

THE EFFECTIVENESS OF USING VOLUNTEERS WITH PRE-DELINQUENT
CHILDREN IN REDUCING INTRODUCTION INTO THE JUVENILE
JUSTICE SYSTEM IN TARRANT COUNTY

by

Sheila S. Berning


A THESIS

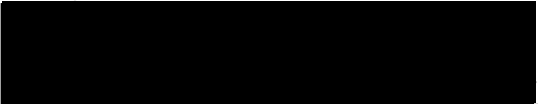
Approved:


Jeanne P. Young, Ph.D.


Gary D. Copus, Ph.D.

Approved:


Phil Morris, M.A.


Robert G. Brooks, Ph.D.
Dean of the Graduate School

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JUSTICE SYSTEM IN TARRANT COUNTY

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the Faculty of the Institute of Contemporary Corrections
and the Behavioral Sciences

Sam Houston State University

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of the Requirements for the Degree
Master of Arts

by

Sheila S. Berning

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ABSTRACT

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Purpose

The major purpose of this study was to compare a population of youths, referred to Youth Services Bureau in Tarrant County as pre-delinquents, serviced by volunteers to those serviced by professionals. The intent of this comparison was to determine the baseline characteristics which differentiate these two youth populations. Secondly, the purpose of this study was to demonstrate the effectiveness of volunteers in working with pre-delinquent youths in reducing introduction into the Juvenile Justice System in Tarrant County as compared to the professional workers' effectiveness with the same type of youth.

Method

The comparative method was used in this study. The data were collected by administration of a brief schedule to a randomly selected population of forty-three adolescents. In addition, a brief schedule was given to the professional and volunteer workers participating in the study. The statistical test used to compute the results was a standard chi-square and standard percentages.

Findings

The research questions which this study investigated were as follows:

1. What were the differences, if any, between the baseline characteristics of the youth population served by the professional and volunteer worker?

2. What, if any, change of behavior occurred while working with the client?

3. Could the volunteer worker at Youth Services Bureau be as effective in keeping the client out of the Juvenile Justice System as the professional worker at Youth Services Bureau?

A basic assumption was made that the records of the youth agency were as accurate as possible because a standardized face sheet for intake had been developed by the agency. The author also assumed that the workers, both professional and volunteer, were knowledgeable about current youth laws pertaining to child and parental rights. Some other assumptions were that an adult assigned to the youth will effect positive change in his or her behavior and that intensive involvement with the child is necessary to effect positive change. The final assumption was that positive change in behavior will result in keeping the child out of the Juvenile Justice System.

The review of the literature was intended only to serve as a historical perspective of the use of volunteers and to present a brief review of how the Youth Services Bureau

came into existence. Also presented is the rationale behind using volunteers in working with troubled youth.

This study concluded that all acknowledged hypotheses were accepted except those in the areas of ethnic origin, frequency of contacts, and types of contact. These hypotheses were found to have significant differences and were rejected. Two of the hypotheses could not be accepted or rejected because the data gathered were found to be unreliable.

Overall, it was concluded that the volunteer was as effective as the professional worker in working and helping deter the older juvenile from entering the Juvenile Justice System. The researcher also found that no conclusions could be obtained about behavioral changes of the individual juvenile with respect to the above.


Supervising Professor

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CHAPTER I

INTRODUCTION

In the area of casework today, there is a trend toward utilizing volunteers as well as professional personnel. In recent years, it has been suggested that a well-trained volunteer could be as capable as the professional in working with many different types of people and their problems.

While many agencies have undertaken the task of using volunteers, many have questioned whether or not this would prove successful. Realistically, on the other hand, there are several major obstacles negating the effectiveness of meaningful casework intervention with clients of all public, as well as private, agencies. These obstacles include large case-loads, volumes of paper work, and the often inadequate and ill-trained numbers of personnel. The agencies themselves, due to funding problems, do not have the monetary resources to hire the necessary number of personnel to handle the large numbers of cases which each agency is responsible for.

Along with the above listed factors, most agencies have faced another problem. This is the establishing of a meaningful worker-client relationship as a means of encouraging the client to develop more appropriate types of behavior and more appropriate ways of handling frustrations. The clients in these agencies have generally had experiences

which preclude or made difficult the establishment of a positive relationship with another person. A proposed solution to the foregoing problem of meaningfulness of relationship has been the integration of volunteers into the agency structure. The idea has been that the volunteers would be able to spend more time in the effort to establish a more open relationship which would hopefully assist in rendering positive change in the individual client's self-image and, therefore, positive change in his behavior. Studies have shown that having a positive relationship can effect change (U.S. Department of Health, 1971). Recent developments, then, in the move to use volunteers to effect change in client behavior have led to the present study. The present study will compare the volunteer with the professional worker. Therefore the purpose of this study is to determine if there are significant differences between volunteer and professional worker outcome.

Problem

The problem of this study is to compare a population of youth, who were referred to Youth Services Bureau in Tarrant County as pre-delinquents and serviced by volunteers, with a population who were referred to Youth Services Bureau in Tarrant County as pre-delinquents and serviced by professionals.

Purpose

The major purpose of this study is to compare a population of youth, who were referred to Youth Services Bureau as pre-delinquents serviced by volunteers, with a population referred to Youth Services Bureau as pre-delinquents but serviced by professionals. This comparison is made in order to determine the baseline characteristics which differentiate them. A secondary purpose is to examine the effectiveness of the volunteer worker as compared to the effectiveness of the professional worker in keeping the pre-delinquent out of the Juvenile Justice System.

Method

The comparative method has been used in this study. The data were collected by administration of a brief schedule for the forty-three adolescents used in the study. In addition, a brief schedule was given to the eight professional workers and the seven volunteers participating in the study. Further explanation of the method can be found in the chapter on methodology.

