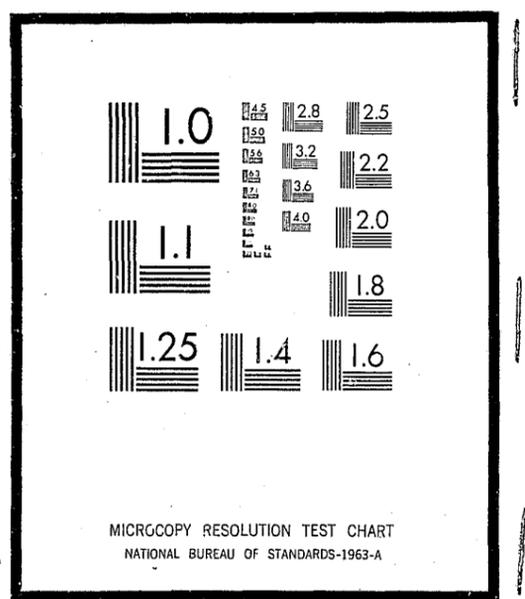


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A B S T R A C T

In this study three groups of subjects were studied: 128 volunteers, 271 volunteer-supervised probationers, and 300 randomly selected probation officer-supervised cases. The purpose of the study was to determine traits of successful volunteers and probationers and to compare the success of probationers supervised by volunteers to that of those supervised by regular staff. Success was defined for volunteers as completed supervision of the probation term without further charges brought against the probationer and for probationers as completion of the probation term without further charges.

Analyses of volunteer characteristics revealed that none of the following factors concerning the volunteers had any significant relationship to the success of the person supervised: sex, age, birthplace, religion, occupation, marital status, duration of marriage and number of children (for married volunteers), anticipated future changes, service or fraternal group affiliation, family's attitude, reason for volunteering, months of service, and age difference between volunteers and probationers. Unexpectedly, however, previous volunteer experience was highly and negatively related to success, (i.e. the volunteers with the most prior experience were the least successful with probationers). Length of supervision time was also related to success; those who were supervised for less than six months were the least successful. Housewives were shown to be the occupational group most successful as volunteers.

The younger group of volunteer-supervised probationers were just as successful as the older probation officer-supervised group, despite the fact that older cases generally do better. Other probationer characteristics which affected success were sex (females more successful than males) and prior probation history (any history negatively related to success).

BACKGROUND AND REVIEW OF THE LITERATURE

The present study was undertaken as a response to the interest of the Ministry of Correctional Services in assessing its Probation Volunteer Program. The program has been expanding as a treatment approach offering alternatives to traditional supervisory models, while also helping to involve the community in the area of corrections. This study proposed to examine the specific volunteer program in Adult Probation which has been in operation for about four years in Toronto, 1970-74*, basically to determine if particular volunteer or probationer characteristics were associated with successful completion of terms of probation. In examining success, results of volunteer-supervised cases were compared with the results of a group of randomly selected probation officer-supervised cases. This study was designed to deal only with closed cases and to utilize only data available on the program and cases after it had operated for approximately four years.

Although evaluation studies of the type reported here are just beginning to be carried out where volunteer programs exist, this Ministry has sponsored other research on volunteers. One study (Juozapavicius and Wegessy, 1974), determined how probation officers felt about volunteers in the Metropolitan Juvenile Court. Probation officers were only moderately positive about volunteers and could not decide on the amount of responsibility or the types of cases volunteers should have. They indicated that they felt personality variables were the most important consideration in the activities of volunteers. Other research (Andrews, Young, Wormith, Searle, and Kouri, 1973), has shown that short-term structured group counselling involving undergraduate community volunteers and young incarcerated offenders decreased the identification of these offenders with criminal others while tolerance for law violation remained the same. A group of control offenders showed increased identification with criminal others and increased tolerance for law violations. A further study (Andrews, Wormith, Kennedy, and Daigle, 1973), utilizing a different type of control-recreational activity with community volunteers to compare with structured discussion, failed to produce positive increases in attitudes toward the law in the recreational group. Such positive changes in attitude were found only in the discussion group.

* This program was actually first founded late in 1966 and run on an experimental basis until a charter was obtained in 1970. These pre-1970 assignments were not included in this study because a complete and accurate record of these cases was not available.

Recently, research interest has been expressed around the use of volunteers to supervise probationers as an alternative to regular probation supervision. A national survey in the United States (Scheier and Berry, 1972) indicated that the percentage of criminal justice agencies having volunteer programs is at least 60 - 70%. The number of volunteer programs being operated has increased at least 100% in the past two or three years. It was also discovered, however, that a fairly substantial percentage of volunteer programs which existed in the past no longer exist.

Apparently initial enthusiasm is high, both on the part of the volunteers and the program organizers, but the growth rate within programs is not nearly as dramatic as the growth rate of new programs. The volunteer is initially viewed as a change agent who can alter the behaviour of the offender from a law-breaker into a law-abiding citizen. The fact that results have not been as conclusive or clear-cut as expected may be one reason for the apparent slowdown.

