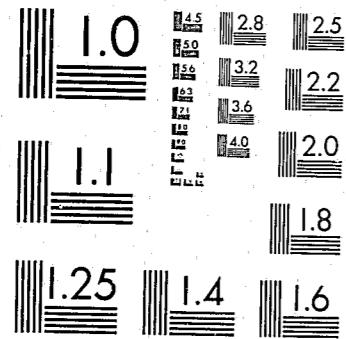


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Washington, D. C. 20531

6-17-82

Mecklenburg Youth Services Bureau



77285

Annual Report

1978 - 1979

U.S. Department of Justice
National Institute of Justice

77285

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1978-79

ANNUAL REPORT

MECKLENBURG YOUTH SERVICES BUREAU
Mecklenburg County Office Building (Third Floor)
720 East Fourth Street
Charlotte, North Carolina 28202
Telephone: (704) 374-2926

Prepared by:

Mecklenburg Youth Services Bureau Staff

Patrick M. Martin
Director

September 15, 1979

NCJRS

APR 17 1981

ACQUISITIONS

Mecklenburg Youth Services Bureau

COUNTY OFFICE BUILDING - THIRD FLOOR
720 EAST FOURTH STREET

Charlotte, North Carolina

(704) 374-2926

September 17, 1979

Mr. Edwin B. Peacock, Jr., Chairman
Mecklenburg County Board of Commissioners
County Office Building - Fourth Floor
720 East Fourth Street
Charlotte, North Carolina 28202

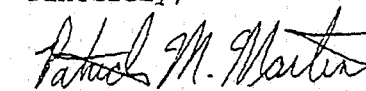
Dear Mr. Peacock:

During recent years, significant progress has been made to better meet the needs of our troubled youth. In this the year declared by the United Nations as the International Year of the Child, North Carolina's commitment to children in need is evident through state participation in the Juvenile Justice and Delinquency Prevention Act, the passage of major legislation (House Bill 456) emphasizing community based services for youth and the recent revision of the North Carolina Juvenile Code.

Mecklenburg County has a long-standing commitment to meet the needs of our young people - our citizens of tomorrow. For years we have recognized the importance of helping our children in their home community. The Mecklenburg Youth Services Bureau is proud to be a part of that commitment and effort.

I am pleased to submit to you this report of our eighth year's activities with and on behalf of the young people of Mecklenburg County.

Sincerely,



Patrick M. Martin, Director
Mecklenburg Youth Services Bureau

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HIGHLIGHTS

During the 1978-79 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, counselor/coordinator, one intake counselor, five counselors, one youth services analyst, and one secretary. (See Attachment A).

All professional direct service staff members possessed master's degrees in a human service area and had experience working with children prior to being employed by the YSB.

I. Profile of Children Served:

- A. Age Range: 5 to 17
- B. Sex: 44% Female 56% Male
- C. Race: 51% Caucasian 48% Negro 1% American Indian
- D. Reason for Referral:
 - 1. Undisciplined: 284 82%
 - 2. Delinquent/Predelinquent 8 2%
 - 3. Combination of Undisciplined and Delinquent or Predelinquent 54 16%
- E. Legal Classification:
 - 1. Prepetition 323 93%
 - 2. Postpetition 23 7%
- F. Legal Status:
 - 1. Prepetition: 293 of 323 or 91% did not have an undisciplined or delinquent petition filed.
 - 2. Postpetition: 20 of the 23 or 87% did not have an additional undisciplined or delinquent petition filed.
 - 3. Incarcerated: 2 children had been incarcerated in a juvenile correctional institution.

II. Direct Services to Youth:

A. Intensive Counseling and Casework:

Working with generally 10 to 12 cases at a time, YSB Counselors averaged 2.64 case contacts (home visits, school visits, and individual counseling sessions) per week per client for a service duration usually not exceeding 3.5 months. Of the 167 families receiving intensive services, 92% were referred to other human service agencies, 83% returned Consumer Evaluation Reports regarding intensive services, and 85% of those completing services before April 1, 1979 provided follow-up information three months after service termination.

B. Intervention and Referral Services:

The YSB provided intervention and referral services to 179 families during FY 1978-79. All of these families received short-term crisis counseling and were also referred to other human service agencies for more problem specific services.

C. Parent Skill Workshops:

During FY 1978-79, the YSB provided a total of 36 workshops to 196 parents and interested adults.

