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THE EFFECT OF PERSONNEL ASSIGNMENT
ON THE VOCATIONAL REHABILITATION
OF GHETTO CLIENTS

by

Thorvald Andreas Hessellund

A Dissertation Submitted to the Faculty of the

COLLEGE OF EDUCATION

In Partial Fulfillment of the Requirements
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GRADUATE COLLEGE

I hereby recommend that this dissertation prepared under my direction by Thorvald Andreas Hesselund entitled The Effect of Personnel Assignment on the Vocational Rehabilitation of Ghetto Clients be accepted as fulfilling the dissertation requirement of the degree of Doctor of Education

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8 July 1971
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SIGNED: F. Howard Russell

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ABSTRACT

The primary purpose of this study was to determine if any differences in case outcome might exist between a rehabilitation counselor only, rehabilitation aide only, and rehabilitation counselor and rehabilitation aide working together with ghetto clients. The criterion used to determine if any differences did exist was whether or not the client was rehabilitated into employment. For those cases closed employed, the additional criterion of amount of earnings at time of closure was used. Also incorporated into the study was the effect of amount of rehabilitation worker education on the closed employed-not employed and the income criteria. Also studied were the effects of similarity of rehabilitation worker and rehabilitation client age, sex, and ethnic status on the closed employed vs. not employed criterion.

The 249 subjects used in this study were all clients of the San Diego Service Center office of the California Department of Rehabilitation. The counselors and aides involved with these subjects constituted the rehabilitation counseling staff of this office.

All subject information was obtained through reviewing closed San Diego Service Center rehabilitation case files. The determination of whether or not a subject (client) was seen by a counselor only, aide only, or counselor and aide together was made through reading the information kept in the case files.

For the primary hypothesis, the statistical analysis showed no difference among the three personnel assignment groups (counselor only, aide only, and counselor and aide working together with the same client). Neither was the hypothesis that there is a positive relationship between amount of rehabilitation worker education and case outcome substantiated by the statistical analysis.

None of the three hypotheses stating that greater similarity between rehabilitation worker and rehabilitation client (age, sex, and ethnic status) would produce more positive outcomes were substantiated by the data gathered.

The lack of demonstrable differences in personnel assignments confirms earlier assertions made in the literature regarding a lack of difference between aide and counselor performance.

The study concluded with a note that efforts should continue in the direction of conducting research which

attempts to differentiate the effects of personnel assignment on case outcome. It was for this reason that the primary recommendations to evolve from this study were related to a desire to see similar research conducted under more stringent conditions. The recommendations included a proposed experimental model, criteria which could be used, and suggestions for a more representative sample.

CHAPTER 1

INTRODUCTION

Rehabilitation Counseling for Ghetto Clients

Recently there has been a movement toward the placement of representatives from various governmental agencies in ghettos. The rationale underlying this movement is that the poor do not tend to seek out services (Thoreson, 1969) and therefore it is necessary to place professional personnel in poverty areas.

The placing of representatives from state rehabilitation agencies in ghetto offices has been part of this movement. It was believed that the knowledge the field of rehabilitation has gained during the past thirty or forty years in counseling, evaluation, job placement, and training could be of significant value to the culturally different (Feinburg and Cohen, 1969). However, the vocational rehabilitation agencies were not prepared for clients whose most pressing needs were job training, lack of motivation, and loss of hope, these being the true disabilities of many of the culturally disadvantaged referrals. Vocational

rehabilitation counselors were more positively oriented and most comfortable with clients with physical disabilities (Grigg, Holtman, and Martin, 1970). The tendency remained for agency representatives to continue to look upon disadvantaged clients as if they were unmotivated middle-class clients. The disadvantaged were viewed as being recalcitrant and uncooperative, as being a product of a hostile, unyielding environment, or as "damaged" or stupid. With such views, these clients were seen as hopeless (Thoreson, 1969).

Ayers (1970) noted that the majority of rehabilitation counselors have grown up in a middle class orientation and are therefore deprived of the culture and perceptions of the disadvantaged. Orem (1968) also pointed out counselor-client differences in noting that the middle class counselor has such a divergent experiential background that communication is impeded by the lack of a pool of shared understanding. Several other authors have emphasized the differing experiential backgrounds between the professional counselor and the disadvantaged client with the resultant difficulty of establishing an effective counseling relationship (Cicirelli and Cicirelli, 1970; Vontress, 1970; Locke, 1969; Clements, Duncan and Taylor, 1969).

Critics of counselors working in the ghetto have asked the question "How can professionals convince slum inhabitants that they (the professionals) care when every day at quitting time they see the counselors leave (both black and white), scurrying for their expensive cars in the rush back to suburbia - away from the ghetto?" (Vontress, 1970, p. 718). Other critics have noted that the unsuspecting counselor who can be taken in by ghetto youth is particularly vulnerable to an increase in distrust. Gullibility and distrust, accompanied by methods of overcompensation used by professional counselors, are among the most serious detrimental characteristics of ghetto counseling (Ward, 1970). These are but a few of the factors pointing out that the rehabilitation counselor has not functioned effectively with many of his ghetto clients.

Rehabilitation Counselor Aides

In an attempt to bridge the gap between the professionally trained rehabilitation counselor and the ghetto client, some state rehabilitation agencies began hiring support personnel. These rehabilitation counselor aides are

generally indigenous* to the community in which they work, and they work under the supervision of the rehabilitation counselor.

The rehabilitation aide contributes to the agency in a unique way in that he brings the tone, attitude, and feelings of the community into the office (Ridenour, 1968). The indigenous rehabilitation aide is (a) aware of the dynamics of the ghetto; (b) aware of the life style of the client being served; (c) aware of the dynamics of the society at large and the way it interacts with minority groups; and (d) has the ability to assist the client in finding his way through the maze of cultures and subcultures (Ward, 1970).

