

**CORRECTIONS
IS
EVERYBODY'S
BUSINESS!**

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CITIZEN ACTION PROGRAM

DEPARTMENT OF CORRECTIONS / OFFENDER REHABILITATION

CORRECTIONS
IS
EVERYBODY'S
BUSINESS! —

VOLUNTEER
HANDBOOK

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Paul L. Weston, Editor



CITIZEN ACTION PROGRAM

DEPARTMENT OF CORRECTIONS/OFFENDER REHABILITATION

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Department of Corrections / Offender Rehabilitation



Jimmy Carter
Governor

Allen L. Ault, Ed. D.
Commissioner

WELCOME

The mission of this department is two-fold. First, we have the responsibility to maintain secure facilities to house people who have demonstrated they cannot live freely with other human beings, and to provide supervision of offenders on probation and parole. But that alone is not enough. Over ninety percent of the people currently incarcerated in Georgia Correctional Institutions will eventually return to the community. Thus, our second responsibility is to provide treatment and programs that will help to prepare the offender for a successful re-entry into the free society. Your service as a volunteer contributes to this transition of the public offender into the private citizenry. Through your public support, service, acceptance and practical advice you can help individuals deal with their specific problems and readjust successfully into the community. Welcome to the Citizen Action Program. We all appreciate your important contribution to better corrections in Georgia.

Sincerely,

Allen L. Ault, Ed.D.
Commissioner
Georgia Department of
Corrections and
Offender Rehabilitation

INTRODUCTION

What do private citizens and corrections have in common? Crime. Together we can stop it. Through better corrections. By diverting those who have exhibited criminal behavior from a criminal career, we can prevent the crimes they may have committed. And salvaged human lives from despair and destruction.

Nearly three out of four offenders released from prison today will likely commit the majority of tomorrow's crimes. They will become repeat offenders, and the crime will likely be more serious than the last one they committed. The repeat offender rate (recidivism) will continue to stay at 70% like it was in Georgia in 1973. Unless ...

Unless more attention and practical assistance is provided to enable offenders to resolve their problems and needs. Unless they have the chance to develop into a responsible private citizen — instead of a repeat offender.

Through citizen action, thousands of Georgians have been helping public offenders become private citizens. One at the time. One to one. Through friendship, positive motivation, tutoring, budget counseling, employment assistance, family assistance, legal advice, recreational assistance, visits to prisons, and many, many other services. And, through old fashion down-to-earth love for another human being.

“Rehabilitation” means a change in behavior, and behavior is complex. Rehabilitation comes about when an individual is equipped with both the personal motivation to want to change and the basic abilities essential to function in our complex society. Love can help rehabilitate somebody. So can budget counseling.

- * Man, in his infinite variety, is capable of change;
- * Lasting change may not be imposed from without, but must come from within the individual;
- * Motivation for change is most likely to come about through positive relationships with other people;
- * The citizen volunteer, offering time, friendship, and self, can provide the personal relationship through which the public offender can be helped to find the way back to the free community.

After someone has been convicted of a crime by the court, he is sentenced. The correctional system is responsible to implement the sentence of the court. That sentence must not only serve as a consequence of the violation of a law, but also should be a time for identifying and correcting the causes of the criminal behavior so that the individual offender will not need or want to return to crime. Some people cannot be corrected. They don't WANT to be corrected. But, many more can, and want to change. They do not know how. Thus, it is the responsibility of the correctional system of Georgia to utilize every resource conceivable to alter and change people sentenced to our legal custody. For the thousands of offenders who want to change, and who need practical assistance and personal understanding in order to change, you, the citizen volunteer, are the best resource we have!

The Citizen Action Program of the Georgia Department of Corrections and Offender Rehabilitation—that's rehabilitation. That's better corrections for Georgia. That's crime prevention. That's YOU. Through your voluntary participation, you can help divert an offender from a criminal career. You can help them learn to help themselves. You can help public offenders become private citizens. The chances are greater with your help. **CORRECTIONS IS YOUR BUSINESS.**

This VOLUNTEER HANDBOOK is provided as your guide for action in Georgia corrections. This book orientates you to the correctional system. It explains the Citizen Action Program. It tells you what you need to know. And, it tells you about the offenders you will work with. Whether you are working individually, or with a community organization project, this book can answer your questions. Well, most of them. If you have questions, just ask the folks you are working with from the department. They will be glad to help you.

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THE GEORGIA CORRECTIONAL SYSTEM

AN ORIENTATION

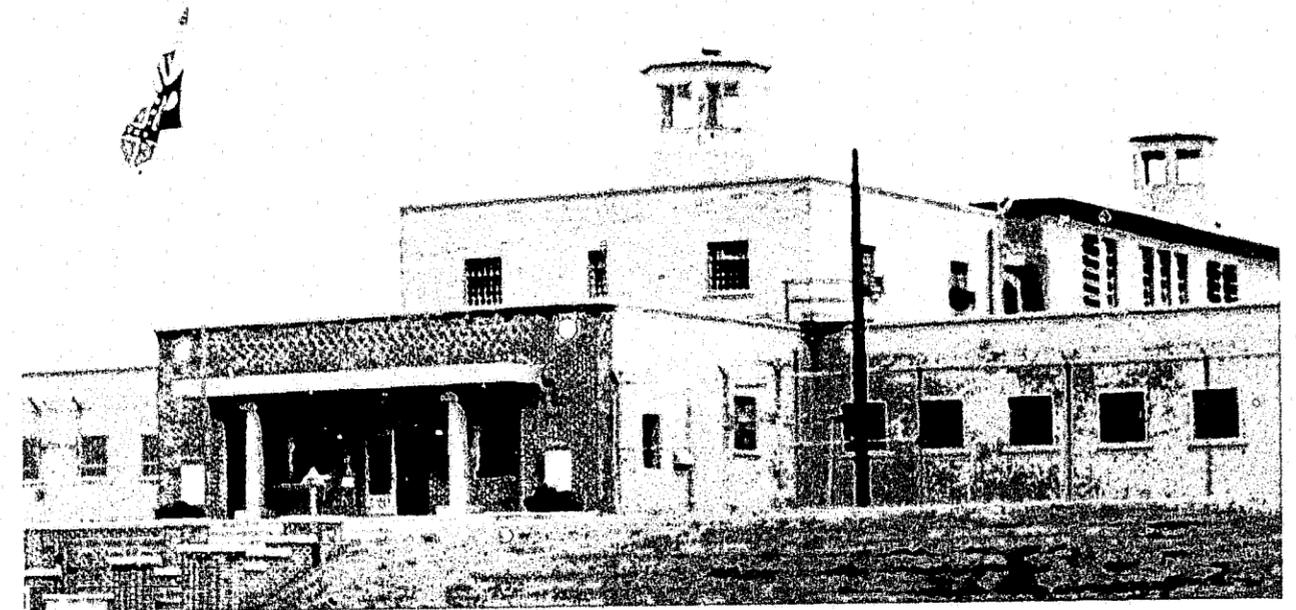
By virtue of your participation in the correctional system of Georgia, it may be helpful to you to understand the structure and the programs of the Department of Corrections and Offender Rehabilitation. After you have become actively involved in a volunteer assignment, you may want to refer to this section for information.

The Georgia Department of Corrections and Offender Rehabilitation is the agency of state government responsible for the implementation of sentences issued by the Court to individuals convicted of a violation of a law.

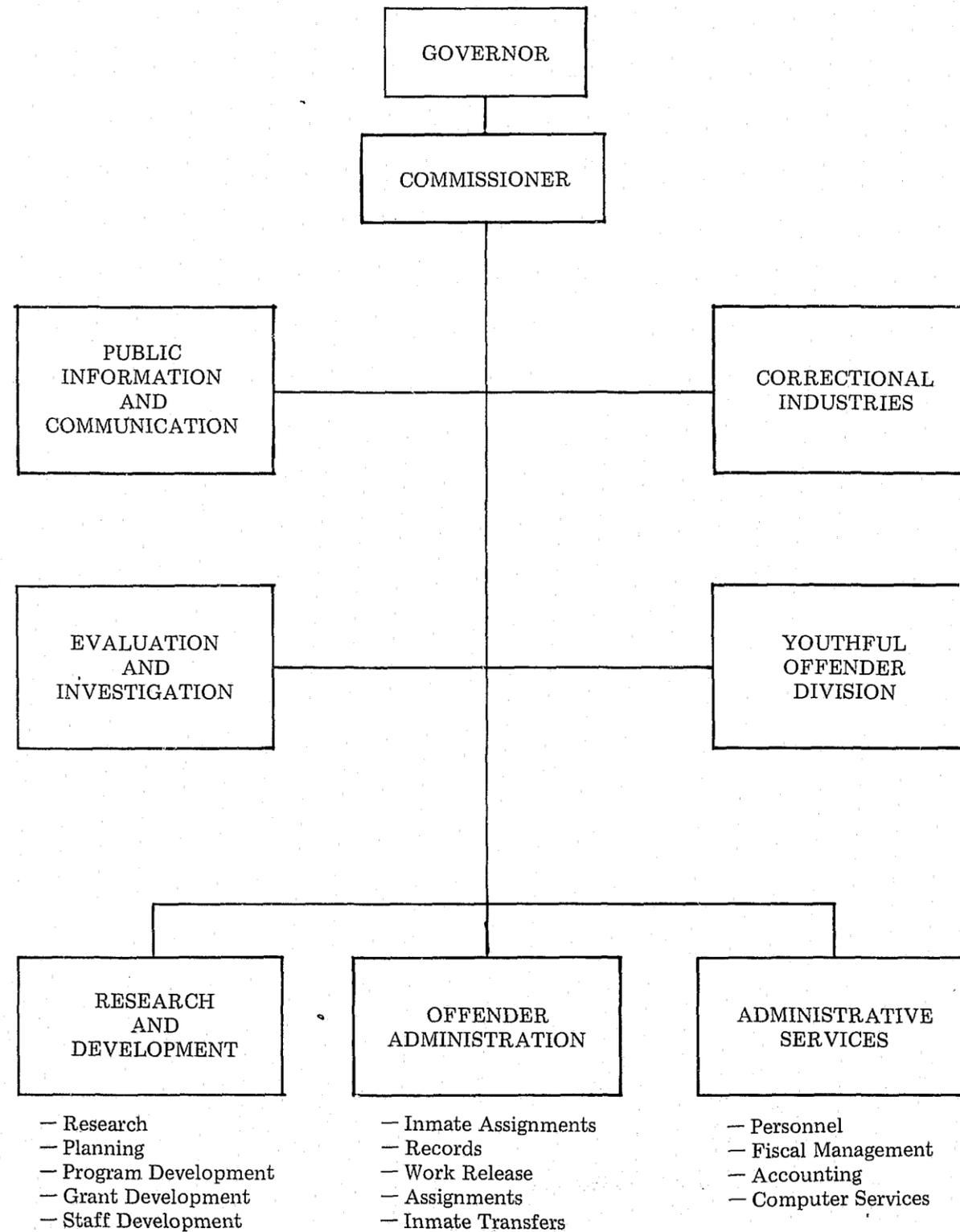
The Department is directed by the Boards of Corrections and Offender Rehabilitation. These individuals direct the policies and the rules and regulations of the department, and convene monthly to review the operation of the correctional system.