III. Youth Service Development Program:

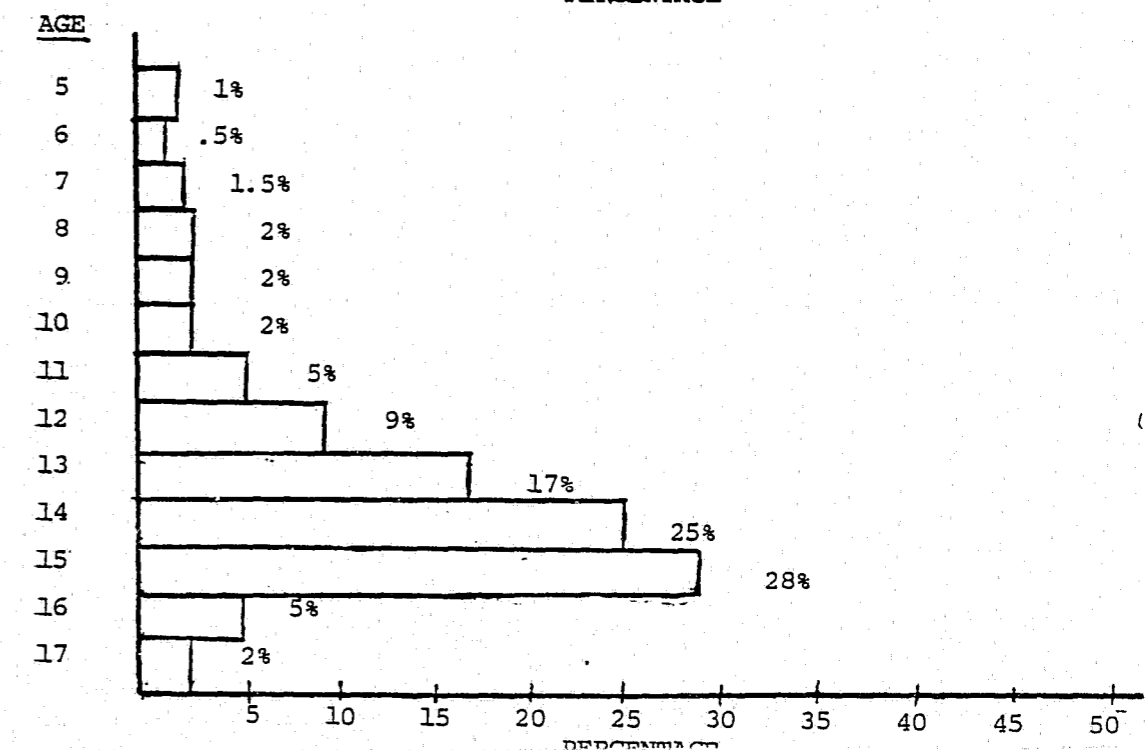
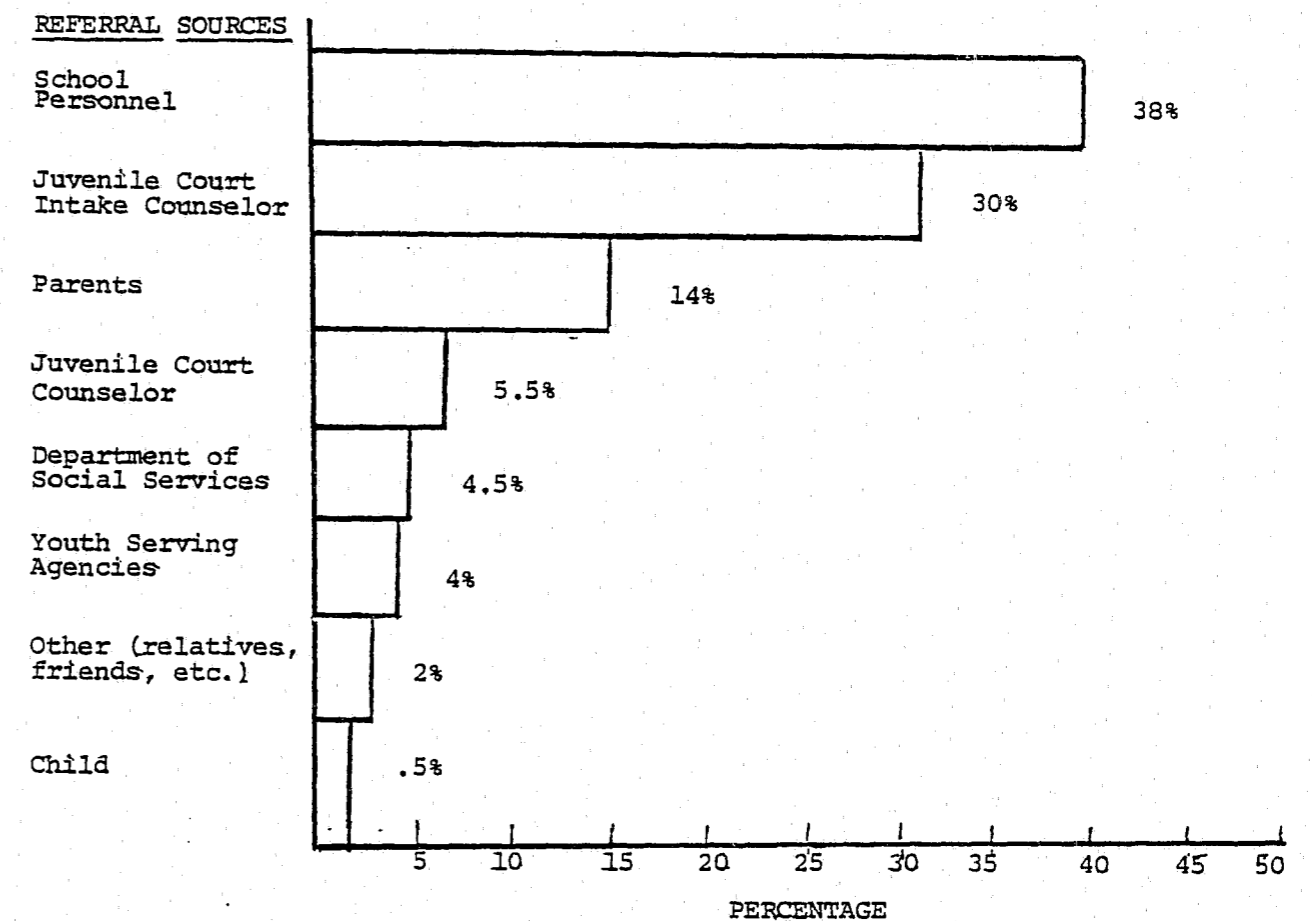
A. Staff and Technical Assistance:

The YSB provided staff and technical assistance to the Youth Services Action Board (YSAB) and the Youth Services Professional Advisory Committee (YSPAC) and provided technical assistance to youth serving agencies during 1978-79.

