

METHODS REPORT

THE REFERRAL AGENCY INTERVIEW

AND NARRATIVE FORMS

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THE REFERRAL AGENCY INTERVIEW AND NARRATIVE FORMS

by

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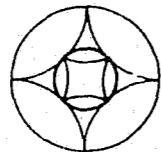
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## THE REFERRAL AGENCY INTERVIEW AND NARRATIVE FORMS

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### I. Introduction

Although generally recognized that noncriminal calls for social services comprise a large volume of citizen calls to police, there are few comprehensive studies of how police handle these calls. The Referral Agency Interview and Narrative Forms were designed to obtain information about the characteristics and practices of social service agencies and their patterns of interaction with the police. Community social service agencies may either complement, supplement, or replace the police in providing social services. Information obtained from these forms enables us to classify community agencies according to the extent of their cooperation with police, the scope of social services they provide, their history of service provision, and their availability to both the police and the public. We also obtained budget information to help calculate the costs of alternative methods of social service delivery systems.

The Referral Agency Interview and Narrative Forms elicited information about referral agency practices and not about the attitudes, perceptions, or values of individuals representing these agencies. Consequently, they were planned as conversational guides, all or part of which could be administered to persons expert in various aspects of agency operation. Structured answers were coded on the interview form itself, while lengthy unstructured answers were recorded in narrative style on the Referral Agency Narrative Form.

## II. The Instruments

This section discusses the format and content of the two research instruments, copies of which are included as Appendices 1 and 2 to this report. It is important to note that these instruments were not designed as formal survey questionnaires, but were planned to permit pertinent information to be recorded in a consistent manner. Questions were presented in a combination of structured and unstructured formats. The closed-ended responses were viewed as note-taking aids, not as the extent of desired information. They specified the information required; any qualifying or explanatory remarks were noted and later recorded in text form on the narrative instrument.

Data generated by the questionnaire are presented in two machine-readable formats: precoded data and narrative text. Precoded data include factual information, such as agency's primary service area, types of services provided, length of time services have been provided, geographic coverage and hours of operation, size and type of staff employed, clientele served, relations with local police, and funding sources and expenditures. A narrative question number was assigned to one or more structured questions dealing with similar topics.

Narrative text, written by the interviewer, provides detailed information that could not be recorded in the precoded format. Narratives describe responses more fully and may include references to, and information from, other interviews, newspaper clippings, and agency records and documents.

Once an interview was completed and all pertinent data about the agency gathered, interviewers transferred the information to the narrative form, identifying each block of information by the narrative question (NQ) number listed on the interview form. Narratives were entered onto the computer and are accessible either in whole or in part by individual narrative questions. A sample narrative is included as Appendix 3. Combined with precoded information, narratives provide a complete picture of an agency's activities and their relations with the police. The precoded format and structure of the questionnaire ensure the availability of a base of comparable data for each agency.

Interviewers were instructed to use more conversational phrasing if it seemed appropriate. Answers to some questions became obvious from previous answers; other questions required rephrasing depending on the nature of the agency and the position of the representative being interviewed. Provided the interviewer was sufficiently familiar with the form, it was necessary to refer to it only periodically during the interview. This was encouraged as it allowed the respondent to discuss the agency's activities freely and in an order that seemed natural to him or her. Inappropriate questions were thus avoided entirely; for example, agencies dealing with juvenile delinquency were not asked if they provided services to the elderly.

Since our goal was not to learn about the attitudes or perceptions of individuals working in or associated with social service agencies, researchers were instructed to interview one or more knowledgeable agency representatives; it was sometimes necessary to interview more than one person to complete the budget questions, for example. Where

as a screener to determine if an agency was eligible to be interviewed; any agency that did not deal with at least 1 of these 10 problems was excluded. Problems were selected on the basis of the findings of our literature assessment and of our preliminary site research. In Question 11 we determined each agency's primary service area. Agencies often handled more than one problem, but we sought to categorize them if possible. If the primary interest area was not obvious, interviewers were instructed to ask. Respondents' comments and other elaborations on problems handled by agencies were incorporated in NQ 21.

In Questions 12 through 23 we were interested in service activities carried out by agencies, rather than in social problems these activities were supposed to address. Although it was possible to ask about 12 different activities, again only those reasonable for any particular agency were asked. A methadone maintenance program, for example, will only be conducted by programs dealing with drug abuse. The 12 activities were: emergency medical assistance, psychological counseling, crisis intervention counseling, temporary shelter, half-way house assistance, legal aid, help in finding jobs, help in getting on welfare, help in finding housing, alcohol or drug rehabilitation, alcohol or drug detoxification (sobering up and drying out facilities were included here), and methadone maintenance.

We first asked if the agency provided any of the 12 services. If the respondent answered affirmatively, we asked how many years the agency had provided the service and its reasons for initiating service. Details for all 12 services were recorded in NQ 22. If the respondent indicated that the agency did not provide a particular service, we then

asked if it had provided the service in the past, and, if so, why it had stopped; details for all 12 services were noted in NQ 23. With these questions we attempted to obtain information not only about specific agencies, but about service provision throughout a jurisdiction or metropolitan area. We were especially interested in any mention of an agency's stopping provision because services had been assumed by local police departments.

Questions 24 and 25 were phrased to be asked of agency directors; when interviewing persons other than the director, researchers were instructed to try to find out how those in charge would answer. We wanted to know what criteria the agency director thought should be used to evaluate agency performance and the type of information relied on to monitor that performance. These questions contain an implied request for a statement of agency goals and responsibilities.

Question 26 asks for the boundaries of the geographic area served; we were especially interested in those agencies serving our study neighborhoods. Question 27 lists the agency's hours of operation; this information tells us whether agencies other than the police provide social services on a 24-hour basis.

Questions 28 through 35 deal with agency staffing. Only for this series did we include questions pertaining specifically to police departments. One of our goals was to characterize referral agencies according to the size and professionalism of their staffs. Depending on an agency's primary function, interviewers were instructed to refer to "doctors," "nurses," "lawyers," or "counselors" instead of professionals when appropriate. We wanted to know the percentage of the staff that

had special skills or training in dealing with clients, and, therefore, distinguished "professional" from "support" staff.

Questions 36 through 40 concerned agency clientele. We attempted to determine the size of the serviced population and the extent to which an agency's facilities were being used. We also wanted to learn about the nature of the clientele; did the agency receive many carry-over or recidivist clients?

Questions 41 through 56 concern police department-referral agency relations. Question 41 asked the respondent to estimate the proportion of agency clients that were referred by police (or if the respondent was employed in a police department social service unit, the proportion referred by patrol officers). This question alone cannot provide enough information to assess the extent of police department-referral agency interaction, however. Question 42 asked whether the police overtly used the agency to avoid routing individuals through the criminal justice system. Questions 43 through 47 deal with other types of interaction; this series will enable us to characterize police efforts to link potential clients with social service agencies as proactive or reactive. Questions 48 and 49 asked for the percentage of clients referred by police (or patrol officers) that was accepted for treatment by the agency. These questions help us determine another dimension of interaction: the apparent value agencies place upon the police referral process.

Questions 50 through 56 deal directly with social service agency-police department cooperation. Specific departments using an agency's services are identified, as are those that the respondent feels could

use them but are not currently doing so. The kinds of follow-up information that an agency provides on referred persons are detailed in Question 52; Questions 52 and 53 together allow us to gauge whether a referral program supplants or supplements legal action. Question 54 asks for the respondent's rating of the cooperation between his agency and local police (or between a special police unit and patrol officers of that or other departments). Question 55 (NQ 40) asks for greater detail in describing the ways in which police and referral agencies cooperate, while Question 56 asks for respondents' perceptions of how local police rate their agencies' referral services.

Questions 57 and 58 probe the agency's total expenditures for fiscal 1976 and the proportion of funds raised by each of 11 different sources. We attempted to determine only those expenditures attributable to referral services. This represented the entire budget of referral agencies, but was only a portion of the budget in cases where the referral function was one of several, such as a referral project within a police department's juvenile division. The relationship between the referral unit and a "parent" agency was described generally in NQ 21 and more specifically in NQ 42; NQ 42 contained an estimate of total agency expenditures whenever possible.

On Page 18 of the interview form are three additional narrative questions. NQ 44 is a listing of any supporting documents obtained during an interview. NQ 45 allowed interviewers to note any mention of the agency's mission as one of "curing people" or "providing temporary relief." We were interested in how the agency viewed itself and in whether its representatives felt their services provided short- or

long-term, temporary or permanent relief from social problems. In NQ 46 the interviewer could record important information about the agency that did not fit into any of the earlier narrative questions.

### III. Case Selection

Different institutional arrangements for providing social services in each metropolitan area led our researchers to adopt different methods of selecting referral agencies for interviewing. Attempts were made to standardize case selection as much as possible, however. In selecting agencies, we followed two criteria: an agency had to handle at least 1 of the 10 social problems identified on Page 2 of the Referral Agency Interview Form, and it had to accept police referrals. In both St. Louis and Tampa-St. Petersburg, agencies were screened by telephone to determine the types of services they provided and whether or not they received police referrals. In Rochester, a manual carried by Rochester Police Department officials provided an initial list of referral agencies to contact. We interviewed a total of 103 referral agencies; 36 in Rochester, 42 in Tampa-St. Petersburg, and 25 in St. Louis.