An experimental field-study conducted in Illinois (Beless and Rest, Phase I, 1972 and Witkowski, Rest, and Busiel, Phase II, 1972), examined the feasibility of using paraprofessionals to supervise probationers. Probationers selected for both groups, experimental supervised by selected volunteers, and control supervised by regular probation officers, were generally described as hard-core, conventional, and resistive types. No significant differences were found between the groups either in recidivism rates or in inferences about their social adjustment. Another study (Madsen, 1970) showed that juveniles were referred significantly fewer times after assignment to volunteer probation officer aides than they were prior to their assignment to these aides. No control group was included in this study.

Another study (Pitman, Strecker, and Yip, 1973) reported that 70% (N=42) of probationers' parents perceived volunteers positively, but that these positive feelings were not related to "changing" the probationers, but rather as a positive response to attention.

Volunteers have also been used in institutions. In one such program (California Youth Authority, 1974¹) wards and volunteers were matched on major interests in a one-to-one visitation program. Wards interviewed reported that their involvement in the program made their institutional stay a happier one, i.e., decreased feelings of isolation and alienation. Sufficient time has not elapsed yet for a one year follow-up to measure the success of the program in terms of recidivism rates. The volunteers who were matched with the wards were typically white male Protestants under 35 years of age, married, and with some college education.

Various other studies have attempted to isolate characteristics of probationers and/or volunteers which are correlated with success, in most cases defined as completion of the probation order or supervision of the probation order without further charges. The results of an exploratory study (Mehaffey, 1973) indicated that differences in age as well as differences in marital status may have a significant effect on the amount of satisfaction expressed by the volunteer probation counsellor and probationer about their relationship. Different marital status and/or ten or more years difference in age resulted in a more negative reaction to the interactive relationship. Overall, probationers reported a higher level of satisfaction with the relationship than probation counsellors. Results indicated that the Fundamental Interpersonal Relationship Orientation-Behaviour Test (FIRO-B) might prove to be a useful tool in the matching process. However, expressed satisfaction was not related to the actual success of probationers in terms of behaviour or follow-up.

Another study (Brewington, 1970) found no significant relationships between sex, age, race, occupation, education, or marital status and success of case aides, i.e., volunteers. The same variables plus crime for which probationer was put on probation and previous record were studied for probationers and again no significant relationship with success for any of these variables was found.

Other research (California Youth Authority, 1974²) has indicated that the two variables which have the highest and most consistent relationship to recidivism are age (the older the probationer the more likely he will succeed), and prior violational record (the more prior violations, the less likely to succeed).

It is becoming increasingly clear that volunteers, while they might not perform better, do not appear to perform less effectively than trained professionals. Their prime advantage may be the amplification of time - more time spent with probationers, and in so doing allowing probation officers more time to supervise probationers as well.

It has been suggested that the turnover rate of volunteers is a critical index of the success of the program. This indicates, however, that more effort and expertise must be expended in the selection and utilization of volunteers.

Comparing volunteer programs as to success remains a problem. Many different types of offenders have been served, the volunteer programs have been operating for different lengths of time, and the selection of volunteers and the amount of time spent contributing volunteer services vary greatly. To some extent, even the volunteer services differ, although they generally involve regular contact with offenders, notably counselling, tutoring, and sponsorship/visitation.

METHODS AND PROCEDURES

SUBJECTS

For this study, information was gathered on a total of 128 accredited volunteers who supervised probationers in the Metro Toronto Program. These were all Model I volunteers supervised by the Volunteer Co-Ordinator who had helped to set up the program and who also made the volunteer-probationer assignments. Model II volunteers, supervised by various probation officers in different areas, were excluded since this model had only been operating for six months when the research began and thus presented very few closed cases. The only exceptions included in the sample were those Model I volunteers who had completed at least one period of supervision with a probationer before switching into the Model II program.

In addition to the data collected on volunteers two further groups of subjects were studied: a group of probationers supervised by volunteers and a group supervised by regular probation officers. Probationers in the volunteer-supervised group all had been assigned to volunteers over the four-year period, 1970-74, during which the specific volunteer program had been operating, and each had at least one closed probation order which had been served with volunteer supervision. A total of 278 probationers met these conditions.

Probationers in the comparison group were randomly selected from all cases closed in 1973 coming from roughly the same geographic area from which the volunteer-supervised probationers were chosen. Three hundred subjects were selected in this way.

PROCEDURE

Volunteers

More information was available on the volunteers than on the probationers, and thus a more detailed description of them was acquired, including data on sex, age, place of birth, religion, occupation, marital status, number of children and duration of marriage (for married volunteers), anticipated future change (whether vocational or family), membership in a service or fraternal group affiliation, previous volunteer experience, acquaintance with any volunteers in Probation Services, family's attitude towards becoming a volunteer, reason for wishing to become a volunteer, total months of service, consistency of service, whether the volunteer was still active, the number of days the volunteer supervised each probationer, and the result of each supervision.

