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William Wilson Law M.S. 1960



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AN EXPLORATORY STUDY
OF
23 REFERRALS MADE BY ATTORNEYS
OF FLINT AND GENESEE COUNTY
TO FAMILY SERVICE AGENCY
OVER A ONE YEAR PERIOD
by
William Wilson Law

June

1960



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AN EXPERIMENTAL STUDY
OF
THE EFFECTS OF TRAINING IN THE
OF FLIGHT AND IN THE
IN FLIGHT IN THE
ON A GROUP OF MEN

by

William Wilson Low

A THESIS SUBMITTED

IN PARTIAL FULFILLMENT OF THE
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CHAPTER I

INTRODUCTION

1. Why and How the Problem Was Selected

This study developed from the interest of the Family Service Center of Miami in Domestic Security in providing the public for an apparent lack of favorable working conditions and advantages in the community. Although the agency has made diligent attempts over the years to provide the public with this information, it has continued to receive a relatively small number of requests from the community. In the agency, this has seemed to be of significance for the reasons. First, it is known that citizens in their practice have contact with agencies and are experiencing problems of a personal, family, or international nature. That this is a concern of people possibly could be of benefit for the agency provided if the conditions were available to them. This conclusion tends to be supported by the fact that agency statistics for 1957 and 1958 respectively showed that only 2.3 and 3.4 percent of the total requests were from citizens.¹

¹ Family Service Agency of Miami County, statistics for 1957 and 1958, which are available.

perceived role of this agency is indicated by the low level of awareness fully in the "discovery" order of the local network. The second reason that these things have seemed of little interest to the agency is the indication that the agency has not made itself effectively known to an important professional group in the community, and that knowing the reasons why it has not may be of interest as to the agency, in planning the practical steps necessary to make its services known and available to the total community.

Therefore, the study has undertaken, first to determine whether there exists a level of inter-grades local relationships, and, if so, secondly, to determine the reasons for it.

B. ~~Inter-Grade Local Clinical~~

It was concluded that the most practical and valid way to proceed would be to make a study of the case records generated by those people referred and of the attorneys who make the referrals. It was decided that in evaluating the case records, the purpose would be to find out the extent of inter-communication, the quality and quantity of contact relative to inter-professional relationships, and an indication of the degree of understanding and nature of attitudes on the part of attorneys regarding the agency and its function. Also, the understanding and attitudes of the attorneys in respect to the agency and to social workers would have to

be a primary focus in the study of the attorneys. This part of the study was based on two assumptions: first, that caseworkers had failed to employ methods and techniques which tended to promote better relations with attorneys; and second, that attorney attitudes and understanding regarding the agency were sufficiently negative and incomplete that communication between the two disciplines was not enhanced.

From the initial stages of formulating the study problem, there were clear indications that case records alone did not contain the complete answers to the question. In other words, it was felt that inadequate casework activity was only one possible explanation for the small number of referrals from attorneys and that the other major explanations were to be found in attorney activity, understanding and attitudes regarding the agency. It was apparent that sufficiently complete information regarding attorneys was not to be found in the case records. This was confirmed by means of a preliminary examination of the records in which it was found, among other things, that there was practically no apparent information included pertaining to the attorneys. The possibility of limiting the study to an analysis of case records alone was, therefore, ruled out and the focus was placed on the method of receiving the desired information from the attorneys.

The use of a schedule was decided upon as a means of gathering the data. The brief nature of the case records tended to simplify the question of choosing the method most practical for this part of the study.² "Quality" of response from attorneys was considered most important to this study, and the person-to-person interview was considered most conducive to getting the desired information. A schedule was formulated which incorporated questions in the two broad areas of "attorney understanding of the agency and of social workers" and "attorney attitudes toward the agency and social workers."³ A third and fourth section were included in the schedule -- "Inter-relationships" to get attorney observations and suggestions regarding current agency-attorney relationships, and "Interviewer's Impressions" to be used in giving a subjective value to the total interview as well as its component parts.

Other controls upon the questions included: (a) a number limited to no more than could be explored during a twenty minute interview, and (b) phrasing in ways that would elicit the most specific responses.

The particular attorneys selected for interviewing were those who had made referrals to the agency. One group

²See Appendix for a copy of the Case Record Schedule

³See Appendix for a copy of the Interview Schedule and accompanying letter.

of these, consisting of the Legal Aid representative, the Prosecuting Attorney, an agency board member, the Friend of the Court, and a business friend to certain agency personnel, might be assumed to have special understanding of the agency function because of their particular relations to the agency. Each of the remainder of those interviewed had made one referral.

