

DEPARTMENT OF CORRECTIONS
FRIENDS OUTSIDE PRISON REPRESENTATIVE PROGRAM

REPORT TO THE LEGISLATURE
(AB 2848, CHAPTER 1038, STATUTES OF 1980)

110730

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GEORGE DEUKMEJIAN, Governor

CALIFORNIA DEPARTMENT OF CORRECTIONS
OFFICE OF COMMUNITY RESOURCES DEVELOPMENT

RTL-88-1

PREFACE

This report is in compliance with AB-2848 (Egeland), as enacted by Chapter 1038, statutes of 1980. Under the provisions of this legislation, the Department of Corrections is mandated to contract with a private nonprofit agency to provide personnel to correctional institutions who shall accomplish the following:

- a) An increase in the direct communication between inmates and their families.
- b) An increase in the number of visits between inmates and their families.
- c) An increase in the number of contacts between institutional staff and the families of inmates.
- d) The location of relatives with whom an inmate has lost contact.
- e) The reduction of inmate anxiety regarding family problems.

The Department of Corrections (CDC) recognizes that family communication, visits, and family contact in general are positive factors in assisting persons incarcerated in the prison system to accept the requirements and limitations of prison life. When the inmate family unit is maintained through the period of incarceration, chance of a successful parole is increased. And, upon release, these same factors offer an increase in the potential for successful reintegration into society.

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EXECUTIVE SUMMARY

Each year since 1981, the Department of Corrections (CDC), has entered into contractual agreements with Friends Outside National Office (FONO), a private, nonprofit organization, for the purpose of operating a Prison Representative Program inside five of the CDC Institutions.

A Prison Representative is a non-departmental employee working inside the institution perimeter to resolve family problems, arrange visits, provide counseling in re-entry and employment, facilitate or provide legal referrals and provide food, clothing, transportation, and lodging for families of inmates on an emergency basis. These objectives are met through personal contact with inmates, telephone inquiries to appropriate agencies or family members, and through an established network of community-based local Friends Outside Chapters.

California is experiencing an unprecedented growth in its inmate population. Concomitant with this growth is a greater demand by inmates for facilities and services provided by the Friends Outside Program. In response to the proliferation of service needs, negotiations began with the California Department of Corrections and the California Legislature to secure the additional funding necessary to address the growing number of priorities and service requests being made by the general inmate population.

In 1986, Friends Outside received expansion funds from the California Department of Corrections and augmentation funds from the California Legislature. These funds were appropriated to provide full-time Prison Representative positions in the four new prisons scheduled to open during fiscal year 1986/87; and to expand from half-time to full-time Prison Representative services in existing institutions.

During 1987, expansion funds and augmentation funds from the Legislature facilitated the placement of full-time Prison Representatives in the following new institutions: Northern California Women's Facility; Richard J. Donovan Correctional Facility at Rock Mountain, San Diego; California State Prison, Corcoran; and Mule Creek State Prison. California Men's Colony as well as California Institution For Women had their respective Prison Representative positions up-graded from half-time to full-time; the California Medical Facility, the Sierra Conservation Center, and the California Rehabilitation Center received full-time Prison Representatives. Friends Outside presently has full-time Prison Representatives in twelve correctional institutions in California.

In early 1988, a full-time Prison Representative will be placed in newly opening Chuckawalla Valley State Prison.

FRIENDS OUTSIDE PRISON REPRESENTATIVE PROGRAM

1987 Calendar Year Report

I. Organizational History

Friends Outside National Office (FONO) is a multi-state, nonprofit, community volunteer organization serving inmates and their families. It currently operates in the states of California, Nevada, and Idaho. Friends Outside began in 1955 in San Jose, California, as a volunteer effort to visit county jail inmates and provide assistance to their families. Both direct services and material aid programs were started for inmates and their families, with emphasis on family. As the Friends Outside organization grew, activities were broadened to include more services directly provided to incarcerated and released offenders.

In response to requests from other locations, Friends Outside Chapters were founded in many communities. A philosophy of local control was maintained with each Chapter being an application of local resources in response to local needs. There are currently 19 Chapters, all but two of them in California.

By the year 1970, Friends Outside had provided services to jail inmates and their families for 15 years. During this time, the organization dealt increasingly with families of state prisoners. Unfortunately, Friends Outside had no means of direct access to these prisoners.

