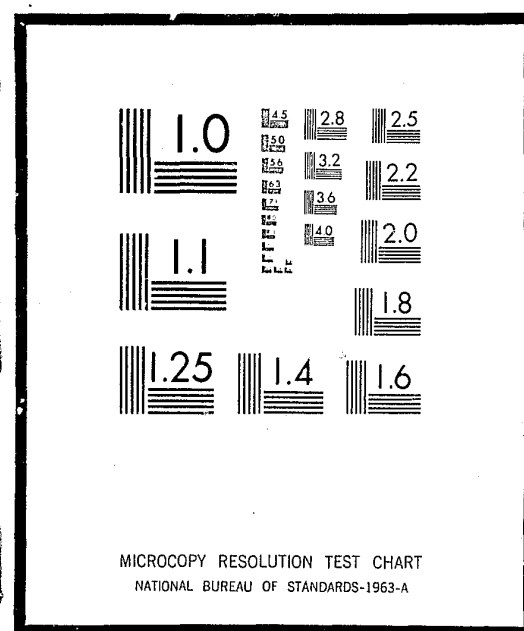


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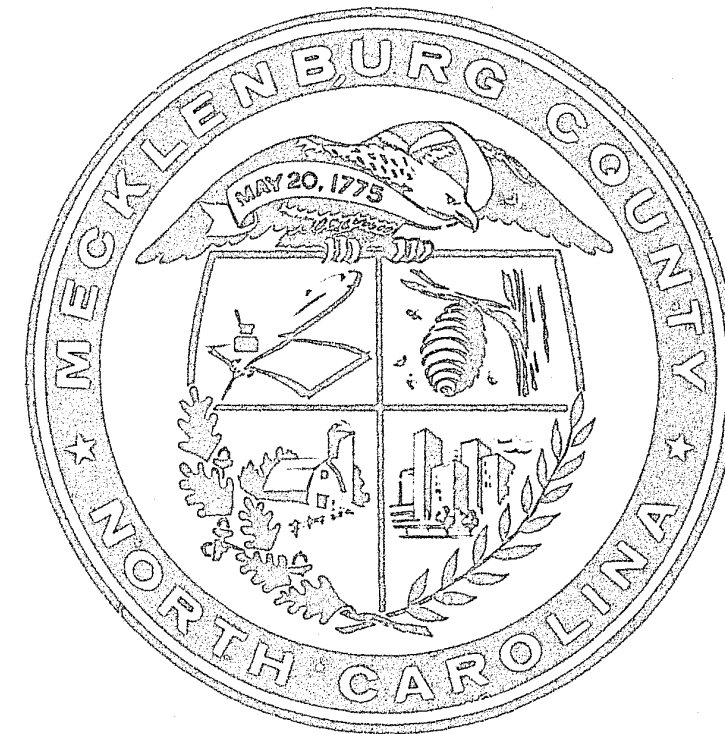
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The Mecklenburg Youth Services Bureau

A Report on Progress Made Toward The
Achievement of Measurable Goals and Objectives

1975-76

37330

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**THE MECKLENBURG
YOUTH SERVICES BUREAU**
**A Report On Progress Made Toward The Achievement of
Measurable Goals and Objectives
1975-76**

NCJRS

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By

ACQUISITION 3

C. Wayne Heasley, Director
Mecklenburg Youth Services Bureau

August 20, 1976

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INTRODUCTION

This is a definitive report on progress which the Mecklenburg Youth Services Bureau made toward achieving its measurable goals and objectives during the period July 1, 1975 through June 30, 1976. This report has been prepared for the purpose of providing the Mecklenburg County Board of Commissioners, Mecklenburg Youth Services Action Board, and others with information they can use to evaluate the efficacy of the YSB. This document also enumerates measurable goals, objectives and management indicators established by the YSB for the 1976-77 fiscal year.

SUMMARY OF REPORT

During the 1975-76 fiscal year, the Youth Services Bureau (YSB) implemented direct services to youth and youth service development programs for the purposes of diverting a significant number of children from the juvenile court and correctional institutions to needed services and aiding the Youth Services Action Board (YSAB) to identify, implement, coordinate and monitor juvenile delinquency prevention and treatment services.

The YSB Direct Services to Youth program provided either intensive counseling and casework services (153) or intervention and referral services (144) to 297 children during 1975-76. Ages of children served ranged from seven to 17. Fifty-six percent (56%) of these children were males, 44% females, 54% white and 46% black. Two hundred and eighty-six (286) of those children served were either involved or on the verge of becoming involved in the juvenile court and/or a correctional institution because they had been truant from school, or had run away from home or were alleged to be out of the control of parents or school personnel. Eleven (11) children were referred to the YSB because they were alleged to have committed delinquent acts. Referral sources included schools, parents, Juvenile Court Intake Counselors, police, Juvenile Court Counselors, youth serving agencies, self-referrals and attorneys.

Ninety-two percent (92%) or 272 of the 297 children furnished either intensive counseling and casework or intervention and referral services were classified as "pre-petition" because they did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act prior to their referral to the YSB. Eight percent (8%) or 25 of these 297 children were classified as "post-petition" because they had a juvenile petition filed against them alleging an undisciplined or delinquent act before their referral to the YSB. Juvenile Court records document that 218 or 80% of the 272 "pre-petition" children served did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act between the date of their referral to the YSB and June 30, 1976. Twenty-one (21) or 84% of the "post-petition" children served did not have an additional juvenile petition filed against them during this same time period for allegedly committing one of the aforesaid acts. Juvenile Court records also show that 296 or 99.6% of the 297 children served had not been incarcerated in a juvenile correctional institution between the date of their referral to the YSB and June 30, 1976.

Youth Services Bureau Counselors maintained caseloads generally not surpassing 10 children and provided intensive counseling and casework services to each child served for a period not exceeding 3.5 months. Each child furnished intensive services received an average of 2.95 home visits or school visits or individual counseling sessions per week. Sixty-eight percent (68%) of those children provided intensive services were referred to other human service agencies during their participation with the YSB. Seventy-four (74) YSB Consumer Evaluation Reports were received from parents and school personnel concerning YSB intensive services delivered to their children and students. Three (3) or six month YSB Follow-Up Reports were obtained on 61 or 94% of the 65 children to whom YSB services were terminated before April 1, 1976.

Fifty two (52) YSB Parent Development Classes were attended by 283 parents during 1975-76.

The YSB Youth Service Development program emphasized providing staff and technical assistance services to the Youth Services Action Board and seven service area committees of the Youth Services Professional Advisory Committee, furnishing training services to youth serving agency personnel, recruiting and coordinating the efforts of YSB volunteers, disseminating information to the community and government about services both available for children and needed by children who were either involved in or were potential referrals to the juvenile justice system and identifying and maintaining liaisons at key youth serving agencies in order to augment the chances YSB clients would gain access to services offered by these agencies.

Juvenile Court records were checked to determine the number and percentage of the 362 children provided either YSB intensive counseling and casework services or intervention and referral services during 1974-75 who had become involved in either the juvenile court or a juvenile correctional institution as of June 30, 1976. Juvenile Court records provided the following information concerning these children:

1. Seventy-two percent (72%) or 219 of the 306 "pre-petition" children furnished these services during 1974-75 did not have a juvenile petition filed against them between the date of their referral to the YSB and June 30, 1976.
2. Ninety-four percent (94%) or 339 of the 362 "pre-petition" and "post-petition" children delivered these services during 1974-75 had not been incarcerated in a juvenile correctional institution between the date of their referral to the YSB and June 30, 1976.
(Note: The time period between the dates the aforesaid children were referred to the YSB and June 30, 1976 ranged from 12 to 27 months.)

Elements of direct services to youth and youth service development programs which will be offered by the YSB during 1976-77 include:

1. Intervention and Referral Services
2. Intensive Counseling and Casework Services
3. Parent Development Classes
4. Staff and Technical Assistance Services for the YSAB and YSPAC Service Area Committees
5. Training Services for Youth Serving Agency Personnel
6. Volunteer Services for YSB Clients
7. Public Information Concerning Services Available for Children in Charlotte and Mecklenburg County and Services Needed by Children Served by the YSB and Juvenile Court.