The assumption was made that, together, these two groups would be generally representative of "the professional legal attitude" within the community. Those who had not made referrals were not included because it would introduce a specific factor which was beyond the scope of this study, i.e., "what were the differences that might account for referrals having been received from one group but not another."

The particular instances (cases) selected for study were from among the total cases which were both (1) opened or re-opened by the agency for services to be given, after September 1, 1958, and before September 1, 1959; and (2) closed before September 1, 1959. In other words, only those cases were studied which were both opened and closed between the dates of September 1 in 1958 and 1959, and which had been referred to the agency by attorneys. Twenty-three such cases were found, and the above mentioned group of attorneys had referred all of these.

Eleven different categories were represented by the twenty-three records, which gave opportunity to compare "effectiveness in community relations practices" among the group. A preliminary review confirmed an earlier working hypothesis that the records contained enough information to evaluate this factor.

Thus, there is involved in this study the analysis of a dyadic relation: a social work agency; the legal profession. "Workers' effectiveness in community relations" is considered to be an attribute of the agency.

3. Role of the Writer in the Process

The writer has both a personal and professional interest in the study. The personal interest is based on the fact that the writer has served the required two year field placement training in the Flint Family Service and has resultantly become familiar with, and somewhat a part of, the agency and the community. This continuity of service will extend for at least one year beyond graduation by virtue of a commitment to the agency in consideration of an agency stipend granted the writer for the 1959-60 school year.

Though the professional role of the writer will change from student to caseworker employee effective June 30, 1961, and interest in the agency and in the community will continue to grow, this study is viewed somewhat objectively

it is the context of the social work practice and learning process. During the two year period of school training, the writer has been identified with a body of theoretical knowledge within which the profession of social work operates. Also during this time there has been an opportunity to apply the theory in the practical experience environment of an agency which is striving on the one hand to make life more comfortable for its clients and on the other to enhance and permeate the larger fabric of the profession. The writer views this study as an example of an interaction process -- of theory with practice and practice with theory. The writer will attempt to maintain an objective role in formulation and applying the process, being mindful of the expected practical benefits to the agency and sensitive to possible implication to the profession.

D. Setting of the Study

Flint, Michigan, the county seat of Genesee county, is the third largest city in the state. It has an estimated population of 198,300 which increases to 350,000 when including the people who live in suburban areas.⁴ Though located in the southern part of the rich Saginaw Valley farm land, Flint is noted for its automobile industry. It ranks second in the world to Detroit in automobile production and has

⁴Flint Chapter of Commerce, "Flint, Michigan, Welcomes You," a public relations brochure.

acquired the title, "The Vehicle City". It has 100 manufacturing establishments, 2,800 retail stores, and 180 wholesale houses. Divisions of the General Motors Corporation constitute the major manufacturing activity and these are the Buick, Chevrolet, and Fisher Body plants, Ternstedt's auto parts plant, and the A-C Spark Plug plant. Over the years, employment in Flint has remained at a high level in terms of both wages and regularity, though regularity of employment fluctuates during times of recession in the automobile industry.

Though dominantly an industrial community, Flint has not lost its concern for its citizens nor the "friendly" atmosphere, a condition not usually associated with a high concentration of industry. It was described in 1959 as "a city where people, rather than things, are important".⁵ It supports a complex of health and welfare agencies with sixty-five organizations sharing in the funds of the Community Chest.

The Genesee County community also has an abundance of cultural and educational facilities. There are 20,000 foreign born people living in and around the city and their integration into the ways of American life has been aided by the various agencies but particularly the International

⁵From an address delivered by Rabbi Wm. Sajowitz at the Red Feather Annual Luncheon in January, 1959.

Institute, a Red Feather Agency. There are an equal number of Negroes, many of whom migrated within the past decade from southern states. The community educational facilities consist of General Motors Institute, Flint College of the University of Michigan, Flint Junior College, Baker Business University, and Michigan School for the Deaf. There are adequate public and parochial schools to accommodate the 45,000 children in the city proper.

