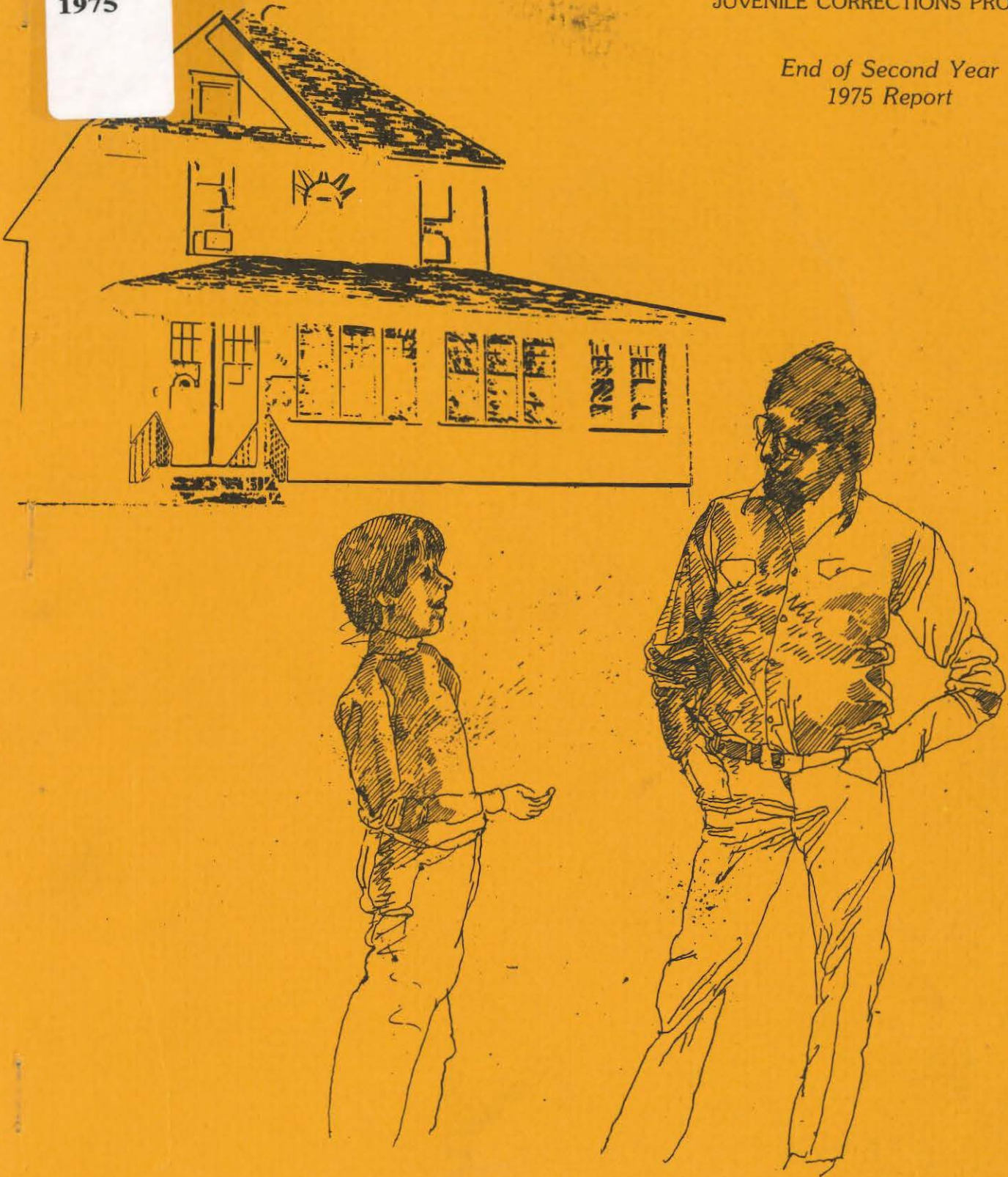


HV  
9105  
.18  
S54  
1975

# SHELTER HOUSE

COMMUNITY-BASED  
JUVENILE CORRECTIONS PROJECT

*End of Second Year  
1975 Report*



Youth - The Pride of Story County, Iowa

"If you treat an individual as he is,  
he'll stay as he is.  
But if you treat him as if  
he were what he ought to be or could be,  
perhaps he will become that."

Warden  
Federal House of Detention  
Manhattan

END OF SECOND YEAR REPORT

SHELTER HOUSE  
COMMUNITY-BASED JUVENILE CORRECTIONS PROJECT

SERVING YOUTH AND FAMILIES  
OF STORY COUNTY, IOWA

SUBMITTED TO IOWA CRIME COMMISSION

FROM NOVEMBER 1, 1974 THROUGH OCTOBER 31, 1975  
(100% OF PROJECT COMPLETED TO DATE)

AREA AGENCY:  
LOCAL GOVERNMENT SPONSORS:  
  
CORPORATE BOARD:  
GOVERNING BODY:

CENTRAL IOWA AREA CRIME COMMISSION  
CITY OF AMES  
STORY COUNTY BOARD OF SUPERVISORS  
AMES-I.S.U. YMCA  
ADVISORY COMMITTEE

DATE COMPLETED:  
January 15, 1976

SHELTER HOUSE  
712 BURNETT AVENUE  
AMES, IOWA 50010  
(515) 233-2330

TABLE OF CONTENTS

I.	Introduction . . . . .	1
II.	Shelter House Project Goals . . . . .	3
III.	Shelter House Program Services . . . . .	4
IV.	The Shelter House Philosophy . . . . .	5
V.	Eligibility, Intake and Treatment Procedures . . . . .	6
	A. Eligibility . . . . .	6
	B. Intake Screening "Mini-Evaluation" . . . . .	6
	1. Introduction to Program . . . . .	6
	2. Self-Referrals . . . . .	6
	3. Charges for Services . . . . .	7
	4. Court Orders . . . . .	7
	C. Assignment to Youth Worker . . . . .	7
	D. Treatment Team . . . . .	8
	E. Treatment Planning, Direct Services and Case Supervision . . . . .	9
	F. Termination and Follow-up . . . . .	11
VI.	Client Flow Chart . . . . .	12
VII.	Staff Training and Development . . . . .	13
VIII.	Staff Table or Organization . . . . .	14
IX.	Current Staff List . . . . .	15
X.	Role of Community Volunteers and University Interns . . . . .	16
XI.	Volunteer and Intern Staff List . . . . .	19
XII.	Role of Professional Consultants . . . . .	20
XIII.	Restructured Governing Body . . . . .	22
XIV.	Evaluation and Research Project . . . . .	23
XV.	Statistical Review of 168 Clients . . . . .	25
	A. Breakdown by Source of Referral . . . . .	26
	B. Breakdown by Past and Present Involvement In the Juvenile Justice System . . . . .	26

C.	Most Common Offenses . . . . .	27
D.	Client Profile - Average Age - Residence . . . . .	27
E.	Breakdown by Major Presenting Problems . . . . .	28
F.	Breakdown by Type of Service Provided . . . . .	29
G.	Units of Service and Duration . . . . .	29
H.	Marital Status of Clients' Parents . . . . .	30
I.	Client Progress Toward Treatment Goals . . . . .	30
J.	Client Status at Termination . . . . .	30
XVI.	Temporary Shelter Care Services . . . . .	33
XVII.	Treatment Services for Drug Clients . . . . .	37
XVIII.	Temporary Home Placement Program . . . . .	38
XIX.	Community Education and Public Relations . . . . .	40
XX.	Inter-Agency Linkages and Cooperation . . . . .	43
A.	Relationships with the Juvenile Justice System . . . . .	43
B.	The Juvenile Justice Committee . . . . .	43
C.	Perceptions of Shelter House by Other Agencies . . . . .	44
XXI.	Interviews of Former Clients and Example Case Histories . . . . .	46

## I. INTRODUCTION

A people program is dependent on effective communication and we, at Shelter House, are in the people business! With the completion of this, our End of Second Year Report, we hope to improve our communication system with those who want to know about us and who want to know more about us. A lot of remarkable things take place at Shelter House and we want you to know about them, as well as about our operations and about the young people we are helping to help themselves.

This second year of operation has witnessed significant progress toward reaching project goals. One major reflection of this is contained within the 100 page METCOR evaluation which was released in June. METCOR Inc., is a research and evaluation firm based in Washington, D.C. A brief summary of their findings will be reviewed in this annual report.

Also of some note, is the fact that during this year, Shelter House was granted a "Child Care Institution License" by the State Department of Social Services as well as a "Drug Abuse Residential and Out-Client Treatment License" by the State Drug Abuse Authority. The Corrections Project was also honored to become the State Selection for Drug Abuse Prevention by the National Search Panel of the National Institute of Drug Abuse.

This second annual report is one of description as well as analysis in that the last twelve months has been a time of growth, learning, and change for Shelter House. The METCOR Evaluation contained several recommendations for change which the Shelter House has taken into consideration in program development. Most of METCOR's recommendations for change have now been implemented and will be reviewed in this report.

Recently, the Shelter House received notification from the Iowa Crime Commission concerning approval of its third year grant application. Cash match for the third year project will be provided by the City of Ames and the Story County Board of Supervisors. Through their generous support, the Shelter House will be able to continue its community-based treatment program for the juvenile offender.

The Shelter House Corrections Project grew out of the county-wide concern for the growing number of juveniles involved in delinquent behavior and drug abuse. Many citizens began to express concern for the lag between the needs of youthful offenders and effective community-based response. A parallel concern emerged over the cost of both adjudication and institutionalization and the apparent lack of effectiveness as witnessed by the rate of recidivism.

Over the last two years, Shelter House has been providing counseling services to a wide range of young people exhibiting varied and different symptoms, problems and difficulties in coping with themselves, others and the community. From the outset, the Corrections Project has placed major emphasis on establishing a rather broad-based service program utilizing various resources and methodologies.

The project involves both public and private community agencies and individual professionals and volunteers in a joint effort to promote assistance to juvenile offenders. As an extension of the Juvenile Court-Probation Office, the project fills gaps and coordinates treatment services on behalf of court-involved youth. By becoming a central coordinating agency of treatment services for juvenile offenders, the Shelter House is improving the social service delivery system. In this way, the program is acting as a catalytic agent in working with agencies and individuals to coordinate and unify services for youth in or on the verge of trouble.

## II. SHELTER HOUSE PROJECT GOALS

With the dual purpose of providing rapid rehabilitation services and avoiding increased criminalization of youthful offenders, Shelter House has embarked on a program which attempts to have a major rehabilitative impact by responding to the cause of delinquency at the community level. Since the acting out of antisocial behavior of any kind is a dynamic process taking place between the individual and the community, Shelter House has attempted to identify those characteristics and situations within the community, such as complacency toward youth needs, rejection based on socio-economic grounds, social ostracism and punitive rather than constructive responses to various forms of antisocial behavior by youths.

The following are the goals of the Shelter House Corrections Project:

- (1) Help the juvenile in trouble to find individually and socially acceptable solutions (i.e. alternative behavior to identified presenting problems).
  - a. Provide and coordinate resources and services for the juvenile offender and assist him/her to identify, assess and understand presenting problems.
  - b. Develop and carry out an individualized treatment plan for the juvenile offender in order to reduce the incidence of the presenting problem.
- (2) Divert the flow of juvenile offenders from the court system back to community resources; especially those youth who need social services more than they do court processing.
- (3) Earlier identification and more effective assistance and treatment of delinquent youth and their families.
- (4) Develop an increased community awareness of the needs and problems of juveniles in trouble in order to reduce community misunderstanding, polarization and tension over youth issues.
- (5) Reduction in the number of juveniles detained in the Story County jail by maintaining a well supervised short-term shelter care program which serves primarily as an alternative to jail.
- (6) Reduction in the recidivism rate among juvenile offenders who have successfully completed the Shelter House Program.
- (7) Reduction in the number of court commitments to state correctional facilities.
- (8) Development of a long-term residential care facility within Story County in order to reduce the removal of children in trouble from the local community and thereby more effectively treat both the child and family.

### III. SHELTER HOUSE PROGRAM SERVICES

Briefly, the following range of services are presently being offered by the Shelter House and will be continued into the third year of operation.