In St. Louis referral interviewing proceeded relatively slowly for the first seven weeks of fieldwork because of the difficulty in obtaining names of agencies that met the selection criteria. During this time initial contacts were made with some agencies whose names were mentioned during other phases of data collection. Names of agencies also came from patrol observers and calls for service coders. Fieldworkers were instructed to complete a Citizen Organization/Referral Agency Identification Form (Appendix 4) whenever they encountered any mention of a

community organization or referral agency. This form lists the agency's name and, if available, the name, address, and phone number of a staff member who could be contacted and asked the screening questions. Researchers were also to note any mention of specific services provided by the agency and which, if any, of our study neighborhoods it served.

Other methods of obtaining names of referral agencies were used during early fieldwork in St. Louis. Some agencies were identified through perusal of the telephone book; others were obtained from agencies already contacted. When the police officer interviewing team arrived in mid-July, a routine method of transmitting names of possible referral agencies was established. Officers were asked the names of agencies to which they regularly referred citizens involved with family crises, alcoholism, or juvenile problems. These were passed on to our interviewers via a master log sheet.

In all three research sites a master log of referral agencies was established. Each agency was identified by a unique three-digit sequence number and assigned an alphanumeric agency type code that identified it on other data collection instruments, such as the Calls for Service and Patrol Encounter Forms. By using the alphanumeric code, we were able to identify agencies that were interviewed and that we observed during other fieldwork (Appendix 8). We can compare agency representatives' claims with actual observation of agency activities during encounters with police. The log sheet also contains information on when the agency was selected to be interviewed and when the interview actually occurred (Appendix 7).

Attempts were made to contact all agencies logged by the St. Louis research staff. Some were screened out of the sample, some could not or would not accept the screener questions, and the remainder (25) were screened in and eventually interviewed. We did not attempt to interview representatives of all hospitals receiving police referrals since most referrals were to emergency room personnel; there are many hospitals in the area and the size of our interview staff was limited. The larger hospitals with alcohol detoxification and rehabilitation programs were included in the sample, however.

In the Tampa-St. Petersburg metropolitan area, referral agency case selection followed approximately the same patterns as in St. Louis. After a period of initial agency identification and screening about services provided and police referrals received, additional screener questions were asked about the extent of interaction with police. Selection criteria became more stringent as the summer progressed. Another factor in agency selection was our attempt to interview at least one agency handling each of the 10 social problems in each of three designated service areas: North Pinellas County, South Pinellas County, and Hillsborough County (with a concentration on Tampa).

Agency names were originally gathered by a search of newspaper clippings and from listings of referral information centers operated by county governments and the Florida Department of Health and Rehabilitative Services (HRS). Other agency names were obtained from the Chamber of Commerce and the police interviewing team. At first the criteria of contact with the police was less restrictive. Because of the domination of social service provision by HRS, and despite the fact that it does

not provide direct services, an interview was conducted with HRS to determine the structure of service provision throughout the metropolitan area and additional details of considerable help in interviewing other social service agencies; 42 interviews were completed.

Referral agency case selection in Rochester was simplified by two factors: the existence of the Family Crisis Intervention Team (FACIT) manual and the early arrival of the police officer interview team. The manual contains a list, organized by service, of most community agencies in the Rochester area that accept police referrals. All Rochester Police Department officers carry this manual. These agencies were posted to the referral log. When the police officer interviewing team arrived one week after fieldwork initiation, it quickly identified more agencies from conversations with officers.

Three weeks into fieldwork a near-final list of 45 referral agencies had been established. Because of the manageable number, it was decided to attempt to interview each agency. Some preliminary screening was done during telephone conversations to set appointments. Thirty-six interviews were eventually completed; some agencies were rejected because they no longer accepted referrals or had ceased operation. Our final list included agencies from all police jurisdictions studied.

#### IV. Data Collection Procedures

Interviews with referral agency representatives were conducted by staff specially trained to administer in-depth instruments. In-depth interviewing was one of our more specialized data collection tasks;

interviewers were responsible for administering instruments to police administrators, community leaders, and citizen organizations, as well as to referral agencies. Each field site employed from two to four in-depth interviewers. Staff time was carefully planned so that all agencies and individuals selected for interviewing were contacted and appointments made. The Referral Agency Interview Form was developed through several draft versions. Unfortunately, interviewers had little chance to pretest the final version because of the short time allotted for instrument development. (See Police Referral Systems in Metropolitan Areas, Phase II for a discussion of time constraints.) Interviewing techniques were honed by administration of other in-depth instruments, however.

Referral interviewing in St. Louis was conducted primarily by one individual who was responsible for all case selection and scheduling; four other staff members assisted. Referral interviewing was not a full-time job, so that researchers were at times free to conduct other in-depth interviews. In Tampa-St. Petersburg one person maintained primary responsibility for referral interviewing, but was assisted by other staff members trained in in-depth instrument administration. As the number of agencies to contact increased, additional personnel were used to handle the workload. Some in-service training was necessary in both St. Louis and Tampa-St. Petersburg and was conducted by the primary interviewer. Training consisted of reviewing and discussing the features of the questionnaire and relating useful experiences in its administration. In Rochester all interviewing was handled by one individual throughout the research period. Because agencies were identified earlier here than

in other sites, scheduling problems were eased, and more time was available to interview all agencies selected.

In all three research sites it was the interviewer's responsibility to schedule appointments with agency representatives. As noted earlier, interviewer discretion determined how closely the questionnaire format was followed. Researchers typically began with an explanation of the study, emphasizing the reasons for selection of the respondent's agency and suggesting the broad types of information the study sought to obtain.

During an interview researchers noted comments and responses in the space provided on the questionnaire or in a separate notebook. Upon completing the interview, researchers marked responses in the pre-coded sections of the form (usually later that same day or early the next). They were also responsible for writing the narratives that contain the majority of information about each agency. Interviewers were encouraged to complete their coding and write or dictate their narratives as soon as possible after an interview since they had to rely completely on notes and memory. Once the narratives had been typed, one copy was filed at the research site and the other returned to Bloomington to be keypunched for entry onto a computer file. Questionnaires were held in the field until the end of the summer and used as a cumulative resource base; they were keypunched after the research teams left the field.

#### V. Administering and Using the Form

Though the Referral Agency Interview Form did not take long to administer (an average interview took about an hour) interviewers had

to be thoroughly familiar with it to ensure a good interview. (See Appendices 5 and 6.) On one hand, strict reliance on the questionnaire prevented some respondents from answering naturally. On the other hand, the form included a number of specifically worded questions requiring detailed answers. Failure to follow the questionnaire format meant that questions might be missed. Some initial interviews were not as smoothly administered as they were after some practice, but our researchers quickly became used to balancing these two requirements. Familiarity with the form helped make full use of both interviewer discretion and instrument instructions. For example, Questions 12 through 23 were not asked of every respondent, depending on the agency's focus. Similarly, the "If Yes" and "If No" qualifications required practice to avoid making them sound stilted.

The cover sheet was straightforward; only Question 11 (agency auspices) caused any problems for interviewers. It was sometimes difficult to determine the level of government operating an agency, especially when it was associated with a "parent" organization or served several governmental levels. Questions 1 through 10 on Page 1 presented some difficulty since it was rare that a referral agency dealt with only a single problem. Respondents often pointed out that clients would come to their agency as the result of one problem, while actually suffering from several others. An example is a juvenile referred because of delinquent behavior who was from a family whose constant feuding was exacerbated by alcohol misuse. All 10 problems listed are broad and open to various interpretations. Public intoxication, for example, referred to programs for removing public inebriates

from the streets, but also to detoxification programs for nonvagrant alcoholics. A "yes" to Question 1 meant that an agency conducted a program for treating some facet of alcoholism. Family crisis is another broad term, encompassing programs that may handle a variety of problems, including alcoholism. This blurring of problems occasionally made it difficult to single out a predominant area of interest (Question 11). Thus, NQ 21 became extremely important in categorizing referral agencies.

Questions 12 through 23 generally worked well, although asking why an agency had begun providing a particular service often brought quizzical looks from respondents. It was more appropriately asked of voluntary or privately-funded agencies than of government ones. Yet, many of the private agencies, such as the Salvation Army or Alcoholics Anonymous, had been in existence for so many years that respondents often had little knowledge of their origins. Another occasional problem with this series was that several agencies referred clients to other agencies. We coded an agency as providing a service only if it was involved in direct, not indirect, provision.

Questions 24 and 25 were more easily administered to government agencies than to private ones. Respondents often answered one or the other, but rarely both; they were unable to distinguish between criteria that should be used to evaluate their agency and criteria that were being used. Many programs contained no built-in evaluation components. Respondents often suggested criteria not currently in use, discussed plans to develop evaluative criteria in the future, or expressed their belief that it was very difficult or impossible to ascertain the progress of social service agencies. Public agencies were more likely to contain built-in

evaluation components to which respondents could refer and then indicate their satisfaction with agency performance. Since there were separate narrative questions for the two evaluation questions, it was often necessary to note under one NQ to see the other for a complete answer.

Question 26, the geographic area served by an agency, was occasionally difficult to code; although many agencies were established to serve specific areas, they often accepted referrals from larger areas. In all cases, our interviewers coded those boundaries encompassing the area from which the majority of clients came. Sometimes, however, the pre-coded choices were not inclusive enough and boundaries had to be specified in NQ 26. If an agency indicated that it served a broad area, but that most of its police referrals came from a smaller area, then we coded the broader area in Question 26, attached an explanation in NQ 26, and listed the police agencies mentioned in Question 50.

Question 27 concerning agency hours of operation was a problem for those organizations that maintained established office hours, but that also had staff members on call 24 hours a day. We coded the normal working hours in the spaces provided on the questionnaire and the hours of availability to police departments in the narrative question. Questions 26 and 27 are thus prime examples of the necessity for both pre-coded and open-ended questions when gathering data of this nature.