Flint has approximately 225 practicing attorneys,⁶ many of whom are known to be active in the community's participation in health and welfare services. One area of their contribution through the years has been in their service to the Family Agency Board since the agency's inception in 1944. Somewhat illustrative of this is one of the attorneys who served on the first agency board and who became a second term member of the board on January 1, 1960. The relationship between attorneys and the Family Agency therefore has a civic aspect as well as a professional one.

The Family Agency, though late in organizing, became a part of the family agency movement dating back to 1877 when the first one was organized in Buffalo, New York. The agency, though young, took on the problems of the field as a whole. These have been many considering the great economic, social, and cultural changes which have come

⁶The Flint Bar Association, Lawyer Directory, April, 1959.

about before and after its organization. Like family agency philosophy elsewhere, its counseling services have focused on the welfare of the total family but aware that the understanding of the individual family members and of the family inter-relationships is vital to working effectively with clients toward the solution of problems. This philosophy has remained constant but the number of people in all walks of life using the agency, as well as the ways of helping, have not -- the number of people has increased, and there has been a refinement in the ways of helping.

A mimeographed letter was forwarded to all members of Genesee County Bar Association in December, 1959, as part of a collaborative project which is described more in detail in another part of this paper. The letter explained, among other things, that the agency offered counseling service in the following areas:

- Premarital Planning
- Marital Problems
- Divorce and Reconciliation Problems
- Post-Divorce Adjustment
- Parent-Child Relationships
- Adolescent Adjustment
- Personal Adjustment
- Mental and Physical Illness Problems
- Senior Citizen Concern
- Budgeting and Home Management

In addition to the above, the agency has two trained homemakers for temporary placement on request in those homes where the mother is unable to maintain her role for various reasons.

The above services are available to the entire Genesee county area. The agency has responded to one request to provide casework counseling in the community of Fenton, Michigan, some twenty miles from Flint in the southeastern part of the county. Agency services were requested for this community by the business, professional and civic groups there who offered an office in the Fenton Community Building. The agency, in turn, has provided a caseworker one day per week. This project has been successful and the agency is ready to consider providing the same services to other outlying areas if the people in these areas request this extended service. The agency is interested in making the scope of services assigned to it by the community known and available to all the people. Evidence indicates that there are impediments to the dissemination of information regarding the agency by those professional groups who are in direct contact with segments of people who could, but are not fully utilizing the services of the agency. It is considered important that ways be found to improve lines of communication.

E. Assumptions and Working Hypothesis

This study is based on the assumption that more referrals would be made by attorneys in the community if they possessed greater understanding of the agency. If this

is true, then previous methods have not been adequate in this respect. Then it would follow there may be different methods which would promote better relations. This tentative conclusion was drawn in light of the small number of referrals from the attorneys during the past two years. Also, during this time, the agency has made special efforts to promote better relations with the lawyers by programs such as: inviting the president of the Genesee County Bar Association to speak at a staff meeting, by making efforts to increase caseworkers awareness of the importance of contacting referring attorneys, and by cooperating with the president of the Bar in the distribution of the booklet The Lawyer and the Social Worker⁷ to members of the Genesee County Bar Association.

The following findings regarding attorney attitudes and understanding and casework activity, were anticipated from a study of the referral records and from an interview with a number of the attorneys: regarding attorneys.

1. That attorneys may have only a vague to general knowledge of the existence and function of the family agency, or of social work generally;
2. That attorneys may tend to refer clients to family service only at a point of crisis such as (and most typically) at the time of divorce applications;

⁷Family Service Association of American, The Lawyer and the Social Worker -- Guide to cooperation, (New York: FSAA Publication, 1959), p. 30. (Note: This booklet was forwarded in December, 1959, at a cost of about \$80.00, three-fourths of which was paid by the agency).

3. On the other hand, they may tend to see the client who expresses definite interest in divorce action as not amenable to counseling;

4. That attorneys may seldom refer clients whom they have represented in divorce action;

5. That referrals which are made to the Family Agency may be done with such vagueness that clients do not feel encouraged to seek out and/or accept counseling;

6. That they may tend to give counseling around personal and family concerns which have no direct or immediate legal implications;

7. That attorneys may tend to see family service as an agency whose primary technique is characterized generally by manipulative process -- i.e., instructing the client what, or what not, to do, adjusting his social or financial environment, etc.

In respect to casework activity in the attorney referrals, there are certain expected findings which relate to the previously stated broad assumption. A study of the records is expected to reveal:

1. That caseworkers tend not to contact attorneys regarding the case referred to the agency to let them know if the client came, whether or not continued appointments were desired, and the possibility of clients returning to same attorney.