- (1) Short and long-term individual youth counseling and therapy utilizing both professional and paraprofessional staff.
- (2) Group therapy and discussion groups conducted by salaried and professional staff.
- (3) Family counseling and supportive services.
- (4) Short-term, non-secure detention and shelter care services.
- (5) Psycho-social evaluation and diagnostic services as provided by both professional and paraprofessional staff.
- (6) Specialized drug treatment services including one-to-one counseling, physical examinations, professional consultation, medication checks and urinalysis.
- (7) Prepared court recommendations including the research and securing of appropriate residential care when a child must be placed outside the parental home.
- (8) Coordination of a team effort on behalf of the juvenile offender composed of interrelated service providers and juvenile justice personnel.
- (9) Temporary Home Placement Program within Story County.
- (10) Community education and consultation services regarding family problems, juvenile delinquency and youthful drug abuse.
- (11) Volunteer services to clientele through utilization of trained community volunteers.
- (12) Referral and information services to bridge the gap between available community resources and young people who need assistance.



#### IV. THE SHELTER HOUSE PHILOSOPHY

The philosophy of the Juvenile Corrections Project is best expressed by the following three assumptions upon which the project, its treatment model, services and goals are founded:

- (1) Delinquent behavior and drug abuse are often symptomatic of an inability to relate honestly and meaningfully to one's peers or other fellow human beings. Thus, the Corrections Project staff seek a level of personal and emotional involvement with clients which leads to intimacy in the expression of feelings. The staff fosters a sense of caring, but never at the expense of relieving the juvenile offender of personal responsibility for his own action, change and growth.
- (2) Delinquent behavior and drug abuse rarely occur in a social vacuum; their occurrence, and especially their recurrence, are often a response to the community's complacency or rejection of the individual, or the individual's perception of the community as such. The approach of all staff involved in the Shelter House Project is to accept the juvenile offender as having worth and underlying integrity, while rejecting much of the behavior he has chosen -- behavior which tends to hide his worth from himself and others.
- (3) Delinquent behavior and drug abuse are often maintained and encouraged by community response which emphasizes punishment at the expense of understanding, social ostracism at the expense of communication, and a sense of personal failure at the expense of the potential for success. The Shelter House is strongly oriented against labeling youth. Such labeling and the treatment emphasis it implies only burdens the individual with further blocks to the establishment of a productive life in society. While each individual is held fully accountable and responsible for his own behavior, Shelter House does not believe that such behavior can be significantly modified by treatment systems devoted exclusively to threat and punitive measures.

The Shelter House does not believe in duplicating the functions of other agencies, but does help coordinate or strengthen them for the benefit of the juvenile offender. As expressed in its philosophy, the Shelter House is based on a youth advocacy model. In other words, staff work in the interest of the young people they come into direct contact with, and the community's youth in general.

## V. ELIGIBILITY, INTAKE AND TREATMENT PROCEDURES

Please refer to Client Flow Chart on next page.

### A. ELIGIBILITY

Specifically any juvenile offender (ages 10 to 18) within Story County, whether or not a petition has been filed or official charges made, is immediately eligible for treatment through the project. Generally, any juvenile or family who find that they are in or on the verge of trouble may request either direct service or referral information from Shelter House. All races, religions and creeds have equal availability to services.

### B. INTAKE SCREENING "Mini-Evaluation"

Each juvenile offender referred to the project is interviewed by the Casework Supervisor, who completes a mini-evaluation and then either assigns the case to a Youth Worker or refers the child and family to a more appropriate local resource. If in the judgement of the Casework Supervisor the individual is either unwilling to enter the program or simply not in need of services, the case is referred back to the Probation Office or Department of Social Services.

#### 1. Introduction to Program

All program rules and procedures including any required participation in specific activities are clearly reviewed with the potential client. Depending on the individual case, this may include a certain number of counseling sessions, psycho-social evaluation, physical exam, urinalysis, professional evaluation, etc. Also, the confidentiality policy is explained during initial screening and "Consent for Release of Information" forms are signed. Again, at this initial stage of intake, the potential client has the choice to either enter the program fully knowledgeable of specific conditions or to decide to refuse further involvement. In any case, should the youngster or his family wish to terminate from the program following an initial agreement to enter, they may do so at any time.

#### 2. Self-Referrals

Shelter House accepts and does encourage self-referrals to the out-client program. The Shelter House requests that the parents or guardian of the self-referral be knowledgeable of and involved with the

treatment plan (to whatever degree is appropriate). If after three sessions with an out-client self-referral, a youngster refuses to allow Shelter House to involve his/her parents, the program may withdraw services.

In the case of a drug involved youngster, an exception is made. If the drug client does not wish his/her parents to be knowledgeable of his/her participation in the program, the Shelter House is required by Federal Law to refrain from contacting the parent. The Shelter House may treat the client without parental consent and will keep the identity of and information about the client strictly confidential. Such juveniles may sign "Release of Information" forms without parent(s) co-signatures.

### 3. Charges for Services

Shelter House out-client services are offered without charge to any Story County resident. In order to continue to make these services available to the community, the City of Ames and Story County Board of Supervisors support the program by providing local match for an Iowa Crime Commission Grant.

A per diem is charged for residential or temporary home placement services. This is based on a sliding scale when the parent is requesting the placement. An agreed-upon per diem is paid by either the local Probation Office or Department of Social Services when one of these agencies makes the referral.

### 4. Court Orders

Shelter House will accept temporary custody or guardianship of juveniles under court order. After initial screening, Shelter House will not work with any youngster who feels that he/she has been coerced into the program. Though a court order may be in effect, if the young person does not want assistance through the program, the Shelter House will refer the individual back to the referral source. The Shelter House will make every effort to assist the youngster and referral source to find an alternative placement.

## C. ASSIGNMENT TO YOUTH WORKER

If the potential client enters the program, the Casework Supervisor assigns the case to a Youth Worker and introduces the client to the Youth Worker. This Youth Worker will be involved with this case for the duration of services and follow-up. Within 30 days, the Youth Worker conducts a paraprofessional intake evaluation consisting of:

- (1) Initial evaluation with the parents or guardians
- (2) Psycho-Social evaluation with the client
- (3) Interpretive session with the entire family unit to share our impressions and recommendations.

At this point, the client again has the privilege of deciding services are not requested and/or desired and may leave the program. The Youth Worker may also feel that the case would be more appropriately handled by another agency. The Youth Worker then shares this with the Casework Supervisor and together they make a decision about recommendations. This referral is discussed and, with the client's permission, the counselor then makes the referral and later follows up to insure that the individual is receiving needed care.

The mini-intake and evaluation procedure described here was developed during this second year of operation. This has been made possible largely through the addition of a half-time casework supervisor to the Shelter House staff. The development of this new position has up-graded the provision of services to clients and has made it possible for Youth Workers to more effectively assess clients, themselves and their counseling activities. For these reasons, the position will be made full-time during the third year of operation.

#### D. TREATMENT TEAM

After it has been determined that the juvenile and/or his parents can benefit from involvement in some aspect of the Corrections Project, a treatment team is organized. The Youth Worker includes all those closely involved in the course of the youth's life. This may include a family minister, a county social worker, a school counselor, a teacher, or professional consultant.

The juvenile offender himself is the most important member of the treatment team and is often included in monthly team meetings. Shelter House believes that the young person in question must be given every opportunity to have a high investment in formulating the treatment goals. Only with a high stake in the treatment plan, can the offender change his behavior so it is more satisfying to himself and society. In this way, the project is helping prevent minor behavior problems from reaching serious proportions.

Liaison and cooperative agreements between Shelter House and essential Community service providers exist to extend a full range of service to the juvenile offender and families of the offender. These services include, but are not limited to, the Central Iowa Mental Health Center, Beloit of Ames,

Family Practice Clinic, Lutheran Social Services, Greater Opportunities, Octagon Arts Center, Vocational Rehabilitation, Boy's Club, public school systems, I.S.U. Student Counseling Service, Story County Social Services, Mary Greeley Hospital, Ames Alcoholism Center and a variety of public and private professionals, agencies and groups serving local, regional and state catchment areas specializing in youth or youth-related services.

The Shelter House Project is built on the conviction that a community-based corrections program can be effective only if all aspects of the life of the offender are fused into a total treatment plan. All persons associated with the child and all phases of his life must be oriented toward the same goal, aware of each other and working in their own areas toward the progress of treatment.

#### E. TREATMENT PLANNING, DIRECT SERVICES AND CASE SUPERVISION

The treatment plan for each Shelter House client requires on-going review and assessment to determine the degree of progress or lack of progress in achievement of the goals of the treatment process. As reflected in the Client Flow Chart, the new Casework Supervisor is responsible to oversee this process. During this second year of operation, the incorporation of regular caseload reviews into the supervision process has insured more rational and goal-directed counseling services.

This new supervisor process has helped the Corrections Project to define its capability to provide service to clients manifesting symptoms which can best be served via the Shelter House program. Thus, we are working with more appropriate youthful offenders in concentrated counseling situations. At the same time, we are developing and maintaining relationships with parents in an effort to treat the entire family.

The individualized treatment plan developed with in-put from each client reflects the following goal orientations:

- (1) Identification of major reality issues in the client's life which require the client's understanding and assessment.
- (2) The client's assessment of goals, needs and requirements for self-sufficiency in the short-term and long-term future.
- (3) An assessment of the client's non-counseling needs relating to occupational skill upgrading, general education, job preparation or utilization of community resources and the provision of appropriate resources to meet such needs.

- (4) The counselor, staff, consultant and agency representatives point of view regarding the type of treatment most suited to the client's personal, social, and emotional needs and the development of a program to satisfy justified therapeutic requirements.
- (5) A goal statement of desired and anticipated outcomes for the client in terms of behavior changes, insight, and understanding of self and self in relationship to others, and adaptation in the way the client interacts and utilizes the social settings provided to him or her based on the treatment provided.
- (6) Projections regarding the duration of involvement with the client to achieve goals established in the treatment plan and regularly scheduled case review to monitor progress and make changes in the treatment plan, if needed.

This type of treatment approach recognizes the complexity of conditions directly associated with delinquency and endeavors to deal with various aspects of the problem in a coordinated (teamwork) fashion. The community-based Corrections Program considers the entire background of the youth under treatment, not only his behavior and attitudes but also his family situation, school problems, peer associations, and so forth.

Compiling a complete file and involving necessary professional consultants in the diagnostic process is the responsibility of the Corrections Project staff. Because of the unique situation of some individual offenders, psychological and psychiatric assessment may be the only method by which a rational plan for treatment can be formulated. Professional consultants play an important role not only in a collaborative team effort to reach a decision on the course of treatment but also in the actual carrying out of the treatment plan.

Thus, diagnostic preparation is followed by a wide range of treatment services adapted to diagnostic indicators. The youth worker is responsible for coordinating each individual client's involvement in all aspects of the treatment plan. This may involve not only individual counseling but also various group session, assistance in securing a job, professional counseling services, family counseling, or one-to-one matching with a trained volunteer.

During this second year of operation, greater emphasis has been placed on family counseling. The Shelter House Corrections Program emphasized the treatment of the entire family. This is based on the premise that the problem of the offender is intimately related to and may be dependent upon the problem of the parents. A major aim of the treatment plan is to restore a sense of family cohesion and to re-establish intra-family responsibility.

Less emphasis has been placed on group sessions during this second year of operation as compared to year one. With the shift in emphasis to family counseling, the general concensus of the staff is that group sessions seem to bring about less behavior change than other therapeutic modalities which are utilized within the program.