The author drew a pseudo-random sample from the closed files of the Youth Services Bureau in Tarrant County. The author selected every third case which had come to the agency during the time period from February, 1973 to July, 1973. The author then called that particular individual case to insure that he or she was still in Tarrant County. If the

client had moved, the case was replaced by the following case. This process was repeated until the study sample was gathered.

Basic Assumptions

It was assumed that the records at Tarrant County Youth Services Bureau were as accurate as possible because of the fact that a standardized face sheet for intake had been developed by the agency. It was further assumed that the workers, both professional and volunteer, were knowledgeable about current laws pertaining to youth and parental rights. Therefore when this study was first begun, the following basic assumptions were made:

1. An adult volunteer being assigned to the pre-delinquent child in Tarrant County and in contact with the Youth Services Bureau will effect positive change in his or her behavior.
2. Intensive involvement with the child is necessary to effect positive behavior change.
3. The pre-delinquent's change in behavior will result in keeping the child out of the Juvenile Justice System.

CHAPTER II

REVIEW OF THE LITERATURE

Use of Volunteers in Field of Social Work

Before examining the methodology and data analyses of this study, a brief discussion of the place of the volunteer in the area of social work is deemed necessary in order that it may be placed in its proper perspective. Historically, volunteers have been utilized in various ways as far back as the 1860's. One of the pioneers in using volunteers was the Hull Settlement House where local neighborhood residents came to help residents. In many ways the workers of the Charity Organization Societies were some of the first volunteers who believed in rehabilitation of the poor, making home visits and visiting other needy people in the community. Better known as the "friendly visitor," the Charity Organization workers represented the beginning of casework.

Volunteers have been the pioneers in all fields of social work--not only in group work, but also in casework, health services, and community organizations. In addition to assisting people in financial stress, they founded relief societies, health organizations, schools for the blind and deaf, children's homes, day nurseries, recreation services, settlement houses, family welfare agencies, and the charity

organization societies. They laid the foundations on which modern social work is built, recognizing the need for the professional training of social workers in a complex society (Friedlander, 1963).

Investigation of the literature revealed that volunteers have been used in a variety of ways. Volunteer programs have been involved in work with such populations as children, the elderly, drug abuse patients, and alcoholics. Along with this, they have also been involved with institutions, general and psychiatric hospitals, court programs and private agencies throughout the United States.

In reviewing the different types of programs, several things were noted. Volunteers not only supplement professional staff in providing needed services, but also add the invaluable ingredient of community involvement and concern. It was found that many people were willing and eager to contribute service to their community but felt they had nothing to offer (Friedlander, 1963).

In developing the widely needed services, many types of programs were offered with an eye to affording each volunteer the opportunity to use his skills in his particular area of interest. For instance, patients living at home are not isolated at home any longer, for they are now being cared for by volunteers. Volunteers have traditionally served in hospitals and now with the recognition of the use of volunteers and the realization that all have in common the need to

feel cared for, the need for resocialization, for learning, for a sense of participation and belonging that comes with involvement with other people, volunteers go directly into homes of those who must remain in the home.

In more recent times, volunteerism through its development in the 1960's has been given a new image. The establishment of the Peace Corps and Vista, as well as the use of volunteer manpower by scores of groups and institutions, has given great impetus and growing status to the volunteer in his efforts to facilitate social change.

Specific studies related to volunteers with the courts have indicated that their use has contributed to an effective reduction of recidivism in such places as Denver and Boulder, Colorado, and Royal Oaks, Michigan. Each program was structured differently, but all were similar in the respect that they used volunteers to work with youths in trouble with the law (Morrison, 1970).

Many articles relating to volunteers in courts, hospitals, and community health centers reported that the principal benefits of volunteers derived from:

1. the necessity of tapping a source of manpower for direct work with those in need due to society's finite human and financial resources and its seemingly infinite number of problems; and

2. the increasing visability of problems and the increasing demand on the tax base of the community such that

at some point alternative ways of dealing with problems are needed.

It was also pointed out that volunteers proved effective due to:

1. non-payment for services;
2. interest and motivation in the work; and
3. positive benefits for people in trouble and self-fulfillment for the volunteers.

Additional readings suggested that selection, training and supervision were vital to the effective operation of volunteer programs (Fenley, 1957).

The President's Commission on Crime and Delinquency of 1967, the Texas Criminal Justice Plans for 1971 and 1972, and the Youth Development and Delinquency Presentation Administration (YDDPA) have all recommended the establishment of the Youth Services Bureau for the purpose of diverting juveniles, adolescents, and young adults from the Criminal Justice System. The basic assumption is that juveniles who have behavior problems can be served best by non-coercive, voluntary programs which will meet their needs before they get into trouble with the law.

Youth Services Bureau Objectives

The concept of the Youth Services Bureau received its most important impetus from the President's Commission on Crime and Delinquency (1967). Several federal programs, in

an effort to meet the challenge expressed by that Commission, were developed from the Law Enforcement Assistance Administration of the Justice Department and from the Youth Development and Delinquency Prevention Administration of the Department of Health, Education and Welfare. Recently, in an attempt to coordinate those efforts, the Justice Department endorsed the objectives of the YDDPA. Those objectives include:

1. diversion of youth from the Criminal Justice System;
2. access of diverted youth to socially acceptable and personally gratifying roles;
3. modification of delinquency-producing social conditions; and
4. integration of existing and future services to youth into a comprehensive Youth Services System, a system in which the Youth Services Bureau is a distinct and important component (Breed, 1972).

In general outline, the Youth Services Bureaus in Texas perform the following functions:

1. identify individual, group, and community problems underlying troubling behavior, and provide practical assistance to ward those problems through the use of community resources;
2. coordinate existing resources on behalf of the child, and purchase services and develop new services where needed;
3. through consultation, program demonstration, or citizen action, assist citizens, youth and professionals to modify those aspects of establishing systems which contribute to antisocial behavior (Norman, 1970, p. 4).

