Impact of the California Parole Supervision and Reintegration Model (CPSRM) on parolee perceptions of supervision

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Glossary

ANOVA	Analysis of Variance
CCCMS	Correctional Clinical Case Management System
CCR	Case Conference Review
CDCR	California Department of Corrections and Rehabilitation
CEBC	Center for Evidence-Based Corrections
CSRA	California Static Risk Assessment
CPSRM	California Parole Supervision and Reintegration Model
DAPO	Division of Adult Parole Operations
DK	Don't Know (questionnaire code)
DRI-R	Dual-Role Relationships Inventory-Revised
EOP	Enhanced Outpatient Program
GED	General Educational Development
ICDTP	In Custody Drug Treatment Program
IRB	Institutional Review Board
MSPSS	Multidimensional Scale of Perceived Social Support
NA	Not Applicable (questionnaire code)
OTC	Over-The-Counter
PACT	Parole and Community Team
PCP	Phencyclidine
PRTF	Parole Reform Task Force
RF	Refuse (questionnaire code)
SD	Standard Deviation
UCI	University of California, Irvine

1. Background to the evaluation

In 2009, the California Division of Adult Parole Operations (DAPO) convened a Parole Reform Task Force (PRTF) to recommend new supervision policies and procedures in light of recent evidence-based research findings and supervision methods being introduced in jurisdictions across the country. The Task Force developed a package of parole reforms called the California Parole Supervision and Reintegration Model (CPSRM). CPSRM represented a significant change to the way that DAPO supervised offenders. Caseloads were reduced from a funding ratio of 70:1 down to 48:1. With fewer parolees to supervise, agents would have more time to get to know the particular needs of parolees and be able to manage these needs more effectively. Agents were given extensive training over a 6-month period in evidence-based practices and the new procedures relating to pre-release planning, case management, quality of supervision, programming, and parolee rewards and incentives. The goal was to shift parole from a 'surveillance' or a 'contact-driven' model of supervision toward an approach that emphasized case management, with parole agents spending more time both understanding the criminogenic risk factors of parolees, and addressing these needs through referrals to programming.

Supervision under a CPSRM model was quite different from routine parole supervision. For example, agents conducted an in-depth interview with parolees at the time of their release from prison and arrival into the parole system to gather detailed information about issues such as their relationships with their family and friends, triggers that caused them to get into trouble, their drug and alcohol use, participation in programs, their perceived challenges in reentering the community, and their plans or goals. Parolees collaborated in developing an individualized case plan and were invited to attend a periodic review of this case plan in a Case Conference Review. Parolees worked with their agents to develop monthly goals, specifying the small steps they agreed to work on in the coming month toward a bigger goal (for example, spending 20 hours looking for a job and attending school for 100 hours). These monthly goals were a tool for the parolee to receive the 'dosage' (i.e. number of hours) required to impact their criminogenic risk factors, and were also a mechanism for the parolee to *be part of* their supervision rather than supervision being something that *happened to them*. Working towards achieving these goals provided evidence of progress that could be used by the parolee during the discharge consideration process. Agents were trained in the use of Motivational Interviewing techniques to improve the quality of the relationship with the parolee and to recognize the importance of the parolee's willingness to change. Taken together, these and the other policy changes implemented with CPSRM represented a dramatic change in the way that DAPO supervised offenders.

CPSRM was introduced at four pilot parole units across the state – one in each of the four parole regions – in August, 2010. Since early 2010, the Center for Evidence-Based Corrections (CEBC) at the University of California, Irvine (UCI) has been involved in evaluating CPSRM implementation. This CEBC process evaluation has used a variety of methods – including surveys, interviews, and a behavioral study – to examine agent perceptions of CPSRM, and change in agent attitudes or behavior brought about by

parole reform policies. CEBC has disseminated several reports presenting the findings from these studies.[1]

In addition to the process evaluation, CEBC is conducting an outcome evaluation to examine the impact of CPSRM on parolee recidivism. This outcome evaluation will compare the rates of parole violations, arrests, convictions and return to custody of parolees supervised at the four CPSRM pilot sites with (a) a control group of parolees supervised under routine parole supervision at four comparable non-CPSRM parole units, and (b) parolees supervised at the four CPSRM pilot sites prior to the introduction of CPSRM.

Purpose of this report

The aim of this report is to present findings from the final component of our process evaluation, which involved interviews with parolees to gather information relating to their perceptions of CPSRM supervision compared to a sample of parolees under routine parole supervision. We also measured self-reported parolee outcome variables such as employment, housing, and substance abuse, to determine whether CPSRM parolees perceived that they were more successful in reentering the community than comparison group parolees.

2. Method

Timing of the interviews

The current study involved interviews with two groups of parolees; parolees who were (a) supervised under the CPSRM model of supervision (the CPSRM group), or (b) supervised under routine parole supervision (the control group). Face-to-face interviews were conducted across California between September 26, 2011 and January 25, 2012. CPSRM was introduced at the four CPSRM pilot sites on August 1st, 2010; consequently, interviews with CPSRM parolees took place approximately 14 – 17 months after CPSRM implementation.

Participating parole units

Interviews were conducted with parolees who were supervised at four CPSRM pilot sites - Bakersfield 7 (Region I), Santa Rosa 2 (Region II), San Gabriel Valley 1 (Region III), and Tricity (Region IV). In addition, we interviewed parolees at four routine parole units that were selected by DAPO as control sites for the ongoing CEBC evaluation on the basis of comparability to the pilot units - Bakersfield 2 (Region I),

[1] Please contact CEBC for copies of our reports or for more detailed information on other components of the CPSRM process evaluation.

Fairfield (Region II), Santa Fe Springs 3 (Region III), and Riverside 2 (Region IV). In a small number of cases parolees reported being supervised by units other than the eight units listed[2].

CPSRM began a state-wide rollout on 1st November 2011 with an additional 20 units converting to a CPSRM model of supervision. The Bakersfield 2 unit, one of our control sites, was selected by DAPO as one of these initial rollout sites. Consequently, Bakersfield 2 switched from routine parole to a CPSRM model of supervision as of 1/11/2011. We interviewed one person from this unit (on the 7th of December 2011) and we made a decision to include this participant in the control group – even though their unit at the time of interview was operating under the CPSRM model – because (a) that person had been on parole at the Bakersfield 2 unit under routine supervision since May, 2010, (b) they had not recently changed their parole agent, (c) they reported their supervision category as High Control (a routine supervision category), and (d) they reported meeting their agent about once per week in the past 30 days and thus had met with their agent approximately 5 times since the implementation of CPSRM. We felt that the views of this participant would be reflective of the routine supervision model. In addition, there were two participants from the Bakersfield 5 parole unit included in the control group that also switched to CPSRM on November 1st 2011 as part of the initial 20-unit rollout. These two participants were interviewed on November 11th and December 7th respectively, and were again included in the control group for the reasons outlined above (they had been on parole for a period of time, had not recently changed agents, reported routine supervision categories, and had met their agents only once or 2-3 times in the previous 30 days).

Interview proforma and measures

An interview proforma containing questions was developed by CEBC and sent to DAPO for comment prior to the study commencing. The interview proforma (attached as Appendix A) included measures of parolee demographic and background characteristics, offending history, experience on parole, satisfaction with supervision, relationship with agent, agent assistance with criminogenic needs, employment and income, education and vocational training/school, referral to programs, housing, social support, substance abuse, mental health, and legal cynicism. In addition to these structured interview questions, at the end of the interview parolees were asked for any additional comments in a free-response format. Parolee responses were anonymous.

Many of the interview questions were developed by Christy Visher and her colleagues from the Urban Institute for the *Returning Home* study of prisoner reentry (see, for example, Solomon, Visher, La Vigne & Osborne, 2006; Brazzell & La Vigne, 2009; Malik-Kane & Visher, 2008; Visher, 2007; Visher, Debus, & Yahner, 2008; Visher & Farrell, 2005; Visher, La Vigne, & Castro, 2003; Visher & Travis, 2003; 2011). We are grateful to these authors for providing their validated interview materials for our use; we identify specific questions from the *Returning Home* study that were integrated into our proforma in Appendix A.

A brief description of the interview questions is provided below.

[2] We assume in these instances that the flyer or toll free number used to recruit participants was passed from a parolee under supervision at a participating unit (who was contacted via our recruitment strategy) to a friend or associate on parole who was supervised by a neighboring unit.

Demographic and background characteristics

Parolees were asked a number of questions relating to their demographic and background characteristics such as their age, gender, race/ethnicity, marital status, and number of children. We asked these questions (a) in order to describe the sample, (b) to test for differences between pilot and non-pilot site parolees, and (c) to examine relationships between demographic variables and the parolee outcome variables we measured.

Offending history

Six questions were administered to parolees to gather information on their history of offending. Parolees were asked their age at first arrest, number of lifetime arrests, arrests since their release from prison, and arrests in the past 3 months. They were also asked how many times they had been to state prison and the most serious charge for which they had been convicted. Parolees were asked whether they were required to register as a sex offender, as well as three questions assessing their gang status (i.e., whether they were a member of a prison gang while incarcerated, whether they were currently a member of a gang, and whether they associated with known gang members).

Parole experience

Interviewees were asked to provide details about current and prior experience on parole. Questions assessed supervision category (if known), California Static Risk Assessment (CSRA) score (if known), special conditions of parole, when they were released from prison, and whether their most recent incarceration was for a new offense or a parole violation. We ascertained whether this was their first time on parole and, if not, whether they had noticed anything different about this parole term compared with prior parole terms. Parolees were also asked to report when they expected to be discharged from their current parole term. Interviewees provided detail about any parole violations they had incurred - both for their entire term as well as in the most recent three months - and what sanctions, if any, they received for these violations. For parolees under CPSRM supervision we asked whether they had been scheduled for a Case Conference Review (CCR), and, if so, whether or not they had attended.

Parolees were asked several questions about their parole agents. Specifically, we asked how many parole agents they had been supervised by on this term, why they changed agents (if they had multiple agents), and how long they had been under the supervision of their current agent. Parolees were also asked questions relating to the frequency and types of contacts with their agents over the 30 days.

Overall satisfaction with supervision

A single question regarding parolees' overall satisfaction with their parole supervision was administered to participants. Satisfaction was rated on a 7-point Likert scale from 1 (very satisfied) to 7 (very dissatisfied), with a score of 4 reflecting a neutral opinion.

Agent-parolee relationship quality

To examine parolee perceptions of the relationship with their agent, participants were administered the Dual-Role Relationships Inventory-Revised (DRI-R; Skeem, Eno Louden, Polashek, & Camp, 2007). Originally designed to assess probation officer and probationer relationships, the DRI-R was adapted for the present study by replacing 'probation officer' with 'parole agent' on each item. The DRI-R comprised

30 items rated on a 7-point Likert scale, with responses assessing how often the parolee felt each item described their parole agent from 1 (never) to 7 (always). Five statements were reverse-scored to minimize acquiescence bias in responding.

Agent assistance with criminogenic needs

Participants were asked to complete a measure of parole agent 'Boundary Spanning'. This measure was developed by Manchak and colleagues (Manchak, Skeem, and Vidal, in preparation) for community corrections personnel working with offenders with mental illness to assess agent skills in meeting offender needs by providing appropriate services. Respondents were asked 11 questions[3] relating to whether agents helped them deal with risk factors (e.g., substance abuse treatment, housing, employment, vocational training or schooling). If parolees indicated that their agent had not helped them with a particular need, they were then asked a follow-up question to determine if they needed help with that particular risk factor.

Employment and income

Parolees were asked a number of questions regarding their employment and income. Specifically, parolees were asked if they were currently employed, the number of jobs they worked, type of job(s), hours per week they worked, and how much they got paid. If parolees reported no current employment they were asked why they were not employed and whether they had worked in the last three months. Parolees were also asked whether they received financial support from government services (such as unemployment, social security, disability, or food stamps), parole, family, friends or other sources in order to arrive at their total income.

Education and vocational training/school

We asked parolees to provide information about their educational attainment and current school enrollment, such as whether they had earned a high school diploma, GED or college degree. If not, they were asked to indicate their highest year of schooling. Parolees were also asked if they were currently enrolled in any form of school (e.g., literacy lab, culinary school, trade school or college).

Referral to programs

Participants were asked whether or not they were attending any other classes, programs or treatment services (such as a job skills program, substance abuse treatment, or anger management). Participants were also asked if there were any classes that they wanted to take but were not able to, what the class(es) would be if they could, and their reason(s) for not having been able to take these classes.

Housing

We assessed the housing status of parolees since their release from prison. Parolees were asked to report where they currently lived (e.g., homeless, own house/apartment, family member's house/apartment) and who they lived with. They were also asked how long they had lived at their

[3] Six of the 11 questions (i.e., legal problems, mental health treatment, substance abuse treatment, entitlements, housing, and vocational training/school) were included in original Boundary Spanning scale. CEBC added 5 questions (i.e., family, friends/associates, coping with anger/feelings, employment, and leisure) to assess other criminogenic risk factors that we felt were important.

current residence, how long they expected to be there, whether they considered their current residence to be stable, and how many different places they had lived since their release from prison.

Social Support and involvement in the community

To determine parolees' level of social support, participants were administered the Multidimensional Scale of Perceived Social Support, developed by Zimet and colleagues (MSPSS; Zimet, Dahlem, Zimet, & Farley, 1988). The MSPSS comprised a 12-item scale designed to examine one's experience of support from three separate sources: family, friends, and a 'significant other/special person'. Each statement was rated on a 7-point Likert scale from 1 (very strongly disagree) to 7 (very strongly agree), with a score of 4 reflecting a neutral opinion.

In order to assess involvement in the community, parolees were asked a single question indexing their involvement in any community-based organizations. Specifically, parolees were asked if there were any organizations in their community that they belonged to, such as a church, sports team or some type of club or group.