In most counties where Friends Outside operated, access to jail inmates was allowed for Friends Outside volunteers who came in for several hours each week. Such a system was not suitable for state prisons. The larger numbers of inmates and the rural location of most prisons made it difficult to recruit adequate numbers of volunteers. Additionally, programs involving large numbers of volunteers coming in on a somewhat irregular basis were not suitable to the operational requirements of the state prisons.

In response to this situation, Friends Outside received permission from the California Department of Corrections to have a staff member with an office inside the Correctional Training Facility at Soledad. This marked the first time that a private organization was permitted to have an office inside a state prison. The first Friends Outside Prison Representative began working in the Correctional Training Facility, Soledad in January 1971. Funds for his salary and expenses were provided by private foundations.

In subsequent years, with the acquisition of additional funds, the program was expanded to serve the institutions at Tehachapi and Vacaville. The program was received very positively by institutional staff as well as by the inmates.

In 1975, Friends Outside, with the support of the Department of Corrections, obtained Law Enforcement Assistance Administration (LEAA) funds, through the California Council on Criminal Justice (CCCJ), to support and expand the Prison Representative Program. With the increased funding, Prison Representatives were placed in the California Institution for Women, California Institution for Men, and California Men's Colony.

San Quentin was also served by a Friends Outside Prison Representative from 1976 through 1978, and a Prison Representative was located at California Correctional Center in 1981 and 1982.

LEAA funds supported the program until the end of calendar year 1980. At that point, support for the program began to come directly from the California Department of Corrections, as authorized and appropriated by AB 2848 (Chapter 1038, Statutes of 1980).

From 1975 through 1985, the level of services allowed by the funds provided for the Prison Representative Program remained relatively constant. In general, a combination of full-time and part-time Prison Representatives were on staff at five or six institutions. Following several unsuccessful attempts to increase the size of the program, two successful efforts were achieved in 1986.

First, the Department of Corrections included funds in its budget to provide full-time Prison Representatives in four new prisons scheduled to open in fiscal year 1986/87. Second, Friends Outside directly approached the Legislature, requesting an augmentation of its budget to expand the program to full-time service in all existing institutions. An augmentation was ultimately approved in the amount of \$144,000.

The combination of the funds for new institutions and the augmentation sought by Friends Outside permitted the placement of full-time Prison Representatives at Northern California Women's Facility; Richard J. Donovan Correctional Facility at Rock Mountain, San Diego; California State Prison, Corcoran; and Mule Creek State Prison; expansion from half-time to full-time for the Prison Representative at California Men's Colony and California Institution for Women; and the creation of new full-time positions at the California Medical Facility, Sierra Conservation Center, and the California Rehabilitation Center.

This expansion, completed during 1987, has tripled the number of full-time equivalent Prison Representative positions, increasing from three full-time and two half-time to twelve full-time positions. The expansion has been made possible by excellent cooperation among Friends Outside, prisons, and the Legislative and Executive branches of the State Government.

The CDC budget for fiscal year 1987/88 includes funds for expansion into the new institutions which will open during this year, California State Prison, Corcoran and Chuckawalla Valley State Prison. These positions will begin in early 1988.

II. Services and Objectives

In 1980, the California Legislature determined that (a) incarceration in a state correctional institution impedes the maintenance of family relationships of inmates; (b) the preservation of the family relationships of inmates at correctional institutions is in the public interest because stability will assist an ex-offender to effectively re-integrate into society; (c) activities designed to maintain family relationships have resulted in an increased number of visits to inmates; (d) maintaining the family relationships of inmates has an impact on reducing the rate of recidivism; and (e) allowing family contact is an effective method of treatment for inmates at correctional institutions.

As a result, the Department of Corrections joined in a contractual agreement with Friends Outside for the operation of the Prison Representative Program inside Department of Corrections' institutions to help preserve the family relationships of incarcerated inmates and their families. The current contract, covering the period of July 1, 1987, through June 30, 1988, is in the amount of \$479,405.

Under this agreement, Friends Outside has maintained full-time Prison Representatives at the Correctional Training Facility, California Correctional Institution, the California Men's Colony, the California Institution for Women, California Medical Facility, the Sierra Conservation Center, California Rehabilitation Center, Mule Creek State Prison, Avenal State Prison, and Northern California Women's Facility.

