



## RESEARCH ARTICLE

## Evaluating the Effectiveness of Social Services for Children in Conflict with the Law to Enhance the Educational Intervention Program at Bahay Pag-Asa

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ARTICLE INFO	ABSTRACT
Received: Sep 12, 2024	<p>The study generally aimed to evaluate the effectiveness of social welfare services for children in conflict with the law (CICL), which serves as basis for improving the educational intervention program of Bahay Pag-Asa. The study used a descriptive research survey. Data were gathered from the forty (40) respondents and analyzed using the frequency, percentage, arithmetic mean, and correlation coefficient <math>r</math> test in determining the frequency, effectiveness and satisfaction level, and satisfaction level of the Bahay Pag-Asa personnel in the provision of social services for CICL.</p> <p>Findings of the study concluded that the Bahay Pag-Asa offered limited educational and social services for the youth offenders. The Bahay Pag-Asa "Sometimes" provides Fairly Effective social services to children that Moderately Satisfied the Bahay Pag-Asa stakeholders. The Bahay Pag-Asa caused them the provision of social services for CICL a very high challenge. The more frequent social services provided for youth offenders, the more effective the social services tended to become for CICL. The more effective the social services rendered for CICL, the higher is the degree of satisfaction level of Bahay Pag-Asa stakeholders. The Education Program of Bahay Pag-Asa is strongly proposed as an effective educational intervention program for CICL at Bahay Pag-Asa, thereby, contributing to the holistic personality development of youth offenders.</p>
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### INTRODUCTION

Over the past decade, researchers have identified intervention strategies and program models that reduce delinquency to promote psychological, social and educational development (Degefe, 2018; Choong, 2023). Indeed, preventing delinquency does not only save young lives from being wasted, but this also prevents the onset of adult criminal careers. Therefore, this scenario reduces the burden of crime on its victims and on society to arrest, prosecute, incarcerate, and treat juvenile offenders (Soe-Lin, Sarver, Kaufman, Sutherland, M., & Ginzburg, 2020).

Pursuant to R.A. No. 9344 as amended by R.A. 10630, the Bahay Pag-Asa was built to protect and assist children in conflict with the law or CICL (Juvenile Justice and Welfare Act of 2006) by means of establishing funding and management by the Local Government Unit of Bahay Pag-Asa, wherein it is considered as favorable measure to undertake as a provision of a short-term residential care for children in conflict with the law or the CICL (Sanidad-Leones, C.V., n.d.).

The Bahay Pag-Asa Center at Sitio Manalpaac in San Pablo, Cauayan City, Isabela is a residential rehabilitation Center for youth offenders or children in conflict with the law (CICL) who are committed by the Court for rehabilitation due to the committed serious offenses, threatened and placed in the Center that needs community's support for rehabilitation. The programs and services provided by the Center for the youth, its clientele, the children in conflict with the law provides a home environment and group living arrangement with well-balanced, organized and non-formal activities for the youth to make them feel at home away from home where they feel the love of a family support system while preparing them for community re-integration.

As partner and stakeholder of the City Social Welfare & Development, the Isabela State University designed programs and activities for the youth offenders to extend assistance for children in conflict with the law at Bahay Pag-Asa with the objective to nurture young children to become well-adjusted, responsible, well-educated, and confident individuals who can positively contribute to community. Consequently, the LGU designs local juvenile intervention program for those children at risk or the CICL. Such a law was formulated since children are vulnerable to many forms of abuses as it was observed, and therefore, it is essential to keep the best interest for children who come into contact with or in conflict with the law among the policy-making body (Etra et al., 2021).

Recognizing that every child in conflict with the law or the CICL upholds human dignity and worth, the National Crime Prevention Center teaches to instill in the child respect for the fundamental rights and freedom of others according to law, known as Juvenile Justice and Welfare Act of 2006 or RA 9344 . In this view, the Senator Francis Pangilinan asserts that no child 15 or younger may be charged for a criminal act and minors above fifteen (15) but below eighteen (18) may be held criminally liable only if they are shown to have acted with discernment (Gomez, 2011). The law serves as basis in providing the resources for the rehabilitation and intervention programs for delinquent children. Such beneficiaries of the education program are the youth offenders covered by the Juvenile Justice and Welfare Act of 2006.

