

73-DF-01-0018 - CALL-A-TEEN

69721



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Community Affairs
DIVISION ON YOUTH
150 Washington Street
Providence, R. I. 02903
(401) 277-2961

October 24, 1974

RECEIVED

DEC 9 1974

Mr. Bradford E. Southworth
Executive Director
Governor's Committee on Crime
and Delinquency
265 Melrose Street
Providence, RI

LEAA - FBI
NEW ENGLAND REGION
BOSTON, MASS. 02109

Dear Mr. Southworth:

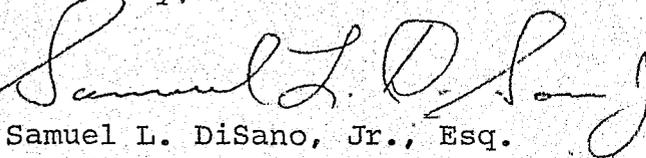
Please find enclosed five copies of the Call-A-Teen Final Financial and Narrative Report for fiscal year 1973-1974, Program title "An Economic and Self-Development Program for youth, LEAA Grant No. 73-3701D.

Upon your staff review of this final project summary, I would appreciate a letter stating the official closure of this grant year.

If you have any questions concerning this report, please consider me available at anytime.

Warm regards.

Sincerely,


Samuel L. DiSano, Jr., Esq.
Chief

SLD/lb

encl.

NCJRS

AUG 7 1980

ACQUISITION

FINAL PROJECT REPORT

CALL-A-TEEN PROGRAM

FISCAL YEAR 1973-1974

STATE DIVISION ON YOUTH
DEPARTMENT OF COMMUNITY AFFAIRS
150 WASHINGTON STREET
PROVIDENCE, RI 02903
401-277-2961

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General Statement of Background and Aims

The Call-A-Teen Program has been designed to provide youth from crime susceptible areas, i.e. low-income communities, with concrete opportunities for income supplementation and self-development. It addresses itself primarily to providing needy services to private homeowners and businessmen.

The State Division on Youth administers Call-A-Teen on a state-wide basis by being the central odd job clearing-house mechanism for the 16 satellite offices staffed by local college students who coordinate and administer the job development and enrollee referrals at the community level. In hiring college students, Call-A-Teen accomplishes one goal while meeting another; that is, providing employment for 14 and 15 year olds while enabling college students to earn tuition income.

Call-A-Teen's main concentration is on the 14 and 15 year old age group as it has been found that this age group suffers a disproportionate share of youth unemployment (which is well over 17 percent). The rationale for this statement is that youth suffer the disadvantages of child labor laws, which restrict time, place, and type of work they are allowed to do.

Even jobs which would strictly be legal in terms of the labor laws are often given to the 16 year old and up, possibly because of the stiff liability that can be incurred with 14 and 15 year olds (triple damages) and possibly because of the employers' desire for more experienced help.

It has also been noted that the majority of Federal work programs are directed toward the 16 to 21 year old age group; bypassing the 14 and 15 year old. On a general level, this represents a waste of manpower; and the development of a vacuum toward these youth at an age when they are eager to earn money and act independently.

On a more specific level, a law enforcement problem is created. Lack of economic resources, abundance of idle leisure time, and prevalence of criminal role models in both adult and peer groups--these are a few factors that make for a crime problem among youth from low-income backgrounds.

The Call-A-Teen Program has been deemed a preventative approach to the problem of delinquency as it:

- 1) provides the 14 and 15 year old concrete employment opportunities in a tough labor market;
- 2) the acquisition of social skills and productive motivation; and the
- 3) development of positive attitudes towards themselves and the grownup world; which will hopefully help them in their adult life.

Needs and Objectives

The basic concept of the Call-A-Teen Program is to attack the problems of juvenile delinquency and wasted manpower.

Initially, Call-A-Teen will generate odd-job and part-time job openings from private homeowners and businessmen throughout the State of Rhode Island. Thus, Call-A-Teen provides concrete opportunities for youths to earn extra money and, more importantly, to exercise responsibility in conducting affairs and meeting various work-related and/or work-learning responsibilities.