The Commissioner of the Department of Corrections and Offender Rehabilitation is responsible to administer the department, and to implement the policies, rules, and regulations of the Boards. The Commissioner is the executive officer of the department. The department itself is a component of the Executive Branch of state government, and is overseen by the chief executive officer of the state, the Governor.

The Central Office of the department, located at 800 Peachtree Street, Room 341, Atlanta, Georgia 30308, conducts the administration of the overall system, which includes probation, parole, institutions, work release, youthful offender services, and many other programs.



CENTRAL OFFICE ADMINISTRATION

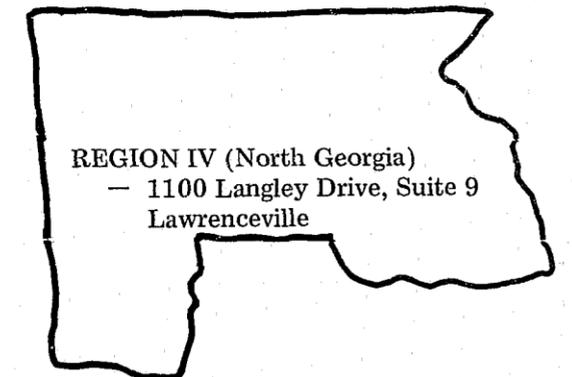
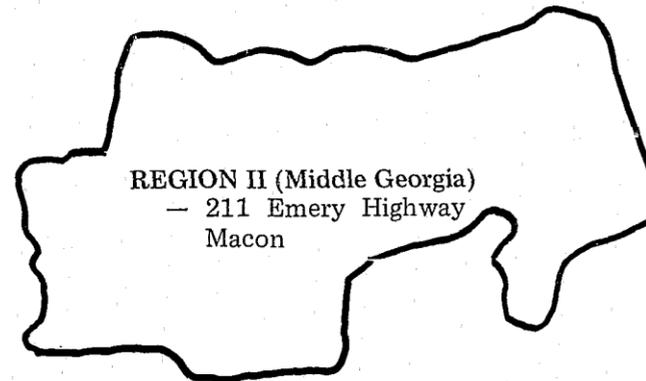
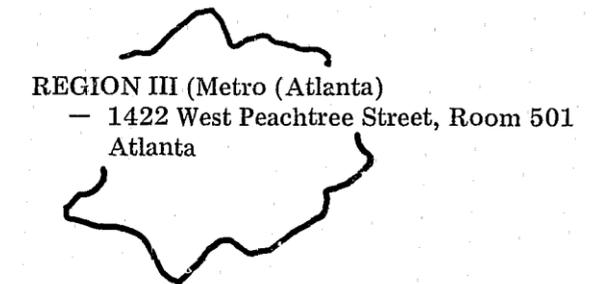
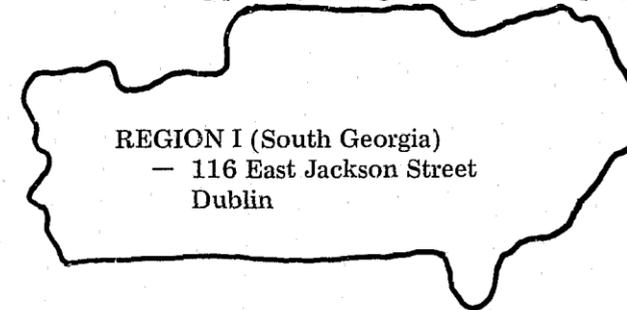


OPERATION

The day-to-day operation of the correctional system is conducted on a regional basis. The state is divided into four geographic areas, and each Region oversees the activities, progress and problems in their area of the state. This "decentralized" system of operation places top level decision making power, through a Regional Deputy

Commissioner, in the field. Needed decisions can be made on the spot without unnecessary delay, and field personnel have direct communication with the management of the department.

The Regions are situated as follows:

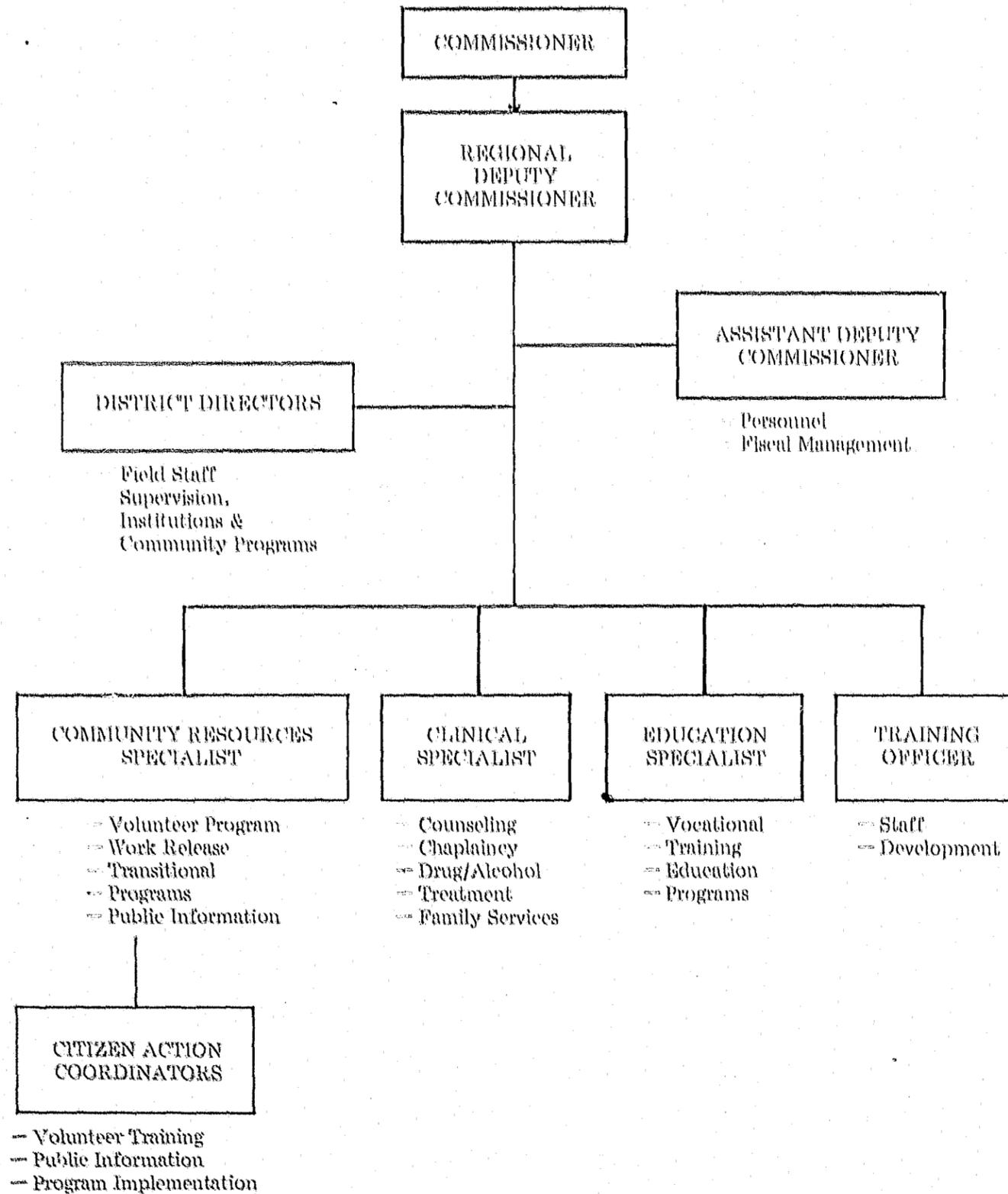


Each Regional Office is staffed by the Regional Deputy Commissioner, specialists for various areas of programming, and District Directors who directly supervise field level personnel.

the region. Each correctional institution is managed by a Superintendent, and probation/parole services are managed on a judicial circuit (multi-county) basis by Chief Probation/Parole Supervisors. Probation/Parole Supervisors, Correctional Officers, and Treatment Personnel comprise the "front line" of the department. These individuals provide supervision, security, and treatment for some 18,000 probationers, 3,000 parolees, and 10,000 inmates.