From the foregoing, it should be evident that the objectives of the Youth Services Bureaus are very similar to those included in the National Strategy of YDDPA. Operating through a statewide legislative mechanism, such as the Texas Commission on Services to Children and Youth, the bureaus can divert youth from the justice system, thereby reducing juvenile court cases. One such bureau, located in Tarrant County, has been chosen as the research site of this study.

Description of the Agency Setting

The Youth Services Bureau of Tarrant County is situated in the main city of Fort Worth, Texas, and has three satellite centers in the outlying areas. The main agency office is within easy walking distance to the courts, other agencies, and the main business district of Fort Worth. In order to provide greater exposure to the target population and referral sources, the satellite offices are located in the downtown area of Arlington, Texas, in a local Fort Worth church, and in a boy's club in another part of Fort Worth.

The main office staff includes a director, casework supervisor, recordkeeper and secretary, and four caseworkers. Caseworkers and secretaries work in the satellite offices. The workers and volunteers are divided into an equal male and female ratio, and different ethnic workers are placed in the area which best serves the needs of that particular ethnic population. Many of the clients call the agency

before coming in, but due to the location of the agency, the Director, Dr. Don Weiss, estimated that 25 percent of the clients have walked into the agency setting itself. The description of the agency's purpose is outlined in its charter and is given as part of the introduction.

The agency recruits volunteers in several ways:

1. solicitation through newspaper articles:
 2. acquisition of names from files of a local volunteer office; and
 3. appeals to local colleges by way of talks in social work, psychology, and criminal justice classes.
- Therefore as both professional and volunteer workers are utilized in Tarrant County Youth Services Bureau, this added further impetus toward its being selected as the site of this study.

CHAPTER III

METHODOLOGY

The Study Sample

The project was undertaken at Youth Services Bureau of Tarrant County and cases were selected pseudo-randomly. The researcher obtained this sample by pulling every third case from the inactive files (those which had been closed). She checked to see if the child was still in Tarrant County and whether the child remained in or out of the Juvenile Justice System.

At the end of the random selection, the researcher was able to select eighteen cases that had been handled by the volunteers and twenty-five cases that had been handled by the professional workers. These cases were assigned to the different types of workers (professional or volunteer) strictly as they came into the office. Whomever, volunteer or professional, took the original call handled the case from the beginning to the end. Cases were used that had been closed for six months, and the researcher had to first determine if the child was still in Tarrant County. Another determination that was made was if the child remained out of the Juvenile Justice System or, in effect, had been placed by some means into the Juvenile Justice System. The researcher then took from the records the information needed in a form of a

reading schedule (see Appendix B). The information so gathered was then tabulated.

The Reading Schedule

The researcher constructed the schedule (similar to a questionnaire) with several ideas in mind. The most important was how many youths worked with the professional worker and the volunteer worker and had remained out of the Juvenile Justice System. Along with this, the researcher felt the need to determine the age range of all the cases used. Along with this, it was felt that the socio-economic background, ethnic origin and occupation of the general household would be of interest. This could show some sort of trend in the above named areas.

The other items which the researcher used in the questionnaire and which seemed relevant were the type of problem presented to the agency and the type of referral source which used the agency's service. The kinds and number of contacts made with the client were thought to have a lot of influence on the ability of the worker to establish a more concrete relationship with the client, thus influencing the outcome of the case. It was the opinion of the researcher that the number of contacts with the client and family could have an impact on how the crisis situation was resolved.

The sources of data as mentioned previously were directly taken from the closed inactive files at Youth Services.

This was done by the researcher herself to preserve confidentiality of the client.

The schedule was composed of fifteen items (see Appendix B). These questions dealt with such areas as age, family income, referral source, numbers and kinds of contacts, type of problem presented, behavior displayed by problem, and final outcome of the case. It was set up where figures and numbers could be obtained, and the researcher averaged the number and presented the averages of these numbers in the tables to be found in the next chapter (description and analysis of the data).

Sample Selection

The sample was chosen by using every third case of either the professional worker or the volunteer worker, either male or female between the ages of thirteen and sixteen. These cases had been inactive for six months, and the researcher herself called each client to see if he or she were still in the County, whether they had remained out of the Juvenile Justice System, or in some way had entered the System (by Juvenile Justice System, the researcher is referring as to whether a client had been referred to the juvenile probation department). Technically, clients would not be considered a part of the System until they had been adjudicated, but for purposes of this study, being in the Juvenile Justice System would mean if they had been referred to the juvenile probation department.

The Study Group

The eight professional workers in the study group included eight professional workers who were employed on a full-time salaried basis at Youth Services Bureau. The volunteers included seven males and females donating their time to the Youth Services Bureau.

The eight professional workers in the study ranged in age from their middle twenties to early thirties. Their educational backgrounds were diverse in that four had obtained their B.A. degrees in Sociology or Psychology and were continuing their education by way of seminars and workshops while the remaining four were attending college and working toward their degrees. The eight professional workers consisted of five males and three females. The group was composed of Mexican-American, Negro and Anglo workers. All eight workers had previously worked in some type of social service program dealing with troubled children.

The seven volunteer workers in the study ranged in age from early twenties to early forties. Their educational backgrounds consisted of at least a high school diploma with some college in different subjects. The seven volunteers consisted of four males and three females. Five of the volunteers were Anglos and the other two were Mexican-American and Negro. Only two of the volunteers had previous social service work

experience. The others had none, although some were attending school and studying social work courses.

Statistical Tests Used

After all data were collected, the chi-square test was computed for some of the contingencies, and the .05 level was selected to determine significance. Percentages were also used to indicate distribution of the variables. These tests were utilized to help determine the following questions:

1. What were the differences, if any, between the baseline characteristics of the population served by the professional and volunteer worker?

2. What, if any, changes of behavior occurred while working with the client?

3. Could the volunteer worker at Youth Services Bureau be as effective in keeping the client out of the Juvenile Justice System as the professional worker at Youth Services Bureau?