In this manner, intervention program has three levels: namely, primary intervention, secondary intervention and tertiary intervention. Primary interventions are interventions which include measures to promote social justice for the root cause of the commission of crimes such as: Early childhood care and development; Creation of youth resource centers in every municipality; Institutionalization of activities for children and youth; Health services/education; Access of children to organizations; and Values formation activities (Fabre et al., 2016). The aforementioned programs were conceived by the Bahay Pag-Asa as best practices in any rehabilitation center. The case may be of Bahay Pag-Asa which is located at Sitio Manalpaac, San Pablo, Cauayan City, Isabela would consider the above-mentioned programs (Fabre et al., 2016). As such includes some educational activities that greatly contribute to the holistic personality development of the youth offenders since the needs for the young offenders were high but often unmet (Snehil & Sagar, 2020). In a nutshell, this emphasizes the importance of the social welfare services program identified as urgent needs to rehabilitate the youth offenders and prepare them for integral life in the community, thus, continuing psycho-social and educational formation becomes a necessary intervention program that requires a continuity of care for the juvenile delinquents (Fox, Miley, Kortright, & Wetsman, 2021).

However, it is noteworthy to mention that in the entire operation of Bahay Pag-Asa for almost seven (7) years, under the management and supervision of the City Social Welfare & Development Office, that the Bahay Pag-Asa has yet in its long way to strive in its maximum efforts to provide the best services for its intended clientele. Although the City government provides full support of its human, material as well as financial resources, as per observation, the operation of Bahay Pag-Asa and the implementation of its educational program for CICL could still hardly be felt perhaps due to the young offenders' great needs. Henceforth, young offenders were found to have high levels of educational and social needs in a number of different areas including mental health issue, human resources and

other factors as the case may be. This confirms the findings of the study stating that many Bahay Pag-Asa Reform centers are unable to adequately fulfill their mandate to rehabilitate children in conflict with the law or youth offenders aged twelve to seventeen (12 to 17) the author expressed in the Manila Times (Jalea, 2019). While the children in conflict with the law or the CICL undergo reformation program set by Bahay Pag-Asa as institution implementing the rehabilitation programs, the Isabela State University as educational institutions forged its partnership with the Bahay Pag-Asa in response to the educational needs of the youth offenders who suddenly stopped from their basic education due to the offences they committed. Thus, the research determined the status of educational and social welfare services for CICL and to design and propose an action plan based on the educational needs of the youth offenders at Bahay Pag-Asa to propose an intervention and educational program.

Hence, it is in this light that the study aimed to identify the key social services provided at Bahay Pag-Asa; assess the frequency, effectiveness and satisfaction level of the key social services in rehabilitating children in conflict with the law; and determine the challenges faced by Bahay Pag-Asa in delivering these social services. Findings of these would be a basis of the research to propose an action plan based on the educational needs of Children in Conflict with the Law at Bahay Pag-Asa

## METHODOLOGY

The study utilized the descriptive method of research to gather data as regards assessment of social welfare services provision for CICL at Bahay Pag-Asa as regards its adequacy, efficiency, and satisfaction level of Bahay Pag-Asa stakeholders.

The study involved the forty (40) respondents broken down as follows: (7) seven social workers, (8) eight stakeholders (10) ten barangay leaders, and (15) fifteen youth offenders to assess the social welfare services provided at Bahay Pag-Asa. Data were analyzed using the frequency and percentage counts, arithmetic mean and correlation coefficient r-test.

In describing the frequency, efficiency of providing social services and satisfaction level of stakeholders on the social services at Bahay Pag-Asa, presented hereunder are the scale, arbitrary level and descriptions as shown in Table 1.

**Table 1. Performance Evaluation Scale**

Scale	Arbitrary Level	Frequency	Effectiveness	Satisfaction Level	Challenges Met
5	4.20-5.00	Always	Very Effective	Very Much Satisfied	Very High
4	3.40-4.19	Often	Effective	Much Satisfied	High
3	2.60-3.39	Sometimes	Fairly Effective	Mod Satisfied	Fair
2	1.80-2.59	Occasional	Least Effective	Less Satisfied	Low
1	1.00-1.79	Never	Ineffective	Not Satisfied	Very Low

## RESULTS AND DISCUSSION

### Key Services offered for children in conflict with the law

As shown in Table 2, the key services which are categorized as educational and social services offered for CICL reveal that the educational services provided at Bahay Pag-Asa for its clientele include physical exercises, values education/counseling, alternative learning system, livelihood education, religious services, clean and green program, and bible service. However, the following social services were provided by the Bahay Pag-Asa include recreation/sports, indoor games, and TV viewing.