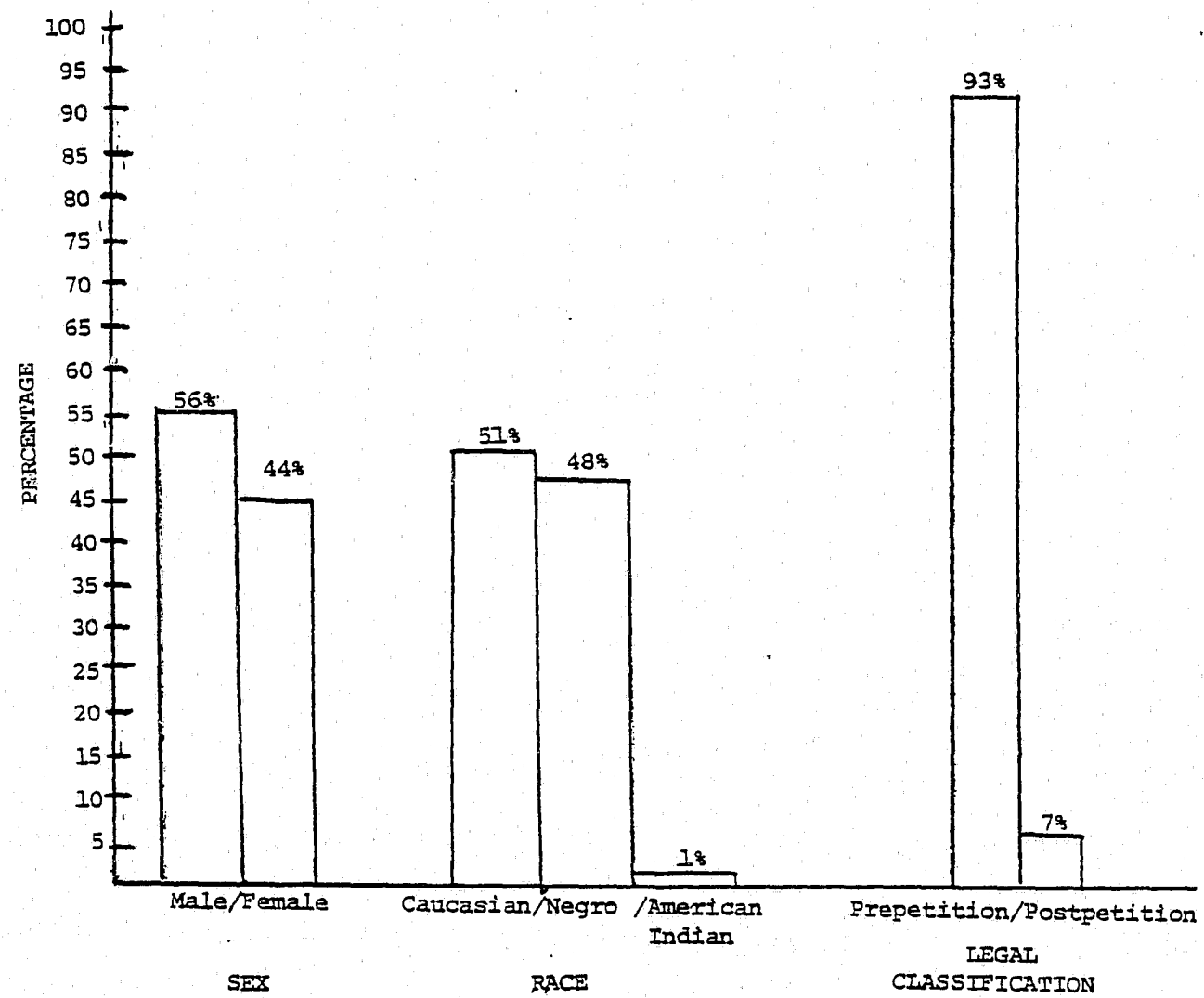
B. Information and Dissemination:

The YSB disseminated information to the community and government officials about services available for children and needed by children who were either involved in or were potential referrals to the juvenile justice system.