2. That caseworkers tend not to explore with the clients the reason they were referred by the attorney and their feelings about coming to the agency;

3. That workers tend to overlook, or be unaware of, the legal aspects of the client's problem;

4. That they tend to see the client's need for counseling as ending with his decision to proceed with divorce action (thereby losing an opportunity to work with the client concurrently with the attorney);

5. And in cases where clients indicate a need for further legal advice, caseworkers tend not to help them return to the referring attorney.

CHAPTER II

THEORETICAL BACKGROUND

A. Review of Previous Studies of the General Problem or Aspects of It

There is a notable lack of printed material regarding lawyer-social worker relationships. There are several possible reasons for this, and the present study may indicate some of these.

The remarks by Col. Norton Isaac, lawyer and chairman of the Committee on Lawyer-Family Agency Co-operation tends to explain the lack of research in this area. Although recognizing lawyer interests and activities in the work with the Family Association of America and in "the social casework method of counseling families in trouble", he nevertheless recognized that some antipathy has long existed between members of the two professions. And somewhat consistent with the basic assumption of the present study, Mr. Isaac felt this antipathy "is born and nurtured largely through unfamiliarity with the true nature of the respective professions." He proposed to the committee "the formation

of a document which would convey an understanding of the composition, aims, and objectives of each profession, of the areas of mutual concern, the nature of the conflicts, and methods which might be used to achieve more productive cooperation between the two professions." He observed, "that the committee has been unable to discover any helpful material" of an authentic nature.¹

The writer considered that the doctor-family agency relationships would be analogous for information relative to one approach to interdisciplinary problems. The parallel application of certain of this material seems appropriate in light of, on the one hand, what Eleanor Cockerill refers to as the physiological, psychological, and social being of the human organism with its totality the product of the interaction of these three components; and on the other hand, the desire of all professional groups to acquire increased understanding of man and his society.²

Some description and highlights of a study by Rosalind R. Aronowitz regarding the doctor-family agency

¹Family Service Association of America, op. cit., p. 6.

²Eleanor Cockerill, "The Interdependence of the Professions in Helping People," Social Casework, Vol. XXIV, Number 9, (November, 1953), p. 371.

relationship³ is of value and relevant to the present study. She attempted to appraise the current inter-relationship situation in Syracuse, New York, between the two disciplines to determine the areas of confusion and gaps in information which was thought would tend to explain reasons for the few referrals to the family agency from doctors. Although she used the same type data as is used in the present study (case records and interviews), the case records were in no way used in an evaluative sense to appraise the inter-relationship nor to explain reasons for the few referrals. Generalizations were drawn from both the opinions of the doctors and the implications of those opinions, as well as from the facts as known before, and revealed by, the study.

Some recommendations from this study tend to confirm the speculation that there is serious lack of cooperation between all the professions, and to point up the need for more intensive efforts on the part of family service agencies. Following are some broad recommendations from the Aronowitz study,⁴ recommendations somewhat generic to other professional inter-relation situations, and advanced to achieve some increased measure of cooperation.

³Isaiah E. Aronowitz, "A Study of Interprofessional Communication -- How Doctors in a Community are Working with a Family Agency," Unpublished Master's Thesis, Smith College School of Social Work, 1954.

⁴Ibid, pp. 58-59.

1. "Assurance to the doctor that his cases will be carefully followed, and that the social worker will contact the doctor when medical advice and/or recommendations are needed for planning.

2. Doctors should be informed of the professional nature of social work, including placement training. The worker's respect for confidentiality might be mentioned.

3. The difference in function between psychiatric resources and the family agency should be made clear with some discussion of the kinds of cases handled in a family agency.

4. That a family service is not exclusively geared to serve the indigent.*

5. A suggestion should be made to the physician that his referrals would be more effective if he gives his patient some explanation of why he is being referred and what he can expect."

The above recommendations clearly portray circumstances characterized by faulty and incomplete understanding on the part of doctors toward the family agency. Doctor attitudes toward the agency are not so evident from these recommendations. It is equally plain from the recommendations that casework activity in respect to referrals to the agency

*The policy of Family Service Agency of Genesee County is to give casework counseling for personal and family problems other than financial assistance.

from the doctors was such that intercommunication had not been fostered to the maximum degree.

