A COMPARISON OF NORTHEASTERN OHIO'S MAN-TO-MAN ASSOCIATES' STATED GOALS AND OBJECTIVES WITH THE PERCEIVED GOALS AND OBJECTIVES OF THE MAN-TO-MAN PARTICIPANTS

by

James W. Matheny

Submitted in Partial Fulfillment of the Requirements

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Program

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YOUNGSTOWN STATE UNIVERSITY August, 1974

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ABSTRACT

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James W. Matheny

Master of Science Youngstown State University, 1974

This study was an investigation of the Man-to-Man Associates' program in northeastern Ohio. Man-to-Man Associates, Inc. is a private, non-profit corporation. Man-to-Man was founded on the principle that providing estranged individuals incarcerated in the various Ohio correctional institutions with a liaison to the outside world while incarcerated and a friend to look to after parole could make a significant difference in that individual's readjustment to society. It is the assumption of the Man-to-Man program that by matching a concerned citizen with an incarcerated individual, that individual can be motivated to improve himself.

Although the readjustment of an incarcerated individual is the long range goal of the Man-to-Man program, in attempting to reach this long range goal the organization developed more immediate short range goals.

The purpose of this study was to determine whether the Man-to-Man program participants perceived the goals and responsibilities to be the same as those stated by the Man-to-Man organization. The results of this study indicated that all the participants of the Man-to-Man program perceive the goals and responsibilities to be essentially the same as those purported by the Man-to-Man organization. Therefore, the program is basically targeting those areas for which it came into existence.

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possible.

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My sincere appreciation also goes to Mr. Jack Stokes, Man-to-Man Regional Director for northeastern Ohio for his advice and cooperation, without which this study would not have been possible.

Indicators and Instruments

Control of Veriables

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CHAPTER I

INTRODUCTION

The need for social control comes about whenever men begin to live together in groups. Social control introduces order into society and the elements of predictability into social relations.

Social control has been imposed upon man's behavior since primitive times to insure continued existence of social order. Men, in their quest to preserve social order, initially relied on informal methods of control. When these informal methods began to weaken as a control mechanism, they developed formal methods of control.

All rules made by a society to insure social control are based upon value judgements made by that society. The society must identify the needs of society which must be protected if the society is to survive.²

Primitive society is customarily recognized as being the first to impose formal sanctions upon its members for the explicit purpose of maintaining social control. Primitive man not only devised formal 'rules to maintain social order but also simultaneously devised methods for contending with transgressors. These methods were strictly retributive in nature, that is to say, their only concern was punishment.

¹Hazel B. Kerper, <u>Introduction to the Criminal Justice</u> <u>System</u> (St. Paul, Minnesota: West Publishing Co., 1972), p. 3. ²<u>Ibid</u>., p. 9.

However, as society became more complex and sophisticated man's persistence for maintaining social order not only necessitated increasing the formal control mechanisms, but also created a more advanced moral code. Along with this advanced moral code, a philosophy of justice began to develop that was concerned not only with punishment but also with imprisonment, deterrence, and rehabilitation.

The philosophy of justice emphasized today is one of rehabilitation of the offender, and our attempts at rehabilitation have been numerous. Treatment and resocialization programs have been developed for both prisons and community settings. One effort, among the many, receiving much attention today is the utilization of citizen volunteers in the rehabilitative process.

The idea of using volunteers within corrections is not unique to present correctional thinking. Volunteer participation in corrections in this country reaches back to the time of John Agustus. "John Agustus, a Boston shoemaker regarded as the father of probation, can be given credit for implementing the idea of using volunteers in the United States."³ Probation has not been the only Criminal Justice component to utilize volunteers. Volunteers were also used in the Pennsylvania prison system during the late 18th century.

³Ivan H. Scheier, "The Professional and the Volunteer in Probation: An Emerging Relationship," <u>Federal Probation</u>, XXXIV (June, 1970), 12.

Despite the repeated utilization of volunteers in the past, the practice never became widespread. The President's Commission on Law Enforcement and Administration of Justice noted:

Despite a tradition of participation in corrections beginning with the late 18th century Prison Society in Pennsylvania, the use of volunteers has not kept pace with the growth of the field. There has been a consistent trend to replace volunteers with skilled specialists, as illustrated by the gradual decline in the number of "parole sponsors" or volunteer parole officers during recent years.⁴

Ivan Scheier, in discussing the use of volunteers observed that "the early volunteers were honorably discharged as soon as we could pay people, and the pendulum swung hard toward paid professionals."⁵ Replacing the volunteers with paid professionals became a consistent trend until the advent of the 1960's when the pendulum once again began swinging back toward the utilization of volunteers. The growth of volunteer programs has been explosive within the last decade as demonstrated by the numerous Criminal Justice agencies which are utilizing volunteers.

Volunteers today constitute a significant work force in the Criminal Justice system, as individuals and in groups. At present estimates, the citizen volunteer outnumbers paid workers in the system four or five to one. Exclusive of law enforcement agencies, and above the misdemeanant court level approximately 70% of Criminal Justice agencies have some sort of volunteer programs.⁶

⁴President's Commission on Law Enforcement and Administration of Justice, <u>Task Force Report: Corrections</u> (Washington, D.C.: U.S. Government Printing Office, 1967), p. 104.

⁵Scheier, 12.

⁶Ivan H. Scheier, <u>et al.</u>, <u>Guidelines and Standards for the</u> <u>Use of Volunteers in Correctional Programs</u> (Washington, D.C.: U.S. Government Printing Office, 1972), p. iii. The fact that an increasing number of Criminal Justice agencies are using volunteers necessitates that some type of program evaluation be conducted. Several volunteer programs have been evaluated and these evaluations demonstrate that volunteers do aid in the rehabilitative process.⁷ Needless to say, evaluations which demonstrate that a particular program has been either successful or unsuccessful towards achieving its generalized goals (recidivism or rehabilitation) are important but other types of program evaluations are equally important. In her book, <u>Evaluation Research</u>, Carol Weiss has said, "The purpose of evaluation research is to measure the effects of a program against the goals it set out to accomplish as a means of contributing to subsequent decision making about the program and improving future programming."⁸

With this thought in mind, an evaluation of northeast Ohio's Man-to-Man volunteer program was conducted to determine if it is successful in attaining its specific rather than its generalized goals.