PROGRESS MADE TOWARD THE ACHIEVEMENT OF MEASURABLE
GOALS AND OBJECTIVES SET BY THE MECKLENBURG YOUTH SERVICES BUREAU
FOR THE PERIOD JULY 1, 1975 THROUGH JUNE 30, 1976

During the 1975-76 fiscal year, the Youth Services Bureau (YSB), an agency of county government, sought to assist the Charlotte and Mecklenburg County community and government to divert a significant number of children from the juvenile court and correctional institutions to needed services and to aid the Youth Services Action Board (YSAB) to identify, implement, coordinate and monitor juvenile delinquency prevention and treatment services.

During this period, the YSB had a staff consisting of a director, youth service development coordinator, direct services to youth coordinator, intake counselor, five counselors and a secretary. It should be noted that during the first six months of 1975-76, one of the counselors directed her efforts toward assisting the YSB to accomplish those objectives set for its youth service development program; however, five counselors delivered intensive counseling and casework services to children the last six months of 1975-76.

All professional staff members possessed Master's Degrees in either Counseling and Guidance (5), Clinical Psychology (2), Special Education (1) or Social Work (1), and had experience working with children prior to being employed by the YSB.

Program: Direct Services To Youth

Goal:

To provide intensive counseling and casework services or intervention and referral services to a minimum of 400 children during the 1975-76 fiscal year. Those children served will either be involved or on the verge of becoming involved in the juvenile justice system because they have been truant from school and/or have run away from home and/or have exhibited unacceptable behavior at home and/or school.

Management Indicator:

Number of children provided intensive counseling and casework and intervention and referral services.

Progress:

Intensive counseling and casework and intervention and referral services were delivered to 297 children during 1975-76.

The referral source, legal status, behavioral classification, age, sex and race of all children furnished the foregoing services during 1975-76 were as follows:

Referral Source

Schools	104	(35%)
Juvenile Court Intake Counselors	51	(17%)
Parents	68	(23%)
Juvenile Court Counselors	23	(8%)
Police	26	(9%)
Youth Serving Agencies	22	(7%)
Self	2	(.7%)
Attorney	1	(.3%)
Total:	297	(100%)

<u>Age</u>			<u>Sex</u>		
7:	4	(1.5%)	Male	167	(56%)
8:	6	(2%)	Female	130	(44%)
9:	8	(3%)			
10:	6	(2%)	Total:	297	(100%)
11:	12	(4%)			
12:	19	(6%)			
13:	54	(18%)			
14:	79	(26.5%)	<u>Race</u>		
15:	79	(26.5%)	Caucasian	161	(54%)
16:	26	(9%)			
17:	4	(1.5%)	Negro	136	(46%)
Total:	297	(100%)	Total:	297	(100%)

Legal Classification

Pre-Petition ¹	272	(92%)
Post-Petition ²	25	(8%)
Total	297	(100%)

- 1 A child was given a "pre-petition" legal classification if he did not have a juvenile petition filed against him for committing an undisciplined or delinquent act prior to his referral to the YSB. A child who had a juvenile petition filed against him prior to his referral to the YSB, but who was not under the supervision of the court was classified as a "pre-petition" child.
- 2 A child was given a "post-petition" legal classification if he had a juvenile petition filed against him for committing an undisciplined or delinquent act prior to his referral to the YSB.

Behavioral Classification

Truant ³	64	(21.5%)
Truant, Ungovernable at School	4	(2%)
Truant, Ungovernable at Home	31	(10.5%)
Truant, Ungovernable at School and Home	9	(3%)
Ungovernable at School ⁴	20	(6.5%)
Ungovernable at Home ⁵	55	(18.5%)
Ungovernable at School and Home	26	(8.5%)
Runaway ⁶	30	(10%)
Runaway, Ungovernable at School	2	(.7%)
Runaway, Ungovernable at Home	19	(6%)
Runaway, Ungovernable at School and Home	5	(2%)
Runaway, Truant	1	(.3%)
Runaway, Truant, Ungovernable at School	0	(0%)
Runaway, Truant, Ungovernable at Home	8	(3%)
Runaway, Truant, Ungovernable at School and Home	4	(1.5%)
Pre-Delinquent ⁷	7	(2.5%)
Pre-Delinquent, Ungovernable at Home	1	(.3%)
Pre-Delinquent, Ungovernable at School and Home	1	(.3%)
Pre-Delinquent, Runaway, Ungovernable at Home	1	(.3%)
Delinquent ⁸	4	(1.5%)
Delinquent, Truant	2	(.7%)
Delinquent, Ungovernable at Home	1	(.3%)
Total	297	(100%)

- 3 Truant - Any child referred to the YSB who was absent from school, without sufficient reason, in excess of thirty percent (30%) of the days school was in session prior to his referral to the YSB was classified as a "truant". A child who was absent from school because he had run away from home, but who attended school regularly when he was at home was not classified as a "truant".
- 4 Ungovernable at School - Any child referred to the YSB who prior to his referral to the YSB was regularly sent to the school office for disciplinary reasons (e.g., fighting) was classified as "ungovernable at school".
- 5 Ungovernable at Home - Any child referred to the YSB who prior to his referral to the YSB engaged in activities which were both specifically forbidden by his parents and which constituted grounds for an undisciplined petition being signed against him (e.g., coming in at late hours or staying away from home overnight without the consent of his parents) was classified as "ungovernable at home".
- 6 Runaway - Any child referred to the YSB who prior to his referral to the YSB left his home setting for an extended period of time (2 or 3 days) without the consent of his parents was classified as a "runaway".
- 7 Pre-Delinquent - Any child referred to the YSB because he had allegedly committed a delinquent act, but who prior to his referral to the YSB did not have a juvenile petition signed against him for committing that act was classified as a "pre-delinquent" child.
- 8 Delinquent - Any child referred to the YSB who had committed a delinquent act, and who prior to his referral to the YSB had a juvenile petition signed against him for allegedly committing that act was classified as a "delinquent" child.

Subprogram: Intensive Counseling and Casework Services - (This service emphasized diagnosing specific factors directly related to a child's ineffective behavior, referring a child and/or his parents to needed services, teaching parents specific skills which they could use to improve the behavior of their child, being accessible to children, parents and school personnel 24 hours a day, seven days a week and delivering a minimum of three home visits or school visits or individual counseling sessions per week to all children served. These services were delivered in home and school settings at times convenient for clients.

Objective:

To provide intensive counseling and casework services to a minimum of 160 children.

Management Indicator:

Number of children furnished intensive counseling and casework services.

Progress:

Intensive counseling and casework services were delivered to 153 children.

Objective:

To deliver a minimum of three home visits, or school visits or individual counseling sessions per week to all children who receive intensive counseling and casework services.

Management Indicator:

Average number of hours of home visits, or school visits or individual counseling sessions which were delivered per week to children who received intensive counseling and casework services.

Progress:

Data obtained on 114 of the 153 children who were provided intensive counseling and casework services indicated that an average of 2.95 home visits, or school visits or individual counseling sessions per week were delivered to each of these children during his/her involvement with the YSB. This figure was computed by dividing the number (4,370) of home visits, school visits and individual counseling sessions delivered to these 114 children by the number (1,482) of weeks which these children were provided intensive services.

Numerous other direct and indirect services were furnished to these children and their parents. For example, YSB counselors made an average of 26 telephone calls to each child furnished intensive services.

Objective:

To play a role in diverting from the juvenile court and correctional institutions to needed services a minimum of 80% of all children who receive intensive counseling and casework services.

Management Indicators:

Number and percentage of "pre-petition" children who received intensive counseling and casework services in FY 75-76 who did not have a juvenile petition filed against them for committing an undisciplined or delinquent act during the period between the date of their referral to the YSB and June 30, 1976.

Number and percentage of "pre-petition" children who received intensive counseling and casework services in FY 75-76 who were not incarcerated in a juvenile correctional institution during the period between the date of their referral to the YSB and June 30, 1976.

Number and percentage of "post-petition" children who received intensive services and who were not incarcerated in a juvenile correctional institution during the period between the date of their referral to the YSB and June 30, 1976.