Monthly supervision reports by volunteers on probationers were available in files, but the information recorded was not felt to be adequate. Therefore, these data were not included in the study. Volunteers didn't send in these monthly reports consistently, or they often sent several at one time, of which the most recent was filed and the others discarded. Information on these reports was subjective and variable, e.g., "Boyfriend sounds like a real dilly". The number and type of contact was frequently left blank or answered in uncodable form as "numerous phone calls".

Probationers

The files of the volunteer-supervised probationers, most of which were located at one probation office, were examined to obtain certain basic data, including sex, date and place of birth, number of years in Canada, the number and duration of probation orders on file, the charges on each probation order, who supervised each order - probation officer or volunteer, and how each probation order closed. A questionnaire was developed to extract data from the files for this purpose. For files which had been transferred, various probation offices in Toronto were called and the required information was obtained over the telephone. Seven files were never located at all, and consequently these seven subjects were dropped from the sample, leaving the volunteer-supervised group with a total of 271 subjects.

The files of the probation officer-supervised cases were examined to obtain the same basic information. These files were randomly selected from four probation offices in one area, proportionate to the number of closed files* at that office in the chosen year, 1973. Thus, about 20% of the files at each office were studied and the needed information recorded. The volunteer-supervised group and the probation officer-supervised group were then examined to ascertain comparability of the two groups.

The purpose of the investigation, besides primarily determining traits of successful volunteers and probationers, was to compare the results of volunteer-supervised probationers with those who were supervised by probation officers. Success was, therefore, defined for probationers as completion of the probation term**

* This number excludes files which had been transferred out, since these files could have been anywhere in Ontario or even out of the Province.

** This definition implies that each probation term is evaluated as a success or failure, and therefore, each probationer may have more than one success and/or failure. However, the majority of probationers had only one probation order, 84.5% of volunteer-supervised probationers and 86.3% of the probation officer-supervised group. Calculations across all probation orders involved 295 orders for the volunteer-supervised cases and 354 for the probation officer-supervised cases.

without further charges. The volunteer was considered successful if he completed supervision of the probation term without the probationer incurring further charges. A probationer who had to be returned to a regular probation officer from a volunteer was considered a failure for the volunteer program, unless the transfer was made for administrative reasons.

DESCRIPTION OF VOLUNTEERS

The majority of volunteers in the program were male and married, rather than single. The most likely religious faith was Protestant, the most likely age range was 25 - 39 years, most had been born in Canada and were currently in stable life situations. They tended to be employed in a managerial/professional capacity, to have had previous volunteer service in their backgrounds, and to want to make a commitment to help. Generally they had family approval.

The fact that the majority of volunteers was male is a deviation from the norm of general volunteer programs and bears mentioning. Following is a more detailed description of the complete sample of volunteers.

Of the 128 volunteers, 60% were male and 40% female. The mean age of the males was 37.6 years and of the females, 32.3 years, with a range from 18 to 72 years for the whole sample. Of the total sample the largest age groups were 25-29 (25.8%) and 30-39 (23.4%). The birthplace of the majority of volunteers was Canada, 69.5%, followed by the United Kingdom, 11.7%.

Of the sample 50.8% was Protestant, 20.3% Catholic, and 10.9% Jewish. No affiliation was claimed by 10.2%. The group as a whole had a fairly high occupational status with 42.2% in the managerial and professional classes and 22.7% in sales and clerical. The rest of the sample was comprised of skilled and unskilled laborers (5.4%), housewives (14.8%), and students (10.9%).

Of the volunteers 23.4% were single, 66.4% married, and 6.2% divorced or separated. About three-quarters of the sample anticipated no major changes in the near future. This appears reasonable, since if major changes were occurring, it is doubtful that someone would find the time for this type of volunteer work. One-half of the volunteers had belonged to a service or fraternal group affiliation, 44.5% knew other volunteers in the program, and 76.5% had had previous volunteer experience(s).

The family's attitude towards one of their members becoming a volunteer was positive for 69.5% of the

volunteers, and neutral or mixed for 8.6% of the volunteers. Of the volunteers, 10.9% were living independently and were not concerned with their family's attitude.

The volunteers gave various reasons to explain why they wished to do this type of volunteer work. These subjective answers were coded by a panel of two raters. The majority felt that this was either an individual (22.7%) or a social responsibility (30.5%); 14.1% thought they should be able to help because of their background and/or personal experience, 11.7% were interested in it for career or study-related reasons, and 12.5% expressed general interest.

The average number of months a volunteer served was 26.12 months; 53.1% served more than two years, and 28.1% more than three years. Intermittent service was provided only by 3.9% of the volunteers; most served continuously until they quit or moved away.

While they served, many volunteers supervised two cases concurrently at least some time in their supervision of probationers. For most volunteers this was, however, for only a short period of time, such as a month.