It is worthwhile to note that the teen will not merely be doing make-work which can encourage careless attitudes toward job performance. He will be dealing with the general public in whose eyes he is a provider of a service --- on this basis he will be evaluated.

Satisfactory performance of work responsibilities is a mandatory requirement for continued work with the program; in exchange for the receipt of a valuable service obtained by Rhode Island homeowners. In addition to busy housewives, the program benefits those unable to perform simple household chores - senior citizens, disabled veterans, and the handicapped.

In addition, the Call-A-Teen Program has an indepth network of social service agencies available upon request or need to provide indepth counseling on an individual or group basis. Since a good proportion of the enrollment pool is from poverty and/or delinquency backgrounds, it has been confirmed that these referrals of youth to social service agencies have proved to be invaluable to the general

welfare of the majority of enrollees. The youth may be unable to handle the work situation because of family, health, or social reasons. The Call-A-Teen satellite office coordinator has close contact with professional counseling agencies; and the program acts as a liason between the youth and the resources of his/her city or town.

Description of How Work Was Done

The Call-A-Teen Program enabled the State Division on Youth to provide over 7,947 new job opportunities realizing a total of \$184,070.30 of income directly to the 1,000 enrollees. From this total job figure of 7,947, a homeowner satisfaction rate of 97.5% was realized with a subsequent cost-benefit ratio of 3:1.

The following pages consist of a detailed description of all program components:

Enrollment Pool

The number of actual enrollees of the State-Wide call-A-Teen Program varies according to the volume of jobs in any given area. Although it would be ideal not to restrict numbers, it is not feasible to recruit more enrollees than the program can handle. The general formula used is to enlist one enrollee for every four potential jobs.

It has been found that a fairly constant turnover rate occurs between enrollees with the predominant reasons being:

- 1) enrollees reach the maximum age of the program (17 year old;)
- 2) enrollees find regular work upon reaching 16 years of age;
- 3) enrollees are unable to handle a

satisfactory world-work experience where counseling follows; 4) enrollees are dropped from the program for repeatedly failing to do a job satisfactorily or failure to show-up for a job or counseling appointment.

Enrollees are recruited through school guidance counselors, juvenile bureaus, welfare offices, and other social service agencies. Priority is determined by level of income and/or delinquency - pre-delinquency problems.

No one under the age of 14 is enrolled in the program, and all prospective enrollees must present certification of age. A parental permission slip must be signed by the enrollee's parent or guardian.

The vast majority of Call-A-Teen's enrollees are between the ages of 14 and 15, an age group which suffers a disproportionate share of juvenile delinquency and is neglected by societal institutions.

Enrollee Counseling

Contact is made with each enrollee on an individual basis. A problem may be encountered that will require intensive professional counseling. It is the duty of each satellite office coordinator to provide the youth with said referral counseling when needed. A youth may be unable to cope with the world of work for attitudinal, health, social, family, or other reasons. The immediate goal of the Call-A-Teen Program is to insure the enrollee's proper adjustment to the world of work; the long term goal is to aid in his/her long range adjustment to life.

Two types of counseling are included in the Call-A-Teen Program: Input referral counseling and Output referral counseling.

Input referral counseling is when any teen is referred to the Call-A-Teen Program by a social service agency. These teens are predominately from low-income and/or pre-delinquent/delinquent backgrounds. The Program is aimed at developing stable and responsible work habits through the concept of work while giving teens a chance to enhance their employment-ability.

Output referral counseling is for those youngsters who during the screening process are found to have attitudinal, health, or other problems which might bar them from acquiring employment. These teens are referred to the appropriate public and private social service agencies.

The sixteen satellite office coordinators have open lines of communication between various social service agencies for the purpose of referrals. These agencies are comprised of educational, health, vocational, and all social service agencies working in cooperation with the satellite office coordinator.

Referral is also made to the Call-A-Teen Program by these agencies of those youth whom they feel are ready to handle a world-work experience. In this instance, the satellite office coordinator works closely with the teen and contact person from the counseling agency to insure that the teen is filling his/her responsibility to the Program, the homeowner, and him/herself. Again, any social or

psychological problem that might occur is referred back to the counseling agency for professional treatment, as the satellite office coordinators are not qualified or trained to handle the problem themselves.