Questions 28 through 35, concerning agency staff size, worked quite well. Occasionally a respondent would have a difficult time distinguishing professional staff from other full-time employees. Questions about part-time employees also caused some problems. Because of the volume and variety of staff employed by some agencies, accurate counts were difficult

to obtain. A number of agencies employed students enrolled in social work programs as members of their part-time volunteer staffs. In our St. Louis and Rochester personnel assignments, students were considered nonprofessionals. In Tampa-St. Petersburg, however, several agency heads in HRS stated that they could not provide services without these interns because agencies were underfunded; here interns were counted as professionals because of the nature of their responsibilities. Notations about the number of students working with an agency were made in NQ 28.

Data on the number of clients served by an agency (Question 36) were frequently incomplete or unavailable; much of our data thus reflect respondents' estimates. Question 38 (number of additional clients that could be accommodated per week) also often represented a guess. Similarly, few agencies kept data on the number of carry-over or recidivist clients. Answers to Question 39, dealing with the proportion of carry-over clients, seemed to reflect the type of program offered by an agency. For programs established to handle short-term clients, the number of carry-overs was small; for programs established to handle long-term clients, carry-overs were much more frequent. Although most programs specialized in one or the other type of case, some provided both short- and long-term assistance. These differences were noted in the relevant narrative questions.

We experienced no problems in administering Questions 41 through 56 to police departments; most police social service programs were clearly separate from the patrol division so that respondents had little trouble in answering questions about patrol officers' activities. In fact, representatives of police-sponsored programs were more likely to

have specific answers to these questions than were other respondents, many of whom did not know the proportion of clients referred by the police. Some respondents stated that they paid little attention to the source of their referrals and were more interested in the disposition of their clients.

Both Questions 42 and 53 presented problems for interviewers because many social service agencies were governed by state and local laws, court procedures, and bureaucratic rules and regulations. In some cases researchers were able to familiarize themselves with local procedures prior to interviewing; in others they were forced to rely on information from the respondent and structure their questioning accordingly. Often agencies providing different services were governed by different sets of rules, making our researchers' job even more difficult. In the future, researchers would be well advised to familiarize themselves as much as possible with local and state laws, rules, and regulations. Not knowing what types of referral agencies one will encounter in a particular research site, however, hinders this effort.

For Questions 44 through 47 dealing with police department-referral agency relations in the field, we frequently found that agency representatives called police more often than the reverse; this was especially true in child abuse cases or similar situations in which an agency would attempt to provide protection for a client. Case workers visiting clients at their homes would often call and ask police to meet them and stand by in case of trouble. Some agencies felt that police might provide their organization's name and address to potential clients, but were unsure. As our research progressed, several interviewers

felt that Questions 46 and 47 provided a good indication of police department-referral agency communication.

Question 48, which asked for the proportion of persons referred by the police that were accepted by the agency, was again often answerable only by an estimate. Some respondents felt that the issue was not whether the agency would accept police referrals, but whether the individual involved required service. Some agencies indicated they would deliver services only upon a client's request. Because of uncertainty on the part of both researchers and respondents, we interviewed representatives of a few agencies that accepted only a small proportion of police referrals. Most agencies, however, accepted all such referrals.

Since some respondents did not know the frequency of police referrals to their agencies, it was not surprising that they also did not know which local police departments provided the majority of their referrals (Question 50). Yet, this question elicited a good deal of information, much of which was included in NQ 36. Question 51 (departments not taking advantage of an agency's services), on the other hand, did not provide as much information. There were often several agencies providing similar referral services to a police jurisdiction. Each department had a choice of agencies to refer to. Thus, any given department might have been listed as using an agency's services. For agencies receiving few police referrals this was not a salient question. Respondents answering affirmatively generally represented agencies with well-established ties with at least one department or were representatives of a police department special unit. The remainder of the questions on police department-referral agency relations proceeded smoothly, with the exception of Question 53 noted above.

Questions 57 and 58, which asked for information about agency revenues and expenditures, proved among the most difficult to complete. In some cases this information was impossible to obtain because the agency was a division of a larger organization and expenditures were not reported by subagency or subfunction. In other cases respondents either simply did not have access to such information or were unwilling to offer it to our interviewers. It is important to note that different agencies operate under different fiscal years; to achieve comparability, we asked for expenditures for the year that included December 1976. While generally possible to use the precoded revenue sources in Question 58, occasionally a source had to be coded "other." These and other revenue matters were discussed in detail in NQ 43.

Finally, we asked respondents for any supporting documents they could provide, including annual reports, evaluations, statistics, and statements of procedures and goals. We used this information to complete gaps in data collected and to provide a fuller picture of agency operations.

This discussion has focused primarily on some of the problems encountered in administering the Referral Agency Interview Form. Problems were the exception, however; interviewing went very smoothly, and most respondents had little trouble with our questions. In retrospect, some word changes could be made, some questions dropped, and others added. Greater attempts to prescreen local laws and regulations could be made. Pretesting the form would have been of great value, both in removing some wording problems and in improving interviewer skills. The short time that we had to develop the form and our feeling that the range of

available referral agencies in each of our research sites was very different than any potential pretesting site precluded extensive pretesting.

In future data collection, stricter screening procedures could be instituted to ensure that only agencies accepting a significant number of police referrals were included in the sample.

Yet, the overriding feeling of our research staff was that social service provision and police referral practices are often mysterious, understated, unknown, and full of quirks. Few police departments or community agencies provide the same services in the same manner, making it nearly impossible to design a single questionnaire to accommodate such a wide range of behavior. The distinction between private and public sponsorship alone almost dictates the need for separate forms. Given these realities, we feel our form, with its combination of precoded and narrative data, captured the complexities and nuances of police referral quite effectively.

APPENDIX 1

Referral Agency Interview Form

CODING CHECK  
KEYPUNCHED  
VERIFIED

Police Services Study  
Referral Agency Interview

## COVER SHEET

1. Form Number 1 2 0
2. Jurisdiction 3 - + + +
3. Organization Name/Seq. Number 9 - 0 1
4. Interviewer Name/Number 14 - - -
5. Date of Interview 17 mo / day
6. Total time, in minutes, of interview 20 - - -
7. Type of interview: 1 phone 2 in-person 3 mixed  
23 1 2 3
8. Name and title of respondent \_\_\_\_\_
9. Position in organization  
1 director  
2 other administrative officer  
3 other staff member  
8 other
10. If more than one person interviewed to complete the form, code position of second person using codes in question 9.  
24 1 2 3 8
11. Is this referral agency part of:  
1 private agency  
2 police agency  
3 state government agency  
4 county government agency (nonpolice)  
5 city government agency (nonpolice)  
6 city-county government agency  
7 special district  
8 other
12. If this referral agency is part of one of our study departments, code that department's jurisdiction number and code the generic Agency and Police Unit Type Code  
25 1 2 3 8 +
13. If this referral agency is part of a community organization code the Jurisdiction/Sequence number for that organization  
26 5 6 7 8  
27 - - -  
29 - - -  
31 - - + + +  
37 - - -

Police Services Study  
Referral Agency Interview

## INTRODUCTION

My name is \_\_\_\_\_. I am working with Indiana University and the University of North Carolina on a study of police services in the metropolitan area. We are particularly interested in ways police deal with social service problems. I would like to talk with you about your program and the contacts your agency has with police (patrol officers).

NOTE: HERE AND THROUGHOUT THIS INTERVIEW REFERENCES TO POLICE DEPARTMENTS ARE OFTEN FOLLOWED BY THE WORDS "PATROL OFFICERS." THIS IS THE ALTERNATIVE PHRASING TO BE USED WHEN INTERVIEWING A POLICE DEPARTMENT'S OWN INTERNAL REFERRAL SERVICE ABOUT RELATIONSHIPS BETWEEN THAT UNIT AND PATROL OFFICERS IN THE SAME DEPARTMENT.

Time Interview Started \_\_\_\_\_ : \_\_\_\_\_

First of all, I would like to read you a list of problems that social service agencies sometimes deal with. Would you tell me which of these your agency routinely handles?

- |                         |                   |                 |
|-------------------------|-------------------|-----------------|
| 1. Public intoxication  | <u>1 no 2 yes</u> | <u>40 1 2 +</u> |
| 2. Mental illness       | <u>1 no 2 yes</u> | <u>41 1 2 +</u> |
| 3. Drug abuse           | <u>1 no 2 yes</u> | <u>42 1 2 +</u> |
| 4. Juvenile delinquency | <u>1 no 2 yes</u> | <u>43 1 2 +</u> |
| 5. Family crises        | <u>1 no 2 yes</u> | <u>44 1 2 +</u> |
| 6. Runaways             | <u>1 no 2 yes</u> | <u>45 1 2 +</u> |
| 7. Victim assistance    | <u>1 no 2 yes</u> | <u>46 1 2 +</u> |
| 8. Aid to the elderly   | <u>1 no 2 yes</u> | <u>47 1 2 +</u> |
| 9. Aid to the indigent  | <u>1 no 2 yes</u> | <u>48 1 2 +</u> |
| 10. Suicide prevention  | <u>1 no 2 yes</u> | <u>49 1 2 +</u> |

IF NONE OF THE ABOVE SERVICES ARE HANDLED BY THIS AGENCY TERMINATE THE INTERVIEW.

INDICATE WHICH OF THE ABOVE SERVICES IS THIS AGENCY'S PRIMARY AREA OF INTEREST. IF THIS IS NOT CLEAR, ASK.

11. Area of primary interest (Code number of service from above)  
NQ 21

50 - - -

Now I'd like to find out which of the following services your agency provides directly to those in need. ASK ONLY THOSE WHICH ARE REASONABLE.