**Table 2. Key Services provided for the CICL at Bahay Pag-Asa**

Key Services	Frequency (n=40)	Percentage (%)
Educational Services		

Physical Exercises	39	97.50
Values Education/Counseling	37	92.50
Alternative Learning System	36	90.00
Livelihood Education	35	87.50
Religious Services	32	80.00
Clean and Green Program	31	77.50
Bible Service	31	77.50
<b>Social Services</b>		
Recreation/Sports	39	97.50
Indoor Games	38	95.00
TV Viewing	32	80.00

The finding shows that Bahay Pag-Asa offers limited educational and social services for CICL. In line with the findings of the study on hand, it was confirmed that the young offenders were found to have high levels of educational and social needs in several different areas including mental health with (31%), education/work (36%) and social (31%), education/work (36%) and social relationships (48%). In relation herewith, the young offenders in the community had significantly more needs than those insecure care and needs were often unmet. In fact, one in every five young offenders was also identified as having a learning disability.

#### **Assessment on Frequency, Effectiveness, and Satisfaction Level on the Social Services at Bahay Pag-Asa**

As indicated In Table 3, the assessment on frequency, effectiveness, and satisfaction level of Bahay Pag-Asa stakeholders on the provision of social services includes personnel services, housing services, recreational services, food services, and counselling services, at Bahay Pag-Asa for the children in conflict with the law (CICL) revealed that respondents assessed the frequency, effectiveness, and satisfaction level on social services as Sometimes Provided, Fairly Effective, and respondents showed Moderate Satisfaction, having the general mean of 3.11, 3.18, and 3.03, respectively. The general mean of social services, with 3.07 implies that Bahay Pag-Asa “Sometimes” provides Fairly Effective social services to children that Moderately Satisfied the Bahay Pag-Asa stakeholders.

**Table 3. Assessment on Frequency, Efficiency, and Satisfaction Level of Social Welfare Services at Bahay Pag-Asa**

<b>Social Services</b>	<b>Mean</b>	<b>Frequency</b>	<b>Mean</b>	<b>Effectiveness</b>	<b>Mean</b>	<b>Satisfaction Level</b>
1. Personnel Services	3.29	Sometimes	3.33	Fairly Effective	2.70	Moderately Satisfied
2. Housing Services	3.02	Sometimes	3.25	Fairly Effective	3.30	Moderately Satisfied
3. Recreational Services	3.19	Sometimes	2.95	Fairly Effective	3.03	Moderately Satisfied
4. Food Services	3.20	Sometimes	2.98	Fairly Effective	3.07	Moderately Satisfied
5. Guidance Services	3.04	Sometimes	2.91	Fairly Effective	3.03	Moderately Satisfied
General Mean = (3.07)	3.11	Sometimes	3.08	Fairly Effective	3.03	Moderately Satisfied

Findings confirmed the observation of an author who published an article in The Manila Times, claiming that there were some gaps in the implementation of the existing law namely, low compliance of LGUs, lack of awareness on the programs and system of juvenile justice welfare, and insufficient personnel in monitoring the implementation of the law, particularly on the provision of social welfare services (Bilog, 2014).

### **Challenges faced by Bahay Pag-Asa in delivering the Social Services**

The Challenges faced by Bahay Pag-Asa in delivering the social services CICL as presented in Table 4 reveals that the general mean of 4.07 implies that the Challenges faced as regards provision of social services for CICL at Bahay Pag-Asa is “High.”

The challenges faced at Bahay Pag-Asa can be attributed to the respondents high challenges met along the following: The Bahay Pag-Asa Center often face financial and logistical constraints, limiting their capacity to provide comprehensive services; The management provides limited activities for children in conflict with the law; and Children in conflict with the law frequently encounter societal stigma, which can hinder their rehabilitation and reintegration efforts.

The study on hand confirmed the findings made in a study indicating that in almost all the programs, the lack of training affects the efficiency of the social workers in which financial resources aside from the human resources are quite stretched in the programs visited.