The Regional Office is responsible for the operations of all adult probation, parole, transitional, and other community programs, and for all correctional institutions in

REGIONAL OPERATION



SYSTEMS

There are four major systems operated by the Department of Corrections and Offender Rehabilitation - Probation, Correctional Institutions, Transition, and Parole. Citizen action can assist each system, and therefore they are reviewed for you here.

PROBATION

Probation is a sentence by the court that allows an offender to serve his sentence outside of prison. The probationer is allowed to remain in the community under professional supervision, and live an almost normal life. A sentence of probation is a "second chance" for the offender. He has the opportunity at this point to discontinue criminal activity. If a probationer violates any rules or other "special conditions" included in the court sentence, the sentencing Judge has the authority to take the privilege of probation away (revocation) and send the person to prison.

Probation is unlike parole in that a parolee has been released from prison early. A probationer, in most cases, has never been to prison.

There are about 18,000 persons on probation in Georgia. They are supervised by Probation/Parole Supervisors, who monitor their progress, provide counseling and treatment referral, and intervene in crisis situations that could lead to trouble. Probation/Parole Supervisors also provide many services to the court, including Pre-Sentence Investigations which provide the Judge with in-depth information regarding the situation of a crime and regarding the individual charged with the crime.

In some cases, a sentence of probation can include the provision that the offender serve a period of time in a Restitution Program. In this program, the offender resides in a community center (half-way house), gains full time employment, and renders portions of his wages for (1) damages restitution to the victim of the crime he committed, and (2) rent and food at the residential center. This program's unique characteristic is that the offender is personally accountable for the damages of his crime.

CORRECTIONAL INSTITUTIONS

Correctional Institutions are security facilities designed to house offenders sentenced to incarceration (confinement) by the Court. There are currently fifteen State Correctional Institutions in Georgia, and forty-one County Correctional Institutions. There are currently 10,000 inmates assigned to the custody of the state.

The major State Correctional Institutions and locations include:

Chatham Correctional Institution	Garden City
Colony Farm Correctional Institution	Hardwick
Georgia Diagnostic and Classification Center	Jackson
Georgia Industrial Institute	Alto
Georgia State Prison	Reidsville
Georgia Rehabilitation Center for Women	Hardwick
Georgia Training and Development Center	Buford
Lee Correctional Institution	Leesburg
Lowndes Correctional Institution	Valdosta
Montgomery Correctional Institution	Mount Vernon
Putnam Correctional Institution	Falton
Stone Mountain Correctional Institution	Stone Mountain
Walker Correctional Institution	Rock Springs
Ware Correctional Institution	Waycross
Wayne Correctional Institution	Odum

Correctional Institutions vary in population size and security. And, they offer many different programs for their population. Following are brief sketches of some of the programs operating in Georgia Correctional Institutions:

Vocational Training: Entry level skill training is provided to many inmates in order to help them develop a means of livelihood other than crime. Courses in automobile mechanics, building trades, industrial skills, woodworking, heating and air conditioning, landscaping, and many other trades are provided throughout the system.

Education: The average inmate functions at about a fifth grade level. Remedial education, high school (G.E.D. equivalent diploma), and even college can be obtained. These programs attempt to upgrade the intellectual capabilities of inmates, and to provide inmates with skills necessary to acquire a trade (i.e., math needed for carpentry).

Counseling: Individual and group counseling services are available to inmates. Through counseling sessions, inmates discuss concerns, hopes, plans, frustrations. Professional counselors deal with emotional problems, and provide treatment for emotionally distressed individuals.

Recreation: Recreational activities are conducted at all institutions. Softball, basketball, flag football, arts and crafts, and many other activities provide good physical exercise and help relieve tensions and frustrations.



D. C. "Jack" Kreps
Superintendent
Stone Mountain Correctional Institution

"Having been in the field of corrections for 14 years ... and having experienced first hand the many diversified problems confronting inmates ... I know of no better tool for rehabilitation than the existing volunteer program at Stone Mountain Correctional Institution."

Religious Services: All institutions provide religious programs and services, and Institutional Chaplains provide pastoral and personal counseling for inmates.

Family Assistance: During an inmate's confinement, his family and their welfare is a source of constant concern. Often, they suffer as much or more because of his incarceration. Through the family assistance program, needed assistance is provided to an inmate's family to prevent complete loss of the family structure.

Volunteer Services: Increasingly, citizen action is complimenting and reinforcing the programs inside institutions. Citizen action programs, and many other services have emerged as a result of public involvement in prisons.

The Youthful Offender Act of Georgia provides for first offenders to receive indeterminate sentences and "earn" their way out of an institution at their own pace. Walker Correctional Institution and the Georgia Training and Development Center are the primary institutions for this program.

Correctional Industries provides products for state government consumption at economical prices, and provides inmates with work experience. Granted, you can't get a job on the outside stamping license plates, but the operation of the industrial press is a sellable skill!

TRANSITION

In the past, upon discharge from a correctional institution an inmate was provided with a new suit, \$25.00, and a bus ticket home. All too often he spent the money the first night celebrating his release, and he didn't need a suit — he needed work clothes!

The transition from institutionalization — regimented and organized — to the free community — "do it yourself" — can be traumatic for an offender. The "doors that close" because of the record, the good folks who won't associate with an ex-con, the bad ones who will — can all add up to automatic failure for the offender.

Transitional Programs offer a cure for this. An inmate may be accepted for work-release, drug release, or education release prior to his discharge or parole. Volunteers again can be of assistance.

Work Release: In the Work Release Program, an inmate is transferred to a community center or to a special dormitory at the institution, and he works full time in the community at a regular job. He pays his room and board. If he has a family, he begins to send money home. He pays taxes. He develops work habits. He gets a job reference. He gets money in the bank. And, he still gets assistance from the department — counseling, lodging, and job placement. Upon discharge or parole, he is better prepared and equipped to take on the world, instead of take from it.

Drug Treatment Release: Offenders sentenced for drug offenses can also benefit from transitional assistance. The Andromeda Drug Center in Atlanta provides intensive counseling, and helps offenders cope with the streets.

Education Release: Inmates may also apply for release to attend public schools and colleges, such as an Area Vocational Technical School.

Transitional Programs have been exceptionally effective in providing "corrections" for offenders. The Work Release Program alone has resulted in a major decrease of 50% in repeat offender rates (recidivism).

PAROLE

Parole is a system of early release from a prison sentence based upon good behavior and cooperation as an inmate, and upon participation in institutional treatment programs.

Persons serving felony sentences or combination felony and misdemeanor sentences of less than 21 years become eligible for parole consideration after serving nine months or one-third of their sentence, whichever is greater.

Persons serving felony sentences or combination felony and misdemeanor sentences of 21 or more years, includ-

ing a life sentence, become eligible for parole consideration after serving seven years.

Persons serving only misdemeanor sentences become eligible for parole consideration after serving six months or one-third of their sentences, whichever is greater.

To equate justice or in the best interests of society, the Board may make individual exceptions to the time-served rules. Subsequently his or her case is reviewed annually for parole consideration.

The decision to parole an offender is made by the State Board of Pardons and Parole. This five-member panel is comprised of citizens appointed by the Governor and approved by the State Senate. Each member serves a seven year term on the Board.

The Board reviews each case for institutional behavior, circumstances of the crime, and circumstances of the environment that the offender will return to. A job must be secured before parole is granted. A pre-parole investigation must be made to observe the parolee's planned residence. Each case, after accumulation of information from the community and the institution, is presented to the Board. A majority vote will grant parole to an inmate.

Parole is similar to probation in that the offender must maintain suitable employment, not leave the state without permission, support dependents, and, of course, violate no criminal laws. Violation of any of these guidelines, or of special conditions of parole requested by the Parole Board, can lead to revocation of the parole, and the offender can be returned to prison.

Parolees are supervised by Probation/Parole Supervisors. They must report to the supervisor as directed, and supervisors often make field visits to home or work for a first hand observation of the parolee's progress. Supervisors also provide professional counseling, referral service, and investigation services for the Parole Board.



Half-way Out! Women's Work Release Center, Atlanta

SUMMARY

Is there a lot more to corrections than you thought? It is a complex component of the criminal justice system, and just as important as law enforcement and judicial processes to crime prevention for Georgia. There are over one million Americans currently in prisons, jail, on probation or parole, or in a juvenile center. Over 90% of them will come back to town. Corrections is more than a government agency. It is the key to crime prevention.

"The ultimate purpose of the correctional process is to prepare the offender to lead a successful, crime free life once his liberty is returned. Yet, in many ways, the offender remains without contact with persons who could expose him to a new, and more successful, way of dealing with day-to-day problems. If our correctional system cannot be counted upon to correct — and the record has not been a good one — we must all become more concerned about the system and the offenders who find themselves in it."