Substance Abuse

Participants were asked to self-report their frequency of drug and alcohol use during the previous 30 days. Since this information was sensitive in nature, respondents were reminded at this time by the interviewer that their responses were anonymous and confidential. We then asked parolees how often they had used a number of specified drugs, as well as alcohol, in the past 30 days using a 6-point Likert scale ranging from 1 (daily) to 6 (never).

Mental Health

A number of questions assessed parolees' current and past experience of mental illness symptomatology. Parolees were asked to report whether they had a previous or current diagnosis of a mental illness, and, if so, whether they had received, or were receiving, medication or treatment services for this documented illness. Parolees were also asked to report whether they were classified by CDCR as CCCMS (Correctional Clinical Case Management System) or EOP (Enhanced Outpatient Program) and, if so, whether they were currently receiving services from parole relating to this classification.

Legal Cynicism

Lastly, parolees were asked about their level of cynicism towards the legal process to assess perceptions about whether laws were meant to be broken or whether certain behaviors should be illegal. The legal cynicism scale was developed by Sampson & Bartusch (1998) and included 5 items assessing general beliefs about social norms and legal legitimacy. Items were rated on a 5-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree), with a rating of 3 reflecting a neutral opinion. The legal cynicism measure has been used in large research investigations such as the Project on Human Development in Chicago Neighborhoods (Sampson, Morenoff, & Raudenbusch, 2005) and the Returning Home Study (see Visher, LaVigne, & Travis, 2004) and has been used among various populations, including children and adolescents (Fagan & Tyler, 2005), adults among the general population (Kirk & Matsuda, 2011; Reisig, Wolfe, & Holtfreter, 2011; Sampson & Bartusch, 1998; Sampson, et al., 2005),

and both adolescent (Piquero, Fagan, Mulvey, Steinberg, & Odgers, 2006) and adult offenders (Visher, et al., 2004).

3. Procedure

Recruitment of parolees

We required a recruitment procedure for this study that (a) insured the identity of parolees who contacted us for interviews would not be known to their agents, and (b) selected a representative sample of parolees from participating units to minimize selection bias (the recruitment of parolees who more frequently attended the parole units for office contacts or who were more 'cooperative' would be an example of selection bias). We used a procedure of notifying parolees of the study by means of a recruitment flyer given to them by their agent. A toll free 1-800 number was established at UCI for parolees to call to register their interest in the study. UCI research staff then contacted parolees by telephone to arrange an interview at a convenient time and location.

The recruitment flyer contained information about what was involved in the study and was approved by UCI's Institutional Review Board (IRB). It listed the toll free 1-800 number and informed parolees that they would receive a $20 grocery store gift card to compensate them for their time. For the first phase of recruitment, we asked each unit supervisor to provide the study team with the names of agents at their unit. The UCI study team randomly[4] selected three agents from each unit who were asked to hand out 10 flyers to parolees on their caseload on a 'first-come, first-served' basis until all 10 flyers had been handed out. The research followed-up with the unit supervisors at each of the participating units to insure that flyers had been distributed, although we had no way of tracking individual parolees who received flyers.

UCI research staff monitored the 1-800 number daily and contacted parolees who had called the number and left a message. Information containing parolee names and contact details was stored in a locked cabinet in a locked room at the UCI study team office; this information was destroyed once interviews had taken place. Interview appointments were made with parolees at a time and location convenient to the parolee, usually at a fast food restaurant of their choice. In three cases, a mutually convenient appointment could not be established and the parolee was interviewed by telephone.

Since this initial recruitment strategy did not elicit the response rate required to reach our target of 80 interviews, 60 additional flyers were sent to each parole unit, to be distributed by remaining agents who had not previously distributed flyers. After this, a third recruitment strategy was used at two Southern parole units (Bakersfield and Riverside) that were known to have parolees visit the parole units regularly for office contacts. On selected days, a UCI interviewer (wearing a UCI logo shirt for identification) was in attendance outside the parole unit. Parolees who visited the unit for a regular office contact were handed a flyer by their agent and told that research staff were outside the building. Upon exiting the

[4] Agent last names were placed in alphabetical order and numbered from 1 to 6. A random number generator was used to select three numbers and the corresponding three agents were instructed to distribute flyers.

unit the parolee, if interested in participating, made contact with the researcher either by calling the 1-800 number or approaching the researcher. Interviews took place outside the unit.

Consent of parolees

Before beginning the interview the parolee was provided a Study Information Sheet (approved by UCI's IRB) by the interviewer. A script was read to parolees to inform them that their participation was voluntary, that they could withdraw their consent at any time or refuse to answer any questions, that their participation would have no impact on their parole, that interviews were anonymous, and that we would analyze and report group results only. Parolees gave verbal consent to the interview.

Administration of the interview

Interviews were conducted by three UCI research assistants. Prior to the study, research assistants were trained in interviewing skills, safety procedures, and secure data handling. On average, the interview took between 20 and 30 minutes to administer.

Participants received a $20 grocery store (of their choice) gift certificate to compensate them for their time, which was given to them by the interviewer at the completion of the interview (or was sent via registered mail to those who completed the telephone interview).

Data management

Completed interview proformas were kept in a locked briefcase in the possession of the researcher out in the field. As soon as practicable, completed proformas were returned to the UCI study team office and stored in a locked cabinet in a locked room. Data were entered into an Excel spreadsheet on the CEBC secure server for analysis.

4. Results

Demographics and background characteristics of the sample

The final sample comprised 63 participants; 31 parolees from CPSRM units (the CPSRM group) and 32 parolees under routine supervision at non-CPSRM units (the control group). Our intention was to recruit 10 participants from each of the eight participating parole units, giving a total of 80 participants. However, recruitment at some units (particularly Santa Rosa 2, Fairfield and Santa Fe Springs 3) did not generate sufficient parolee interest to reach our target sample size, which led to over-sampling from the remaining units. The number of parolees interviewed from each of the 8 participating units is presented in Table 1.

Table 1: Parole unit of origin for the sample

	N
CPSRM Units	
Bakersfield 7	12
Santa Rosa 2	1
San Gabriel Valley 1	3
Tricity	15
TOTAL CPSRM	31
Control Units	
Bakersfield 2	1
Fairfield	0
Santa Fe Springs 3	1
Riverside 2	13
Other[5]	17
TOTAL CONTOL	32
GRAND TOTAL	**63**

As mentioned in the previous section, we adjusted our recruitment procedure due to a low response rate from parolees supervised from certain units, particularly Northern units. We are not sure why these units were less responsive than others. It is possible that geographic factors may have contributed, since the Northern units covered a wide area and parolees may have felt that, due to the distances involved, they were unlikely to be interviewed by a researcher. Demographic factors may have also played a role; parolees living in more affluent areas may have been less motivated to participate by the $20 gift card.

The majority of interviews (42.9%) took place at a fast food restaurant or coffee shop. Some interviews (41.3%) took place outside a parole unit building in a private area away from the building entrance where conversations could not be overheard and the interview could not be observed by agents. We also occasionally interviewed parolees outside a treatment facility (4.8%), at a street location (3.2%), grocery store (1.6%) and outside a court house (1.6%). Three interviews (4.8%) were conducted by telephone.

Demographics of the sample are presented in Table 2.

[5] Other units of origin included in the control group were Bakersfield 1 (N = 6), Bakersfield 6 (N = 4), Bakersfield 4 (N = 3), Bakersfield 5 (N = 2), San Bernardino 4 (N = 1) and Santa Rosa 1 (N = 1).

Table 2: Demographic and background characteristics of the CPSRM (N = 31) and Control (N = 32) groups

Variable		*CPSRM (N = 31)*		*Control (N = 32)*	
		N	*%*	*N*	*%*
Gender	Male	22	71.0	28	87.5
	Female	9	29.0	4	12.5
Race/ethnicity	White	9	29.0	7	21.9
	Black	9	29.0	9	28.1
	Latino/Hispanic	7	22.6	13	40.6
	Other/Multiracial	6	19.4	3	9.4
Age	≤ 25 yrs	1	3.2	1	3.1
	26-35 yrs	10	32.3	9	28.1
	36-45 yrs	10	32.3	10	31.3
	46-55 yrs	9	29.0	10	31.3
	56+ yrs	1	3.2	2	6.3
Marital Status	Single	21	67.7	19	59.4
	Married	2	6.5	6	18.8
	Separated	1	3.2	3	9.4
	Divorced	6	19.4	4	12.5
	Widowed	1	3.2	0	0
Number of Children	0	6	19.4	2	6.3
	1	10	32.3	7	21.9
	2	7	22.6	8	25.0
	3	5	16.1	5	15.6
	4+	3	9.7	10	31.3

The majority (79.4%) of parolees were male. In terms of race/ethnicity, the sample comprised parolees who were white (25.4%), African-American (28.6%), Latino/Hispanic (31.7%), and other/multiracial (14.3%). Few parolees were under 25 years of age (3.2%) or older than 56 years (4.8%); the other three age categories were fairly equally represented, suggesting that the sample had an even spread of parolees aged in their late 20s, 30s and 40s. Most parolees we interviewed reported being single (63.5%) and only eight people reported having no children. There were no statistically significant differences between the CPSRM and control groups on any of the demographic variables we measured.

Offending history

We asked respondents questions pertaining to their history of offending. Results are presented in Table 3.

Table 3: Offending history of the CPSRM (N = 31) and Control (N = 32) groups

		CPSRM (N = 31)		*Control (N = 32)*	
Variable		***N***	***%***	***N***	***%***
Age at First Arrest	≤ 15 yrs	9	29.0	11	34.4
	16-20 yrs	15	48.4	9	28.1
	21-25 yrs	3	9.7	9	28.1
	26+ yrs	4	12.9	3	9.4
Lifetime Arrests	≤ 5	6	19.4	6	18.8
	6-10	10	32.3	7	21.9
	11-15	4	12.9	3	9.4
	16-20	2	6.5	9	28.1
	21+	9	29.0	7	21.9
Lifetime Prison Terms[1]	1	5	16.1	6	18.8
	2-3	15	48.4	8	25.0
	4-5	3	9.7	3	9.4
	6+	8	25.8	15	46.9
Arrests Since Release	0	24	77.4	28	87.5
	1	3	9.7	2	6.3
	2+	4	12.9	2	6.3
Arrested In Last 3 Months?	No	31	100.0	31	96.9
	Yes	0	0	1	3.1
Sex Offender?	No	31	100.0	31	96.9
Prison Gang?	No	29	93.5	25	78.1
	Yes	2	6.5	6	18.8
	Refuse	0	0	1	3.1
Current Gang?	No	30	96.8	32	100.0
	Yes	1	3.2	0	0
Associate Gang?	No	28	90.3	25	78.1
	Yes	3	9.7	7	21.9

[1] *t*–test difference, $p < .10$

A large proportion of respondents (69.8%) were arrested prior to turning 20 years old. About 20% of the sample reported having been arrested 5 times or fewer in their life; approximately a quarter (27.0%) were arrested between 6-10 times and 54.0% arrested 11 times or more. Looking at the number of times offenders reported being in prison, a significant number (36.5% of the sample) had 6 or more prison terms. Since their release from prison, most parolees (82.5%) reported that they had not been arrested. Only one parolee reported being required to register as a sex offender.

Regarding their gang affiliation, most parolees we interviewed reported that they were not a member of a gang while in prison (85.7%), were not currently a member of a gang (98.4%), nor did they associate with known gang members (84.1%).

We tested for differences between CPSRM and control group parolees. Parolees in the CPSRM group reported significantly fewer lifetime prison terms than those in the control group; a higher proportion of CPSRM parolees reported being in prison 2-3 times and fewer had been to prison greater than 6 times.

Parole experience

Many parolees we spoke with (44.4%) did not know their supervision category. Some parolees reported supervision categories that we suspected were erroneous; for example, eleven parolees who were supervised at CPSRM pilot sites reported an 'old' supervision category (e.g., High Control, Minimum Service) that was no longer in use at these sites since new supervision categories were introduced with CPSRM in 2010. In addition, one parolee reported a CPSRM supervision category (Category D) that is used primarily for in-custody cases, and yet he was not in custody. Since interviews were anonymous we did not confirm supervision categories with DAPO to determine the accuracy of self-reported category against DAPO data.

Similarly, many participants (74.6%) reported not knowing their CSRA score[6]. Of those who did report a CSRA score, their scores were High Property (N = 5), High Violent (N = 4), Low (N = 4), Moderate (N = 2) and High Drug (N = 1).

We also asked parolees whether they had any special conditions of parole. Many parolees reported restrictions that we understand to be *general* conditions of parole, such as travel restrictions, weapons restrictions, and regular urine testing. Other parolees reported special conditions such as gang restrictions, victim contact restrictions, alcohol restrictions, and the requirement to register as a sex offender. Responses to other questions relating to parole experiences are presented in Table 4.

[6] We do not know if this was due to parolees not being informed of their CSRA score by their agent, or not being able to recall their score.

Table 4: Parole experience of the CPSRM (N = 31) and Control (N = 32) groups

		CPSRM (N = 31)		*Control (N = 32)*	
Variable		***N***	***%***	***N***	***%***
Recent Release?	Criminal offense	21	67.7	21	65.6
	Parole Violation	8	25.8	9	28.1
	Probation Violation	2	6.5	2	6.3
First Time on Parole?	No	21	67.7	23	71.9
	Yes	10	32.3	9	28.1
Violations Since Release?	No	19	61.3	20	62.5
	Yes	12	38.7	12	37.5
Violations in Last 3 Months?	No	30	96.8	29	90.6
	Yes	1	3.2	3	9.4
Number of Agents This Term	1	15	48.4	9	28.1
	2	5	16.1	9	28.1
	3	4	12.9	5	15.6
	4	1	3.2	5	15.6
	5+	6	19.4	4	12.5
Length With Current Agent	≤ 3 Months	13	41.9	10	31.3
	4-6 Months	6	19.4	8	25.0
	7-9 Months	1	3.2	8	25.0
	10-12 Months	3	9.7	4	12.5
	> 12 Months	8	25.8	2	6.3

About two-thirds of parolees said that their most recent release from prison was for a criminal offense, rather than a violation of parole/probation. For the majority of parolees (69.8 %) this was not their first time on parole. Most parolees (61.9%) reported that they had not violated their parole since their release, with the remaining 38.1% indicating that they had violated parole. Parole violators were evenly represented in both the CPSRM and control groups, and about half the parolees in both groups reported being revoked to prison as a sanction for their violation. Few parolees reported having violated their parole in the previous 3 months; those that had said that they received a prison term, drug treatment or In Custody Drug Treatment Program (ICDTP) as a sanction.