Progress:

One hundred and fifty-three (153) children received intensive counseling and casework services from the YSB staff. One hundred and forty (140) or 92% of these 153 children were classified as "pre-petition" children, because a juvenile petition had not been filed against them for committing an undisciplined or delinquent act prior to their referral to the YSB. Thirteen (13) or 8% of these children were classified as "post-petition" children because they had a juvenile petition filed against them for committing an undisciplined or delinquent act before their referral to the YSB.

Juvenile Court records indicate that 109 or 78% of the 140 "pre-petition" children served did not have a juvenile petition filed against them for committing an undisciplined or delinquent act as of June 30, 1976. These children were considered to be diverted from the juvenile court. Thirty one (31) or 22% of these 140 "pre-petition" children did have juvenile petitions filed against them during their involvement with the YSB, 11 for undisciplined acts and 20 for delinquent acts.

Nine (9) or 69% of the 13 "post-petition" children did not have another juvenile petition filed against them during the period between the date of their referral to the YSB and June 30, 1976.

One hundred and fifty-three (153), or 100% of the 153 children provided intensive counseling and casework services were not incarcerated in a juvenile correctional institution as of June 30, 1976. These children were considered to be diverted from juvenile correctional institutions.

Objective:

To maintain a ratio of 1 counselor to 10 children to ensure that the counseling and casework services provided are in fact intensive, while not having a waiting list for intensive services exceeding 10 children.

Management Indicators:

Average caseloads of YSB counselors providing intensive counseling and casework services.

Largest number of children on the YSB waiting list to receive intensive counseling and casework services.

Progress:

The caseload of a YSB counselor generally did not exceed 10 children. One counselor was required to provide intensive counseling and casework services to 14 children for a brief period of time. The maximum number of children on the waiting list to receive YSB services was five. Children generally did not receive intensive counseling and casework services for a period surpassing 3.5 months.

Objective:

To refer a minimum of 90% of all children who receive intensive counseling and casework services to other human service agencies during their participation with the YSB.

Management Indicator:

Number and percentage of children provided intensive counseling and casework services who were referred to other human service agencies during their involvement with the YSB.

Progress:

Data obtained on 114 children to whom YSB services were terminated before June 30, 1976 indicated that 78 or 68% of those children provided intensive services were referred to other human service agencies during their participation with the YSB.

Objective:

To prepare a comprehensive YSB Behavioral Evaluation Report on each child who receives intensive counseling and casework services and distribute these reports to appropriate youth serving agency personnel.

Management Indicator:

Number of comprehensive YSB Behavioral Evaluation Reports prepared by YSB counselors and the number of these reports which were sent to youth serving agency personnel.

Progress:

A comprehensive YSB Behavioral Evaluation Report was prepared for all 114 children to whom YSB intensive counseling and casework services were terminated during 1975-76. When appropriate, these reports were forwarded to youth serving agency personnel (See Attachment A -A Mecklenburg Youth Services Bureau Confidential Behavioral Evaluation Report).

Objective:

To obtain a minimum of one YSB Consumer Evaluation Report for 100% of all children who receive intensive counseling and casework services and who terminate their participation with the YSB before July 1, 1976.

Management Indicator:

Number of YSB Consumer Evaluation Reports received from persons whose children, or students or clients received intensive counseling and casework services and the number and percentage of children for whom these reports were received.

Progress:

Seventy-four (74) YSB Consumer Evaluation Reports were received concerning 46 or 40% of the 114 children to whom intensive services were terminated during 1975-76.

Questions stated on YSB Consumer Evaluation Reports and responses to these questions which were received from parents, school personnel and youth serving agency personnel included:

1. Has a YSB counselor been in contact with you each week?*
- Yes: 54 No: 15 N.A.** 5
2. Have you been able to reach the counselor when you needed to do so?
- Yes: 63 No: 1 N.A.: 10
3. Did the counselor provide you with information which has helped you to improve the behavior of your child, student or client?
- Yes: 58 No: 4 N.A.: 12

*It should be noted that YSB Counselors were not expected to maintain weekly contact with all persons who were requested to complete consumer evaluation reports.

**Not applicable or no answer

In addition to responding to the foregoing questions, the 74 persons who sent in consumer evaluation reports were also requested to make comments regarding YSB services. Following are a number of those comments made.

Parent: "I want to express my grateful appreciation as the recipient of your services. First of all, the total program, including the evening sessions on modifying childhood behavior, was most beneficial. Secondly, the work that the counselor did with my son and our entire family was outstanding. The counselor has a unique quality about him in that he can remain professional enough to be a good counselor, and yet he can be warm enough to invite complete honesty in dealing with problems. The services which your bureau offered came at a very critical period in our lives. With your help, this crucial time was lessened by a large degree. Our association with the counselor and with the Youth Services Bureau has made me realize the outstanding work that you do. How fortunate for us that you were in existence."

School Principal: "We were very fortunate to have had this counselor's help in dealing with a most difficult student. The counselor's patience and understanding of our problem coupled with his expertise in working with disruptive students enabled us to work together effectively as a team."

School Principal: "YSB Counselor contacts have been helpful. Improved behavior has not come about. The counselor's report reflects that fact."

Parent: "It is comforting to troubled parents, and to troubled teenagers, to know that interested, qualified people are available to provide help. Counselors have been in touch with us weekly and were always available when we needed guidance. Through the excellent counseling of the Youth Services Bureau counselor, the relationship between the members of our family is much improved. We appreciate each other more, and we have a deeper insight into each other's needs. Again, on behalf of our daughter and our family, we are grateful for the services which were so readily available through sympathetic and interested counselors."

Teacher: "The counselor was very conscientious. She visited me frequently, and we kept each other well informed on this child's progress. The counselor was very instrumental in helping this child to become more self-reliant and to attend school regularly."

School Principal: "The counselor was thorough and worked hard to change the behavior of this student. Due to the student's immaturity and other home problems, very little was accomplished."

School Principal: "Please accept our thanks for your excellent help. It was so good to have someone to share the load in this case. We agree with your appraisal of the situation and your recommendations. Thank you very much."

School Principal: "Youth Services Bureau services offered to this child were excellent and they definitely helped us to work with her."

School Principal: "This student's home situation was such that her school behavior did not improve much. She moved in with another relative. Improvement took place then."

School Principal: "I am pleased with the Youth Services Bureau's work with this child and others in our school this year. We are always receptive to outside resources, and we hope strongly to continue this relationship next year."

School Counselor: "The counselor did an excellent job with this child. He has always been conscientious, cooperative and helpful with our joint efforts."

Parent: "The counselor was okay in certain situations, but she didn't check on my daughter like I expected she was supposed to. She did an alright job concerning my child."

School Principal: "This counselor was very cooperative in helping us understand the problems this child was experiencing. She helped open doors that otherwise would have remained unopened."

School Principal: "Information provided by the counselor concerning this child's home situation has been very helpful in assisting us to better understand this child."

Counselor-Youth Serving Agency: "The YSB Counselor furnished all information needed, but I regret to report that we were unable to make noticeable progress with this child."

School Principal: "The counselor worked very hard and enthusiastically in attempting to help this student. I had no trouble in getting into contact with him. He was usually here two or three times a week and provided us helpful information concerning this child."

School Social Worker: "I think the counselor was most conscientious in rendering services to this child and visiting him at his school."

School Principal: "This child would follow no suggestions to help himself. We do not feel we made significant progress with him during this school year."

School Principal: "Youth Services Bureau services have been a great asset to our school. Counselors are always available when needed."

Teacher: "The counselor was most dedicated in his work. He was a very dependable liaison between me as a teacher and this student. This child has a long way to go before he becomes a disciplined student, or even a concerned person, but he was greatly helped by the counselor's efforts. At least the counselor helped this child stay out of potential trouble situations."

Parent: "We had to seek further help because our son is a hostile child. He has been assigned a court counselor."

School Counselor: "This child's school attendance improved somewhat. She, however, did not have the motivation needed to improve greatly. The counselor was in contact weekly with me and more often with this child. Information was provided at appropriate times."

School Principal: "The counselor has done a commendable job at this school. We appreciate your hard work."