Volunteers who proved to be successful were assigned more difficult cases, the cases being judged by the Volunteer Co-Ordinator.

Of the volunteers, 46.8% who started at any time during the program were still with the program. Every volunteer had had at least one assignment to a probationer at the time of research, 65.6% two, 41.4% three, and 21.9% four.

Descriptive data of the type available about the volunteers was not easily available on probation officers. This was not pursued because of the nature of this study, but would be a useful next step for study.

COMPARISON OF THE VOLUNTEER-SUPERVISED AND PROBATION OFFICER-SUPERVISED PROBATIONERS

Comparability of the characteristics of the two groups of probationers must be ascertained if their success rate is to be compared, since the volunteer-supervised probationers were not randomly selected. When the volunteer program began, assignments were made to volunteers by the probation officer who implemented the program. Therefore, most assignments were made on a common-sense basis (i.e., geographical proximity, ethnic parallels) and through negotiations with referring probation officers. The typical case was middle risk, whereas probation officers tended to get a wider range of types of probationers.

To ascertain comparability of the two groups, several factors were considered. The distribution of the sexes in both groups was compared. More females were found in the volunteer-supervised group, 28.0% of the sample as compared to 19.7% for the probation officer-supervised group. This difference was statistically significant ($\chi^2 = 5.335$, $df = 1$, $p < .05$). The mean age was 21.6 years for volunteer-supervised subjects and 26.6 years for probation officer-supervised subjects and 26.6 years for probation officer-supervised subjects, a statistically significant difference ($t = 5.5701$, $df = \infty$, $p < .001$). The proportion of probationers in the 16-21 year category was 73.1% for the group supervised by volunteers and 50.0% for the probation officer-supervised group. Both differences were probably related to the nonrandom selection of volunteer-supervised probationers.

Most of the subjects in both groups were born in Canada - 69.1% of the volunteer-supervised group and 64.4%* of the probation officer-supervised group. The next largest group in both cases consisted of those born in Europe - 20.9% of the volunteer-supervised group and 18.1% of the comparison group. The main difference was a greater proportion of immigrants from the West Indies in the probation officer-supervised group (7.4%), as compared to 3.6% in the volunteer-supervised group. Of those not born in Canada, the average number of years in Canada was very similar, 8.9 years for the volunteer-supervised group and 9.6 years for the probation officer-supervised group.

The total number of probation orders per probationer was also alike with the majority in both groups having only one closed order, 84.5% and 86.3% in the volunteer- and probation officer-supervised groups respectively. About the same proportion of each group also had two closed probation orders, 11.8% of the volunteer-supervised cases and 10.7% of the probation officer-supervised cases.

There were, however, two differences in regard to probation terms. The volunteer-supervised group had fewer terms of six months or less than the comparison group across all probation orders, 11.2% compared to 22.9%, but more terms of seven to twelve months, 47.1% compared to 39.0%. This difference again reflected the selection process of probationers to be supervised by volunteers, as very few with terms of six months or less were selected for the volunteer program since it was felt the time was too short for an adequate relationship with a volunteer to develop.

* This computation is based only on those who answered the question, $N = 220$ for volunteer-supervised group and $N = 216$ for probation officer-supervised group.

Comparing the two groups of probationers on types of charges, more property offenders were admitted into the volunteer program, 72.4% compared to 61.9% in the probation officer-supervised group across all probation orders, and fewer probationers charged with offences against public morals and decency, 4.6% compared to 10.2% in the probation officer-supervised group.

Thus, the volunteer- and probation officer-supervised groups did differ in several respects: the volunteer-supervised group was younger; contained more women and fewer West Indian immigrants; had longer periods to be supervised; and represented more property offences. It was felt, nevertheless, that the comparison of the groups was appropriate if these factors could be taken into account in explaining differences in outcome. The only difference felt to be important was that of age, since volunteer-supervised subjects were on the average, five years younger than probation officer-supervised subjects. This would be expected to produce a negative bias in evaluating the success of volunteers since younger probationers have been shown as less successful in past research.

RESULTS AND DISCUSSION

VOLUNTEER CHARACTERISTICS AND OUTCOME

Analysis of volunteer characteristics revealed that none of the following characteristics of volunteers had any significant relationship to the success of the person supervised: sex, age, birthplace, religion, occupation, marital status, duration of marriage and number of children (for married volunteers), anticipated future changes, service or fraternal group affiliation, family's attitude, reason for volunteering, months of service, and age difference between volunteers and probationers.

A chi-square test of all occupational categories revealed no significant relationship between occupation and successful supervision of probationers; but when one category was compared to all other categories, it became clear that housewives as a group were significantly more successful than most other categories.* The percentages of success among occupational groups ranged from 75.0% for skilled and unskilled labourers to 93.5% for housewives. Housewives, however, also supervised the smallest average number of probationers per volunteer. The calculated averages ranged from a high of 3.55 cases per volunteer among the managerial/owner category to a low of 1.55 cases in the housewife category.