12. Does your agency provide emergency medical assistance?

1 no 2 yes

52 1 2 +

IF YES: How long have you provided it? (years)

53 —

Why did you start providing this service?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

55 1 2 +

IF YES: Why did you stop providing it?  
NQ 23

13. Does your agency provide psychological counseling?

1 no 2 yes

56 1 2 +

IF YES: How long have you provided it? (years)

57 —

Why did you start providing this service?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

59 1 2 +

IF YES: Why did you stop providing it?  
NQ 23

14. Does your agency provide crisis intervention or counseling?

1 no 2 yes

1 2 +

60

IF YES: How long have you provided it? (years)

61 —

Why did you start providing this service?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

1 2 +

63

IF YES: Why did you stop providing it?  
NQ 23

15. Does your agency provide shelter? (a place for people to stay temporarily)

1 no 2 yes

1 2 +

64

IF YES: How long have you provided this service? (years)

65 —

Why did you start providing it?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

1 2 +

67

IF NO: Why did you stop providing it?  
NQ 23

16. Does your agency run a half-way house?

1 no 2 yes

IF YES: How long have you run it? (years)

68 1 2 +  
69 — —

Why did you start running it?  
NQ 22

IF NO: Did you ever run a half-way house?

1 no 2 yes

IF YES: Why did you stop running it?  
NQ 23

71 1 2 +

17. Does your agency provide legal aid?

1 no 2 yes

IF YES: How long have you provided this service? (years)

72 1 2 +  
73 — —

Why did you start providing it?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

IF YES: Why did you stop providing it?  
NQ 23

75 1 2 +

18. Does your agency provide help finding jobs?

1 no 2 yes

IF YES: How long have you provided this service? (years)

76 1 2 +  
77 — —

Why did you start providing it?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

IF YES: Why did you stop providing it?  
NQ 23

79 1 2 +

NEXT CARD  
DUPLICATE 1-12

19. Does your agency provide help getting on welfare?

13 2

1 no 2 yes

14 1 2 +  
15 — —

IF YES: How long have you provided this service? (years)

Why did you start providing it?  
NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

17 1 2 +

IF YES: Why did you stop providing it?  
NQ 23

20. Does your agency provide help finding housing?

1 no 2 yes

18 1 2 +

IF YES: How long have you provided this service? (years) 19 —

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

21 1 2 +

IF YES: Why did you stop providing it?

NQ 23

21. Does your agency provide alcohol or drug rehabilitation?

1 no 2 yes

22 1 2 +

IF YES: How long have you provided this service? (years) 23 —

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

25 1 2 +

IF YES: Why did you stop providing it?

NQ 23

22. Does your agency provide alcohol or drug detoxification?  
("sobering-up" or "drying-out" facilities?)

1 no 2 yes

26 1 2 +

IF YES: How long have you provided this service? (years) 27 —

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

29 1 2 +

IF YES: Why did you stop providing it?

NQ 23

23. Does your agency provide methadone maintenance?

1 no 2 yes

30 1 2 +

IF YES: How long have you provided this service? (years) 31 —

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

33 1 2 +

IF YES: Why did you stop providing it?

NQ 23

24. What criteria do you think should be used to judge how well your agency is doing?  
NQ 24

25. What sorts of information do you (does the agency head) rely on to know how the agency is doing?  
NQ 25

26. What geographic area do you serve?

- 1  part of this city/town (specify boundaries below)  
2  this entire city or town  
3  part of this county (specify boundaries below)  
4  this entire county  
5  area larger than this county (specify boundaries below) <sup>34</sup>

1 2 3  
4 5

BOUNDARIES:  
NQ 26

27. What hours during the week are you open?

Monday from \_\_\_\_\_ : \_\_\_\_\_ (CODE ON 24 HOUR CLOCK)

to \_\_\_\_\_ : \_\_\_\_\_

Tuesday from \_\_\_\_\_ : \_\_\_\_\_

to \_\_\_\_\_ : \_\_\_\_\_

Wednesday from \_\_\_\_\_ : \_\_\_\_\_

to \_\_\_\_\_ : \_\_\_\_\_

Thursday from \_\_\_\_\_ : \_\_\_\_\_

to \_\_\_\_\_ : \_\_\_\_\_

Friday from \_\_\_\_\_ : \_\_\_\_\_

to \_\_\_\_\_ : \_\_\_\_\_

Saturday from \_\_\_\_\_ : \_\_\_\_\_

to \_\_\_\_\_ : \_\_\_\_\_

Sunday from \_\_\_\_\_ : \_\_\_\_\_

to \_\_\_\_\_ : \_\_\_\_\_

CODE THE MOST INCLUSIVE HOURS. IF THE AGENCY CLOSES FOR LUNCH OR DINNER, IGNORE CLOSED TIME IN ABOVE CODING. DESCRIBE SUCH PERIODS IN A NARRATIVE. IF CLOSED ON THIS DAY CODE 88:88 IN BOTH TIME SLOTS FOR DAY, IF OPEN 24 HOURS THIS DAY, CODE 00:00 TO 24:00. ALSO DISCUSS IN NARRATIVE IF ONE PART OF THE ORGANIZATION IS OPEN WHILE OTHERS ARE CLOSED.

NQ 27

35 \_\_\_\_\_ : \_\_\_\_\_  
 39 \_\_\_\_\_ : \_\_\_\_\_  
 43 \_\_\_\_\_ : \_\_\_\_\_  
 47 \_\_\_\_\_ : \_\_\_\_\_  
 51 \_\_\_\_\_ : \_\_\_\_\_  
 55 \_\_\_\_\_ : \_\_\_\_\_  
 59 \_\_\_\_\_ : \_\_\_\_\_  
 63 \_\_\_\_\_ : \_\_\_\_\_  
 67 \_\_\_\_\_ : \_\_\_\_\_  
 71 \_\_\_\_\_ : \_\_\_\_\_  
 75 \_\_\_\_\_ : \_\_\_\_\_

**NEXT  
CARD**

13-3

14 \_\_\_\_\_ : \_\_\_\_\_  
 18 \_\_\_\_\_ : \_\_\_\_\_  
 22 \_\_\_\_\_ : \_\_\_\_\_

IN THE FOLLOWING SECTION SUBSTITUTE "DOCTOR, NURSE, LAWYER, COUNSELOR" FOR THE TERM "PROFESSIONAL" AS APPROPRIATE.

28. How many people work here full time?

26 \_\_\_\_\_

INCLUDE ONLY THOSE ASSIGNED TO THIS PART OF A LARGER, MULTI-SERVICE AGENCY SUCH AS A POLICE DEPARTMENT OR COUNTY SOCIAL SERVICES AGENCY.

NQ 28

29. FOR POLICE DEPARTMENTS ONLY: How many of these are sworn officers?

29 \_\_\_\_\_

30. How many of the full-time staff are volunteers?

32 \_\_\_\_\_

IF THERE ARE FULL-TIME VOLUNTEERS:

How many of these are professionals?

35 \_\_\_\_\_

31. How many of the full-time paid staff are professional?

38 \_\_\_\_\_

32. How many people work here part time?

41 \_\_\_\_\_

INCLUDE ONLY THOSE ASSIGNED TO THIS PART OF A LARGER, MULTI-SERVICE AGENCY.

NQ 28

33. FOR POLICE DEPARTMENTS ONLY: How many of these are sworn police officers?

44 \_\_\_\_\_

34. How many of the part-time staff are volunteers?

47 \_\_\_\_\_

IF THERE ARE PART-TIME VOLUNTEERS:

How many of these are professionals?

50 \_\_\_\_\_

35. How many of the part-time paid staff are professionals?

53 \_\_\_\_\_

CLIENTS ARE THE "PEOPLE THE AGENCY WORKS WITH."

36. How many clients does your agency deal with during the average week?

56 \_\_\_\_\_

37. Do you have facilities and staff to handle more clients than that?

1 no

2 no, have extra facilities, but not staff

3 no, have extra staff, but not facilities

4 yes, have extra staff and facilities

60 1 2 3 4

38. IF AGENCY HAS EXTRA STAFF AND FACILITIES: How many more clients could your agency accommodate per week?

NQ 29

61 — — —

39. What proportion of your clients are carry-overs? (are with your agency for more than one week)

NQ 30

64 — — —

40. What proportion of your clients have been to your agency before? (are repeaters, returnees)

NQ 31

66 — — —

REMINDER: IN THE NEXT SET OF QUESTIONS, THE ALTERNATIVE WORDING (patrol officers) IS TO BE USED IN INTERVIEWS WITH PARTS OF POLICE DEPARTMENTS.

41. What proportion of your clients are referred to you by police (patrol officers)?

NQ 32

68 — — —

42. Do police (patrol officers) send people to your agency rather than charge them with crimes?

NQ 33

1 no 2 yes 9 don't know

1 2 9  
70

43. Do police (patrol officers) call your agency to have you pick up clients?

NQ 34

1 no 2 yes 9 don't know

1 2 9  
71

44. Do police (patrol officers) bring clients to your agency?

NQ 34

1 no 2 yes 9 don't know

1 2 9  
72

45. Do police (patrol officers) call your agency to join them at the scene of a problem?

NQ 34

1 no 2 yes 9 don't know

1 2 9  
73

46. Do police (patrol officers) give your agency's name and address to people who might need your services?  
NQ 34

1 no 2 yes 9 don't know

1 2 9  
74

47. Do police (patrol officers) suggest to your agency the names and addresses of people who might need your services?  
NQ 34

1 no 2 yes 9 don't know

1 2 9  
75

48. What proportion of the clients referred to your agency by police (patrol officers) do you accept?  
NQ 35

76 —

49. FOR POLICE AGENCIES ONLY: What proportion of your clients are handled by sworn officers?  
NQ 35

78 —

NEXT CARD  
DUPLICATE 1-12

4  
13

50. Which police departments in this metropolitan area refer the most clients to you?  
NQ 36

14 —

ENTER CODES ("JURISDICTION ID") FOR UP TO FOUR OF OUR STUDY DEPARTMENTS IN THE SPACES TO THE RIGHT. USE 98 TO INDICATE A DEPARTMENT WE ARE NOT STUDYING. NOTE NAME OF OTHER DEPARTMENTS IN NARRATIVE.