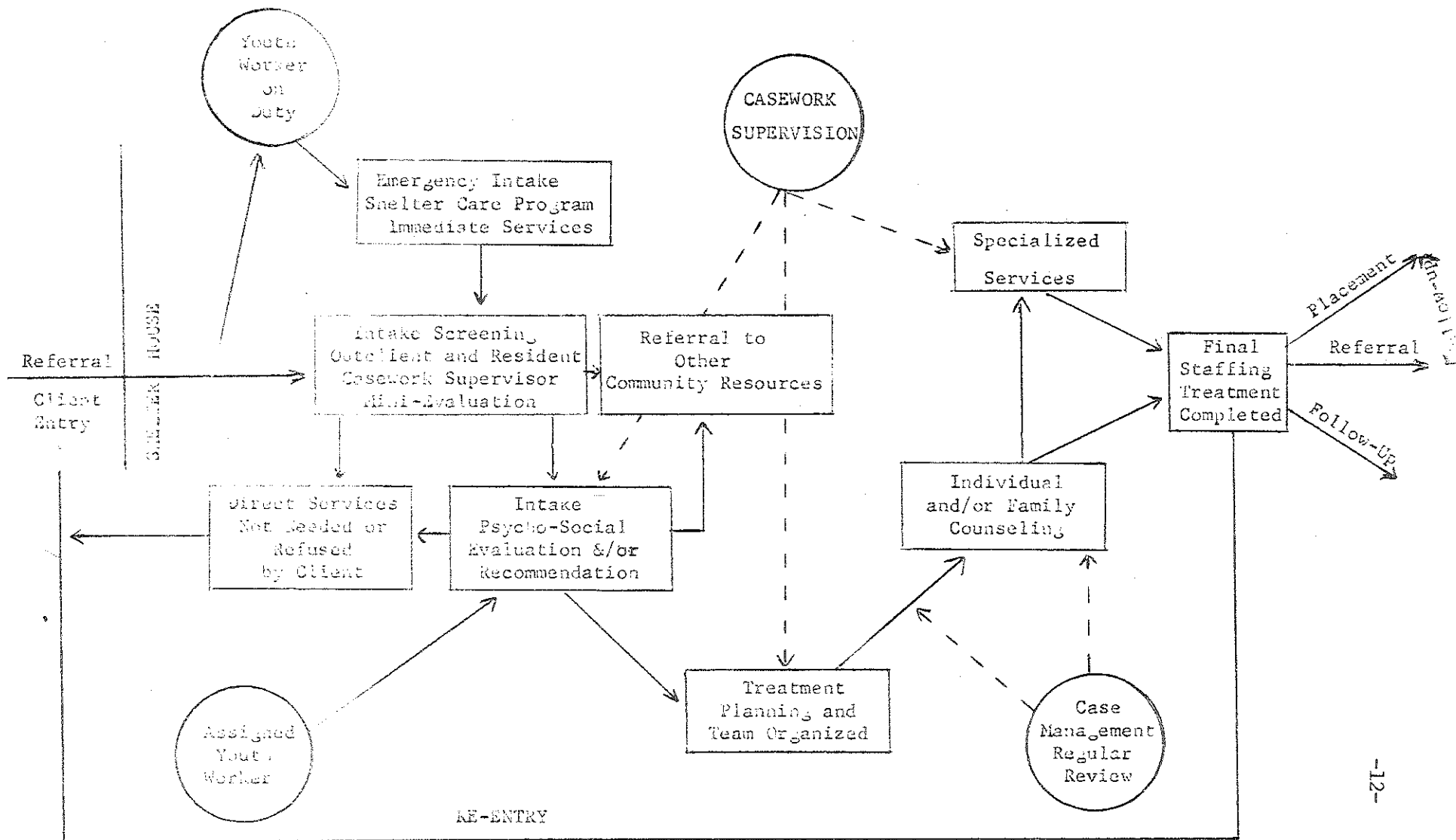
#### F. TERMINATION AND FOLLOW-UP

When the case is to be terminated, a final case staffing is held with the Casework Supervisor. If the termination is approved, the proper paper work is completed and a closing summary written. Follow-up is then started on the final staffing recommendations.

Follow-up is defined as direct service activity designed specifically to (1) insure successful referral of the client to social service providers while enrolled and after discharge from the program and (2) to promote restoration of the individual to the community and assist in helping the client made an adequate adjustment in the community. A side benefit of follow-up is that it allows for rapid intervention after basic services have been provided, should problems re-emerge or new problems in living occur for the individual. Prior to the discharge of any client having successfully completed treatment, a follow-up sequence is arranged. The follow-up procedures operate in the following manner:

- (1) Follow-up with a client is scheduled to begin two weeks after transfer to follow-up status and occurs at regular intervals for a maximum period of 90 days. Unless circumstances are such to warrant additional services after the 90 days period, follow-up services will cease and the case will be closed.
- (2) If additional follow-up services are needed, a second 90 day period of work with the client in this phase of treatment will be authorized.
- (3) During the follow-up phase of service, regular contact with the client will occur. Consultation with representatives of agencies to which the client has been referred will be carried out to assess degrees of involvement. Checks of client progress in other social settings will be carried out.
- (4) Follow-up services will supply base-line information regarding client progress drawing from client's self reports, reports from other professionals, officials working with the client and counselor's review of the client's ability to function in the community or another agency setting.

At this point, the case is either closed, appropriate referrals are made or the client may re-enter the program.



VI. SHELTER HOUSE CLIENT FLOW CHART



## VII. STAFF TRAINING AND DEVELOPMENT

The Shelter House has somewhat changed the emphasis of its in-service staff training program over the last year. This change resulted for the METCOR evaluation which stated in part:

"In-service training needs are currently being met satisfactorily in many areas with such courses as "How to be a Witness in Court," "Parent Effectiveness Training," and so forth. The general feeling among staff was that these courses were excellent."

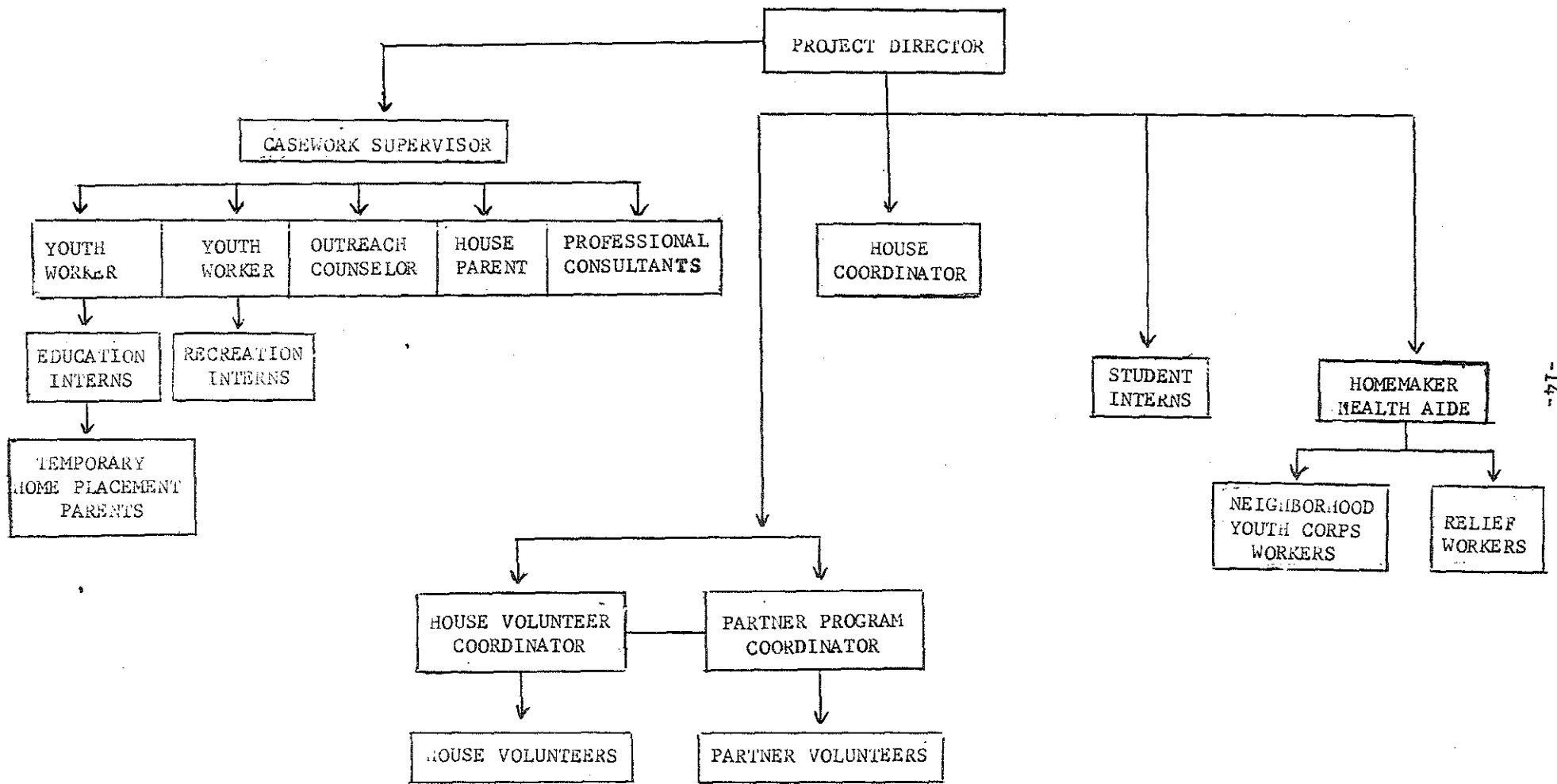
"The primary unmet training need is related to clinical training. There is a general concern over perceived lack of expertise in counseling and therapy techniques and skills. Staff members expressed a desire for workshops and retreats of a technical nature focussing on family dynamics, casework, therapy, and individual counseling with children."

In keeping with this recommendation, the Shelter House offered a once per week six-month series of training sessions conducted by Russ Sorenson of Beloit. The sessions focused in on interview techniques, conducting a psycho-social evaluation and interpretive sessions. Utilizing other professional consultants and outside resource people, training has also been provided in areas such as 1) sexuality counseling, 2) reality therapy, 3) recreational therapy, 4) talented youth and delinquency, 5) theories of personality - Maslow/Erickson, 6) rational emotive therapy, 7) adolescent depression and mood changes, 8) goal attainment scaling, 9) family therapy by Satire and 10) conflict resolution for the adolescent in crisis.

The Shelter House has now also established an initial staff training and orientation program for the newly selected counselors. Initial training takes place during the first two weeks of employment. The orientation covers basic areas of information and skill building considered essential to the counselor's development. The Casework Supervisor oversees the new Youth Worker's initial training and develops a long range plan to meet the individual special needs of the counselor.

Instead of periodic weekend staff retreats, as were held during the first year of operation, the Shelter House has inaugurated bi-monthly group sessions for staff. The purpose of the group is to maintain deeper inter-personal communication between staff members.

Additional training experiences are also offered to interns and volunteers. Following selection, new volunteers are required to attend several training sessions designed especially for them.



STAFF TABLE OF ORGANIZATION

SHELTER HOUSE JUVENILE CORRECTIONS PROJECT

IX. SHELTER HOUSE STAFF LIST

FULL-TIME STAFF

George Belitsos  
Director

Nadean Heck  
Youth Worker

Cindy Babich  
Casework Supervisor

Maggie Jensen  
Youth Worker

Jeanne Peters  
House Coordinator

Gary Lyon  
Cherokee Outreach Worker

THREE QUARTER-TIME STAFF

Marcia Paulsen  
House Parent

Dave Hawkins  
House Parent

HALF-TIME STAFF

Bob Kreger  
Homemaker Health Aide  
Supervisor N.Y.C. Workers

Denise Denton  
Volunteer Coordinator

PROFESSIONAL CONSULTANTS  
(Paid & Volunteer)

Dr. Lee Rosebrook  
Family Practice Clinic  
Medical Consultant

Dr. Marty Miller  
I.S.U. Sociology Department  
Research & Evaluation

Dr. Jan Dale  
Central Iowa Mental Health  
Psychological Evaluations

Dr. Phyllis Miller  
I.S.U.-Counseling Service  
Staff Supervision & Training

Susan Gould  
Octagon  
Activities in Art

Rae Okiishi  
Temporary Home Placement

Russ Sorenson  
Beloit of Ames  
Staff Training

Jim Stunne  
School Psychologist  
Educational Consultant

Bill Tysseling  
Legal Consultant

John Bandstra  
Lutheran Social Services - Des Moines  
Staff Interpersonal Group

Sylvia Fox  
Beloit of Ames  
Temporary Home Placement

X. ROLE OF COMMUNITY VOLUNTEERS AND UNIVERSITY INTERNS

Within the Corrections Project, a variety of volunteers and university interns are utilized in both direct and supportive service functions. Shelter House derives volunteers from both the public and academic communities. Undergraduates and graduate internships are carried out by students from Iowa State University, University of Northern Iowa, the University of Iowa and the Ankeny Community College.

The Shelter House places great emphasis on maximum use of community volunteers. This insures a grass roots community involvement and investment in direct services.

There are several types of volunteer work at Shelter House. A volunteer or intern may choose to do one-to-one work with a young person, take a shift at the house, lead activity nights or get involved in the education or recreation and arts and crafts programs. All volunteers are carefully selected and go through a series of training sessions especially designed for them.

In the past two years, 123 different volunteers have taken shifts on a regular basis at the Shelter House. Each house volunteer must serve on at least one five-hour shift each week. During this time, the volunteer has responsibility for activities at the house. This includes answering the phone, talking with walk-ins, and supervising all residents.