Previous volunteer experience of any kind did have an unexpected and somewhat negative effect on success. Those who had had either one or two previous volunteer experiences were significantly more successful than those with three or more experiences.** However, those with one or two previous experiences were not significantly different from those with no previous experience. There was a slight trend for those with no previous experience to be more successful than those with three or more experiences.

Analysis also revealed that the average number of cases supervised by experienced and inexperienced volunteers was very similar - 2.28 cases for volunteers with no experience; 2.20 for those with one experience; 2.89 cases for volunteers with two previous experiences, and 2.25 cases for those with three or more previous experiences. It may be that volunteers who have had too much volunteer experience lose interest or become "burnt out" and are no longer very effective in providing their

* The values for each statistical test will be found in Appendix A, Item 1, in the order of the footnotes.

** The values for this statistical test will be found in Appendix A, Item 2, in the order of the footnotes.

services. This unexpected finding raises questions about staff as well. Do staff become burnt out and ineffectual? If volunteers do burn out, this implies a limitation and challenge for volunteer programs. New volunteers would constantly have to be recruited or redirected to maintain the high success rates. Length of time spent in each experience, if it had been known, may have shed further light on this finding.

The number of probationers supervised by individual volunteers was also related to success. There was a slight trend for success to decrease* with an increasing number of cases. This lends additional support to the "burning out" notion, but should be further investigated because the finding might be confounded with the fact that successful volunteers may receive more difficult cases.

Length of time a volunteer supervised the probationer was also significantly related to success. Probationers who were with volunteers for less than six months were significantly less successful** than any other group of probationers with their volunteers from six months to more than one and a half years. There were no significant differences between any of the other groups.

As expected, volunteer-supervised probationers who had had prior probation orders without volunteer supervision were significantly less successful*** than probationers with no previous probation history, regardless of whether the prior orders had been completed successfully or unsuccessfully. Apparently even a new type of supervision, (i.e. by a volunteer rather than regular staff), did not affect the higher failure rate of probationers with a prior probation history.

Seventeen probationers were assigned to more than one volunteer over the course of their probation orders. Regardless of the reason why the re-assignment took place, there was no significant difference in terms of success among this group compared to probationers assigned to only one volunteer for their entire probation orders. Surprisingly, the two re-assigned probationers who were rated as failures fell into the failure group because of the probationers' deaths. Within the total volunteer-supervised group, there were four deaths, three of these unnatural. Of the unnatural deaths, two of the probationers were drug offenders. Since the

* The values for this statistical test will be found in Appendix A, Item 3, in the order of the footnotes.

** The values for each statistical test will be found in Appendix A, Item 4, in the order of the footnotes.

*** The values for this statistical test will be found in Appendix A, Item 5, in the order of the footnotes.

numbers are so small, it is difficult to speculate why there should have been three unnatural deaths in the volunteer-supervised group but none in the probation officer-supervised group.

The data suggest that there might be some basis for same-sex volunteer-probationer assignments, since there was a slight trend for opposite-sex assignments to be less successful. The data can be found in Table I. The number of opposite-sex assignments was small (N = 30) and this trend should be considered with caution. Secondary analysis revealed that the male volunteer-female probationer pairing was more successful than the female volunteer-male probationer pairing. Again the number of pairings is too few to yield definite conclusions.

OUTCOMES AMONG PROBATIONERS SUPERVISED BY VOLUNTEERS COMPARED WITH THOSE SUPERVISED BY REGULAR STAFF

Comparing the two groups of probationers, no significant difference was found between volunteer-supervised cases and probation officer-supervised cases in terms of success as previously defined, (i.e. completion of the probation term without further charges). The percentages of success were 78.5% for the volunteer-supervised group and 74.5% for the probation officer-supervised group. There was no overlap between the two groups of probationers; thus those returned to a regular officer from the volunteer program were not included in the probation officer-supervised group. The data can be found in Table II. The 18 probationers returned to a regular officer from the volunteer program for reasons such as probationer's request, volunteer withdrew, etc., were not followed up since it was felt that they were unsuccessful in terms of the volunteer program. However, it might prove interesting if cases of this nature were followed up.

Considering only those orders ending unsuccessfully because of further charges, the volunteer-supervised probationers show significantly better results* (85.0% success) than those who received probation officer-supervision (74.5%). Probationers returned to a regular office represent failure in terms of the success of the volunteer program in supervising them, but cannot be considered failures in terms of the completion of their probation orders, since this is not known.