We asked parolees how many agents they had been supervised since their release from prison. The most common response was one agent (38.1 %), although it was not uncommon for parolees to report being supervised by several agents; 10 parolees said that they had been supervised by more than 5 agents since their release. Many parolees (36.5%) reported having been supervised by their current agent for 3 months or less. An additional 22.2% of parolees estimated that they had been supervised for about 6 months, with the remaining 41.3% of parolees supervised by the same agent for longer than 6 months.

There were some slight differences between groups regarding the amount of agent turnover experienced by parolees. Fewer parolees in the CPSRM group reported parole agent turnover (51.6%) than parolees in the control group (71.9%). In addition, a slightly smaller proportion of CPSRM parolees (22.6%) reported heavy agent turnover (4 or more agents during the current term) than control group parolees (28.1%). Consequently, parolees in the CPSRM group reported greater stability in agent supervision over time (in terms of the number of agents who had supervised them).

We tested for differences between groups on the length of time that they had spent with their current parole agent. The results revealed that parolees in the CPSRM group were more likely to have had a lengthy period of continuous supervision with their current agent than parolees in the control group ($\chi^2[4] = 9.85$, $p < .05$). Specifically, more parolees in the CPSRM group (25.8%) were supervised by their current agent for over a year than parolees in the control group (6.3%). As a consequence, more parolees in the control group (25.0%) had been with their current agent for a medium length of time (7-9 months) than the CPSRM group (3.2%). This resulted in a higher average number of months with their current agent for CPSRM parolees (*M* = 9.8 months; *SD* = 10.3) than control group parolees (*M* = 6.8 months; *SD* = 5.6).

If parolees had changed agents, we asked them to provide a reason for this change. Most parolees (68.8% for CPSRM; 65.2% for control) did not know the reason, and simply responded that it was a decision made by parole (DAPO). A proportion of parolees in both groups indicated that they had switched agents as a result of moving to a new area or after being sent to jail (25.0% for CPSRM; 13.0% for control), with the remaining parolees responding that they had switched agents as a result of agent promotion, retirement, or restructuring of caseloads (6.3% for CPSRM; 17.4% for control).

We also asked parolees to indicate whether or not this was their first time on parole, and, if not, whether they had noticed any differences in their current parole supervision as compared to previous terms. Nineteen participants (30.2%) reported that this was their first time on parole. Of those who had previous parole experience, most of those interviewed (79.5%) regardless of group membership indicated that they had noticed a difference between earlier parole experiences and their current supervision. Several key differences were mentioned by parolees[7]. A large number of parolees who reported differences mentioned that that their current supervision was an improvement on prior parole terms, specifying that there was now improved agent relationship quality (62.9%), fewer burdens on parolees (37.1%), and more services (20.0%). On the other hand, a minority of parolees described a reduction in the quality of their current supervision compared to prior terms (20.0%), including an increased intensity/burden under supervision (11.4%), more parole agent turn-over (5.6%), and a decrease in relationship quality or service-linkage (8.6%). Interestingly, there were no group differences; parolees in the control group were just as likely to report that parole was now different as parolees in the CPSRM group.

We asked parolees to report when they expected to be discharged from their current parole term, as a measure of how optimistic parolees were about being discharged early from parole or, conversely,

[7] Proportions for key differences may exceed 100% since individual parolees could provide multiple differences.

having their parole period extended due to parole violations or criminal behavior. Parolees were fairly evenly distributed; 27.0% thought that they would be discharged within the next six months, 38.1% expected to be discharged from 6-months to a year from the date of interview, with the remaining 28.6% reporting that they would not be discharged for 1-3 years. There were no group differences.

Finally, we asked parolees to indicate how often they met with their agents in person in the last 30 days, how long these meetings took on average, and how often they spoke with their agent on the phone. Only three parolees reported that they had not met with their agent in the past 30 days. The most common responses were having met 2-3 times during that period (44.4%), or once (30.2%), with an additional 17.5% of parolees indicating that they met with their agent about once a week. There were no trends by group; CPSRM parolees reported meeting with their agents about as often as parolees in the control group. Parolees reported that a meeting with their agent lasted a little over 20 minutes (*M* = 20.6, *SD* = 15.6). Parolees in the CPSRM group reported slightly longer meetings (*M* = 23.4, *SD* = 15.9) than parolees in the control group (*M* = 17.9, *SD* = 14.9), although this difference was not statistically significant. Telephone conversations with parole agents were somewhat less common; a quarter of the sample (25.4%) reported not having spoken to their agent by phone recently. The most common response was 2-3 telephone conversations (30.2%) or one (22.2%), with the remaining parolees speaking to their agent by telephone once a week or more (22.2%). There were no group differences in the frequency of telephone contacts for parolees in the CPSRM or control group.

Overall satisfaction with supervision

Satisfaction with supervision was measured on a 7-point scale from 1 (very satisfied), 2 (moderately satisfied), 3 (slightly satisfied), 4 (neither satisfied nor dissatisfied), 5 (slightly dissatisfied), 6 (moderately dissatisfied) and 7 (very dissatisfied). Consequently, a lower score indicated that parolees were more satisfied with their supervision, and a higher score indicated greater dissatisfaction.

The mean score for the sample (N = 63) was 2.22 (*SD* = 1.83), indicating that on average the sample was 'moderately satisfied' with their parole supervision. We compared groups to examine whether parolees in the CPSRM group were more or less satisfied with their supervision. The mean score for the CPSRM group (N=31) was 2.35 (*SD*=1.98), which was slightly higher than the mean of 2.09 (*SD*=1.69) for the control group (N=32). This suggests that on average CPSRM parolees were slightly (but not significantly) less satisfied with their supervision than control group parolees.

We then looked at the distribution of people across the 7-point scale instead of average scores. There was no difference between groups – the 'spread' of parolees across the scale was the same for CPSRM parolees as for control group parolees. The most common response from parolees was 'very satisfied', accounting for 59.4% of parolees in the control group and 54.8% in the CPSRM group (or 57.1% of respondents overall).

Next we collapsed the 7-point scale to examine the proportion of people who were classified as either 'satisfied' (ratings of 1-3), 'dissatisfied' (ratings for 5-7) or 'neutral' (ratings of 4). The majority of parolees (79.4%) were satisfied; only 9 people (14.3%) reported that they were dissatisfied with their supervision. The remaining 4 people (6.3%) were neither satisfied nor dissatisfied. Again, there were no

differences between groups - of the 9 people who were dissatisfied, 4 were in the control group and 5 were CPSRM parolees. Half of those who were neutral were control and half were CPSRM.

To summarize, the sample generally reported a high level of satisfaction with supervision. There was a ceiling effect, with a bunching of scores at the upper end of the satisfaction instrument. Only a small proportion of interviewees were dissatisfied with supervision – equally for the CPSRM and control groups. The mean scores were very slightly higher for the control group, reflecting that two more control group than CPSRM group parolees responded at the *very satisfied* end of the scale.

Agent-parolee relationship quality

The Dual-Role Relationship Inventory comprised 30 items that were summed into a total Positive Relationship score, 5 items of which were reverse coded (items 9, 14, 22, 24, and 25). The DRI-R can also be broken into three separate subscales: a Caring/Fairness sub-scale, which included 20 items (items 1, 3, 4, 5, 6, 7, 10, 12, 13, 15, 16, 17, 18, 19, 20, 21, 23, 28, 29, 30); a Trust sub-scale, which included 5 items (items 2, 8, 11, 26, 27); and a Toughness sub-scale, which included the five items that were reverse coded when included in the total score (items 9, 14, 22, 24, and 25).

Five participants had missing data on the DRI-I, skipping either 1 item (N=2 participants), 2 items (N=1), 3 items (N=1) or 5 items (N=1). We used the following procedure to deal with missing data. If a participant answered a minimum of 80% of the items on a sub-scale, then we substituted their mean score for that sub-scale for their missing value(s). Only one participant failed to meet the 80% minimum criterion for a sub-scale and was removed from the analysis for that sub-scale.

Before looking at group differences, let us first consider scores for the entire sample.

The mean total score the DRI-R for the sample was 179.2 (SD=36.4). This mean value was slightly higher than that presented in a previous study (Wild, 2011) examining a sample of juvenile probationers (M = 174.7; SD = 26.0), though this difference was not statistically significant (t [222] = 1.03, $p > .10$). Since higher scores indicated a more positive relationship between offenders and their community corrections agents, this finding suggests that the parolees we interviewed perceived the relationship with their agents in a more positive light than did the sample of juveniles on probation.

A recent, yet to be published study used the DRI-I instrument to examine the impact of relationship processes on supervision failure among a sample of adult parolees (Kennealy, Skeem, Manchak, & Eno Louden, in press). Communication with the principal investigator from the study (P. Kennealy, personal communication, March 7, 2012) revealed that the mean total score of their sample was significantly lower than the mean that we obtained (M = 145.2, SD = 31.2; t [170] = 6.47, $p < .001$). Consequently, parolees in our study reported significantly more positive relationships with their agents, although it is difficult to explore reasons for this result until more details can be obtained from the Kennealy study upon its publication.

Looking next at the three DRI-R sub-scales, the mean for the Caring/Fairness subscale was 118.0 (SD=25.8); for the Trust subscale it was 29.0 (SD=6.9); and for the Toughness subscale it was 7.8 (SD=5.6). Since this is a new measure, we could not find published studies reporting sub-scale means

with which to compare our sample. Again we communicated with the principal researcher from the study reported previously (P. Kennealy, personal communication, March 7, 2012) and found that the sub-scale scores that we obtained were significantly higher than their study (i.e., better relationship quality) on the Caring/Fairness subscale (M = 105.4, SD = 28.2; t [170] = 2.91, $p < .01$) and the Trust subscale (M = 24.2, SD = 9.0, t [170] = 3.66, $p < .001$) but not for the Toughness subscale (M = 8.5, SD = 5.7). Taken together these findings suggest that the parolees in the present study experienced higher relationship quality of the Caring/Fairness items and feelings of Trust than parolees interviewed by Kennealy and colleagues (in press).

Next we tested for differences between groups on the DRI-R total score and sub-scale scores. The mean total score was similar for the CPSRM group (178.0, SD = 41.4) as for the control group (180.3, SD = 31.3), indicating that groups had similar overall levels of relationship quality. The Caring/Fair sub-scale means were also similar across groups - 117.4 (SD = 28.6) for the CPSRM group and 118.5 (SD = 23.1) for the control group. The Trust sub-scale mean for the CPSRM group was 28.5 (SD = 7.9) compared to 29.4 (SD = 5.7) for the control group – again showing no difference. Finally, the Toughness sub-scale mean for the CPSRM group was 8.0 (SD = 7.0), which was very similar to that obtained for the control group (7.6, SD = 4.1).

In summary, parolees in our sample reported relatively high relationship quality compared to two recent studies that have employed this measure. There were no differences in perceived quality of relationship between CPSRM and comparison parolees.

Agent assistance with criminogenic needs

We asked parolees whether agents had assisted them with 11 separate criminogenic risk factors. If parolees indicated that they had received help from their agents, the interviewer moved on to the next item; if they did not receive help, we followed up by asking whether they *needed* help with that particular risk factor. Results are presented in Table 5.

Table 5: Agent help with risk factors for the CPSRM (N = 31) and Control (N = 32) groups

	Did get help (%)		Didn't get help but needed it (%)	
	CPSRM	***Control***	***CPSRM***	***Control***
Legal	35.5	18.8	15.0	15.4
Family	29.0	34.4	27.3	9.5
Friends/associates	32.3	15.6	9.5	3.7
Coping with anger	51.6	43.8	20.0	0.0
Mental health	41.9	37.5	5.6	0.0
Substance abuse	67.7	68.8	10.0	20.0
Entitlements	29.0	25.0	36.4	29.2
Housing	48.4	59.4	25.0	23.1
Job	35.5	43.8	20.0*	55.6*
Training/school	38.7	28.1	26.3	43.5
Leisure/community	38.7	25.0	15.8	37.5

* χ^2=5.147, $p < 0.05$

Looking first at the frequency with which agents provided help on needs, the most common area that parolees reported receiving help was substance abuse, with about two-thirds of parolees overall reporting that agents had helped them with this need. Another area that agents commonly provided assistance was housing – approximately half of those interviewed reported that their agent had helped with housing needs. Coping with anger or feelings was also a commonly reported area in which parolees reported receiving assistance from their agent. Parolees perceived that their agents helped them frequently with a broad range of criminogenic needs.

Looking at the first two columns of Table 5, there were no statistically significant differences between CPSRM and control groups on the frequency with which agents reportedly helped parolees with any of the risk factors. Slight, not statistically significant differences between groups did exist, however. Parolees supervised by CPSRM agents were more likely than control group parolees to report they were helped with legal matters, dealing with friends/associates, vocational training/school, and leisure activities in the community. On the other hand, control group agents assisted parolees slightly more frequently with housing matters. These differences were fairly minor, representing a difference of between 10-17 percentage points between groups on each risk factor.