16 —

18 —

20 —

51. Are there some police departments you could serve that do not currently use your services?

1 no 2 yes 9 don't know

22 1 2 9 +

IF YES: Which departments are these?

NQ 37

23 —

ENTER CODES AS IN QUESTION 50 AND NAMES IN NARRATIVE.

25 —

27 —

Why don't they use your services?

NQ 37

29 —

- 1 don't know about them  
2 have other programs they use;  
don't need them  
3 don't understand their usefulness  
8 other  
9 don't know

1 2 3

31 8 9 +

52. Does your agency provide police departments (patrol officers) with follow-up information on the clients they refer you?  
NQ 38

32 1 2 +

IF YES: What kinds of information do you provide?

a. progress reports . . . . . 33 1 2 +

b. whether the client contacted your agency . . . 34 1 2 +

c. whether the client finished the program. . . . . 35 1 2 +

d. how long the client was in the program if he/she did not finish . . . . . 36 1 2 +

e. recommendations for further police action. . . . . 37 1 2 +

f. recommendations for other legal action . . . . . 38 1 2 +

g. other. . . . . 39 1 2 +

53. If a client in your agency does not cooperate, or does not finish the program, is he or she subject to further legal action?

NQ 39

1 no 2 yes 3 sometimes

1 2 3 +  
0

56. How do you think most police (patrol officers) in the area you serve rate your agency's services? Would they say:  
No. 41

NQ 41

1 outstanding  
2 good  
3 adequate  
4 inadequate  
5 very poor

DON'T READ: 9    don't know 1 2 3

1

**IF YES OR SOMETIMES:**

Are clients aware of this?

1 no 2 yes 3 sometimes

1 2 3 +

Who decides to return clients for further legal action?  
No. 39

54. How would you rate the cooperation between members of the staff and local police (patrol officers)? Would you say it is:

1 outstanding  
2 good  
3 adequate  
4 inadequate  
5 very poor

DON'T READ: 9 don't know

1 2 3 4

55. Describe some of the ways in which they cooperate?  
(meetings, case consultations, training sessions)  
No. 40

NO 40

Now I'd like to discuss your agency's (division's) expenditures and revenues.

57. What was your total expenditure for the fiscal year including December 1976? CODE IN THOUSANDS  
NQ 42

\$ \_\_\_\_\_

58. Approximately what proportion of your funds come from:  
NO 43

- |  |    |   |
|--|----|---|
| a. federal government. . . . .                       | 49 | — |
| b. state government. . . . .                         | 51 | — |
| c. county government . . . . .                       | 53 | — |
| d. municipal government. . . . .                     | 55 | — |
| e. contributions from the general public . . . . .   | 57 | — |
| f. contributions from members (and dues) . . . . .   | 59 | — |
| g. fees for service. . . . .                         | 61 | — |
| h. contributions and grants from private foundations | 63 | — |
| i. church funds. . . . .                             | 65 | — |
| j. national affiliated organizations . . . . .       | 67 | — |
| k. other . . . . .                                   | 69 | — |

59. What reports have been prepared on your agency's activities and accomplishments? May I have a copy for our files?

CODE THE NUMBER OF REPORTS AND OTHER DOCUMENTS OBTAINED.  
ENTER THE NAMES OF THESE IN NQ 44

71

Thank you for your cooperation. Would you like a copy of our report?

1  no 2  yes

IF YES BE SURE TO FILL OUT A REQUEST FOR REPORT FORM.

DURING THE COURSE OF THIS INTERVIEW DID THE RESPONDENT INDICATE THAT THE AGENCY VIEWS ITS MISSION AS "CURING PEOPLE" OR "SOLVING PEOPLE'S PROBLEMS" ON THE ONE HAND OR "PROVIDING TEMPORARY RELIEF" ON THE OTHER? IF SO, INDICATE WHAT WAS SAID IN NQ 45?

IF THERE IS OTHER IMPORTANT INFORMATION ABOUT THIS AGENCY THAT HAS NOT BEEN RECORDED ABOVE, PLEASE REPORT IT IN NQ 46.

Time Interview Completed \_\_\_\_ : \_\_\_\_  
(Post length of interview on cover page)

APPENDIX 2

Referral Agency Narrative Form

FORM 25

POLICE SERVICES STUDY

REFERRAL AGENCY NARRATIVE FORM

Interview Case Number    2 5 / JURIS / + + / + + / SEQUENCE  
FORM      JURIS      NEIGH      SHIFT      SEQUENCE

Interviewer ID Number \_\_\_\_\_

Please type with one carbon. Start each narrative field with Narrative  
Question Number.

APPENDIX 3

Sample Narrative

Continue on extra forms as needed. Post ID information to each page. Staple  
all pages together when finished. Send original back to Bloomington. Keep  
copy in SMSA files.

COMMAND AS READ& OBTAIN 2505++++152

FORM NUMBER 25  
JURISDICTION 05  
NEIGHBORHOOD ++  
SHIFT ID ++  
SEQUENCE NUMBER 152  
INTERVIEWER 315

NQ C21

BIG BROTHERS OF TAMPA IS PRIMARILY INTERESTED IN DEVELOPING AND AIDING IN THE GROWTH OF FATHERLESS BOYS WITH PRE-DELINQUENT TENDENCIES. AN AFFILIATE OF THE NATIONAL ORGANIZATION OF BIG BROTHERS OF TAMPA HAS BEEN IN OPERATION FOR 9 YEARS. THE AGENCY WORKS WITH EACH BOY THROUGH A ONE ON ONE COUNSELING AND BUDDY SYSTEM.

EACH BOY ACCEPTED MUST MEET CERTAIN CRITERIA. HE MUST BE FATHERLESS OR LIVING IN A SINGLE PARENT HOME. HE MUST BE OVER 5 YEARS AND UNDER 17 YEARS OF AGE. IN TAMPA BB TENDS TO WORK WITH 13 YEARS OLDS AND OLDER DUE TO LIMITED RESOURCES. THE BOY MUST HAVE A PROBLEM(S) WHICH BB FEELS THEY CAN HELP WITH. THERE MUST BE EVIDENCE OF PFER AND/OR MALE INFLUENCE. THERE ARE MONETARY CONSIDERATIONS. APPLICATIONS FOR BB MUST BE BEGUN BY THE MOTHER. 75 PERCENT OF BB'S CURRENT APPLICATIONS COME FROM MOTHERS OF BOYS IN CONTACT WITH HRS.

THE APPLICATION BEGINS A LENGTHY PROCEDURE. FIRST THE 4-PAGE APPLICATION FORM IS FILLED OUT BY THE MOTHER. IT GIVES ALL PERTINENT PERSONAL DATA (MOTHER, SON, MARITAL STATUS, EDUCATION, ETC.). ONE OF THE THREE PROFESSIONAL STAFF AT BB REVIEWS IT TOGETHER WITH ANY SUPPLEMENTAL INFORMATION PROVIDED BY HRS. BB WILL TALK TO HRS, SCHOOL, DOCTOR, ETC. THE PROCESS THEN MOVES TO A HOME STUDY. THE HOME STUDY IS A 30 MINUTE INTERVIEW WITH THE MOTHER AND 60 MINUTES WITH THE BOY IN THE HOME ENVIRONMENT. THE COUNSELOR THEN MAKES HIS REPORT. IF IT IS FELT THAT THE BOY'S NEEDS CAN BE MET QUICKER BY ANOTHER AGENCY BB WILL SET UP AN APPOINTMENT AND ACCOMPANY THE BOY TO THAT AGENCY.

SINCE THE BACKBONE OF BB IS ITS ONE TO ONE VOLUNTEER CONTACTS, A WORD ABOUT ITS BIG BROTHER SELECTION AND SCREENING PROCEDURES IS IN ORDER.

NEW VOLUNTEERS COME TO BB THROUGH WORD OF MOUTH AND MEDIA ADVERTISING. BB HAS FOUND THAT VOLUNTEERS RECRUITED BY OTHER BIG BROTHERS ARE MORE LIKELY TO MAKE IT THROUGH SCREENING THAN THOSE RECRUITED THROUGH THE MEDIA. EACH VOLUNTEER MUST AUTHORIZES A POLICE BACKGROUND CHECK. THIS IS USED TO SCREEN OUT THOSE WITH CRIMINAL RECORDS, ALCOHOLICS, PERVERTS, 'WEIRDOS', AND DRUNK DRIVERS. THEN THE VOLUNTEER HAS TWO IN-DEPTH INTERVIEWS... THE FIRST IS WITH A COUNSELOR FROM BB. THE SECOND IS WITH A SCREENING COUNCIL COMPRISED OF A COUNSELOR, LAWYER, AND PSYCHIATRIST. BB LOOKS FOR PATTERNS OF STABILITY AND CONSISTENCY IN PAST HISTORY OF ITS VOLUNTEERS. THEY LOOK FOR PEOPLE WHO HAVE STABLE JOBS AND RESIDENCES AND HAVE A NEED TO BE A BIG BROTHER. THERE IS ALWAYS CONCERN THAT THERE IS MUTUAL NEED IN A BIG BROTHER RELATIONSHIP. THE SCREENING PROCESS IS PURPOSELY DRAWN OUT OVER 10-12 WEEKS. BB FEELS THAT THIS SEPARATES 'THE WHEAT FROM THE CHAFF'. IF AFTER 12 WEEKS THE VOLUNTEER IS STILL EAGER, THEY FEEL HE WILL MAKE A GOOD BIG BROTHER.