— "Volunteers in Corrections"
American Bar Association

You now have a better idea of what Georgia corrections is all about. The next section will give you an idea of how you can help make it work, and work effectively — through CITIZEN ACTION.

THE CITIZEN ACTION VOLUNTEER PROGRAM

Volunteerism is a two-way street. You give of yourself, and you share your talent and your time with someone else. You share the lessons of life you have learned with a person who either never had the opportunity to learn how to make in this challenging world, or never wanted to really learn. Yet, you can get something out of this yourself. You can learn about YOU. You can enjoy that deep seated satisfaction of trying to do something about this crazy old world. Something to make it just a little bit better.

CORRECTIONS AND COMMUNITIES: A NEW TEAM

Law enforcement apprehends an individual for a specific act, and the courts convict and sentence that individual for that act should evidence rendered at the trial indicate guilt. Corrections, however, must deal with the actor. We must deal with the years of experience and behavior of the individual, not just one specific behavior that led to his custody.

Probation/Parole Supervisors in Georgia have caseloads consistently over 100 clients. The inmate population today is over 10,000. That's the highest it's been in several years, and projections indicate that a new population record will soon be set — we're "busting at the seams." It cost the taxpayer (you) almost \$5,000 per year to keep one persons in prison, and, about \$10,000 per year when tax loss, welfare, and other indirect costs are included. Offender's need for treatment and assistance far exceed the treatment capacity of the Georgia correctional system. But even more discouraging, RECIDISM (the repeat offender rate) is almost 70%. Nearly three out of four offenders who leave a state correctional institution today will return in the future — convicted of another crime.

The Georgia Department of Corrections and Offender Rehabilitation realized that new alternatives for corrections were needed. New approaches had to be tried. Efforts to help ex-offenders re-enter the private citizenry were of paramount importance. Corrections turned to the communities. To the people of Georgia. And, it worked.

Citizen Action makes a difference in someone's life, in corrections, and in Georgia. Georgia's corrections and communities are a new team, now — a partnership.

THE ROLE OF THE CITIZEN VOLUNTEER

Your role as a citizen volunteer is to augment and supplement the services of the professional corrections staff. You are not expected to supplant the professional, but rather to be an extension of his or her services. For

A friendship beings.

"I'll go with you when you apply for the job."



example, a Probation/Parole Supervisor who has a caseload of 160 clients cannot possibly provide in-depth individual counseling to every client every month. He is able to see them only once a month. But, your weekly contacts would increase contact with the client 400% each month. The client would still be under legal and professional supervision of the staff, but you would be helping the staff help the client. Another example, an education supervisor in a correctional institution does not have the time or staff to instruct each inmate on a one-to-one basis. But, often it requires one-to-one instruction to teach someone to read or write. Volunteer tutoring supplements the educational program by extending its' capacity.

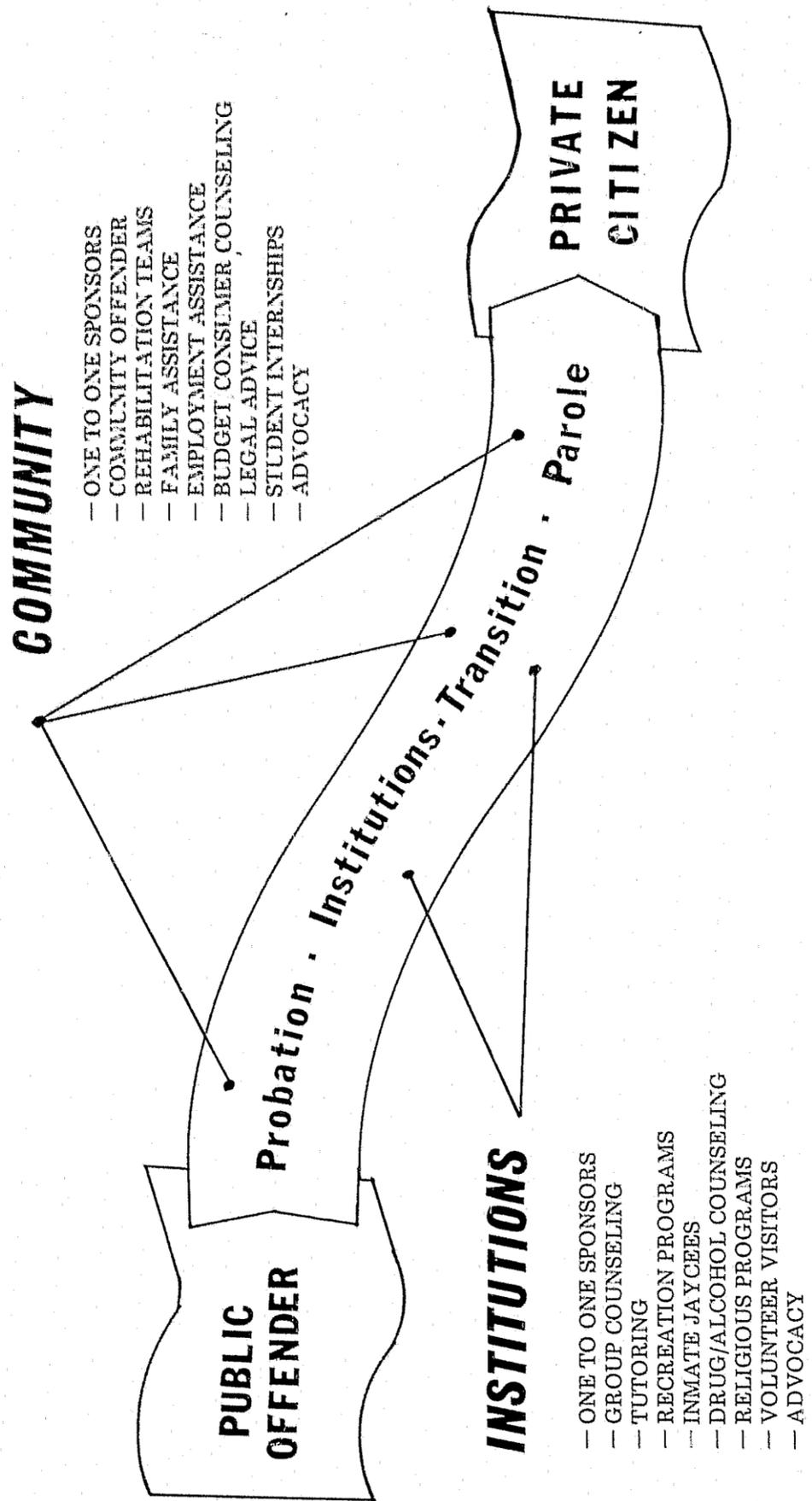
There are four types of volunteer work in the correctional system: Sponsors, Specialists, Community Offender Rehabilitation Teams, and Advocacy. These roles will now be reviewed.

SPONSORS

You can probably remember many times in your life when you needed someone to talk to that you could confide in. Someone who would listen and understand. Didn't you feel better after those "heart to heart" talks? You had shared your personal problems with them. You had gotten something "off your back."

That's what a Volunteer Sponsor is all about. You provide the offender with someone who will listen. Through the development of a friendly relationship, you and your client can eventually develop trust. After a while, your client will begin to tell you personal things, concerns, and frustrations. Or, something good that happened. Listen. Empathize. Understand. Because, he is getting things off his back.

ALTERNATIVES FOR ACTION



"How can I help you?"
 Volunteer Parole Aids from the Georgia Bar Association Parole Sponsor Program discuss the program with inmates about to re-enter the community.

By listening to problems, you can offer constructive alternative for the offender to solve his problems. He may know what the problem is, but he may not know what to do about it. The last time the bills piled up, he robbed a grocery store. This time, help him get to the Consumer Credit Counseling Service.

Your client may need help in practical matters. Budgeting his money, bonding, credit counseling, or help in understanding a contract for an automobile — day-to-day things. If the offender has been in prison for several months or years, he may need help with getting a driver's license or opening a checking account. Find out where he is having difficulty. Then, you can probably help him figure out what to do.

Thus, a Sponsor is a listener, a friend, and an advisor for practical assistance. And, an "inspirational personality." You care. He knows it. That means something to him, and can change his attitudes — his behavior.

Being a Sponsor requires about eight hours per month, and should continue with one offender for at least six months. That's about one visit per week to an institution, or one meeting per week in the community. You should not miss more than one week without at least contacting the offender by phone.

Meetings between you and your client can take place at the court house, or the bowling alley, or a restaurant, or on a fishing trip, or wherever you and your client agree to meet.

SPECIALISTS

Whereas a Volunteer Sponsor provides several services to one offender — practical advice, friendship, counseling, listening — a Volunteer Specialist provides a specific service to a number of offenders. When an offender has a specific problem, the Probation/Parole Supervisor or

the Institutional Counselor can call on a Specialist to assist.

Examples of Specialist Activities include:

Tutoring: Both in institutions and in the community, many offenders need assistance in learning how to read and write. Remedial education. Basic math and english can often help someone get a job.

Group Counseling: Group meetings with inmates can bring the free world behind the walls, and stimulate their interests. "Rap Sessions" with volunteers help offenders to express their feelings and concerns, and give the volunteer a better understanding of corrections.

Volunteer Visitors: Many inmates never receive any visitors from the outside. They are alone and forgotten. They may not have a family or friends. Or, a family that doesn't care about them. Or, a family that lives over 200 miles from the institution who can't visit very often. Volunteer visitors see to it that somebody cares, and comes.