Child Labor Laws

All staff members of the Call-A-Teen Program are familiar with both State and Federal laws governing and regulating employment of children. Brochures, booklets, and pamphlets regarding these laws have been obtained. After studying them, they are kept on file in the satellite offices for future reference. Each job order that is received is carefully scrutinized for compliance and safety by either the main office or satellite office coordinator. Open lines of communication have been set-up between the Call-A-Teen staff and Federal and State Department of Labor to answer any queries concerning a job order received.

Transportation

Jobs are filled by teens who live as close to the job location as possible to eliminate the need for transportation. All satellite office coordinators are familiar with their respective cities or towns and utilize a coded road map to match-up the teen to the homeowner. Homeowners are asked when they call in a job request if they would be able to provide transportation if needed. The rationale being that emphasis should still be placed on servicing those youth who are from low-income and delinquency areas even though transportation might be a problem. The main purpose of the Call-A-Teen Program is to service these youngsters, and every effort is made to get them oriented into the world of work.

Record Keeping

Job orders are compiled daily in alphabetical order. A copy of each job order is attached to the weekly report and placed on record in the satellite offices and central office files. The weekly report is a composite of all job orders filled by each satellite office every week.

After each job is completed, the enrollee calls the satellite office and tells the office coordinator how much money he/she earned and how many hours he/she worked. If the enrollee forgets to call, it is the duty of the satellite office coordinator to call him/her. In this way, each satellite office has a running balance of income received by the enrollees and submits a composite total in the form of a Monthly Earnings Report to the main office at the end of each month. This report consists of the total amount earned by each teen, the average hours worked, the average earned per enrollee, as well as the total amount earned for that area during this time period. A close and accurate check is also made on each semi-permanent job.

In addition, every homeowner that hires an enrollee is called the day after the job is completed by the satellite office coordinator. This serves a dual purpose in checking on homeowner satisfaction and the effectiveness of every enrollee in handling a world-work situation.

An individual Criminal Justice Report is mailed directly to the central office whenever a referral is made. This form is a strictly confidential document. A copy of this form is kept in the satellite office under lock and key

access only to the satellite office coordinator and central office staff.

The purpose of the Criminal Justice Report is to demonstrate that Call-A-Teen does reach youngsters who have been identified as being from those areas where juvenile delinquency is very high; and that this program, besides providing a legitimate source of money, also serves to develop constructive and positive work patterns, attitudes and habits which will be beneficial to the teens as they enter their adult life.

An individual Counseling Report is also made out at the time of the referral, be it either Input Referral Counseling or Output Referral Counseling. A copy of this report is kept in the individual's folder at the satellite office, and a copy is also mailed to the central office.

The satellite office coordinator keeps a record of the number of youths dropped from the program and the number who have received permanent jobs. Some teens gain full-time employment, move away, or do not exhibit any active interest in continuing with the Call-A-Teen Program. These youths are considered dropped from the program with the subsequent amount of new enrollees recruited. This practice assures a core-group of youngsters who are ready and willing to work, while weeding out enrollees who are only being carried on paper.

Publicity and Promotion

The state-wide Call-A-Teen Program is co-sponsored by the Rhode Island Broadcaster's Association which is comprised of all state-wide radio and television stations. It has been determined that over \$30,000 worth of public service time yearly has been donated to the Call-A-Teen Program by the media.

Local newspapers are also a source of valuable publicity.

It is the job of the satellite office coordinator to handle this local publicity, which includes periodic leaf-letting of the area by the teens themselves and putting up posters in local store windows. In order to keep the public aware of the Call-A-Teen Program, press releases are placed in the local papers once a month by the Satellite office Coordinator, along with local radio spot ads. The central office number (277-2964) is used in all advertisement in lieu of the sixteen (16) different office phone numbers, to avoid confusing the homeowner. The only exceptions to this rule would be the offices of Woonsocket, Wakefield, and Newport, as it is a toll call to Providence.