These Prison Representatives are contracted to provide a minimum number of service units each month (a service unit is defined as the total assistance delivered to an inmate and/or family member in response to a single request) in the following categories:

- (1) Assist inmates in resolving family problems
- (2) Arrange visits
- (3) Provide counseling, re-entry, employment, or educational services
- (4) Facilitate or provide legal referrals
- (5) Provide food, clothing, transportation, and lodging for families of inmates.

Each Prison Representative has a base office within the institution served. This office is situated, when possible, in a location which provides access for mainline inmates. At the institutions that include one or more sub-institutions, such as the Correctional Training Facility, the California Institution For Men, the California Correctional Institution, and most of the new prisons, the Prison

Representatives have the use of satellite offices to provide maximum access by mainline inmates. Prison Representatives are permitted access to non-mainline inmates, either by means of interview rooms in the lock-up units, or through cell front interviews when this access does not create a security hazard.

The Prison Representatives are primary service delivery personnel. They provide services directly to inmates, and services either directly or by referral to members of inmate families.

Most inmates are referred by other inmates or by staff. When an inmate comes to the Prison Representative with a problem, one of the following courses of action is selected: provision of direct service; referral to an appropriate source of assistance; suggestions of how the inmate can use his or her own resources in addressing the problem; or enlistment of the aid of a Friends Outside Chapter or other person or organization to provide service.

III. Type and Number of Problems Addressed

Each Prison Representative submits monthly statistical reports on services provided. These reports are based on the service unit. A copy of the monthly statistical report form is provided as Appendix A. Also included is a printout showing total statistics for calendar year 1986 (Appendix B). Appendix C provides the definitions of the categories on the statistical report form.

The Prison Representative Program completed 27,880 service units during 1987, an increase of 60 percent over 1986. The reason for the large increase is the major expansion of the program during the year. The number of individual inmates served totaled 23,881.

The nature of the problems addressed is as indicated on the statistical report printout (Appendix B). Appendix D shows the types of need or request expressed, in order of frequency, with percentages of total service units.

IV. Changes in Service Needs

As in past years, the two need categories of "Visitor Transportation/Lodging/Services" and "Pre-Release/Parole/Employment" accounted for the bulk of the service units provided by the Prison Representatives. In 1987 these two need categories made up 60 percent of all the needs addressed. Trends in the "need" or "request" category are shown for the past six years in Appendix E.

Significant trends are seen in several of the categories:

- (1) Pre-Release/Parole/Employment cases have replaced Visitor Transportation/Lodging/Services in the top spot. The primary reason for this change is that a large portion of the visitor service cases come from the reception center at CIM. With the expanded program operating in more institutions, the CIM cases represent a smaller portion of the total.
- (2) Child custody cases are markedly up, continuing a three-year trend. This is largely as a result of Friends Outside's increased capabilities in this area, which were gained through the Family Re-unification Project.
- (3) Missing person cases represent 5 percent of the total caseload, a similar proportion to 1984 and 1985.
- (4) Cases dealing with institutional problems have increased to 3 percent of total caseload, up from 1 percent in 1986.

V. Problem Resolution

In 1987, the Prison Representatives reported that 25,926 cases, or 93 percent of their total service units, were satisfactorily resolved. This maintains essentially the same level as has been achieved in 1983-86 and compares favorably with 89 percent in 1982 and 81 percent in 1981. A case is considered to have been resolved satisfactorily when a result has been achieved which contributed to a positive resolution of the need or request expressed by the inmate.

The statistics for type of action (see Appendices A, B, and F) indicate that the Prison Representatives' telephones continue to be their major tool. Approximately 48 percent of their cases involved at least one telephone call.

Provision of information or referral was involved in 49 percent of the cases, up from 41 percent last year and 35 percent in 1985, reflecting an increased knowledge of resources, as well as an increasing emphasis on assisting the inmates in dealing with their own problems and needs. In every case, the Prison Representatives look for ways to provide referral and information which will help the inmates in solving their own problems rather than providing direct service. This enhances the inmate's sense of self-accomplishment and responsibility for action. It also helps the Prison Representatives to reach a larger proportion of the increasing inmate population.