Recreation: Institutional Recreation Programs are essential to the mental and physical health of inmates, and offer an avenue for relieving tension and frustration. Recreation Specialists help as Coaches, Referees, Art Instructors, and Crafts Instructors.

Drug/Alcohol Counseling: Some Specialists, knowledgeable in drug and alcohol issues, can help with the drug and alcohol programs. Alcoholics Anonymous and other groups provide significant service in this area.



"No. That's a soft 'C'."
 Volunteer Tutor teaching an inmate to read instead of rob.

Inmate Jaycees: Local Jaycees Chapters can sponsor an institutional Chapter in a nearby state or county institution. The Jaycee programs of individual development and community responsibility are exceptionally appropriate for institutions. After all, most of the inmates are the same age as Jaycees, and they will be coming back to town. There are currently six Inmate Jaycee Chapters in Georgia institutions.

Religious Programs: All state institutions sponsor religious programs. Guest pastors, visits by a church group, and other important services can be provided through this specialty.

Family Assistance: While an offender is away in prison, his family often suffers more than he does: Volunteers can assist the family by helping them stay healthy and stay together — helping the mother shop for nutrition instead of starch, or serving as a “big brother” or “big sister” to the kids. So crime won’t become a family affair.

Employment Assistance: Simple: If an ex-offender can’t get a job, he’ll get another place to rob. Volunteers can help by counseling an offender on how to apply for a job and where to look. They can help him determine what he is best equipped to do. And, after an offender is employed, they can counsel him on good work habits — getting to work on time, being clean, being responsible as an employee.

Budget and Consumer Counseling: Volunteers can help with budget problems, help someone plan a family budget, or give talks to groups of offenders on money management and responsibility. Further, they can assist with consumer issues and help the offender understand a contract — “what he is going to get for what he is going to spend.” They can advise him regarding “shady deals” and unethical business practices.

Legal Advice: Attorneys can provide a limited amount of counseling for offenders on legal matters. Through the Georgia Bar Association Volunteer Parole Project, attorneys throughout Georgia are providing Sponsorship and Legal Advice for offenders. Over 200 lawyers have participated in the program.

Student Interns: Internships for students interested in the correctional system are available. These provided first-hand experience of the challenges and problems of corrections. Also, opportunities for graduate students to conduct thesis and dissertation work can be arranged.

Volunteer Coordination: Volunteers can help coordinate the Citizen Action Program. Meetings, orientations, appointments for introductions, and other activities are time consuming. Volunteers can help the local office conduct these activities. And, volunteers can help introduce new volunteers into the program.

Professional Specialist: Any professional, an M.D., an Optometrist, a Dentist, a Psychiatrist, and others, can provide a limited amount of service per month to the local correctional office. Should an offender need such services, and have no means to obtain them, they would then be referred to the Specialist ... one eye test, or one filling. It can add up to a smile for someone who may have been to ashame to smile before.

As you can now see, your talents can be utilized throughout the correctional system.

COMMUNITY OFFENDER REHABILITATION TEAMS

The Community Offender Rehabilitation Team Program (CORT) is designed for the community organization — any community organization — civic, church, professional, educational, social, or other. It is a team-approach committee structure that allows an organization itself to sponsor offenders, and it is a combination of sponsor and specialist volunteer roles.

The CORT Team sponsors probationers and parolees in the community. It is comprised of a Team Leader (committee chairman), and Resources Coordinator, and one-to-one Sponsors (as many Sponsors as the organization is willing to provide). Each Sponsor is assigned an offender, and works one a one-to-one friendship basis. When an offender, for example, needs a pair of glasses, the Sponsor can contact thy Resources Coordinator with the problem. The Coordinator can arrange a charitable eye examination with an optometrist, or at a public health clinic, and can contact the Lions Club for help with obtaining the glasses. The Coordinator also serves as an alternate, should a sponsor be unable to make a meeting which an offender. The Team Leader coordinates and monitors the project, assists in matching club members with offenders, and provides communication with the Local Probation/Parole office. Further, the Team Leader should arrange a group function at least every two months for the Sponsors, their Clients, and other club members, such as a picnic, or bowling game, or fishing trip, or supper at the local restaurant. It gets the client “in” with the private citizenry instead of on the outside.

ADVOCACY

Advocacy, as defined by Webster, is “speaking or writing in support.” Advocacy Volunteers speak and write in support of better corrections in Georgia, and of citizen action in corrections.

Does your county or city have a committee or council or association supporting better corrections? Do they know that better corrections can help prevent crime? Do they know that volunteers can help offenders become private citizens instead of repeat offenders?

Every volunteer in the Citizen Action Program is also an advocate for better corrections. They have demon-

strated this by their involvement. But, if you are interested in public relations, newspaper writing, radio and TV, or other communications, you can help spread the word about better corrections. The public conception of corrections has been formulated in a factual vacuum. Sensational crimes and parolee crimes are immediately brought to the public’s attention. Half the problem with corrections is that the public is exceptionally reluctant to give an ex-offender a chance. Once an offender, always labelled an offender. The idea that someone pays for a crime by prison or probation is more often than not a myth. Upon return to the community, people continue to treat them like they just robbed a bank, and, that often becomes their only choice.

Your good word in the community can help. It can open doors for offenders. So they won’t have to break doors open again.

THE VOLUNTEER PROCESS

Citizen Action in corrections requires a careful and systematic process. Your involvement should provide a meaningful and useful experience both for you and for us. After you have completed your volunteer application, you must be placed in the volunteer job carefully.

SCREENING

Upon receiving your application, thy Department will review it carefully. It gives us information for matching, for identification of your talents that may be needed for a particular client, and information for security clearance. If local staff members do not know you personally, they will check your references. Especially correctional institutions need to carefully review your application. The Rules and Regulations of the Board of Corrections require that the Warden or Superintendent approves all individuals placed on an inmates visitation list. If, for any reason, Probation/Parole Supervisors or Wardens reject any volunteer’s application to the program, that volunteer will be notified.

MATCHING AND ASSIGNMENTS

Your application will first be reviewed to select a job for you in the volunteer program. Your indications of interests and your profession will be considered. There is a place on the application for you to indicate if you want to provide a special service, or if you want to work as a sponsor.

If you are selected as a Specialist, (or, if you applied to be a Specialist), your speciality will be confirmed. The service you can provide will be distributed to the appropriate treatment personnel, and you will be entered into their resource bank. Upon the need of your service, you will be contacted.

If you are selected (or applied) as a Sponsor, you will be matched with an offender. Although matching is very difficult, a recent poll of volunteers indicated that they felt they were appropriately matched over 90% of the

time. After you have met your client, however, should you feel that the match is not acceptable to you, you may decline that match. The offender has this same privilege. But, you should give the match a chance. Therefore, you should enter the match for a six-week trial basis. At the end of that period, should either you or the offender have serious doubts about the match, it will be discontinued.

Matches are based on a number of indicators, including sex, age, race, education, profession, interests, hobbies, geographic location, and the correctional staff member’s keen ability to sense people’s attributes.

Offenders are also screened for the match, and the volunteer program is not forced on the offender.

Prior to meeting with your assigned offender, you will be interviewed by the Probation/Parole Supervisor or Institutional Personnel. They will review the offender’s history with you and discuss some of the things you may be able to do to help that particular individual. At that time, if for any reason you are hesitant about accepting the case, you should point this out and discuss it with the staff.

INTRODUCTION

Sponsors and clients usually are introduced by the Probation/Parole Supervisor or Warden in his or her office. Or, by the Volunteer Coordinator in the area. The first meeting will be brief, and simply is to introduce the two parties. At this meeting, the volunteer and offender should plan the date, time and place for their next meeting.

MONTHLY REPORTS

Your Probation/Parole Supervisor may want you to submit a monthly report regarding the contacts and activities of your volunteer job. You should complete these and send them in on time. They can be helpful to the supervisor in observation of the case, and planning for actions the case may need.

IN-SERVICE TRAINING

To compliment you orientation or interview that you received when you first joined the program, there will be occasional in-service meetings. These “share night” or “town hall” volunteer meetings will review the program in your area, and often present a session on some aspect of the program, or a guest speaker. Members of the department staff will also be available to discuss your concerns and ideas regarding the program. You will be notified locally when a program is held.

FIRST MEETING



As seen by
the Volunteer.

As seen by
the Client.

MOVE
Helena, Montana

Reprinted from the VIP Examiner, Summer 74 Issue..

INSURANCE

You may be covered during your activities as a volunteer by an accident and liability insurance program. You will receive separately from this handbook information regarding the insurance.

AWARDS

By virtue of your participation in the program, you will receive a Certificate of Appreciation. This is our humble way of saying "Thank You" for your important contribution to corrections. Individual volunteers will receive Citizen Action Awards, and community organizations will receive Community Action Awards.

CONSIDERATIONS FOR COMMUNITY WORK

Your contact with the Department of Corrections and Offender Rehabilitation in the community is the Probation/Parole Supervisor or the Community Center Director you are working with. They will be happy to answer questions and assist you in your volunteer activity. However, you should not call on them unless you really need to. They have heavy caseloads, court duties, and investigations to conduct. Be sure your call is important.

You should familiarize yourself with community agencies that can be useful to you in working with your client. Examples include Alcoholics Anonymous, Area Technical Schools, Vocational Rehabilitation, Legal Aid, Community Health Centers, Labor Department, Drug Centers, Counseling "Hotlines" and Counseling Centers, and similar agencies. What agencies does your county have that can help your offender?