Man-to-Man Associates is a non-profit organization which works primarily in cooperation with correctional programs, by engaging

⁸Carol H. Weiss, <u>Evaluation Research</u> (Englewood Cliffs, New Jersey: Prentice-Hall, Inc., 1972), p. 4.

⁷See: Thomas E. Koschtial, <u>et al.</u>, <u>Community Participation in</u> <u>Misdemeanant Probation</u> (Royal Oak, Michigan: Report to the National Institute of Mental Health, 1965); Leonard Pinto, <u>et al.</u>, <u>A Case Study</u> <u>of Volunteerism in the Juvenile Court: Programs and the Probationer</u> (Washington, D.C.: Office of Juvenile Delinquency and Youth Development, 1968); and Alfred G. Lawyer, "The Effects of Social Alienation on Recidivism" (Unpublished Masters' Thesis, University of Washington, 1970).

volunteer citizens in the rehabilitation of adult male felons. The expressed objective of the Man-to-Man project is to have a responsible citizen individually matched with a neglected prisoner with whom he visits and corresponds regularly in building a mutually inspirational and lasting friendship. The philosophy of Man-to-Man is that through this mutually inspirational and lasting friendship the Man-to-Man program will be successful in achieving its generalized goal of helping to rehabilitate the offender. Within the generalized goal, Man-to-Man espouses other more specific goals: to encourage positive changes of attitude, help locate new social outlets, seek employment, help locate housing, establish a firm and honest friendship.⁹

Specifically stating these goals is essential to the survival and prosperity of the organization.¹⁰ However, these goals have to be made known to the volunteer and the volunteer has to perceive them as being the goals of the organization if the organization is to survive. Therefore, this study explored the concurrence of the perceived goals and objectives of the Man-to-Man project between volunteers, clients, and parole officers. Concurrence will indicate a uniformity of perceived goals and objectives which will imply that the Man-to-Man project is operating within the framework of its expressed intentions, becoming an "Inspirational Friend."¹¹

⁹Man-to-Man Volunteers: Helping Forgotten Men to Find a New Life, p. 5. (Mimeographed.)

¹⁰Peter F. Drucker, <u>The Practice of Management</u> (New York: Harper and Brothers Publishers, 1954), pp. 62-67.

¹¹Man-to-Man Volunteers: Helping Forgotten Men to Find a New Life, p. 5. (Mimeographed.)

CHAPTER II

STATEMENT OF THE PROBLEM

The utilization of volunteers has been documented to be of an economic and treatment benefit, and therefore Criminal Justice administrators are being urged to utilize the volunteer in Criminal Justice programming. Successful utilization of volunteers within the Criminal Justice system depends in part upon how well volunteer programs are able to achieve specific organizational goals; that is to say, how well they are able to do what they say they will do. It has been noted above that unless volunteers in an organization have a comprehensive understanding of the organization's goals and objectives along with an understanding of their roles and responsibilities as volunteers, ¹² specific goal attainment is unlikely.

In order to determine the extent to which the Man-to-Man volunteer organization is achieving its specific organizational goals, the study reported here assessed the perception of the volunteers, the clients, and the parole officers in relationship to the stated goals and objectives of the Man-to-Man project and also in relationship to the roles and responsibilities of the volunteer.

¹²Robert L. Kahn, <u>et al.</u>, <u>Organizational Stress: Studies in</u> <u>Role Conflict and Ambiguity</u> (New York: John Wiley and Sons, Inc., 1964), pp. 65, 71; Unkovic, 42-45.

Importance of the Problem

The volunteer's importance as an ally in correctional programming was emphasized in the recommendations of the Corrections Task Force Report of the President's Commission on Law Enforcement and Administration of Justice. In 1967 the Commission stated:

Another source with potential for corrections is the volunteer . . . current demonstrations of the vitality of the concept of the volunteer in corrections argues strongly that he can still be a strong ally in correctional programming.¹³

It has also been noted that the Federal Government through the Law Enforcement Assistance Administration as well as the Joint Commission on Correctional Manpower and Training have supported the use of volunteers:

The Joint Commission on Correctional Manpower and Training is designing studies on the use of volunteers in corrections. A number of grants by Federal agencies have been directed toward encouraging the use of volunteers. These efforts need to be expanded and given impetus toward enlarging and defining the volunteer's role and toward utilizing him to expand the critically short supply of correctional manpower.¹⁴

The fact that correctional administrators are being urged to utilize volunteers in correctional programming and the fact that funding is available for the development of volunteer programs does not alone guarantee that successful utilization will occur. Successful utilization of the volunteer in corrections will

¹³Task Force: Corrections, p. 104.
14Ibid.

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depend upon two things. First, how successful volunteer programs are in achieving their generalized goal(s), and secondly, how successful volunteer programs are in achieving their specific goal(s).

A fundamental question that should be raised within each volunteer project and one that was raised with northeast Ohio's Man-to-Man project is whether or not the volunteer perceives the specific goals and objectives of his respective volunteer organization. Achievement of the specific goals and objectives of the volunteer project will likely be hampered if all the participants of that volunteer project do not share similar perceptions of the stated roles and responsibilities of the volunteers within the project.

This study, therefore, assessed the concurrence between what the volunteers, the clients, and the parole officers perceived the goals and objectives of Man-to-Man to be in relationship to the specific goals and objectives of the Man-to-Man project. Also this study assessed the similarities and differences in perception of the roles and responsibilities of a volunteer between the volunteers, the clients, and the parole officers. The objective of this assessment was to determine whether the Man-to-Man project is targeting those areas for which it came into existence.

CHAPTER III

METHODOLOGY

The volunteer concept was investigated in a particular correctional setting, the Man-to-Man program. The Man-to-Man program is organized along several lines. Some volunteers are matched with parolees; other volunteers are matched with inmates; however, there are some volunteers and inmates who are unmatched.

Each member of the Man-to-Man program for the Youngstown, Canton, Akron, and Cleveland geographical region was given a questionnaire. This questionnaire was comprised of open-ended questions dealing with the roles and responsibilities of a volunteer and the goals of the Man-to-Man program.