If the parolee reported that they *did not* receive help with a particular need, we asked a follow-up question to ascertain whether they needed help in that area as a way of measuring *unmet* needs. There was a significant difference between groups concerning employment; more parolees in the control group (55.6%) than the CPSRM group (20.0%) were likely to report that, if they did not receive help with getting a job, that they needed help (χ^2= 5.471, Fisher's exact p = 0.0424). Consequently, paroles in the CPSRM group felt that they did not need help with getting a job while control group parolees did. Parolees in the control group were also slightly, but not significantly, more likely to report that they

needed help with vocational training/school (43.5% as opposed to 26.3%) and leisure/community needs (37.5% compared with 15.8%). The opposite trend was observed for family needs and coping with anger.

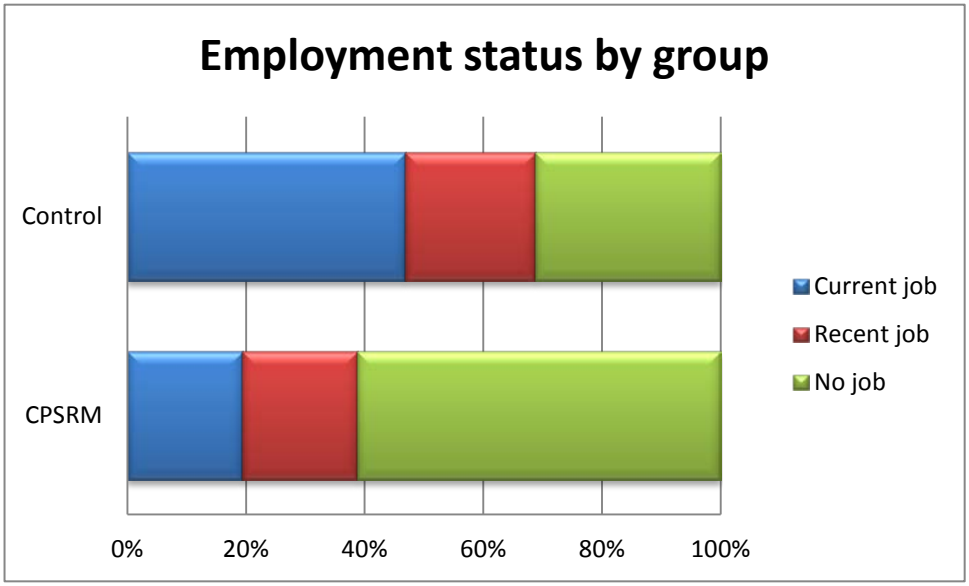
To summarize, agents frequently helped with a range of needs. Some needs, such as substance abuse, were very common, and assistance was provided equally to both groups. CPSRM agents were slightly more likely than non-CPSRM agents to help with four needs (legal, friends, school and leisure) but provided less assistance than routine supervision agents with housing needs. Later in this report we examine parolee outcome measures (such as employment and housing) and re-visit the issue of whether parolees needed and/or received help from their agents.

Employment and income

Examining the outcome measure of parolee employment, two-thirds of parolees in the sample (66.7%) reported that they were not currently employed. The parolees provided a variety of reasons to account for not having a job. The most frequent response (42.9%) was that they were actively looking for a job but did not have one because they had been laid off, had a poor response from potential employers due to their criminal record, or could not get a job due to the poor economy. The next most common response (31.0%) was that the parolee was disabled due to physical or mental illness and was unable to fulfill work requirements. The remainder of the parolees indicated that they were not currently employed due to restrictions at their housing placement (7.1%), they were currently pursuing educational opportunities (4.8%), were under-qualified or had no viable transportation (11.9%).

Looking at differences between groups, parolees in the control group were more likely to be in current employment (46.9%) than CPSRM parolees (19.4%; χ^2=5.366, $p < 0.05$). Of the 15 people from the control group who were in current employment, three people were working two jobs and one was working three jobs. We charted the employment status by group and presented results in Figure 1, showing that control group parolees were more likely to be in current employment and less likely to be unemployed compared to CPSRM parolees.

Figure 1: Employment status for the CPSRM (N = 31) and Control (N = 32) groups



In order to make it as easy as possible for parolees to report their income, we recorded their given response in terms of the monetary amount per time period (e.g., $100 a day, or $800 per month) instead of asking them to convert their income to a standardized measure, such a monthly or annual income. Many parolees work on a part-time, ad hoc basis, and as a result their income is likely to fluctuate more than workers in stable employment. To compare groups, we converted responses to an average weekly wage (since this time period was most often reported by parolees). If a parolee reported an hourly income, we multiplied their reported income by the number of hours per week they reported working to estimate their weekly income. One participant reported a daily wage; since this participant reported working on a full-time basis we multiplied the daily wage by 5 days to estimate their weekly income. If a respondent reported their income for a 2-week or monthly period, we divided their income by 2 or 4 respectively to estimate their weekly earnings.

On average, parolees in the control group earned $275 per week (SD=157.2) if they were currently employed (N=15). As for the CPSRM group, those who were currently employed (N=5[8]) earned $363.60 per week (SD=192.4). The difference between groups was not statistically significant.

Of those paroles who were not currently employed, some people reported working during the previous three months (N=13; 7 from the control group, 6 from the CPSRM group). Some of this work was one-time work, for instance two participants said that they helped friends move house in exchange for money. Two people reported receiving hourly wages during the previous 3 months; one earned $10/hour as a welder's assistant and the other earned $15/hour as a trucker. Three parolees reported daily wages; one earned $60/day doing temp work, another earned $100/day as a handyman, and another earned $80/day doing air conditioning work. The remaining parolees (N=6) who had some work over the past 3 months reported monthly wages ($300/month for maintenance work or odd jobs,

[8] One participant reported that they did not know how much money they earned and was removed from the analysis, reducing the N by 1.

$1000/month doing unspecified work for family, $1000/month for sanitation work, $1500/month working for a charity, and $6500/month working oil field construction).

We considered these employment findings in relation to the reported agent assistance with criminogenic needs presented earlier in this report. Recall from Table 5 (refer to page 22) that parolees in the control group were slightly more likely to report agent assistance with getting a job (43.8%) than parolees in the CPSRM group (35.5%). However, if agents had not helped with this need, then parolees in the control group were significantly more likely to say that they needed help (55.6%) than parolees in the CPSRM group (20.0%). We cannot infer causation - whether more frequent assistance from agents in the control group led to them being more likely to be employed, or whether parolees who were more often employed were more likely to report that their agents must therefore have helped them with a job – but parolees in the control group were more likely to be currently employed than CPSRM parolees.

Finally, we looked at assistance with criminogenic needs only for those parolees who were currently employed. Of the six CPSRM parolees currently employed, only one (16.7%) had reported receiving agent assistance with finding employment and five (83.3%) reported that they did not. Looking at the fifteen parolees in the control group currently employed, eight (53.3%) reported receiving assistance from their agent regarding employment while seven (47.7%) did not.

Education and vocational training/school

In terms of educational attainment, there were no differences between groups in whether parolees had obtained their high school diploma or GED (61.3% for the CPSRM and 56.3% for the control group). Few parolees had attended college – only two people from the CPSRM group and four from the control group.

Next we looked at whether there were differences between groups regarding the proportion of parolees currently in some form of school. Approximately one-quarter of the sample (25.4%) reported being in school; 9 of these people were CPSRM and 7 were control group parolees. The slightly higher number of people from the CPSRM group in school may be reflective of fewer of them being currently employed. Of the 16 people who reported being in some type of schooling, most were studying for their GED or high school equivalency (N = 10) and a few were studying at college (N = 5); the remaining parolees reported taking a variety of classes.

Again, we considered these findings in light of reported agent assistance with criminogenic needs, presented earlier. Parolees in the CPSRM group were slightly more likely to report receiving assistance with training/school (38.7%) than parolees in the control group (28.1%). In addition, if agents had not helped with this need then control group parolees tended to be more likely to report that they needed help (43.5%) than parolees in the CPSRM group (26.3%).

Looking separately at only those parolees who were currently in school, of the nine CPSRM parolees in school, four (44.4%) had reported receiving agent assistance with schooling and five (55.6%) reported that they did not. Looking at the seven parolees in the control group currently in school, two (28.6%) reported receiving assistance from their agent regarding school while five (71.4%) did not.

Referral to programs

We asked parolees whether they were enrolled in any other classes, programs or treatment services, such as substance abuse, anger management, or employment readiness. Slightly (but not significantly) more parolees in the CPSRM group (61.3%) than the control group (46.9%) were in some sort of program/ treatment. The most common program/treatment reported was substance abuse – 16 of the 63 parolees in the sample were in substance abuse by itself with an additional 7 people in substance abuse treatment combined with some other program (usually anger management/violence prevention or counseling/mental health). We looked more closely at the proportion of CPSRM or control group parolees in the different types of treatment/programs mentioned to see if both groups were equally represented, and there was no difference between groups.

More than half of all parolees we spoke with (55.5%) reported that they wanted to take classes (such as a jobs program or substance abuse treatment) but were not able to. The reasons[9] parolees mentioned for not being able to take classes were that they could not afford it (N = 11), were too busy (N = 9), were not qualified (N = 5), had transportation issues (N = 3), were not eligible (N = 2) and other reasons (N = 17), such as taking care of children, the need to work, health issues, and general procrastination. It was interesting that few parolees specifically cited lack of program availability as a reason (other than their ineligibility due to being a felon). About the same number of parolees wanted to take classes from both the CPSRM (51.6%) and control (59.4%) groups, so the type of supervision model did not appear to be related to whether parolees wanted to take additional classes.

In summary, more than half the sample reported being in a program or treatment, with a slightly higher percentage for CPSRM than control group parolees. These programs were mostly related to substance abuse, either in isolation or combined with some sort of behavioral treatment.

Housing

The majority of parolees we interviewed (93.7%) reported having a stable place of residence. Only four respondents said that they didn't have a stable place of residence – two from the control group and two from the CPSRM group. Looking more closely at these four people, three stated that they lived in a house or apartment belonging to a friend, and one lived in transitional housing/half way house. No interviewee reported being homeless or living on the street.

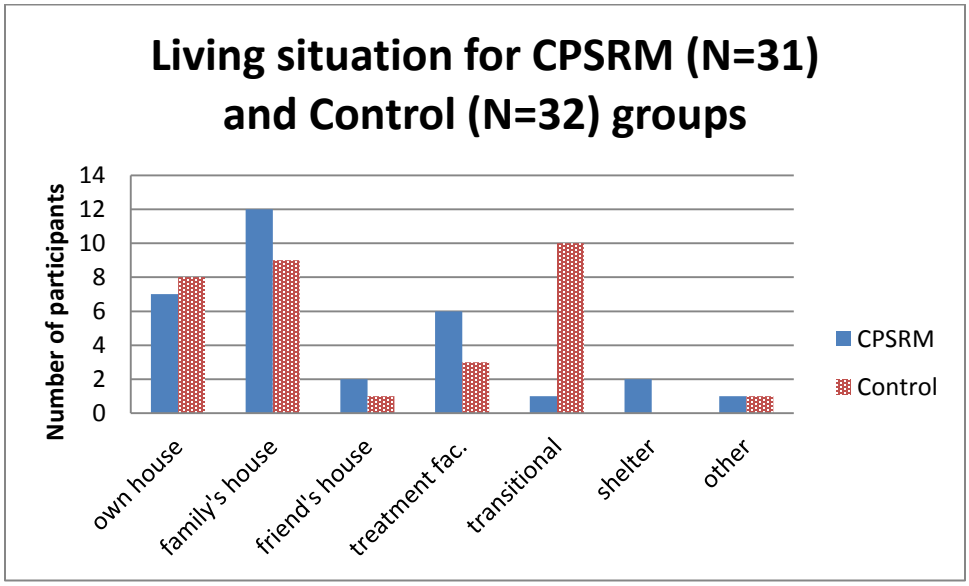
We asked parolees how many places they had lived since being released from prison. The most common response was one (41.9% of CPSRM and 46.9% of control parolees) or two (29.0% and 31.3% respectively). The remaining had lived in three or more places (29.0% for CPSRM and 21.9% for control). There were no group differences in terms of number of places lived.

We then asked people where they lived. Results are presented in Figure 2. A common response was a family member's house/apartment (38.7% for CPSRM and 28.1% for control) or their own house/apartment (22.6% for CPSRM and 25.0% for control). More control than CPSRM parolees lived in

[9] The number of reasons is greater than the number of parolees because respondents could list multiple reasons.

transitional housing/halfway house (31.3% compared with 3.2%); conversely more CPSRM parolees were in a residential treatment facility (19.4% compared with 9.4%).

Figure 2: Living situation by group



To summarize, the vast majority of the sample perceived that they were in stable housing, and no parolee was homeless. We previously found that about half the interviewees stated that agents had helped them with their housing needs.

Social support and involvement in the community

The social support measure provided a total score indicating overall level of support, and three sub-scales – friends, family, and 'significant other'. One participant reported having no friends and did not respond to items 6, 7, 9 and 12 during the interview; consequently this person was removed from the friends sub-scale[10].

The mean score for the sample was 63.6 (SD=15.2). Comparing groups, the mean total score for the CPSRM group was 66.8 (SD=15.6) compared to 60.7 (SD=14.5) for the control group, indicating that the CPSRM had slightly better social support in the community than the control group. This difference was not statistically significant.

Looking at sub-scale scores, the friends sub-scale showed that the CPSRM group reported significantly higher levels of social support from friends (M = 19.1, SD = 7.8) than parolees in the control group (M = 15.4, SD = 8.7; F=1.22 p = 0.084). There were no group differences on the family sub-scale (the CPSRM mean was 23.8, SD = 6.6, compared to a control group mean of 21.6, SD = 7.4) nor the 'significant other' sub-scale (the CPSRM mean was 24.2, SD = 5.5, compared to the control group mean of 23.7, SD = 5.7).

[10] We used mean-score substitution for missing data to include this participant in total score means for the entire sample, and by group.

