more sophisticated measure of the Program's cost impact.

As illustrated in the 1976 Annual Report of the Ministry of the Attorney General, Corrections Branch, the per person average cost of confinement in B.C. institutions and correctional facilities is approximately \$28.00 per day.

From observations of Program operations over the past 26 months, an incarceration time savings factor, expressed in terms of "crime-free" months, has been realized. Given the analysis of client histories, we see that some 68 individuals have remained crime-free for at least four months, as a direct result of the effect of the Program. Their crime-free periods have been attained either by continued Program involvement or by the lasting impact the Program had, following Program completion. Of the remaining individuals, 13 recidivists logged a total of 21 crime-free months prior to another offence, and 13 current participants have logged a total of 21 crime-free months. In addition, the Program's success rate of 60% contrasts with the jail recidivism rate of 60%, for a net Program success gain of 20%. Converted into a number of persons X an additionally anticipated four month sentence, a total of 72 crime-free months would be realized.

The four month measurement has been selected for cost-benefit analysis on the basis that it represents the "average real period of confinement" those clients might have otherwise received, were this

Program not available as a dispositional alternative. This "real time" total of 386 months takes into account the knowledge that while the larger part of offenders in the 17-24 age group may have otherwise received dispositions of six months confinement, the true time spent in confinement usually turns out to be a lesser period.

Summarized, the crime-free months may be seen as follows:

TABLE 13: CRIME-FREE MONTHS CALCULATION

160	=	40 (non-recidivist outcomes) X 4 months crime-free period
56	=	14 (later recidivist outcomes) X crime-free for a minimum of 4 months
21	=	13 (recidivist) aggregate crime-free months
56	=	14 (in-progress) outcomes crime-free for a minimum of 4 months
21	=	13 (in-progress clients) aggregate crime-free months
72	=	13 X 4 months non-recidivist Program efficiency gain of 20%
<hr/>		
386	=	Net crime-free months accrued

In the Table to follow, the benefit of the Program will be calculated in terms of the dollar benefits accrued by the employment of the Program as an alternative to confinement.

TABLE 14: COSTS AND DIMINISHED CONFINEMENT
AS CORRECTIONAL BENEFITS OF THE PROGRAM

Cost Benefit Items	Dollar/Time Costs
(a) Average Program cost per client	\$1,887.00
(b) Average per diem rate	15.38
<hr/>	
Total Program funding (01/01/76 - 31/03/78) (discounting start-up costs)	\$200,000.00 (est.)
<hr/>	
(c) Benefit as confinement time saved	386 months
(d) Total monetary benefit	\$324,240.00
<hr/>	
Profit (Benefit minus funding cost)	\$124,240.00
Program utilization (Cost-effectiveness ratio)	1.62
<hr/>	
(a) Estimated total funding \$200,000.00 ÷ 106 clients referred (1 January 1976 to 31 March 1978)	
(b) Funding \$200,000.00 ÷ 26 months = \$7,692.31 ÷ 25 clients average monthly caseload ÷ 20 working days per month	
(c) Refer to Table 13	
(d) Confinement cost \$28.00 per day X 30 days X 386 months	

Even if we allow that a percentage of the referrals made to the Program may not have received jail sentences, such a high cost-efficiency rating, as obtained in Table 14, allows for the possibility of up to a maximum of 38% of the referrals not receiving jail terms of four months and the Program still being able to effectively meet jail costs.

In addition to the earnings benefits of participants earlier alluded to, it should be noted that involvement in the Program usually occurs from six to seven months, which may be seen as a time-supervision benefit. As evidenced by the statistical performance overview contained in Chapter 6, other economic and social benefits can clearly be construed from the Program's operations. Future expectations for Program evaluation will undoubtedly include a more formalized empirical assessment of the dollar benefits associated with the Program, within the cost-benefit framework earlier alluded to in the chapter.

CHAPTER 8

TOWARDS A SUMMARY

8.1 SUMMARY OF FINDINGS

Our desire to provide a comprehensive operational review of the Program has necessitated considerable narrative and statistical presentation. If such a study is hard to read, then it is considerably harder to provide a single summary that brings together all that may be relevant for every reader. The problem is compounded by the fact that the study review was designed to meet both internal Program needs for a systematization of existing data and informational feedback, as well as to provide information to the wider criminal justice community. In each of the individual chapters, we have tried to assist the reader by making those comments about data that seemed of direct relevance.