Any radio, TV, or newspaper which has state-wide circulation or which covers more than one community or more than one Call-A-Teen office is the responsibility of the central state-wide office.

Another effective use of local publicity have been car washes and bake sales. These activities serve a variety of functions: 1) they provide extra income for the enrollees;

2) local publicity; 3) an opportunity to attend an outing or trip from the money earned for these socio-economic disadvantaged youth and, 4) a chance for all enrollees to work with their peers in a semi-structured situation.

State-Wide Evaluation

Evaluation forms are sent on a weekly basis sent to all homeowners who have used the services of the Call-A-Teen Program. This form serves a two-fold purpose in that it enables the central office to monitor the effectiveness of the program while maintaining that the program is serving as many youngsters as possible without favoritism.

All telephone complaints are logged by the central office assistant with a follow-up being made by the local coordinators under the direction of the LEAA Juvenile Planner.

On a quarterly basis, enrollee evaluation forms are sent to all current personnel of the state-wide Call-A-Teen Program. The purpose of this form is to: 1) determine the effectiveness of each enrollee's experiences in the program by the number and variety of odd-job experiences they have successfully completed; 2) to determine if any counseling services were provided; 3) to find out how they originally found out about the Call-A-Teen Program (effectiveness of referral network of all juvenile and social service agencies), 4) solicit any suggestions, comments, and/or criticisms they may have concerning any part (s) of the Call-A-Teen Program.

Both appraisal forms have been found to be an invaluable source of program data. The composite of each set of appraisal forms is used for corrections and/or improvements of all program components and/or personnel, (satellite office coordinators).

State-Wide Board

The ability to meet changing program and youth needs as well as the overall state-wide program evaluation is the sole responsibility of a state-wide evaluation board comprised of various satellite office sponsors, coordinators, various social service agency personnel, counselors, members of the Rhode Broadcaster's Association, and the Chief of the State Division on Youth.

Manpower Award

The Call-A-Teen Program of the Division on Youth has won a national award for youth achievement in community betterment in the Summer Action '73 competition sponsored by National Manpower, Inc.

Some of the judges who participated in the evaluation of applicants were: John D. Rockefeller IV, President of West Virginia Wesleyan College, former Senator Eugene McCarthy; Congresswoman Martha Griffiths of Michigan; and Mrs. Kermit Haugan, President of the General Federation of Women's Clubs. The judges were most impressed by the fact that most programs deal with older youth; whereas, Call-A-Teen concentrates on developing stable and responsible work habits and motivation in younger teenagers who are often more receptive. It is through these odd-job experiences that young people in this receptive age are first exposed

to real working conditions which will train them to be responsible and mature adults. The Call-A-Teen Program is the only government sponsored program in the nation to receive this award.

Duties and Responsibilities of Call-A-Teen Staff

LEAA Juvenile Planner/State-Wide Coordinator

1. To work with and report to the Chief of the State Division on Youth in interviewing, selecting, training, and supervising personnel in the satellite offices (satellite office coordinators).
2. To be responsible for all publicity and promotion on a state-wide basis. This includes working closely with all members of the Rhode Island Broadcaster's Association and its participating agencies.
3. To inspect and assure that all offices are working smoothly. This includes helping any or all satellite office coordinators arrive at a solution to any problem that may arise.
4. To insure that adequate records are kept.
5. To evaluate the state-wide Call-A-Teen Program on an on-going basis in conjunction with the evaluation board.
6. To approve, plan, and control expenditures as

well as writing all progress reports.

7. To be responsible for the overall supervision of the program.
8. To visit all satellite offices regularly for inspection of same.
9. To write and supervise the publication of a periodic newsletter depicting the Call-A-Teen Program which is distributed to various employers and social service groups.
10. To supervise the clerical assistant with regards to the following:
 - a. The taking of job orders from prospective employers and to screen the job orders so that they will be in line with the Child Labor Laws and the goals for the Call-A-Teen Program.
 - b. The relaying of job orders to appropriate Satellite Offices.
 - c. Maintenance of all statistical records.
11. To be responsible for the mobilization, coordination, and administration of all program planning in the area of juvenile delinquency.
12. To give technical assistance to any group or in-

dividual in the area (s) of juvenile delinquency or program components.