The next most frequently used type of action is consulting with a family member or friend of the inmate. This type of action corresponds closely with cases involving visitor transportation/lodging/services.

Consulting with other agencies was involved in 19 percent of the cases in 1986, continuing last year's upward trend. Again, this reflects the Prison Representatives' increasing knowledge and use of other community resources.

No other type of action was involved in more than 10 percent of the cases. It should be pointed out that Friends Outside's network of chapters continues to be a valuable resource for the Prison Representatives. The Prison Representatives consulted with or enlisted the services of chapters in 9 percent of their cases. This is triple last year's figure. (For definitions of all the types of action, please see Appendix C.)

VI. Impact

The work of the Prison Representatives continues to have significant impact on the lives of the inmates, particularly with respect to their families. The "results" categories reported by the Prison Representatives can be seen in item #9 of the Statistical Case Report forms (Appendices A & B). Particularly with the continued increase in the number of service units, it is obvious that the work of the Prison Representatives has significant impact on the lives of inmates, their relationship with their families, and their potential for re-integration into the community. Among the highlights of those results are:

- 5,063 visits facilitated
- 5,906 parole plans facilitated
- 565 missing persons located (up from 131)
- 2,678 cases of communication established or re-established
- 3,095 economic needs filled

The above results represent tangible and specific impacts on the lives of the inmates and their families. Other results are less tangible but equally important. For example, two of the top categories of results most frequently mentioned, "Inmate Enabled" and "Anxiety Reduced", could apply to many different types of results. Many of the issues and needs which bring inmates to the Prison Representatives have provoked a significant amount of anxiety in the inmate. Anxiety reduction is indicated when the inmate appears more settled and relaxed or exhibits or expresses a decrease in tension. It is particularly important in the prison setting and is the most frequent category of beneficial results of the Prison Representative Program which is cited by prison personnel. Particularly in this era of overcrowding, inmate tensions are a continuous source of concern for institutional order and security. Since the Prison Representative Program reports a reduction in inmate anxiety in more than 4,700 cases during 1987, it can be said to have had a strong positive effect on reducing institutional tension levels.

The result of "Inmate Enabled" frequently corresponds with the delivery of information and referral. It describes the situation in which the Prison Representative has provided information or assistance to an inmate which allows the inmate to solve a problem or complete an action independently.

MONTHLY STATISTICAL CASE REPORT
 PRISON REPRESENTATIVE PROGRAM

1. INSTITUTION: _____ 2. PRISON REP: _____
 3. MON/YR: _____ 4. (A) NO. INDIVIDUALS SERVED: _____
 (B) NO. UNITS SERVED: _____

5. ETHNIC GROUPS:

CAUCASIAN: _____ BLACK: _____ HISPANIC: _____ OTHERS: _____ TOTAL: _____
 (same as 4(a))

7. NEED OR REQUEST EXPRESSED: (The problem expressed to you)

(A) MARITAL PROBLEM _____	(J) CHILD CUSTODY _____
(B) MISSING PERSON _____	(K) WEDDING _____
(C) ILLNESS/DEATH FAMILY _____	(L) DIVORCE _____
(D) ILLNESS/DEATH INMATE _____	(M) INSTITUTION PROBLEM _____
(E) LEGAL _____	(N) FAMILY PROBLEM _____
(F) ECONOMIC-FAMILY _____	(O) CORRESPONDENCE & VISITOR _____
(G) ECONOMIC-INMATE _____	(P) ADJUSTMENT PROBLEM _____
(H) PRE-RELEASE/PAROLE/EMPLOYMENT _____	(Q) OTHER (Describe) _____
(I) VISITOR TRANSPORTATION LODGING SERVICE _____	TOTAL: _____ (same as 4(B))

8. TYPE OF ACTION (What was done about the need?)

(A) PHONE CALL _____	<u>Consulted with/enlisted services of:</u>	
(B) LETTER _____	(G) OTHER F.O. UNIT _____	(L) FAMILY/FRIENDS _____
(C) COUNSELING _____	(H) C.D.C _____	(M) DOCTOR/HOSP. _____
(D) INVESTIGATION _____	(I) PAROLES _____	(N) ATTORNEY _____
(E) TRANSPORTATION _____	(J) OTHER AGENCY _____	(O) OTHER (Describe) _____
(F) INFORMATION REFERRAL _____	(K) EMPLOYER _____	