Study Objectives with Operational Definitions

The principle objective of this study was to determine whether or not the Man-to-Man program is targeting those areas for which it came into existence. Therefore, this study assessed the concurrence among what the volunteers, the clients, and the parole officers perceived to be the goals and objectives of the Man-to-Man project. Also this study assessed the similarities and differences in perceptions between the volunteers, the clients, and the parole officers as to what the roles and responsibilities of a "volunteer" are. Several operational definitions of concepts used in this study were as follows:

Volunteer -- Any adult male within the geographical areas of Youngstown, Canton, Akron, and Cleveland who is not professionally associated with corrections, and is trained by Man-to-Man to function as a friend or sponsor.

<u>Parole Officer</u>-- Individuals within the geographical areas of Youngstown, Canton, Akron, and Cleveland employed by the State of Ohio and have the authority and professional training necessary to function in this capacity.

<u>Parolee--</u> Male individuals participating in the Man-to-Man program who are matched with a volunteer and who have conditionally been released from the institution prior to the expiration of his sentence.

Inmates -- Males, institutionally confined, who are either matched or unmatched participants within the Man-to-Man program.

Research Design

An <u>ex post facto</u> design was utilized in this study for two reasons. The membership of the several groups under investigation had been determined by someone other than the investigator. Secondly, the intent of this study was to assess the perceptions of the several groups concerning the goals of the Man-to-Man program, the roles and responsibilities of a volunteer compared to those stated by the Manto-Man organization as they existed at the time of this study.

Indicators and Instruments

Since the objective of this study was to investigate program goals as well as the roles and responsibilities of volunteers within the Man-to-Man program, an open-ended questionnaire was used to illicit the needed information.

This questionnaire consisted of questions concerning the roles and responsibilities of the volunteer and the goals of the Man-to-Man program. The respondents were asked to complete these open-ended questions. See Appendix A for this questionnaire.

Validity

The validity of the questionnaire concerning the perceived roles and responsibilities of the volunteer and the program goals was established through a consensus of four judges. These four individuals were utilized as judges because all had graduate education, all were members of a project evaluating the concept of volunteers in corrections, and two had previous involvement with volunteer organizations. All items on this questionnaire were discussed by these judges until a consensus regarding the pertinancy of the questions was achieved. The questionnaire was also viewed by the Man-to-Man supervisory personnel of northeastern Ohio and they agreed as to the pertinancy of the questionnaire.

Reliability

It has been noted with regard to reliability that, "If we knew that a measuring instrument had satisfactory validity for the purpose for which we intended it, we would not have to worry about reliability.¹⁵ Since satisfactory validity for the questionnaire utilized in this study was established through an acceptable

¹⁵Claire Selltiz, et al., Research Methods in Social Relations (New York: Holt, Rinehart and Winston, 1959), p. 166. technique, and since the questionnaire consisted of straight forward questions designed to illicit specific information concerning the Man-to-Man program, the questionnaire was assumed to be reliable.

Method of Data Collection

Data was collected from the several groups of individuals presently in the Man-to-Man program within the Youngstown, Canton, Akron, and Cleveland geographical regions. These groups were comprised of (1) matched volunteers; (2) unmatched volunteers; (3) matched parolees; (4) parole officers; (5) matched inmates; and (6) unmatched inmates.

Since the total population of people involved within the Man-to-Man program for the regions comprised of Youngstown, Canton, Akron, and Cleveland was utilized, no randomization techniques were used. The six groups were selected for this study because of their ready accessibility and cooperation. The Man-to-Man program is a state-wide program and time and money did not allow the researcher to investigate the total population of those within the Man-to-Man program.

The organizational structure of the Man-to-Man organization dictates that all individuals attend quarterly sessions, with the exception of the institutionally confined participants, therefore, groups 1-4 were administered the questionnaire at these sessions.

The questionnaire consisted of open-ended questions requiring the respondents to supply information concerning their perceptions of what the roles and responsibilities of a volunteer within the Man-to-Man program are, and the goals of the Man-to-Man program.

Control of Variables

Control for variables was not exercised in this study because this is an investigation of the volunteer concept and not an investigation of the program's effectiveness. No outside variable was introduced for which control must be exercised.

Method of Data Analysis

A descriptive analysis rather than an inferential analysis was untaken in this study. The statistics that were used were descriptive. Descriptive statistics can be used since the data collected came from a defined population that consisted of all members of Man-to-Man within the Youngstown, Canton, Akron, and Cleveland geographical regions.

This questionnaire (Appendix A) was utilized to collect data dealing with the roles and responsibilities of the volunteer, and the goals of the Man-to-Man program.

After the data had been obtained from the questionnaire it were divided into six groups as follows:

- 1. Matched volunteers
- 2. Matched parolees
- 3. Unmatched volunteers
- 4. Matched inmates
- 5. Unmatched inmates
- 6. Parole officers

This was done in order that the perceptions of the different divisions concerning the goals, roles and responsibilities could be compared with each other.

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regional Director for muthesseers Ohio, indicated the total population for each group involved in this study to be the following: 34 untoted volunteers, 4 unmatched volunteers, 5 percises, 40 metched immates, 46 unmatched immates, and 5 percis officers. Six of the 9 percises the not have contect with their volunteer and their whereabouts are unknown. The data utilized in this study were to be collected initially through a series of group meetings. Bouweer, after several of these meetings were held with minimal attendence, it was deemed mercessary to change from group meetings to mailed questionnaires for all groups much the exception of the institutionally confined immits groups. Individuals who had taken the questionnaire at one of the group meetings did not sective a mailed questionnaire.

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CHAPTER IV

DATA ANALYSIS AND INTERPRETATION

A personal phone conversation with Jack Stokes, Man-to-Man regional Director for northeastern Ohio, indicated the total population for each group involved in this study to be the following: 54 matched volunteers, 4 unmatched volunteers, 9 parolees, 40 matched inmates, 46 unmatched inmates, and 5 parole officers. Six of the 9 parolees do not have contact with their volunteer and their whereabouts are unknown.

The data utilized in this study were to be collected initially through a series of group meetings. However, after several of these meetings were held with minimal attendance, it was deemed necessary to change from group meetings to mailed questionnaires for all groups with the exception of the institutionally confined inmate groups. Individuals who had taken the questionnaire at one of the group meetings did not receive a mailed questionnaire.

The percentage of questionnaires returned for each group at the time of this analysis is as follows: 52 per cent (28) for matched volunteers, 100 per cent (4) for unmatched volunteers, 60 per cent (24) for matched inmates, 72 per cent (33) unmatched inmates, 66.6 per cent (2) parolees, and no responses were received from the parole officers.