School Principal: "The counselor was in close and regular contact with the student and the school. He was always accessible and ready to come to the school on call. We attempted to share information with each other. Also attempted were conferences with this child, his counselor, his guardian and his teachers. Certain specific tasks were given this child. We are not aware that he was able to make a complete day having satisfactorily completed his assigned tasks. As far as our efforts were concerned, as well as those of the counselor, we feel that little was accomplished. We hope this child responds better in a new situation."

School Counselor: "This counselor worked extremely hard and is a thorough person. At no time did I find contact difficult, and follow-ups were made immediately."

Parent: "I appreciate everything that the counselor did for my son. He is a very nice person, and I feel he did everything he could to help my child."

Parent: "The counselor is a very wonderful person to have as a youth counselor. I would like to have her again if needed."

Parent: "I think the Youth Services Bureau is a very good program. I appreciate your work with us. The counselor was in close contact with us and was always available when I called. He was always willing to help in any way that he could, and his assistance did bring some needed changes. I'd like to express my appreciation to him and to your department for your help."

Teacher: "The counselor was most helpful in assisting this child to get into the learning lab. The child seemed to work better in that situation."

School Social Worker: "The counselor offered regular and effective counseling to the school personnel and to the child. She is most dependable and is a kind, caring person. It was a pleasure to work with her."

School Counselor: "The counselor was in close and constant contact with this child. He made frequent visits to see him. At times, the counselor visited this child two or three times a week. It was easy for me to reach the counselor when I needed to. He was always very punctual about returning my telephone calls to him. Much information was provided which helped the school provide an opportunity for this child to improve his behavior in class and with students. We appreciate the interest and concern the counselor had for this child and his adjustment to school."

Parent: "We found the counselor's services very helpful. She helped us through a great deal and was always available when needed."

Parent: "We have the highest esteem for the YSB counselor. His conduct was above reproach. He was always pleasant in his manner, and many nights when we knew he was tired, we noticed that he never faltered. For these reasons, we believed in him and learned many helpful ways to deal with our problems. His services to us were very helpful."

Objective:

To obtain a minimum of one three or six month YSB Follow-Up Report on 100% of the children who receive intensive counseling and casework services and who terminate their participation with the YSB before April 1, 1976.

Management Indicator:

Number and percentage of children who received intensive counseling and casework services for whom a minimum of one, three-month or six-month YSB Follow-Up Report was accomplished.

Progress:

Three (3) or six-month YSB Follow-Up Reports were obtained on 61 or 94% of the 65 children to whom YSB intensive services were terminated prior to April 1, 1976.

Cumulative responses by parents to questions stated on 36 three-month and 29 six month YSB Follow-Up Reports were as follows:

1. Is child attending school on a regular basis?
Yes: 36 No: 17 N.A.* 12
2. Is child refraining from being sent to the school office for disciplinary reasons when he/she attends school?
Yes: 35 No: 10 N.A. 20
3. Is child coming home at a designated time each night?
Yes: 45 No: 13 N.A. 7
4. Is child exhibiting any behavior which might result in a juvenile petition alleging the commission of an undisciplined or delinquent act being filed against him/her?
Yes: 18 No: 42 N.A. 5
5. From what agencies has your child received services since the YSB terminated services to him/her?

Responses to question five for the three and six month follow-up reports indicate that 35 children received services from 15 different youth serving agencies after YSB services were terminated. A number of these children were referred to these services during their participation with the YSB.

*Not applicable or no answer

Subprogram: Intervention and Referral Services - (This service consisted of conducting one or more intake sessions with parents, children and referral sources for the purpose of pinpointing problems and recommending specific actions which could be taken to deal with those problems identified. A high percentage of those children and parents served were referred to other human service agencies.)

Objective:

To provide intervention and referral services to a minimum of 240 children.

Management Indicator:

Number of children provided intervention and referral services.

Progress:

One hundred and seventy eight (178) parents and/or children received intervention and referral services, with approximately 64 or 36% of these 178 persons being provided this type service more than one time. Thirty four (34) or 19% of those persons to whom intervention and referral services were furnished also were provided intensive counseling and casework services; consequently, only 144 parents and/or children were counted as receiving intervention and referral services.

In addition to those calls received relating to children who were provided intensive counseling and casework services and intervention and referral services, the YSB Direct Services Coordinator and Intake Counselor received approximately 360 telephone calls from parents and school personnel seeking intervention strategies or information about youth service programs which they could utilize to deal with a home and/or school problem a child and/or his/her family was experiencing.

Objective:

To play a role in diverting from the juvenile court and correctional institutions 80% of all children who receive intervention and referral services.

Management Indicators:

Number and percentage of "pre-petition" children who received intervention and referral services in 1975-76 who did not have a juvenile petition filed against them for committing an undisciplined or delinquent act during the period between the date of their referral to the YSB and June 30, 1976.

Number and percentage of "pre-petition" children who received intervention and referral services during 1975-76 who were not incarcerated in a North Carolina juvenile correctional institution during the period between the date of their referral to the YSB and June 30, 1976.

Number and percentage of "post-petition" children who received intervention and referral services in 1975-76 who were not incarcerated in a North Carolina juvenile correctional institution during the period between the date of their referral to the YSB and June 30, 1976.

Progress:

One hundred and forty-four (144) children received intervention and referral services from the YSB staff. One hundred and thirty-two (132) or 92% of these children were classified as "pre-petition" children. Twelve (12), or 8% of these children were classified as "post-petition" children.

One hundred and nine (109), or 83% of the 132 "pre-petition" children did not have a juvenile petition filed against them for committing an undisciplined or delinquent act as of June 30, 1976. These children were considered to be diverted from the juvenile court. Twenty-three (23) or 17% of the 132 "pre-petition" children did have a juvenile petition filed against them during this period, 10 for undisciplined acts and 13 for delinquent acts.

Twelve (12) or 100% of the 12 "post-petition" children did not have a juvenile petition filed against them between the date of their referral to the YSB and June 30, 1976.

Ninety-nine percent (99%) or 143 of the 144 children who received intervention and referral services were considered to be diverted from juvenile correctional institutions, because they had not been committed to a state training school as of June 30, 1976. The one child who was incarcerated in a state training school was sent there for committing a delinquent act.

Objective:

To present 40 YSB Parent Development Classes to a minimum of 280 parents of children referred to the YSB. (These classes will be conducted by the YSB staff on Monday evenings from 7:30 p.m. to 9:30 p.m.)

Management Indicator:

Number of YSB Parent Development Classes offered to parents and the number of persons who participated in these classes.

Progress:

All parents of children to whom either intensive counseling and case-work or intervention and referral services were furnished received an invitation and encouragement to participate in YSB Parent Development Classes. During the 1975-76 fiscal year, 52 Parent Development Classes were conducted by the YSB Youth Service Development and Direct Services to Youth Coordinators. Two hundred and eighty three (283) parents attended these 52 classes.

Program: Youth Service Development

Goal:

To assist the Youth Services Action Board (YSAB) and seven service area committees of the Youth Services Professional Advisory Committee (YSPAC) to identify, implement, coordinate, and monitor youth services related to the prevention and treatment of juvenile delinquency. (See Attachment B-A Chart Depicting the Organizational Structure Being Utilized in Charlotte and Mecklenburg County to Identify, Implement, Coordinate and Monitor Juvenile Delinquency Prevention and Treatment Services.)

Management Indicator:

Number of tasks accomplished by the YSAB and seven YSPAC Service Area Committees.

Progress:

On July 16, 1974, Mr. W. T. Harris, former Chairman of the Board of County Commissioners, convened the first meeting of the Youth Services Action Board. Since that meeting, the YSAB, with outstanding support from the community and County Commissioners, has accomplished the following tasks:

1. Attended 28 Youth Services Action Board meetings and 72 meetings held by one or more of the seven service area committees of the Youth Services Professional Advisory Committee. These meetings

were held for the purpose of either conducting an ongoing assessment of youth service needs, critically evaluating seven youth service proposals, coordinating the efforts of youth serving agencies, preparing and reviewing documents formulated by the YSAB or developing strategies designed to implement those actions recommended in the 1975 Youth Services Plan.