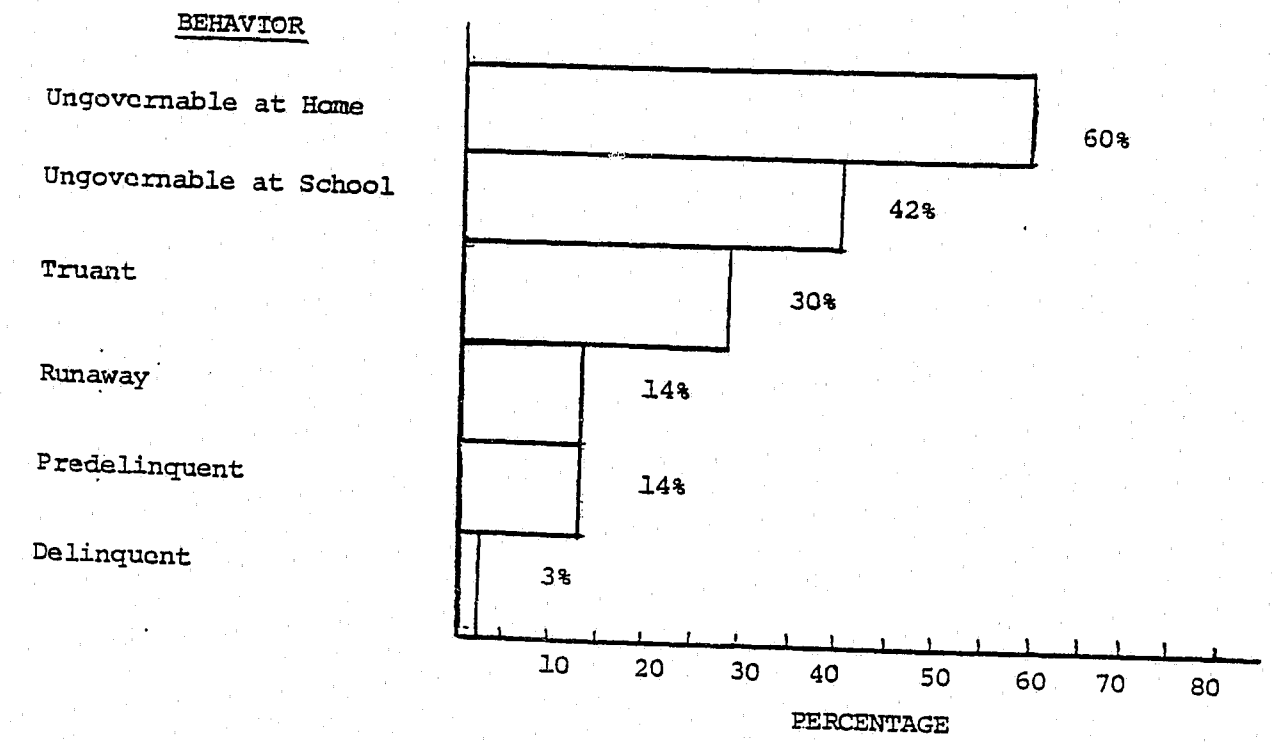
DEMOGRAPHIC DATA ON 346 CHILDREN SERVED



Demographic Data
Continued



Demographic Data
Continued



The above graph indicates the number of children who exhibited each type of behavior as part of their reason for referral. Some of the 346 children served were referred for exhibiting multiple behaviors and will be included in more than one category.

PROGRESS MADE TOWARD THE ACHIEVEMENT OF MEASURABLE
GOALS AND OBJECTIVES SET BY THE MECKLENBURG YOUTH SERVICES BUREAU
FOR THE PERIOD JULY 1, 1978 THROUGH JUNE 30, 1979

PROGRAM: DIRECT SERVICES TO YOUTH

Goal:

To provide Intensive Counseling and Casework Services or Intervention and Referral Services to a minimum of 320 children during the 1978-79 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.

Progress:

Intensive Counseling and Casework Services as well as Intervention and Referral Services were completed by 346 children during 1978-79. Of the 346 children served, 319 children initiated and completed their participation with the YSB by June 30, 1979 and 27 children were carried over from FY 1977-78 because they completed their participation with the YSB during FY 1978-79. Note: Thirty-two additional children initiated services but will not complete their participation with the YSB until FY 1979-80. These 32 children will be included in next year's annual report.

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 24 hours a day, seven days a week and delivering a minimum of 2 home visits and/or school visits and/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 ONE

To provide intensive counseling and casework services to a minimum of 170 children.

Progress: Intensive counseling and casework services were delivered to 167 children and their families.

OBJECTIVE TWO

To deliver a minimum of 2 home visits and/or school visits, and/or individual counseling sessions per week to children who received intensive counseling and casework services.

Progress: The 167 children who were provided intensive counseling and casework services received an average of 2.64 case contacts per week during his/her involvement with the YSB.

OBJECTIVE THREE

To play a role in diverting from the juvenile justice system to needed services a minimum of 90% of all children who received intensive counseling and casework services.

Progress: One hundred and sixty-seven children received intensive counseling and casework services from the YSB. One hundred and fifty-five or 90% of these 167 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. Juvenile Court records indicate that 135 or 87% of the 155 "pre-petition" children served did not have a juvenile petition filed against them for committing an undisciplined or delinquent act as of June 30, 1979. These children were considered to be diverted from the juvenile justice system. Twenty or 13% of these 155 "pre-petition" children did have juvenile petitions filed against them during or following their involvement with the YSB - 12 for undisciplined acts and 8 for delinquent acts.

Twelve or 7% of the 167 children served by the YSB 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. Eleven or 92% of the 12 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, 1979.

No child served intensively by the YSB during 1978-79 had been incarcerated in a juvenile correctional institution as of June 30, 1979.

OBJECTIVE FOUR

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

Progress: The caseloads of YSB counselors generally did not exceed 10 children; however, in the spring of 78-79, all counselors were required to maintain caseloads averaging 12 children for approximately

2 months as a result of increased demand for intensive counseling and casework services.

During the spring of 78-79, the YSB had a list of never more than five clients waiting to receive intensive services. All persons on the waiting list were provided intensive services within two weeks.

OBJECTIVE FIVE

To refer a minimum of 65% of all children and/or parents who received intensive counseling and casework services to other human service agencies during their participation with the YSB.

Progress: Of the 167 children to whom YSB services were terminated before June 30, 1979, 154 or 92% of those children and/or parents were referred to other human service agencies during their participation with the YSB.