9. RESULTS: (What was the outcome, what changed?:

(P) VISIT FACILITATED _____	(V) COMMUNICATION ESTAB/RE-ESTAB. _____
(Q) ANXIETY REDUCED _____	(W) PAROLE PLANS FACILITATED _____
(R) MISSING PERSON LOCATED _____	(X) INMATE ENABLED _____
(S) ECONOMIC NEED FILLED-FAMILY _____	(Y) FAMILY ENABLED _____
(T) ECONOMIC NEED FILLED-INMATE _____	(Z) OTHER (Describe) _____
(U) RECONCILIATION AFFECTED _____	(AA) NONE _____
	(AB) PENDING _____
Inmate-Family _____	TOTAL: _____
Inmate-Staff _____	

10. NEEDS SATISFACTORY RESOLVED:

A= _____ B= _____ TOTAL: _____
 (yes) (no)

A PRISON REP STATISTICS 1987	PRISON REP STATISTICS - 1987 - ALL INSTITUTIONS						CAL YR TOT
	1st QTR TOT	2nd QTR TOT	QTR 1 + QTR 2	3rd QTR TOT	4th QTR TOT	QTR 3 + QTR 4	
4(A) No of Ind Inmates Served	4257	5816	10073	6248	7560	13808	23881
(B) No of Service Units	5063	6836	11899	7247	8734	15981	27880
5 Ethnic Group							
(A) Caucasian	1586	2075	3661	2200	2517	4717	8378
(B) Black	1541	2139	3680	2371	2953	5324	9004
(C) Spanish Surname	960	1357	2317	1450	1817	3267	5584
(D) Other	170	245	415	227	273	500	915
Total Ethnic	4257	5816	10073	6248	7560	13808	23881
6 Source of Referral							
(A) Inmate (self)	4136	5619	9755	6467	7656	14123	23878
(B) Institution Staff	632	813	1445	432	650	1082	2527
(C) Other FO Unit	109	129	238	116	160	276	514
(D) Family or Friend	13	43	56	48	66	114	170
(E) Other Agency	163	221	384	111	111	222	606
(F) Other	10	11	21	73	91	164	185
Total Source	5063	6836	11899	7247	8734	15981	27880
7 Need or Request							
(A) Marital Problem	36	65	101	56	49	105	206
(B) Missing Person	190	282	472	319	477	796	1268
(C) Illness/Death-Family	98	152	250	152	106	258	508
(D) Illness/Death-Inmate	18	36	54	28	16	44	98
(E) Legal	151	179	330	270	244	514	844
(F) Economic-Family	42	48	90	108	167	275	365
(G) Economic-Inmate	316	424	740	405	434	839	1579
(H) Pre-Release/Parole/Employment	1722	2206	3928	2259	3342	5601	9529
(I) Visitor Trans/Lodging/Service	1484	2062	3546	1986	1684	3670	7216
(J) Child Custody	93	141	234	175	206	381	615
(K) Wedding	18	14	32	32	27	59	91
(L) Divorce	50	83	133	146	131	277	410
(M) Institutional Problem	71	162	233	211	344	555	788
(N) Family Problem	223	252	475	241	337	578	1053
(O) Correspondence & Visitors	282	402	684	514	690	1204	1888
(P) Personal Adjustment Problems	41	96	137	127	109	236	373
(Q) Other	228	232	460	218	371	589	1049
Total Need	5063	6836	11899	7247	8734	15981	27880
8 Type of Action							
(A) Phone Call	2569	3677	6246	3562	3535	7097	13343
(B) Letter	190	322	512	272	760	1032	1544
(C) Counseling	155	341	496	1046	1012	2058	2554
(D) Personal Investigation	553	604	1157	496	659	1155	2312
(E) Provided Transportation	5	16	21	26	83	109	130
(F) Information or Referral	2397	3208	5605	3430	4500	7930	13535
(G) CW/ES Other FO Unit	267	547	814	775	895	1670	2484
(H) CW/ES CDC	236	546	782	899	1084	1983	2765
(I) CW/ES Paroles	219	605	824	542	666	1208	2032
(J) CW/ES Other Agency	1100	1220	2320	1291	1834	3125	5445
(K) CW/ES Employer	3	13	16	25	25	50	66
(L) CW/ES Family or Friend	1787	2270	4057	2029	1800	3829	7886
(M) CW/ES Doctor/Hospital	16	32	48	34	57	91	139
(N) CW/ES Attorney	63	53	116	63	76	139	255
(O) Other	423	379	802	705	1001	1706	2508
Total Action	9983	13833	23816	15195	17987	33182	56998
9 Results							
(P) Visit Facilitated	1068	1616	2684	1249	1132	2381	5065
(Q) Anxiety Reduced	837	897	1734	1187	1782	2969	4703
(R) Missing Person	193	168	361	73	131	204	565
(S) Econ Need Filled-Family	16	47	63	45	192	237	300
(T) Econ Need Filled-Inmate	668	772	1440	529	826	1355	2795
(U) Reconciliation Affected:	0	0	0	0	0	0	0
Inmate-Family	5	13	18	17	4	21	39
Inmate-Staff	1	30	31	10	282	292	323
(V) Communic Established/Re-Estab	613	881	1494	571	613	1184	2678
(W) Parole Plans Facilitated	1226	1714	2940	1265	1701	2966	5906
(X) Inmate Enabled	1645	2159	3804	1977	3568	5545	9349
(Y) Family Enabled	238	464	702	322	294	616	1318
(Z) Other	60	81	141	141	220	361	502
(AA) None	276	385	661	283	250	533	1194
(AB) Pending	136	224	360	193	178	371	731
Total Results	6982	9451	16433	7862	11173	19035	35468
10 Needs Satisfactorily Resolved							
(A) Yes	4733	6348	11081	6588	8257	14845	25926
(B) No	330	488	818	659	477	1136	1954
(C) Pending	0	0	0	0	0	0	0
Total Resolved	5063	6836	11899	7247	8734	15981	27880