The indigenous aide is quicker than the professional counselor at identifying "snow jobs". Having a knowledge of the ghetto way of life, he is quicker to distinguish truth from fiction and can label fiction with greater confidence than can the professional counselor. It is with such knowledge and experience that the rehabilitation aide is able to bridge the gap with the culturally different (Ayers, 1969).

*The term indigenous is generally used to describe an individual who is associated with an impoverished area and who is a member of the environment and/or culture of that poverty pocket (Rehabilitation Services Administration, 1968).

Being able to understand the problems their clients have experienced, aides are well suited to breaking through the "strangeness" that exists between professionals and users of services (Pearl and Riessman, 1965).

The rehabilitation aide exists for the specific purpose of assisting the trained rehabilitation counselor to serve his clients more effectively. The rehabilitation counselor has ultimate responsibility for the client's total rehabilitation. Thus, the aide's responsibility is technical in nature, rather than professional and is accomplished under the careful supervision of the rehabilitation counselor (Rehabilitation Services Administration, 1968).

With the above general guidelines as a reference, the more specific role or usefulness of the rehabilitation aide within the agency lacks definition. Professional counseling organizations, including the National Rehabilitation Counseling Association, the American Personnel and Guidance Association, the American Rehabilitation Counseling Association, and the Division of Counseling Psychology of the American Psychological Association, have argued against the use of support personnel in any fashion to replace professional counselors. Instead they have recommended heavier financing to expand professional training and educational

programs. These organizations have emphasized that the rehabilitation aide should be performing the more routine tasks associated with counseling (filling out agency forms, setting up client appointments, contacting employers, client follow-ups, etc.), thus expanding the usefulness of the professionally trained rehabilitation counselor (DeSimone, 1969).

Attempts have also been made to put specific limits on the duties of the rehabilitation aide. Salomone (1970) believes that aides should not perform such tasks as vocational assessment, psychological testing or test interpretation, and vocational and psychological counseling. However, many state agencies have utilized counselor aides, under supervision, in all aspects of the counseling process. Since the rehabilitation process is a unified whole, the rehabilitation aide will be performing certain counseling functions (Galloway and Kelso, 1966). In some cases, counselor aides have taken over almost the complete role of the professional counselor (Truax, 1969).

Rehabilitation counselors often confront this issue by noting that so long as the responsibility for services remains with the trained rehabilitation counselor, there is no real cause to fear a decline in quality of services (Galloway and Kelso, 1966). However, counselors have

expressed concern over the fact that aides lack education and occupational experience and yet seem to readily fit into the work milieu (Ridenour, 1968).

In a recent study concerned with the role and function of rehabilitation counselors (Muthard and Salomone, 1969), counselors indicated that they felt support personnel could handle only very routine and repetitive tasks. Rehabilitation counselors, in general, seem to be threatened by the growing utilization of rehabilitation aides in private and public agencies (Salomone, 1970; Ridenour, 1968).

Controls set by governmental rehabilitation agencies limit staff activity. It is evident that, considering the level of knowledge and skill needed to perform the agency duties of a rehabilitation counselor, a person with a bachelor's degree could perform these duties as well as one with a master's degree (Ayers, 1969). There is no problem in training people without a degree to perform real, not "make work", roles in our society (Tyson, 1969). Some authors have noted that within the rehabilitation agency structure there is little difference in task performance between support personnel with a high school education and rehabilitation staff with a master's degree in rehabilitation counseling (Ayers, 1969).

Several authors have questioned the value of professional academic training for counselors. Golanan and Magoon (1966) conducted a study using carefully selected individuals who did not have professional degrees. They found that these individuals could be trained to provide psychotherapeutic services in school settings. Carkhuff (1966, p. 361) noted: "The overwhelming preponderance of systematic evidence available today suggests that the primary conditions for effective treatment are conditions which minimally trained non-professionals can provide." Patterson (1967) reviewed the evidence related to counselor effectiveness and concluded that the differences between counselors and non-counselors are typically so small that they are practically non-significant. Arbuckle (1968) questioned the relationship, if any, between various levels of professional training for counselors and psychotherapists and their effectiveness in the human relationship known as counseling.

Recently Truax (1969) presented the results of a fourteen month study focused on evaluating the effectiveness of support personnel in rehabilitation counseling. The experimental conditions of the study were: (1) a counselor working alone in the traditional manner; (2) a counselor assisted by a counselor aide being utilized under maximum

supervision; and (3) a counselor aide who under daily supervision functioned in the complete role of a counselor. The differential effects of the three experimental treatments were evaluated on the basis of the client's progress as measured by his work quantity or work production, his work attitude, and his dependability. In all cases the best results were obtained by the aide working alone under daily supervision of a professional counselor.

Truax summarized his findings as follows:

From all analyses of project data, it would seem that the somewhat more positive effects on client rehabilitation when seen by aides under supervision working with their own caseload (compared to counselors, or counselors plus aides) are due to somewhat higher levels of warmth and empathy communicated to clients by aides and the greater motivation and enthusiasm of the aides (as indicated by spending more time with clients) (Truax, 1969, p. 28).

In January, 1971, Sieka, Taylor, Thomason, and Muthard submitted a critique of Truax's (1969) study to the *Journal of Counseling Psychology* as well as to administrators of Vocational Rehabilitation Administration funded rehabilitation counselor education programs. These criticisms mentioned the generalizations made in the discussion section, the adequacy of the criteria used, and the lack of any measures to control for contamination of the criteria ratings.