There are two part-time paid volunteer coordinators who share responsibility for the volunteer program. They help maintain good communication between volunteers and the salaried staff. Also bi-monthly volunteer meetings are led by the coordinators in an effort to review and organize their work.

Out of these 123 volunteers, 36 were interns, receiving college credit for their work with the Corrections Project. Interns meet weekly with the Casework Supervisor in order to review their progress. Interns are assigned special projects in accordance with individual interests.

The Partner Program has resulted in 81 individual clients being matched with trained community volunteers. This program was originally called the Probation Officer Aide Program, but the name was changed to The Partner Program in order to move away from possible negative labeling.

Each volunteer attempts to develop a warm, trusting and supportive relationship with a young person who is on probation/parole or a young person who is on the verge of delinquent behavior. It is hoped that the

friendship bond developed between the partner and the probationer will help circumvent "acting out" behavior which could lead to future involvement with the Juvenile Justice System.

The Partner volunteer is required to fill out the Volunteer Feedback Form every week during the first month of his match and one per month thereafter. These are turned in to the Shelter House youth workers. As part of the Corrections Project, periodic team meetings are held to discuss the clients' progress. The volunteer is expected to fully participate in the team meetings.

During this second year of operation, the Shelter House has restructured its volunteer and intern programs based on input from the METCOR evaluation which stated in part:

"Volunteers and interns are well integrated with paid staff although there is some variation from individual to individual.

Volunteers are primarily college students getting extracurricular experience with people whereas interns actually receive college credit from their participation in the program and relate to the Program Director rather than the Volunteer Coordinator. Some are using this experience as a career-testing device to determine if they can work with special children.

Most are generally happy with the experience but tend to be concerned about the lack of structure and definitiveness of function. They tend to be "phone answerers" and feel somewhat demeaned by this position. None of the volunteers interviewed were working one-to-one with children which would, no doubt, prove more rewarding. The general feeling among staff is that there should be greater diversity among volunteers - for example, more older volunteers who could offer some stability, and continuity in relationships with individual children. There was also a feeling that volunteers needed to be trained on a more systematic basis.

The Volunteer Coordinator has excellent intentions, but seems to have insufficient time in which to carry them out. The Volunteer Coordinator position was seen to be helping greatly in the process of integrating the volunteers into the program. During the past summer, the volunteer program worked quite well but it was felt that the interns, for example, had to use their own initiative to get a "piece of the action." For the most part, it was felt that the volunteers were effective, strongly motivated and tend to be singularly successful."

In response to these criticisms, the Shelter House developed a new written job description for house volunteers. Further, a written contract has been designed which the new volunteer or intern must sign. This contract specifically spells out the responsibilities the volunteer has agreed to undertake, that the volunteer has read and understands certain policies and procedures, and the length of time the volunteer agrees to perform this service. The Volunteer Coordinator's job description has also been updated in order to provide more guidance and supervision for volunteers.

Through a successful recruiting campaign within the non-academic community, there are now many older individuals and parents serving as volunteers. There is now an age range of 19 to 75 with an average age of 28. Please see a list of presently active volunteers and interns on the next page.

In the last twelve months, a complete 25 section procedures handbook has been organized and is required reading for all volunteers and interns. In-service training, which was originally open to only paid staff has now been scheduled so that volunteers may also attend.

The student internship program has also been better defined through the development of a three page Intern Guide. The Guide covers application and selection procedures, training, supervision, and allocation of time and duties.

XI. SHELTER HOUSE VOLUNTEER AND INTERN STAFF  
Winter 1975-76

-19-

HOUSE VOLUNTEERS

Hester Chadderdon	Clarence McGregor
Gertrude Chittenden	Denise Denton
Norma Cornelius	Kevin O'Connor
Leslie Daboll	Mary O'Donnell
Jon Hawks	Vicki Park
Terry Jones	Sherri Peters
Bob Kreger	Kathy Shaver
Jo Lang	Cathy Jo Troendle
Bob Lewis	Gen McGregor
Wendy Marten	

SUBSTITUTES

Cheryl Anderson	Doug Hess
Mark Jacquinet	Kathie Epstein
Su Tempel	

PARTNER VOLUNTEERS

John Millspaugh	Toni Hershey
Kevin O'Connor	Larry Buske
Marilyn Beery	Tom Howard
Linda Demopulus Rodriguez	Randy Snider

RECREATION PROGRAM INTERNS

Nancy Lovenger	Mary Alice Omahen
Phil Stamp	

EDUCATION PROGRAM INTERNS

Lorraine Martzahn	Marilyn Beery
-------------------	---------------

PUBLIC RELATIONS INTERN

Tom Howard

## XII. ROLE OF PROFESSIONAL CONSULTANTS

Professional consultants play a vital role in the total treatment program at Shelter House. Briefly, professional consultants serve as therapy group facilitators, in-service staff training leaders, program developers and serve on the Professional Resource Committee.

Several consultants also do individual case consultation and evaluation of Shelter House clients. One of these, Dr. Jan Dale of the Central Iowa Mental Health Center, spends one afternoon a week at Shelter House.

When Shelter House staff feel that an individual client may need a professional evaluation, they present the possibility to the casework supervisor and then to the young person himself. Usually, there is enough trust between the Youth Worker and client that many young people who ordinarily would not talk to a professional psychologist may under these conditions.

Staff especially turn to professional consultants when an individual client displays problems which seem disruptive to the clientele, cause concern for staff in counseling situations or who appear unresponsive to treatment. After a staffing of the case with professional consultants, a plan is devised which reflects either a new direction in the treatment approach, the securing of additional services, referral to other community agencies, or a combination of these strategies.

During the last two years of operation, professional consultants have had individual counseling sessions with 98 different young people at the Shelter House. After a few initial counseling sessions with the consultant, many clients have begun group and individual therapy at the Mental Health Center and Beloit itself. They have also helped greatly in assisting staff to evaluate the needs of particular clients.

During this second year of operation, the Shelter House has established written criteria and procedures for referral of Shelter House clients for treatment and evaluation to the Mental Health Unit of Mary Greeley Hospital. This is used only when a client appears to move into an emotional state of severe depression, bizarre behavior, or talks increasingly of suicide.

Over the last year, the Shelter House has also entered into a written agreement with the Family Practice Clinic of Ames. The Clinic provides medical care for Shelter House clients and physical examinations specifically for drug involved clients.



The use of ongoing consultant professional services within the Shelter House project has created a broad base of skills and services available to clients which would otherwise be unavailable. The consultant resource has also provided the program with the opportunity to engage in more individualized treatment and an enlarged range of treatment options for the particular client.

Consultation services have increased program capability in the areas of diagnosis and evaluation services, staff training and development, family counseling and group therapy services which would not be as effective with only a para-professional staff.

Please refer to the staff list within this report for a review of both paid and volunteer professional consultants.

XIII. RESTRUCTURED GOVERNING BOARD

Since it's birth, the Shelter House's corporate board has been the Ames-ISU YMCA. Historically, the YMCA Board has given the Shelter House's executive committee the power to govern and oversee the project. The YMCA and its director have assisted in program development over the last few years of growth.

Merwin Crow, of the METCOR EVALUATION team completed an in-depth analysis of the Shelter House's relationship with the YMCA and made a series of recommendations. His report outlined a step-by-step plan whereby the program could move toward autonomy. "It appears," the report said, "that the baby (Shelter House) has moved toward adolescence and the parent (YMCA) is slowly realizing it." Although Shelter House is not, strictly speaking, separate from the YMCA at the present time, Mr. Crow goes on to say that, "it is functionally separate from the YMCA in more ways than it is part of it." To justify his recommendation for autonomy, he states, "There are very few successful social agencies that operate without a board of their own."

Mid-way through this second year of operation, the YMCA Board did outline a plan whereby Shelter House would form a separate Board of Directors. Under the plan, Shelter House would become fiscally responsible for budget management and select Board members of stature from both Ames and other communities in the county.

In August of 1975, Shelter House did take responsibility for fiscal management of program funds. The Finance Department of the City of Ames was very helpful in assisting staff in establishing an accounting system. The Shelter House's Executive Committee was dissolved and an advisory committee was established in its place. Unlike the old executive committee, the new advisory group are not responsible to the YMCA Board and each member has made a commitment to serve as a future Board Member. Following a transition period, the Advisory Committee will become the Board of Directors.

Thus, Advisory Committee members have been gradually taking on the responsibilities of a Board. By-laws of the new organization to be called Youth and Shelter Services, Inc., have been written. It is anticipated that the process of incorporation will be complete by August 1976.

#### XIV. EVALUATION AND RESEARCH PROJECT

In order to meet the special conditions of the first year Crime Commission-LEAA grant, both Corrections Project staff and Commission staff worked diligently to design and establish a program evaluation plan. As a result of these efforts, an extensive and highly professional evaluation project was completed and covered three major areas: 1) the impact of the Shelter House program on it's clients, 2) inter-organizational relationships, and 3) intra-organizational relationships.

The evaluation was carried out by METCOR, Inc., a social science research and consulting firm based in Washington, D.C. The firm specializes in the design, implementation, and evaluation of social service programs and service delivery systems. The evaluation covered Shelter House's first year of operation and the 100-page final report became available mid-way through the second year of operation. A public presentation was made on June 25, 1975, by METCOR personnel of the research project's findings. An article summarizing the report will be found on the next page.

The Shelter House Corrections Project recognized that a determination of program effectiveness and needed change could only be secured through a well-designed evaluation component. The planned evaluation project appropriately called for the performance of an initial evaluation of both client impact (outcomes) and program organizational impact (institutional change). As you will find in this end-of-the-year report, many of METCOR's recommendations have been implemented and are reviewed in various sections.

The Shelter House concept of community-based juvenile treatment is essentially experimental. The existing program has been based on certain seemingly valid assumptions and theories about the nature of delinquent behavior, drug abuse, the juvenile justice system and the social rehabilitation process. While many of the initial indications are good as revealed in the METCOR evaluation, conclusive evidence has not shown that all of the current assumptions are necessarily valid.

The METCOR evaluation takes a step in the direction of documenting that community-based programs are ultimately more effective in reducing the social costs of delinquent behavior. Before this can be established with any certainty, it is essential that further research be done. Shelter House hopes to continue its evaluation efforts in the future should funding be available.

# Shelter House program rated high

A national evaluation agency has endorsed the Shelter House program as "good . . . and promising."

This week Metcor, Inc., Washington, D.C., an evaluation agency, submitted a public report on the findings of its year-long study of the juvenile corrections facility at 712 Burnett Avenue.

## More Questions

Jim Leary, project director, commented to The Tribune, "The program looks very good and

promising. However, being mostly an experimental program, our evaluation must of a necessity raise more questions."

The evaluation, conducted in a three-prong study, covered the period from Nov. 11, 1973 to Oct. 31, 1974. Its findings were released this week.

Areas covered by the evaluation were: impact of Shelter House treatment program; intraorganizational relations and interorganizational relations.

The summary of the 100-page report, said, "on the average, 66 per cent of the clients improve during their period of contact; 31 per cent stay the same and only three per cent get worse."

The average age of the Shelter House client is 14-16, (although the age ranges from seven to 23). The average period they're served by the program is one to two months.

## List Problems

Problems of the clients are: School

problems, home and family problems; drugs including alcohol and need for short-term residential care.

The program provides explicit treatment plans with a treatment team composed of client, parents, paraprofessionals and professionals.

Metcor personnel interviewed clients of Shelter House to tabulate their reactions to the program.

Average responses included:

"They helped me talk through my problem"; "They treat you like a person"; "They changed my mind about getting into trouble again."

The clients were also asked if they would refer the Shelter House program to a friend in trouble. Approximately 81 per cent said "yes".

When asked if things were better for them since going to Shelter House, 75 per cent answered in the affirmative.

In the second area of intraorganizational relationships, the report covered the history of Shelter House which has the YMCA as a parent organization.

"In the beginning", the report said, "the Shelter House program very much needed the YMCA to become legitimized in the community. It appears that the baby (Shelter House) has moved toward adolescence and the parent is slowly realizing it."

## To Stand On Own

The report recommended a step-by-step one or two year plan whereby the Shelter House could move toward

autonomy.

The evaluation team also examined the interaction between Shelter House and the 15 organizations with whom it has the most contact in achieving its goals. The report found the relationships between Shelter House and other organizations at a high level.