Several follow-up techniques were made in attempts to reduce the percentage of non-respondents. First, all non-respondents were sent follow-up letters and secondly, telephone calls and certified mail were also used. The analysis and interpretation of data in this chapter is divided into four tables. Each table lists the answers to a specific question on the questionnaire with the percentages of responses for each group--matched volunteer, matched inmates, and unmatched inmates. Therefore an analysis of within group and between group responses was made. The parole officers, the unmatched volunteers, and the parolees were excluded from the analysis. These groups were excluded because the parole officers did not respond to the questionnaire and the unmatched volunteer and parolee groups were too small to enable the drawing of valid conclusions.

Table 1 (page 17) illustrates the results of Question 1 from the questionnaire listed in Appendix A for the three groups of participants within the Man-to-Man program.

The matched volunteers gave the following goals in response to Question 1, "What are the goals of the Man-to-Man program?" The goals are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(85%)
2.	Employment	(57%)
3.	Housing	(53%)
4.	Attitude Change	(25%)
5.	Confidence	(25%)
6.	New Social Contacts	(17%)
7.	Public Cost Reduction	(6%)

A majority of the matched volunteers expressed the goals stated by the Man-to-Man program which indicates that they are targeted on the program's purpose. However, only 1 in 4 of the matched volunteers mentioned "attitude change" and less than 1 in 6 mentioned "new social outlets" as being an integral part of the Man-to-Man program. The

TABLE 1

RESULTS IN PERCENTAGES FOR THE THREE GROUPS OF MAN-TO-MAN PARTICIPANTS TO THE QUESTION, "WHAT ARE THE GOALS OF THE MAN-TO-MAN PROGRAM?"

		Gi	coups of	E Participan	ts		
	1	fatched	Matched		· Uni	· Unmatched	
Goals	Volu	Volunteer(28)		Inmate(24)		Inmate(33)	
	Number	Percentage	Number	Percentage	Number	Percentage	
Friendship	24	85	20	83	28	84	
Housing	15	53	14	50	10	30	
Employment	16	57	15	62	13	39	
Attitude					1.2		
Change	7	25	10	41	13	39	
New Social			1 23				
Outlets	5	17	10	41	8	29	
Confidence	7	25	3	12	8	29	
Public Cost	0.0						
Reduction	1	3	1		P		
No Response to	1 2 1				1		
Question	-				2	6	

matched volunteer group also mentioned "confidence", and "public cost reduction" as goals but neither of these goals are stated by the Man-to-Man program. The matched volunteers seem to view Man-to-Man as a program to aid the client in finding a "job" or "housing" and establishing a "friend" relationship with little emphasis on effecting change in the client.

The matched inmate gave the following goals in response to Question 1, "What are the goals of the Man-to-Man program?" The goals are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(83%)
2.	Employment	(62%)
3.	Housing	(58%)
4.	Attitude Change	(41%)
5.	New Social Contacts	(41%)
6.	Confidence	(12%)

These results indicate that the matched inmates mentioned the goals stated by the Man-to-Man program with the second highest frequency. They also mentioned the goals of "attitude change" and "new social contacts" , with a higher percentage than any other group. The matched inmate group like the matched volunteer group seems to view Man-to-Man as a program to aid the client with practical objectives rather than effecting change.

The unmatched inmates gave the following goals in response to Question 1, "What are the goals of the Man-to-Man program?" The goals are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(84%)
2.	Employment	(39%)
3.	Attitude Change	(39%)
4.	Housing	(39%)
5.	New Social Contacts	(29%)
	Confidence	(29%)
	Reintegration	(6%)

These results indicate that the unmatched inmate group have expressed the stated goals of the Man-to-Man program the least of all the groups.

Comparatively, the highest percentage of a perceived goal was for "friendship" for all three groups. The helping or practical considerations--"employment" and "housing"--are ranked high in percentage for all the groups. Whereas the personal change goals--"attitude change" and "new social outlets"--received less percentages of group responses. Three goals--"confidence", "public cost reduction", and "reintegration"-were stated by the groups but these goals were not stated in the Man-to-Man literature.

From observing Table 1, it can be stated that the matched inmates have the most conformity in expressing their perceived goals of Man-to-Man with its stated goals and that the unmatched inmates have the least amount of conformity.

Table 2 (page 20) illustrates the results of Question 2 from the questionnaire listed in Appendix A for the three groups of participants within the Man-to-Man program.

The matched volunteers gave the following expectations in response to Question 2, "What do you expect a volunteer within the Man-to-Man program to do?" The expectations are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(71%)
2.	Write	(57%)
3.	Visit	(57%)
4.	Find job	(21%)
5.	Reintegration	(17%)
6.	Housing	(14%)
7.	Truthful	(10%)

TABLE 2

RESULTS IN PERCENTAGES FOR THE THREE GROUPS OF MAN-TO-MAN PARTICIPANTS TO THE QUESTION, "WHAT DOES ONE EXPECT FROM A VOLUNTEER WITHIN THE MAN-TO-MAN PROGRAM?"

	Groups of Participants					
		Matched	Ma	atched	· Unma	atched
Expectations	Vol	lunteer(28)	Inma	ate(24)	Inma	ate(33)
	Number	Percentage	Number	Percentage	Number	Percentage
Write	16	57	12	50	4	12
Visit	16	57	14	58	7	21
Truthful	3	10			4	12
Show Interest	1 3 . 3				13	39
Reintegrate in	1					
Society	5	17	1.00		6	18
Keep from		A BAR	1 W W			
returning	1 3 . 5		P. 33		1	3
Friendship	20	71	24	100	21	63
Find job	6	21	8	33	3	9
Housing	4	14	8	33	1	3
Understanding	1 7		18	75		
No response to	1 3 1				3 1	
Question	1.9.1				1	3

These results indicate that the matched volunteer viewed "friendship", "write", and "visit" as the major volunteer expectations. Several other responses were given as volunteer expectations but they were mentioned infrequently. These results indicate that as a group the matched volunteers were generally consistent in their responses concerning what is expected of a volunteer.