It is difficult and may be even undesirable to state any specific generalized conclusions from the review because of the varying nature of each section. While to some this may seem frustrating, it avoids the tendency to use statistics to "prove" or "disprove" effectiveness, and instead encourages understanding of how and under what condition the Program works, so that its policies and procedures may be refined, and others may profit from our experience.

In summary, our review is focused on the operations of Gateway Correctional Services during the period when the agency was known as Fraser Region Adult Diversion Program, from January 1976 to March 1978. Information has been presented principally in five chapters: (a) Background and Organization, (b) Program Dynamics, (c) Characteristics of the Region, (d) Statistical Data, and (e) A Preliminary Indicator of

Cost Effectiveness.

Some of the more striking statistical findings of this review are highlighted below:

- Clients had an average of 3.8 prior adult convictions and .43 prior jail sentences, prior to Program involvement.
- 20% of clients had a history of excessive alcohol use and problems, and in 40% of the cases, alcohol was connected with the most recent prior offence.
- 42.6% of clients had below a Grade 10 educational level, and 62.5% of clients could be classified as unskilled.
- Not surprisingly, the two greatest areas of need identified at Program intake for clients were the need for educational upgrading and employment counselling, which were 80.6% and 83.6% respectively.
- 75% of all individuals who became involved with the Program were "crime-free" for at least six months.
- 59.7% of the clients who were exposed to the Program in excess of only one month, remained free of conviction on any further offences with a mean follow-up average of 15 months from intake.
- Almost half (48.1%) of the unsuccessful clients left the Program (were terminated) within three months or less of intake.

- Both unsuccessful and successful clients were found to have mean probationary terms in the range of 29.6 months, implying that both client types came to the Program having almost equal experience in time with probation supervision.
- Very little real difference was found to exist in the types of offences committed by either successfully terminated or unsuccessfully terminated clients, with the exceptions of Robbery and Assault classifications, which had a significantly higher percentage of unsuccessful clients.
- Psychometric data tended to indicate the Program referrals are individuals with a very low level of self-esteem. Obtained data was found to be consistent with other data reported for young offenders in other jurisdictions who have been incarcerated or involved in treatment programs. Results of re-testing after three months of Program involvement indicated a significant improvement in clients' self-image as well as their perception of their behaviour.
- cursory analysis of cost-effectiveness of the Program yielded a benefit minus funding cost figure of \$124,240.00, which was in turn expressed as a cost-effectiveness ratio of 1.62.

8.2 CONCLUDING REMARKS

In a general discussion of the problems, models, methods and recent efforts in evaluating effectiveness in social services, Dr. H.A. Wallen makes the point, in reviewing the results of research conducted by individual organizations, that:

"It goes without saying that the generalizability of the data such research would generate would likely be very limited indeed. Even for the agency itself the data would have to be regarded as suggestive, rather than absolute, but, in any case, would be of better quality than intuition or statements of belief on the part of those who designed and carried out the programs."

Since its inception, our Program has felt a strong commitment to operational review and process evaluation as a way of providing feedback and information to improve the operational efficiency of the agency. For instance, in conducting this current operational review, some of the concrete benefits that have been realized are as follows:

- In systemization, gained very concrete data base;
- Better prediction, learning from experience, utility;
- Better client documentation, better assessment procedures, clearer understanding of Program components;
- More in-depth analyses for future - greater standardized data base;
- Increased management approach to operation of social service agency, better classification procedures;
- Greater efficiency of process - control by admission on various levels of progression - increased standardized communication with other agencies;
- Awareness of attendant benefits and problems in Region - example: unemployment situation;
- Success in recidivist ratings for presentation to the Judiciary to establish a security rating;

- Knowledge that Program seems to have significant impact on self-image;
- Decrease in quantity of information required at intake, owing to access with data bank in Victoria;
- An attendant advantage in utilizing an outside consultant for a greater questioning of Program and procedures.

In summary, the Program has gained a more systematized data base, increased efficiency procedures, and finally, a greater awareness of the dynamic process the Program represents, rather than a standardized package service. We hope, in total, that real benefits from the operational review will accrue, and an even more effective service be offered, both to the Branch as well as the clients we serve. We hope that by sharing the results of this inquiry with others, that you can benefit, both from the specific knowledge of this one Program, as well as a general application of research to other areas that you might be involved in. Clearly, process research can be of significant value to social agencies; all it takes is energy and dedication to the principle of research in modifying and actuating improved social programming.

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ADULT DIVERSION PROGRAM

SERVICE SURVEY

As a person who is in a position to provide a good deal of helpful feedback concerning the service we provide, we want your options and ideas. Please complete the form even if you haven't made a referral to the program. Thanks for your time and candid suggestions.