"In many ways," the report concluded, "Shelter House is an innovative program with considerable flexibility and a willingness to make improvements, which is one of its main strengths."

The complete report may be obtained on loan from Shelter House.

TRIBUNE : JUNE 28, 1975

XV. STATISTICAL REVIEW OF 168 CLIENTS

During the second year of operation (November 1, 1973, through October 31, 1974) the Shelter House Corrections Project recorded 168 active clients involved in the treatment program. There exist two master client lists prepared especially for this end of the year report with the names and assigned code numbers for each of the 168 clients. In keeping with the project's strict confidentiality policy, one master list is maintained in the Shelter House's locked file, and the other is held in a consulting lawyer's safe.

The baseline data for the following charts has been taken from both individual client files maintained by youth workers and also files kept on all group and consultant sessions. Also, a detailed statistical sheet was completed on each of the 168 clients specifically for this progress report.

Client files may contain any or all of the following standard client information forms:

- 1) Intake and Social History Form (10 pages)
- 2) Treatment Planning Form (3 pages)
- 3) Client Progress and Incident Sheets
- 4) Initial and Psycho-Social Evaluation
- 5) Client Contract
- 6) Parent Contract
- 7) Consultant Summary
- 8) Treatment Team Report Form
- 9) Case Review Summary
- 10) Runaway Form (2 pages)
- 11) Client Contact Reporting Sheet
- 12) School Report Form (4 pages)
- 13) Termination and Follow-Up Form

The mid-year progress report reviewed statistics on 103 clients. This end of year report includes updated information on 31 clients who were active at the time of the mid-year report, as well as statistics on 34 new client intakes since the mid-year report.

Besides the 168 clients involved in the treatment program, the Corrections Project recorded 100 potential clients. These were mostly self-referrals who required crisis intervention, information and/or referral to a more appropriate agency. These individuals were either not eligible for or did not require on-going services through the project. All 100 are individually recorded on First Contact Forms and maintained in the locked file.

A. BREAKDOWN OF 168 CLIENTS BY SOURCE OF REFERRAL  
(Second year of operation)

<u>Referral Source</u>	<u>No. of Clients</u>	<u>% of Total Clients</u>
Court, Probation or Parole	86	51.2
Self-Referral	34	20.2
Other Agencies	15	8.9
Parent Referral	13	7.7
Teacher or Counselor	10	6.0
Concerned Citizen, Friend or Another Client	4	2.4
Doctors, Ministers, Lawyers	2	1.2
Police Officers	2	1.2
Other	<u>2</u>	<u>1.2</u>
Total Clients Referred to Corrections Project	168	100.0

B. BREAKDOWN BY PAST AND PRESENT INVOLVEMENT IN  
THE JUVENILE JUSTICE SYSTEM  
(Second year)

As the figures below indicate, 78.6% of Corrections Project clientele have had some involvement in the justice system. This includes those clients who have had contact with police, probation and Department of Social Services. The 21.4% remaining reflect clients accepted into the project despite the fact that they have no arrest record. These clients are on the verge of trouble with the law and in need of immediate treatment. Services are offered in an effort to divert these youngsters from involvement in the juvenile justice system.

<u>Type of Involvement</u>	<u>No. of Clients</u>	<u>% of Total Clients</u>
Probation Office (handled unofficially)	52	31.0
Probation Office (handled officially)	40	23.8
Police Contact	15	8.9
Adult Offender	4	2.4
Not involved with Police or Court	36	21.4
Social Services	<u>21</u>	<u>12.5</u>
	168	100.0

C. MOST COMMON OFFENSES

In Story County, there are three large areas of concern within the Juvenile Court. These problem areas, often still within the realm of misdemeanors, include shoplifting, running away, ungovernable behavior and possession. It is hoped that Shelter House will help decrease the rate of recidivism among these most prevalent offenses. The following is a breakdown of a few of the most common offenses committed by Shelter House clients before entering treatment:

<u>Type of Offense</u>	<u>No. of Clients</u>	<u>% of Total Clients</u>
Runaway	41	24.4
Possession of Controlled Substance	32	19.0
Breaking and Entering	13	7.7
Incorrigible Behavior	11	6.5
Larceny	11	6.5
Shoplifting	9	5.4
Vandalism	7	4.2
(Other less common offenses not shown)		

D. CLIENT PROFILE - AVERAGE AGE - RESIDENCE

Excluding 8 adult drug clients in counseling with the Cherokee Aftercare Worker, the average age computed for the remaining 160 juvenile clients who have been involved in the Corrections Project in the last year is 15.14.

BREAKDOWN BY PLACE OF RESIDENCE  
(at time of intake)

<u>Residence</u>	<u>No. of Clients</u>	<u>% of Total Clients</u>
Ames	78	46.4
Outside Ames but in Story County	59	35.1
Outside County but in Iowa	29	17.3
Outside Iowa	<u>2</u>	<u>1.2</u>
	168	100.0

E. BREAKDOWN BY MAJOR PRESENTING PROBLEMS  
(168 Clients - second year)

	<u>No. of Clients</u> <u>Reporting Problem</u>	<u>% of Clients</u> <u>Reporting Problem</u>
Home and Family Problems	137	81.5
Dependent Neglect (22 - 16.1%)		
Child Abuse (6 - 4.4%)		
Emotional Problems	95	56.5
School Problems	88	52.4
Past Dropout (13 - 14.8%)		
Present Dropout (29 - 33.0%)		
Drug Involvement	83	49.4
Serious Drug Abuse (8 - 9.6%)		
Moderate Drug Problem (24 - 28.9%)		
Drug Experimenter (37 - 44.6%)		
Alcohol Problem (14 - 16.9%)		
Runaway (home or institution)	76	45.2
Present Runaway (26 - 34.2%)		
Past Runaway (39 - 51.3%)		
Threatens Runaway (28 - 36.8%)		
Legal Problems	40	23.8
Peer Relationships	39	23.2
Sexual Problems	33	19.6
Problem Pregnancy (4 - 12.1%)		

The average number of presenting problems per client is 3.54.



F. BREAKDOWN BY TYPE OF SERVICE PROVIDED

Of 168 clients involved in the Corrections Project:

- 155 --- were involved in one-to-one weekly counseling sessions with a youthworker.
- 41 --- were involved in ongoing group sessions as part of the residential program.
- 25 --- were matched with a trained community volunteer.
- 65 --- obtained shelter care services through the residential program. This does not include 14 readmissions.
- 50 --- met with a professional consultant for evaluation and consultation.
- 9 --- were placed in temporary homes.
- 82 --- were involved in family counseling.
- 103 --- had a treatment team.
- 74 --- received diagnostic and evaluation services.

G. UNITS OF SERVICE AND DURATION

Starting count from original date of intake, of the 168 clients, there were:

- 2,187 --- counseling sessions for an average of 13.02 for each of 168 clients.
- 987 --- recorded contacts through group sessions held as part of the residential program.
- 884 --- total active months in the program for 168 clients which averages out to 5.26 months per client.

H. MARITAL STATUS OF CLIENTS' PARENTS

<u>Marital Status</u>	<u>No. of Clients</u>	<u>% of Clients</u>
Marriage Intact	72	42.9
Marriage Problems	16	9.5
Parents Separated	4	2.4
Parents Divorced (single parent)	44	26.2
Parent Remarried (stepparent)	23	13.7
Widow	<u>9</u>	<u>5.3</u>
	168	100.0

I. CLIENT PROGRESS TOWARD TREATMENT GOALS

<u>Client Progress Toward Treatment Goals</u>	<u>No. of Clients</u>	<u>% of Clients</u>
Excellent Progress	55	32.7
Partial Progress	61	36.3
Too Early	29	17.3
No Progress	20	11.9
Regressed - Problems Increased	<u>3</u>	<u>1.8</u>
	168	100.0

J. CLIENT STATUS AT TERMINATION

Successful completion of treatment, within the Shelter House program, consists of a final staff decision based upon tangible outcomes. These outcomes are based upon observations of the client by the staff regarding behavior and activity in the following areas:

- (1) Client's ability to meet regularly scheduled appointments, abide by program rules and meet all legal or judicial conditions which apply.
- (2) Client's demonstrated progress in following through on program coordinated referrals, training, educational or rehabilitation services.
- (3) Client's ability to accept responsibility, meet obligations and act in a responsible manner within the program, with other community representatives, in other agency settings and with family members.

- (4) Client's capability to engage in problem-solving as demonstrated by a willingness to achieve the goals of the treatment plan.
- (5) Client's plan for re-entry into the community, reflecting an ability to meet basic needs and continue rehabilitative, educational, occupational or therapeutic counseling as needed.
- (6) Remission of the client's primary social or personal problems, or progress of a sufficient degree in solving such problems that additional services could best be provided by other professional agencies or individuals.
- (7) Client's demonstrated ability, over a minimum 90 day period of time past discharge, to maintain suitable living arrangements, a means of self-sufficiency (if applicable) and to demonstrate no evidence of illicit or illegal activity.
- (8) Client's and family report of improvement in relationships, verified by counselor, indicating satisfactory progress.
- (9) Counselor's judgements and opinions regarding the client and his/her overall progress and problems while enrolled in the program.

The final process of ending services because of successful treatment consists of a final case staffing which focuses on the above listed areas and is approved by the director.

Since participation in the Corrections Project is voluntary on the part of the client and his family, many clients terminate services after only partial completion of the treatment plan. This partial completion of services applies to 27 clients.

<u>Status of Termination</u>	<u>No. of Clients</u>	<u>% of Total Clients</u>
Successful Termination	46	27.4
Treatment Partially Completed	27	16.1
Client Referred or Placement	41	24.4
Client Moved	6	3.6
Unsuccessful Termination	8	4.7
Client Still Active	<u>40</u>	<u>23.8</u>
	168	100.0

ACTIVE CLIENTS - PRESENT STAGE OF TREATMENT

At the time this year end report was compiled, of 168 clients there were 40 active and 127 inactive. Of the 40 currently active clients:

2 --- were in the initial intake stage  
16 --- were in the evaluation stage  
22 --- were in the implementation stage of treatment  
40  
26 --- were in the final follow-up stage

Eight clients have been terminated under the unsuccessful completion of treatment status. Failure to achieve satisfactory completion of treatment consists of a final staff decision based on the following guidelines:

- (1) Continued program rule violations by the client resulting in expulsion.
- (2) Multiple enrollments in the program by the client without satisfactory progress resulting in final discharge without completion of treatment goals.
- (3) Continued or repeated criminal or illegal activities on the part of the client while enrolled in the program.
- (4) Consistent repetition of behavior, attitudes or interactions which contribute to disruption and/or crisis situations in the client's life which block any significant growth or development for the individual.
- (5) Inability of the client, over time, to sustain an involvement in school, treatment, training, family relationships or other essential relationship, where there is clear evidence that no external or environmental conditions exist which would adversely affect such involvements.
- (6) Repeated and sustained indication of unwillingness on the part of the client to comply with reasonable requests or expectations related to treatment, program activities or guidance and counseling.

XVI. TEMPORARY SHELTER CARE SERVICES

Within Story County, the number of teenagers needing temporary care away from their own home has increased in recent years. This is especially true with children for whom detention is made necessary by the unavailability of adequate parental supervision. More and more of the youngsters coming before Juvenile Court Judge Munsinger are in this predicament.

The Shelter House's short-term (maximum 30 days) residential program has begun to meet this need. During the last two years of the Corrections Project, 136 clients were admitted into the live-in program. This figure represents nearly 42% of all clients that Shelter House served over this two year period. For many of these young people, the Shelter House has served as an alternative to incarceration in the Story County jail.

After a referral has been made for temporary shelter care services, the Casework Supervisor completes intake screening and a mini-evaluation (see description under Treatment Procedures). In an emergency, the staff member on duty will initiate intake immediately and contact the Casework Supervisor to inform the Supervisor of the situation.

All potential residential clients must have parental, guardian or juvenile court permission in order to enter the residential program. This usually takes the form of a signed agreement between the Shelter House and the parent and/or referral source. In the case of a runaway whose parents are physically some distance from Story County, verbal permission over the phone may be acceptable when heard by a staff member and one witness. In the case of child abuse or protective services, a verbal order from a judge is permissible or a written agreement signed by a probation officer or social worker.