CATEGORY DEFINITIONS

PRISON REPRESENTATIVE PROGRAM STATISTICAL REPORT

The following items correspond to the January, 1986 edition of the Monthly Statistical Case Report form.

Items #1, 2, & 3 are self explanatory. Item #4A is the total number of separate individual inmates served in the current month. Item #4B is the total number of separate cases dealt with in one month. If an inmate comes to you more than once with different cases, count each time separately. If an inmate brings two cases on one visit, count each case separately.

Item #5. Ethnic Groups. This should be based on your observation. The total of all of the numbers listed for Item #5 should equal the total for Item #4A.

Item #6. Source of Referral. This item asks for the identification of who referred the case to you:

- Inmate (self): The inmate with the problem made the initiating contact with the Prison Representative directly.
- Institution Staff: Any CDC employee at the institution referred the case to you.
- Other Friends Outside Unit: The case was referred to you by a Friends Outside Chapter, another Prison Representative or Friends Outside National Office.
- Family or Friend: The case was referred to you by a family member or friend of the inmate.

- Other Agency: The case was referred to you by a private or public agency other than Friends Outside, such as a Public Defender or M-2 Sponsors.

- Other: Any other referral source.

Item #7. Need or Request Expressed. (The problem expressed to you): This category is for categorizing the problem as expressed to you by the inmate.

A. Marital Problem: A problem relating to the marriage (legal or "common law") relationship of an inmate.

B. Missing Person: A request for assistance locating and/or contacting a person with whom contact has been lost.

C. Illness/Death - Family: A request relating to the illness or death of a person with whom an inmate has a family or close personal relationship.

D. Illness/Death - Inmate: Involves the illness or death of the inmate.

E. Legal: A request for assistance, information, or referral relating to an actual or potential civil or criminal litigation, other than child custody or divorce.

F. Economic - Family: Difficulties experienced by the inmate's family in providing for its subsistence needs. Other financial and resource needs of the families can be included here.

G. Economic - Inmate: Issues relating to an inmate's need for money, or difficulties in gaining access to and/or control of his or her funds. Includes assistance with "dress-out" clothing.