OBJECTIVE SIX

To prepare a comprehensive YSB Behavioral Evaluation Report on each child who receives intensive counseling and casework services.

Progress: Comprehensive YSB Behavioral Evaluation Reports were prepared on all children to whom YSB intensive counseling and casework services were terminated during 1978-79.

OBJECTIVE SEVEN

To obtain a minimum of 1 Consumer Evaluation Report for 80% of all children who receive intensive counseling and casework services and who terminated their participation with the YSB as of June 30, 1979.

Progress: One hundred and sixty-seven children had completed their intensive counseling and casework services as of June 30, 1979. These children were eligible to have a Consumer Evaluation Report completed regarding the service which was provided by the YSB staff. A minimum of 1 Consumer Evaluation Report was received for 138 or 83% of the 167 children. A total of 146 different units of consumer feedback were received regarding the service which the 138 children received. Feedback was received from the following sources:

<u>Source</u>	<u>Number</u>	<u>Percentage</u>
Parents	106	73%
School Personnel	22	15%
Guardians	17	11.5%
Other Youth Serving Agencies	1	.5%
Total	146	100%

Each Consumer Evaluation Report consists of having significant persons concerned with a particular child provide responses to the following questions. Following each question is a breakdown of the various responses made by the individuals providing the feedback:

(1) Has a YSB Counselor been in contact with you each week?

Yes 136 No 5 NA** 5

(2) Have you been able to reach the counselor when you needed to do so?

Yes 141 No 1 NA** 4

(3) Did the counselor provide you with information which has helped you to improve the behavior of your child and/or student?

Yes 138 No 3 NA** 5

**Not applicable or no answer provided.

In addition to responding to the foregoing questions, the persons who responded to the Consumer Evaluation Reports were also requested to make comments regarding YSB services. Following are a number of those comments made:

Parent: "She has been doing a lot better, maybe it's that I have been able to accept some minor problems as long as she does not get too out of hand."

Parent: "I really enjoyed the counselor. The service was beautiful, and he did my son a lot of good in the way he functions. He's real understanding. He's really nice - I'm glad you gave us him. He went to school just to see him, walk with him or play basketball. The counselor knows how to handle them. I was really upset when I came to you all, but when the counselor came it took a big load off me. It gave me something to look forward to."

Parent: "Services were much appreciated. Someone to express myself to was a relief."

Parent: "I think she was real nice. I enjoyed working with her and so did my son. She didn't talk down to me. I have nothing but the utmost praise for her. I really appreciate it."

School Social Worker: "Very capable and competent. Followed a procedure to put mother in her proper role. Also, an appointment was made with a psychiatrist. She did what she could. She did all she could to involve the father. I appreciate her honesty also."

Parent: "The counselor is great and my son really trusted him. He did an extra good job. I couldn't have been any more pleased with anybody. If you can get the praise of a teenager, you're really doing something. He puts himself out."

School Social Worker - Child Welfare: "The counselor did a wonderful job. It's a sad situation, that is, no support from the parents. He did all that was humanly possible including transportation."

Parent: "He did a marvelous job with my son. To me, he's not the same child now. It really helped me a lot; without the counselor he would be in training school".

Parent: "It was hard for me to be a real parent to my daughter. After so long I was afraid she wouldn't like me. The counselor was so kind and patient with us. I feel better about telling my daughter what she can and can't do."

Parent: "My daughter is still doing fine. She comes home on time, does most of her chores with some reminding and I think I know what to do if I ever have problems again."

Parent: "The counselor helped us believe that we had to take drastic steps with our son in order to make an impression. We should have done this a long time ago."

School Counselor: "He was very thorough in what he did. He was very patient with me which has been my pet peeve with other agencies."

OBJECTIVE EIGHT

To obtain a minimum of one, Three Month Follow-up Report on 90% of the children who receive intensive counseling and casework services and who terminated their participation with the YSB before April 1, 1979.

Progress: The YSB terminated intensive counseling and casework services to 167 children as of June 30, 1979. Of these children, 150 terminated their participation with the YSB before April 1, 1979, making them eligible for a Three Month Follow-Up Report as of June 30, 1979. Of the 150 children, a total of 128 or 85% had Follow-Up Reports accomplished as of June 30, 1979.

The sources providing the follow-up information are as follows:

<u>Source</u>	<u>Number</u>	<u>Percentage</u>
Parents	99	78%
Juvenile Court Counselors	4	3%
Other Youth Serving Agencies	13	10%
Other	12	9%
Total	128	100%

Cumulative responses by the various sources providing the 128 Follow-Up Reports are as follows:

1. Is the child attending school on a regular basis?

Yes 90/128 (70%) No 36/128 (28%) NA 2/128 (2%)

2. Is the child refraining from being sent to the school office for disciplinary reasons when he/she attends school?

Yes 89/128 (70%) No 11/128 (9%) NA 28/128 (21%)

3. Is the child coming home at a designated time each night?

Yes 102/128 (80%) No 17/128 (13%) NA 9/128 (7%)

4. Is the 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 9/128 (7%) No 112/128 (88%) NA 7/128 (5%)

*NA responses result from situations in which the question is not applicable to the child's current situation, or situations in which the respondent does not have information to answer the questions. Situations which might make a question inapplicable include, but are not limited to the following:

1. The child has moved.
2. The child is in residential treatment.
3. The child has attained the age of sixteen and is not required to attend school.