In other words, the CPSRM group reported experiencing significantly higher social support from friends than control group parolees. Recall from the criminogenic needs discussion earlier that CPSRM parolees were twice as likely as control group parolees to state that they had received assistance from their agent with friends/associates.

Substance abuse

We asked parolees whether they had used a variety of drugs/alcohol in the previous 30 days. We used a 6-point scale to measure frequency of use. Since there were not meaningful differences between groups using the full scale, we collapsed this scale to show whether there was any use of the drug/alcohol – results are presented in Table 6.

Table 6: Frequency of drug and alcohol use in the last 30 days

	Never used (%)		**Sometimes used (%)**	
Substance	*CPSRM*	*Control*	*CPSRM*	*Control*
Alcohol	45.2	59.4	54.8	40.6
Alcohol - drunk	90.3	78.1	9.7	21.9
Marijuana	80.6	90.6	19.4	9.4
Heroin	100.0	96.9	0	3.1
Methadone	100.0	96.9	0	3.1
Other opiates	93.5	96.9	6.5	3.1
Cocaine	100.0	100.0	0	0
Amphetamines	96.8	90.6	3.2	9.4
Meth	90.3	87.5	9.7	12.5
PCP	100.0	100.0	0	0
Benzos	100.0	96.9	0	3.1
Prescription/OTC	54.8	53.1	45.2	46.9
Inhalants	100.0	100.0	0	0
Multiple in one day	96.8	93.8	3.2	6.3

Looking at Table 6, parolees in the control group (59.4%) were more likely to report that they had never used alcohol in the past 30 days than CPSRM parolees (45.2%), although these parolees said that they used alcohol to the point of being drunk more frequently. CPSRM parolees reported using marijuana more often (19.4% compared to 9.4%). Nearly half of the sample reported using prescription or over-the-counter (OTC) medications. Since most of the prescription or over-the-counter medication appeared to be legal use of readily-available medications, we removed this category and collapsed across all other drug and alcohol categories to give an overall frequency of any type of drug or alcohol use in the previous 30 days. Results are presented in Table 7.

Table 7: Frequency of combined drug and alcohol use (excluding OTC medications) in the last 30 days

	% used	
Substance	*CPSRM*	*Control*
Any alcohol/drug	61.3	50.0

To summarize, about half the parolees reported drinking alcohol in the past 30 days (slightly higher for the CPSRM than control group). Reported marijuana use in the last 30 days was about 10% of the sample (control group) or 20% (CPSRM group), with about 1 in 10 interviewees in both groups reporting that they had used meth in the last 30 days.

Mental health

Ten parolees (or 15.9% of the sample) reported that they were CCCMS; half of these came from the CPSRM group and half from the control group. No interviewee said that they were EOP. Consequently, 81.3% of the control group and 87.1% of the CPSRM group reported that they had no DAPO mental health designation. In addition to the classification, we asked whether parolees had a current or historical diagnosis with a mental illness. Nine individuals from the control group (28.1%) had a current or previous diagnosis, compared with 7 parolees (22.6%) from the CPSRM group, so groups were equivalent concerning parolees who may had had mental health issues.

Legal cynicism

Legal cynicism was measured on a 5-point scale, with higher scores indicating a greater degree of cynicism with the legal system. Total scores could range from 5 (least cynical) to 25 (most cynical).

The mean total score for the sample was 11.0 (SD = 3.74), suggesting that, as a whole, the sample appeared to show relatively low levels of cynicism toward the legal system. The reported levels of legal cynicism were comparable to those observed in the *Returning Home* study of adult offenders (M = 11.75, SD = 3.3; Visher, et al., 2004). A t-test examining legal cynicism scores across our data and the *Returning Home* study revealed no significant differences (t [367] = 1.60, $p > .10$). The legal cynicism scores observed in the present study were somewhat higher (i.e., more cynical) than those found in a large sample of serious juvenile offenders (M = 10.1, SD = 3.05; Piquero, et al., 2006). A t-test analysis comparing the means across our data and those found by Piquero and colleagues (2006) found a significant difference (t [1416] = 2.26, $p < .05$). This finding was not surprising, however, as Piquero and colleagues observed that legal cynicism tended to increase linearly with advancing age. Other research has shown that multiple contacts with 'legal actors' (e.g. courts, police, lawyers, etc.) tends to increase one's levels of cynicism (Fagan & Tyler, 2005).

We also examined differences between CPSRM and control group parolees on their perceptions of legal cynicism. Analysis of group differences in total scores on the legal cynicism measure revealed that parolees in the control group (M = 11.44, SD = 4.09) reported slightly more cynical attitudes than CPSRM parolees (M = 10.55, SD = 3.36), although this difference was not statistically significant. Analyses at the item level revealed a similar pattern of results; control group parolees reported slightly more cynical attitudes than the CPSRM group, though none of these differences were significant.

Relationship between demographic variables and parolee outcomes

We examined whether there was a relationship between key demographic variables (e.g., age, gender, and race/ethnicity) and the main parolee outcomes that we measured (e.g., DRI-R and Boundary Spanning scores). We look first at our measure of relationship quality (the DRI-R) before turning to agent assistance with criminogenic needs (Boundary Spanning).

Relationship quality

Gender: We tested for gender differences in DRI-R scores using Wilcoxon-Mann-Whitney tests (a nonparametric version of an independent groups *t*-test). We caution that since there were only 13 females in the sample this analysis is indicative only. For total scores, the results revealed a trend-level difference between male and female parolees ($Z = 1.83$, $p = .07$), with female parolees scoring higher on the measure ($M = 190.7$) than male parolees ($M = 176.2$). In other words, female parolees tended to report more positive relationships with their agents than male parolees. We also examined gender differences in DRI-R scores at the subscale level. The results revealed a significant difference between male and female parolees on the Toughness subscale ($Z = -2.29$, $p < .05$), with male parolees reporting higher Toughness scores ($M = 8.4$) than females ($M = 5.3$). Therefore, male parolees were more likely to report that their agents were tougher on them than female parolees. No other gender differences in DRI-R subscale scores were observed.

Age: We examined age group differences in DRI-R scores using a series of Kruskal-Wallis tests (a nonparametric version of ANOVA). The results from this analysis revealed no significant age group differences in DRI-R scores, either at the total or sub-scale level. This suggests similar perceptions of parole agent-parolee relationship quality, regardless of age.

Race/ethnicity: We examined ethnic group differences in DRI-R scores using Kruskal-Walllis tests. For DRI-R total scores, the results revealed a trend-level difference between groups ($\chi^2[3] = 7.05$, $p = .07$), with the highest levels of relationship quality reported by parolees of Other/Multiracial background ($M = 197.6$), followed by Hispanic ($M = 188.3$) and Black ($M = 172.2$) parolees; White parolees reported the lowest levels of quality ($M = 165.3$). We also examined racial/ethnic differences at the subscale level. The results revealed a trend-level difference across racial/ethnic groups on the index of Caring-Fairness ($\chi^2[3] = 6.72$, $p = .08$), with a pattern of group differences similar to that of the DRI-R total scores. Specifically, parolees of Other/Multiracial background reported the highest levels of Caring-Fairness ($M = 130.0$), followed by Hispanic ($M = 124.9$) and Black ($M = 111.4$) parolees, with White parolees reporting the lowest levels of Caring-Fairness ($M = 110.0$). A significant racial/ethnic group difference was also observed for parolee ratings of agent Trust ($\chi^2[3] = 8.88$, $p < .05$), with parolees of Other/Multiracial background again reporting the highest levels of Trust ($M = 33.2$), followed by Hispanic ($M = 30.5$) and Black ($M = 28.1$) parolees; White parolees reported the lowest levels of Trust ($M = 25.7$). No significant race/ethnic differences were observed for ratings of Toughness, although Whites had the highest mean, indicating that they perceived their agent to be tougher than did other racial/ethnic groups. To summarize, parolees who were White reported lower relationship quality scores than parolees who were non-White.

Boundary Spanning

Gender: We examined gender differences using Fisher's Exact tests (to account for low cell frequencies). The results indicated that there were significant gender differences for three criminogenic needs, with female parolees more likely to report receiving help with anger management (two-sided p = .028), mental health (two-sided p = .024), and substance abuse (two-sided p = .006) than male parolees. In terms of whether they did not receive help but needed it, male parolees were more likely than females to report that they did not receive help with vocational training/schooling but needed it (two-sided p = .004). No other gender differences were observed.

Age: We conducted a series of Fisher's Exact tests to examine age group differences regarding criminogenic needs. Results indicated a trend-level difference between age groups on reported assistance with friends or associates (two-sided p = .086), with older parolees more likely to report receiving help than younger parolees. Conversely, younger parolees were significantly more likely than older parolees to report that they received help with a job (two-sided p = .003). Lastly, a significant age group difference was observed for assistance with vocational training/schooling (two-sided p = .033); younger parolees were more likely to get help compared with older parolees. No other age group differences were observed regarding criminogenic needs.

Race/ethnicity: Finally, we looked for racial/ethnic differences using Fisher's Exact tests. Results from these analyses revealed significant ethnic group differences in reported assistance with a job (two-sided p = .036); Hispanic parolees were the most likely to report receiving this help (65.0%), followed by Black and Other/Multiracial parolees (both at 33.3%), with White parolees the least likely to get help (18.8%). A significant racial/ethnic group difference was also observed for reported assistance with leisure and community activities (two-sided p = .014); Hispanic parolees were the most likely to report receiving this help (55.0%), followed by Other/Multiracial parolees (44.4%) and White parolees (18.8%); Black parolees were the least likely to get help (11.1%). When we looked at whether parolees did not get help but needed it, two significant trends emerged. Black parolees were more likely than other racial/ethnic groups to report that they did not get help with entitlements but needed it (two-sided p = .048), or housing but needed it (two-sided p = .016). No other ethnic group differences were observed.

Impact of stability of supervision on perceived agent-parolee relationship

We examined whether the stability of supervision, in terms of (a) the length of time parolees were supervised by the same agent, or (b) the number of agents parolees were supervised by, had an impact of parolee perceptions of the relationship with their agent. We examined these relationships using a series of Spearman rho correlation analyses[11].

Satisfaction with supervision

The first thing we looked at was parolee satisfaction with supervision. We found a significant relationship between overall rating of satisfaction and the length of time supervised by their current agent (r = -.251, p = .047), such that the more time that parolees had spent with their current agent the higher their level of satisfaction with supervision. This finding supports the conclusion that agent

[11] We used Spearman rho correlations over Pearson r correlations because data were not normally distributed.

turnover should be minimized when possible – that parolees are happier when they are supervised by an agent for longer.

There was no significant relationship between ratings of satisfaction and number of agents supervised by, however.

Relationship quality (DRI-R)

We found a significant relationship between the reported level of Trust with an agent and the length of time supervised by their current agent ($r = .259$, $p = .041$); the more time a parolee spent supervised by the same agent, the higher the perceived level of agent-parolee trust. No other significant associations were observed between DRI-R sub-scales or total score and length of time with an agent. Again, this finding provides evidence of the importance of stability of supervision – the longer an agent supervises a parolee, the more the parolee trusts the agent.

As for the number of agents a parolee was supervised by, no significant relationships were observed.[12]

Stability of supervision and agent-parolee relationship by group (CPSRM or control)

Our final analysis examined whether the impact of supervision stability on reported relationship quality was different for the CPSRM and control groups, since we had previously observed that CPSRM parolees tended to have been with their current agent for a higher number of months than control group parolees. We ran a series of linear regression analyses, examining the independent (main effects) and combined (interactive effects) effects of group and supervision stability on perceived relationship quality. This analysis was a two-step process. The first step was to examine the independent impact of group status and supervision stability on relationship quality. The second step tested the combined effect of both group status and supervision stability above and beyond the independent effect by calculating and adding an interaction term (which multiplied group status by supervision stability) in a second model.

Satisfaction with supervision

Looking at length of time with current agent, there was no independent effect of group status on ratings of satisfaction. Consistent with what we found earlier, there was a significant independent effect of length of time with current agent on satisfaction with supervision, with parolees who spent a longer period of time with their current agent reporting higher levels of satisfaction ($\beta = -.285$, $t = 2.273$, $p < .05$). There was no interaction effect, so the relationship between length of time with current agent and satisfaction was independent of group membership.

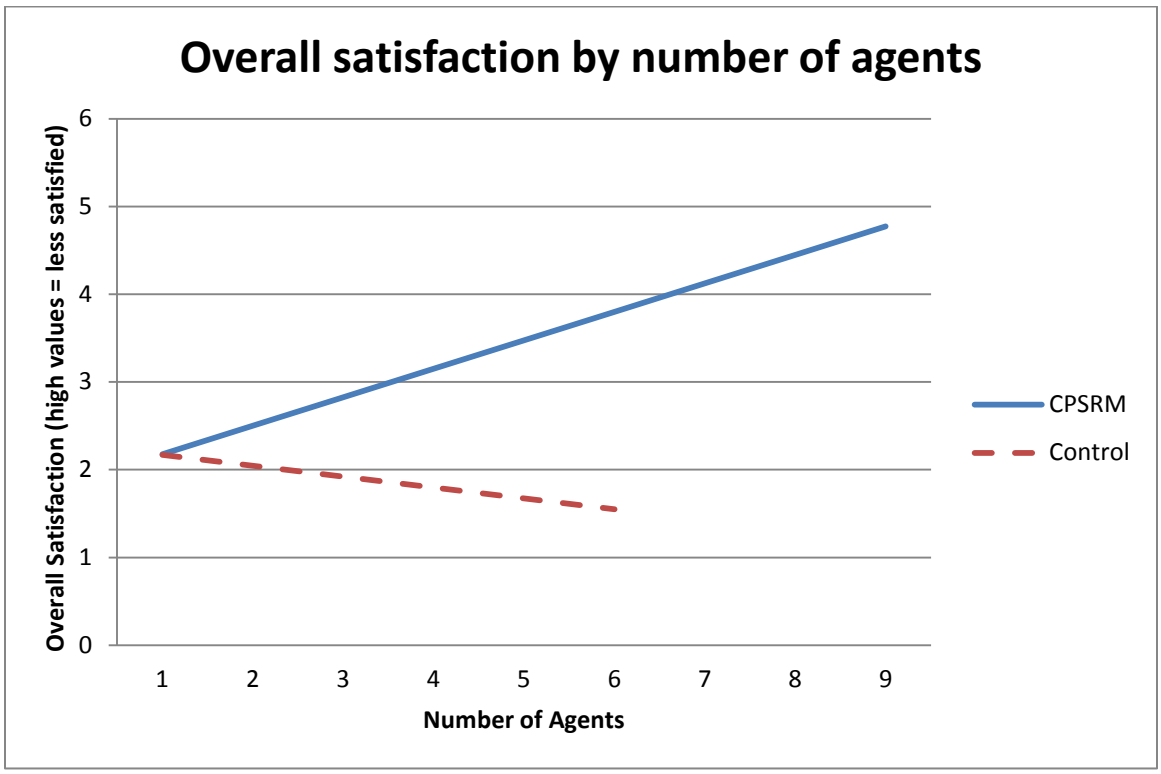
We next looked at number of agents. There were no significant independent effects for either number of agents or group status (CPSRM or control), which is consistent with what we found previously. However, a trend-level interactive effect between parole group and number of agents was observed ($\beta = .371$, $t = 1.724$, $p = .09$). A graphical representation of this interaction is shown in Figure 3.