You should also try to acquaint your client with community organizations — Jaycees, or the Church Fellowship, or other groups where the offender can be introduced to a positive peer group. The offender has to be included in the community before he or she will want to belong to it.

You should learn about corrections in your community. What about Juvenile Corrections, and the county jail? Detention without attention does not rehabilitate. To find out more about how to understand corrections in your community, you can obtain the booklet:

Crime and Corrections — A Guide to Action (\$1.50)
University of Georgia
Institute of Government, Corrections Division
Athens, Georgia 30602

INSTITUTIONAL CONSIDERATIONS

Institutions require sound security. And, once an inmate is expecting you, your failure to make an appointment is very disappointing to an inmate. Often, you make his day, or his week. You are very important to an inmate.

Please observe the following guidelines:

1. If a visit to an institution to meet with an inmate has been scheduled, please be there on time.
2. In case of delay or change in plans, please call the institution so they can notify the inmate.
3. No trading or transaction of business should take place between the volunteer and the inmate.
 - A. Under no circumstances should the volunteer give to an inmate cash or checks.
 - B. A general rule is that nothing should be brought in or taken out of the institution without the warden's or institutional personnel's expressed approval, including mail.
4. No arrangement between the inmate and his family should be made by the volunteer unless such action has been approved beforehand by the Warden or the Deputy Warden.
5. The volunteer should ask the Warden or other institutional personnel when in doubt about anything.
6. The volunteer may want to help the inmates with budgeting and financial planning for the future. This is an area of information frequently requested by inmates.
7. Assistance and instruction on clothing, employment and residence plans is extremely helpful to inmates, and is encouraged when agreeable to the volunteer.
8. Do not promise an inmate anything you are not sure you can accomplish. If he asks for you to "get him on work release" only tell him you will see if you can help. Inmates will also ask you to help them get on parole. That decision is beyond your control. You may wish to write the Parole Board a letter of recommendation, but only if you sincerely feel that it is deserved.

BONDING

Many jobs require security bonding. That is exceptionally difficult for a probationer or parolee to obtain. If you see this as a difficulty, or if you know of a better job the offender could obtain if bonded, you should refer your client to the Correctional Manpower Program of the Georgia Department of Labor, IBEW Building, Atlanta, (404) 656-3198.

TIE LINE

If your client has a particular need that you feel needs special assistance, and you can't get the answer locally,

you should call the Department of Human Resources toll free TIE LINE, 1-800-282-4900. This information referral system can refer you or your client to the appropriate agency for assistance.

INCOME TAX DEDUCTIONS FOR VOLUNTEERS

Expenses involved in rendering volunteer services to the Georgia Department of Corrections and Offender Rehabilitation are deductible on your Federal and State Income Tax Return provided you itemize on Schedule A, Form 1040, Internal Revenue Service.

Automobile Expenses: You may deduct unreimbursed out-of-pocket expenses directly attributable to services you render to a charitable organization, such as expenses for gas, oil, etc., in the operation of your car. You may not deduct a pro rata portion of general repair and maintenance expenses.

If you do not wish to deduct your actual expenses, you may use a standard rate of 6c per mile to determine your contribution. Under this method, parking fees and tolls are deductible in addition to the 6c per mile.

Depreciation and insurance are not deductible in either case.

Other Expenses: Reasonable unreimbursed out-of-pocket expenses spent for underprivileged juveniles to attend athletic events, movies, dinners, etc., by an adult selected by a qualifying organization whose goal is to reduce juvenile delinquency (through individual guidance in sound character development) are deductible. However, the volunteer's own expenses are not deductible.

Sample Reporting, 1040, Schedule A:

Auto Expenses —	
Travel — 100 miles	_____
100 mi. X 6c	_____
Parking/Tolls	_____
—OR—	
Out-of-Pocket Auto Expenses (gas, oil)	_____
Other Expenses —	
Clothing (New)	_____
Tickets (Entertainment)	_____
Meals	_____
Gifts (No cash money)	_____
LESS: Amount reimbursed	_____
Total	_____

Note

To substantiate your expenses,

1. Keep a log of odometer readings for auto expenses.
2. Obtain a receipt of cancelled check for gas and oil expenses.

- Obtain a receipt for gifts, clothing, or other items you purchase, preferably cancelled check or credit card receipt. (Cash register tape may not be acceptable.)

CALL THE INTERNAL REVENUE SERVICE, 404-522-0050, FOR QUESTIONS.

(Source: IRS Publication 526,552. Prepared by Andy Anderson, Correctional Manpower Program, Georgia Department of Labor.)

INFORMATION RESOURCES

The Citizen Action Program maintains a CITIZEN ACTION OFFICE in the Central Office of the Department of Corrections and Offender Rehabilitation. Further, each Region maintains a regional staff member responsible for the coordination of the volunteer program. If you have questions, concerns, or other issues that you would like to share with the regional or central offices, you are invited to contact the office nearest you, or the state office in Atlanta.

CENTRAL OFFICE

Citizen Action Office
Department of Corrections/
Offender Rehabilitation
800 Peachtree Street, Room 341
Atlanta, Georgia 30308
(404) 894-5388

SOUTH GEORGIA

Region I
(912) 275-0400

MIDDLE GEORGIA

Region II
(912) 742-8088

METRO ATLANTA

Region III
(404) 894-4130

NORTH GEORGIA

Region IV
(404) 963-9251

(*Note: Regional Mailing Addresses are listed in Section I.)

You can also subscribe to the VIP Examiner, published by Volunteers in Probation, National Council of Crime and Delinquency. This publication reviews citizen involvement in corrections throughout the United States, and often carries articles regarding Georgia programs. You may request a complimentary copy by contacting the Citizen Action Office, or by writing VIP directly:

Judge Keith J. Leenhouts
VIP -NCCD
200 Washington Square Plaza
Royal Oak, Michigan 48067

OTHER INFORMATION SERVICES AVAILABLE TO YOU INCLUDE:

Georgia Office of Volunteer Services
116 Mitchell Street, Room 501
Atlanta, Georgia 30334

Volunteers in Courts Reference Library
Tri-County Regional Library
Rome, Georgia
(Send for their catalog!)

National Information Center on Volunteerism
1221 University Avenue
Boulder, Colorado
(Subscriptions for Volunteers for Social Justice)

ACTION, Federal Volunteer Agency
730 Peachtree Street
Atlanta, Georgia 30308

National Center for Voluntary Action
1785 Massachusetts
Washington, D.C. 20036

COUNSELING WITH THE OFFENDER

In your contacts and relationships with the offenders you work with, you should keep the following points and observations in mind. Above all, you should practice empathy, respect for the offender as a human being, and honesty in your contacts with your client. Before you can really have an impact, and, before your client will really listen to you and take your advice seriously, he has to trust you.

- Empathy** — Simply put yourself in "his shoes."
- Simple language** — You're not trying to impress the offender with your vocabulary. You are trying to communicate effectively with him. Be aware of his terminology and discuss on the level that he can understand.
- They identify!** Be careful of your mannerism, set a good example. If you are effectively reaching him, he will emulate much in the same manner as a son copies his father.
- Advice** — In order to be accepted it must be practical, attainable, and given from his point of view. This is where empathy and understanding is paramount. Can he use the advice or is it impossible? If the latter is true, this sets up a road block.
- Listening** — One of the most basic requirements of a good counselor is that he or she be a good listener. (For most of us this is a very difficult task.) Be objective. There is a difference in listening to a person and actually hearing what he has to say. Look for repetition ... this may identify problem areas.
- Respect for client** — Respect the offender and his basic rights as a fellow human being. He needs to be viewed with dignity and there is no

room for narrow prejudices. Many times his morals are different from yours, but remember he may have a different sense of values and may have been exposed to an environment that is foreign to you. If you dislike a client or have personality conflicts which cannot be resolved, do not hesitate to request that you be taken off the case. This is far more appropriate than struggling under irremovable pressures.

- Actions speak louder than words.** The offender readily recognizes your sincerity or lack of it. It is not so important what you say, but how you say it.
- High expectations** — Think positively regardless of the shortcomings the offender may have. Recognize his strong points and strengthen his weaknesses.
- Use of authority** — The authoritarian figure is vested in the professional supervisor. Your strongest authority will be your ability to convey your psychological strengths as you have the expertise of knowing how to get along in the world successfully and the offender may not.
- Inspirational** — Be enthusiastic! Show your leadership and depict good examples of strong character and humility in your successes.
- Cause discomfort** — If a person remains frustrated long enough, he will find a way of adapting to the situation. Explore frustration and discomfort when you see a client is not satisfied with his lot in life. Make him uncomfortable so as to challenge and motivate him in the right direction. Challenge him to do something about it if he is not satisfied.
- Guilt feeling** — Offenders may not be as sensitive to a feeling of guilt, as you are. We need to generate appropriate guilt feeling in the individual, as this serves as a deterrent to further law violation.
- Spiritual** — Most people, even criminal offenders, have some concept of God and the effects of the spiritual realm upon their lives. Build upon these concepts, Biblical teachings of character building, the Ten Commandments, etc. However, be general in direction. PLEASE DO NOT force your denomination or beliefs upon him. Point the needs for spiritual growth and let him do the choosing.
- Use of the crisis** — The criminal offender is accustomed to being defeated and overcome by crisis. However, the volunteer counselor is in the position to stand by and assist him during a crisis. Habitual defeat can sometimes be turned into a learning process and final victory.
- Presistence** — It is a very important part of counseling. It shows the offender that we will not

give up on him. He, and himself, expects to be a disappointment. When he realizes you are genuinely interested in helping, often times this will serve as a turning point in his behavioral pattern.