Referring to Truax's study, Sieka, et al, noted that:

training supervisors' ratings of clients (the criterion measure) had been found moderately reliable in previous studies, but that there was no evidence for their validity. This means that the relationship between assessments made by training supervisors and other more relevant measures of employability, placeability, job satisfactoriness, and job satisfaction are unknown (Sieka, et al, 1971, p. 1).

The Criterion Problem

Sieka and his associates certainly appear justified in making their criticisms. However, there is little evidence supporting their underlying contention that greater training leads to better services. The suitability and adequacy of the criterion measures used is always a critical issue in any study comparing the effectiveness of two or more treatments. Studies supporting the professional training of counselors (Johnson and Koch, 1969; Studies in Rehabilitation Counselor Training, 1963) have used the criteria of increased counselor knowledge, client satisfaction, long term follow-up of the client, and supervisory ratings.

Engelkes and Roberts (1970), studying the effects of differential levels of academic training on job performance of rehabilitation counselors, used supervisor and client ratings of satisfaction with the counselor as a criteria. These authors support the viewpoint that greater training

leads to better services. Their results indicated that trained rehabilitation counselors performed their job no better than their untrained colleagues. Though the authors gave many possible reasons for their non-significant results (including questioning their criteria), they concluded by asking the question: "Should graduate training programs be discontinued since they do not appear to be effective?"

As a criterion for measure of rehabilitation success, employment for the rehabilitation client has received much support. Muthard and Miller (1964) concluded that rehabilitation administrators and supervisors evaluate a counselor's performance in part on his rate of cases closed as employed. These researchers (1966) also found that no matter what rehabilitation setting he worked in, the rehabilitation counselor secured his satisfaction from counseling in seeing it contribute to a client's change for the better. "For the rehabilitation worker, changing for the better is seen in more concrete terms: he thinks more in terms of the client getting a job" (Muthard and Miller, 1966, p. 521).

In its annual report the federal Rehabilitation Services Administration describes its progress in terms of the number of persons "rehabilitated into employment".

State rehabilitation agencies close cases in terms of whether or not the rehabilitation process resulted in placement on a job (Neff, 1970).

Rehabilitation lobbyists are another strong proponent of the employment criterion. The lobbyists point out that "vocational rehabilitation is good business", noting that there are important measurable economic benefits to rehabilitated persons and to society. References are made to annual savings in welfare funds for those that have been rehabilitated into employment (California State Department of Rehabilitation Annual Report, 1968).

Vocational rehabilitation for the welfare recipient seems to represent a sound social investment in that many individuals are moved from the status of welfare recipient to the status of employed person. Although such economic analysis alone can never determine proper rehabilitation agency policy decision, the information which accrues from such analysis is vital and necessary for rational decisions in government (Grigg, et al, 1970).

In further justification of the employment criterion, Grigg, et al, (1970) have emphasized that vocational rehabilitation is concerned with returning someone to a productive role in society. The purpose of a vocational rehabilitation

program is to enable individuals who are vocationally handicapped to become employed in occupations suited to their abilities and capacities (Levy, 1969). Vocational rehabilitation is the process of restoring handicapped individuals to the fullest physical, mental, social, vocational, and economic usefulness of which he is capable (McGowan, 1969).

Work is a sense of activity for personal ends as well as a means for developing social responsibility. Joblessness can be psychologically devastating in a society in which jobs are a major indicator of status. Not working is looked upon as a sign of personal incompetence of one sort or another (Roe, 1969).

The employment criterion has specific relevance in the vocational rehabilitation of disadvantaged populations. The Negro unemployment rate is roughly double the rate for their white counterparts (Russell, 1966). Many blacks in our society are poor and, to an extent, dependent on the society due to their inability to obtain and/or maintain employment (Grigg, et al, 1970). It is for this reason that there is a great need to use the rehabilitation process to introduce the disadvantaged client to the mainstream of employed persons (Tyson, 1969).

Overview

In review, the governmental rehabilitation agency has moved into the ghetto. Along with this movement a new position has been created--that of the rehabilitation aide. With the continuing development and study of the rehabilitation aide, a controversy has arisen concerning the effectiveness of the professionally trained counselor versus the rehabilitation aide. Truax (1969) noted that aides appeared to be more effective than trained counselors. However, in their critique of Truax's Hot Springs study, Sieka and his collaborators concluded: "We think the study under discussion fails to qualify as either careful or solid research and, therefore, the findings at most suggest further exploratory study" (Sieka, et al, 1971, p. 3). This study is an attempt of such further exploration.

In the governmental vocational rehabilitation agency there is a demonstrable end product--successful placement on a job (successful placement being defined as a client having been gainfully employed for a minimum of thirty days). The administrative requirement of closing a case after employment is a practical device, not a guarantee. However, because of the importance attributed to employment as being a criterion measure for success or failure of the rehabilitation process,

particularly with the culturally different, it was the central criterion of this study. In accordance with the logic that "vocational rehabilitation is good business" (e.g., moving from welfare recipient to employed person status; from financial dependence to financial independence), the additional criterion of amount of rehabilitation client earnings at time of closure was also included. Truax's three treatment conditions (aide only, counselor only, and counselor and aide together) were compared with the status of the rehabilitation case at closure (employed or non-employed) being the primary criterion and amount of income of those employed being the secondary criterion.

There are several variables in addition to Truax's three treatment conditions which may have an effect on the criterion measure of case outcome. This study incorporates some of the more clearly identifiable variables which a review of the available evidence has shown as having possible effect on a criterion measure of case outcome.

Rehabilitation worker education. One variable analyzed in this study was the level of counselor and aide education. As noted earlier, Ayers (1969) stated that within the rehabilitation agency structure there is little difference in performance between support personnel with a high

school education and rehabilitation staff with a bachelor's or master's degree. This variable was included primarily because of the on-going controversy concerning the necessity of graduate level training for counselors versus individuals with less education who have learned their job duties through working within the agency structure.