Hypotheses Tested

The major hypothesis tested was that there are no significant differences between the professional worker and the volunteer worker in the Tarrant County Youth Services Bureau (null hypothesis). Other significant null hypotheses tested were:

1. There is no difference in the sex of the population served by the professional worker and the population served by the volunteer worker.

2. There is no difference in the age of the population served by the professional worker and the population served by the volunteer worker.

3. There is no difference in the education of the population served by the professional worker and the population served by the volunteer worker.

4. There is no difference in the ethnic origin of the population served by the professional worker and the population served by the volunteer worker.

5. There is no difference in the yearly income of the head of the household of the population served by the professional worker and the population served by the volunteer worker.

6. There is no difference in the occupation of the head of the household of the population served by the professional worker and the population served by the volunteer worker.

7. There is no difference in the frequency of number of contacts of clients served by the professional worker and the population served by the volunteer worker.

8. There is no difference in the referring agency between the population served by the professional worker and the population served by the volunteer worker.

9. There is no difference in the type of problems presented by the population served by the professional worker and the population served by the volunteer worker.

10. There is no difference in the kinds of behavior displayed by the population served by the professional worker and the population served by the volunteer worker.

11. There is no difference in the disposition of the population served by the professional worker and the population served by the volunteer worker.

CHAPTER IV

DESCRIPTION AND ANALYSIS OF DATA

Description of Data

The data which were used as the variables were socio-economic and demographic data and social study record data (see Appendix B). These variables include sex, age, education, ethnic group, income, occupation, frequency of contacts, type of contacts, type of problems, behavior exhibited, referral agency and disposition. The author hypothesized for each one of the variables that there would be no significant difference between the clients seen by the professional worker and those seen by the volunteer worker.

There were forty-three clients in the sample. Twenty-five were followed by the professional worker and eighteen followed by the volunteer worker.

The following tables display information directly relating to the client, the client's family, and the final disposition of the case. The chi-square test was computed for some of the contingencies, and the .05 level was selected to determine significance. Because of the small numbers in the distribution in many of the tables, data proved invalid in some instances. Percentages were also used to indicate distribution in the tables.

Analysis of Data

In this section, the hypotheses were tested via the chi-square statistic. Formulation of these hypotheses will be found in Chapter III.

Sex

In Table 1, because the chi-square ($\chi^2 = .31217$)

TABLE 1

Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Sex

	Male		Female		Total
	No.	%	No.	%	
Professional	9	53	16	62	25
Volunteer	8	47	10	38	18
TOTAL	17	100	26	100	43

$\chi^2 = .31217$ $df = 1$ $p > .05$

which was run did not indicate significant differences between the professional worker and the volunteer worker in the Tarrant County Youth Services Bureau, the hypothesis of independence is accepted.

As can be seen in Table 1, the distribution between male and female were fairly equally distributed. There were 9 male clients (53 percent) seen by the professional worker and 8 males (47 percent) seen by the volunteer worker. There

were 16 female clients (62 percent) seen by the professional worker and 10 (38 percent) seen by the volunteer worker. This would seem that the cases pulled for the study had no statistically significant differences in the area of sex.

Age

In Table 2, the chi-square test ($\chi^2 = 3.266$) which was run did not indicate significant differences between the professional worker and the volunteer worker in the Tarrant County Youth Services Bureau. The hypothesis of independence is accepted.

As can be seen in Table 2, the professional worker saw 8 clients (80 percent) in the 8-11 years of age group, while the volunteer saw 2 clients (20 percent) in the 8-11 years of age category. In the 12-15 years of age group, the professional saw 9 clients (47 percent), while the volunteer saw 10 (53 percent). In the 16-18 year age group, both the professional and the volunteer saw 4 clients (50 percent). The professional worker saw 4 (67 percent) in the unknown age group, and the volunteer saw 2 clients (33 percent) in the unknown age group. In this particular grouping, it is interesting to note the higher numbers of 8-11 year old clients the professionals saw in comparison with the 2 the volunteer workers saw in the same age group.

TABLE 2
Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Age

	8-11		12-15		16-18		Unk.		Total
	No.	%	No.	%	No.	%	No.	%	
Professional	8	80	9	47	4	50	4	67	25
Volunteer	2	20	10	53	4	50	2	33	18
TOTAL	10	100	19	100	8	100	6	100	43
$\chi^2 = 3.266$ df = 3 p > .05									

Another factor of interest is the numbers of unknown in age clients that were seen for this particular part of the study. One might feel that recordkeeping was not the best.

Education

In Table 3, the two test chi-square ($\chi^2 = 3.6313$) indicated there was no statistically significant difference in the age of the population served by the professional worker and the population served by the volunteer worker.

As can be noticed, the professional worker had 1 client (33 percent) who received his GED; the volunteer had 2 clients (67 percent). In the 5th through 8th grade educational level, the professional worker had 8 clients (57 percent), and the volunteer had 6 clients (43 percent). The professional worker had 13 clients (72 percent) who were in the 9th through 11th grade educational level, while the volunteer worker had 5 clients (28 percent). Both the professional worker and the volunteer worker had clients in the unknown category.

In analyzing the data, the worker chose to use the GED and actual high school education level. The GED is a written test, called the General Equivalency Diploma, which serves as a degree of competency supposedly equivalent to the recognized high school diploma. It was decided to use both

TABLE 3
Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Education

	GED No.	%	Grades No.	5-8 %	Grades No.	9-12 %	Unk. No.	%	Total
Professional	1	33	8	57	13	72	3	38	25
Volunteer	2	67	6	43	5	28	5	62	18
TOTAL	3	100	14	100	18	100	8	100	43
$\chi^2 = 3.6313$ $df = 3$ $p > .05$									

these measures of competency because in many cases, the grades were listed as twelveth on the case record. The worker often times would not indicate if the client completed that grade or not. The worker also would use high school diploma or GED.

Ethnic Group

The chi-square test ($\chi^2 = 8.00$) which was run on Table 4 was statistically significant below the .05 level.