13. To handle either personally or by delegation any additional duties that may be necessary to insure the success of the program.
14. To do any other assignments or duties rendered forth by the Chief of the State Division on Youth.

Satellite Office Coordinator

Duties and Responsibilities:

1. To see that job orders are filled promptly and to homeowner satisfaction.
2. To be sure of immediate follow-up.
 - a. Call the teen to make sure he called the homeowner.
 - b. Call the homeowner the day following the job date to see if the job was completed satisfactorily.
 - c. Follow-up on any complaint by either teen or homeowner.
3. To see that accurate records are kept.
4. To stimulate public interest in the program.
 - a. Periodic leafletting of the area.
 - b. Newspaper article once a month to the local paper.
 - c. Periodic radio spots on the local radio

stations.

- d. Seasonal car wash or cake sales.
 - e. Placing of notice in all church bulletins.
 - f. Placing of posters in all senior citizen manors.
5. To assist any youth with a problem, referring him to the appropriate professional counseling service.
 6. To maintain contact with poverty, delinquency, and counseling agencies, for purposes of referrals from those agencies to Call-A-Teen.
 7. To be familiar with local geography and transportation, so as to facilitate smooth placement.
 8. To maintain an enrollment pool adequately covering each section of the city or town.
 9. To inspect and assure that all program components are working smoothly, especially counseling services and homeowner satisfaction.
 10. To insure that youths are referred to appropriate service agencies.
 11. Responsible for recording and tabulating statistical data.

12. To attend meetings and perform other duties as required.
13. To be at work when scheduled.
14. To work with the local sponsoring agencies to make same part of the program.

Satellite Office Supervisors

Duties and Responsibilities:

1. To be sure that satellite office coordinator fills job orders promptly and to homeowner satisfaction.
2. To help stimulate public interest in program.
3. To recommend the appropriate professional counseling service for any youth with a problem.
4. To recommend proverty, delinquency, and counseling agencies to the Call-A-Teen satellite office coordinator for the purpose of referrals.
5. To help familiarize the satellite office coordinator with local geography and transportation so as to facilitate smooth placement.
6. To assure that all program components are working smoothly, especially counseling services and homeowner satisfaction.

7. To sign and verify the hours worked by the local satellite office coordinator on the weekly time sheet.
8. To give all the technical assistance needed to make the local sponsoring agency part of the program.

Central Office Clerical Assistant

Duties and Responsibilities:

1. To assist the state-wide field coordinator in his/her functions.
2. To take responsibilities for the Call-A-Teen Program when the statewide field coordinator is away or absent from the office.
3. To maintain statewide records.
4. To answer the phone.
5. To take job orders and relay them to the satellite office coordinators.
6. To be responsible for the mailing out of all employer and employee appraisal forms.
7. To perform other clerical duties required by the statewide field coordinator or assigned to him/her by the Chief of the State Division on Youth.

Call-A-Teen Satellite Office Coordinators

Barrington

Kathleen Kimball
Town Hall
County Road
245-4557

Bristol/Warren

Shelly Sandler
Town Hall
Bristol,
253-5334

Coventry

Scott Pellett
Washington Methodist Church
% 13 Pembroke Lane
821-1931

Cranston

Cathy Restivo
CODAC
911 Pontiac Ave.
461-1000 ext. 157

Cumberland

Laurel Fanning
Town Hall
45 Broad Street
728-2400 ext. 44

East Greenwich-
North Kingstown

Constance Northup
Interact, Inc.
% 93 Central Ave.
Narragansett, RI
294-4478

East Providence

Jean Arnold
Self-Help, Inc.
100 Bullocks Point Ave.
437-1004

Newport

Paula Carnelli
Recreation Dept.
Spring Street
846-1359

Pawtucket

Paulette Brousseau
BVCAP
150 Main Street
728-0680

Providence

James Simeone
Providence School Dept.
1491 Broad Street
941-7531

Tri-Town

Donna Petrecca
Tri-Town
79 Waterman Avenue
North Providence,
231-2750

Wakefield

Steve Bonzagni
CANE
8 Woodruff Road
789-6021

Call-A-Teen Satellite Office Coordinators (cont'd)