MATCHING A BIG BROTHER WITH A CASE. FIRST THE BROTHER MUST LIVE IN THE AREA OF THE BOY. BROTHER IS BRIEFED ON THE BOY AND PROBLEM. IF INTERESTED THE MOTHER IS THEN BRIEFED ON BROTHER. A MEETING IS ARRANGED. THREE DAYS AFTER MEETING, IF ALL PARTIES ARE SATISFIED, A MATCH IS MADE. A COUNSELOR IS ASSIGNED TO THE MATCH. HE WILL AUTHORIZE ALL ACTIVITIES AND OUTINGS FOR THE FIRST SIX MONTHS. DURING THE FIRST FOUR WEEKS THERE IS CONSTANT CONTACT BETWEEN BB, MOTHER, AND THE VOLUNTEER, PARTICULARLY AFTER OUTINGS. THIS FEEDBACK MECHANISM BETWEEN BB, MOTHER, AND VOLUNTEER WORKS DOWN TO MOTHER/VOLUNTEER RELATIONSHIP AFTER SIX MONTHS.

NQ C22

PSYCHOLOGICAL COUNSELING. PROVIDES LIMITED PSYCHOLOGICAL COUNSELING. FINDS THAT SINGLE PARENT FAMILY HOMES ARE BECOMING A MAJOR PROBLEM IN TERMS OF PRODUCING LARGE NUMBERS OF EMOTIONALLY DISTURBED CHILDREN. BB STRESSES THAT IN MORE DIFFICULT CASES THEY REFER THE CHILD OR PARENT TO PROFESSIONAL COUNSELING. THIS ASPECT OF BB'S WORK HAS ONLY BEEN STRESSED IN THE PAST YEAR.

PRICE TO THAT IT WAS NOT CONSIDERED AN IMPORTANT FUNCTION. BB'S HORIZONS HAVE EXPANDED UNDER THE DIRECTION OF 'H', THE EXECUTIVE DIRECTOR FOR THE PAST YEAR. HE BELIEVES BB SHOULD OFFER A FULLER RANGE OF SERVICES.

CRISIS INTERVENTION. 'H' FINDS THAT 10 OF EVERY 40 CALLS FIT INTO THE CRISIS INTERVENTION AND COUNSELING CATEGORY. THE NATURE OF THESE CALLS VARIES. ERICM, POTENTIAL SUICIDE CASES, DOMESTIC PROBLEMS, RUNAWAYS, AND 'FRUSTRATED' DON'T KNOW WHAT TO DO, CALLS. THESE CALLS TRANSLATE DOWN TO APPROX. 2 HOURS ON THE TELEPHONE PER DAY. AGENCY DOES NOT ADVERTISE AS A CRISIS INTERVENTION CENTER. OUR PHONE NUMBER IS EASIER TO FIND THAN OTHERS.

PEOPLE DON'T THINK LIKE SOCIAL WORKERS. THERE IS A PECKING ORDER THEY OBSERVE IF THEY HAVE A PROBLEM. THEY TALK TO A FRIEND FIRST, THEN AN AGENCY. INFORMATION AND REFERRAL NUMBERS MAY BE THE LAST PLACE THEY TRY.

SHELTER. WHILE WE DO PROVIDE SHELTER, IT IS ONLY ON A VERY TEMPORARY AD HOC BASIS. USUALLY FOR JUVENILES. ONE OF OUR BIG BROTHERS WOULD VOLUNTEER. THIS IS NOT DONE AS A MATTER OF POLICY. MOST SITUATIONS WHERE SHELTER IS PROVIDED ARISES WHERE THE BIG BROTHER KNOWS OR IS WORKING WITH THE INDIVIDUAL OR FAMILY.

HALFWAY HOUSE. CCES NOT PROVIDE HALFWAY HOUSE. IS KEENLY AWARE OF NEED TO EXPAND HWH FACILITIES IN THE COUNTY. THERE IS ONE HWH IN THE WEST OF THE COUNTY WHICH CAN ONLY HOLD KIDS FOR A SHORT TIME. MOST OF THE KIDS ARE EMERGING FROM LOWER LEVELS OF JUDICIAL SYSTEM. DEFINITE NEED FOR PLACES WHICH CAN 'EASE BACK INTO THE STREAM.' BB HAS BEEN CONSIDERING THIS PROBLEM BUT PROBABLY WILL NOT BECOME DIRECTLY INVOLVED IN MANAGEMENT. HOWEVER, THEY WOULD SUPPORT EFFORTS TO IMPROVE AND EXPAND HWH FACILITIES.

LEGAL AID. THERE IS A POOL OF LAWYERS WHO DONATE TIME TO BB. THEY ARE MOSTLY USED AT JUVENILE HEARINGS AND IN DISCIPLINARY HEARINGS INVOLVING SCHOOL SYSTEM. HAVE FOUND THAT THE PRESENCE OF A LAWYER AT JUVENILE HEARING SLOWS THE PROCEEDINGS DOWN SUFFICIENTLY TO ALLOW ANYONE WHO WISHES TO SPEAK THE OPPORTUNITY. PARTICULARLY USEFUL IN SCHOOL HEARINGS. PRINCIPALS HAVE POWER TO SUSPEND WITHOUT HEARING. KNOWS OF CASES WHERE PRINCIPALS HAVE USED SHORT TERM SUSPENSIONS ON AN ON-GOING BASIS TO PREVENT STUDENTS, PARTICULARLY BLACK STUDENTS, FROM GRADUATING. THESE ARE THE ONLY CASES WHERE LEGAL AID IS PROVIDED.

HELP IN FINDING JOB. HELP IN FINDING JOB IS PROVIDED ON AN AD HOC BASIS. IT IS NOT A FORMALIZED PROCEDURE. CURRENTLY WORKING ON THE DEVELOPMENT OF A CORPORATE ADVISORY COUNCIL. THE IDEA BEING TO CREATE 'WASTE POSITIONS' (POSITION TEMPORARY IN NATURE, WHICH DO NOT INTRUDE ON CORPORATE EMPLOYMENT STRUCTURE). THESE POSITIONS WOULD EXPOSE KIDS TO OTHER WAYS TO EARN A LIVING BEIDES CRIME. EXPRESSED CONCERN ON ISSUE OF UPWARD MOBILITY IN CRIME, PARTICULARLY AMONG THE 14-16 YEAR OLDS.

HELP GETTING WELFARE. DURING THE COURSE OF A CASE THE CASE WORKER MAY BECOME AWARE OF FINANCIAL PROBLEMS WITHIN THE FAMILY. DEPENDING UPON THE CIRCUMSTANCES HE MAY INDICATE THAT THE FAMILY IS ELIGIBLE FOR WELFARE PROGRAMS. IN SOME CASES HE MAY ASSIST IN DOCUMENTING AN APPLICATION OR REFER THE FAMILY TO RELEVANT AGENCY OR OFFICE. IT IS NORMALLY DONE WITHIN THE FRAMEWORK OF A CASE. IT IS NOT A NORMAL SERVICE. USES INFLUENCE TO CUT THROUGH RED TAPE.

HELP GETTING HOUSING. WILL REFER FAMILIES HAVING PROBLEMS WITH HOUSING TO APPROPRIATE AGENCY. SOMETIMES WILL INTERcede WITH LANDLORD FOR LOWER RENTS OR FREE HOUSING. THIS RARELY OCCURS.

DRUG AND ALCOHOL. ALL DRUG AND ALCOHOL PROBLEMS ARE REFERRED TO OUTSIDE AGENCIES WITH PROFESSIONAL EXPERTISE IN THAT AREA.

NQ C24

CURRENTLY DEMAND FOR SERVICE FROM BB IS TEN TIMES GREATER THAN LEVEL PROVIDED. AGENCY IS EXPANDING SERVICE LEVEL GRADUALLY. CURRENT BUDGET CURTAILS SERVICE LEVEL. IT IS DIFFICULT TO EVALUATE PERFORMANCE BECAUSE THE BASIC THRUST OF BB PHILOSOPHY IS A ONE TO ONE RELATIONSHIP.

BETWEEN THE CASE WORKER AND THE JUVENILE. SINCE THERE ARE ONLY THREE FULL-TIME PROFESSIONALS ON THE STAFF, THE CASE WORKER SEEKS TO PROVIDE THE ALTERNATE ENVIRONMENT NECESSARY TO COMMENCE COUNSELING. AGENCY IS ABOUT TO EXPERIMENT WITH A LIMITED, FCCL EVALUATION, SYSTEM. UTILIZING A GRANT FROM LEAA (\$21,000). THIS WILL INVOLVE THE COMPARISON OF 40 MATCHES WITH 40 CASES FROM HRS FILES WHICH BB CANNOT PICK UP. EACH CASE WILL BE FOLLOWED WITH A VIEW TO COMPARING BB PROCEDURES AND EFFECTIVENESS WITH HRS PROCEDURES AND SUCCESS RATES.