[12] Trend-level relationships ($p < .10$) were observed between all sub-scale scores and number of agents, and total score and number of agents, when the less stringent Pearson statistic was used.

Note that satisfaction was measured on a 7-point scale from 1 (highest level of satisfaction) to 7 (lowest level of satisfaction). If parolees were supervised by only one agent, then they reported similar levels of satisfaction regardless of whether they were in the CPSRM or control group. Higher agent turnover had minimal impact on satisfaction in the control group, with reported levels of satisfaction remaining high (a score of approximately 2) as number of agents increased. For parolees in the CPSRM group, however, higher agent turnover led to lower reported satisfaction.

We are not sure why parolees in the CPSRM group experienced lower satisfaction with supervision when they were supervised by more agents, while control group parolees did not. It is reasonable to expect that agent turnover leads to instability in supervision; the relationship that has developed between a parolee and their agent is disrupted, and there is likely to be a 'teething period' while the new agent gets to know the parolee. There may be duplication as the new agent asks questions and gathers information from the parolee, and a change of agent may also increase the likelihood of a problem arising as both the parolee and agent adjust their expectations of the other, particularly if there is variation among agents in the way that they approach supervision. It is easy to imagine a parolee starting a sentence with "my old agent used to let me….". The fact that control group parolees were not averse to agent turnover is puzzling, and suggests an 'easy come, easy go' attitude toward their agents.

Figure 3: Interaction between group (CPSRM or control) and number of agents on satisfaction with supervision



Relationship quality (DRI-R)

Looking at length of time with current agent, there were no significant independent effects of group (CPSRM or control) on DRI-R total and subscale scores, mirroring our findings presented earlier. We

found a trend-level independent effect of length of time with current agent on the DRI-R Trust subscale (β = .251, t = 1.977, p = .053), again supporting what we found in the preceding section. This suggests that the longer a parolee spent with their current agent, the more they felt they could trust their agent, and that this relationship was independent of group membership. That is, the impact of length of time with the current agent on trust was the same for both CPSRM and control group parolees.

We next looked at the number of agents. There were no independent effects of group on DRI-R total or sub-scale scores (consistent with our previous findings). There was a trend-level independent effect for number of agents on perceived quality of relationship quality. Specifically, parolees who were supervised by a higher number of agents reported somewhat lower overall relationship quality (β = -.246, t = 1.964, p = .054), lower levels of caring-fairness (β = -.233, t = 1.858, p = .068) and trust (β = -.231, t = 1.846, p = .070), and higher levels of toughness (β = .234, t = 1.848, p = .070) in their relationships with their current agent. There was no interaction effect, suggesting that the impact of number of agents on scores was independent of group membership.

Additional unstructured comments made by parolees

At the conclusion of the interview, parolees were given the opportunity to provide further comments in a free-response format. Thirty-two parolees (or 50.8% of the sample) provided additional comments; 16 participants from the CPSRM group and 16 from the control group.

We categorized the feedback provided as generally positive, generally neutral, or generally negative. Overall, roughly one-third of those who provided feedback (31.3%) were generally positive, slightly under one-third (28.1%) were generally neutral, and slightly over one-third (40.6%) were generally negative. When we looked at feedback by group, parolees in the CPSRM group were more likely to give positive feedback (N = 7, or 43.8%) than parolees in the control group (N = 3, or 18.8%).

Below is a summary of the feedback provided by parolees, broken down by type (positive, neutral, or negative) and by group (CPSRM and control). We present these comments in the parolee's own words and with as little editing as possible; however, on occasion we have changed the language used to remove profanity.

CPSRM Group (N = 16)

Positive Comments (N = 7)

In general, most of the positive feedback from parolees in this group referred to the ability or skills of the agent. Eight parolees mentioned a positive statement about their agent at some point in their feedback[13] . Positive responses can be summarized as follows:

- Anytime I got in trouble I knew they were just doing their job. It's a hard job, but I had a good parole agent – he was alright. I still have a lot of work to do – I wish I could get help with a drug problem.

[13] Two responses that mentioned that the agent was 'cool' were nonetheless not classified as positive feedback, due to the nature of the rest of the comments made (one comment was deemed to be neutral, and one comment negative generally).

- My agent should train other agents. He told me he'd be there when I was ready, and I decided to get my act together. He helped me a lot and went into bat for me. He got me into a drug treatment facility and things are going well.
- The best part of my parole experience is that I have a professional parole agent. We're not friends, but certainly not enemies. She treats me like a person - more agents need to be like her. She knows when people are trying.
- If they were to put people in the type of parole program that I've been in [CPSRM], they would do a lot better. If you take that option it will definitely help you. The residential treatment center was great as well – it kept me from having to go back to prison.
- My agent is great.
- Give my agent a raise – he's a good agent and very fair.
- The parole thing is alright. Parole is strapped for money and could be a bit better. I only got $200 after release, didn't qualify for food stamps because of my record, didn't have a place to stay for a while, used up family support. It would be nice to have some criteria or interview process to subdivide parolees into categories of what kind of services they need. Sometimes I wonder if the hardship is just something I have to go through for the bad things I've done.

Neutral Comments (N = 4)

Many of the neutral comments from participants in the CPSRM group focused on suggestions for improving parole services. Neutral responses can be summarized as follows:

- It would be helpful if parole could kick me some money.
- Parole used to have food vouchers - that would be great and helpful to a lot of people. I know we don't have them because of the economy, but it would be great to get them back.
- Parole needs to let people off earlier - those that are doing well and trying to help themselves. You often get 3 years but you should be able to get that down to 13 months. It's hard – there are lots of rules and I feel like I'm skating on thin ice. I have a cool officer for now though.
- I'm all for more services – we need more helpful services. Not every parolee needs a program, but we all need food vouchers, places to stay (like shelters), and employment opportunities.

Negative Comments (N = 5)

Most of the negative feedback was directed at the parole system in general, rather than at specific agents. Negative comments were as follows:

- I came into parole too late – they don't provide you with enough services. They used to do that.
- You need better medical services for people who just got out. I had to sign up for a program and my first appointment is not until January [interview was in October]. Medical is a big problem and so is school because it's hard to get financial aid. A friend of mine tried to get a job but was declined due to a felony – employers won't give us a chance. You need more programs

for parolees to get them into school and substance abuse programs. I got lucky with my parole agent, who is cool, but we need more financial help and resources.

- I'm very dissatisfied with my experience. They change up parole agents. I feel like I get no guidance or assistance. Crime is easy to go back to because they give you no support.
- My agent is trying to get me off parole, but since I have manslaughter on my record, others can get off earlier. I feel like they are wasting state money on me – money that should be used for someone else who needs it.
- Parole supervision is bad. California needs to cancel parole. CDCR is designed to send you back to prison. I am given no opportunities or hope. I had one dirty test and had discharge denied. Money is wasted on parole that doesn't help.

Control Group (N = 16)

Positive Comments (N = 3)

Only a small number of responses in this group were classified as generally positive, as follows:

- I first got on parole in 1989 - they didn't have anything for you then. Agents were worse then but it's a bit better now. The agent I have now helps me out a lot - gets me job stuff….we're getting some services and classes (anger management). My agent really goes out of her way for me.
- Parole needs fewer agents who look down on us and keep us in. We need more support. I've been lucky, but people I know haven't been. We need more programs instead of prison. Programs I have done before have helped (behavior modification for drugs). I'm happy - I have a good agent. I don't get caught up in bad stuff anymore.
- I have been on probation for more than 10 years but this is my first time on parole. Parole has been a lot better than probation. It's good to have a mix of gentleness and toughness - I get that from parole now. Probation was too tough. We need to be given more breathing room. Current parole provides PACT that gives programs, schooling I never encountered before. It's good so far. Anger management is great. I can get my requirements done without having to pay for it, unlike probation.

Neutral Comments (N = 5)

Most of the neutral feedback focused on suggestions for improvements to parole, or mentioned that the parolee didn't really need parole. Responses included:

- Parole is not as bad as I thought – it's okay for my lifestyle.
- Instead of locking you up there should be an alternative, like programs. I would rather do that than go to prison where there are no services. I'm on high control, so if you have no close family you need to be in a shelter or put in a program.
- Some of the conditions are ridiculous for sex offenders (like not get close to a school or park) – they are too restrictive. All parole agents do what they can, but their hands are often tied.
- You can get a domestic violence charge for nothing…they also need to look at both sides of the coin.

- Parole is much harsher in Ohio.

Negative Comments (N = 8)

Half of the comments received from this group were classified as generally negative. Responses included:

- The parole system now is bad - if it wasn't for my wife and family I couldn't have gotten the job I have or the life I live. Parole hasn't helped me find those things, or given me the help I need. Parole is a waste of time and money. If I do something wrong, police will violate me, not parole. I had a recent medical problem and parole didn't help me. Take parole away and nothing would change. My parole agent is nice but is overwhelmed. I like him but he doesn't have the time or resources to help me - too much paperwork and too many people to supervise. I have a substance abuse issue but no treatment or services that are mandated. I'm hoping that something will change. I was released with nothing and got no help. It is setting us up for failure – by design it is going to fail.
- Agents are quick to send people back to prison because of something petty – they abuse their authority. They keep you down so they can maintain their control. They aren't there to help you. I feel like a dog on a leash – it's too harsh.
- I think that California has more prisons than the rest of the states put together. They lock people up for some petty stuff, wasting taxpayer money. Law enforcement does what they want and has a license to kill. Just because I'm on parole doesn't mean I'm sub-cultured, but they treat me like it.
- Parole as a whole is ineffective. There is a need in some places, but rehabilitation efforts have failed. There are no resources - a lot of people fail. Sex offenders are getting all the resources. Not that they don't need it, it just makes it harder to spread the money around to others. A guy no longer gets out with 4-6 weeks of a place to live and vocational training. For the most part agents do what they can, but they don't have enough resources to do much.
- I don't think the parole system is working in California. I have been on parole since the 70s. The parole system is collapsing, destroying itself, and parolees are being gobbled up. We don't get enough services to help us out on the streets - agents just lock you up. It's not the same as it used to be – things were better before. The budget is shot – they constantly tell us that they don't have the money to help. I expect it to get worse. Though they are trying to get people out of prison, it is too late and they are just shuffling people around – it's causing tension and fights. People are moving from prison to jail. The system has missed something along the way – parolees are experiencing a terrible system that doesn't care about them as people.
- Parole is going through changes and budget concerns which leads to the switching of parolees, but it doesn't give enough time with an agent to build rapport. They don't really trust you to start with, but then you have to start over just when one agent starts to see the good things you do.
- I don't understand why everyone in prison needs parole once their time is done. They might not need it – I don't.

- I was hoping the parole office would be a little more open and available after hours, but not checking up on me at all hours of the day - be more trusting of me. I feel like I'm being harassed a bit, but I understand, because I have done bad things in the past.

In summary, the open-ended component of the interview elicited some interesting and thoughtful comments from parolees, and also gave offenders the opportunity to raise issues of concern not covered in the structured questions.

5. Conclusion

General findings

There are some encouraging signs for DAPO in these results.

First, most parolees we interviewed were satisfied with the quality of their parole supervision. Asked to rate their overall supervision experience on a scale from 1 (best) to 7 (worst), the average response was just over 2. Only a small minority of parolees expressed dissatisfaction with supervision.

Similarly, parolees interviewed for this study rated the quality of their agent relationship higher than two samples of juvenile probationers and adult parolees from similar studies that have used the same measure.

We found that parolees perceived that parole agents were frequently assisting them with a broad range of criminogenic needs, such as substance abuse needs, housing, mental health issues, and employment. With many needs, it appeared that perceived assistance was related to parolees being more successful in the community in this risk area, although we cannot determine the direction of this relationship (i.e., whether it was a causal relationship or by association only).

Many parolees reported that they were doing well in the community, particularly in terms of having a stable place to live. Many parolees had a job and only a small minority stated that they were in a gang or associating with gang members.

It was encouraging that such a large proportion of the sample reported being in a program or treatment. The rate of participation in substance abuse treatment in particular was high, which was a positive outcome given the large number of parolees who reported receiving, or needing, assistance from their agent regarding substance abuse needs. Parolees also reported being in a variety of behavioral treatment programs in conjunction with their substance abuse program, in order to help them with issues such as anger management.