The matched inmates gave the following expectations in response to Question 2, "What do you expect a volunteer within the Man-to-Man program to do?" The expectations are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(100%)
2.	Understanding	(75%)
3.	Visit	(58%)
4.	Write	(50%)
5.	Find a job	(33%)
6.	Housing	(33%)

These results indicate that the matched inmates as a group were highly consistent in their responses concerning what is expected of a volunteer.

The unmatched inmate gave the following expectations in response to Question 2, "What do you expect a volunteer within the Man-to-Man program to do?" The expectations are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(63%)
2.	Show interest	(39%)
3.	Visit	(21%)
4.	Reintegrate	(18%)
5.	Truthful	(12%)
6.	Write	(12%)
7.	Find job	(9%)
8.	Housing	(3%)
9.	Keep from returning	(3%)

These results indicate that the unmatched inmates were generally consistent in viewing "friendship" as an expectation. The wide disparity of responses as well as the infrequency with which these responses were mentioned indicates that as a group the unmatched inmates were highly inconsistent concerning what is expected of a volunteer.

Comparatively, the most frequently listed expectation for all groups was "friendship". There was a very strong consensus between the matched volunteer, the matched and unmatched inmate groups with regard to this expectation. There appeared to be some consensus between the matched volunteer group, the matched inmate group, and the unmatched inmate group regarding other volunteer expectations; but the consensus was not nearly as strong as for the "friendship" expectation.

Table 3 (page 23) illustrates the results of Question 3 from the questionnaire listed in Appendix A for three groups of participants within the Man-to-Man program.

The matched volunteer gave the following responsibilities in response to Question 3, "What are the responsibilities of a volunteer within the Man-to-Man program?" The responsibilities are ranked in the order of frequency with which they were named by the respondents.

1.	Visit	(64%)
2.	Be a friend	(60%)
3.	Write	(53%)
4.	Encouragement	(32%)
5.	Housing	(21%)
6.	Escort out of prison	(17%)
7.	Honest	(10%)
8.	Reduce recidivism	(7%)
9.	Promote M-2	(3%)

These results illustrate that the perceived responsibilities of the matched volunteer were "being a friend", "visiting", and "writing" the matched partner. An explanation as to why the matched volunteer viewed "visiting" and "writing" to be so important might be that only three

TABLE 3

RESULTS IN PERCENTAGES FOR THE THREE GROUPS OF MAN-TO-MAN PARTICIPANTS TO THE QUESTION, "WHAT ARE THE RESPONSIBILITIES OF A VOLUNTEER WITHIN THE MAN-TO-MAN PROGRAM?"

The second s	-	Gi	coups of	f Participan	ts	
Responsibilities	Matched		Matched Inmate(24)		Unmatched Inmates(33)	
		Percentage	Number	Percentage	Number	Percentage
Help in prison					2	. 6
Readjust	1. 19 19 19		8	33	6	18
Understanding			15	62	6	18
Be a friend	17	60	24	100	11	33
Find job					1	3
Advise	1 2 1		20	83	4	12
Visit	18	64	23	95	2	6
Write	15	53	20	83	8	24
Encouragement	9	32				
Escort out of						
prison	5	17	6.3			
Housing	6	21	1. 1.			
Honest	3	10	1.1			
Reduce			1.1		1000	
recidivism	2	7	11 12			
Promote M-2	1	3	1		1	
No response to	1.64		1 2			
question			1	4	2	6

volunteers are matched with parolees and the remainder are matched with inmates.

The matched inmate gave the following responsibilities in response to Question 3, "What are the responsibilities of a volunteer within the Man-to-Man program?" The responsibilities are ranked in the order of frequency with which they were named by the respondents.

1.	Be a friend	(100%)
2.	Visit	(95%)
3.	Write	(83%)
4.	Advise	(83%)
5.	Understanding	(62%)
6.	Readjust	(33%)

These results illustrate that the matched inmates view the volunteer as a source of communication with the world outside of prison. These stated responsibilities do, however, coincide with most of the stated responsibilities of the matched volunteer. The matched volunteer group and the matched inmate group both perceive "visit", "write", and "be a friend" as major responsibilities. These responsibilities are listed as volunteer responsibilities within the Man-to-Man program.

The unmatched inmate gave the following responsibilities in response to Question 3, "What are the responsibilities of a volunteer within the Man-to-Man program?" The responsibilities are ranked in the order of frequency with which they were named by the respondents.

1.	Be a friend	(33%)
2.	Write	(24%)
3.	Readjust	(18%)
4.	Understanding	(18%)
5.	Advise	(12%)
6.	Visit	(6%)
7.	Help in prison	(6%)
8.	Find a job	(3%)

The results for the unmatched inmate group indicate that they perceive "be a friend", "write", and "visit" as volunteer responsibilities. However, these are not the only responsibilities that the volunteer has according to the stated responsibilities of the Man-to-Man program. This group also indicated several responsibilities not stated by the Man-to-Man program.

The wide disparity of responses by this group as to what constitutes a volunteer responsibility as well as the relatively low percentage of any one response indicates that this group does not perceive the volunteer responsibilities to be those stated by the Man-to-Man program.

Comparatively all the groups stated that it was the volunteer's responsibility to "be a friend". There was no other responsibility listed by each group. The matched volunteers did not perceive "readjust" as a responsibility whereas the matched and unmatched inmates list it as a responsibility. The matched volunteers view "find a job" as a responsibility of the volunteer whereas the matched and unmatched inmates placed `little if any importance on it as a responsibility for the volunteer.

"Housing" was listed as a responsibility of the volunteer by 21 per cent of the matched volunteers and this coincides with the stated responsibility of the volunteer by the Man-to-Man program; however no other group mentions this as a responsibility of the volunteer.

The matched and unmatched inmates expressed "keep in touch with family" as a responsibility of the volunteer--20 per cent and 3 per cent respectively; however, the matched volunteer group did not express this as a responsibility.

The results of Table 3 illustrate that the "responsibilities of the volunteer" do not share a common consensus among a group or between the groups, with the possible exception of "to be a friend."

Table 4 (page 27) illustrates the results of Question 4 from the questionnaire listed in Appendix A for three groups of participants within the Man-to-Man program.

The matched volunteer gave the following motivations in response to Question 4, "Why would a person volunteer for participation in the Man-to-Man program?" The motivations are ranked in the order of frequency with which they were named by the respondents.