An important consideration in comparing these two groups is the relative effects of various personal

* The values for this statistical test will be found in Appendix A, Item 6, in the order of the footnotes.

and demographic data. Do certain kinds of probationers do better with volunteers, others with probation officers? A comparison of the success of volunteer-supervised and probation officer-supervised cases classified by age categories across all probation orders revealed no differences. The data can be found in Table III. Regardless of type of supervision, the older the group of probationers, the more successful they were. In each age category, however, volunteer-supervised probationers had a higher percentage of success than probation officer-supervised cases. Since the volunteer-supervised probationers were younger as a total group than those supervised by probation officers, volunteers would have been expected to be less successful in general, since previous research has shown younger offenders to be less successful. The volunteers, however, were more successful than probation officers in all age categories. The only significant difference found both in within- and between-group comparisons was that *within* the probation officer-supervised group, probationers 31 years of age and over were significantly more successful* than probationers who were 16-21 years of age.

If the volunteer- and probation officer-supervised probationers are classified into crime categories, no significant differences emerge. These data can be found in Table IV. However, considering the proportions of successes and failures within each category, the data show that within the probation officer-supervised group, those charged with liquor and drug offences were significantly more successful than either those charged with property offences** or other offences*** including crimes against person, public morals and decency, public order and peace, and traffic. This is surprising since liquor and drug offenders might be expected to have had a high recidivism rate.

It is interesting to note that in both the probation officer- and volunteer-supervised groups, female probationers were more successful than male probationers in completing their probation terms, significantly so in the volunteer-supervised group**** and just short of

* The values for this statistical test will be found in Appendix A, Item 7, in the order of the footnotes.

** The values for this statistical test will be found in Appendix A, Item 8, in the order of the footnotes.

*** The values for this statistical test will be found in Appendix A, Item 9, in the order of the footnotes.

**** The values for this statistical test will be found in Appendix A, Item 10, in the order of the footnotes.

significance in the probation officer-supervised group.* The female probationers in both groups were studied to discover some basis for the finding. The average ages of both the volunteer- and probation officer-supervised female groups did not differ from the average ages calculated for the groups as wholes. The female probationers in both groups, however, had higher overall success rates than male probationers, 87.00% (for females) compared to 75.68% (for males) in the volunteer-supervised group and 83.33% (for females) compared to 72.34% (for males) in the probation officer-supervised group. Fewer probation orders for female probationers ended with further charges. These data are presented in Table V.

Comparison of the two sexes by age category yielded higher success rates for females in both groups in all age categories, particularly in the 16-21 year category. Within the probation officer-supervised group, female probationers in the 31 year or more category were much more successful than male probationers in that category. These data are presented in Table VI.

Comparison of the two sexes by crime category further explains this interesting finding. Regardless of type of supervision, only female probationers charged with property offences were more successful than male probationers. Male probationers were more successful than female probationers in both of the other crime categories, liquor and drugs, and other. Since property offences involved the bulk of the two samples, the fact that the females with property offences did better than males explains their overall better performance. These data are presented in Table VII.

Of the six volunteer-supervised female probationers who had prior probation history, only four were successful, again indicating a negative relation to success when compared to female probationers with no prior probation history.

* The values for this statistical test will be found in Appendix A, Item 11, in the order of the footnotes.

SUMMARY AND CONCLUSIONS

To summarize, this volunteer program cannot be evaluated as anything less than successful. These data not only show that it compares quite favourably to regular staff programs, but also suggest some ways in which the benefits can be maximized. The need for further research is also clear.

Several volunteer characteristics were shown to be related to the success of the volunteer. Unexpectedly, previous volunteer experience was highly and negatively related, revealing the phenomenon of "too much volunteer experience". Length of supervision time was also related to success; volunteers who supervised probationers for more than six months were more successful than volunteers with probationers for less than six months. Analysis also revealed housewives to be the most successful occupational group; this is of particular importance since complaints have been voiced about the preponderance of this group of females in certain volunteer programs.

The younger group of volunteer-supervised probationers were just as successful as the older probation officer-supervised group despite the fact that older cases generally do better. Other probationer characteristics which affected success were sex (females more successful than males) and prior probation history (any history negatively related to success).

This study offers new insights into future planning for volunteer programs. The results indicate that volunteer programs might be expanded to admit a wider variety of volunteers without necessarily lowering success rates.

Although this was a post hoc investigation and has certain limitations, it has laid the ground-work for further investigation: Do staff experience the "burning out" phenomenon? What probation officer characteristics are related to the success of probationers? More volunteer programs must be evaluated and more variables examined. The same detail is also necessary on probation officers, if the two groups are to be definitively compared in terms of relative success. These data, nevertheless, offer strong support for the efforts to use volunteers in a probation role and highlight the necessity to have a steady recruitment and placement process.