Many parolees came forward with positive things to say about their agent during the unstructured section of the interview, recognizing the skill and professionalism of their agent, and the difficult job that agents faced particularly in an economic climate that was perceived to be negatively impacting the availability of parole resources and/or services.

Another positive finding was that the longer a parolee was supervised by the same agent, then the more satisfied they were with their supervision, and the higher they rated the level of trust with their agent. This finding lends support to the conclusion that stability of supervision is valued by parolees and has an important impact on the relationship between an agent and parolee. Consequently, agent turnover should be minimized whenever possible.

Impact of CPSRM on parolee perceptions of supervision and outcomes

What was interesting in these findings was the lack of an overwhelming or clear distinction between parolees supervised at CPSRM sites compared with non-CPSRM sites on many of the indices we measured.

To begin with, just as many parolees at control units as CPSRM units thought that supervision was different this time compared with a previous parole term; it is likely that parole services, as perceived by parolees, changed over time due to other extraneous factors (e.g., the budget) in addition to the implementation of CPSRM policy.

Control group parolees were meeting with their agents just as often as CPSRM group parolees, although CPSRM parolees reported that their meetings went for about 5 minutes longer on average.

Control group parolees were equally satisfied overall with their supervision as CPSRM parolees. Control group parolees perceived the quality of the relationship with their agent equally highly as CPSRM group parolees on the total scale and all sub-scales (i.e., caring/fairness, trust, toughness).

There were some slight differences regarding agent assistance with criminogenic needs, with CPSRM agents perceived to have provided support more frequently with four needs – legal, friends/associates, vocational training/school, and leisure. It appeared that agent assistance with risk factors was sometimes associated with better outcomes in the community – CPSRM parolees reported receiving agent assistance twice as frequently as control group parolees with friends/associates, and they also perceived that they had better social support in the community from friends, for instance. Control group parolees, on the other hand, were slightly more likely to report receiving assistance with housing (all parolees reported stable housing) and with a job (control group parolees were more likely to be currently employed).

Parolees in the CPSRM group reported that they were in a program or treatment more often than control group parolees (although this difference of about 15 percentage points was not statistically significant).

In the unstructured section of the interview, CPSRM parolees tended to be more positive in their comments than control group parolees, who were more critical of the parole system.

It is possible that we may have found a greater difference between groups had there been greater variability in the responses of parolees regarding their how they rated their supervision satisfaction and quality. The majority of parolees was satisfied and rated the quality of supervision highly, which meant that there was little variation between groups on these measures. This can be interpreted either as a

positive result for parole – that parolees generally were happy with their supervision; or a null result – that parolees cannot generally tell the difference between a CPSRM and a traditional parole model.

There were several limitations to this research study that should be considered. First, we found it difficult to recruit a random sample of parolees across all study sites (CPSRM and control units from across California). Our sampling procedure was therefore biased toward two parole regions. Ideally, we would have liked to obtain a more representative sample to control for extraneous factors, such as possible differences in socio-economic status or implementation of CPSRM across regions. Second, the measures and scales that we used may not have been sensitive to differences between CPSRM and control groups. We experienced a ceiling effect with our measure of satisfaction, with all parolees reporting high levels of satisfaction with supervision, and as a result it was difficult to discriminate between groups. In addition, it is possible that parolees supervised at CPSRM units perceived some issues in a very different light than control group parolees, but that we failed to measure them using the questions that we asked.

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Appendix A

The interview proforma is presented on the following pages. Note that questions marked with an asterisk have been taken or adapted from the *Returning Home* study of The Urban Institute, Washington DC.

	CPSRM UNIT	REGULAR UNIT
Interviewer initials: _____	□1 - SR2	□ 5 - Ffld
Location: _____	□ 2 - BAK7	□ 6 - BAK2
Start time: _____	□ 3 - SGV1	□ 7 - SFS3
Date: _____	□ 4 - Tri	□ 8 - RIV2

Section 1: Quality of agent-parolee relationship

Overall quality

1. Using the following scale, overall how satisfied are you with your parole supervision? *[SHOW RESPONSE CARD 1]*
   - ☐ 1 - very satisfied
   - ☐ 2 - moderately satisfied
   - ☐ 3 - slightly satisfied
   - ☐ 4 - neither satisfied nor dissatisfied
   - ☐ 5 - slightly dissatisfied
   - ☐ 6 - moderately dissatisfied
   - ☐ 7 - very dissatisfied
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

Dual Role Relationship Inventory

"Please use this scale for the next set of questions about your parole agent" *[SHOW RESPONSE CARD 2]*	1-7 Never-Always	RF/ NA/ DK
1. My parole agent cares about me as a person.	1 2 3 4 5 6 7	97 98 99
2. I feel free to discuss the things that worry me with my parole agent.	1 2 3 4 5 6 7	97 98 99
3. My parole agent explains what I am supposed to do and why it would be good to do it.	1 2 3 4 5 6 7	97 98 99
4. My parole agent tries very hard to do the right thing by me.	1 2 3 4 5 6 7	97 98 99
5. When I have trouble doing what I am supposed to do, my parole agent talks with me and listens to what I have to say.	1 2 3 4 5 6 7	97 98 99
6. If I break the rules, my parole agent calmly explains what has to be done and why.	1 2 3 4 5 6 7	97 98 99
7. My parole agent is enthusiastic and optimistic with me.	1 2 3 4 5 6 7	97 98 99
8. I feel safe enough to be open and honest with my parole agent.	1 2 3 4 5 6 7	97 98 99
9. My parole agent talks down to me.	1 2 3 4 5 6 7	97 98 99
10. My parole agent encourages me to work together with him/her.	1 2 3 4 5 6 7	97 98 99
11. My parole agent trusts me to be honest with him/her.	1 2 3 4 5 6 7	97 98 99
12. My parole agent really considers my situation when deciding what I'm supposed to do.	1 2 3 4 5 6 7	97 98 99
13. My parole agent seems devoted to helping me overcome my problems.	1 2 3 4 5 6 7	97 98 99
14. My parole agent puts me down when I've done something wrong.	1 2 3 4 5 6 7	97 98 99

15. My parole agent is warm and friendly with me.	1 2 3 4 5 6 7	97 98 99
16. My parole agent treats me fairly.	1 2 3 4 5 6 7	97 98 99
17. My parole agent really cares about my concerns.	1 2 3 4 5 6 7	97 98 99
18. My parole agent praises me for the good things I do.	1 2 3 4 5 6 7	97 98 99
19. If I'm going in a bad direction, my parole agent will talk with me before doing anything drastic.	1 2 3 4 5 6 7	97 98 99
20. I know that my parole agent truly wants to help me.	1 2 3 4 5 6 7	97 98 99
21. My parole agent considers my views.	1 2 3 4 5 6 7	97 98 99
22. I feel that my parole agent is looking to punish me.	1 2 3 4 5 6 7	97 98 99
23. My parole agent does give me enough of a chance to say what I want to say.	1 2 3 4 5 6 7	97 98 99
24. My parole agent makes unreasonable demands of me.	1 2 3 4 5 6 7	97 98 99
25. My parole agent expects me to do all the work alone and doesn't provide enough help.	1 2 3 4 5 6 7	97 98 99
26. My parole agent knows that he/she can trust me.	1 2 3 4 5 6 7	97 98 99
27. My parole agent is someone that I can trust.	1 2 3 4 5 6 7	97 98 99
28. My parole agent takes enough time to understand me.	1 2 3 4 5 6 7	97 98 99
29 My parole agent takes my needs into account.	1 2 3 4 5 6 7	97 98 99
30. My parole agent shows me respect in absolutely all his/her dealings with me.	1 2 3 4 5 6 7	97 98 99

Boundary spanning

"Now, please just answer yes or no" As long as you've been with him/her OR over the past three months (whichever is shorter) did your parole agent help you.....*[IF NO, follow up with "did you need it?"]*			***[If no]* Did you need it?**	
	Y N	*DK/RF*	*Y N*	*RF/NA/DK*
1. deal with legal problems?	1 0	97 99	1 0	97 98 99
2. deal with family problems?	1 0	97 99	1 0	97 98 99
3. deal with problems with friends or associates?	1 0	97 99	1 0	97 98 99
4. deal with how you cope, or handle anger or feelings?	1 0	97 99	1 0	97 98 99
5. get or keep the right kind of mental health treatment?	1 0	97 99	1 0	97 98 99
6. get or keep the right kind of substance abuse treatment?	1 0	97 99	1 0	97 98 99
7. get or keep entitlements (SSI, SSDI, welfare)?	1 0	97 99	1 0	97 98 99
8. look for, find, or keep a safe place to live?	1 0	97 99	1 0	97 98 99
9. look for, find or keep a job ?	1 0	97 99	1 0	97 98 99
10. look for or get vocational training or schooling?	1 0	97 99	1 0	97 98 99

11. look for leisure or other activities in the community	1 0	97 99	1 0	97 98 99

Section 2: Parolee outcomes

Parole

1. Do you know what your current supervision category is?

[CPSRM]		*[REGULAR]*	
	☐ 0 - TP		☐ 5 - HC
	☐ 1 - A		☐ 6 - HS
	☐ 2 - B		☐ 7 - HRSO/2X/EOP
	☐ 3 - C		☐ 8 - CS
	☐ 4 - D		☐ 9 - MS
			☐ 10 - CA

☐ 97 - Refuse
☐ 99 - Don't know

2. **Do you have any special conditions of parole?
   ☐ 0 - No
   ☐ 1 - Yes *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

3. Do you know what your current CSRA score is?
   ☐ 1 - 1 (low)
   ☐ 2 - 2 (moderate)
   ☐ 3 - 3 (high drug)
   ☐ 4 - 4 (high property)
   ☐ 5 - 5 (high violent)
   ☐ 97 - Refuse
   ☐ 99 - Don't know

4. When were you released from prison?
   [date] _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

5. Were you in prison for a commitment offense or a parole violation?
   ☐ 0 - Commitment offense → *[SKIP TO Q. 7]*
   ☐ 1 - Parole violation
   ☐ 97 - Refuse
   ☐ 99 - Don't know

6. When did you get released from prison for your commitment offense?
   [date] _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

7. Is this your first time on parole?
   ☐ 0 - No
   ☐ 1 - Yes → *[SKIP TO Q. 10]*
   ☐ 97 - Refuse
   ☐ 99 - Don't know

8. How many previous times have you been on parole?
   [number] _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

9. Have you noticed anything different about your parole supervision this time?
   ☐ 0 - No
   ☐ 1 - Yes *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

10. During this time on parole, how many different parole agents have you been supervised by?
   [number] _____ *[if only one, → SKIP TO Q. 12]*
   ☐ 97 - Refuse → *[SKIP TO Q. 12]*
   ☐ 99 - Don't know→ *[SKIP TO Q. 12]*

11. Why did you change parole agents?
   [reason] _____

12. How long have you been under the supervision of your current parole agent?
   _____ *[months]* _____ *[years]*
   ☐ 97 - Refuse
   ☐ 99 - Don't know

13. **How often have you met with your parole agent in the last 30 days? *[SHOW RESPONSE CARD 3]*
   ☐ 1 - not at all → *[SKIP TO Q. 16]*
   ☐ 2 - once
   ☐ 3 - 2-3 times
   ☐ 4 - once a week
   ☐ 5 - several times a week
   ☐ 6 - almost/every day
   ☐ 97 - Refuse
   ☐ 99 - Don't know

14. Where did this (if once)/these (if more than once) meeting(s) take place?
   [check all that apply]
   ☐ 1 - my home/where I live
   ☐ 2 - my work
   ☐ 3 - a parole unit
   ☐ 4 - other *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

15. **On average, how long did you meet with your parole agent?
   _____ *[minutes]* _____*[hours]*
   ☐ 97 - Refuse
   ☐ 99 - Don't know

16. **How often have you spoken with your parole agent on the phone in the last 30 days? *[SHOW RESPONSE CARD 3]*

- ☐ 1 - not at all
- ☐ 2 - once
- ☐ 3 - 2-3 times
- ☐ 4 - once a week
- ☐ 5 - several times a week
- ☐ 6 - almost/every day
- ☐ 97 - Refuse
- ☐ 99 - Don't know

17. When do you think you will be discharged from parole?

[date//months/time from now] _____

- ☐ 97 - Refuse
- ☐ 99 - Don't know

18. **During the last 3 months, have you had any parole violations?

- ☐ 0 - No → *[SKIP TO Q. 20]*
- ☐ 1 - Yes *[specify]* _____
- ☐ 97 - Refuse→ *[SKIP TO Q. 20]*
- ☐ 99 - Don't know→ *[SKIP TO Q. 20]*

19. What sanctions did you receive?

- ☐ 0 - revocation/prison
- ☐ 1 - in custody drug treatment (ICDTP)
- ☐ 2 - referral to residential/outpatient/other drug treatment program
- ☐ 3 - referral to other service/program *[specify]* _____
- ☐ 4 - restrictions *[specify]* _____
- ☐ 5 - verbal reprimand/warning/telling off
- ☐ 6 - nothing
- ☐ 7 - other *[specify]* _____
- ☐ 97 - Refuse
- ☐ 99 - Don't know

20. **During this time on parole, have you had any (other, if yes to Q. 18) parole violations?