Warwick

Ann McCabe
Warwick Youth Development
33 Veterans Memorial Drive
738-1240

Westerly

Louis Toscano
School Admin. Bldg.
117 High Street
596-3313

West Warwick

Gladys Pratt
Town Hall
1170 Main Street
828-8599

Woonsocket

Glenn Padden
Micasa Youth Center
360 Cumberland Hill Rd.
762-3600

Call-A-Teen Satellite Office Supervisors

Barrington	Richard Currier Town Council Town Hall	245-4557
Bristol	Michael Balzano, Jr. Town Manager Town Hall	253-5334
Coventry	Rev. Edwin Trench Washington Methodist Church 81 Main Street	821-1931
Cranston	Craig Stenning CODAC 911 Pontiac Avenue	461-1000 Ext. 157
East Greenwich North Kingstown	Interact, Inc. 580 Ten Rod Road North Kingstown	294-4478
East Providence	Raymond Benoit Self-Help, Inc. 100 Bullocks Point Avenue	437-1004
Newport	Dan McCarthy Recreation Dept. Spring Street	846-1359
Pawtucket	John Lavendire BVCAP 450 Broadway	723-4520
Providence	Peter Brooks Prov. School Dept. 1491 Broad Street	941-7531
Tri-Town	Joseph F. Lynch 79 Waterman Avenue North Providence	231-2750

Call-A-Teen Satellite Office Supervisors (cont'd)

Wakefield	Raymond Robinson CANE 8 Woodruff Road	789-6021
Warwick	Charles Totoro Youth Development 33 Veterans Memorial Drive	738-1240
Westerly	Eugene Gervasni Town Manager Town Hall	596-3312
West Warwick	Tony Pimental Federal Coordinator's Office Town Hall	828-8599
Woonsocket	Ray Arsenault MiCasa Youth Center 360 Cumberland Hill Road	762-3600

Call-A-Teen Registration Form

NAME _____ AGE _____

ADDRESS _____

CITY _____ PHONE _____

Family Income per year _____ Family Size _____

(This information on family income and size is absolutely necessary. Applications without this information cannot be considered. Those under OEO guidelines are considered first for jobs. Those that are nver are not disqualified, but they have second priority to those under the guidelines.)

CHECK TYPE OF WORK:

Are you willing to do this type of work?

Have you done this type of work before?

Mowing Lawns _____

Housework _____

Babysitting _____

Washing Windows _____

Painting _____

Other work you would want to do _____

DIVISION ON YOUTH
 150 Washington Street
 Providence, Rhode Island
 277-2964

CALL-A-TEEN

I, as parent and guardian of _____
 do hereby recognize that Call-A-Teen is not an employer, Principal
 or master, but is merely a referral agency.

I further recognize that Call-A-Teen is to receive no fee,
 compensation or other material benefit either from my (son/daughter)
 or from any prospective employer for performing employment referral
 services.

In consideration of Call-A-Teen's promise to refer my (son/
 daughter) for various employment positions according to the provi-
 sions of the Call-A-Teen corporate Charter, I hereby agree to waive
 and release from any liability of any nature whatsoever resulting
 from my (son's/ daughter's) employment in a position of job secured
 by or through a referral from Call-A-Teen.

 Parent

 Agency

 City

 Date

CALL-A-TEEN
Division on Youth

Job Order Form

Employer Information

Date Taken _____ By _____

Customer _____

Street _____

City _____

Phone _____

Job Description _____

Salary _____ Estimated Hours _____

Date and Time of Job _____

Transportation YES/NO _____

Special Instructions _____

Employee Information

Name _____ Age _____

Address _____ Phone _____

Relayed To _____ Rec'd By _____

lh

YOUTH INFORMATION

EMPLOYER INFORMATION

JOB INFORMATION

NAME	ADDRESS	AGE	PHONE #	NAME	ADDRESS	PHONE #	DES.	WAGE	HRS.