NQ 025

PREPARES MONTHLY STATISTICAL REPORT. LISTS NUMBER OF CURRENT ACTIVE MATCHES

MATCHES TERMINATED (REASONS ARE LISTED), BREAKDOWN OF NEW APPLICATIONS AND STAFFS, AND BREAKDOWN OF BIG BROTHER APPLICATIONS. RECOGNIZES THAT IN ORDER TO DO THE JOB ONE MUST LIMIT THE NUMBER OF 'MATCHES' ONE CAN MAKE. INDICATED THAT THERE ARE SOME 14,000 BOYS IN SINGLE PARENT HOMES IN TAMPA AREA. - SOME 7,000 GIRLS. CHILDREN, BOYS IN PARTICULAR FROM SINGLE PARENT HOMES ARE FOUR TIMES MORE LIKELY TO HAVE MENTAL PROBLEMS, 8-12 TIMES MORE LIKELY TO BECOME JUVENILE DELINQUENTS.

NQ 026

SERVICE AREA IS HILLSBORG AND PASCO COUNTIES. MOST EFFORTS ARE CONCENTRATED IN HILLSBORG-TAMPA IN PARTICULAR. THERE ARE HOPES OF EXPANDING AND HAVING ADDITIONAL FIELD OFFICES IN PLANT CITY AND PASCO COUNTY.

NQ 027

AGENCY OPERATES A STAGGERED WORK DAY. THIS INSURES THAT THERE IS SOMEONE IN THE OFFICES 12 HOURS OF THE DAY. THERE IS A 24 HOUR ANSWERING SERVICE.

NQ 028

CURRENTLY THE AGENCY OPERATES WITH 3 PROFESSIONALS AND 1 SECRETARY. AS MATTER OF POLICY THE DIRECTOR DOES NOT USE VOLUNTEER/PART TIME STAFF IN THE OFFICE. FINDS IT DIFFICULT TO COORDINATE ACTIVITIES OF VOLUNTEER/PART TIME WORK. LIKES TO HAVE PROFESSIONALS IN THE OFFICE. THE AGENCY HAS POOL OF 100 SCREENED MEN WHO ARE OR ARE READY TO BECOME BIG BROTHERS. ALSO CAN USE SERVICES OF PSYCHOLOGISTS ON CASE BASIS.

NQ 030

VERY FEW CASES ARE CARRIED FOR UNDER A WEEK. 98 PERCENT OF CASE LOAD IS CARRIED FOR PERIODS IN EXCESS OF A YEAR. BB AND THEIR CLIENT GROUP HAVE A CURIOUS RELATIONSHIP. A CASE WORKER MAY HAVE NO CONTACT WITH A CLIENT FOR 6 TO 9 MONTHS. OUT OF THE BLUE THE CLIENT WILL CALL UP AND BE UPSET THAT THE CASE WORKER DOES NOT REMEMBER HIS/HER NAME. THEY WILL TALK TO YOU AS IF IT WAS ONLY YESTERDAY THEY HAD SPOKEN TO YOU LAST. 'YOU BECOME FAMILY.'

NQ 032

RESPONDENT COULD NOT INDICATE WHAT PERCENT OF CLIENTS ARE REFERRED TO THE AGENCY BY POLICE. THE GENERAL RULE OF THUMB FOR REFERRALS IS THAT HRS WILL REFER TO BB AFTER ARREST. PATROL OFFICERS AND JUDGES WILL ALSO REFER. THE AGENCY DOES NOT ADVERTISE ITS FUNCTION AS IT WOULD BE INUNDATED. BECAUSE MANY OFFICERS ARE BB'S THERE ARE MANY CASES WHERE THE OFFICER WILL CALL PRIOR TO AN ARREST AND THE CASE WORKER WILL BE PRESENT AT THE ARREST.

NQ 033

AGENCY WORKS WITH TEMPLE TERRACE P.D., TAMPA P.D., AND HILLSBORG

CO. SHERIFF'S DEPT. HIS EXPERIENCE IS THAT TAMPA OFFICERS GO BY THE BOOK - NO BREAKS. MENTIONED THAT TAMPA OFFICERS DON'T LIKE THE MYERS ACT. IN MANY CASES OFFICERS WILL CALL AFTER AN ARREST. THERE HAVE BEEN CASES WHERE TAMPA OFFICERS HAVE EXERCISED DISCRETION AND REFERRED THE CASE. HILLSBORO DEPUTIES TEND TO AVOID JUVENILE PROBLEMS.

NQ 034

OFFICERS DO CALL, MENTION THE FACTS OF A CASE AND ASK IF BB IS INTERESTED IN THE CASE. MANY TIMES THIS OCCURS WHEN THEY ARE OFF DUTY. AS A RULE OFFICERS DO NOT BRING KIDS TO THE AGENCY, AS CASE WORKERS LIKE TO MEET THE CLIENT IN THE FIELD OR IN HIS/HER HOME ENVIRONMENT. THERE IS SOME EVIDENCE THAT THE POLICE DO REFER PEOPLE DIRECTLY TO BB.

NQ 037

HILLSBORO AND PASCO COUNTY SHERIFF'S DEPTS., AND TAMPA TERRACE P.D. AND PLANT CITY P.D. MOSTLY IT IS BECAUSE THE AGENCY HAS CONCENTRATED ON TAMPA IN THE PAST. AS THE AGENCY EXPANDS ITS SCOPE AND SIZE IT ANTICIPATES ESTABLISHING A BETTER WORKING RELATIONSHIP WITH THESE DEPARTMENTS.

NQ 038

AGENCY WILL PROVIDE PROGRESS REPORTS TO INDIVIDUAL OFFICERS. THIS ONLY OCCURS IF THE OFFICER EXPRESSES A STRONG PERSONAL INTEREST. IT IS NOT PROVIDED AS A MATTER OF COURSE AND THE AGENCY IS ALWAYS CONCERNED WITH THE ISSUE OF CLIENT CONFIDENTIALITY. THE RESPONDENT REMARKED THAT THIS WAS A TWO WAY STREET ISSUE WITH OFFICERS GIVING HIM FEEDBACK ON PARTICULAR CLIENTS AT THE STREET LEVEL.

NQ 039

WHERE CLIENTS WORKING WITH BB ARE NOT COOPERATING THE CASE WORKER MAY RECOMMEND THAT LEGAL ACTION BE TAKEN. THIS WOULD BE A LAST RESORT. THE CLIENT GROUP IS MADE VERY MUCH AWARE OF THIS FACT. IF THEY CONTINUE TO GET INTO TROUBLE, THE CASE WORKER MAY RECOMMEND THE COURT WILL MAKE THE DECISION. BB HAS INPUT IN THE FORM OF FORMAL RECOMMENDATIONS TO THE COURT. BB FEELS IT IS NECESSARY TO HAVE THIS FORM OF LEVERAGE AND IS 'HARDLINE' ON THE ISSUE.

NQ 040

BECAUSE BB'S RESOURCES ARE CURRENTLY STRETCHED BEYOND ITS CAPACITY THE AGENCY DOES NOT ADVERTISE ITSELF WITHIN THE P.D.'S. CONTACT IS NORMALLY ON AN INDIVIDUAL OFFICER BASIS. SO COOPERATION IS EXCELLENT BETWEEN BB AND A 'SELECT' GROUP OF OFFICERS WHO ARE INVOLVED DIRECTLY WITH THE AGENCY. CONTACT IS LOW PROFILE AND TENDS TOWARDS A CASE BY CASE CONSULTATION.

NQ 041

SEE NQ040.

NQ 043

DURING 1976 THE AGENCY WAS SUPPORTED BY INTERNALLY DEVELOPED FUNDS AND THE UNITED WAY. THE DIRECTOR HAS SECURED AN LEAA GRANT OF \$21,000 FOR 1977 TO CONDUCT A 'POOL EVALUATION' OF FORTY BOYS. WILL ALSO RECEIVE \$1500 FROM THE STATE DURING FISCAL YEAR 1977.

NQ 044

- (1) STATISTICAL SUMMARY (2/1/77-3/15/77).
- (2) BIG BROTHERS OF TAMPA, INC. NEWSLETTER - NO DATE.

FORM 99 R

Police Services Study

Citizen Organization/Referral Agency Identification Form

This form is to be filled out whenever you (while observing patrol or coding calls for service or debriefing citizens or otherwise) come across mention of a community organization or referral agency.

Organization/Agency name: \_\_\_\_\_

(if available) Staff name: \_\_\_\_\_

(if available) Address: \_\_\_\_\_

(if available) Phone: \_\_\_\_\_

Was this organization mentioned as a community organization? No Yes

Was this agency mentioned as a social service referral agency? No Yes

(if available) What services were mentioned?

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Which of our study neighborhoods does this organization/agency serve?

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Date Submitted \_\_\_\_\_

Coder \_\_\_\_\_

Posted to Community Organization Log: Date \_\_\_\_\_

Coder \_\_\_\_\_

Posted to Referral Agency Log: Date \_\_\_\_\_

Coder \_\_\_\_\_

POLICE SERVICES STUDY

Instructions for Conducting Referral Agency Interviews

The purpose of the Referral Agency Interview is to obtain information about the practices of social service agencies, not to learn about the attitudes, perceptions, or values of individuals working in such agencies. Therefore any knowledgeable member of the agency staff can be interviewed. In some cases, it may be necessary to interview more than one representative of the agency to obtain all of the desired information.

What is a Referral Agency? For our purposes, any organization to which police refer clients for any of the following social problems is a referral agency:

- public intoxication
- mental illness
- drug abuse
- juvenile delinquency
- family crises
- runaways
- victim assistance
- aid to the elderly
- aid to the indigent
- suicide prevention

We will interview representatives of each of the agencies dealing with these problems to which police in our study neighborhoods have referred persons. We are determining police referrals through patrol observation, calls for service observation, citizen debriefing, police officer interviews and other informants. Special units of police departments are to be treated by us as referral agencies whenever they deal with one or more of these problems and have clients referred to them by patrol officers serving the neighborhoods we are studying.