- ☐ 0 - No → *[SKIP TO Q. 22]*
- ☐ 1 - Yes *[specify]* _____
- ☐ 97 - Refuse → *[SKIP TO Q. 22]*
- ☐ 99 - Don't know → *[SKIP TO Q. 22]*

21. What sanctions did you receive?

- ☐ 0 - revocation/prison
- ☐ 1 - in custody drug treatment (ICDTP)
- ☐ 2 - referral to residential/outpatient/other drug treatment program
- ☐ 3 - referral to other service/program *[specify]* _____
- ☐ 4 - restrictions *[specify]* _____
- ☐ 5 - verbal reprimand/warning/telling off
- ☐ 6 - nothing
- ☐ 7 - other *[specify]* _____
- ☐ 97 - Refuse

☐ 99 - Don’t know

[For CPSRM group only – SR2, BAK7, SGV1, Tricity]

22. Have you been scheduled for a Case Conference Review?
    - ☐ 0 - No → *[SKIP TO Q. 1 next section]*
    - ☐ 1 - Yes
    - ☐ 97 - Refuse → *[SKIP TO Q. 1 next section]*
    - ☐ 99 - Don't know→ *[SKIP TO Q. 1 next section]*

23. Did you attend the CCR?
    - ☐ 0 - No *[reason]* _____
    - ☐ 1 - Yes
    - ☐ 97 - Refuse
    - ☐ 99 - Don't know

Offending history

1. How old were you the first time you got arrested?
   [age] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

2. About how many times have you been arrested in your life?
   [number] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

3. How many times have you been in state prison? (please don't include time in county jail)
   [number] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

4. **Since your release from prison, how many times have you been arrested?
   [number] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

5. During the past 3 months have you been arrested?
   - ☐ 0 - No
   - ☐ 1 - Yes *[what for?]* _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

6. What is the most serious offense you have ever been convicted of?
   [specify offense] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

Social support

"Please answer these questions using the following 7 point scale" *[SHOW RESPONSE CARD 4]*	1-7 Very Str. Disagree- Very Str. Agree	RF/ NA/ DK
1. There is a special person around when I am in need.	1 2 3 4 5 6 7	97 98 99
2. There is a special person with whom I can share my joys and sorrows.	1 2 3 4 5 6 7	97 98 99
3. My family really tries to help me.	1 2 3 4 5 6 7	97 98 99
4. I get the emotional help and support I need from my family.	1 2 3 4 5 6 7	97 98 99
5. I have a special person that is a real source of comfort to me.	1 2 3 4 5 6 7	97 98 99
6. My friends really try to help me.	1 2 3 4 5 6 7	97 98 99
7. I can count on my friends when things go wrong.	1 2 3 4 5 6 7	97 98 99
8. I can talk about my problems with my family.	1 2 3 4 5 6 7	97 98 99
9. I have friends with whom I can share my joys and sorrows.	1 2 3 4 5 6 7	97 98 99
10. There is a special person in my life who cares about my feelings.	1 2 3 4 5 6 7	97 98 99
11. My family is willing to help me make decisions.	1 2 3 4 5 6 7	97 98 99
12. I can talk about my problems with my friends.	1 2 3 4 5 6 7	97 98 99

13. **What kinds of organizations in your community do you belong to, like a church, or a sports team, or some type of club or group? *[check all that apply]*
    - ☐ 0 - None
    - ☐ 1 - Church or other religious organization
    - ☐ 2 - Recreational club
    - ☐ 3 - Sports team
    - ☐ 4 - Music/Artistic group
    - ☐ 5 - Local government
    - ☐ 6 - Civic association
    - ☐ 7 - Ex-offender group
    - ☐ 8 - Other *[specify]* _____
    - ☐ 97 - Refuse
    - ☐ 99 - Don't know

Section 3: Demographic and background questions

Demographics

1. What is your age?
   [age] _____
   - ☐ 97 - Refuse

2. Gender
   - ☐ 0 - Male
   - ☐ 1 - Female

3. How would you describe your race/ethnicity?
   - ☐ 0 - White/Caucasian
   - ☐ 1 - Black/African American
   - ☐ 2 - Hispanic
   - ☐ 3 - Other/Multiracial *[specify]* _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

4. What is your marital status?
   - ☐ 0 - Single
   - ☐ 1 - Married
   - ☐ 2 - Separated
   - ☐ 3 - Divorced
   - ☐ 4 - Widowed
   - ☐ 5 - Living with a partner
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

5. **Do you have any children?
   - ☐ 0 - No
   - ☐ 1 - Yes *[how many?]* _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

Education

1. Do you have a high school diploma or GED?
   - ☐ 0 - No *[last year of grade school completed?]* _____ → *[SKIP TO Q. 3]*
   - ☐ 1 - Yes *[which? Circle above]*
   - ☐ 97 - Refuse → *[SKIP TO Q. 3]*
   - ☐ 99 - Don't know→ *[SKIP TO Q. 3]*

2. Do you have a college degree?
   - ☐ 0 - No
   - ☐ 1 - Associates
   - ☐ 2 - Bachelors
   - ☐ 3 - Masters
   - ☐ 4 - Law
   - ☐ 5 - Doctorate/MD
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

3. Are you currently attending any form of school?
   - ☐ 0 - No
   - ☐ 1 - Yes *[specify]* _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

4. **Are you currently attending any other classes, programs, or treatment services, like a jobs program, or substance abuse treatment?
   - ☐ 0 - Employment skills/readiness
   - ☐ 1 - Trade/job training
   - ☐ 2 - Housing program
   - ☐ 3 - Substance abuse treatment
   - ☐ 4 - Health insurance/medical coverage
   - ☐ 5 - Counseling/mental health
   - ☐ 6 - Life/parenting skills
   - ☐ 7 - Financial support
   - ☐ 8 - Anger management/violence prevention
   - ☐ 9 - ESL
   - ☐ 10 - Other *[specify]*_____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

5. **Do you want to take any classes but are not able to?
   - ☐ 0 - No → *[SKIP TO Q. 1 NEXT SECTION]*
   - ☐ 1 - Yes *[specify type of class]* _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

6. **Why have you not been able to take the classes that you wanted to?
   - ☐ 0 - Too busy
   - ☐ 1 - Unaware of programs
   - ☐ 2 - Not qualified
   - ☐ 3 - Not eligible
   - ☐ 4 - Class full
   - ☐ 5 - Can't afford it
   - ☐ 6 - Transportation issues
   - ☐ 7 - Other *[specify]*_____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

Employment

1. **Are you currently employed?
   - ☐ 0 - No
   - ☐ 1 - Yes → *[SKIP TO Q. 3]*
   - ☐ 97 - Refuse → *[SKIP TO Q. 3]*
   - ☐ 99 - Don't know → *[SKIP TO Q. 3]*

2. **What is the main reason you are not employed? → *[SKIP TO Q. 8]*
   [reason] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

3. **How many jobs are you working at, including self-employment?
   [number] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

4. **On average, how many total hours per week do you usually work for pay on your job(s)?
   [number of hours] _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

5. **How much money do you currently earn at your job(s) before taxes, including tips, bonuses and commissions?
   _____ Per hour
   _____ Per day
   _____ Per week
   _____ Per two weeks
   _____ Per month
   _____ Per year
   ☐ 97 - Refuse
   ☐ 99 - Don't know

"The next questions refer to your main job"

6. **What kind of work do you do?
   [specify] _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

7. **Is the job full-time or part-time? By full time I mean at least 35 hours per week. → *[SKIP TO Q. 11]*
   ☐ 0 - Part time
   ☐ 1 - Full time
   ☐ 2 - Varies week to week
   ☐ 97 - Refuse
   ☐ 99 - Don't know

8. In the past three months have you been paid for any full time or part time work?
   ☐ 0 - No → *[SKIP TO Q. 11]*
   ☐ 1 - Yes
   ☐ 97 - Refuse
   ☐ 99 - Don't know

9. **What kind of work do you do?
   [specify] _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

10. **How much money did you earn at your job(s) before taxes, including tips, bonuses and commissions?
    _____ Per hour
    _____ Per day
    _____ Per week
    _____ Per two weeks
    _____ Per month
    _____ Per year
    ☐ 97 - Refuse
    ☐ 99 - Don't know

11. **Do you receive financial support from unemployment, workers compensation, social security, disability, veterans or military disability, public assistance, or food stamps?
    ☐ 0 - No → *[SKIP TO Q. 13]*
    ☐ 1 - Yes

☐ 97 - Refuse → *[SKIP TO Q. 13]*

☐ 99 - Don't know → *[SKIP TO Q. 13]*

12. **How much do you get paid from these sources?

_____ Per week
_____ Per two weeks
_____ Per month
_____ Per year

☐ 97 - Refuse

☐ 99 - Don't know

13. **Do you receive any financial support from parole?

☐ 0 - No

☐ 1 - Yes *[specify]* _____

☐ 97 - Refuse

☐ 99 - Don't know

14. **Do you receive any financial support from your family?

☐ 0 - No

☐ 1 - Yes *[specify]* _____

☐ 97 - Refuse

☐ 99 - Don't know

15. **Do you receive any financial support from your friends?

☐ 0 - No

☐ 1 - Yes *[specify]* _____

☐ 97 - Refuse

☐ 99 - Don't know

16. **Do you receive financial support from any other sources?

☐ 0 - No

☐ 1 - Yes *[specify]* _____

☐ 97 - Refuse

☐ 99 - Don't know

Housing

1. **Where do you currently live, for example, in your own house, or at a relative's apartment?

☐ 0 - Homeless/on the street

☐ 1 - Own house/apartment

☐ 2 - Family member's house/apartment

☐ 3 - Friend's house/apartment

☐ 4 - Residential treatment facility

☐ 5 - Transitional housing/half way house

☐ 6 - Shelter

☐ 7 - Rooming house

☐ 8 - Other *[specify]*_____

☐ 97 - Refuse

☐ 99 - Don't know

2. **Who do you currently live with?
   - ☐ 0 - Live alone
   - ☐ 1 - Spouse or ex-spouse
   - ☐ 2 - Partner or ex partner
   - ☐ 3 - Mother/step mother
   - ☐ 4 - Father/step father
   - ☐ 5 - Sibling
   - ☐ 6 - Aunt/uncle
   - ☐ 7 - Cousin
   - ☐ 8 - Grandparent
   - ☐ 9 - Child/step child
   - ☐ 10 - Friend
   - ☐ 11 - Other *[specify]*_____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

3. **How much longer do you think you'll be living there?
   - ☐ 0 - A few weeks or less
   - ☐ 1 - A few more months
   - ☐ 2 - About a year
   - ☐ 3 - More than a year
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

4. At the moment would you say you have a stable place of residence?
   - ☐ 0 - No
   - ☐ 1 - Yes
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

5. How long have you been living at your current place of residence?
   _____ *[months]* _____ *[years]*
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

6. **Since your release from prison, how many places have you lived, including your own home?
   [number] _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

Mental Health

1. Are you currently diagnosed as having a mental illness?
   - ☐ 0 - No → *[SKIP TO Q. 3]*
   - ☐ 1 - Yes *[specify]* _____
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

2. Are you currently receiving medication/treatment or services for your mental illness?
   - ☐ 0 - No → *[SKIP TO Q. 5]*
   - ☐ 1 - Yes *[specify]* → *[SKIP TO Q. 5]* _____
   - ☐ 97 - Refuse

☐ 99 - Don't know

3. In the past have you ever been diagnosed with a mental illness?
   ☐ 0 - No → *[SKIP TO Q. 5]*
   ☐ 1 - Yes *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

4. Did you receive medication/treatment or services for this mental illness?
   ☐ 0 - No
   ☐ 1 - Yes *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

5. Are you classified as CCCMS or EOP?
   ☐ 0 - No → *[SKIP TO Q. 1 NEXT SECTION]*
   ☐ 1 - Yes *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

6. Are you currently receiving services from parole for this classification?
   ☐ 0 - No
   ☐ 1 - Yes *[specify]* _____
   ☐ 97 - Refuse
   ☐ 99 - Don't know

Gang status

1. **In prison, prior to your release on parole, were you a member of a prison gang?
   ☐ 0 - No
   ☐ 1 - Yes
   ☐ 97 - Refuse
   ☐ 99 - Don't know

2. **Are you currently a member of a gang?
   ☐ 0 - No
   ☐ 1 - Yes → *[SKIP TO Q. 1 NEXT SECTION]*
   ☐ 97 - Refuse
   ☐ 99 - Don't know

3. **Do you associate with known gang members?
   ☐ 0 - No
   ☐ 1 - Yes
   ☐ 97 - Refuse
   ☐ 99 - Don't know

****Substance abuse**

"The next questions are about drug use. I'd like to remind you that your answers are anonymous and confidential – no-one from parole will know your answers" *[SHOW RESPONSE CARD 5]*

In the last 30 days, how often did you*….[check appropriate box]*

	1 Daily	2 Few times a wk	3 Once a wk	4 Every two wks	5 Once or twice	6 Never	97 Refuse	99 Don't know
1. Drink alcohol?								
2. Drink alcohol to the point of being drunk?								
3. Use marijuana or synthetic marijuana? (like K2 or spice)								
4. Use heroin?								
5. Use methadone?								
6. Use other opiates? (like oxy or morphine)								
7. Use cocaine? (like powder, crack, or rock)								
8. Use amphetamines? (like bennies, dex, ice, crystal, or speed)								
9. Use meth?								
10. Use PCP?								
11. Use benzos?								
12. Use any other prescription or over the counter medication?								
13. Use inhalants?								
14. Use more than 1 substance in the same day? (including alcohol)								

Sex offender status

1. **Are you required to register as a sex offender?
   - ☐ 0 - No
   - ☐ 1 - Yes
   - ☐ 97 - Refuse
   - ☐ 99 - Don't know

Legal cynicism

"For the next five questions, please use the following scale" *[SHOW RESPONSE CARD 6]*	1-5 Strongly Disagree-Strongly Agree	RF/ NA/ DK
1. Laws were meant to be broken.	1 2 3 4 5	97 98 99
2. It's ok to do anything you want as long as you don't hurt anyone.	1 2 3 4 5	97 98 99
3. To make money, there are no right or wrong ways, only hard or easy ways.	1 2 3 4 5	97 98 99

4. Fighting between friends or within families is no one else's business.	1 2 3 4 5	97 98 99
5. Nowadays a person has to live pretty much for today and let tomorrow take care of itself.	1 2 3 4 5	97 98 99

Are there any other comments you would like to make that we have not covered? _____

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Interviewer notes/comments: _____

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Finish time: _____