Each potential residential client must agree to sign a program contract before intake can be completed. The Casework Supervisor explains in detail the nature of the agreement and any special conditions. Everything is clearly written for the potential residential client to read. At a minimum, the youngster must agree to follow the "House Guidelines" which are reviewed in detail. In turn, the staff member will describe what Shelter House services and care will be promised to the youngster. The individual may sign this agreement only if he expresses a full understanding of the contract. The youngster may not be forced into signing the agreement or entering the program through threats of punitive measures or coercion from the referral source.

A per diem is charged for residential services. This is based on a sliding scale when the parent is requesting the placement. An agreed-upon per diem is paid by either the local Probation Office or Department of Social Services when one of these agencies makes the referral. After a residential client leaves the live-in program, there is no charge for out-client counseling and follow-up services.

The Shelter House's philosophy is securely based on the concept of community-based treatment. For this reason, services are directed toward meeting the local needs of Story County Youth and their families. The Shelter House is reluctant to accept out-of-county referrals into the emergency shelter care program but will provide assistance on the following basis:

- a) The Shelter House's Casework Supervisor firmly establishes the appropriateness of the juvenile for emergency shelter care services.
- b) No similar services are available to assist the juvenile in his/her own county.
- c) There is space available in the residential program.
- d) The referring agency agrees to be actively involved in the treatment program to assist the Shelter House in future planning for the client. The agency must also supply the Shelter House with all pertinent case file information at intake.
- e) The referral source agrees to pay the set per diem.

If the youngster is found to be appropriate for placement in the emergency shelter care program, the Casework Supervisor then assigns the case to a Youth Worker who directs and coordinates the youth's involvement in all direct services.

Immediate counseling is provided each new court-involved resident, which helps the youngster to understand why he is in the system and what is going to happen to him. This counseling gives the child a chance to deal realistically with his problems and an opportunity to discuss his feelings with someone in addition to the probation officer or social worker. Evaluation and diagnostic services are also offered with recommendations to the court when requested.

Over the past twelve months, the Shelter House has restructured the short-term non-secure residential program. The goal of this re-organization has been to better and more quickly prepare residents for the transition to community restoration and out-client status. Temporary resident programs by nature require a focus on the immediate and current life problems of the clients.

With this in mind, a re-structured daily program of activities has been established for the youngsters in residence at Shelter House. The program utilizes existing community resources, volunteers and interns. The program includes:

- a) Daily chores centered around household activities.
- b) An educational program.
- c) A recreational and arts and crafts program.
- d) Personal growth areas for an individual to develop.
- e) Rewards and privileges for active participation.

The youngsters who come to live at Shelter House are usually under a great deal of stress and are there for an interim period, during which time family counseling is pursued, court hearings are held or a more permanent home is located. With this in mind, we do not expect substantial gains but do expect to see client progress in the following areas:

- a) Assuming responsibility for his own behavior in the community,
- b) Developing some feelings of increasing self-esteem by completion of projects,
- c) Setting mutually agreed upon goals which are realistic for a short-term program.

SAMPLE DAY

8:00 a.m.	Wake up, made bed; self care; breakfast
9:00-11:00 a.m.	Educational program
11:00-12:00 noon	Alone time
12:00-1:00 p.m.	Lunch
1:00-4:00 p.m.	Recreation or arts and crafts
4:00-5:00 p.m.	Group meeting to discuss the day
5:00-7:00 p.m.	Dinner
7:00-10:00 p.m.	Rewards, visitors, group activities

Each resident receives a designated number of points for participation in programs and these points are added up daily and weekly for rewards. Each resident receives points on an individual basis, although the total number of points all residents work toward is equal. The rationale of this is that every resident needs only to compete with himself. All rewards are individualized.

Another change over the last year has been the re-writing of the houseparent job description to allow for the hiring of either a married couple or single individuals. For the first time, single house parents were employed and advantages have been observed from this arrangement.

Further, a new part-time position was developed to include a Homemaker Health Aide on the staff. This new job function has relieved the house parent of inappropriate duties and has resulted in a general improvement in the appearance of the facility.

In order to evaluate the effectiveness of these changes, many of which were recommended in the METCOR evaluation, the Shelter House staff holds a residential program review meeting every other month. Since it is felt important to have consumer input, each client (at termination) is asked to complete a two page evaluation of his feelings about the residential program. Client impressions are taken into serious consideration by the staff in program planning.



XVII. TREATMENT SERVICES FOR DRUG CLIENTS

The central service provider to drug-dependent clients in the Corrections Project is the Cherokee aftercare drug counselor. The salary of the counselor is paid through a N.I.D.A. grant to the Cherokee Mental Health Institute's Drug Unit. In addition, the Cherokee grant provides funds for professional consultation and evaluation, medication check and urinalysis. The Shelter House's casework supervisor oversees the aftercare counselor under an in-kind match arrangement.

A drug client is defined as an individual who has a primary drug problem, for whom intake procedures have been undertaken and for whom a legitimate drug abuse treatment service is provided. All drug clients are referred to the Cherokee drug counselor who completes a social history and develops a treatment plan.

Over this last year of operation, 86 clients reported some present or past involvement with illicit drugs or alcohol. Thus drug use is a substantial presenting problem for many court-involved youth. Of these 86 clients, approximately 40 were considered to be drug clients and referred to the Cherokee counselor. Though a large number of Shelter House clients have had some drug involvement, only a few are considered to have drug abuse as a primary problem and receive drug treatment services through the Cherokee counselor.

The drug client is handled differently from other Shelter House clients. In order to develop a realistic treatment plan, each drug client is required to be interviewed by a mental health professional. Dr. Jan Dale of the Central Iowa Mental Health Center, conducts this initial drug client evaluation. Also, each drug client must undergo a physical examination, the cost of which is covered by the Cherokee grant. Dr. Lee Rosebrook of the Family Practice Clinic, performs all physical examinations under a written agreement with Shelter House.

Besides the individual counseling sessions provided drug clients through the work of the Cherokee counselor, other important services are available through the Shelter House. These include temporary shelter care, one-to-one volunteers, various group sessions, family counseling, help with employment, temporary home placement, etc. The Cherokee counselor coordinates these services through a team approach which focuses on working with the drug client as a total person. The drug counselor brings together a drug client's significant others who have relevant input into the client's overall treatment plan. The Cherokee counselor also maintains close working relationships with other agencies that provide specialized services to drug clients.

XVIII. TEMPORARY HOME PLACEMENT PROGRAM

Occasionally a juvenile offender has had such a devastating experience in his own home that reconciliation is not possible. When the family unit disintegrates so that a child and his parents must separate, it is indeed a tragic situation. After the juvenile court judge makes such a decision, a temporary home is usually sought. Unfortunately, few married couples are interested in providing foster care for teenage youth, especially those with a delinquency record.

Since these homes are not readily available through Social Services, the Shelter House has set up its own Temporary Home Placement Program. Placement is arranged for youngsters with minimal delinquency records who, by decision of the court, cannot remain in their own home. In most cases, placement in a temporary home is not permanent, but allows needed time for evaluation and treatment so that the juvenile can eventually, if possible, return to his natural parents. In the last two years of operation, 26 clients have been placed in temporary homes.

The Youth Worker who has been responsible for the Temporary Home Placement Program and two professional consultants are presently in the process of securing the proper license from the Department of Social Services in order for Shelter House to operate and supervise a foster care program. Initially, this entails going through the procedures required to get the Shelter House's temporary homes (presently 7 homes) licensed as foster homes through the Department. It is anticipated that this process will be complete before the end of the third year of operation.

There is a six-step process to the Temporary Home Placement Program. The first is public relations. This includes speaking to various community groups and utilizing the local newspaper to publicize the need. After a family has volunteered their home, the Shelter House staff does an initial screening interview. In this interview staff look for information concerning the family's income, involvement in the community, backgrounds of the parents and the children, relationships within the family, family health, and reasons for wanting to take a placement. The staff then takes some time to check out references and consider the decision. Within a week, the family is notified whether or not they are accepted.

When the court notifies the Corrections Project that a young person is in need of a placement, the Probation Officer and youth worker assigned to the case choose from the list a family that seems appropriate. They then visit the family to discuss the possible placement. If the workers feel the family is appropriate for that child and the family is willing, a trial visit is set up. The time for the trial visit varies from an

afternoon to a weekend. There will be as many trial visits as the client and family feel are necessary in order to make a decision. If the decision is made that this particular family is not the best one for this client, the workers go through the procedure again with another family. If all parties are satisfied with this situation, the youth moves in.

The youth worker and Probation Officer are then responsible for follow-up. Two visits per week for the first two weeks and one visit per week for the third and fourth weeks are required.

The temporary home placement parents are part of the Corrections Project's team approach and are included in all team meetings. In addition, there is a monthly meeting of all the temporary home parents. This is basically for purposes of education, information and support.

XIX. COMMUNITY EDUCATION AND PUBLIC RELATIONS

Over the last two years, the Shelter House has made extensive efforts to increase community awareness of the needs and problems of juveniles in trouble. In this way, it is hoped that the project is helping citizens to understand and work toward altering delinquency breeding conditions within the community.

In an effort toward community education, project staff appeared at about 30 speaking engagements during the last year. These are listed below. Many groups and individuals have also visited Shelter House from communities throughout Iowa. Staff are always eager to assist others who are interested in establishing similar alternative social service programs within their communities.

WOI-T.V. aired various public service spots produced and directed by Shelter House interns from Iowa State's Tele-communicative arts program. Over the past year, the promotional value of these Shelter House T.V. spots aired by WOI has been over \$20,000.00. KASI radio and other stations have also run public service spots on behalf of Shelter House throughout the last year.

During the last year, the Ames Tribune, I.S.U. Daily and Life Herald have covered many Shelter House stories with titles such as, "Care Program for Young Offenders", "Shelter House Extends Unique, Personal Drug Aid to Juveniles", "Runaway Season at Peak, Ames a Likely Place to Land". One of the most notable articles and one for which the program is very proud, appears on the next page.

The Shelter House also sponsored the annual "Summerfest," an all day long outdoor festival. Funding to support the "Summerfest" was donated to Shelter House by the Ames Area Committee for Human Development. Proceeds from a Hardee's refreshment stand were donated to the Shelter House. Activities of the day included entertainment by various bands, folk and rock groups, art displays, contests and a theater group. The "Summerfest" was also broadcast live over KASI radio.

Speaking Appearances by Shelter House Staff  
During the Second Year of Operation

	<u>No. in audience</u>
Ames High Sociology Class	30
United Methodist Junior High Church Group	10
Ankeny Community College - Human Observation Class	6

Sunday School Class - 9th grade	8
First United Methodist Women's Group	30
ISU Leisure Services Class	45
ISU Family Environment Class	35
ISU Delinquency Class	80
Boone PTA Alcoholic Education Team	10
ISU Grad Student Seminar - Psychology of Adolescence	50
ISU Resident Assistants	12
Mary Greeley Hospital - Family Counseling Services	30
Roland-Story Sociology Classes	65
Open Line Training Session	10
Collins High School class	30
Ames High Psychology Classes	60
Ames Business Women's Association	35
ISU Family Environment Classes	60
Ames High Sociology Class	30
St. Cecilia's - Circle Meeting	15
Roland-Story High School Family Life class	30
St. Mary's Circle	15
Parents PTA - Briant Elementary	30
ISU Graduate Students - Community Action Seminar	12
Story County Development Center	35
Roland-Story Psychology Class	30
St. Thomas High School Group	28



**RECEIVE AWARD**—Shelter House director George Belitsos (left), city council member Barbara Koerber and county supervisor Andrew Coggshall (right) accepted a certificate from Iowa Drug Abuse Authority director Fred Brinkley in ceremonies during an open house here Sunday. Shelter House was cited for its drug abuse prevention program.

## Shelter House receives national award for program

Shelter House, a juvenile corrections project here, has been recognized by the National Search Panel for its work to prevent drug abuse among Americans.

Fred Brinkley, director of the Iowa Drug Abuse Authority, presented a certificate of recognition at an open house held at Shelter House, 712 Burnett Ave., Sunday.

The award was accepted by Ames City council member Barbara Koerber, Story County Supervisor, Andy Coggshall, and George Belitsos, Shelter House director.

Programs that qualified for this award were those that provide in-

volvements and activities that can enrich the quality of life for young people who are vulnerable to drug use, Brinkley said, Shelter House was chosen for the innovativeness, replicability and degree of youth involvement in planning and implementation, he added.

In presenting the award Brinkley said that, "after much deliberation within the state of Iowa the National Institute of Drug Abuse and the Iowa drug abuse Authority, both selected Shelter House as being a very significant program that deserves special recognition for their activities in this area."