Sex. Sex is another variable which may influence case outcome. McArthur (1970, p. 335) noted in his critique of Truax: "The first factor to control for in any study is sex. So down and outers did better for pretty girls than for professional men. Maybe all counselors should wear mini-skirts."

Though McArthur's statement is worded somewhat facetiously, sex is a variable which may well have an influence on rehabilitation case outcome. In conflict with McArthur's statement, educational and vocational planning are generally of greater importance to males than to females. It is therefore plausible that male counselors may be perceived as more competent and prestigious in vocationally oriented counseling.

In looking at sex as it interacts with race, Grigg and his associates (1970) found the lowest rehabilitation rate existing for black males, while the highest

rehabilitation rate was for white females. The situation is well summarized by Heilbrun and Jordan (1968): "Client attributes tend to emerge as significantly linked to the success or failure of rehabilitation efforts only when sex, race, or sometimes both sex and race are considered as interacting variables." Since it is of concern, one way to incorporate the sex variable is by viewing similarity of sex between rehabilitation worker and client as influencing case outcome. This would allow for observing sex as influencing case outcome as well as its interacting with age and ethnic status, since in all instances similarity of worker-client attributes is of interest.

Age. Age was also incorporated into the study. Referring to the possibility of a relationship between similarity of counselor-client age and case outcome, McArthur (1970) noted that boys do better "for youngsters than for oldsters." Heilbrun and Jordan (1968) found client age to be positively correlated with successful case outcome, while Grigg and his associates (1970) found that after age thirty-nine, the chances of being rehabilitated decline considerably.

Also relevant, since the study was conducted in a ghetto area, would be the interaction of age with minority group. Older Negroes are more likely to seek advice and

help from whites, middle age Negroes are less likely to believe whites are superior but often act as they do, and the youth are more likely to express open resentment against inferior status (Powdermaker, 1943; Simpson and Yinger, 1965).

Ethnic Status. Race and/or ethnic status has importance not only with regard to age, but also as a main effects variable. There are a number of authors who support the contention that the more similar the backgrounds of the rehabilitation worker and client, the more likely the working relationship will be successful (Cicirelli and Cicirelli, 1970; Vontress, 1970; Locke, 1969; Clements, Duncan and Taylor, 1969; Orem, 1968). Triandis and Triandis (1960) found race was by far the most important factor in determining social distance, a factor which may influence rehabilitation case outcome. Banks, Berenson, and Carkhuff (1967) studied the effects of race and counselor training upon counseling process with Negro clients in initial interviews. They concluded counselor race and training are more relevant variables than in counseling per se. In a similar study, Carkhuff and Pierce (1967) found that race and social class of both patient and therapist were significant sources of effect in the initial clinical interview. Phillips (1959, 1960, 1961) concluded that white counselors cannot successfully counsel

Negro pupils because of social barriers that cannot be penetrated. On the other hand, Tyson (1969) does not believe that only blacks can work with blacks and whites with whites. However, he does not like the way "white folks are educating white folks." Vontress (1969) feels that cultural differences seem to be more causative of strained rapport than race, since it is observed that Negro clients are often suspicious of Negro counselors.

In effect, the Negro client and the professional counselor are literally miles apart, especially in terms of how the ghetto individual perceives the professional. He anticipates, due to his conditioning in the ghetto, that the role of a counselor in a structured, middle-class setting is a false one. This is due to not only the absence of caring for him in the slums, but also, if he were to really tell the counselor about the almost insurmountable problems that he faces, that the counselor would be powerless to do anything about them or, even worse, might just not care (Sewell, 1967).

There is also evidence emphasizing the social distance between Mexican-Americans and whites, a possible influence on rehabilitation case outcome (Moreau, 1967). Many Mexican-Americans come from a rural background, and

their values often reflect traditionalism, paternalism, and resignation to the conditions of life. The low value the Mexican-Americans place on education is congruent with a simple division of labor, a higher value on self-sufficiency than riches, and an oral rather than written tradition (Vontress, 1969).

The Mexican-Americans are uneasy when away from their familiar environment and cultural peers. The crisp, business-like manner to which Anglo counselees are accustomed may appear curt and cold to the individual who is more accustomed to elaborate forms of courtesy and greetings (Vontress, 1969). The Mexican-American's lack of facility in English reduces his social interaction with Anglo-Americans and limits his chances to learn Anglo ways through every day experiences. The result is that he returns to easier, more comfortable association with Spanish speaking friends and family. Some authors have noted that the lack of facility with the English language not only directs and limits his social, educational, and occupational aspirations, but also contributes to his ultimate success or failure in achieving such goals (Harward and Feffer, 1967). There are other more subtle differences, such as the differences in concepts of time (disregard for exactness of time), emphasis on attention

to requests of family and friends at all times (this resulting in broken appointments), and the fact that boys receive little, if any, encouragement from their fathers to continue their education--this usually being a motherly influence (Heller, 1966).

All these factors may influence the rehabilitation worker-ghetto client relationship. In all cases, similarity of worker-client attributes is of prime interest.

Research Hypotheses

The following research hypotheses evolved from the problems and concerns discussed above:

- (1) There is a difference in terms of case outcome between a ghetto rehabilitation client working with a counselor alone, aide alone, or counselor and aide together.
- (2) There is a positive relationship between amount of rehabilitation worker education and case outcome.
- (3) The greater the similarity between rehabilitation worker and rehabilitation client age, the greater the likelihood that the case will be terminated into employment.
- (4) The similarity of sex between rehabilitation worker and rehabilitation client does make a difference in terms of case outcome.
- (5) The greater the similarity of ethnic status between ghetto rehabilitation worker and client, the greater the likelihood that the case will be terminated into employment.