A further emphasis on factors which other professional people see as important to the interprofessional relationship was described by some of the results of a survey conducted in St. Louis. This study was on an agency level and was completed by the Jewish Family Service to discover why so few physicians refer their patients to family service agencies. They found that doctors were very much concerned about the professional competence of the agency staff as they indicated hesitancy in making referrals of people with emotional problems. The doctors were also concerned about the caseworker's request for confidentiality.⁵ It was found that a number of physicians were "linked" because caseworkers often forget about the role of the doctor in a family once the referral is made.⁶ More than half the doctors expressed an interest in learning more about the agency.⁷

Summing up the impressions from the studies in interprofessional relations, there was growing interest on the part of doctors particularly toward the casework discipline. Knowledge of the agency, its personnel, and its services was conspicuously inadequate. Both professional groups in the

⁵Joseph L. Taylor, "What Doctors and Lawyers Think About Us." Highlights (January, 1953), pp 12-14.

⁶Ibid., p. 14.

⁷Ibid.

1. This study examines a person's relation not only with the environment itself, but also the role of education about the child in regard to both competency and of confidentiality.

2. Review of Important Literature

We have already made reference to the psychological, psychological and social nature of the human organism. Inherent in this description of man is the concept that he must work, alone, live a full and rewarding life -- he is dependent upon his society and his society is dependent upon him to achieve the quality of welfare desired for both. In our society, no one professional group is expected to supply the needs for the total man and this has been made more apparent with the advent of specialization. Then, the professional who serves the total man and his component parts are interpreted in what Miss Cocherill refers to as "the process of contribution their special skills and viewpoints to the comprehensive problems of their surrounding societies."⁸

Besides recognizing the dependence of man and of his society, Miss Cocherill describes the "obligation of all helping professions in this age of specialization and diversified expertise. The obligation is that of refining further their ways of working together so that their efforts will be attuned to the unitary nature of man and his problems. This requires a commitment to the principle of the organic

⁸Elisner Cocherill, op. cit., p. 373.

violence of human and social problems on the part of professions as a whole and by their individual members on all operating levels." This principle, if firmly established, will serve as a criterion by which professional service is evaluated, even though, because of obstacles, it cannot always be fully applied.⁹

As a solution to this dilemma presented to these professions most directly concerned with the problems of the physiologic, the psychic, and the social man, Miss Cockerill observes that "It is the responsibility of each profession to create an effective teamwork relationship in which each profession must share in the process and in the outcomes of the process."¹⁰ That is to say that each member of a profession is obligated to go beyond his own narrower limits when the need of the situation demands collaboration. Collaboration implies "team", and Miss Cockerill uses the definition of collaboration used by a colleague in an address to members of the nursing profession -- the definition has general applicability:

"To be part of a team means that one must be enterably willing to work in his own field, that he must see himself in relation to the contribution of others, that he must sense constantly the changing needs of the individuals making up the group he is serving, that he must

⁹Ibid.

¹⁰Ibid., p. 375.

development of human and social problems on the part of professions as a whole and by their individual members on all operating levels." This principle, if firmly established, will serve as a criterion by which professional service is evaluated, even though, because of obstacles, it cannot always be fully applied.⁹

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"To be part of a team means that one must be extremely willing to work in his own field, that he must see himself in relation to the contribution of others, that he must assess constantly the changing needs of the individuals involved, that he must be serving, and he must

⁹Ibid.

¹⁰Ibid., p. 375.

accept the corresponding changes in his contribution and the contributions of other team members to these needs, that he must have the courage to say what he can do and why he feels that he can do that thing better than another, that he must have the grace to give up what he likes to do if another can do it better...."¹¹

Fundamentally, the very-faceted and interacting problems and needs of man require a teamwork approach and this fact is increasingly being recognized. It is difficult to relate to and work in the cooperative process, and the acquiring of it through evolutionary growth would seemingly be the most desirable way.