1.	Friendship	(53%)
2.	Personal Satisfaction	(28%)
3.	Useful Citizen	(25%)
4.	Help keep out of prison	(19%)
5.	Religious Conviction	(17%)
6.	Prevent recidivism	(14%)
7.	Concern for prison	
	conditions	(14%)
8.	Concern for inmate	(2%)

These results illustrate that the matched volunteer views "friendship" as being the primary motivation for volunteer participation. The wide disparity of responses by this group (with the exception of "friendship") as to motivation indicates relatively little consensus. However, several responses seem to indicate that the volunteers have volunteered for reasons beneficial to themselves rather than for reasons beneficial to their client or for reasons which would be beneficial to both volunteer and client.

The matched inmate gave the following motivations in response to Question 4, "Why would a person volunteer for participation in the Man-to-Man program?" The motivations are ranked in the order of

TABLE 4

RESULTS IN PERCENTAGES FOR THE THREE GROUPS OF MAN-TO-MAN PARTICIPANTS TO THE QUESTION, "WHY WOULD A PERSON VOLUNTEER FOR PARTICIPATION IN THE MAN-TO-MAN PROGRAM?"

A P A	Groups of Participants					
		fatched	M	atched	Unmatched	
Motivations	Volunteer(28)		Inmate(24)		Inmate(33)	
	Number	Percentage	Number	Percentage	Number	Percentage
Prevent					0	
recidivism	4	14	1.5			
Friendship	15	53	24	100	10	30
Useful citizen	7	25	1			
Concern about prison cond.	4	14	3			
Concern for inmate	2	7	22	91	4	12
Personal	1.3					
satisfaction	9	32	見い言			
Help keep out			3 8		1	
of prison	4	14	2 2			
Religious	1.2		1.2			
conviction	5	17	5	20	4	12
Sympathy	1		3	12	1	3
Support the					R	
inmate			15	62	4	12
Curious			1.1.1		1	3
No response to						
Question			2	8	1	3

frequency with which they were named by the respondents.

1.	Friendship	(100%)
2.	Concern for inmate	(91%)
3.	Support for inmate	(62%)
4.	Religious conviction	(21%)
5.	Sympathy	(13%)

These results indicate that although the matched inmate views "friendship" as the primary motivation for volunteer participation, they also frequently viewed "concern for the inmate" and "support for inmate" as volunteer motivation. These results indicate that as a group the matched inmates were consistent in their responses concerning volunteer motivation.

The unmatched inmate gave the following motivations in response to Question 4, "Why would a person volunteer for participation in the Man-to-Man program?" The motivations are ranked in the order of frequency with which they were named by the respondents.

1.	Concern for inmate	(42%)
2.	Religious Conviction	(12%)
3.	Support for Inmate	(12%)
4.	Friendship	(3%)
5.	Sympathy	(3%)
6.	Curious	(3%)

These results indicate that "concern for the inmate" was viewed by the majority of the unmatched inmates as the primary volunteer motivation. The relatively low percentage of responses to the other motivations indicates that the unmatched inmate group was inconsistent as to volunteer motivations.

Comparitively, the matched volunteer was the only group to state the "prevention of recidivism" as a reason for being a volunteer. The inmates were the only groups to state that "sympathy" would be a reason why a person would volunteer and the unmatched inmate group also stated that "curiosity" may be a reason for a person being a volunteer.

All of the groups viewed "concern for the inmate" and "religious convictions" as reasons for a person being a volunteer. There was no other consensus as to why a person would be a volunteer in the Man-to-Man program.

CHAPTER V

CONCLUSION

This study was undertaken to investigate the extent to which the participants--matched volunteers, matched and unmatched inmates-of the Man-to-Man program perceive the goals stated by the Man-to-Man program.

A questionnaire was administered to all available participants of the Man-to-Man program for the Northeastern region of Ohio. The questionnaire consisted of four question⁸. Data were analyzed according to the four questions for each group. Comparison between the groups was also noted. The results are listed in Tables 1-4.

Question 1 (Table 1) is "What are the goals of the Man-to-Man program?" "Friendship" was stated by all the groups as a goal of the Man-to-Man program. It would appear from these results that the program's stated goal of "friendship" is perceived by the greater majority of all the participants in the Man-to-Man program. A majority of the matched volunteers, and matched inmates also perceived "housing" and "employment" to be goals of the program and these goals are stated within the Man-to-Man program.

The unmatched inmates did not state "housing" and "employment" as goals of the Man-to-Man program. One explanation for this could be that the goals of housing and employment are in the future at an unknown time for them. Therefore, the most meaningful goal frequently reported is "friendship". While all the participants in the Man-to-Man program perceived "attitude change" and "new social contacts" as goals of that program, there was no large percentage of responses for these goals in any of the groups. These results tend to illustrate that the main emphasis of the Man-to-Man program is "friendship" and aiding a client in finding a "job" and "housing", perhaps at the risk of de-emphasizing the behavioral change potential that is stated as a goal for the program.

"Confidence" was listed by all the groups within the Man-to-Man program as a goal of that program. While this is not a stated goal of the program it does follow the spirit of the program which is aiding a person in becoming a productive individual within the community.

All of the groups within the program listed the goals as stated by Man-to-Man. However, the inmates seem to place greater emphasis on those goals that can best service them in their present situation.

Question 2 (Table 2) is "What do you expect a volunteer within the Man-to-Man program to do?" "Friendship" again was mentioned by a majority of all the groups. This result illustrated that the expectations of the groups in regard to the volunteer is the same as the goals stated by the program. The majority of the matched volunteers and the matched inmates also listed "write" and "visit" as expectations from the volunteers. This also coincides with the goals stated by the program.

The matched volunteers had responded to the goals stated in the Man-to-Man program with a greater frequency than any group even to the extent that they were the only group to state that the client can expect the volunteer to be with him on his release day.

While all the participants in the Man-to-Man program perceived "attitude change" and "new social contacts" as goals of that program, there was no large percentage of responses for these goals in any of the groups. These results tend to illustrate that the main emphasis of the Man-to-Man program is "friendship" and aiding a client in finding a "job" and "housing", perhaps at the risk of de-emphasizing the behavioral change potential that is stated as a goal for the program.

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The matched volunteers had responded to the goals stated in the Man-to-Man program with a greater frequency than any group even to the extent that they were the only group to state that the client can expect the volunteer to be with him on his release day.