Tribune: May 20, 1975

XX. INTER-AGENCY LINKAGES AND COOPERATION

A. RELATIONSHIP WITH THE JUVENILE JUSTICE SYSTEM

The Shelter House's Juvenile Treatment Project has been built with the intimate involvement of the local juvenile court-probation and parole system. Chief County Probation Officer, Anne Lewis, serves as a liaison between the Juvenile Justice System and the Corrections Project.

With 51% of all referrals to the Corrections Project coming through the Juvenile Justice System, it is essential that the program be in close communication with both probation and parole officers. With this in mind, Shelter House staff meet monthly with Juvenile Probation Officers concerning youthful offenders referred by Probation staff and provide a written progress report on each client in treatment. A similar client up-date meeting is held monthly with the Department of Social Service workers.

It is due to this type of cooperation between Shelter House and the Juvenile Justice System that only one Story County juvenile has been committed to the Eldora Training School for boys in the past two years. Though the total number of referrals to the probation office continues to rise, offenders are being kept and treated within the local community. In this way, extensive use is made of community resources in a coordinated and unified effort to serve the needs of the juvenile offender and his family.

If a child's needs cannot be met by local agencies, the Probation Office usually seeks residential treatment services provided by private out-of-county centers. Thus, separation from home and community is done only when the local social service delivery system cannot meet the needs of the offender and is followed by an appropriate treatment-oriented placement.

B. THE JUVENILE JUSTICE COMMITTEE

Essential to the continuing development of a comprehensive community-based corrections effort is the Shelter House's Juvenile Justice Committee. This committee consists of representatives of each of the agencies vitally concerned with youth who come into conflict with the law. Included on the committee are representatives from County Social Services, Probation Office, Ames Senior, Junior and Elementary schools, State Area Social Worker, Juvenile Police Officer, Beloit, Youth Service Bureau, Juvenile Court Judge, and Shelter House. Jean Peterson and Marlene Weisshaar of the League of Women Voters co-chair the group.

This formidable committee discusses current issues concerning referral procedures, policies, inter-agency coordination, statistics, legislation, gaps in service areas and varying philosophies of agencies. The group meets once each month.

### C. PERCEPTIONS OF SHELTER HOUSE BY OTHER AGENCIES

As discussed in the Introduction of this Annual Report, Shelter House involves other agencies and individual professionals in a joint effort to promote assistance to youngsters. The project does not believe in duplicating the functions of other agencies, but does coordinate or strengthen them for the benefit of the juvenile offender.

To examine the interaction between Shelter House and other community agencies, the METCOR evaluation team studied the project's relationship with 15 organizations.

The processes which were identified for this part of the METCOR evaluation of Shelter House included communication, coordination, problem resolution, and legal relationships. These processes were included in the study, as well as questions of the frequency of contact with the other organizations, reason for contact, perceived reputation of Shelter House, and competence and expertise of Shelter House.

A structured questionnaire was used to interview the executive director and one staff member from each of fifteen agencies. Each respondent was asked about his/her perception of the interaction between his/her organization and Shelter House. The agencies selected for the study were those with whom Shelter House had the most contact in trying to achieve its objectives in relation to the Juvenile offender and included the following:

Story County Board of Supervisors	Story County Probation Office
Beloit of Ames	Judicial Magistrate Court
Central Iowa Mental Health Center	Ames Police Department
Alcoholism Regional Center	Story County Department of
Story County Community Action	Social Services
Story County Attorney	Iowa State Employment Service
Ames Senior High School	City Council of Ames
Central Junior High School	Welch Junior High School

The results of this study including seventeen tables which display the responses to the questionnaire are covered in pages 75 to 93 of the METCOR Evaluation. The summary of this section of the report states in part:



"Based on the perception of the respondents in the survey, the overall relations between Shelter House and the other organizations who interact with Shelter House was at a high level. Other agencies considered Shelter House important to their own work with juveniles. The relationship was maintained by high quality of communication and by coordination on an informal, direct level. The personnel were generally considered available when other organizations needed them and were generally considered competent and high in expertise. There was very little disagreement between Shelter House and the others. Where disagreement existed, it was usually worked out by informal interaction by individuals from the two organizations. The main basis for disagreement was different philosophy about the treatment of juvenile offenders."

XXI. INTERVIEWS OF FORMER CLIENTS  
AND EXAMPLE CASE HISTORIES

There is probably no more valuable source of information about the impact of a human service agency on the individual lives of those served than to ask the consumer himself. This last section of the Annual Report summarizes opinions and information expressed during interviews conducted by the evaluation team of METCOR, Inc., with a sampling of former Shelter House clients.

The following information is taken directly from the METCOR Evaluation which begins on page 31 of the report.

"A computer-drawn sample was used, the size of which was twenty individuals or 10% of the total population. Shelter House served during its first year of operation. Some stratification was used in preparing the sample. First, there was a division into two groups: active and inactive clients as of October, 1974. Then active clients were stratified along three stages of treatment; inactive clients were stratified by four kinds of termination: (1) successful; (2) partially successful completion of treatment, but client terminated services; (3) unsuccessfully terminated; (4) referral/placement. The exact wording of questions asked in the interviews can be found in the appendix."

"Because of difficulties in contacting some clients, it was possible to interview only 16 persons, rather than the 20 called for in the sample. Three of the seven categories are underrepresented: (1) clients referred and/or placed by Shelter House, (2) clients terminated unsuccessfully, and (3) clients who terminated services while their treatment was judged partially successful but incomplete. This summary of results, therefore, must be read with that clear limitation in mind."

"Respondents were first asked whether they received from Shelter House the kind of help they needed. Twelve of the sixteen expressed a clear yes, while three were uncertain or unclear and one said no. One of the respondents who was uncertain said that while Shelter House helped a little, the people at Beloit seemed to know more. The one clearly negative response was explained in these words: "What's the difference where you're locked up?" Those who said they definitely did receive the kind of help they needed added comments like the following:

- . They helped me talk through my problems and solve them;
- . The house parents were very good;
- . They treat you like a person;
- . It's a very warm and friendly place;
- . They changed my mind about ever getting in trouble again;
- . I got a lot out of the experience, even though I didn't think so at the time."

"When asked whether they would tell a friend in trouble to go to Shelter House for help, thirteen said yes, one said no, and two were uncertain or unclear. In spite of the large majority who said yes, however, only two said they actually had suggested that a friend go to Shelter House for help."

"When asked what they liked most about Shelter House, twelve respondents focused on the staff, saying that the people who work there really seem concerned. One respondent said of the staff, "They love kids, and you could see it." Two mentioned that Shelter House is a very warm and friendly place. Four spoke of Shelter House as a good place to talk and release pressures."

"When questioned on their dislikes about the program, seven of the sixteen said they could think of nothing they disliked. Four mentioned being unable to get along with some other clients. Two complained about lack of organization, saying that "sometimes things are planned, and then don't happen." One disliked the House's curfew rules. Another said that the problems of some of the other kids there were shocking, scary. One respondent said, "Maybe they try to handle problems they're not trained for sometimes."

"Those interviewed were asked whether things are better for them now than before they went to Shelter House. Twelve said yes, one said no, and three were uncertain/hesitant/unclear. Two made it a point to say that things were better because they had not gotten in trouble since being at Shelter House. One mentioned that things were much better for the whole family."

"When asked whether they thought they got anything from Shelter House which they couldn't have gotten anywhere else, three said no, eleven said yes, and two said they didn't know. Those who answered yes were then asked what it was they got. The following are some of their responses:

- . They listen to what you say. They pay attention to what you say, and really understand (three respondents);
- . The age of the people working there seems to help them understand better (2 respondents);
- . There are other places to go for help, but I don't think they're as good as Shelter House, because Shelter House specializes in kids;
- . Because that's the only place I could let out how I feel;
- . I learned to be open with people (two respondents);
- . If Shelter House hadn't been there, I'd still be spending 90% of my time speeding, tripping or smoking pot."

"When asked what the people who run Shelter House can do to make it better, eight respondents said they couldn't think of anything. The others made the following suggestions:

- . The kids there do too much sitting around maybe. I think they need more activities;
- . There's too much fooling around; they need to get more organized;
- . Some kids they let in don't need to be there;
- . They didn't trust me enough;
- . Fix up the offices in the basement;
- . They need to get a little more space. There's not enough room;
- . Some kids get to depend too much on Shelter House. It's like a different world: people there are nicer than normal, and it's hard to get used to things after you leave;
- . Some more training for staff."

"Respondents were then asked what they think is the purpose of Shelter House. Eleven said that the purpose is to help troubled kids, to help kids work out problems, to counsel those under age or some variation thereof.

Other expressions of purpose were:

- . To help you get your head together, and at the same time to give you a chance to help other kids who are there;
- . A place to go and stay to get your mind clear;
- . To help you and get you back with your family instead of turning you in;
- . To learn from helping some kids how to help other kids."

"When asked how well Shelter House is accomplishing the purposes they had just expressed, thirteen respondents said that Shelter House is doing a good job, in their opinion. One respondent said that the program was "not doing too well, since many kids seem to be on the same track after leaving."

"Finally, respondents were asked whether there was anything else they wanted to add. Twelve said no, while four made the following statements:

- . I'm glad that's where I was put. It couldn't have been better;
- . I was treated like an individual and cared for;
- . They should have something like this in every town. If they did, it would stop kids from stealing and ruining property;
- . Shelter House is a really good place. It's like a guidance center that helps you find out what way to go."

"As can be seen, while a small proportion of the opinions expressed during these interviews were unfavorable to Shelter House, most were highly favorable. Some of the opinions expressed on both sides reflect considerable insight, and may be useful to Shelter House decision-makers either as confirmation of some aspects of current programming or as incentive to rethink other aspects. This usefulness might have been enhanced, if there could have been further probing of some responses. That, however, would have raised the ethical problem of going beyond the purposes of the interviews as represented to respondents when requesting them."

The following case histories have been written by various Shelter House staff and volunteers and are offered as a greatly condensed example of how we help youngsters help themselves.

Case History #305

"Inappropriate for Mitchellville - Appropriate for Shelter House"

Sue, a fifteen year old girl, was brought to Shelter House by her parents. It was a Sunday afternoon and Sue and her parents had just been to Mitchellville, the training school for girls.

For some time, the father had been threatening to take Sue to Mitchellville and leave her there if she did not change her behavior. On this particular day, the parents told Sue to pack her bags and did take her to the institution. The Mitchellville staff informed the family that this was an inappropriate placement and gave them the Shelter House address as a place that could help.

During intake, it was found that Sue's father felt she was running with the wrong crowd and not obeying his rules. Sue had never been arrested or in trouble in school. Sue's father and mother signed Sue into the Shelter House's emergency shelter care program.

Beginning the 30 day evaluation, it was discovered that Sue, at age 12, had been involved with a Social Services worker. Sue's impression of the help she received was not favorable. She reported she tried to tell the Social Worker about her problems at home, but felt the worker did not listen. Sue also revealed that less than nine months ago she had been living with a relative in another part of Iowa, mainly she reported to get away from her parents. Sue reported she had a successful experience living with this relative.

At this point I began to wonder why these parents and Sue were reporting so much trouble at home. She seemed to be a normal teenage girl whose only vice was smoking cigarettes. She obeyed our house rules without any resistance.

During one of our counseling sessions, Sue finally revealed the reason why she and her father had so much conflict at home; it was because her father, ever since she was a little girl, had sexually abused her. This was very traumatic and difficult for her to speak of. She said she had tried to tell her mother at times, but also said that her mother didn't believe her.

It was decided that Sue's case needed to be referred to the Department of Social Services as a possible abuse case. A social worker was involved immediately. The social worker's investigation confirmed Sue's story. It was then discovered that Sue's younger sister was also having the same problems with her father. The social worker then procured a voluntary agreement to place both Sue and her sister in foster care. It was requested when Sue's 30 days were up at Shelter House that we place Sue in one of our temporary homes.

Sue is doing well in her temporary home and has been participating in family counseling with her parents at the Mental Health Center, with the end goal in mind that eventually she will return home.

CASE HISTORY #446

"TEMPORARY HOME PLACEMENT AS A ROUTE TO A BETTER LIFE"

Sandy is a bright, intelligent 13 year old girl who comes from a middle class home. Her parents are both college graduates, tend to be more in touch with their intellects than their emotions, and are high achievers. Sandy has two older sisters who are also intellectually bright. However, both have experienced rejection from their parents, the oldest because of a suspected lesbian relationship and the middle daughter because of delinquent behavior.