2. Prepared and distributed the following documents to youth serving agency personnel, planning groups and government officials:

- a. A Youth Services Plan To Prevent and Treat Juvenile Delinquency in Charlotte and Mecklenburg County, North Carolina (1975)
- b. The Number of Children from Charlotte and Mecklenburg County Who Became Involved in the Juvenile Justice System During The Period July 1, 1973 Through June 30, 1975: A Report From the Mecklenburg Youth Services Action Board (1975)
- c. A Comparison of the Number of Children From Charlotte and Mecklenburg County Who Became Involved in the Juvenile Justice System During the Period July 1 Through December 31 in 1973, 1974 and 1975: A Report from the Mecklenburg Youth Services Action Board (1976)
- d. Progress Made Toward the Implementation of Actions Recommended in A YOUTH SERVICE PLAN TO PREVENT AND TREAT JUVENILE DELINQUENCY IN CHARLOTTE AND MECKLENBURG COUNTY, NORTH CAROLINA-1975: A First Report From the Mecklenburg Youth Services Action Board (1976)

3. Attended numerous meetings with individuals and groups which were concerned with effecting implementation of those actions recommended in the 1975 Youth Services Plan.
4. Met with groups concerned with planning and implementing juvenile delinquency prevention and treatment services.
5. Visited local youth serving agencies.

Subprogram: Staff and Technical Assistance Services

Objective:

To provide staff and technical assistance services to the YSAB and seven YSPAC Service Area Committees.

Management Indicators:

Number of official YSAB and YSPAC Service Area Committee meetings attended.

Number of meetings attended by YSB staff for the purpose of providing members of the YSAB or youth serving agency personnel with technical assistance services.

Number of documents and communications prepared for the YSAB and YSPAC Service Area Committees.

Progress:

During 1975-76, the YSB Director and/or Youth Service Development Coordinator attended 35 official meetings conducted by the YSAB and YSPAC Service Area Committees.

The aforesaid YSB staff members met with either members of the YSAB or youth serving agency personnel on 14 occasions for the purpose of providing these persons with technical assistance services.

The YSB Director, Youth Service Development Coordinator and Secretary prepared 104 documents and communications for the YSAB and YSPAC Service Area Committees.

Progress:

During 1975-76, 39 YSB volunteers were recruited to provide supportive services to YSB clients. Two hundred and seventeen (217) services were delivered by these volunteers to children served by the YSB.

Subprogram: Public Information

Objective:

To prepare and distribute documents to youth serving agency personnel and others which will furnish them with information about the juvenile justice system and assist them to divert children from juvenile court and correctional institutions to needed services (e.g., A Referral Guide To Youth Services in Charlotte and Mecklenburg County, North Carolina, 1975-76).

Management Indicator:

Number of documents prepared by the YSB staff and distributed to youth serving agency personnel.

Progress:

The YSB staff assisted the YSAB to prepare three major documents and also prepared a 1976-77 referral guide to youth services and a definitive report on progress the YSB made toward achieving its measurable goals and objectives during 1974-75. Fifteen hundred (1500) copies of the youth services referral guide were distributed to youth serving agency personnel and others who had access to a significant number of children.

Objective:

To deliver presentations to community groups to elicit their support for the development of services related to the prevention and treatment of juvenile delinquency.

Management Indicator:

Number of presentations delivered to community groups by the YSB staff.

Progress:

The YSB Youth Service Development Coordinator and Director made presentations to 16 community groups. These presentations were designed to increase the awareness of these groups concerning the needs of children who become involved in the juvenile justice system and to obtain their

Subprogram: Training Services

Objective:

To, upon request, furnish training services to those youth serving agencies who offer services to children served by the YSB or the Juvenile Court.

Management Indicator:

Number of hours expended providing training services to youth serving agency personnel.

Progress:

Fifteen (15) hours of training services were delivered to 28 persons representing three youth serving agencies.

Subprogram: Volunteer Services

Objective:

To recruit 40 volunteers and coordinate their efforts for the purposes of providing a broad range of supportive services to YSB clients and promoting community responsibility for the development and delivery of services related to the prevention and treatment of juvenile delinquency.

Management Indicators:

Number of YSB volunteers recruited.

Number of services delivered to children by YSB volunteers.

support for the development of efficacious juvenile delinquency prevention and treatment services.

Subprogram: Interagency Communication

Objective

To identify and maintain liaisons at 18 youth serving agencies in Charlotte and Mecklenburg County in order to make the services of these agencies more accessible to children and parents served by the YSB.

Management Indicator:

Number of youth serving agencies which have appointed one of their staff members to serve as liaison to the YSB.

Progress:

As it is beneficial to have a particular person at an agency which you can talk with concerning obtaining services for a child, the YSB staff has identified persons at all youth serving agencies which we can communicate with concerning how their agencies might best serve our clients.

In 1975-76, the YSB continued to maintain "special liaisons" with the Mecklenburg County Mental Health Center and Family and Children's Services. These liaisons are classified as special, because they represent agencies which have appointed a staff person to, if necessary, go to the YSB to see parents or accompany a YSB counselor to the homes of parents who are not amenable to visiting either of the aforesaid agencies, but who desperately need the services these agencies offer. These "special liaisons", particularly Dr. Beth Brearley of the Mental Health Center, have been able to convince these parents that it would be in the interests of themselves and their children to utilize the services of these agencies.

Objective:

To meet with youth serving agencies for the purposes of disseminating information about the YSB and identifying ways in which the YSB can work more cooperatively with other agencies for the benefit of children.

Management Indicator:

Number of meetings held with staff members of other youth serving agencies for the purposes of disseminating information about the YSB and identifying ways in which the YSB can work more cooperatively with other agencies for the benefit of children.

Progress:

Members of the YSB staff held 32 meetings with youth serving agency personnel to transmit information concerning services offered by the YSB and to identify ways the YSB could work more cooperatively with other agencies for the benefit of children.

Objective:

To provide 48 hours of in-service training to YSB staff members.

Management Indicator

Number of hours of in-service training delivered to YSB staff members.

Progress:

Members of the YSB staff were given 150 hours of in-service training. Most of this training was directed toward teaching counselors additional skills which they could share with parents, school personnel and children served by the YSB.

A FOLLOW-UP REPORT ON CHILDREN SERVED
BY THE MECKLENBURG YOUTH SERVICES BUREAU DURING THE
PERIOD JULY 1, 1974 THROUGH JUNE 30, 1975

Juvenile Court records were utilized to determine the number and percentage of children provided YSB intensive counseling and casework services and intervention and referral services during 1974-75 who had been diverted from the juvenile court and/or a correctional institution between the date of their referral to the YSB and June 30, 1976. The time period between the dates these children were referred to the YSB and June 30, 1976 ranged from 12 to 27 months.

Juvenile Court records document the following:

1. Sixty-four percent (64%) or 84 of the 132 "pre-petition" children furnished intensive counseling and casework services during 1974-75 did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act between the date of their referral to the YSB and June 30, 1976.
2. Seventy-eight percent (78%) or 135 of the 174 "pre-petition" children who were provided intervention and referral services during 1974-75 did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act during the period between the date of their referral to the YSB and June 30, 1976.
3. Seventy-two percent (72%) or 219 of the 306 "pre-petition" children provided either intensive counseling and casework (132) or intervention and referral services (174) during 1974-75 did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act during the period between the date of their referral to the YSB and June 30, 1976.
4. Ninety-four percent (94%) or 289 of the 306 "pre-petition" children furnished either intensive counseling and casework (132) or intervention and referral services (174) during 1974-75 had not been incarcerated in a juvenile correctional institution as of June 30, 1976.
5. Eighty-nine percent (89%) or 34 of the 38 "post-petition" children provided intensive counseling and casework services during 1974-75 had not been incarcerated in a juvenile correctional institution as of June 30, 1976.
6. Eighty-nine percent (89%) or 16 of the 18 "post-petition" children furnished intervention and referral services during 1974-75 had not been incarcerated in a juvenile correctional institution as of June 30, 1976.
7. Eighty-nine percent (89%) or 50 of the 56 "post-petition" children provided either intensive counseling and casework (38) or intervention and referral services (18) during 1974-75 had not been incarcerated in a juvenile correctional institution as of June 30, 1976.