TABLE 4

Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Ethnic Group

	Anglo		Mex.-Amer.		Negro		Total
	No.	%	No.	%	No.	%	
Professional	9	75	2	20	14	67	25
Volunteer	3	25	8	80	7	33	18
TOTAL	12	100	10	100	21	100	43

$$\chi^2 = 8.00 \quad df = 2 \quad p < .05$$

The decision was made, then, to reject the hypothesis that there is no difference in the ethnic origin of the population served by the professional worker and the population served by the volunteer worker and to accept the alternative hypothesis that there is a difference in ethnic origin between the population served by the professional worker and that served by the volunteer.

As can be seen in the data, the professional worker saw 9 Anglo clients (75 percent), while the volunteer saw only 3 (25 percent). The professional worker had 2 of the Mexican-American clients (20 percent), while the volunteers had 8 of the Mexican-American clients (80 percent). The professional had 14 of the Negro clients (67 percent), and the volunteer had 7 (33 percent).

Some inferences to be drawn from the statistics might be that the professional workers were working city-wide while the volunteers were in a more restrictive area of the population served by Youth Services Bureau. By way of further explanation, it may have been true that the area that the volunteers worked was mostly from the minority areas of the city. At that time, areas were not as integrated as they are at the present time. One last possible explanation for the observed variance might be that the agency as a whole dealt more with Anglos and Negroes than with the Mexican-American.

Income of Parents

After gathering the data and setting up Table 5, it became apparent that this table could not be used as reliable data due to the high frequency in "unknown" category. The author would have to consider the data to be insufficient in number to make valid conclusions; however, there are several things of interest in the table as follows:

TABLE 5
Comparison of Professional and Volunteer Youth Services
Bureau Clientele by Income of Parents

	0-3999		4000-7999		8000-up		Unk.		Total
	No.	%	No.	%	No.	%	No.	%	
Professional	1	17	5	45	2	100	17	71	25
Volunteer	5	83	6	55	0	0	7	29	18
TOTAL	6	100	11	100	2	100	24	100	43
$\chi^2 = 7.996$ $df = 3$ $p < .05$									

1. Income either could not be, or was not, gotten by either the professional worker or the volunteer worker in several instances.

2. The volunteer seemed to consider income a more important item than did the professional worker in obtaining social history information as evidenced by the fact that the volunteer got the income information nearly two-thirds of the time, whereas, the professional worker only got the information one-third of the time.

Despite the high coding in the "unknown" category and despite the limitations imposed by the lack of data ($\chi^2 = 7.996$), these data (both the known income and the propensity to gather the information as income) do differentiate the volunteers from the professionals.

Occupation of Parents

In the table (Table 6) dealing with occupations, the data ($\chi^2 = 7.814$) are not reliable due to the high number of unknowns. Because of this, the author could not either accept or reject the hypothesis that there is no difference in the occupation of the head of the household of the population served by the professional worker and the population served by the volunteer worker. Even though this table could not either be accepted or rejected, some assumptions might be made.

TABLE 6
Comparison of Professional and Volunteer Youth Services
Bureau Clientele by Occupation of Parents

	Skilled		Semi-pro.		Unemployed		Unk.		Total
	No.	%	No.	%	No.	%	No.	%	
Professional	2	50	8	67	2	33	12	60	24
Volunteer	2	50	4	33	4	67	8	40	18
TOTAL	4	100	12	100	6	100	20	100	42
$\chi^2 = 7.814$ $df = 3$ $p < .05$									

In the skilled category, the number of skilled occupations remained even for those clients seen by the professionals as well as the volunteers. This might be accounted for by the fact that most families fell in the lower income bracket.

In the semi-professional category, the professional saw 8 clients (67 percent) as compared to 4 (33 percent) the volunteers saw. One could perhaps feel the professional worker had more of an opportunity of seeing higher income group people where one would expect the semi-professional to fall. The professional worker saw 2 clients (33 percent) in the unemployed category and the volunteer saw 4 (67 percent).

The highest number of clients came in the unknown category. The professional had twelve clients (60 percent) for which the occupation was unknown while the volunteer had only eight (40 percent) for which occupation was unknown. Some inferences can be made. One is that the clients may have been reluctant to give the occupations of their parents or did not know what their parents did. Also, the professional worker may not have felt that occupations were as significant as the volunteer worker did when taking the information. An additional possibility is that recordkeeping was not emphasized in the agency.

Frequency of Contact

When the chi-square test ($\chi^2 = 7.7713$) was run on the data in Table 7, a significant difference was indicated between the professional worker and the volunteer worker in the Tarrant County Youth Services Bureau. Therefore the hypothesis was rejected in favor of the alternative hypothesis which states that there is a significant difference between the professional worker and the volunteer worker with reference to frequency of contact with clients.

It was decided to divide these contacts down to the above categories, as it seemed to indicate the more contacts that were made by the worker might have a bearing on the success of the outcome of the client. As can be seen, the professional worker had daily contacts with the client in 10 cases (100 percent), while the volunteer had no daily contact (0 percent). The professional worker had 3 weekly contacts (33 percent), while the volunteer had 6 weekly contacts with the client (67 percent). The professional worker made 9 bi-weekly contacts with the clients (47 percent), while the volunteer made 10 contacts with the clients (53 percent). The professional worker made 3 monthly contacts with the clients (60 percent), while the volunteer worker made 2 monthly contacts (40 percent).

It could be assumed that because the professional worker was working daily, they would have more daily contacts with their clients. The volunteer would thus tend to have

TABLE 7
Comparison of Professional and Volunteer Youth Services
Bureau Clientele by Frequency of Contact

	Daily		Weekly		Bi-Weekly		Monthly		Total
	No.	%	No.	%	No.	%	No.	%	
Professional	10	100	3	33	9	47	3	60	25
Volunteer	0	0	6	67	10	53	2	40	18
TOTAL	10	100	9	100	19	100	5	100	43
$\chi^2 = 7.713$ df = 3 p < .05									

more weekly or bi-weekly contacts because they were volunteering only so many hours a week for Youth Services Bureau. As was seen, this was not the case. It is, then, suggested that: (1) the volunteer may have more time to make contacts, or (2) the volunteer may have more interest in maintaining closer contact with the clients.