DO'S AND DON'TS

- | | |
|-----------|--|
| DO ... | Establish friendly working relationship with person with whom you are working. |
| DON'T ... | Exercise or use authority — this is vested in the professional staff. |
| DO ... | Accept the individual "as he is." |
| DON'T ... | Compare his values with yours. |
| DO ... | Talk on his level. |
| DON'T ... | Talk above the offender's ability to comprehend and communicate effectively with you. |
| DO ... | Help solve financial problems. |
| DON'T ... | Lend money. |
| DO ... | Notify supervisor of any pending court appearance. |
| DON'T ... | Appear in court on behalf of offender's without knowledge and concurrence of supervisor. |
| DO ... | Provide empathy. |
| DON'T ... | Provide sympathy. |
| DO ... | Exercise patience, wisdom, and understanding. Sometimes positive results do not appear on the surface until a much later time. |
| DON'T ... | Become discouraged. |

SOME GOOD ADVICE ABOUT WEEKLY CONTACT. (Reprinted from The VIP Examiner, Summer 1973.)

It is very easy for volunteers to get out of the habit of seeing their clients regularly. Vacations, overwork, demands made on free time by other organizations, difficulty getting in touch, an unresponsive or uncooperative client — all these factors and many others work against getting together every week. There are a host of reasons why regular contact is impractical.

Why, then, does the program require, emphasize and re-emphasize the importance of continued, one-a-week, face-to-face meetings? Very simply, the success of each relationship depends, in large measure, on the pattern of meeting which the volunteer and client develop. This does not mean that a volunteer must see his offender on the same day at the same hour every week. It does indicate, however, that a week by week contact should be maintained. The most effective tool that the volunteer has in working with his offender is the period of time during which the two are together each week. It is the key to every relationship and to the program as a whole. As the amount of time that a volunteer spends

with his offender decreases, also to a certain extent, does his effectiveness.

There are some basic reasons why continued and frequent contact is to the success of the relationship.

1. The weekly meeting is a time when the client has a chance to talk out his problems and to release frustrations and anxieties. It is the volunteer's opportunity to listen, to respond, and to possibly provide a model after which the client can pattern himself. The weekly meeting is the cornerstone in helping the client develop new attitudes.
2. Weekly contact will provide the client with a sense of security in the relationship. He will be better able to trust the volunteer and thus to relate to the volunteer if he is certain that the volunteer will continue to see him and spend time with him.
3. Weekly meetings will help the client plan his time and develop a schedule. In this sense, it will teach him responsibility not only toward the volunteer, but in his relationships with his family, employer, teacher, etc. By seeing that he does appear in a certain place at a certain time, he will hopefully learn that when he contracts to do something, he is expected to fulfill the obligation.

A volunteer cannot afford to make the attitude, "Well, I told him to call on Friday night, and he didn't call — that's why we never got together." Unless the volunteer has really established a close relationship with his client, he cannot expect that his client will take such initiative. As the relationship progresses, more of the responsibility for planning meetings can be given to the client but the volunteer must be prepared to pull in the slack.

When a client "stands up" his volunteer, the matter should not be passed over. Ideally the volunteer would get in touch with the client either in person or by phone, on the same day that it happened. If the matter is allowed to slide until the following week, two things will result: (1) It will be harder to re-establish lines of communication, and (2) the client will feel that the meeting didn't matter to the volunteer in the first place.

Once the volunteer has made preliminary contact after he has been stood up, he should schedule a new meeting at the earliest possible date. This will impress on the client and seriousness with which the volunteer view the relationship, and the importance of not missing appointments.

In the case of a client who chronically stands up his volunteer, establishing a pattern of meetings may be beyond the volunteer's control. At this point, the volunteer should go to the Supervisor. Most situations, however, are not beyond the volunteer's control. Several volunteers have felt that they would have to camp out on their client's doorstep if they were to maintain weekly meetings. Although a volunteer cannot be expected to daily drop his plans in order to roam the

countryside in search of a client who stood him up, it should be remembered that one of the most vital qualities of a volunteer is persistence. In the words of a national volunteer publication, "Persistence is a key part in counseling in that it conveys to the offender that we will not give up on him. This in itself is important when we realize that the offender expects to be a disappointment. The volunteer should be persistent and aggressive in a healthy way."

SOME TECHNIQUES USED BY VOLUNTEERS (Reprinted from *Volunteers in Courts: A Manual*, by Ivan H. Scheier)

The method of operation employed by the volunteers varies greatly. This is the way it should be, in as much as it should match your personality. There is no stereotype to follow. You will have to develop your own technique.

One volunteer dropped everything he was doing one day to assist a client with a legal problem. The volunteer, who was not a lawyer, took the young man to another court and helped him get out a Writ of Replevin to recover a stove wrongfully possessed by an ex-landlord. The client appeared in court that day for the first time as a civil court plaintiff rather than as a criminal court defendant. They did more than just get that stove back. The client has never been in trouble since.

Another volunteer, who was sorely tested by the client, met him at the executive dining room of the corporation for whom he worked. The client appeared without a shave and in poor clothing for several times before he appeared properly dressed. The volunteer had patience, understanding, empathy, and intelligency. Finally, after several visits, the client, who had earlier stated that "only squares work," told the volunteer he wanted a job. The volunteer helped him get one, which eventually ripened into an apprentice situation. The volunteer told us shortly before the client was discharged that, "this guy is simply not the same person."

Another technique used by volunteers is to employ them. On many occasions the employee-employer relationship with a fine, concerned employer has truly affected the behavior patterns of the client. On some occasions, it is a new employment relationship. In others, it is a more meaningful relationship between the two based upon increased recognition of need.

Another volunteer, convinced that the client needed a change of environment, referred his client to the employment counselor who arranged an excellent employment opportunity in Texas. The rehabilitation of the client has been successful.

Other volunteers have worked on old cars together. In such a case, the volunteer is doing a lot more than just fixing up a car.

Another volunteer, who like the client, is interested in athletics, "works out" regularly with the client. They

have found a great mutual interest in weight-lifting. We were once deeply concerned about this client. We are not as concerned any more.

Another volunteer was able to refer the client to a commercial art course. For the first time, the client really could dig his teeth into something. We never heard from that lad again in criminal courts.

Other volunteers have been instrumental in the client's re-enrollment in day school or in the adult education program.

Another volunteer assisted a client and his bride through the first difficult year of marriage by excellent marriage counseling.

So you can see, the techniques are legion. They are limited only by the sensitivity, affection, imagination and concern of the volunteer. We are convinced that while what you do is important, how you do it is of greater concern. Proceed with empathy, sensitivity, affection, understanding, intelligence and concern. Often you will be successful.

CONFIDENTIALITY

The volunteer relationship with the client is considered

confidential. However, the volunteer should report the following information to the supervisor:

1. Knowledge of or suspicion of the violation of a law on the part of the offender.
2. Knowledge of or suspicion of the violation of a rule of probation, parole, or institutional security.

Additionally, the volunteer should inform the offender of this responsibility, and clarify that the volunteer is obligated to report infractions to the offender's supervisors. Other than these issues, the volunteer-client relationship is considered a private friendship.

COMMENT

The information provided in this section should have answered most of your questions, and maybe even some questions you hadn't thought to ask!

You are now familiar with the correctional system, and with the Citizen Action Program. Before you are really ready to go to work, you should become more familiar with the offender.

THE OFFENDER

Contrary to popular belief, the public offender is not a fire-breathing monster with pistols in every pocket and a knife in each boot. The public offender is a person who has the same needs as any other person. The need for warmth, for love, guidance, and attention.

Granted, there are those who are dangerous. Sick. Lost. And those who have absolutely no concern for the rights, property, or safety of others. The cold people. They don't care if anybody cares. They might not know how to.

But, there are virtually thousands of offenders on probation, parole, and in correctional institutions, who do care about themselves, and about others — the ones who WANT to change ... the youthful offenders ... The young adults at a crossroads between a happy life or a life of destruction and despair. They are the ones that are a part of this program. They are the ones who can be redirected to the free, law-abiding community successfully. They are the ones that the correctional system must concentrate efforts on, if there is ever to be a reduction of crime in Georgia. And an increase in the salvaging of human lives from desperation and crime to a harmonious pursuit of happiness.

In this section, you will meet the offender. You will learn how the offender feels about the Citizen Action Volunteer Program. You will see some of the characteristics of the offender, and some of the needs. Remember, however, each offender is different. You should not assume from this information that your client will be necessarily comparable to this information.

OFFENDER CHARACTERISTICS

Effective rehabilitative treatment of those persons entrusted to the correctional system necessitates an understanding of the background and characteristics of its clients. The following categorical statements were interpreted from the Department of Corrections/Offender Rehabilitation computer data bank and the 1970 U.S. Census. A profile of the Georgia offender follows:

- Age** —Almost half of Georgia offenders are below 26 years of age.
- Race/Sex** —Almost all Georgia offenders are male with over 62% of them being black.
- Education/IQ** —The average I.Q. of the Georgia offender is 83, and, although he has completed an average 9 years of school, he functions at the 5.8 grade level.

Employment —Over three-fourths of the Georgia offenders reporting were employed in "blue collar" occupations. Over half of all offenders worked as transport operatives or laborers.