- H. Pre-Release/Parole/Employment: Any need or request dealing with preparation for release from the institution either to the community or to a pre-release program.
- I. Visitor Transportation/Lodging/Services: Any request for information or services relating to a prospective or actual visit.
- J. Child Custody: A case in which the legal custody of the inmate's child is at issue.
- K. Wedding: Any request dealing with the wedding of an inmate.
- L. Divorce: Any request dealing with the divorce of an inmate.
- M. Institution Problem: Any request dealing with a problem which the inmate is experiencing at the institution which is unrelated to the outside. The identified focus of the problem could be institutional or departmental staff, regulations, environment, or other inmates.
- N. Family Problem: Any issue which relates to the inmate's family, and which does not fit into any of the other categories in this section.
- O. Correspondence and Visitors: A request for someone to correspond with or visit. (This category is not for use in listing issues relating to actual visitors or correspondents of the inmate.)
- P. Personal Adjustment Problem: This category is generally used for relatively undefined problems. It is frequently experienced as an inmate's desire to talk without specific issue, or without a specific request.

Q. Other: Any matters not remotely classifiable into any of the other categories in Item #7. Since the other categories are reasonably exhaustive, this category should be used infrequently.

Item #8. Type of Action. In this item should be listed all of the action which you undertook in response to the need or request expressed.

A. Phone Call: A telephone call made by the Prison Representative.

B. Letter: Any written communication sent by the Prison Representative.

C. Counseling: A conversation with the inmate with the goal of assisting the inmate in understanding, coping with, and/or changing his or her condition. In order to be counted in this category, it should be substantial enough to stand alone as a definite initiative by the Prison Representative with a specific goal or goals in mind.

D. Personal Investigation: The Prison Representative personally checks into a particular problem to determine the facts of the case or its possible resolution, as opposed to simply presenting work that has been accomplished by others.

E. Provided Transportation: The Prison Representative personally provides transportation.

F. Provided Information or Referral to Inmate: The Prison Representative provides information to the inmate which the inmate can use in resolving the need or request, or refers the inmate to another source of assistance or information.

G.-0. Consulted With/Enlisted Services Of: When in the course of responding to the inmate's request, the Prison Representative consults with or enlists the services of anyone other than him/herself, it should be listed here, according to the following definitions:

G. Other Friends Outside Unit: Any Friends Outside Chapter, Prison Representative or Friends Outside National Office.

H. CDC: Any person employed by the California Department of Corrections, except those in the Parole Division.

I. Paroles: Any person employed by the Parole and Community Services Division of CDC.

J. Other Agency: Any public or private agency other than Friends Outside or CDC.

K. Employer: A past, present, or prospective employer of the inmate.

L. Family or Friend: Any family member or friend of the inmate.

M. Doctor/Hospital: Any medical personnel or institution.

N. Attorney: Any attorney, law office, or legal information service.

O. Other: Any person consulted with who does not fit into any of the categories G-N.

Item #9. Results. This item asks for your judgment as to the nature of the results of each case. There may be more than one item listed for some cases.

P. Visit Facilitated: Any assistance, direct or indirect, which encourages, promotes, makes possible, or helps to make arrangements for a visit.

Q. Anxiety Reduced: The inmate appears more settled, relaxed, or exhibits or expresses a decrease in tension. This is obviously a "judgment call" by the Prison Representative. Some cues may be a greater degree of animation in affect, relaxed body movements, appropriate humor, etc.

R. Missing Person Located: The successful resolution of a case listed in Item #7-B, above.

S. Economic Need Filled - Family: Assistance in the meeting of a need listed in Item #7-F, above.

T. Economic Need Filled - Inmate: Assistance in successfully resolving a problem listed in Item #7-G, above.

U. Reconciliation Affected: Through an effort of the Prison Representative, a conflict, problem, or miscommunication is resolved or clarified in a manner viewed as constructive to the party involved.

Inmate - Family: The conflict was between an inmate and a family member.

Inmate - Staff: The conflict was between the inmate and a CDC staff member.

V. Communications Established/Re-Established: Written, telephone, or visiting communications are established between the inmate and someone with whom he or she had not previously communicated; or are re-established with a

person with whom the inmate had been out of touch.

W. Parole Plans Facilitated: Assistance is provided by the Prison Representative which assists the inmate in arranging for transportation, housing, employment, or other aspects of plans for life on the outside following release from the institution to the community or a pre-release program.

X. Inmate Enabled: The Prison Representative has provided information or assistance to an inmate, which allows the inmate to solve a problem or complete an action independently.