Type of Contact

In Table 8, the chi-square test ($X^2 = 9.48$) which was

TABLE 8

Comparison of Professional and Volunteer Youth Services Bureau Clientele by Type of Contact

	Professional		Volunteer		Total
	No.	%	No.	%	
Telephone	74	27	113	40	187
Office	46	17	45	16	91
Home Visit	49	18	41	14	90
Other	30	11	60	21	90
Relative	72	27	25	9	97
TOTAL	271	100	284	100	555

$$X^2 = 9.48 \quad df = 4 \quad p < .05$$

run indicated a significant difference between the professional worker type of contact with clients and the volunteer worker type of contact with clients in Tarrant County Youth Services; therefore, the hypothesis of significance is

accepted (alternative hypothesis) and the original hypothesis rejected. The alternative hypothesis states that there is a significant difference between the type of contacts with clients seen by the professional worker and the type of contacts with clients seen by the volunteer worker in Tarrant County Youth Services Bureau.

In observing the data, some assumptions could be made. As can be seen, in the area of telephone contact, the professional worker had 74 contacts with their clients (27 percent), while the volunteer had 113 telephone contacts (40 percent). In office contacts, the professional worker had 46 (17 percent) while the volunteer had 45 contacts with their clients (16 percent). In home visits, the professional worker had 49 contacts (18 percent), while the volunteer had 41 contacts with their clients (14 percent). In the other contact category, the professional worker had 30 contacts (11 percent), and the volunteer worker had 60 contacts with their clients (21 percent). In relation to relative contacts, the professional worker had 72 contacts (27 percent), and the volunteer had 25 contacts with their clients (9 percent).

These findings might be due to the fact that the professional worker was paid car mileage. This could or might account for the large amount of home visits and relative contacts. On the other hand, the volunteer spent more time in the office and working directly out of their homes (the volunteer was not paid for car mileage). This may account

for the high number of telephone contacts. Office contacts being evenly distributed could indicate that clients had little resistance to dropping by the agency when they knew the worker was there.

Referring Agency

In Table 9, the chi-square test ($\chi^2 = 12.5916$) which

TABLE 9

Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Referring Agency

	Professional		Volunteer		Total
	No.	%	No.	%	
Police	5	20	5	28	10
Social Agency	7	28	3	17	10
School	5	20	4	22	9
Friend	2	8	3	16	5
Family	2	8	1	6	3
Self	1	4	3	11	3
Other	3	12	0	0	3
TOTAL	25	100	18	100	43

$$\chi^2 = 12.5916$$

$$df = 6$$

$$p > .05$$

was run did not show any significant difference; therefore, the hypothesis that there is no difference between the population served by the professional worker and the population served by the volunteer worker is accepted. The researcher will

acknowledge that any cell below five is marginal evidence; however, the researcher felt it necessary to show exactly which agency was referring to Youth Services Bureau.

In observing the data, it can be noted that the police referred 5 clients (20 percent) seen by the professional and an even number 5 clients (28 percent) seen by the volunteer worker. The professional worker saw 7 clients (28 percent) referred by the social agencies, and the volunteer saw 3 clients (17 percent) referred by the social agency. The school referred 5 clients (20 percent) to the YSB who were seen by the professional worker and 4 clients (22 percent) seen by the volunteer worker. Friends referred 2 clients (8 percent) to the agency seen by the professional worker and 3 (16 percent) seen by the volunteer worker. Family referred 2 clients (8 percent) to the agency seen by the professional worker, and the volunteer saw 3 clients (16 percent) referred by the family. Clients referring themselves amounted to 1 (4 percent) seen by the professional worker and 3 (11 percent) seen by the volunteer worker. Other referring sources accounted for 3 (12 percent) seen by the professional worker and 0 (0 percent) seen by the volunteer worker.

It is interesting to note that police, social agency and school referred the most to the agency. One might assume the agency kept good rapport with these particular agencies. Whereas, other referring sources such as family, friend and self appear low. This might indicate a lack of visibility in

the community or a lack of understanding of the function which Youth Services Bureau fulfilled in the community.

Type of Problem

The chi-square test ($\chi^2 = 4.65$) for the data in Table 10 did not indicate a significant difference in type of problem presented by the population; therefore, the hypothesis that there is no difference in the type of problem presented by the population served by the professional worker and the population served by the volunteer worker is accepted. Here again the cells are small and are marginal.

The professional worker saw 8 clients (62 percent) where a family problem was presented. The volunteer saw 5 clients (38 percent) with the presenting problem. The professional worker saw 3 clients (37 percent) where school was the presenting problem. The volunteer saw 3 clients (63 percent) where school was a problem. The professional worker saw 8 clients (67 percent) where personal problems were the presenting problem, and the volunteer saw 4 clients (33 percent) where the client presented a personal problem. The professional worker saw 3 clients (43 percent) where the institution was the client's presenting problem, and the volunteer saw 4 clients (57 percent) where the institution was the problem. The professional worker saw 3 clients (100 percent) who presented other problems than those listed in the table, while

TABLE 10
Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Type of Problem

	Family		School		Personal		Inst.		Other		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
Professional	8	62	3	37	8	67	3	43	3	100	25
Volunteer	5	38	5	63	4	33	4	57	0	0	18
TOTAL	13	100	8	100	12	100	7	100	3	100	43

$$\chi^2 = 4.65 \quad df = 4 \quad p > .05$$

the volunteer saw 0 clients (0 percent) where other presenting problems were present.

In observing the data, family and personal problems accounted for the highest number of clients. This could suggest that within the family system, one might find a real basis for a person feeling undue stress. It seemed interesting that at the adolescent age, the school was not a higher presenting problem. However, possibly if the sampling had been higher, this would have proven a factor.