Socioeconomic —Over three-fourths of the Georgia offenders reporting fall at or below the minimum standard of living of \$3,000 per year. 8.3 percent of all offenders were receiving welfare benefits.

Environment —Over half of the Georgia offenders reporting came from urban areas, one fourth from small towns, and one fifth from rural areas.



Guardian Status —Over half of the offenders came from homes where both parents were present. One fourth came from homes where only the mother was present.

Family Behavior —Almost half of the Georgia offenders reporting indicated that either the father (41%) or the mother (8%) were frequently absent from the home.

Living Arrangements —Almost two-thirds of the Georgia offenders reporting lived with their parents or spouse. 16 percent reporting living alone.

Behavior Problems —Almost 60 percent of the offenders reporting had no behavior problems. Of those who did, 9% had narcotic and 7% alcoholic problems.



Religion —Almost three-fourths of the Georgia offenders reporting were of the Baptist faith with Methodist a distant second at 8%.

Military —Almost three-fourths of Georgia offenders reporting had no military service. Of those who did serve, almost two-thirds reported receiving honorable discharges and had served an average of 30 months.

A brief comparison of the Georgia offender with those persons in the state as a whole shows that 17% of the persons in the state fall in the minimum standard of living or less category, as compared to over three-fourths of the offenders. Also, the difference in the number of years of school completed was 1.8 years, with offenders completing 9 years of education as compared to 10.8 years for the state as a whole.

(Note: This data was compiled by the Research Section of the Department of Corrections/Offender Rehabilitation.)

Employment, socioeconomic, and education characteristics tell us something — in most cases, the offender is not equipped with the skills and attributes to function in society. That is why rehabilitation efforts are geared to develop such inadequacies.

OFFENDERS LOOK AT THE CITIZEN ACTION VOLUNTEER PROGRAM

How do offenders feel about the volunteer program? About working with a volunteer? Some comments and some questionnaire results are shared with you so you will have some idea.

"As self improvement must come from within, valuable encouragement can come from outside sources such as family, friends, and sweethearts. However, many times when a person is sentenced to prison he is forgotten as the lost lamb, and finds himself tragically alone in an alien existence. Separated from family and friends, both physically and spiritually, the inmate begins to question himself and perhaps lose all confidence in himself as a capable individual. Through the objective interest applied by the volunteer helper, the inmate can restore his self esteem and try to visualize a better future for himself. Having someone co all his friend who is still part of the free society can motivate a yearning for success ... To care, is to know someone cares."

— An inmate.

Another offender comments:

"A volunteer is not someone who will enforce the rules of supervision, but a person who will spend a couple of hours a week with an ex-offender who needs a helping hand. A volunteer offers the ex-offender a friendly relationship. Also, his support, guidance, and counseling necessary to build the self

determination and constructive attitudes that will help you stay on the streets once you get out. If you are a second offender, you know how rough it can be. With your volunteer you can tell it like it is; tell him how you feel, what problems you have, and he'll do all in his power to help ... He's a volunteer. He's doing it because he's concerned about offenders like me, and wants to help us help ourselves."



And another offender adds:

"Almost everyone who has found himself in life has someone of whom he can say 'I can do it if you think I can.' The knowledge that other people care and believe in them, and are in a way counting on them, helps them to become as good as they think they are. Because very often people who want to make a move in the right direction are unconsciously waiting for a push to get them started. If they can pinpoint the cause of their problem and start working to eliminate it, they will have won half the battle right there."

OPERATION FEEDBACK

"Operation Feedback" was a special program held with parolees to review their reactions to the correctional system, and solicit their recommendations on improving the system. During the program, questionnaires were distributed to the offenders, and a series of questions pertained to the Volunteer Program. There were 213 offenders participating in the survey.

When asked "Would you give a private citizen who volunteered to offer his time and friendship a chance to be a friend?". 188 of 213 said they would.

Further:

194 — Would give a volunteer a chance to help them make new friends in the community.

179 — Would meet periodically with the volunteer, provided the time and place were convenient to both.

- 129 — Would not be suspicious of a volunteer.
- 181 — Agreed that a private friend like a volunteer would be helpful.
- 179 — Would be a volunteer themselves after the completion of their supervision.
- 106 — Felt like the public did not understand them.

VOLUNTEER EVALUATION

Another feedback from offenders was obtained during a questionnaire survey as part of an evaluation of the Citizen Action Volunteer Program, conducted by the department during May, 1974.

Results included:

- 92% — Felt their communication with their volunteer was open.
- 64% — Felt better about themselves as a result of the volunteer relationship.
- 46% — Reported results related to psychological and self-esteem development as the most beneficial result of the program and the relationship with the volunteer. Other benefits listed included: Practical Help/Assistance, 26%; Job Placement, 14%; Tutoring, 7%.
- 92% — Agreed that the overall volunteer relationship was helpful to their situation.
- 100% — Also continued under the professional supervision of the staff, thus supporting the role of the volunteer as one of extension of the staff.
- 100% — Of the offenders would be volunteers themselves.
- 76% — Rated the overall program an 'A', 16% a 'B', and 8% a 'F'.

A profile analysis was also conducted to identify what offenders in the correctional system were receiving volunteer assignments.

Age: Offenders receiving volunteer assistance were distributed by age as follows:

- 36% — 17-21 Years of Age
- 22% — 22-25
- 27% — 26-35
- 7% — 36-45
- 8% — Over 45

Race:

- 37% — White
- 63% — Black

Sex:

- 87% — Male
- 13% — Female

Education:

- 28% — Grade School Education
- 54% — Completed 9-11 Grades
- 9% — High School Graduates
- 9% — Some College Credits

Correctional Status:

- 66% — Probationers
- 16% — Inmates
- 14% — Parolees

Offense of Offender with Volunteer Assistance:

- 27% — Burglary
- 16% — Forgery
- 8% — Auto Larceny
- 8% — Drug Offenses
- 8% — Robbery
- 8% — Assault
- 5% — Murder
- 3% — Rape
- 3% — Receiving stolen goods
- 14% — Misdemeanor Charges

Special Problems of Offender with Volunteers:

- 30% — Personality/Attitude Problems
- 24% — Drug/Alcohol Problems
- 19% — Family Problems
- 11% — Vocational/Employment Problems
- 11% — Educational Problems
- 5% — Health Problems



Reason for Assignment of a Volunteer to the Case by Professional Supervisor:

- 27% — Additional Counseling and Contact
- 19% — Requested by Offender
- 14% — Family Assistance
- 14% — Required for Case Supervision
- 8% — Volunteer Request
- 6% — Visitor for Inmate
- 6% — Employer Interest
- 6% — Model for Behavior

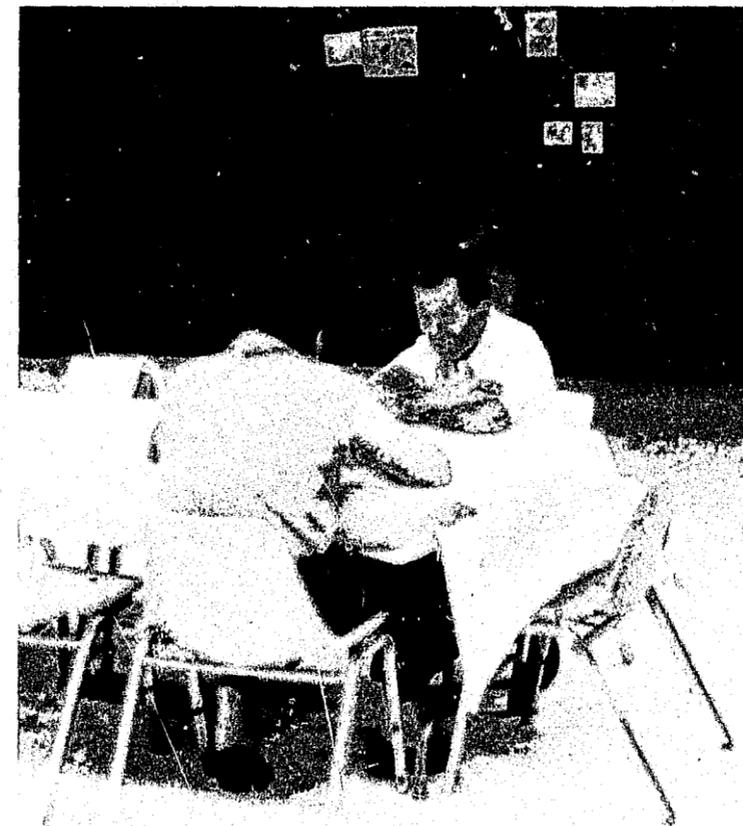
COMMENT

Thus, you now have a better idea of what the offender is all about. This section may be helpful to your understanding of the special problems and concerns of the offender or group of offenders you will meet during your volunteer involvement.

A FINAL WORD

This Volunteer Handbook has provided you with much information that may assist you in your involvement with the Citizen Action Program. But, the primary ingredient you can provide for better corrections you had before you read this handbook. It was you. Warm, wonderful you. With the talents, knowledge, experience and wisdom you have learned and earned. You can now share yourself with people who need the warmth and wisdom you possess. They need the information, the encouragement, and the positive model that you can provide. You can prevent crime. And, you can help someone find a better life.

The State of Georgia salutes you for accepting the challenge of corrections. For being a responsive citizen by providing help where help is dearly needed. The Georgia Department of Corrections and Offender Rehabilitation welcomes you. God speed.



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