CONTACT WITH THE PROGRAM:

1. Have you ever made any referrals to the Diversion Program?

(86%) 19 Yes 3 No

If No, could you please explain:

2. Have you ever visited the program?

(68%) 15 Yes 7 No

If Yes, for what purpose?

3. Have you ever received any written material concerning the program?

(100%) 22 Yes 0 No

If Yes, complete the following:
(95%)

a) Have you read it? 21 Yes 1 No

b) How would you judge its value?

<u>2</u> Excellent	<u>19</u> Good (86%)
<u> </u> Fair	<u>1</u> Adequate
<u> </u> Poor	<u> </u> Useless

4. Has there been sufficient contact and communication between yourself and program staff?

(77%) 17 Yes 2 No 3 Other (explain)

Suggestions for improvement?

5. Are referral procedures to the program clear and do they meet your needs?

(82%) 18 Yes 1 No 3 Other(explain)

Do you think the referral process could be improved?

6. Which of the following best describes the contact you've had with the program?

(41%) 9 Very Positive Very Negative

(41%) 9 Positive Negative

2 Mixed Feelings 2 Contact Not Sufficient

Please Explain: _____

7. In making referrals to the program which client problems do you expect the program to be of assistance with ?

- 1 Survival Needs(food,clothing,housing)
- 5 Alcohol Abuse
- 4 Drug Abuse
- 15 Lack of Education
- 11 Financial Management
- 4 Mental Health
- 8 Family Difficulties
- 1 Medical/Dental Problems
- 19 Job Counseling
- 13 Unemployment
- 17 Personal Problems
- 5 Other (_____)

8. Was there any kind of service or help you felt clients referred needed or expected from the program and didn't get?

- 2 Yes ^(80%) 12 No 1 Other(_____)

If Yes, what was it? _____

9. If you have referred clients to the program, have you noticed any changes?

- (81%) 13 Yes 1 No 2 Other (_____)

Please Explain: _____

10. In your opinion does the program offer adequate supervision?

- (83%) 15 Yes 2 No 1 Other (_____)

Please Explain: _____

11. Have you received client feedback about the program ?

- (84%) 16 Yes 3 No

If Yes, has this feedback been:

- 9 Generally Positive
- 6 Mixed
- 1 Generally Negative

12. In your opinion which of the following best describes the program as it is currently offered ?

- 12 Extension of Probation
- 10 Alternative to Jail
- 7 Sentencing Option
- _____ Social Work Haven
- 1 Other (_____)

Please Explain your choice: _____

13. What is your attitude towards the Adult Diversion Program ?

- (95%) 21 Generally Positive
- _____ Mixed Feelings
- _____ Generally Negative
- 1 Other (_____)

14. Do you have suggestions concerning how the program may in your view be improved ? (Use other side of sheet if necessary)

SELECTED ANSWERS TO QUESTION 6

Always received the utmost cooperation from F.R.A.D.P. counsellors.

I always received excellent feedback on clients referred to F.R.A.D.P., from counsellors, and clients seemed to benefit in most cases; definitely an aid in my supervision.

Appeared to deal effectively with our mutual client.

Feedback and discussion with workers has been good.

Staff were more than eager and willing to put themselves out to assist my referral to their program. It made the individual feel wanted and that someone was interested in him.

Service excellent, people from program came out for consultation three times. Couldn't ask for better communication.

Contact was frequent and planning realistic.

Pleased with community contacts you have and cooperation with probation officer.

Helpful and conducive to rehabilitative efforts.

SELECTED ANSWERS TO QUESTION 9

No more offences. Clients' increased sense of worth and ability to choose friends wisely.

Became more aware of their abilities and responsibilities.

Increasing self-confidence, self-reliance, better employment opportunities.

Clients have become more extroverted when relating to others.

In some, increased motivation to do something positive for themselves.

Greater awareness of resources.

Improved attitude and outlook. Ability to relate much improved. Personal hygiene and appearance greatly improved.

One client could express feelings better - understood more why he did things - improved behaviour.

The client curtailed his drinking somewhat and found employment.

Increased cleanliness and motivation, planning ahead, especially in regard to education and vocation.

SELECTED ANSWERS TO QUESTION 12

Appears to provide supervision teamed with useful resources.

Should only be used when client needs extensive one-to-one counselling and when he would go to jail otherwise.

Resource offers an intermediate level of supervision and counselling between traditional probation supervision and the "round the clock" supervision of jail or community correction centres.

Supervision is more extensive on what could be described as problem cases.