Of the 128 children on whom Follow-up Reports were accomplished, 79 (62%) had received additional services from the following agencies since YSB services had been terminated:

1. Alexander Street Center
2. Big Brothers/Big Sisters
3. Center for Human Development
4. CETA
5. Charlotte Memorial Hospital
6. Christmas Bureau (Information and Referral)
7. CPCC - Adult Education
8. Community School of the Arts
9. Department of Social Services - Child Welfare
10. Department of Social Services - Family and Children's Services
11. Department of Social Services - Lutheran Homes
12. Explorers
13. Extended Day
14. Family and Children's Services
15. Family Housing
16. Grayson Recreational Center
17. ILEAP
18. Mecklenburg Court Volunteers
19. Mental Health Adolescent Cottage
20. Mental Health Emergency Services
21. Mental Health Outpatient Services
22. Neighborhood Center Department
23. North Carolina Enrichment Program
24. Open House
25. Planned Parenthood

26. Police Athletic League
27. Private Psychologist
28. The Relatives
29. School Counselor
30. School Social Worker
31. S.T.E.P. Classes
32. Straight-Up
33. Street Academy
34. Teenage Parents Service (TAPS)
35. Thompson's Children's Home
36. Vocational Rehabilitation
37. YMCA
38. Youth Council
39. Youth Seeking Self-Sufficiency (YWCA)
40. Youth Homes, Inc.

INTERVENTION AND REFERRAL SERVICES

This service consisted of conducting one or more intake counseling 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 ONE

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

Progress: One hundred and seventy-nine parents and/or children received 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 Counselor Coordinator and Intake Counselor received approximately 400 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 TWO

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

Progress: One hundred and seventy-nine children received intervention and referral services from the YSB. One hundred and sixty-eight or 94% of these children were classified as "pre-petition" children. One hundred and fifty-eight or 94% of the 168 "pre-petition" children did not have a juvenile petition filed against them for committing an undisci-

plined or delinquent act as of June 30, 1979. These children were considered to be diverted from the juvenile court. Ten or 6% of the 168 "pre-petition" children did have a juvenile petition filed against them during this period, 4 for undisciplined acts and 6 for delinquent acts.

Eleven or 6% of the 179 children were classified as "post-petition". Nine or 82% of the 11 "post-petition" children did not have an additional juvenile petition filed against them between the date of their referral to the YSB and June 30, 1979.

Two children who received intervention and referral services during 1978-79 had been incarcerated in a juvenile correctional institution as of June 30, 1979.

PARENT SKILL DEVELOPMENT WORKSHOPS

Parent Workshops are designed to share with parents some skills that they can use to encourage their children to behave more appropriately, to communicate more positively and effectively with their children, and to improve family relationships. All parents to whom either intensive counseling and casework services or intervention and referral services were provided received an invitation and encouragement to participate in YSB Parent Skill Development Workshops.

OBJECTIVE

To present 36 YSB Parent Skill Development Workshops to a minimum of 250 participants.

Progress: During the 1978-79 fiscal year, a total of 36 Parent Workshops were offered by the YSB. Twenty-four of these 36 workshops were offered at the YSB. In an effort to reach special populations, the YSB offered three additional workshops through the Headstart Program. Furthermore, in collaboration with the Charlotte-Mecklenburg School System, the YSB offered 9 workshops utilizing the Systematic Training for Effective Parenting (S.T.E.P.) Program. One hundred and nine-six persons attended these workshops.

PROGRAM: YOUTH SERVICES DEVELOPMENT

Goal:

To assist the Youth Services Action Board (YSAB) and 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 - Chart Depicting the Organizational Structure Utilized in Charlotte and Mecklenburg to Identify, Implement, Coordinate and Monitor Juvenile Delinquency Prevention and Treatment Services).

Progress: During 1978-79 a Youth Services Bureau staff person was assigned the responsibility of providing full-time staff and technical assistance to the Youth Services Action Board.

STAFF AND TECHNICAL ASSISTANCE SERVICES

OBJECTIVE ONE

To provide staff and technical assistance to the YSAB and YSPAC in accomplishing the following objectives:

1. To, in consultation with the Board's Professional Advisory Committee and other appropriate youth serving agency personnel, identify delinquency prevention and treatment services needed in Charlotte-Mecklenburg by conducting an annual assessment of services most needed by children who exhibit behavior which could bring them or has brought them under the jurisdiction of the juvenile court as a status offender or delinquent child.
2. To encourage appropriate agencies to prepare comprehensive proposals to develop, expand or continue those delinquency prevention and treatment services identified in the Board's annual assessment of delinquency prevention and treatment services needed in Charlotte-Mecklenburg.
3. To coordinate the development, expansion or continuation of needed delinquency prevention and treatment services by requesting the Board's Professional Advisory Committee to critically evaluate proposals to develop, expand or continue with services.
4. To persuade the public and/or private sectors to expend funds to develop, expand or continue those services identified in the Board's annual assessment of delinquency prevention and treatment services needed in Charlotte-Mecklenburg.
5. To monitor the effectiveness of delinquency prevention and treatment services by periodically obtaining information documenting the degree to which they have met their measurable objectives, and to utilize from time to time additional monitoring procedures.
6. To investigate and, if necessary, remediate youth service delivery problems which youth serving agency personnel bring to the attention of the Board.
7. To elicit support for proposed and existing federal and state laws and local ordinances which will serve the interests of those children who exhibit behavior which could bring them under the jurisdiction of the juvenile court as a status offender or delinquent child.
8. To disseminate information to the community and elected officials about issues of concern to the Board to evoke support from them to affect the implementation of those actions recommended by the Board.