The unmatched inmate had the most diversity of responses and the least conformity on individual responses, concluding that they are the group that least perceives what to expect from a volunteer. This might be explained by their lack of communication with the program and also to the fact that the inmates are selected for the program and therefore may have little wish or desire to gain knowledge concerning the program. If these could be explanations, then one would expect the inmates perceived expectations to increase when they are matched and the results on Table 2 bear this out.

Question 3 (Table 3) is "What are the responsibilities of a volunteer within the Man-to-Man program?" Appendix C lists the responsibilities. All of the groups responded that being a "friend" was a responsibility of the volunteer. None of the volunteers perceived readjustment as a responsibility of a volunteer although this is a goal of the Man-to-Man program as well as a responsibility of the volunteer.

The inmates, both matched and unmatched, viewed keeping in touch with the inmate's family as a responsibility of the volunteer. The volunteers did not list this as a responsibility nor does the Man-to-Man program list this as a responsibility. However, the inmate achieving a friendship with the volunteer must then expect the volunteer to communicate with his family. This perhaps should be incorporated in the Man-to-Man program, since family ties are important in the resocialization process of the inmate when he leaves prison.

The unmatched inmate has again shown the least conformity on responses, concluding that they are the group that least perceives the responsibilities stated in the Man-to-Man program.

Table 3 illustrates that there are many divergent perceptions, with the exception of "being a friend", of what the responsibilities of the volunteer are within the Man-to-Man program.

Question 4 (Table 4) is "Why would a person volunteer for participation in the Man-to-Man program?" Table 4 illustrates that all the groups gave many responses to this question. However, these groups consistently stated three reasons for volunteer participation in the program. They were "concern for the inmate", "religious conviction", and "friendship". It would seem from these results that Man-to-Man has been successful in its attempt to be a social program to aid the inmate. The idea that volunteers are concerned for the inmate would facilitate the friend concept that is stated as a goal for Man-to-Man and that has been unanimously stated throughout the study by the groups.

In conclusion, the goals of the Man-to-Man program are on the whole correctly perceived by the participants. Therefore, the program is basically targeted on its purported goals. The matched volunteers generally perceived the goals of the program more accurately and comprehensively than the other groups. The matched inmates perceived the goals as being generally functional for them--"visits" and "writing". Few expressed adjustment or aiding the reintegration process as being a goal of Man-to-Man. The unmatched inmates showed, generally, the least understanding of the Man-to-Man program, whereas there was a wide diversification for the other perceived goals.

Members of each group responded emphasizing their own perspectives in regard to the goals and responsibilities of the program. However, the greater majority did perceive the goals and responsibilities as stated by the Man-to-Man program.

APPENDIX A

Questionnaire

What are the responsibilities of a voluciear within the Man-to-Man

Imate: Satched

QUESTIONNAIRE .

Please check one: Currently you are Volunteer: Matched Unmatched Parolee Inmate: Matched Unmatched Parole Officer

Please answer all of the following questions. You may use the back of the sheet if more space is needed.

1. What are the goals of the Man-to-Man program?

2. What do you expect a volunteer within the Man-to-Man program to do?

- 3. What are the responsibilities of a volunteer within the Man-to-Man program?
- 4. Why would a person volunteer for participation in the Man-to-Man program?

APPENDIX B

Background of the Man-to-Man Organization

Simone, in deing a prody of after-cars programs throughout

BACKGROUND OF THE MAN-TO-MAN ORGANIZATION

In 1963 Richard Simmons, a minister and former missionary in the slums of New York, moved to the State of Washington and at the urging of a friend began to visit two young men in the Washington State Reformatory. Increasingly, he became aware of the public's indignation toward crime and criminal offenders and as a result of conversation with the offenders he became aware of their frustration towards the public's inacceptance of and unwillingness to help the about-to-be-released offender.

Deeply troubled by the situation, Simmons began to seek answers. He found that men who were released from prison and recidivated usually were those severely isolated from their families, or without families, friends, and jobs. They had little money and practically no acceptance by society.

Simmons, in doing a study of after-care programs throughout the world, became impressed with the volunteer concept which was being utilized with apparent success in the Netherlands and Holland. That concept stuck with him and he began actively campaigning for its use in the United States. Simons became convinced that getting to the offender before his release and helping him build some positive attitudes would be the most successful solution to recidivism.

I'm convinced this can be done on a man-to-man basis, with the free man going to visit the imprisoned man for one reason only-because he cares. I'd like to call the program M-2 for Man-to-Man.¹

¹Arthur Gordan, "They go to Prison on Purpose," <u>A Reader's</u> Digest Reprint, August, 1970, p. 2. One of the founding principles of Man-to-Man was the belief that a man who endures loneliness during incarceration and is homeless and friendless on release is less likely to make a successful adjustment to civilian life. He is more likely to become a recidivist. Man-to-Man evolved from the work of Simmons and is now in operation in 15 states and three countries. All of these Man-to-Man programs are designed to reduce crime by organizing volunteers to help end criminal careers, and to help offenders return to the community as productive and responsible citizens.

Man-to-Man was introduced in Ohio three years ago by Dr. Richard White, present chairman of Ohio M-2 and it certainly reinterates Simmons' philosophy.

Man-to-Man is based on the concept that there are several hundred estranged men and women in Ohio institutions who are in need of a friend or helping hand in time of crisis. A survey of the Ohio Penitentiary in 1971 revealed that one-third of the inmate population, then between 1800 and 1900, had neither mail nor visitors in a six month period. An analysis of the inmates at the London Correctional Institution in 1971 revealed that 31 per cent of the total population, between 1400 and 1500, had no visits in a 12 month period. Of this 31 per cent, approximately one-half received fewer than six letters in the same period.

Realizing the high rate of recidivism in the state, the founders of Man-to-Man felt that providing these estranged individuals with a liaison to the outside world while incarcerated and a friend to look to after parole could make a significant difference in lowering recidivism rates by these groups. It is the assumption that by matching a concerned citizen, an M-2 associate, the man in the institution can be motivated to improve himself with the assistance of the M-2 associate.²

All individuals who become involved in Ohio's Man-to-Man program attend a briefing session on what it means to work with an offender and what can be accomplished. A comprehensive volunteer handbook and other

²Richard P. Seiter, John J. Baumeister, and The Ohio State University, <u>Program Evaluation Report: Man-to-Man Associates</u>, Columbus, Ohio: 1973, p. 4. (Mimeographed.) relevant information is provided which help an individual determine his own abilities as a volunteer. After going over this material, the individual makes an application as a volunteer candidate. The application is processed and the volunteer is then matched with an inmate.