CHAPTER 2

PROCEDURES

Problem

This study compared the effects of a rehabilitation counselor working alone with a ghetto client, a rehabilitation aide working alone with a ghetto client, and a rehabilitation counselor and rehabilitation aide working together with the same ghetto client. The effects of these three conditions were determined by the number of cases closed as employed as well as the amount of client earnings at time of case closure (for those closed as employed) for each of these three conditions. Included in the investigation were, also, rehabilitation case outcome (closed as employed or non-employed) as related to amount and type of rehabilitation worker education, and the relationship between similarity of rehabilitation worker and client age, sex, and ethnic status and rehabilitation case outcome.

Population and Sample

The population of interest in this study can be considered to be the six Service Center programs now being

operated by the State of California. Service Centers are state governmental offices which have been geographically located in pockets of poverty in an attempt to better serve poverty and disadvantaged populations. The 249 subjects used in this study were all clients of the San Diego Service Center office of the California Department of Rehabilitation. The clients receiving services through this office are primarily from the low income categories.

Only those subjects who had been involved in a vocationally oriented program, and through the rendering of rehabilitation services were expected to attain a specific vocational goal, were included in the study. In such cases a client would have seen a counselor and/or aide a very minimum of two times. All such cases that were closed during the period from October 1, 1969, through March 31, 1971, were reviewed.

Data Collection

All subjects used in this study had contact with a rehabilitation counselor and/or rehabilitation aide. All client (subject) information was obtained through reviewing the closed San Diego Service Center rehabilitation case files. This information included client age, sex, ethnic

status, education, and the status of the case at closure, as well as the income at closure for those cases closed in employed status.

The total number of rehabilitation counselors involved in the study was six; the total number of rehabilitation aides involved in the study was nine (see Appendix A). Not all counselors and aides were continually employed at the San Diego Service Center during the entire eighteen month period studied, due to counselor and aide transfer and turnover. However, all counselors and aides involved in those cases reviewed were still in the San Diego area and were accessible for questioning.

Closed rehabilitation case files were reviewed to determine if a client was seen by a counselor alone, aide alone, counselor and aide together, or some other combination of rehabilitation workers (there were subjects who were involved with more than one counselor or more than one aide). Such determination was made possible through reading the information kept in the case files. For a cross-check on the accuracy of this technique, a random sample of twenty cases studied was made. A brief interview was held with the counselors and aides involved in each of these twenty cases. In every case so sampled, the determination made through

reviewing the case file information coincided with the determination made through consulting with the rehabilitation workers involved in the case.

Amount of rehabilitation worker education, rehabilitation worker sex, and age were obtained through personal interviews with the rehabilitation workers involved in the study. To set up the data to test hypothesis three (similarity of rehabilitation worker and rehabilitation client age), a span of ten years or less between worker and client age was considered sufficient to constitute similarity of age.

Ethnic status of rehabilitation worker was also obtained during the same personal interview. The ethnic groupings included Negro, Mexican-American, and white. In order to test hypothesis five, similarity of ethnic status between worker and client was classified as follows: Negro worker, Negro client; Mexican-American worker, Mexican-American client; white worker, white client.

Statistical Analysis

Hypothesis one: Hypothesis one contended that there is a difference in terms of rehabilitation case outcome between a ghetto client working with a counselor alone, aide

alone, or counselor and aide together. A series of one way analyses of variance were used to determine if such a difference does exist. The analyses used two separate criteria to test the hypothesis (employed vs. non-employed and amount of income) and different rehabilitation worker and client combinations (personnel assignment).

Hypothesis two: To test the second hypothesis, that there is a positive relationship between amount of rehabilitation worker education and case outcome, two separate correlation coefficients were calculated. In these calculations only those subjects were included who worked with a counselor only or aide only, since it would have been meaningless to make an estimate or comparison for those subjects who were involved with more than one rehabilitation worker. A point biserial (r_{pb}) correlation coefficient was calculated relating rehabilitation worker education (number of years in school) to the dichotomous criterion of employed or not employed closure. A Pearson Product Moment correlation coefficient was calculated for the degree of relationship between rehabilitation worker education and amount of income of clients whose cases were closed as employed.

Hypotheses three, four, and five: It was originally intended to test hypotheses three, four, and five through the use of a four factor analysis of variance design (the four factors being personnel assignment, sex, age, and ethnicity). This design, besides testing for main effects, would also test for interaction between variables in their influence on outcome. Only subjects who were involved with a counselor only or aide only were included in the analysis due to the difficulty and questionable meaningfulness of averaging the age, sex, and ethnic status of two or more workers.

Because there were not enough subjects to fill some of the ANOVA cells, the minimum cell number conditions for the four factor design could not be met. As an alternative, three separate three factor analyses of variance were calculated.

Because consistently more counselors than aides were involved with clients on a one-to-one basis, a proportional N adaption of the standard equal-N analysis of variance procedure was used. Thus, the smallest number filling any one cell for the counselors and the smallest number in any one cell for the aides set the standard for the cells in the design. Any excess over the minimum standard set for each

cell was removed randomly. For two of the analyses there were eleven subjects in all counselor cells and seven in all aide cells and the third analysis had twelve and eight respectively. See Appendix B for an example of the three factor design.

Definition of Terms

Important terms are as follows:

Employed Closure: The status of a rehabilitation client whose case was closed after his having been employed for a minimum of thirty days.

Ghetto Client: An individual who is a client of the California Department of Rehabilitation, who resides within what is generally considered to be a ghetto area (geographic boundaries are established by the Department of Rehabilitation), and who is from the low-income categories.

Rehabilitation Counselor: An individual who was hired by the California Department of Rehabilitation as a vocational rehabilitation counselor as defined by the California State Personnel Board.