Y. Family Enabled: The Prison Representative has provided information or assistance which allows a family member to solve a problem or complete an action independently.

Z. Other: The results of the Prison Representative's action do not fit into any of the other categories in this item.

AA. None: No action is taken or no positive result is achieved.

Item #10. Needs Satisfactorily Resolved. List the number of cases which you feel have been resolved satisfactorily. The general rule is that a result has been achieved which contributed to a positive resolution of the need or request expressed to you by the inmate.

NOTE #1: The term "family" on this form is used to include any person related to the inmate by blood or marriage, or any person with whom the inmate has a close personal relationship.

NOTE #2: Any cases, actions, or results listed in the "Other" categories of Item #7, 8, or 9 must be accompanied by a written description of that need, action or result.

NEED OR REQUEST EXPRESSED, IN ORDER OF FREQUENCY, WITH
RESPECTIVE PERCENTAGES OF TOTAL SERVICE UNITS

1. Pre-Release/Parole/Employment	34%
2. Visitor Transportation/Lodging/Services	26%
3. Correspondence & Visitors	7%
4. Economic-Inmate	6%
5. Missing Person	5%
6. Family Problem	4%
7. Other	4%
8. Legal	3%
9. Institutional Problem	3%
10. Child Custody	2%
11. Illness/Death-Family	2%
12. Divorce	1%
13. Personal Adjustment Problem	1%
14. Economic-Family	1%
15. Marital Problem	1%
16. Illness/Death-Inmate	0%
17. Wedding	0%
TOTAL	100%

TREND ANALYSIS - NEED OR REQUEST EXPRESSED

	1987		1986		1985		1984		1983		1982	
	#	%	#	%	#	%	#	%	#	%	#	%
Marital Problem	206	1%	55	0%	168	1%	113	2%	70	1%	251	3%
Missing Person	1,268	5%	424	5%	460	4%	319	5%	169	2%	170	2%
Illness/Death-Family	508	2%	258	1%	300	2%	239	4%	329	5%	376	5%
Illness/Death-Inmate	98	0%	38	0%	52	0%	39	1%	41	1%	160	2%
Legal	844	3%	254	1%	307	2%	294	4%	380	5%	482	6%
Economic-Family	365	1%	74	0%	174	1%	52	1%	83	1%	105	1%
Economic-Inmate	1,579	6%	1,287	7%	1,151	9%	267	4%	228	3%	297	4%
Pre-Release/Parole/ Employment	9,529	34%	5,434	31%	2,827	22%	1,928	29%	1,444	21%	1,058	14%
Visitor Transportation/ Lodging/Services	7,216	26%	6,703	38%	4,692	36%	1,039	16%	1,367	20%	1,875	25%
Child Custody	615	2%	190	1%	153	1%	96	1%	118	2%	119	2%
Wedding	91	0%	45	0%	50	0%	34	1%	72	1%	89	1%
Divorce	410	1%	167	1%	67	1%	41	1%	53	1%	81	1%
Institutional Problem	788	3%	215	1%	263	2%	255	4%	422	1%	555	7%
Family Problem	1,053	4%	546	3%	385	3%	421	6%	729	6%	339	5%
Correspondence & Visitors	1,888	7%	493	3%	1,125	9%	622	9%	698	10%	434	6%
Personal Adjustment Problems	373	1%	28	0%	96	1%	215	3%	330	5%	163	2%
Other	1,049	4%	1,248	7%	732	6%	409	6%	357	5%	869	12%

TYPE OF ACTION, IN ORDER OF FREQUENCY, WITH
RESPECTIVE PERCENTAGES* OF TOTAL SERVICE UNITS

1. Provided Information or Referral	49%
2. Phone Call	48%
3. Consulted with/Enlisted Services of (CW/ES) Family or Friend	28%
4. CW/ES Other Agency	20%
5. CW/ES CDC	10%
6. Counseling	9%
7. Other	9%
8. CW/ES Other Friends Outside Unit	9%
9. Personal Investigation	8%
10. CW/ES Parole Division	7%
11. Letter	6%
12. CW/ES Attorney	1%
13. CW/ES Doctor/Hospital	0%
14. Provided Transportation	0%
15. CW/ES Employer	0%

* Percentages add to more than 100, due to multiple
actions on many service units