Note: Throughout the 1978-79 fiscal year, the YSB staff assisted the YSAB and YSPAC in achieving the stated objectives.

Progress: During 1978-79 the Youth Services Analyst attended 30 official meetings conducted by the YSAB and YSPAC.

The aforesaid YSB staff member met with 15 different youth serving agencies for the purpose of providing these agencies with technical assistance services.

PUBLIC INFORMATION

OBJECTIVE ONE

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.

Progress: The YSB staff prepared a definitive report on progress the YSB made toward achieving its measurable goals and objectives during 1978-79.

In addition, YSB staff assigned to the Youth Services Action Board prepared and disseminated the following informational documents: An Assessment of Delinquency Prevention and Treatment Services Needed in Charlotte and Mecklenburg County, North Carolina 1979-80, a Juvenile Justice Data Report, 1978-79 and Juvenile Arrest Data, 1977-78.

OBJECTIVE TWO

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

Progress: YSB staff made presentations to 12 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 support for the development of juvenile delinquency prevention and treatment services.

ATTACHMENT A

DEFINITION OF TERMS

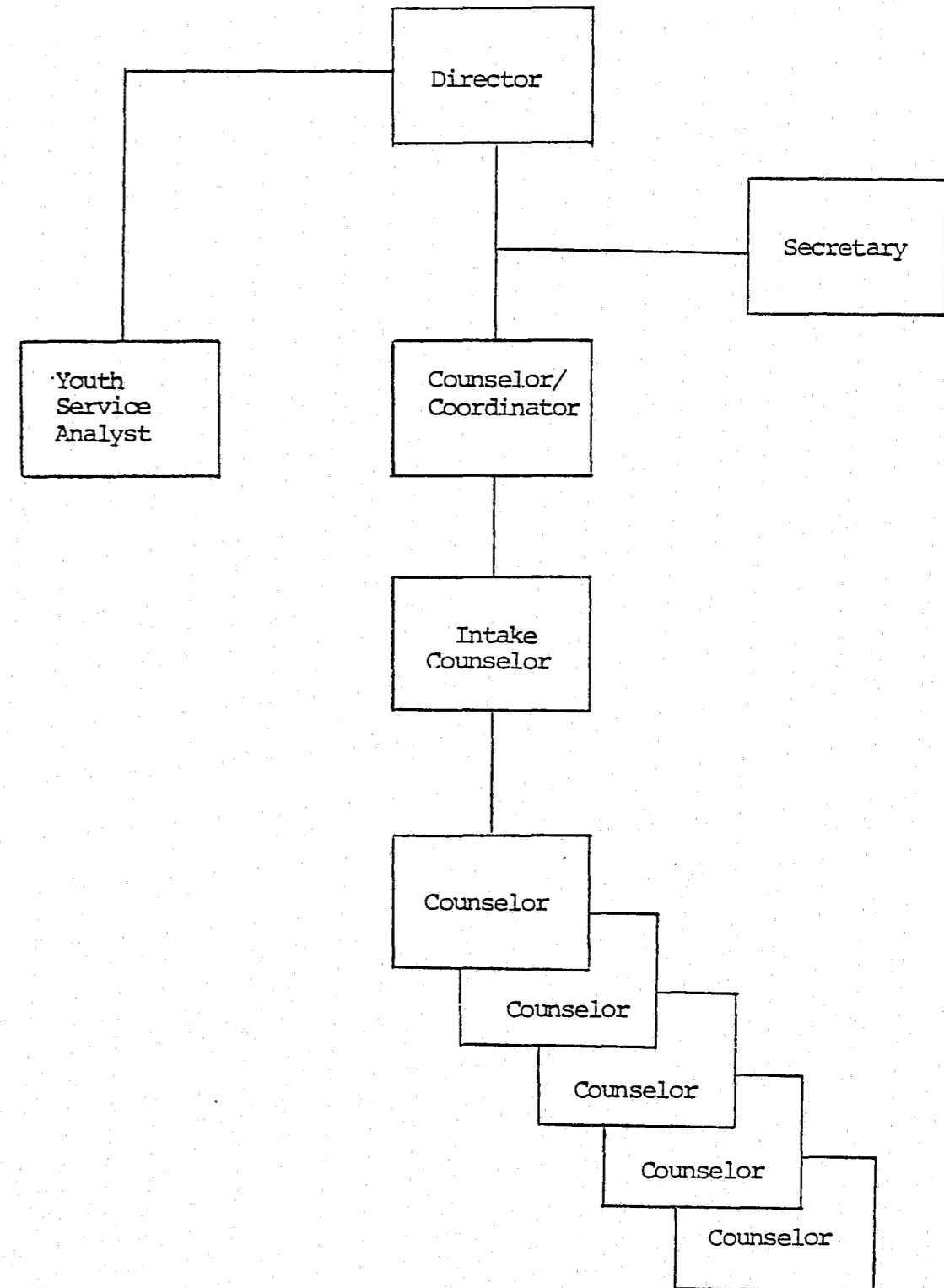
1. Undisciplined - Alleged to be truant, ungovernable at school, ungovernable at home and/or runaway.
2. Delinquent - Allegedly committed a delinquent act, and who prior to his referral to the YSB had a juvenile petition signed against him for committing that act.
3. Pre-petition - Allegedly committed an undisciplined or delinquent act, and who prior to his referral to the YSB did not have a juvenile petition filed against him for committing such an act.