**Table 4. Challenges faced by Bahay Pag-Asa in delivering the Social Services**

<b>Problems Encountered</b>	<b>Mean</b>	<b>Description</b>
1. The Bahay Pag-Asa Center often face financial and logistical constraints, limiting their capacity to provide comprehensive services.	4.31	Very High
2. The management provides limited activities for children in conflict with the law (CICL)	4.22	Very High
3. Children in conflict with the law frequently encounter societal stigma, which can hinder their rehabilitation and reintegration efforts	4.24	Very High
4. The CICL got easily bored due to lack of sports activities conducted to ease their boredom	3.89	High
5. Food served is not enough to satisfy the physical needs of the CICL	3.76	High
6. There are no provision of enough activities that hone the skills of children in conflict with the law or CICL	3.48	High
7. The activities being conducted by the cooperating agencies at Bahay Pag-Asa are seldom conducted	4.34	Very High
General Mean	4.03	High

### **Significant Relationship Between the Adequacy and Effectiveness of Social Services at Bahay Pag-Asa**

The test of correlation of frequency and effectiveness of Social Services as provided for CICL at Bahay Pag-Asa which is reflected in table 5 indicates high and positive correlation between the frequency and effectiveness of social services provided for CICL.

Finding means that the more frequent are the social services provided for CICL, the more it becomes effective in the delivery of its social services for the youth reformists or CICL. This conforms to a similar study which recognized the necessity of extending frequent intervention activities for youth offenders or children in conflict with the law.

**Table 5. Correlation Between Frequency and Efficiency of the Educational and Social Welfare Services for CICL**

Variables	Mean	Computed r-Value	Interpretation
Frequency of Social Services	3.11	0.922*	Significant
Efficiency of Social Services	3.08		

\*Significant at .05 Level

### **Significant Relationship Between the Effectiveness and Satisfaction Level at Bahay Pag-Asa on Social Services**

The test of correlation of Effectiveness of the Social Services and Satisfaction level derived from the Social Services provided for CICL at Bahay Pag-Asa as presented in Table 6 reveals high and positive correlation between the efficiency of social services and respondents' satisfaction level on the social services provided for CICL.

This means that the more efficient are the social services rendered for CICL, the higher is the respondents' satisfaction level on the delivery of the social welfare services for CICL at Bahay Pag-Asa. Such finding confirms the article published in The Manila Times, (2019) which recommends that authorities should also give notice to the local social welfare and development officer in determining appropriate programs for children in conflict with the law or CICL at Bahay Pag-Asa to meet the stakeholders' expectation and satisfaction level.

**Table 6. Correlation Between Effectiveness and Satisfaction Level of Bahay Pag-Asa Stakeholders on the Social Services Rendered**

Variables	Mean	Computed r -Value	Interpretation
Effectiveness of Social Services	3.08	0.958*	Significant
Satisfaction Level on Social Services	3.03		

\*Significant at .05 Level

### **Proposed Educational Program for Children in Conflict with the Law (CICL) at Bahay Pag-Asa**

Inasmuch as that the Isabela State University at Cauayan City entered into partnership and forged a Memorandum of Agreement with the City Social Welfare & Development through the Bahay Pag-Asa Reformation Center, the faculty extensionists of the Isabela State University at Cauayan City through the initiative of the proponents and implementers coming from the School of Arts & Sciences initiated to design relevant to the educational intervention program to address the needs of children in conflict with the law.

Such educational intervention program for the Bahay Pag-Asa Rehabilitation Center conforms with a study affirming that the Alternative Learning System (ALS) programs and projects are considered effective education programs that contributed to the improvement of the ALS learners in terms of their educational attainment, family monthly income, employment status, and job nature/characterization [16]. The ALS or the Accreditation and Equivalency program was found out to be very effective in nurturing the life skills of the learners. The program indeed improved the quality of living of the respondents, or the learner-passers as compared to how they lived before ALS engagement. It was further confirmed that life-long learning is also best acquired beyond formal school.

In this case, therefore, the DepEd Cauayan City Division through the Local Government Unit and Isabela State University at Cauayan City and stakeholders committed themselves to support the sustainability of ALS programs and projects implementations at Bahay Pag-Asa. The success of ALS cannot only be equated to the quantity of its enrolment, completers and passers but more

importantly to how it changes one's life. ALS is on the right track and context towards realizing its vision and fulfilling its mission. Thus, it may be recommended to intensify the advocacy and social mobilization of the ALS and to strengthen its connections to and supports from LGU and other stakeholders, since the Alternative Learning System created a great impact in the lives of the out-of-school-youth, kasambahay, Indigenous Peoples, and even the Children in Conflict with the Law. This suggests therefore that the livelihood programs and projects may be increased, diversified and depoliticized.