The program is particularly important to those offenders who need intensive contact if they are to function successfully in the community.

Some clients require far more intensive supervision and a more wholistic response than probation officers can give due to caseload realities.

Appears to be a good incentive for borderline cases who are facing a period of incarceration.

In one case it was an extension of probation to meet a need for more frequent supervision in the community.

The persons referred have not responded to usual community supervision. If not for the Diversion Program would have served a short jail sentence.

Last chance to cooperate before going to jail.

Workers there often do services we don't have time or facilities for.

FORM

DATE

A

PROGRAM INTAKE FORM

NAME _____ AGE [] DATE OF BIRTH [] [] []

CURRENT ADDRESS _____

ALTERNATE ADDRESS _____

TELEPHONE [] ALTERNATE PHONE []

SOCIAL INSURANCE NO. [] B.C. MED: YES [] NO []

MARITAL STATUS: SINGLE [] SEPARATED [] DIVORCED [] MARRIED [] COMMON-LAW []

PARENTS: MARRIED [] DIVORCED [] SEPARATED [] WIDOW/ER [] FOSTER PARENTS []
NO CONTACT WITH [] CLIENT AGE AT SEPARATION OR DIVORCE _____

REFERRAL: PROBATION OFFICER [] PRE-SENTENCE REPORT [] UNOFFICIAL INVOLVEMENT []
VOLUNTARY [] TEMPORARY ABSENCE [] OTHER _____
OTHER _____ PRE-COURT []
VOLUNTARY (SPECIFIC PROBLEMS) []

REFERRING PROBATION OFFICER: _____ AREA: _____

PHONE: []

DATE OF LAST ARREST [] [] [] JUDGE APPROVING DIVERSION (IF APPLICABLE) []

CURRENT CHARG(ES):	[]		
	1.	2.	3.
SERIOUSNESS CODE	[]	[]	[]
DRUG/ALCOHOL CONNECTION	[]	[]	[]

NUMBER OF PAST ADULT ARRESTS [] CONVICTIONS [] DETAINMENT [] AGE AT FIRST ARREST []
NUMBER OF PAST JUVENILE ARRESTS [] CONVICTIONS [] DETAINMENT []

CURRENT JOB STATUS: FULL TIME [] UNEMPLOYED [] PART-TIME []
IRREGULAR(ODD JOBS) [] SITUATION, UNEMPLOYABLE []

OCCUPATIONAL SKILL LEVEL: UNSKILLED [] SKILLED [] SEMI-SKILLED [] UNKNOWN []

LAST OCCUPATION PRIOR TO ARREST: []
INCOME FROM LAST JOB: \$ [] PER HOUR

CURRENT SOURCE OF INCOME: \$ [] PER (LAST) MONTH

EMPLOYMENT [] PUBLIC ASSISTANCE [] SAVINGS [] FAMILY [] NONE []
UNEMPLOYMENT INSURANCE [] COMPENSATION [] OTHER INDIVIDUALS []

SCHOOL HISTORY: LAST GRADE COMPLETED []
WHERE: PUBLIC SCHOOL [] ADULT SCHOOL [] G.E.D. PROGRAM [] INSTITUTION []

Form A (Continued)

- EXPLAIN THE TYPE OF JOB YOU WOULD WISH TO DO: _____
 _____ WAGE LEVEL \$ _____ PER HOUR
- ANY MEDICAL PROBLEMS AND/OR HOSPITALIZATION: _____
- HAVE YOU EVER BEEN UNDER THE CARE OF A PSYCHOLOGIST/PSYCHIATRIST? (DETAIL) _____
- EVER BEEN TREATED FOR ALCOHOL-RELATED PROBLEMS? (DETAIL) _____
- EVER BEEN TREATED FOR DRUG-RELATED PROBLEMS? (DETAIL) _____

ALCOHOL USAGE: NONE RARELY MODERATE FREQUENTLY TIMES PER WEEK
 DRUG USAGE: NONE RARELY MODERATE FREQUENTLY TIMES PER WEEK

NEEDS REQUIREMENTS: NO IDENTIFIABLE MEDICAL/DENTAL JOB SEARCH UPGRADING
 LIVING ARRANGEMENTS PSYCH. TREATMENT DRUG TREATMENT
 ALCOHOL TREATMENT FAMILY COUNSELLING RECREATION
 INTER-PERSONAL COUNSELLING FINANCIAL COUNSELLING

GOALS TO ACHIEVE WITH THIS CLIENT: (RANK IN PRIORITY ORDER)