Behavior

The chi-square test ($\chi^2 = 4.787$) for Table 11 did not show a significant difference which enabled the researcher to accept the hypothesis that there is no difference in the kinds of behavior displayed by the population served by the professional worker and the population served by the volunteer worker. In observing the data presented, it can be seen that runaways and aggressive behavior were the most outstanding behaviors exhibited.

The professionals saw 8 clients (61 percent) with runaway behavior, while the volunteer saw 4 clients (33 percent) with this type of behavior. The professional worker saw 14 clients (58 percent) displaying aggressive behavior, and the volunteer saw 10 clients (42 percent) displaying aggressive behavior. The other categories were very low. The researcher found that many clients displayed several prominent behaviors and was surprised at the low drug behavior. This

TABLE 11
Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Behavior

	Drugs No.	%	Runaways No.	%	Aggressive No.	%	Withdr. No.	%	Total
Professional	1	20	8	67	14	58	2	100	25
Volunteer	4	80	4	33	10	42	0	0	18
TOTAL	5	100	12	100	24	100	2	100	43

$\chi^2 = 4.787$ $df = 3$ $p > .05$

might suggest that the adolescent was reluctant to talk about this problem, as it was against the law and the penalty was heavy at the time of the study. It could be that they were not asked closely about drugs during the time of treatment. Aggressive behavior was one which was felt would be high because such things such as lying, cheating, fighting, etc., would come to the attention of authorities much quicker than withdrawal types of behavior.

Disposition

The chi-square test ($\chi^2 = .753$) for the data in Table 12 did not indicate a significant difference. Therefore,

TABLE 12

Comparison of Professional and Volunteer Youth
Services Bureau Clientele by Disposition

	In		Out		Total
	No.	%	No.	%	
Professional	7	70	18	56	25
Volunteer	3	30	15	45	18
TOTAL	10	100	33	100	43

$\chi^2 = .753$ df = 1 p .05

the hypothesis there is no difference in the disposition of the population served by the professional worker and the population served by the volunteer worker is accepted. As

can be noted from the table, those clients remaining out of the Juvenile Justice System were almost even for the professional worker and the volunteer. The professional worker had eighteen clients (56 percent) out of the system, and the volunteer had fifteen clients (45 percent) remaining out of the Juvenile Justice System. This could indicate the volunteer was able to do an adequate job in handling the clients that they had seen.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

Summary

This study is of interest because it serves to test the proposition that volunteers could serve as good caseworkers in an agency. It was judged that because of the rising juvenile problems and the realistic limitations on financial resources, some alternative to the expense of individually employed caseworkers must be found.

The major question which this study explored is as follows: Are there any significant differences in the populations served by the professional worker and the volunteer worker? Another significant question that was explored was: Was the volunteer able to maintain their clients by keeping them out of the Juvenile Justice System?

The review of the literature was intended to give a brief overview of how volunteers were first used and where they are being used today. The review also included a brief history of what brought about the creation of the Youth Services Bureau.

Findings

The findings which were determined at the completion of this study are as follows:

1. The hypothesis that there is no significant difference in the sex of the population served by the professional worker and the sex of the population served by the volunteer worker was accepted.
2. The hypothesis that there is no significant difference in the ages of the population served by the professional worker and the ages of the population served by the volunteer was accepted.
3. The hypothesis that there is no significant difference in the education of the population served by the professional worker and the education of the population served by the volunteer is accepted.
4. The hypothesis that there is no significant difference in the ethnic origin of the population served by the professional worker and the ethnic origin of the population served by the volunteer worker was rejected in favor of the alternative hypothesis that there is a difference in ethnic origin between the population served by the professional worker and that served by the volunteer.
5. The hypothesis that there is no significant difference in income of parents of clients served by the professional worker and the income of parents of clients served by

the volunteer worker could not either be accepted or rejected due to the data being unreliable because of the high number of unknowns.

6. The hypothesis that there is no significant difference in the occupations of parents of clients served by the professional worker and the occupations of parents of clients served by the volunteer worker could not be either accepted or rejected due to the data being unreliable because of the high number of the unknowns.

7. The hypothesis that there was no significant difference in the frequency of contacts with the population served by the professional worker and the frequency of contacts with the population served by the volunteer worker was rejected in favor of the alternative hypothesis which states that there is a significant difference between the professional worker and the volunteer worker with reference to the frequency of contact with clients.

8. The hypothesis that there is no significant difference between the professional worker's type of contacts with clients and the volunteer worker's types of contacts with clients was rejected, and the alternative hypothesis that there is a significant difference between the type of contacts with clients seen by the professional worker and those made by the volunteer worker was accepted.

9. The hypothesis that there is no significant difference between the population served by the professional

worker as to type of referring agency and the population served by the volunteer as to type of referring agency was accepted.

10. The hypothesis that there is no significant difference between the population served by the professional worker and the population served by the volunteer worker in the type of problem presented by the client was accepted.

11. The hypothesis which states that there is no significant difference in the kinds of behavior displayed by the population served by the professional worker and the behavior displayed by the population served by the volunteer work was accepted.

12. The hypothesis that there is no difference in the disposition of the population served by the professional worker and the population served by the volunteer worker was accepted.

Conclusions

As can be seen in Tables 1 and 2, an inspection of relative percentages indicates few differences between the professional and volunteer groups on the variables of family income and ethnic group. In analyzing the results of Table 4, one can see similar percentages in all categories except "sexual acting out." The researcher could find no reason why this occurred, unless the professional workers might have for some reason assumed the more difficult cases for themselves without the knowledge of the director.

In examining Table 5, a higher percentage of clients seen by volunteers were not involved with the Juvenile Justice System following six months after the case had been closed than those of the professional worker; however, a chi-square analysis yielded no significant differences between the groups ($X^2 = 1.0396$, P.L. = 50). Again, one might raise the question of whether the professionals might have assumed more difficult cases for themselves as suggested by Table 11 (behavior problems).