At age 13, Sandy was arrested for making an obscene phone call with one of her friends and was placed on informal probation. This began a series of intensive conflicts between Sandy and her parents over issues like curfew, friends, activities, etc., which came to a head one night when her father allegedly found her in an alley drinking with some other kids. There followed a violent argument at which point her parents called the probation officer claiming that she was uncontrollable; consequently, Sandy spent 5 nights in jail prior to being sent to the Children's Unit at Cherokee Mental Health Institute for an evaluation, thus illustrating the familial pattern of rejection and alienation.

Upon Sandy's return to the community, it was the feeling of the hospital staff and the local probation officer that Sandy could benefit from a foster home type arrangement. Since the local Department of Social Services does not have appropriate foster homes available for teenage girls such as Sandy, the probation office turned to Shelter House. The Shelter House has seven temporary homes especially for youngsters like Sandy. Before entering one of our temporary homes, a young person usually stays at the Shelter House itself for an evaluation period. In this way we feel we are better prepared to match a client with the right temporary home family.

This worker experienced Sandy as meek, timid, frightened, and lonely. She identified wanting to overcome her own shyness. During her stay at Shelter House, Sandy became quickly attached to another girl close in age who had been in more serious trouble than Sandy and it seemed clear that Sandy could be very easily influenced by her peers. This seemed to make sense due to the fact that she received very little warmth and support from her family. She showed herself to be extremely dependent and boy-crazy, possibly searching for that caring and nurturing she so desperately needed.

The first temporary home found for Sandy was in a small town and unfortunately, the placement did not work out well and Sandy ran away about a week later. She was returned to Shelter House after being picked up and she and her natural parents, the probation officer and myself met and discussed whether or not she really wanted this plan and also if her parents were investing in this plan. We decided to try it once more and if it didn't work a second time, the probation office would have to consider placement in an institution. All along we were working with the idea that a temporary separation would be with the end goal of reuniting the family. The second home is working out tremendously. Sandy has changed from the meek, dependent child to a bubbly, strong young woman with increasing self-confidence. Now it is time to evaluate whether or not returning home is still a realistic goal.



Case History #401

"He's On His Own and On His Way"

Jeff was an 18 year old referral from the Probation Office who was arrested for possession of a controlled substance, more specifically, marijuana. He was a very lost individual, had dropped out of school, tried an alternative school setting for awhile. He wasn't working at all and about the only thing he could say he enjoyed was playing his drums and getting high.

Jeff's background revealed a great deal of turmoil in the family. His parent's marriage was on the verge of divorce, his father is an alcoholic, his mother was not hesitant to describe her unhappiness in terms of marriage being 20 years of hell, and his older brother had been in and out of trouble for quite awhile.

Jeff's initial reaction to me was of passive compliance, that is, "well, I got busted and the Probation Officer sent me here for counseling, so here I am." It was very painful for Jeff to talk about his parents and their relationship. However, after several months he was able to say, "My parents' marriage is all but over and my mother is so unhappy she cries a lot and my poor father is an alcoholic."

To me this was a tremendous amount of growth on Jeff's part in a positive direction. He was becoming able to openly recognize and identify his feelings about his parents. In the months to come, Jeff found it increasingly easier to talk about his family, how it made him feel about himself, and about them. Jeff had been feeling that there would be little difference between his father's way of life and his own, he felt trapped yet a strong desire to help his parents resolve their problems.

Jeff began to see that to help anyone he must first help himself. He began to think about making his own life plan. One day while we were talking, he said he had applied for a job and also applied for the C.I.C.O.M.P. program in Des Moines where he will earn his G.E.D. and gain training in a skilled area. Jeff was hired for the job he applied for and in the following three months missed only two days of work. He was happy and for the first time since the beginning of my involvement was feeling good about himself.

The last day I saw Jeff, he was excited and was anxious to tell me that he had been accepted by C.I.C.O.M.P. and was moving to Des Moines the very next day. I congratulated him on his growth towards becoming his own person and wished him all the luck with his new future.

CASE HISTORY #111

"A TEAM IS PUT TOGETHER"

Jan was 15 years old when she was arrested for possession of beer. She was placed on informal probation and instead of asking her to participate in a court alcohol class, which was all male at the time, she was referred for counseling to Shelter House.

I went with the probation officer to her home to meet Jan and her mother, who lived alone in a small apartment. It was then I learned that Jan's mother was retarded and has been divorced for several years from Jan's father. At the outset, it seemed that the most this girl needed was a strong female role model and some supportive counseling. However, as time went on, the picture changed.

Jan and her mother care very deeply about each other but frequently would get into violent arguments over Jan's behavior. Jan claimed that her mother was over-protective and unreasonable and Jan's mother would claim that she just worried about Jan when she was out late. This anxiety was compounded by the mother's emotional and intellectual instability. At the outset, I was meeting with Jan once a week to help her to take a look at what she wanted her relationship to be with her mother. Since Jan's mother was being treated on an out-patient basis at the Mental Health Center, we met occasionally with her and her therapist, also to improve relations. These attempts were not working and Jan and her mother made the decision that she should go and live with her natural father in another state. He had been remarried and had a family of his own.

This did not work out and Jan returned telling me the horror story of how her father had sexually approached her and she ended up in the mental unit of the local hospital because of anxiety and depression. She and her mother were happy to be together again and for a time it seemed as though the separation had helped. However, a few months later, tensions again rose to an unbearable level. Jan's mother was admitted to the mental health unit at the local hospital.

When several agencies become involved in services to one family, the Shelter House makes every effort to organize team meetings to better coordinate efforts and to do cooperative treatment planning. In this case, the team put together included the probation officer, school counselor, therapist at Mental Health Center, hospital staff, Jan, her mother and myself. As a group, we decided it would be best to pursue foster care for Jan. The determination was made for Jan's mother to seek treatment at Cherokee Mental Health Institute and Jan went to live with her grandmother awaiting a placement.

Jan and I worked on her feelings about her mother's condition, her peer relationships, especially her dependence and sexual relationships with males, continuing her good work in school and learning appropriate and healthy ways of expressing feelings. She and her grandmother decided that they wanted to continue living together so the foster home plan was dropped, and as the situation stabilized, the case was closed. I still maintain follow-up contact with Jan and possibly will become reinolved when her mother returns from treatment.

Case History #333

"Stand by Your Limits"

Connie, a 13 year old girl, was picked up by the police at her home for being a participant in vandalizing a school. The extent of damage to the school, fortunately, was minimal. According to Connie's account of the incident, she and several of her friends were "messing around" by the school when they noticed that a curtain was hanging out of an open window. It is not exactly clear as to who, but one of them put a lighted cigarette to the curtain and burned a rather large hole in it.

As a consequence for her behavior, Connie was placed on probation with almost no probationary restrictions other than to stay out of further trouble. As time passed, her parents learned that some of her friends were older than she, and had been in trouble with the police and on probation. They also learned of her interest in and intentions to date a 19 year old boy who also has a history of police and probation involvement. Her parent's attempts to discourage her from running around with these individuals and from becoming involved with the 19 year old boy were very unsuccessful. Connie became resentful towards her parents' wishes. There were several incidents where Connie became physically abusive towards her parents. She threatened to run away, she conspired on the telephone to meet people she wasn't supposed to be with, to include her boy friend. The situation deteriorated to the point that her parents could not control her and the communication between them had reduced to one sided arguments. Then one evening the 19 year old boy came by the house to see Connie. However, he was quite intoxicated and Connie's father told him to leave and to stay away from his daughter.

A few days after the boy came to the house intoxicated, Connie's parents called the probation officer for some help. At this point in time, Connie's probation was extended and revised to include restricting her from dating the boy and running with specific individuals. Connie continued to lie and deceive her parents as to where she was going and who she would be with. She also began skipping school and refused to do homework.

One evening after arguing with her parents, Connie ran away. Her parents called the police and the probation officer. When she was caught, she was placed in detention overnight and then taken to Court where the Judge ordered her to stay away from those specific individuals, and to become involved in counseling at Shelter House.

When I first met Connie, she was angry and very resistant. She felt intimidated and forced to see a counselor. She made it very clear to me that she had no intentions of discontinuing her relationship with this boy or her friends. After several meetings with Connie and her parents, it sounded that as a family, they were unable to resolve the conflict alone. During a lengthy session with Connie, I confronted her with the reality of the situation. That is, if she does not cease conspiring, sneaking-out or running out to be with those people she has been restricted from seeing, she will be removed from her home and placed by the Court. I pointed out to her that the line is drawn here. If you cross it, these are the consequences; now the decision is yours.

It has been almost a month since that confrontation took place. Connie is presently attending all of her classes, is in the process of making up past assignments, and beginning to redevelop her relationship with her parents. When I talked with Connie last, she said she hasn't seen anyone she isn't supposed to in three weeks, and doesn't plan to until the restrictions are lifted.

Connie's story is far from being told at this point in time. It is clear, however, that once Connie realized that her attempts to manipulate her parents, the probation officer and the Court were unsuccessful and what the consequences for being caught were, she began to show realistic decisions over her behavior that is within the limits. The situation is now in control enough that family counseling can be effective.

Case History #235

Keeping Minor Behavior Problems from Reaching Serious Proportions

Julie, a fourteen year old girl was referred to Shelter House by a Juvenile Police Officer. She was referred for tieing her shoe in the middle of Main Street and blocking traffic. Though a minor and rather amusing incident, I conducted our usual series of initial interviews to determine if there was any need for counseling intervention. I began our out-client intake evaluation with Julie and her parents. In my initial interview with Julie's parents, they revealed to me that they were experiencing many problems at home with Julie. They especially felt a lack of communication existed. They also reported that Julie lied, stole, smoked cigarettes and was disruptive in school.

I met with Julie and I had a difficult time getting her to open up and talk, so I played a "guess why" game with her to find out how she was feeling about her parents, friends and school. It was my impression that Julie did not think too highly of herself.

Before I got the evaluation completed, Julie was arrested for stealing a ten-speed bicycle from a school parking lot with several other juveniles. At this time the Juvenile Probation Officer got involved.

The Probation Officer and I conducted family therapy sessions with Julie and her parents bi-monthly and I conducted individual sessions with Julie bi-monthly. She also participated in a Probationer's therapy group.

Eight months have passed since Julie and her family were referred to the Shelter House program, and they have made tremendous progress. The school reports better behavior in her classes. Julie's parents report they are sharing satisfactory communication. Julie reports she feels much better about herself now that she has made some changes. Julie also thinks the best part is the probation officer feels she's doing so well and has released her from probation.

## Case History #89

### A Volunteer in the Partner Program

Pete was a 12 year old boy involved in the residential program at Shelter House. I was a house shift volunteer at Shelter House and got to know Pete fairly well. I found out that he had been in the Shelter House program once before and had put a lot of stress on the staff and programs. Pete was and to an extent still is, an extremely hyperactive individual. His constant demand for attention combined with his hyperactivity makes his presence rather irritating at times. As a result of the behavior that was experienced at Shelter House, Pete was transferred to a mental health facility for a psychiatric evaluation.

Pete first came to Shelter House as a result of some serious problems he was having in school. The worst of which was bringing marijuana to school. He was caught and in the course of investigation, it was found that the grass belonged to his mother. Pete's mother admitted that the marijuana was hers and that she saw nothing wrong with smoking and possessing it. She was later arrested. She has been divorced and Pete has been without the benefit of a good father-son relationship. Several other men have drifted in and out of their lives which has not contributed to the stability of their lives. Pete had been allowed to lead an unstructured life with virtually no restrictions or limits. This type of family life did not help him in making the adaptation to a school environment. These circumstances surrounding Pete led to intervention by Social Services and he was placed in their protective care to attempt to get Pete and his mother back on the right track.

Pete returned to Shelter House after his evaluation for placement in a foster home as it was felt his mother needed more time to get it together. It was during this interim period that I became his Volunteer Partner. Our relationship was quite superficial at first. He had a really bad hang-up on money and material things. If you didn't spend money on him or give him lots of treats and attention, he started acting out in a mischievous manner.

The future looks good for Pete, who has now been in a foster home for four months. He is on medication for his hyperactivity and he is back in school after a six months absence and doing a satisfactory job according to the school officials. His mother is also making progress and the two of them hope to get together in the near future. I'm still working with Pete and hope we can maintain our relationship. I've learned a lot in working with Pete and the positive things that have contributed to his current success. People that care and a stable home situation have given Pete a second chance.