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Table I

COMPARISON OF SAME-SEX AND OPPOSITE-SEX ASSIGNMENTS IN VOLUNTEER-SUPERVISED GROUP

	Same - Sex		Opposite - Sex		
	#	%	#	%	
TYPE					
OF					
ASSIGNMENT					
	Successful	211	79.62	21	70.00
	Unsuccessful	54	20.38	9	30.00
	TOTALS	265	100.00	30	100.00

$$\chi^2 = 1.485 \quad df = 1 \quad p < .30$$

Table II

COMPARISON OF THE RESULTS OF VOLUNTEER-SUPERVISED PROBATIONERS AND PROBATION OFFICER-SUPERVISED PROBATIONERS

HOW PROBATION ORDERS CLOSED		Volunteer-Supervised Probationers		Probation Officer-Supervised Probationers	
		#	%	#	%
Successful	At term without sentence	176	59.66	186	52.54
	Early without sentence	56	18.89	78	22.03
Unsuccessful	Charges	41	13.89	90	25.42
	Returned to regular office	18	6.10	-	-
	Death of Probationer	4	1.35	-	-
	TOTALS *	295	100.00	354	100.00

Comparison of overall success of two groups of probationers;

$$\chi^2 = 1.477 \quad df = 1 \quad p < .30$$

* These totals represent the total number of probation orders supervised, not the number of probationers

Table III

COMPARISON OF THE RESULTS OF VOLUNTEER- AND PROBATION OFFICER-SUPERVISED PROBATIONERS BY AGE

RESULT OF PROBATION ORDER	Volunteer-Supervised				Probation Officer-Supervised							
	16 - 21	22 - 30	31 or More	31 or More	16 - 21	22 - 30	31 or More	31 or More				
	#	%	#	%	#	%	#	%				
Successful	168	76.36	37	82.22	27	90.00	133	69.63	60	76.92	69	83.13
Unsuccessful	52	23.64	8	17.78	3	10.00	58	30.37	18	23.08	14	16.87
TOTALS	220	100.00	45	100.00	30	100.00	191	100.00	78	100.00	83	100.00

Comparison of the two groups in the 16 - 21 year category:

$$\chi^2 = 2.362 \quad df = 1 \quad p < .20$$

Comparison of the two groups in the 22 - 30 year category:

$$\chi^2 = 0.480 \quad df = 1 \quad p < .50$$

Comparison of the two groups in the 31 or more category:

$$\chi^2 = 0.813 \quad df = 1 \quad p < .50$$

Table IV

COMPARISON OF RESULTS OF VOLUNTEER- AND PROBATION OFFICER-SUPERVISED PROBATIONERS BY CRIME

RESULT OF PROBATION ORDER	Volunteer-Supervised						Probation Officer-Supervised					
	Property		Liquor & Drugs		Other *		Property		Liquor & Drugs		Other	
	#	%	#	%	#	%	#	%	#	%	#	%
Successful	173	78.63	24	85.71	35	74.46	164	73.21	34	91.89	66	70.96
Unsuccessful	47	21.37	4	14.29	12	25.54	60	26.79	3	8.11	27	29.04
TOTALS	220	100.00	28	100.00	47	100.00	224	100.00	37	100.00	93	100.00

Comparison of the two groups in the Property Category:

$$\chi^2 = 1.783 \quad df = 1 \quad p < .20$$

Comparison of the two groups in the Liquor and Drugs Category:

$$\chi^2 = 0.632 \quad df = 1 \quad p < .50$$

Comparison of the two groups in the Other Category:

$$\chi^2 = 0.190 \quad df = 1 \quad p < .70$$

* Other includes offences against Person, Public Morals and Decency, Public Order and Peace, and Traffic.

Table V
COMPARISON OF SUCCESS OF FEMALE AND MALE PROBATIONERS IN VOLUNTEER- AND PROBATION OFFICER-SUPERVISED GROUPS

RESULT OF PROBATION ORDER	Volunteer-Supervised				Probation Officer-Supervised				
	#	Female %	#	Male %	#	Female %	#	Male %	
Successful	At term without sentence	56	72.72	120	55.04	45	62.50	141	50.00
	Early without sentence	11	14.28	45	20.64	15	20.83	63	22.34
Unsuccessful	Charges	4	5.19	37	16.97	12	16.66	78	27.65
	Returned to regular office	4	5.19	14	6.42	-	-	-	-
	Death of probationer	2	2.59	2	0.91	-	-	-	-
TOTALS	77	100.00	218	100.00	72	100.00	282	100.00	

Comparison of the two sexes in Volunteer-Supervised Group:

$$\chi^2 = 11.195 \quad df = 4 \quad p < .05$$

Comparison of the two sexes in Probation Officer-Supervised Group:

$$\chi^2 = 4.4906 \quad df = 2 \quad p < .10$$

Table VI

COMPARISON OF SUCCESS OF FEMALE AND MALE PROBATIONERS IN
VOLUNTEER- AND PROBATION OFFICER-SUPERVISED GROUPS BY AGE

AGE GROUP	RESULT OF PROBATION ORDER	Volunteer-Supervised				Probation Officer Supervised			
		Female		Male		Female		Male	
		#	%	#	%	#	%	#	%
16 - 21	Successful	42	87.50	126	73.25	28	77.77	105	67.74
	Unsuccessful	6	12.50	46	26.74	8	22.22	50	32.25
	TOTAL	48	100.00	172	100.00	36	100.00	155	100.00
22 - 30	Successful	15	83.33	22	81.48	20	83.33	40	74.07
	Unsuccessful	3	16.66	5	18.51	4	16.66	14	25.92
	TOTAL	18	100.00	27	100.00	24	100.00	54	100.00
31 or more	Successful	10	90.90	17	89.47	12	100.00	57	80.28
	Unsuccessful	1	9.09	2	10.52	-	-	14	19.71
	TOTAL	11	100.00	19	100.00	12	100.00	71	100.00