Inmates are selected for participation in the Man-to-Man program according to the following special conditions:

- 1. Desire to be in the program
- 2. Are alone ... receiving very little mail--few or no visits
- 3. Are within 6 to 12 months of expected release date-
- 4. Are returning to a volunteer's home area³

Once the volunteers and inmates are selected and matched, they begin regular visiting and writing in an attempt to form a mutually beneficial relationship. The goals of the volunteer are to help locate new social outlets, help locate housing or employment, encourage positive changes of attitudes and most important, establish a firm and honest relationship.

Ohio's Man-to-Man program was evaluated in 1973 by Richard Seiter, John Bauemister, and the Ohio State University. This evaluation was concerned with program operations of the Man-to-Man program for the first year. "The purpose of this evaluation is to quantitatively analyze the first year of operation of the Man-to-Man program."⁴

Several questionnaires were developed and sent to the various groups involved in the Man-to-Man program. These groups are as follows: 1. Man-to-Man volunteers; 2. Inmate/Parole associates; 3. Institutional/ Parole Liaison Personnel; 4. Man-to-Man Associates Staff; and

³Man-to-Man Associates, <u>Handbook for Man-to-Man Associates</u>, Columbus, Ohio: 1973, p. 5. (Mimeographed.)

⁴Seiter, Program Evaluation Report: Man-to-Man Associates, p. 10.

5. Man-to-Man Board of Trustees. The questionnaire administered to the volunteer was designed to determine involvement in the program, feelings about the matching of the M-2 associate and his friend, areas volunteers feel the program can be most effective, family participation, M-2 staff cooperation, progress of the friend, and ideas for improving the program.

Volunteer responses to the questions concerning involvement indicated that while their friend was incarcerated the number of visits were about three times for each two month period, and the volunteer spent approximately eight hours with his friend over the same time period. Once on parole, volunteer contacts with friends were five times over a two month period and spent approximately seven hours with his friend over the same time period.

Responses to the questions concerning matching, family participation, and staff cooperation, indicated the volunteers felt that the match was adequate, rated family participation extremely high, and staff generally helpful particularly in answering questions and solving problems.

Responses to the questions concerning the progress of the friend . as seen by the volunteer indicated that there was no consistent progress mentioned by volunteers, although several mentioned that their friends were more concerned about life and were more friendly and outgoing.

Responses to the questions concerning the areas in which the program was most effective indicated that the volunteers viewed the one-to-one relationship, personal concern, and help through friendship as the best features of the program. Volunteers recommended numerous ideas for program improvement. They were improved help in understanding

and assisting their friends, improved relations with staff of penal institutions, better recruitment and selection of volunteers and inmates, and greater interaction among the volunteers so that experiences, problems, and solutions could be shared.⁵

The questionnaire administered to the Inmate/Parole associate was designed to . . . survey the Inmate/Parole attitude towards the effectiveness of volunteers in various areas, staff cooperation, and ideas for improvement.

Inmate/Parolee responses to the questions concerning volunteer effectiveness indicated volunteers could be of some help in finding employment but the major value of the volunteer was viewed as helping bridge the institution/community gap.

Cooperation of the Man-to-Man staff was rated extremely high. Inmate/Parole associates felt the Man-to-Man staff was very helpful and were pleased with the adequacy of the matching process.

Inmate/Parole associates responses to the questions concerning ideas for improvement indicated that the Man-to-Man program could be improved by enlisting more volunteers.⁶

Institutional/Liaison personnel questionnaires . . . asked questions concerning their role in M-2 associates, specific areas of benefit or possible problems in the institution and on parole, and their ideas for improvement in the program.

Institutional/Liaison personnel responses to the questions concerning their role in the Man-to-Man program indicated that they viewed their role basically as a communications go-between and

> ⁵Ibid. ⁶Ibid.

assisting in the matching process. Liaison personnel suggested a variety of ways in which the program could aid inmates, usually relating to friendship or helping an inmate to see himself as others see him. No institutional problems were reported due to the program. The effects on the other inmates was seen as positive. Recommended changes again indicated a need for more volunteers.⁷

Man-to-Man staff members . . . were administered questionnaires to measure their concept of M-2, their specific roles, and general areas of strengths, weaknesses, and potential improvement.

The staff felt that they could be very helpful in bridging the institution/community gap, but not nearly as helpful in finding employment. They viewed the strength of the program as being the volunteers one-to-one contact. They felt that one-to-one contact was effective in helping men to help themselves. The major weakness and area of improvement was viewed by the staff to be that of coordination, supervision, and supporting of volunteers.⁸

The questionnaire administered to the Man-to-Man Board of Trustees . . . was aimed at areas of maximum effectiveness, strengths, weaknesses, and possible improvements within the program.

Responses by the Board of Trustees to the questions concerning the strengths and weaknesses of the program indicated that almost all the trustees felt the best feature of the Man-to-Man program was the matching on a one-to-one basis, stressing the formulation of a level of trust, confidence, friendship, and respect. The major area of improvement was viewed as being that of community education. Other

7 Ibid., p. 11.

8_{Ibid., pp. 11-12.}

areas of improvement such as increased matches, more supervision of volunteers, development of women work, and job expansion were also indicated.⁹

9<u>Ibid</u>., p. 12.

APPENDIX C

The Goals and Responsibilities that are Stated

by the Man-to-Man program

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THE GOALS AND RESPONSIBILITIES THAT ARE STATED

BY THE MAN-TO-MAN PROGRAM

Organization Goals

- 1. TO Encourage Positive Changes of Attitude
- 2. HELP Locate New Social Outlets
- 3. SEEK Employment
- 4. HELP Locate Housing
- 5. ESTABLISH a Firm and Honest Friendship

Volunteer Responsibilities

- 1. TO VISIT and to correspond with my assigned friend at least once a month throughout his confinement.
 - 2. TO SHARE release day with him.
 - 3. TO MAINTAIN contact with him and assist him in his re-entry into
 - 4. TO ATTEND quarterly M-2 seminars for associates as scheduled by my M-2 supervisor.

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