	<u>WHAT?</u>	<u>HOW?</u>	<u>TIME FRAME?</u>
GOAL #1:			
GOAL #2:			
GOAL #3:			
GOAL #4:			
GOAL #5:			

TOTAL ESTIMATED HOURS:

FORM

B

OUTCOME DATA

NAME: _____

CURRENT ADDRESS: _____

PHONE CONTACT

DATE OF TERMINATION:

TOTAL TIME INVOLVED WEEKS

DATE OF INTAKE:

COUNSELLOR _____

REASON FOR TERMINATION:

COMPLETED PROGRAM

BREACHED PROBATION

VOLUNTARY TERMINATION

LACK OF CO-OPERATION

WITHDRAWN BY REFERRAL AGENCY

PAST CHARGES/UNAVAILABLE

PROGRAM RESULTS:

<u>NEEDS LIST</u>	<u>CLIENT IN PROGRESS</u>	<u>FULLY MET</u>	<u>PARTIALLY MET</u>	<u>SOMEWHAT IMPROVED</u>	<u>NO CHANGE</u>
• MEDICAL/ DENTAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• JOB SEARCH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• UPGRADING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• LIVING ARRANGEMENTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• PSYCH. TREATMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• DRUG TREATMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• ALCOHOL TREATMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• FAMILY COUNSELLING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• INTER-PERSONAL COUNSELLING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• FINANCIAL COUNSELLING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• RECREATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Form B (Continued)

TOTAL HOURS SPENT WITH CLIENT HOURS

GOALS FULLY MET: _____

GOALS NOT REACHED AND WHY: _____

ADDITIONAL COMMENTS:

C

CLIENT FOLLOW-UP INFORMATION

NAME _____

DATE OF FOLLOW-UP: [] [] [] WEEKS IN PROGRAM [] TOTAL WEEKS

TYPE OF CONTACT _____

HIGHEST SCHOOL GRADE COMPLETED

ACTUAL 1-12 [] G.E.D. [] UNKNOWN []

LIVING SITUATION

OWN APARTMENT (SELF) [] WITH SPOUSE [] OTHER []
WITH FAMILY [] GROUP HOME []
WITH FRIENDS [] UNKNOWN []

PRIMARY INCOME

SELF (WORK) [] FRIENDS/RELATIVES [] OTHER []
SPOUSE PARTNER [] PUBLIC ASSISTANCE [] UNKNOWN []
PARENTS [] UNEMPLOYMENT INSURANCE []

FINANCIAL RESOURCES

NO PROBLEMS [] MINOR PROBLEMS [] MAJOR PROBLEMS [] UNKNOWN []

OCCUPATIONAL SKILL LEVEL

UNSKILLED [] SEMI-SKILLED [] SKILLED [] UNKNOWN []

SCHOOL ATTENDANCE

FULL-TIME COLLEGE [] FULL-TIME 1-12 [] G.E.D. PREPARATION []
PART-TIME COLLEGE [] PART-TIME 1-12 [] NONE []

VOCATIONAL UPGRADING ATTENDANCE

FULL TIME [] PART TIME [] NONE [] UNKNOWN []

EMPLOYMENT

FULL TIME [] PART TIME [] IRREGULAR (ODD JOBS) [] NONE [] UNKNOWN []

PRESENT OCCUPATION:

_____ HOURLY WAGE \$ [] PER HOUR

ARRESTS SINCE TERMINATION: []

CHARGES: [] 1. [] 2. []

SERIOUSNESS CODE(S) OF ARRESTS [] []

Form C (Continued)

- CONSIDERING ALL THE PROBLEMS YOU WERE HAVING, HOW WOULD YOU SAY THINGS ARE NOW COMPARED WITH WHEN YOU FIRST CAME TO THE PROGRAM?

MUCH BETTER SOMEWHAT BETTER SOMEWHAT WORSE
MUCH WORSE UNCHANGED BETTERS SOME WAYS

- IN GENERAL, HOW SATISFIED WERE YOU WITH THE WAY YOU AND YOUR COUNSELLOR GOT ALONG?

VERY SATISFIED NOT SATISFIED
SATISFIED NO FEELINGS EITHER WAY

- WAS THERE ANY KIND OF SERVICE YOU NEEDED OR EXPECTED FROM THE PROGRAM AND DIDN'T GET?

YES NO WHAT? _____

- IN GENERAL, HOW DO YOU FEEL ABOUT YOUR INVOLVEMENT WITH THE ADULT DIVERSION PROGRAM?

VERY GOOD GOOD MIXED FEELINGS
VERY BAD BAD