MEASURABLE GOALS, OBJECTIVES AND MANAGEMENT INDICATORS
ESTABLISHED BY THE MECKLENBURG YOUTH SERVICES BUREAU FOR THE
PERIOD JULY 1, 1976 THROUGH JUNE 30, 1977

Program: Direct Services to Youth

Goal:

To, during the period July 1, 1976 through June 30, 1977, provide intensive counseling and casework services to a minimum of 160 children and intervention and referral services to a minimum of 140 children for the purpose of diverting these children from the juvenile court and correctional institutions to needed services. These children will be potential referrals to the juvenile justice system because they have been truant from school, and/or have run away from home, and/or have exhibited behavior deemed unacceptable by parents or school personnel.

Management Indicator:

Number of children furnished intensive counseling and casework services or intervention and referral services during 1976-77.

Subprogram: Intensive Counseling and Casework Services

Objective:

To provide intensive counseling and casework services to a minimum of 160 children.

Management Indicator:

Number of children provided intensive counseling and casework services.

Objective:

To play a role in diverting from the juvenile court and correctional institutions to needed services a minimum of 90% of all children who receive intensive counseling and casework services.

Management Indicators:

Number of children provided intensive services who did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act during the period between the date of their referral to the YSB and June 30, 1977.

Number of children provided intensive services who were not incarcerated in state training schools during the period between the date of their referral to the YSB and June 30, 1977.

Objective:

To deliver a minimum of three home visits, or school visits or individual counseling sessions each week to all children who receive intensive counseling and casework services.

Management Indicator:

Average number of home visits, or school visits or individual counseling sessions delivered per week to each child who received intensive counseling and casework services.

Objective:

During their participation with the YSB, 90% of those children who receive intensive services who are classified as truant will increase their school attendance by 50% when compared to their school attendance prior to their referral to the YSB.

Management Indicator:

Number and percentage of children who received intensive services who were classified as truant and who increased their school attendance behavior by 50% during participation with the YSB when compared to their school attendance behavior before participation with the YSB.

Objective:

During their participation with the YSB, 90% of all children who receive intensive services who are classified as ungovernable at school will refrain from being sent to their school offices for disciplinary reasons on 95% of the days they attend school.

Management Indicator:

Number and percentage of children provided intensive services who were classified as ungovernable at school who refrained from being sent to their school offices 95% of the days they attended school during their participation with the YSB.

Objective:

During their participation with the YSB, 90% of the children who receive intensive services who are classified as ungovernable at home or a runaway will come home each night at a time designated by their parents on 95% of the days they receive intensive services.

Management Indicator:

Number and percentage of children provided intensive services who were classified as ungovernable at home or as runaways who came home each night at a time designated by their parents on 95% of the days they received intensive services from the YSB.

Objective:

To, during their involvement with the YSB, refer a minimum of 65% of all children who receive intensive counseling and casework services to other human service agencies.

Management Indicator:

Number and percentage of children and/or parents provided intensive services who were referred to other human service agencies during their involvement with the YSB.

Objective:

To have a parent of 50% of all children provided intensive services to participate in a minimum of one parent development class offered by the YSB during 1976-77.

Management Indicator:

Number and percentage of children provided intensive services whose parents attended a minimum of one YSB Parent Development Class during 1976-77.

Objective:

To prepare a comprehensive YSB Behavioral Evaluation Report on each child who receives intensive counseling and casework services and, when appropriate, distribute these reports to youth serving agency personnel which have also provided services to the child during his participation with the YSB or will provide him services after YSB services are terminated.

Management Indicator:

Number of YSB Behavioral Evaluation Reports which were prepared by YSB Counselors and which were distributed to appropriate youth serving agency personnel.

Objective:

To obtain three and/or six and/or nine month YSB Follow-Up Reports on 100% of the children who receive intensive counseling and casework services.

Management Indicator:

Number and percentage of children provided intensive services for whom three, and/or six, and/or nine month YSB Follow-Up Reports were accomplished.

Subprogram: Intervention and Referral Services

Objective:

To provide intervention and referral services to a minimum of 140 children.

Management Indicator:

Number of children provided intervention and referral services.

Objective:

To play a role in diverting from the juvenile court and correctional institutions 90% of all children who receive intervention and referral services.

Management Indicators:

Number of children provided intervention and referral services who did not have a juvenile petition filed against them alleging the commission of an undisciplined or delinquent act during the period between the date of their referral to the YSB and June 30, 1977.

Number of children provided intervention and referral services who were not incarcerated in a state training school during the period between the date of their referral to the YSB and June 30, 1977.

Objective:

To present 40 YSB Parent Development Classes to a minimum of 300 parents.

Management Indicator:

Number of YSB Parent Development Classes offered to parents and the number of parents who attended these classes.

Program: Youth Service Development

Goal:

To assist the Youth Services Action Board (YSAB) and seven service area committees of the Youth Services Professional Advisory Committee (YSPAC) to identify, implement, coordinate, and monitor youth services related to the prevention and treatment of juvenile delinquency.

Management Indicator:

Number of tasks accomplished by the YSAB and seven YSPAC Service Area Committees.

Subprogram: Staff and Technical Assistance Services

Objective:

To provide staff and technical assistance services to the YSAB and seven YSPAC Service Area Committees.

Management Indicators:

Number of official YSAB and YSPAC Service Area Committee meetings attended.

Number of meetings attended by YSB staff for the purpose of providing members of the YSAB or youth serving agency personnel with technical assistance services.

Number of documents and communications prepared for the YSAB and YSPAC Service Area Committees

Subprogram: Training Services

Objective:

To, upon request, furnish training services or coordinate the delivery of training services for youth serving agencies.

Management Indicator:

Number of agencies for which the YSB provided training services, or coordinated the delivery of training services and the number of hours expended furnishing the aforesaid services.

Subprogram: Volunteer Services

Objective:

To assist Big Brothers-Big Sisters Association of Charlotte, Inc. to recruit 25 volunteers who will be "big brothers" or "big sisters" for 25 children served by the YSB.

Management Indicator:

Number of persons who volunteer to become "big brothers" or "big sisters", and who make a commitment to work with a child served by the YSB.

Subprogram: Public Information

Objective:

To prepare and distribute documents to youth serving agency personnel and others which will furnish them with information about the

juvenile justice system and assist them to divert children from juvenile court and correctional institutions to needed services.

Management Indicator:

Number of documents prepared by the YSB staff and distributed to youth serving agency personnel.

Objective:

To deliver presentations to community groups to elicit their support for the development of services related to the prevention and treatment of juvenile delinquency.

Management Indicator:

Number of presentations delivered to community groups by the YSB staff.

CONCLUSION

The author of this report is confident the information provided herein will enable government officials, the Youth Services Action Board, youth serving agency personnel and taxpayers to gain a clear understanding as to the goals and objectives which the YSB expected to accomplish during 1975-76 and the degree to which these goals and objectives were achieved.

ATTACHMENT A

A MECKLENBURG YOUTH SERVICES BUREAU
CONFIDENTIAL BEHAVIORAL EVALUATION REPORT

GENERAL INFORMATION

Name of Child: Charles Jones File # 412
Age: 13 Birthdate: 8-2-63 Sex: Male Race: Caucasion
Address: 1810 Carter Road Tel.: None
Legal Status: Pre-petition
Behavioral Classification: Runaway, Ungovernable at Home
Parent or Guardian:
Louise Simpson (Mother) Employer: Crystal Restaurant Tel.: 517-9374
Harold Simpson (Stepfather) Employer: Hector Construction Co. Tel.: 517-2810
Others in Home (Age and Relationship):
Brothers: Carl 6, James 8, Stepsister: Jean 10

Referral Source: Louise Simpson Position: Parent
School: Southeast Junior High Grade Level: 7
School Social Worker: Susan Johnson
School Contacts: Mr. Wills - Counselor; Mrs. Collins - Teacher

Other Agencies Which Have or are Presently Providing Services to Child and/or Family:

<u>Agency</u>	<u>Dates of Involvement</u>	<u>Contact Person</u>
Mental Health Center	3-10-71 Thru 9-3-71	Melvin Stone
Family and Children's Services	Present	Don Smith