C. Summary of Current Opinion

Because of its multi-functional role in the community, the complex problems with which it is faced from individuals and families, and its place on the teamwork model, the family service agency is deeply obligated to contribute to the teamwork approach to the solution of problems. Hence it is pictures the family agency in a difficult role in the community that he observed that the family agency:

"...unlike other resources...is not sufficiently in the normal routine of living or in the consciousness of people to be sought out even when the need for its service exists... The family

¹¹ Ibid., pp. 376-377. (From an address by Ruth Barker, "The Nurse on the Healing Arts Team," to the Pennsylvania Nurses Association, November, 1948).

agency with a conviction about its helpfulness... has a responsibility to let people know what it has to offer."¹²

Admittedly then, the family agency is faced with the difficult challenge of both making its services known and available to the total community as well as to involve itself in the teamwork process which is a necessity in working effectively with individuals and with families.

Within the present study problem area, the writer was interested both in what some of the opinions were regarding the problem as well as the type of action, if any, which had been taken to implement these opinions.

One of the first major efforts of record to bring lawyers and social workers together on a national level was made at the biennial meeting of the Family Service Association of America at Cincinnati in November, 1936. Ironically, the issue of "finding ways and means to bring lawyers and social workers into closer cooperation" was conceived by a group of Judges, Bar Association members, and other lawyers who were family agency board members.¹³ Mr. Sol Arton Isaac, then President of FSSA, was asked to speak at a breakfast during the annual meeting of the Indiana Bar Association at

¹² Leonard Stein, "Interpretation Policy for the Family Agency," Family, XXVI, (February, 1948), p. 384.

¹³ Family Service Association of America, "Lawyer-Social Worker Cooperation Committee Report," Proceedings of Final Session Meeting, Committee on Lawyer-Social Worker, 2 (Chicago: Family Service Association, December 17, 1936).

Indianapolis during the summer of 1958. As an outgrowth of this meeting, the topic of which was, "How to Decrease the Flood of Marital Cases in our Courts,"¹⁴ came the proposal to form the Lawyer-Social Worker Committee.

The major outcome of the Committee meeting was a conclusion arrived at during the final sessions that "one of the first requirements for improved relations is the production of a basic document which will serve as an aid to individuals and groups eager to explore the situation in their communities."¹⁴ This conclusion was adopted by the Committee and then by the FALA Board of Directors. A lawyer, Mr. Leonard V. Harrison of New York, a man much experienced in both social welfare and Court matters, was engaged to produce the document, The Lawyer and The Social Worker.¹⁵

The booklet is divided into the following major divisions:

- Guides to Cooperation
- The Lawyer and His Function
- The Social Worker and His Function
- Joint Difficulties in Cooperation
- and How They can be Overcome
- Ways to Win Cooperation
- Experiments in Cooperation
- What More Can Be Done
- Appendix

Some of this material is worthy of reproduction and/or limited description as reflective of how lawyers view

¹⁴Ibid., p. 1.

¹⁵Family Service Association of America, The Lawyer and the Social Worker -- Ways to Cooperation, (New York: F.S.A., 1958), p. i.

cooperation with social workers. The first of these is "Guides to Cooperation:" "Lawyers share a common interest in helping their clients solve problems. Lawyers are trained to deal with legal problems, social workers with social problems. Legal difficulties have their roots in the intimate relationships of the family or in personal behavior -- matters which may involve divorce action, custody of children, indebtedness, and so on -- are inevitably intertwined with social difficulties. Both...professions, therefore, have an interest in obtaining each other's cooperation, ... and unless the lawyer and social worker understand each other's special role and basic competence, cooperation between them will be haphazard and unproductive."¹⁵

Mr. Harrison tells why cooperation is not alien to lawyers: the lawyer has found that by referring a client to another lawyer who specializes in a particular area, the client gets better service, and it adds to the prestige of the referring attorney and yields economic benefits in the long run. The attorney has also found it profitable and professionally rewarding to develop good relations with other professional groups such as doctors, accountants, trust officers, life insurance underwriters -- to mention only a few. "Certainly the complex personal problems inherent in family disorganization or breakdown indicate the need for a

¹⁵Ibid., pp. 9-11.

similar approach -- marshalling all the resources available to produce the desired results with the least expenditure of time and talent. The social worker is a primary source of help with these problems."¹⁷

"Common Difficulties in Cooperation" is equally interesting and revealing as to how lawyers see cooperation: Professional terminology presents a linguistic barrier between lawyer and social caseworker, but "it shouldn't be an insurmountable barrier." Though both professions observe the strictest confidence in respect to the information of the respective clients, lawyers feel that social work clients do not have the status of "privileged" communication under the law as is true of the lawyer's clients. One matter which lawyers frequently complain about is upon making referrals to the agency, they seldom hear about the outcome. The author observes that "a routine method of referring would go a long way toward strengthening the interprofessional relationship."¹⁸

Mr. Harrison summarizes to reflect the responsibilities of both the legal and the social work professions in order to accomplish cooperation: Difficulties in cooperation can be overcome. Both professions must genuinely desire that ways be found for conference and collaboration which

¹⁷Ibid., p. 12.