**Table 7. Proposed Educational Intervention Program for Bahay Pag-Asa**

<b>Intervention Program</b>	<b>Objective</b>	<b>Institution/per sons responsible</b>	<b>Budget cost</b>	<b>Expected output</b>
1. Counseling Services	To extend counselling services to the youth offenders based on the result of the psychological test conducted	ISU-SAS G. Hoggang L. Villaluz G. Luna	5,000.00	Extended counselling services to the youth offenders based on the result of the psychological test conducted
2. Electronic Services	To equip the CICL with skills in repairs of electronic gadgets and appliances	ISU-PS F. Tagle R. Canceran W. Aguinaldo	5,000.00	Equipped the CICL with skills in repairs of electronic gadgets and appliances
3. Paralegal Services For Youth Offenders	To conduct paralegal activities with the CICL for them to amend the offenses they committed for reformation	ISU-SAS/CCJE J. Quilang L. Quilang C. Galiza	5,000.00	Conducted paralegal activities with the CICL for them to amend the offenses they committed for reformation
4. Sports Cum Dance Exercises	To play sporting events and execute dance exercises that promote CICL's physical fitness	ISU-CEd I. Alejandro H. Agustin A. Mateo	5,000.00	Played sporting events and executed dance exercises that promote CICL's physical fitness
5. Values Formation Program	To inculcate and reform the CICL with values as they become responsible citizens of the state	ISU-SAS G. Luna C. Torres	5,000.00	Inculcated and formed the CICL with values as they become responsible citizens of the state
6. Handicraft And Food Production Cum Livelihood Projects	To enhance the skills of the CICL in making handicrafts and food products for sustainable livelihood	ISU-CBM C.H. Bartolome R. Isidro S. Natividad	5,000.00	Enhanced the skills of the CICL in making handicraft and food products for sustainable livelihood

7. Vegetable Plantation And Production (Iat)	To enhance the skills of the CICL through planting vegetables for their consumption and production for consumers to gain profit	ISU-IAT I. Dela Pena S. Agbanlog C. Ferrer	5,000.0 0	Enhanced the skills of the CICL through planting vegetables for their consumption and production for consumers to gain profit
8. Food Innovation And Product Development(Cb m)	To train the CICL how to innovate raw materials used for product development	ISU-CBM R. Bautista R. Elumbra R. Isidro	5,000.0 0	Trained the CICL how to innovate raw materials used for product development
9. Physical Fitness (Ccje)	To perform physical exercises for the promotion of a healthy body	ISU-CCJE A. Verzon N. Ramirez	5,000.0 0	Performed physical exercises for the promotion of a healthy body
10. Alternative Learning System (Deped)	To increase knowledge and skills in the basic 3 Rs through the Alternative Learning System	DepEd N. Galiza D. Luna	5,000.0 0	Increased knowledge and skills in the basic 3 Rs through the Alternative Learning System
11. Spiritual Formation (Religious Organizations)	To increase the faith of the youth offenders and become closer to God	Bible Baptist Church Pastor Tuazon C. Torres	5,000.0 0	Increased the faith of the youth offenders and become closer to God
12. Health Services	To promote a healthy life-style for children in conflict with the law (CICL)	Medical & Dental Clinic of ISU-CC	5,000.0 0	Promoted a healthy life-style for children in conflict with the law (CICL)

## CONCLUSION

Based on the foregoing findings, the study concluded that the Bahay Pag-Asa offered limited educational and social services for CICL. It Sometimes” provides Fairly Effective social services that Moderately Satisfied the Bahay Pag-Asa stakeholders. The Bahay Pag-Asa stakeholders are highly challenged along the provision of social services for CICL.

The more frequent are social services provided for the youth reformists, the more effective are the social services tended to become for CICL. The more effective the social services rendered for children in conflict with the law, the higher is the satisfaction level derived from the delivery of the social services offered for the CICL at Bahay Pag-Asa. The Education Intervention Program of Bahay Pag-Asa is strongly proposed as an effective Education intervention program for CICL at Bahay Pag-Asa, Sitio Manalpaac, thereby, contributing to the holistic and personality development of the youth offenders.

In the light of the conclusions of the research, this paper recommends that the City Social Welfare and Development of the Local Government Unit of Cauayan City may take the lead to forge and establish more linkages with the Non-Government agencies, government agencies, and religious



sectors that provide social services for CICL. Regular monitoring of the activities and programs at Bahay Pag-Asa, especially the needs and problems or status of CICL, should be conducted. A study along this line should be considered in the conduct of the study in a wider scope to include other related variables to obtain excellent delivery of social services for CICL.

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