Some findings which the researcher noted in doing raw data averages indicated that in the drug category, marijuana was the drug most used. It is felt that this study was undertaken before the legal age for drinking was lowered to eighteen, and one might find that alcohol has almost replaced marijuana as the most abused drug. No other drug was indicated as being used. This appears to be highly unlikely, but marijuana is used more freely and youths seem more willing to divulge this information.

Looking at the averages in the area of behavior deviancy, truancy was the highest reported. One might have expected the runaway category to be large, but in the Dallas-Fort Worth area, a runaway would not be noted until an older juvenile was missing for over twenty-four hours. This meant many juveniles would come to the attention of the agency before they would be classified as runaways. On the other hand,

truancy was frequently reported by the schools, which were a main referral source for Youth Services Bureau.

In noting the number of contacts made with the clients (Table 8), one can observe an average of thirty per client by those treated by the professional worker and twenty per client by those treated by the volunteer worker. These contacts, as can be seen in Table 7, were made daily or bi-weekly. It is felt that the more contacts made with the client, the better relationship the worker and client would have--thus helping the client deter himself or herself from being involved in further inappropriate behavior.

As indicated in the first part of this study, one purpose of this study was to show that the use of volunteers on a one-to-one basis with predelinquent children would in effect cut the number of said juveniles entering the Juvenile Justice System. The secondary benefit would be that the juveniles would show some constructive change in their attitude.

Overall, however, it was found that volunteers were as effective in working and helping deter the older juvenile from entering the Juvenile Justice System as the professional worker (see Table 5). After conducting the study and getting the questionnaire filled out, along with tabulating the results, it was found that no conclusion could be obtained about behavior change of the individual juveniles.

Limitations

In conducting the study, several limitations were found. In trying to collect the data, it was found in many places that the recording had been inadequate or incomplete. The agency itself was experiencing severe funding problems, and the structure of the agency was very unstable. Shortly after completing the study, the agency shut down and many records were destroyed--thereby making it difficult to retrace steps when needed.

Furthermore, the volunteers had not handled as many clients as the professionals--thus presenting problems of trying to get a cross-section of clients. The last limitation came in the review of the literature. At the time of the study, there had been little research done on the use of volunteers in the area of social service. Literature which was available on the subject was sparse and sketchy, which limited the coverage of the topic.

Recommendations

Recommendations for further research in this area would be that a more in-depth study be done on change of behavior in order to try to test the proposition that a change of behavior is actually needed in order to deter the older juvenile from the Juvenile Justice System. Also, a larger number of cases should be used to help resolve the problem of

possible bias on the part of the professional worker in keeping the more difficult cases for themselves. A larger sample might also produce significant differences in variables, such as ethnic group, occupation of parents, etc., which did not prove significant in this study.

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APPENDIX A

Glossary

Glossary

These definitions are the ones which are being used to refer to the different social problems. They are not necessarily synonymous with strict social work definitions or sociological definitions.

1. Behavior--Sexual acting out. This behavior is being restricted to only those cases of girls becoming pregnant because of sexual intercourse.
2. Casework Treatment Plan--Plan drawn up by the probation officer which will best serve the probationer in attaining a positive change of behavior.
3. Contacts--Field. This type of contact would mean those made not in a setting but in some other type of place such as a church, park, etc.
4. Family Problems--These would be situations which would occur within the nuclear family which would make it impossible for the child to be able to function with a reasonable amount of happiness and compliance with the family as a whole.
5. Institutional--This problem would deal with such institutions as police, etc. This means that the child would not be able to follow the guidelines set down by certain institutions which are considered normal by society as a whole.

6. Juvenile Delinquent--In the state of Texas, this means a person between the age of 10 and 17 years (up to, but not including 17 years) who has committed a crime in the eyes of the existing laws.

7. Personal Problems--This type of problem deals directly with the child's emotional stability and growth. It would mean that he would not be able to cope adequately with the stresses and demands that were being made on him by society in general.

8. Positive Change in Behavior--Behavior which would be considered appropriate within the society in which we live.

9. Pre-Delinquent--A child between the age of 7 and 10 years who has not committed a crime which is considered a felony or misdemeanor and who cannot therefore be adjudicated to be delinquent.

10. Professional Worker--For purposes of this study, this term will be used to designate the paid worker who is presently engaged in casework with clients.

11. School--This would mean that a child, because of his inability to perform adequately in school or his boredom with the curriculum, would make it impossible for him to function adequately within the school system.

12. Volunteer--An adult who is willing to work for no pay with a juvenile offender to render him a more stable functioning person.

APPENDIX B

Questionnaire

Questionnaire

Cases Supervised by:

Volunteer:

Professional:

Case No. _____

Sex: _____

Birthdate: _____

Education: _____ (grade completed)

Religion: Catholic, Protestant, Jewish, Other

Ethnic Group:

Anglo _____

American Indian _____

Mexican-American _____

Negro _____

Oriental _____

Other _____

Yearly Income: _____

Head of Household Occupation: _____

Number of Contacts: _____

Time of Contacts: Weekly, Bi-weekly, Daily, Monthly, Yearly,
Other

Type of Contacts and Number of Times:

Phone _____

Office _____

Home _____

Agency _____

Relation or Interested Party _____

Referred by:

Police _____

Social Agency _____

School _____

Neighbor _____

Friend _____

Family _____

Self _____

Other _____

Type of Social Problem:

Family _____

School _____

Personal _____

Institution _____

Other _____

Behavior Displayed by Problem:

Drug:

LSD _____

Marijuana _____

Amphetamines _____

Acrylics _____
Heroin _____
Alcohol _____
Mescaline _____
Other _____

Runaway:

Aggressive Behavior:

Fighting _____
Cheating _____
Stealing _____
Lying _____
Truancy _____
Sexual Acting Out _____
Other _____

Withdrawal:

Success in Keeping Child out of Juvenile Justice System:

Child in Juvenile Justice System _____

Child out of Juvenile Justice System _____