Rehabilitation Aide: An individual who was hired by the California Department of Rehabilitation as a rehabilitation aide as defined by the California State Personnel

Board and who works under the supervision of a rehabilitation counselor.

Personnel Assignment: Refers to the particular arrangement of rehabilitation counselors and rehabilitation aides assigned to work with the ghetto clients who were the subjects of this study.

CHAPTER 3

RESULTS

There were a total number of 249 subjects involved in this study. Table I gives a brief description of the subjects according to sex, ethnic status, welfare status, and status at closure.

Table I. Demographic Characteristics and Closure Status of Subjects

Characteristic	Number	Percent
Male	120	48
Female	129	52
Negro	80	32
Mexican-American	49	20
White	115	46
Other	5	2
Receiving welfare at time of case acceptance	116	47
Not receiving welfare at time of case acceptance	133	53
Closed as employed	160	64
Not closed as employed	89	36

The study was guided by five hypotheses. They were stated at the end of Chapter 1 and were tested as described in Chapter 2.

Hypothesis 1: There is a difference in terms of case outcome between a ghetto rehabilitation client working with a counselor alone, aide alone, or counselor and aide together.

Four one way analyses of variance were computed to determine if this difference does exist. The first analysis of variance (Table II) used the employed/not employed criterion with personnel assignment being represented by the counselor only, aide only, counselor plus aide, and others categories. The "others" category includes cases where there were more than one counselor involved, more than one aide involved, or more than one counselor and one aide.

Table II. Employed/Not Employed Criterion with Counselor Only, Aide Only, Counselor plus Aide, and Others Categories

<u>Differential Effect of Personnel Assignment</u>					
<u>Source of variation</u>	<u>SS</u>	<u>df</u>	<u>MS</u>	<u>F</u>	<u>p</u>
Between groups	.147	3	.049	.019	NS
Within groups	647.042	245	2.641		

Table III reports the same employed/not employed criterion. However, personnel assignment was represented by the following categories: counselors (may be one counselor or more than one counselor, but only counselors); aides (may be one or more than one aide); and counselors plus aides

(cases where both counselors and aides were involved with the subjects).

Table III. Employed/Not Employed Criterion with Counselors, Aides, and Counselors plus Aides Categories

<u>Differential Effect of Personnel Assignment</u>					
Source of variation	SS	df	MS	F	p
Between groups	.382	2	.191	.0049	NS
Within groups	9430.807	246	38.337		

Table IV reports the same personnel assignment categories as reported in Table II. However, the criterion utilized was the amount of income at time of case closure for those cases closed as employed.

Table IV. Employed Closure Income Criterion with Counselor Only, Aide Only, Counselor plus Aide, and Others Categories

<u>Differential Effect of Personnel Assignment</u>					
Source of variation	SS	df	MS	F	p
Between groups	14,379.834	3	4,793.278	1.835	NS
Within groups	407,533.016	156	2,612.391		

Table V reports the same personnel assignment categories as described and reported in Table III, again using

the criterion of amount of income at time of case closure for those cases closed as employed.

Table V. Employed Closure Income Criterion with Counselors, Aides, and Counselors plus Aides Categories

<u>Differential Effect of Personnel Assignment</u>					
Source of variation	SS	df	MS	F	p
Between groups	7,087.837	2	3,543.918	1.336	NS
Within groups	415,949.107	157	2,649.357		

As can be seen in the analyses of variance summary tables, there was no difference found in rehabilitation case outcome between a ghetto rehabilitation client working with a counselor alone, aide alone, counselor and aide together, or other categories. Thus, Hypothesis One was not supported by the results of this study.

Hypothesis 2: There is a positive relationship between amount of rehabilitation worker education and case outcome.

Table VI includes two correlation coefficients. The first coefficient is a point biserial (r_{pb}) relating rehabilitation worker education to the dichotomous criterion of employed or not employed closure. The second is a Pearson Product Moment correlation coefficient indicating the degree

of the relationship between rehabilitation worker education and amount of income of clients whose cases were closed as employed.

Table VI. Correlation Between Rehabilitation Worker Education and Case Outcome

Criterion	Coefficient
Closed employed or not employed	$r_{pb}=.048$
Client income for cases closed employed	$r=.14$

Included in the calculation of the first correlation coefficient (r_{pb}) noted above was a total number of 107 subjects, those who could be isolated as having been seen by a counselor only or aide only. In the Pearson Product Moment Correlation Coefficient (r) a total number of seventy subjects were included in the calculation, the number of subjects that were seen by only a counselor or only an aide and were closed as employed.

The correlation coefficients (Table VI) between rehabilitation worker education and rehabilitation case outcome are extremely small. Hypothesis Two was not supported by the results of this study.

- Hypothesis 3: The greater the similarity between rehabilitation worker and rehabilitation client age, the greater the likelihood that the case will be terminated into employment.
- Hypothesis 4: The similarity of sex between rehabilitation worker and rehabilitation client does make a difference in terms of case outcome.
- Hypothesis 5: The greater the similarity of ethnic status between ghetto rehabilitation worker and client, the greater the likelihood that the case will be terminated into employment.

As was stated in Chapter II, the above three hypotheses were analyzed through computation of three separate three factor analyses of variance. This procedure gave all possible combinations of the above variables so that both main effects and interactions could be observed, with the only exclusion being the ABCD interaction. Tables VII, VIII, and IX represent the ANOVA summary tables.