SUMMARY OF DIRECT SERVICES RECEIVED BY CHILD, PARENTS AND SCHOOL PERSONNEL

Intake Counselor: Jerry Still Intake Date(s) 6-18-76
YSB Counselor: Rick Massey Period of Involvement: 6-22-76 thru 9-22-76
No. of Weeks Child Participated with YSB: 13
No. of Counseling Sessions⁹ Delivered to Child: 20
No. of Home Visits¹⁰ Made by Counselor: 12
No. of School Visits¹¹ Made by Counselor: 7
No. of Visits With Other Youth Serving Agency Personnel for the Purpose of Obtaining
a Service for a Child: 3
No. of Telephone Contacts Concerning Child Made by Counselor: 15

Services to Which Child and/or Family Were Referred by YSB Counselor:

*Service or Agency Suggested but no Contact Made by Child and/or Family
**At Least One Contact With an Agency Made by Child and/or Family
***Service Utilized More Than One Time By Child and/or Family

*YSB Parent Development Classes
***Police Athletic League
**YMCA
*Alateen
**Parents Anonymous

- 9 An Individual Counseling Session would occur when a YSB Counselor meets with a child and conducts a counseling session.
10 A Home Visit would occur when a counselor visits a child's home and confers with the child's parents about the child.
11 A School Visit would occur when a counselor visits a child's school and confers with school personnel about the child.

Diagnosis of Specific Factors Directly Related to Child's Behavior

Skills or Skill Deficiencies Which Influenced Child's Behavior

POSITIVE	Academic Is capable of improving reading, spelling, reading and arithmetic skills.	Social Has good eye contact when talking with adults. Participates in class activities. Has positive interactions with his brothers and stepsister.	Other Possesses excellent athletic skills in basketball, baseball and football.
	NEGATIVE Presently performs 2 years below grade level in reading, and spelling. Finds it difficult to complete class assignments on time.	Uses abusive language toward his stepfather when he receives any type of criticism from him.	

Environmental Factors Which Influenced Child's Behavior

Home: Both Mr. and Mrs. Simpson work long hours and are not generally aware of Charles' whereabouts on a consistent basis. Mr. Simpson has a drinking problem. Mrs. Simpson reported to the counselor that Mr. Simpson has, while intoxicated, administered harsh physical punishment to Charles. Charles indicated that he does not like his stepfather and usually leaves the home setting when he knows Mr. Simpson will be there. Mr. and Mrs. Simpson engage in frequent arguments concerning how Charles should be disciplined.

School: Charles' teacher, Mrs. Collins, has taken a special interest in Charles as indicated by the fact that she has on occasion provided him part-time work experiences at her home. Further, she constantly praises Charles when he exhibits appropriate behavior at school. Succinctly, Mrs. Collins offers Charles a school environment which he finds meaningful. This is demonstrated by his high rate of school attendance.

Community: Charles and his family live in a middle income neighborhood. Charles spends most of his time playing football, basketball, or baseball with his friends at either the North Charlotte YMCA or at a park on Brevard Street. Charles, without the permission of his parents, often stays at his friends' houses for periods up to three (3) days. He usually tells his friends' parents that his mother has given him permission to stay away from home.

Environmental Factors Which Influenced Child's Behavior That Changed During Child's Involvement With the Youth Services Bureau

A new family moved close to the Simpsons, and they have a son approximately Charles' age. Charles and the new neighbor have become good friends and appear to be good influences on one another. The father of Charles' new friend has also shown an interest in Charles as demonstrated by the fact that he has taken his son and Charles to some baseball games.

Skills Shared With Parents, Youth Serving Agency Personnel and Child by YSB Counselor

- The YSB counselor taught Mr. and Mrs. Simpson teaching skills which they could use when interacting with Charles. They were taught how to:
 - Praise appropriate behavior
 - Describe inappropriate behavior
 - Describe appropriate behavior
 - Give rationales why appropriate behavior should occur and inappropriate behavior should be discontinued
 - Obtain acknowledgements from Charles when they talk to him
 - Establish consequences for Charles' behavior
 - Use a soft voice tone and have good eye contact when interacting with Charles
- Charles was taught social skills he could use when responding to negative remarks or criticism from his parents. Some of these skills were:
 - Maintaining good eye contact with parents when he interacted with them
 - Attending to requests of parents
 - Reinforcing father for appropriate behavior
 - Using a soft voice tone when communicating with his parents

BEHAVIOR ANALYSIS

Behaviors Identified by Parents, Youth Serving Agency Personnel and Child Which They Desired Changed:

<u>Behavior</u>	<u>Person Exhibiting Behavior</u>	<u>Person Desiring Change</u>
Spending the night with friends without his parents' permission.	Charles	Mr. & Mrs. Simpson
Using abusive language	Charles	Mr. & Mrs. Simpson
Hitting with his fists	Mr. Simpson	Charles

Behavior Improvement Procedures Utilized and Results:

1. A behavior contract was negotiated between Charles and his parents.
(See attached behavior contract)
2. Mr. and Mrs. Simpson and Charles were taught skills which they could use to elicit more positive responses from each other.

Results:

1. The behavior contract between Charles and his parents proved to be effective.
2. Both Mr. and Mrs. Simpson demonstrated competency in using teaching skills during sessions with the YSB counselor; however, Mr. Simpson found it very difficult to use these skills when interacting with Charles. Mr. Simpson continued to reiterate his dislike for Charles. He and his wife continued to argue over how they should deal with Charles' behavior.
3. Charles learned sufficient social skills to enable him to deal somewhat effectively with criticism directed toward him by Mr. Simpson.

School Attendance Before Participation With YSB:	90	%	90/100	Days
School Attendance During Participation with YSB:	92	%	55/60	Days
Came Home at a Designated Time During Participation With YSB:	92	%	84/91	Days
Refrained From Being Sent to the School Office for Disciplinary Reasons During Participation with YSB:	100	%	60/60	Days

COMMENTS RELATING TO YSB COUNSELOR'S INVOLVEMENT WITH CHILD, PARENT(S), TEACHER(S) AND OTHERS IN THE CHILD'S NATURAL ENVIRONMENT

Child: Charles indicated he wanted to change the responses of his parents toward him. He used the social skills he learned from the counselor to effect some of the desired changes. Charles continued to resent the presence of his stepfather in the home.

Parents: Mr. and Mrs. Simpson have learned how to increase some of Charles' appropriate behaviors. Although the home situation is not as volatile as it once was, Mr. and Mrs. Stimpson continue to have serious marital problems, some of which are directly related to Charles' presence in the home. Hopefully, services they are receiving from Family and Children's Services will assist them to resolve their marital difficulties.

Teacher: Mrs. Collins continues to provide Charles with a school setting which he finds meaningful. She has also been successful in aiding Charles to complete his class assignments more quickly. The procedures she used to effect this behavior change were to:

1. Gave Charles verbal praise and attention when he was working on his classroom assignments.
2. Allowed Charles the privilege of reading sports magazines for 30 minutes each day he completed his class assignment during a specified time period.

RECOMMENDATIONS AND RATIONALES

Recommendation: The YSB will terminate its services to Charles as of September 22, 1976.

Rationale: Charles has been coming home at the time designated by his parents. Mr. and Mrs. Simpson have learned some skills which will hopefully help them to interact with each other more effectively.

Recommendation: Mr. and Mrs. Simpson should continue attending meetings of Parents Anonymous.

Rationale: Both parents can benefit from professional assistance and guidance in controlling their emotions while disciplining their children.

Recommendation: Mr. and Mrs. Simpson should continue to receive services from Family and Children's Services

Rationale: Considerable marital conflict continues to exist and influence the entire family. Professional assistance to reduce this is most desirable.

SERVICES PRESENTLY NEEDED BY CHILD AND/OR FAMILY WHICH ARE UNAVAILABLE OR ARE NOT AVAILABLE IN SUFFICIENT QUANTITY TO MEET THEIR NEEDS:

At some point, Charles may need to be placed in a specialized foster care home where he can be provided an opportunity to learn additional academic and social skills which would enable him to make a more successful adjustment in both his home and school settings.