The interview schedule is set up with a number of closed-ended responses. This should not be viewed as limiting the information you record. You should note any qualifying or explanatory remarks. Narratives will be used to report these responses. After you have finished a Referral Agency Interview, complete your notes on the various responses you have obtained. The closed-ended responses should be viewed as an aid to note-taking, not as the extent of the information required. Also post answers to the column at the right for key-punching.

The questions on the interview schedule specify the information we want to get, but you may find a more conversational way to ask them. Answers to some of them will be obvious from earlier remarks made by the respondent. Others may have had the answers suggested, but will need rephrasing to determine precisely what is wanted. There is also a place at the end of the interview schedule to record important information about the agency which does not fit into any of the earlier categories.

When interviewing representatives of a special referral unit within a police department, you will need to take a focus somewhat different from that used when interviewing referral agencies which are separate from police departments.

APPENDIX 5

Instructions for Conducting Referral Agency Interviews

A number of questions on the schedule deal with the relationships between the referral agency and police departments. When talking to a representative of a referral unit within a police department, we will be concerned with the relationships between that unit and patrol officers. This shift in focus is noted on the interview schedule by placing the phrase "patrol officers" in parenthesis after the term "police" wherever the shift should occur.

Names and addresses of referral agencies to be interviewed will be posted on the Referral Agency Log. Phone number should also be found on the log. Appointments for Referral Agency Interviews should be set up by contacting the agency in advance. If you are not certain that the agency deals with one of the ten social problems we are studying, ask them when you set up the interview. Page one of the Referral Agency Interview Form can be used as a screener for this purpose. (Note, this is the first page of the interview, not the cover sheet.)

The Interview.

The cover sheet is to be completed after you have finished the interview although items 2, 3, 12, and 13 (the IDs) can be filled in before the interview.

Item 12 is to be used to link the referral unit within a police department to the other information about the department of which it is a part. In the first two blanks, record the department's jurisdiction number (for example, Rochester Police Department=10). In the next two blanks, record the generic code for this special unit (for example, Juvenile Division=03).

Item 13 is to link the referral unit sponsored by a community organization to the other information about that organization. The number to be posted here can be obtained from the Citizen Organization Log.

Page 1.

1-10 Don't ask any of these if you already know and it would be awkward. For example, a Police Department's Juvenile Division will deal with juvenile delinquency and not with aid to the elderly.

11. If the respondent doesn't tell you this in the course of your earlier discussion, ask.

Pages 2-7. Here we are interested in the service activities carried out by the agency, rather than the social problems the social problems the activities are supposed to address. Again, ask only those that are reasonable. A methadone maintenance program, for example, will only be conducted by agencies dealing with drug abuse. Be sure to record comments about the reasons for the agency's beginning or ending each service activity.

Page 8. These questions are phrased as they would be asked of the director of an agency. If your respondent is someone else in the agency, you should attempt to determine how those responsible for the agency would answer.

Page 9. Be sure to obtain geographic location information sufficient to determine whether the agency in fact serves our study neighborhoods.

Page 10.. Note that times are to be recorded according to the 24 hour clock. After noon add 12 hours to the time. Thus, 1:15 p.m. becomes 13:15.

Page 11. Instead of "professionals" you may wish to refer directly to "doctors, nurses, and counselors," or "lawyers" or whatever categories of social service practitioners are appropriate for the agency you are dealing with. What we want here is to determine how many of the staff have special skills/training to deal with the agency's clients. "Professionals" are distinguished from support staff.

Pages 12-17. Remember to use the alternative phrasing "patrol officers" when interviewing a representative of a referral unit of a police department.

MEMORANDUM

To: Police Services Study Research Team

From: Gordon Whitaker

Date: 9 June 1977

Re: Additional instructions for the Referral Agency Interview

On the Cover Sheet:

11. Do not attempt to distinguish here between a referral unit which is part of a larger agency, and referral agencies which are independent. For example, a drug treatment clinic which is part of a county hospital and a separate county-run drug treatment center would both be coded "5" to indicate that they are sponsored by the county.

On page 17:

57 and 58. Our interest here is on the expenditures (and revenue) attributable to the referral services. This will be the entire budget of an agency dealing solely with these services, but will be only the part of the budget for the specific unit concerned with these activities in the case where the referral unit is part of a larger agency (a juvenile division in a police department, for example).

Post to the Referral Agency Interview Form only those expenditures and revenues related to the part of the agency conducting referral services. Explain the relationship between the referral unit and the 'parent' agency in a narrative. Include in the narrative an estimate of the total expenditures for the entire agency. Of course, for independent agencies whose primary activity is the referral service, you should post all expenditures and revenues to the Referral Agency Interview Form.

APPENDIX 6

General Coding Instructions: All Instruments

## GENERAL CODING INSTRUCTIONS

### ALL INSTRUMENTS

There are a number of coding rules and procedures that are uniform across all of the instruments for this study. These are discussed in this set of instructions. Specific coding procedures for each instrument are discussed in the instructions for each instrument.

#### The Responsibility of the Interviewer for Checking and Coding

Each field researcher is responsible for making a careful check over each research instrument and for coding all applicable sections prior to turning the instrument in to his or her team leader. Make sure that you have correctly transferred all coding responses to the keypunch section along either the right-hand margin or the bottom portion of a form. Be sure that all relevant items have been coded. Any inability to determine a proper code for a response should be noted on a Trouble Slip, attached to a form, and routed to the Team Leader.

#### General Coding Conventions

##### The Use of +'s

Our general inapplicable or missing value code is a +. Whenever a keypuncher comes to a column that is not filled in, the keypuncher's instruction is to punch a +. A + in a column will imply that (1) the question wasn't asked because of a legitimate skip, (2) the question wasn't asked because the interviewer skipped it by error, or (3) the respondent refused to answer (where this latter possibility is particularly

important, specific codes are available for refusals and should be used).

When a full page is skipped because it is inapplicable, write a + at the top right-hand corner and draw a line down the right-hand side below the +.

##### The Use of 9's

For most of our noninterval data, we have reserved the code of 9 for a respondent's answer of "I don't know" or "I couldn't say." For interval data (i.e., where we ask for a number), -9 is used for the "I don't know" responses.

##### The Use of 8's

An 8 has usually been reserved for the residual "other" category for most instruments.

##### What to Do with Ranges

If a respondent gives an answer in a range, e.g., \$10,000 to \$11,000, average it out. In this case you would code \$10,500.

##### How to Round Amounts

Most questions asking for dollar amounts or number amounts do not include cents or decimals unless stated differently (e.g., hourly pay rate). We follow the conventional rules regarding rounding of decimals. If the decimal is higher than .5 round up (e.g., 1.6 becomes 2). If the decimal is lower than .5 round down (e.g., 1.3 becomes 1). If the decimal is .5 you must go to the whole number to the left of the decimal. If this number is even, round down (e.g., 4.5 becomes 4). If this number is odd, round up (e.g., 5.5 becomes 6).

Numbers are Right Justified

All numbers are right justified within the set of columns allocated to them. Thus, if there are five columns allotted and the response is 250, it should be entered as: 0 0 2 5 0. For all forms except agency personnel and expenditure forms, the field researcher should zero fill the field. Thus, the example above shows two zeros before the number 250.

The Right-Hand Column is Reserved for Keypunching

Do NOT (on threat of severe punishment!) write anything in the far right-hand column reserved for keypunching except keypunch instructions. This leads to keypunching errors.

APPENDIX 7

Referral Agency Log Sheet

## POLICE SERVICES STUDY

REVISED: 5/23/77

## CIRCLE

SMSA: ST.L ROCH TAMPA

Referral Agency Log

**Figure 14** The effect of the number of iterations on the quality of the solution.

## APPENDIX 8

Agency and Police Unit Type List

**AGENCY & POLICE UNIT TYPES**

**SMSA-SPECIFIC SOCIAL SERVICE AGENCY NAMES & CODES**

A0 \_\_\_\_\_  
A1 \_\_\_\_\_  
A2 \_\_\_\_\_  
A3 \_\_\_\_\_  
A4 \_\_\_\_\_  
A5 \_\_\_\_\_  
A6 \_\_\_\_\_  
A7 \_\_\_\_\_  
A8 \_\_\_\_\_  
A9 \_\_\_\_\_  
B0 \_\_\_\_\_  
B1 \_\_\_\_\_  
B2 \_\_\_\_\_  
B3 \_\_\_\_\_  
B4 \_\_\_\_\_  
B5 \_\_\_\_\_  
B6 \_\_\_\_\_  
B7 \_\_\_\_\_  
B8 \_\_\_\_\_  
B9 \_\_\_\_\_  
C0 \_\_\_\_\_  
C1 \_\_\_\_\_  
C2 \_\_\_\_\_  
C3 \_\_\_\_\_  
C4 \_\_\_\_\_  
C5 \_\_\_\_\_  
C6 \_\_\_\_\_

**AGENCY & POLICE UNIT TYPES**

**SMSA-SPECIFIC SOCIAL SERVICE AGENCY NAMES & CODES (continued)**

C7  
C8  
C9  
E0  
E1  
E2  
E3  
E4  
E5  
E6  
E7  
E8  
E9  
F0  
F1  
F2  
F3  
F4  
F5  
F6  
F7  
F8  
F9  
G0  
G1  
G2  
G3  
G4  
G5

**END**