Comparison of the two sexes in 16 - 21 category:

- (a) Volunteer-Supervised: $\chi^2 = 4.218$, $df = 1$, $p < .05$
 (b) Probation Officer-Supervised: $\chi^2 = 1.3915$, $df = 1$, $p < .30$

Comparison of the two sexes in 22 - 30 category:

- (a) Volunteer-Supervised: $\chi^2 = 0.0253$, $df = 1$, $p < .90$
 (b) Probation Officer-Supervised: $\chi^2 = 0.8024$, $df = 1$, $p < .50$

Comparison of the sexes in 31 or more category:

- (a) Volunteer-Supervised: $\chi^2 = 0.0159$, $df = 1$, $p < .95$
 (b) Probation Officer-Supervised: $\chi^2 = 2.8462$, $df = 1$, $p < .10$

Table VII

COMPARISON OF SUCCESS OF FEMALE AND MALE PROBATIONERS IN VOLUNTEER-
AND PROBATION OFFICER-SUPERVISED GROUPS BY CRIME

CRIME	RESULT OF PROBATION ORDER	Volunteer-Supervised				Probation Officer-Supervised			
		Female		Male		Female		Male	
		#	%	#	%	#	%	#	%
PROPERTY	Successful	48	92.30	125	74.40	40	88.88	124	69.27
	Unsuccessful	4	7.69	43	25.59	5	11.11	55	30.72
	TOTAL	52	100.00	168	100.00	45	100.00	179	100.00
LIQUOR AND DRUGS	Successful	10	83.33	14	87.50	6	85.71	28	93.33
	Unsuccessful	2	16.66	2	12.50	1	14.28	2	6.66
	TOTAL	12	100.00	16	100.00	7	100.00	30	100.00
OTHER	Successful	9	69.23	26	76.47	14	70.00	53	71.23
	Unsuccessful	4	30.76	8	23.52	6	30.00	21	28.76
	TOTAL	13	100.00	34	100.00	20	100.00	73	100.00

Comparison of the sexes in Property Category:

- (a) Volunteer-Supervised: $\chi^2 = 7.5759$, $df = 1$, $p < .01$
 (b) Probation Officer-Supervised: $\chi^2 = 7.0550$, $df = 1$, $p < .01$

Comparison of the sexes in Liquor and Drugs Category:

- (a) Volunteer-Supervised: $\chi^2 = 0.0972$, $df = 1$, $p < .80$
 (b) Probation Officer-Supervised: $\chi^2 = 0.4422$, $df = 1$, $p < .70$

Comparison of the sexes in Other Category:

- (a) Volunteer-Supervised: $\chi^2 = 0.2592$, $df = 1$, $p < .70$
 (b) Probation Officer-Supervised: $\chi^2 = 0.0202$, $df = 1$, $p < .90$

APPENDIX AStatistical Tests

1. (a) Housewife and Managerial/Owner:
 $\chi^2 = 4.573, df = 1, p < .05$
- (b) Housewife and Professional:
 $\chi^2 = 3.920, df = 1, p < .05$
- (c) Housewife and Sales and Clerical:
 $\chi^2 = 3.865, df = 1, p < .05$

The only two categories Housewife was not different from were Skilled and Unskilled Labourers and Students, which contained very few subjects.

2. $\chi^2 = 5.287, df = 1, p < .05$
3. $\chi^2 = 7.869, df = 4, p < .10$
4. (a) Time less than six months compared to time from six months to less than a year:
 $\chi^2 = 22.446, df = 1, p < .001$
- (b) Time less than six months compared to time from one year to less than one and a half years:
 $\chi^2 = 8.883, df = 1, p < .01$
- (c) Time less than six months compared to time one and a half years or more:
 $\chi^2 = 8.100, df = 1, p < .01$
5. $\chi^2 = 16.454, df = 1, p < .001$
6. $\chi^2 = 10.097, df = 1, p < .01$
7. $\chi^2 = 5.442, df = 1, p < .02$

8. $\chi^2 = 6.049$, $df = 1$, $p < .02$
9. $\chi^2 = 6.528$, $df = 1$, $p < .02$
10. $\chi^2 = 4.345$, $df = 1$, $p < .05$
11. $\chi^2 = 3.655$, $df = 1$, $p < .10$
($\chi^2 = 3.84$ needed for $df = 1$ for $p < .05$)

END

7. ables/m...