Table VII. Similarity of Rehabilitation Worker-Client Age and Sex using the Employed/Not Employed Criterion

ANOVA Summary Table					
Source of variation	SS	df	MS	F	p
A (sex)	.00	1	.00	.00	NS
B (age)	.00	1	.00	.00	NS
D (couns. vs. aide)	.1039	1	.1039	.4587	NS
AB	.2222	1	.2222	.9810	NS
AD	.2338	1	.2338	1.0322	NS
BD	.9350	1	.9350	4.1280	.05*
ABD	.0116	1	.0116	.0512	NS
S(ABD)	14.4935	64	.2265		
Total	16				

*Because of significance at the .05 level, the interaction (between age (B) and personnel assignment (D)) was transcribed onto a graph. Figure 1 represents this interaction.

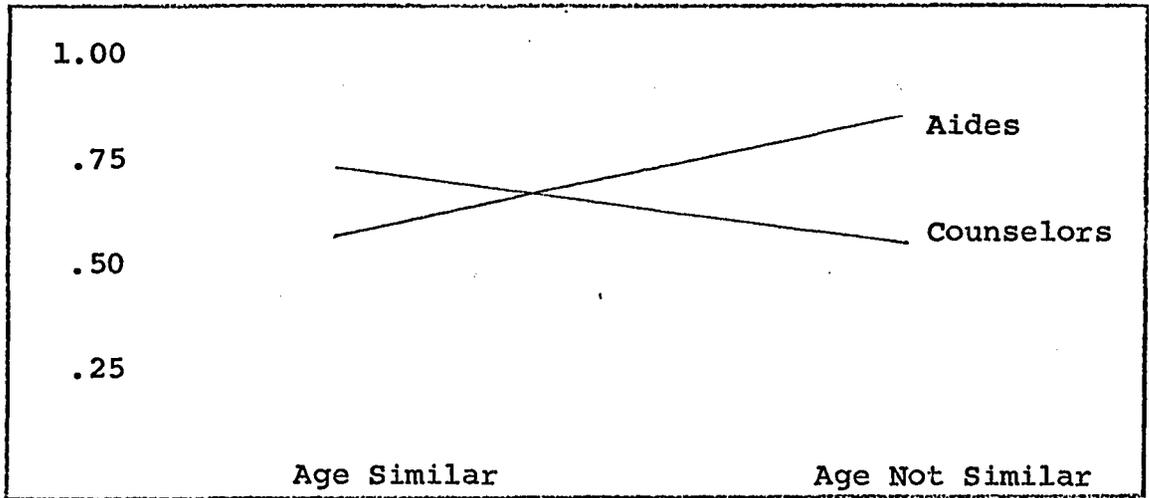


Figure 1. Interaction Between Age and Personnel Assignment

The graph shows that counselors' results were a little better when ages were similar, but aides' results were better when ages were not similar.

Table VIII. Similarity of Rehabilitation Worker-Client
Ethnic Status and Sex using the Employed/Not
Employed Criterion

ANOVA Summary Table					
Source of variation	SS	df	MS	F	p
A (sex)	.2222	1	.2222	.9776	NS
C (ethnicity)	.0556	1	.0556	.2446	NS
D (couns. vs. aide)	.0065	1	.0065	.0286	NS
AC	.5000	1	.5000	2.1997	NS
AD	.3815	1	.3815	1.6784	NS
CD	.1847	1	.1847	.8126	NS
ACD	.1040	1	.1040	.4575	NS
S(ACD)	14.5455	64	.2273		
Total	16				

Table IX. Similarity of Rehabilitation Worker-Client Ethnic Status and Age using the Employed/Not Employed Criterion

ANOVA Summary Table					
Source of variation	SS	df	MS	F	p
B (age)	.0500	1	.0500	.2003	NS
C (ethnicity)	.0500	1	.0500	.2003	NS
D (couns. vs. aide)	.0521	1	.0521	.2087	NS
BC	.0500	1	.0500	.2003	NS
BD	.2521	1	.2521	1.0100	NS
CD	.1686	1	.1686	.6755	NS
BCD	.1589	1	.1589	.6366	NS
S(BCD)	17.9683	72	.2496		
Total	18.75				

The analyses of variance showed no difference in terms of main effects of the independent variables (similarity of age, sex, and ethnic status and the counselor only and aide only variables) in their effect on the dependent variable of rehabilitation case outcome. Significant at the .05 level of confidence was the interaction between similarity of worker-client age with personnel assignment. However, no useful information could be gained from this interaction.

Hypotheses Three, Four, and Five were not supported by the results of this study.

Discussion of Results

Several explanations suggest themselves as possible contributions to a lack of statistically significant results. One factor may be the overloading of governmental agency rehabilitation workers with large caseloads and the consequent lack of opportunity to develop a counselor-client relationship to the point of making a significant effect in the life of a ghetto rehabilitation client. Thus, one rehabilitation worker may be more effective than another, but the operational situation may not allow for the development and application of this effectiveness. Second, the criteria used in this study may not be sensitive enough to detect any differences. Previous studies which suggested their applicability and significance did not indicate their sensitivity for detection. Third, the conditions of this study may not have been stringent enough to allow for detection of differences.

The final chapter will include recommendations derived from points two and three above. These are areas where some control can be maintained in further research.

CHAPTER 4

SUMMARY AND CONCLUSIONS

Summary

This study was a replication of Truax's (1969) study conducted at the Arkansas Hot Springs Rehabilitation Center in that it applies the same three treatment conditions (rehabilitation counselor only, rehabilitation aide only, and counselor and aide working together with the same client). The criterion in this study was that which state and federal rehabilitation agencies consider indicative of successful or unsuccessful rehabilitation case outcome: whether or not the client was rehabilitated into employment. For those cases closed employed, the additional criterion of amount of earnings at time of closure was used. Also incorporated into the study was the effect of amount of rehabilitation worker education on the closed employed/not employed and the income criteria. Also studied were the effects of similarity of rehabilitation worker and rehabilitation client age, sex, and ethnic status on the closed employed vs. not employed criterion.