Number of teens added to enrollment _____. Number of teens dropped _____.
How many dropped because they found full-time employment? _____.
Number of semi-permanent jobs, that is, jobs for X hours each week _____.
Number non-white referred _____. Number under OEO Guidelines referred _____.

Hours of Work

LEAA Discretionary Grant- No. 72-DE-01-0025

From _____ To _____ 73

Sattellite Office Coordinator _____

Local Sponsoring Agency _____

Supervisor _____

No. of Daily Hours

S	M	T	W	TH	F	S

Total hrs. for week

Signature of Sattellite Office Coordinator

Signature of Supervisor _____

mal

MONTHLY EARNING RECORD

Month Ending _____

Enrollees Name

Amount Earned

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.

\$

Total Cash Earnings: \$ _____

Total number of semi-permanent jobs the report includes _____

Total Amount Earned for Area \$ _____

Average Hours Worked _____

Average Per Enrollee \$ _____

Signed _____

Office Location _____

INPUT REFERRAL COUNSELLING REPORT

DATE _____

Name of Enrollee

agency referred by

Contact Person from Agency

Phone Number of Agency

Reason for Referral

Was candidate screened by referral agency?

Signature

Office Location

CALL-A-TEEN
Division on Youth
Department of Community Affairs
150 Washington St.
Providence, RI.

OUTPUT REFERRAL COUNSELING REPORT

DATE _____

Name Of Enrollee

Agency Referred To

Contact Person At Agency

Phone Number Of Agency

Reason For Referral

Signature

Office Location

CALL-A-TEEN
Division on Youth
Department of Community Affairs
150 Washington St.
Providence, RI

Date _____

Individual Criminal Justice Report

The following information must be kept strictly confidential:

Name of Enrollee Referred:

Agency Referred From:

Contact Person From Agency:

Information about Background

1. Is he/she on probation or has he/she ever been:
2. Has he/she ever been convicted of any offense?
3. Is he/she from a high crime area?

If so, which one?

May 22, 1974

OEO Poverty Guidelines For All States
Except Alaska and Hawaii

<u>Family Size</u>	<u>Nonfarm Family</u>	<u>Farm Family</u>
1	2,330	1,980
2	3,070	2,610
3	3,810	3,240
4	4,550	3,870
5	5,290	4,500
6	6,030	5,130
7	6,770	5,750

When a family has more than seven members, add \$740 for each additional member.

State Division on Youth
Call-A-Teen Program
150 Washington Street
Providence, RI 02903

Dear Call-A-Teen Employer:

You are commended for your support of the new innovative Call-A-Teen informal employment program for teenagers. Your effort has helped materially in improving the lives of these young Americans and has aided them in developing proper attitudes so they may become responsible citizens in our State and Nation.

The continued success of Call-A-Teen depends on your satisfaction with the program. It would be appreciated very much if you could take a few minutes out of your busy schedule to complete the attached questionnaire and return it to:

State Division on Youth
Call-A-Teen Program
150 Washington Street
Providence, RI 02903

Thank you again for your participation and if you need any help around the house, please do not hesitate to telephone Call-A-Teen, 277-2964.

Sincerely,

(Mrs.) Kathleen McCann
Employment Section Head

KM/lb

attach.

CALL-A-TEEN

277-2864

Employer Appraisal Form

Dear Call-A-Teen Employer:

Please help us evaluate and improve our program by completing this form and returning it as soon as possible.

- 1. Name of Call-A-Teen employed _____
- 2. Hours worked _____
- 3. Salary Paid _____
- 4. Type of Job _____
- 5. Youth evaluation _____

	<u>GOOD</u>	<u>FAIR</u>	<u>POOR</u>
PROMPT	_____	_____	_____
NEAT	_____	_____	_____
EFFICIENT	_____	_____	_____
COURTEOUS	_____	_____	_____

COMMENTS: _____

Employer's name _____

Address _____

City _____ Zip Code _____

Date _____

mal



DIVISION ON YOUTH
Call-A-Teen
150 Washington Street
Providence, RI 02903
401-277-2964

Dear Call-A-Teen Enrollee:

Thank you for joining the state-wide, odd job Call-A-Teen Program. I hope you have gained a good work experience as well as earned some extra money in this program.