A MECKLENBURG YOUTH SERVICES BUREAU
BEHAVIOR CONTRACT

Effective Dates: From 6-22-76 To: 7-14-76

We, the undersigned parties, agree to perform the following behaviors:

<u>If Charles returns home by or before</u>	<u>If Charles returns home by or before</u>
<u>6:30 p.m. on any night, then he will</u>	<u>6:30 p.m. for 7 consecutive nights,</u>
<u>earn 25¢ of his \$1.75 weekly allow-</u>	<u>then he will earn the privilege of</u>
<u>ance. He will also earn the privilege</u>	<u>spending the night with one of his</u>
<u>of practicing in the afternoon with</u>	<u>friends on the following Friday or</u>
<u>his Little League baseball team.</u>	<u>Saturday night.</u>

BONUS: If Charles returns home by 6:30 p.m. for 21 consecutive days, he will
receive \$10.00 from his parents to purchase a new baseball glove.

PENALTY: Any night Charles does not return home by 6:30 p.m., he will lose his
daily allowance of 25¢ and will not be allowed to practice or play a baseball
game with his Little League team at its next game or practice, which ever comes first,
he will be required to return home from school on the following day by 3:00 p.m. If
he returns home by 3:00 p.m., he will re-earn 10¢ of the 25¢ daily allowance which
he lost.

Signed Parent

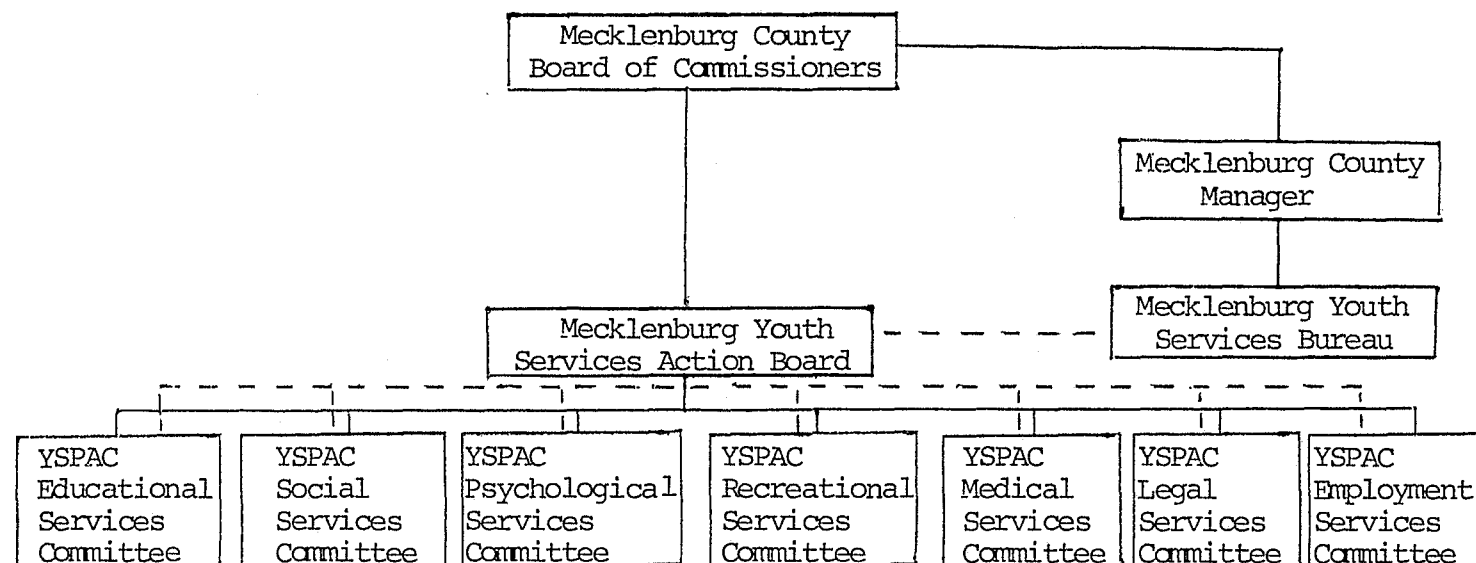
Signed Parent

Signed YSB Intake Counselor

This contract will be reviewed 2 weeks from date of agreement.

ATTACHMENT B
A CHART DEPICTING THE ORGANIZATIONAL STRUCTURE BEING
UTILIZED IN CHARLOTTE AND MECKLENBURG COUNTY
TO IDENTIFY, IMPLEMENT, COORDINATE AND MONITOR JUVENILE
DELINQUENCY PREVENTION AND TREATMENT SERVICES

Organizational Structure



Legend: Authority: _____ Staff and Technical Assistance: - - - - -

Unit: Mecklenburg Youth Services Action Board (YSAB)

Description

This board, which consists of 15 members, is appointed by the Board of County Commissioners. It is divided into seven two member teams which serve as liaisons to the Educational, Social, Psychological, Recreational, Medical, Legal and Employment Service Area Committees of the Youth Services Professional Advisory Committee (YSPAC).

Objectives

1. To identify needed juvenile delinquency prevention and treatment services by meeting with each of seven YSPAC service area committees at least once every 90 days for the purpose of conducting an ongoing assessment of youth service needs and encouraging youth serving agency personnel to prepare and submit youth service proposals to the YSAB relating to meeting identified needs.

Proposals submitted to the YSAB must include:

- a. A description of the specific service which the agency plans to develop.
- b. A description of the nature and scope of the problems which the service will remediate.

- c. A list of measurable objectives which must be achieved in order for the service to be considered successfully implemented.
- d. A description of the methods and procedures which will be employed in order to achieve measurable objectives established for the service.
- e. A description of the evaluation procedures which will be used to determine progress made toward achieving measurable objectives set for the service program.
- f. A projected line-item budget and budget narrative for the service.

2. To assist youth serving agencies to coordinate their efforts by meeting with each of seven YSPAC service area committees at least once every 90 days to specify actions which youth serving agencies might take to work more cooperatively with each other in order that services for children will be delivered with increased efficiency and effectiveness.
3. To seek public and/or private funding for those youth service which have been identified as needed by both a YSPAC service area committee(s) and the YSAB.
4. To monitor all youth services which have been identified as needed by a YSPAC service area committee(s) and the YSAB by requesting agencies administering these services to submit definitive reports to the YSAB which specify progress made toward achieving measurable goals and objectives established for these service programs and by having YSAB liaison teams visit agencies delivering these services.

Unit: Youth Services Professional Advisory Committee (YSPAC)

Description

The YSPAC is appointed by the YSAB. It is divided into Educational, Social, Psychological, Recreational, Medical, Legal and Employment Service Area Committees. All public and private agencies which provide services to youth are represented on these seven service area committees.

Objectives

1. To have each YSPAC service area committee meet with its YSAB liaison team to conduct an ongoing assessment of youth service needs and to specify actions which youth serving agencies might take to work more cooperatively with each other in order that services for children will be delivered with increased efficiency and effectiveness.
2. To have YSPAC service area committees critically evaluate all youth service proposals submitted to them by the YSAB and make recommendations to the YSAB concerning these proposals.

Unit: Mecklenburg Youth Services Bureau (YSB)

The YSB is an agency of Mecklenburg County government which assists the community and government to prevent and treat juvenile delinquency by playing

significant role in diverting a substantial number of children from the juvenile court and correctional institutions to needed services and by aiding the YSAB and YSPAC service area committees to identify, coordinate, implement and monitor juvenile delinquency prevention and treatment services. Major program efforts include direct services to youth and youth service development. An element of its youth service development program is providing staff and technical assistance services to the YSAB and YSPAC service area committees.

Objectives (Staff and Technical Assistance Services)

1. To supply the YSAB and YSPAC service area committees with staff and technical assistance services which include:
 - a. Preparing documents and communications for the YSAB and distributing this information to persons designated by the YSAB.
 - b. Meeting with members of the YSAB and YSPAC service area committees for the purpose of providing them with technical assistance regarding the development of juvenile delinquency prevention and treatment services.
 - c. Attending all meetings held by the YSAB and YSPAC service area committees, recording minutes of these meetings and disseminating this information to persons designated by the YSAB.

END

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