¹⁸Ibid., p. 12.

which will not violate the concept of confidentiality or forfeit the chances of fruitful chances of interrelationships. As lawyers and caseworkers learn by experience the advantages of working together, feelings of mutual trust will increase. Mutual trust will stimulate communication -- which in turn will result in closer cooperation and maximum benefit to the client and, ultimately, to the community.

Mr. Harrison feels a joint committee of the Bar Association and representatives of social agencies would be suitable for clearing away impediments to understanding and cooperation.¹⁹

One other activity of the National Committee on Cooperation should be mentioned, and this action was part of the total accomplishments at the previously referred to biennial meeting. This was a resolution adopted by the Committee and subsequently by the FDAA Executive Committee. It was then forwarded to the American Bar Association. The Resolution was as follows:

BE IT RESOLVED, that the Family Service Association of America encourage the American Bar Association to establish a Section on Family Law and that every lawyer who is a member of the board of a local Family Service Agency be encouraged to signify his interest therein.²⁰

It should be explained that the National Committee adopted the above resolution as an outgrowth of their interest

¹⁹Ibid., p. 20

²⁰Letter from Sol Merton Isaac, Chairman, Lawyer-Family Agency Cooperation Committee directed to David P. Maxwell, President, American Bar Association, dated February 13, 1957.

[illegible][illegible]

2. ²¹ *Journal of American Studies*, "Journal of American Studies" 1969, 3, 1: 1-2. ²² *Journal of American Studies*, "Journal of American Studies" 1969, 3, 1: 1-2. ²³ *Journal of American Studies*, "Journal of American Studies" 1969, 3, 1: 1-2.

services while focusing intently on the legal aspects of their client's difficulties."²²

Mary Hill emphasizes the "team" concept of the lawyer-social worker relationship in a Legal Aid setting, with the lawyer as the leader of the team. She sees the "team" as composed of people who have special, but different, skills and knowledge to contribute and which results in increased services to clients and personal satisfactions to the members of the team.

Generally, there is considerable disagreement and misunderstanding among Legal Aid authorities as to the Society's relationship to the family agency and other social agencies. There seems to be common agreement that clients presenting problems other than of a legal nature should be referred to the appropriate community resource. There is, however, disagreement as to whether a social worker has a place in the Legal Aid setting. Alfred Kahn sees the social worker in court "as an impartial expert...who would be subject to questioning and examination, in the manner of all experts..."²³ There is considerable confusion about how clients are referred to the family agency, what response may be expected from the agency, and what the obligations are in respect to clients.

²²Family Service Association of America, op. cit. p. 21-22.

²³Alfred J. Kahn, "The Social Worker in Court" The Legal Aid Review, Volume LVI, Number 11, (Fall, 1958).

APPENDIX III

EXPERIMENTAL AND OTHER PROCEDURES IN THE STUDY

1. Initial Presentation of Data to the Subjects

In Experiment I, the instructions for this study were read aloud to the subjects, from the very beginning to the end of the experiment, including the instructions pertaining to those clients referred by attorney, and those interviews held with a selected number of attorneys.

A manual case record card¹ was devised for use in recording the results, and a guide was constructed for the use of the interviewer.

The card record card¹ was intended to record data in the areas -- of contact, of oral knowledge regarding the case, of attitude toward the agency and social work, and the need to it -- so that it could be able to determine, among other things: the procedure followed by the agency; evaluation of the referral in terms of nature of attorney involvement in the referral; case and subject and the agency and the client's point of view; quality of

¹ See Appendix for a copy of this card.

III

VOLUNTARY COMPLIANCE – A firm's compliance with laws or regulations without being forced to do so.

[illegible]

to the United States, the information for this study was based on the fact that, according to the meeting and analysis of the evidence, according to those officials who were interviewed, the last interview had with the subject was on 11/11/1964.

4. Journal entry record is also not developed due to lack of time, the reason, which is the most important one: lack of staff and equipment.

[illegible]

¹ The above information is being furnished for your information.