 Note: A child who had a juvenile petition filed against him prior to his referral to the YSB, but who is not under the supervision of the court at the time of his referral to the YSB is also classified as a "pre-petition" child.
4. Post-petition - Allegedly committed an undisciplined or delinquent act, and who prior to his referral to the YSB had a juvenile petition filed against him for committing such an act, and who is under the supervision of the court, or had court supervision terminated not more than two weeks prior to his referral to the YSB.
5. Truant - Absent from school without sufficient reason in excess of 30% of the days school was in session prior to his referral to the YSB.

 Note: A child who was absent from school because he had run away from home, but who attended school regularly when he was at home is not classified as a "truant".
6. Ungovernable at School - Regularly sent to the school office for disciplinary reasons (e.g., fighting, skipping individual classes) or who was absent from school without sufficient reason less than 30% of the days school was in session.
7. Ungovernable at Home - 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).
8. Runaway - Left his home setting for an extended period of time (2 or 3 days) without the consent of his parents.
9. Pre-delinquent - 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 such an act.

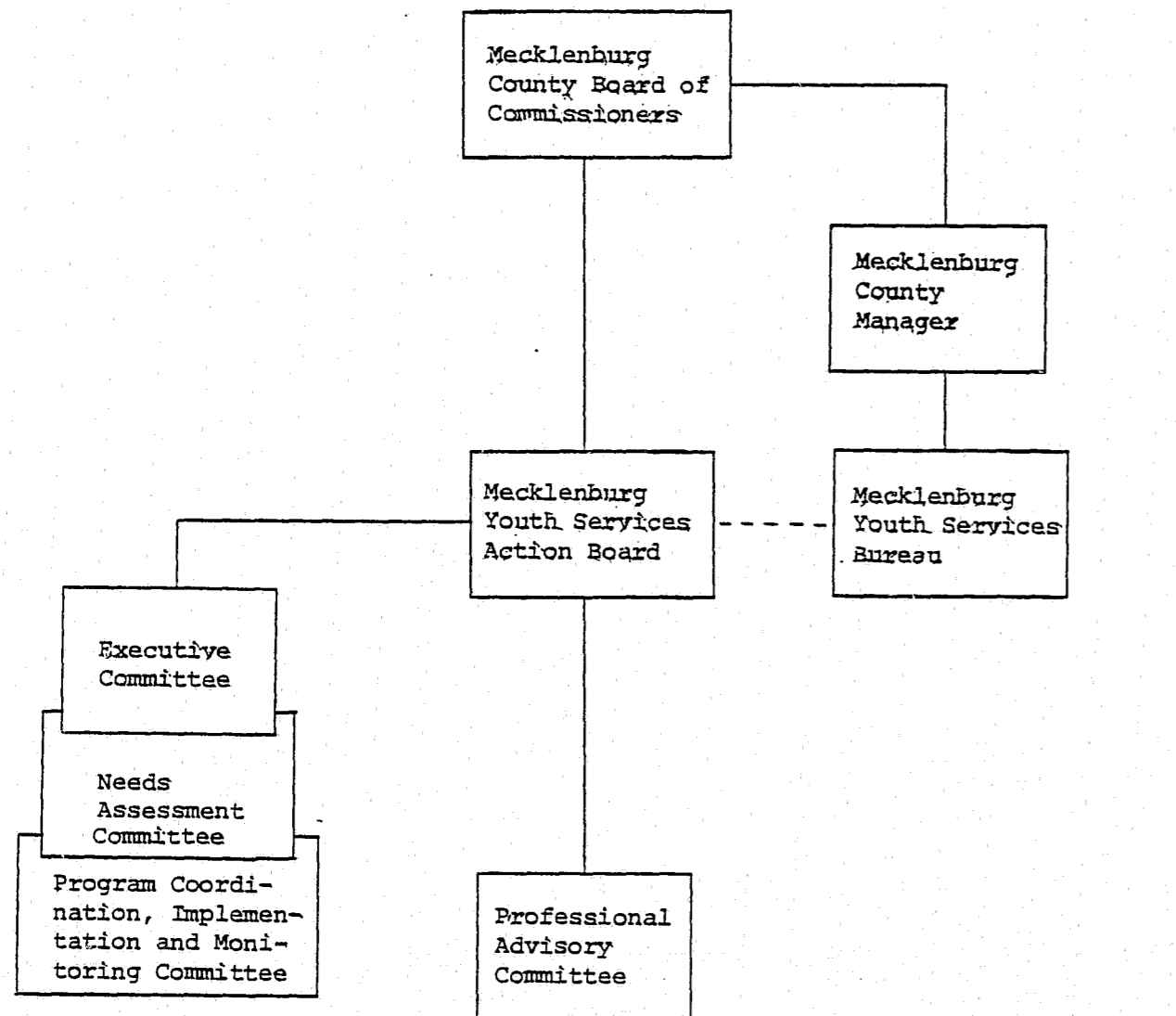
ATTACHMENT B

MECKLENBURG YOUTH SERVICES BUREAU ORGANIZATIONAL CHART FOR THE 1978-79 FISCAL YEAR



ATTACHMENT C

CHART DEPICTING AN ORGANIZATIONAL STRUCTURE DESIGNED TO FACILITATE THE IDENTIFICATION, COORDINATION, IMPLEMENTATION AND MONITORING OF DELINQUENCY PREVENTION AND TREATMENT SERVICES IN CHARLOTTE-MECKLENBURG



Legend

Authority _____

Staff and
Technical

Assistance.

END