The continued success of the Call-A-Teen Program depends on your satisfaction as enrollees and local publicity. I would appreciate it if you would take the time to fill out the enclosed questionnaire and return it to the above address.

Also, local publicity is very important, as it is the main avenue used by us to recruit more odd jobs for you. Please place the enclosed bumper sticker on your parents car or in a place where it will be seen by the homeowners of your community.

Thank you, again, for joining the Call-A-Teen Program and good luck in the future.

Sincerely,

(Mrs.) Kathleen McCann
Employment Section Head

KM/lb

encl.
1 bumper sticker
questionnaire

CALL-A-TEEN
Employee Appraisal Form

Name _____

Address _____

City _____

Dear Call-A-Teen Enrollee:

Please help us improve and evaluate our program by filling out this form and returning it by October 28, 1974.

1. Briefly, what types of jobs have you done? _____

2. Has the satellite office coordinator been any help to you in referring you to:

	YES	NO
a. Full-time jobs	_____	_____
b. Part-time jobs	_____	_____
c. Counseling agencies	_____	_____
d. Other sources of help or information	_____	_____

3. How did you find out about Call-A-Teen:

- | | | | |
|----------------------|-------|------------------|-------|
| a. School counselors | _____ | e. Friends | _____ |
| b. Television | _____ | f. Social Worker | _____ |
| c. Radio | _____ | g. Other | _____ |
| d. Newspaper | _____ | | |

4. How much have you earned in the Call-A-Teen Program from July 1, 1974 to September 30, 1974? _____

5. Do you think Call-A-Teen is a worthwhile program? Why or why not? _____

6. List any comments or suggestions you may have to improve the Program. _____

Final Narrative Report

Project Summary

The Call-A-Teen Program of the State Division on Youth filled 7,947 odd job requests in fiscal year 73-74 as compared to 6,500 new job opportunities that were originally projected. This figure included, also, 1,280 semi-permanent jobs in which the enrollees returned to the same job for X amount of hours for a varied period of time..

Referrals from Youth Service Bureau, Juvenile Departments, Social Workers, both state and local, and other social service agencies were made totalling 175 youth. These referrals of economically disadvantaged and/or pre-delinquent delinquent youth helped them to return to their communities and directly participate in helping same fight the problems of youth unemployment.

From these 7,947 jobs, income totalling 184,070.30 was generated from these jobs directly to the teens themselves. This gives the Call-A-Teen Program a cost-benefit ratio of 1.3 for every dollar spent, the only manpower program in the nation that pays for itself.

At Call-A-Teen's present rate of job development, it is projected that 7,500 odd-job requests will be filled in Call-A-Teen's next year of development. Of this figure, 1,500 will be jobs of a semi-permanent nature in that the enrollees will return on a permanent basis for X amount of hours each week.

A check on enrollee's work performance was also made in the form of homeowner evaluations. This form was sent to all homeowners who hired a youth immediately after the job was completed. The purpose of this is to help determine the enrollees acceptance of a world-work situation as well as to insure homeowner satisfaction. In addition, enrollee evaluation forms are sent out on a quarterly basis to all active enrollees of the Call-A-Teen Program. This form is used to determine the teen's evaluation of the Program as well as merits of same.

It is felt that Call-A-Teen will act as a liason or advocate between a youth and the resources of the State. Call-A-Teen is geared toward the individual enrollee's environment as a youth from one (1) area with a particular socio-economic problem will not be treated the same as a youth from another area.

Through the project summary, it has been found that communications have failed to develop resources for children with behavioral problems. Abused, abandoned, and neglected children are a challenge for preventive services. The ultimate scope of Call-A-Teen is to involve 1,000 of these potential or actual offenders, in a legitimate work

basis, providing practical skill development and training,
while simultaneously providing a referral and counseling
service.

END