Findings

For the primary hypothesis, the statistical analysis showed no difference among the three personnel assignment groups (counselor only, aide only, and counselor and aide working together with same client). Neither was the hypothesis that there is a positive relationship between amount of rehabilitation worker education and case outcome substantiated by the statistical analysis.

None of the three hypotheses stating the greater the similarity between rehabilitation worker and rehabilitation client the more positive would be case outcome were substantiated by the data gathered. There was one interaction which was significant at the .05 confidence level, this being the interaction between similarity of age and personnel assignment. However, no meaningful or practical conclusions could be made as a result of this interaction. Perhaps this significant interaction (at the .05 confidence level) was the one in twenty which could be due to chance alone.

Conclusions

1. In this study, using the criterion of rehabilitation case outcome, Truax's findings that there were somewhat more positive effects on client rehabilitation when the

client was seen by an aide under supervision working with his own caseload (compared to counselor or counselor plus aide) were not substantiated. This lack of demonstrable difference in personnel assignments also confirms earlier assertions regarding a lack of difference between aide and counselor performance (Ayers, 1969; Patterson, 1967; Carkhuff, 1966).

2. Using the criterion of rehabilitation case outcome, the hypothesis that greater rehabilitation worker education leads to more successful rehabilitation outcome was not substantiated by the results of this study.

3. The contention that the greater the similarity between rehabilitation worker and rehabilitation client, the more likely the case will result in successful case outcome was not supported by the results of this study.

Recommendations

The primary recommendations to evolve from this study are related to a desire to see similar research conducted under more stringent conditions. The following recommendations are based on such a desire.

Experimental Model: A desirable experimental model would include the assigning of rehabilitation cases at

random to a counselor alone, an aide alone, and a counselor and aide working together. This procedure would prevent any type of preselection of cases.

If such a random assignment were not feasible, an alternative with the California rehabilitation system would be to have the same rehabilitation personnel involved in taking on new clients on a given day. That is, a rehabilitation worker or rehabilitation workers (counselor plus aide) would be assigned a given day or days of the week to begin working with all new clients which walk in or are referred on those set days. The client would not be shuffled from worker to worker, but would remain with the rehabilitation worker(s) that first interviewed him. Client progress would be followed over a one year period (after all personnel assignments had been established).

In either model, other variables besides personnel assignment could be incorporated as desired. Recommended variables would include those related to similarities between worker and client (age, sex, ethnic status, language spoken, etc.), as well as amount of rehabilitation worker education.

Criteria: In addition to the employed vs. non-employed criterion and amount of income criterion, several other criteria may be feasible. One possible criterion could

be drop out rate - that is, the number of cases that are closed in other than employed status after the case has been initially opened by the Department of Rehabilitation. Other alternative criteria could include: total number of cases closed employed, rehabilitation worker self-ratings, supervisory ratings, some type of client evaluation of worker effectiveness, number of clients that actually become involved in a vocationally oriented rehabilitation plan, and number of worker-client contacts.

Sample: The sample would have to be more representative than the one used in this study, most desirably encompassing all California Service Center Rehabilitation offices. Such broader sampling would allow for a broader generalization of results, since many diverse ghetto populations would be tapped by such a sampling.

The cooperation of the information retrieval system now being used by the research and statistics branch of the California Department of Rehabilitation would be of great assistance in carrying forth such a study. This system provides immediate accessibility to a great deal of client and rehabilitation worker information.

Concluding Remarks

The field of counseling (rehabilitation and otherwise) is seriously being challenged concerning the worth of graduate academic counseling training programs. The continuing controversy over the effectiveness of professionally trained counselors versus the effectiveness of indigenous paraprofessionals plays a large role in this challenge. In California, this controversy has come even more to the forefront with the establishment, effective April, 1971, of a new career ladder for rehabilitation aides (now titled vocational rehabilitation assistants). A vocational rehabilitation assistant can now move up the career ladder into a rehabilitation counselor position with in-service experience and the equivalent of two years of college level academic training.

This researcher strongly believes that efforts should continue in the direction of conducting research which attempts to differentiate the effects of personnel assignment on case outcome. There is plenty of room in the counseling profession for the academically trained professional as well as the indigenous worker who has received his training primarily through in-service experience. Research, with personnel assignment as a variable and case outcome as

the criterion, can be an important tool leading to decisions concerning the setting that may be most appropriate for each individual. Whether or not the methodological techniques used or recommended as a result of this study are most appropriate solutions as yet remains to be seen.

APPENDIX A

REHABILITATION WORKERS INCLUDED IN STUDY

Title	Age	Sex	Ethnicity	Education
Aide	31	Female	Negro	13½
Aide	31	Male	Mexican-American	13½
Aide	49	Female	Mexican-American	12
Aide	36	Male	Mexican-American	15
Aide	47	Female	White	12
Aide	47	Female	Mexican-American	13
Aide	43	Female	Negro	15½
Aide	43	Female	Mexican-American	14
Aide	32	Female	Negro	16
Counselor	35	Male	White	18*
Counselor	33	Male	White	18*
Counselor	32	Male	White	18*
Counselor	27	Male	White	18*
Counselor	37	Male	Mexican-American	17**
Counselor	34	Male	White	17½***

*Master's Degree in Rehabilitation Counseling

**Master's Degree in Psychology in progress

***Master's Degree in Rehabilitation Counseling in progress

APPENDIX B

EXAMPLE OF THREE FACTOR ANOVA BLOCK DESIGN WITH AGE AND SEX AS THE INDEPENDENT VARIABLES

		Counselor Only	Aide Only
Sex similar	Age similar	N=11	N=7
	Age not similar	N=11	N=7
Sex not similar	Age similar	N=11	N=7
	Age not similar	N=11	N=7

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