—

"have written" type concerning: sources of referral from both the quantitative and qualitative aspects; indications of attorney participation in the referral circumstances; the place of attorney, attitude toward the agency and social work; and relationships (if any) between attorney, understanding and attitudes and the duration of outpatient treatment.

The interview guide² was also designed to uncover information relative to two broad areas of response -- attorneys' knowledge and understanding of family service and the function and of social work in general; and attitudes toward the family, agency and toward social workers and/or social work. Specifically, regarding knowledge, understanding and attitudes, the guide was intended to reveal, among other factors: how the referring attorneys first learned about social work and more specifically about family services; what they knew about family service and social work as evidenced by the kinds of clients or problem situations they would consider before making a referral, how they handled client reactions to referral suggestions, and their understanding of the education and training needed for social workers.

In regard to attorney attitudes, the guide was constructed to reflect interest (or lack of it): in the agency's

²See Appendix for a copy of the interview guide.

services and skills to use, but to be prepared to have the answers and ensure that they are the best; the suggestions of the best ways to reach other attorneys; in their responses as to the receipt of the assistant on cooperation,² and their interest (or lack of it) in this material; and personal attitude as an assistant in regard to an interview.

A personal letter under agency name was mailed to each of the attorneys³ giving the purpose of the study, stating why they were chosen to be interviewed and requesting time for an appointment. The researcher followed up the letters by a telephone call one to three days after mailing to gauge reaction and to request an appointment. Interviews were held at a time and place agreeable with the attorneys, and all but one was held at the offices of the attorneys -- this one was held at a private luncheon club after the meal.

The approach used was to state that the agency desired to understand better how to develop its program in a way as to be more helpful to the attorneys and that these attorneys, having used the agency, were in the best position to help us do this. An effort was made by the

²For example, The Lawyer and the Social Worker - A Study in Cooperation, p. 110.

³A copy of this letter is filed in the appendix.

interviewer to develop a picture of the defendant as well as the attorney to a more positive or more negative picture. Answers were recorded verbatim as far as possible. Where this was not feasible, a brief or summary statement on the subject was noted.

The question in the mind was produced with a brief explanation of the procedure. It is suggested that it is doubtful if attorneys would like to have interviews recorded in the client after the original interview, and it was explained that the attorney would be able to do so only if permission was obtained from the client.

7. Elimination of the Elimination of the List of Cases

It was necessary to accept and reject to some extent in the original list of cases-eliminating plans because of some difficulties encountered. Originally there were a total of about 100 cases, but some were referred to the group of cases, the other cases. Six of these were eliminated from the original list because of reasons of possible bias.⁵ Of the nine remaining, four were unavailable for interviews either because they were from the original list. The writer was able to make one substitution, and although this one attorney was not on record as having made a referral during the study period, he was able to recall the details of

⁵See Chapter I, Section 5.

made at least one referral to the agency. There were no other conditions which made this attorney different from the others interviewed.

Although the sample of attorneys was small, for the purposes of this study the number was sufficient to provide opinions representative of the magnitude. This was true, it was felt, because the interview material incorporated topics relatively narrow in scope but yet of special pertinence to the study. The degree of similarity of response from attorneys in the various areas seemed to bear out this conclusion.

The two general limitations in the use of the case record material for gathering the data were brevity and indescriptiveness of the recorded material. Since case records are maintained fundamentally for the purpose of helping clients, the brevity and indescriptiveness from the researcher's standpoint is in no way a reflection on the adequacy of records from the casework standpoint.

CHAPTER IV

FINDINGS

1. Classification of the "Marital"

4. Types of Referrals from Attorneys

One of the first things we noticed about the kinds of problems referred to the agency by attorneys was that almost the great majority of people referred by attorneys would be those experiencing marital distress. It was as no surprise, therefore, to learn that in all but one of the twenty-three cases studied, the presenting problem, as defined by the caseworker, was "marital adjustment." In the one record the presenting problem was categorized as "eccentric." In twelve of the records there was a complex of thirteen different conditions such as: unemployment, finances, alcoholism, an suspected mental illness. Without a doubt, these contributed to the presenting problem.

These findings confirmed the belief that the referring attorneys sent mostly those people to the agency who were experiencing marital distress. This assumption was further borne out when it was found that in all of the twenty-two "marital adjustment" cases, there was the notion

as "divorce" as being the motive for the client consulting the attorney.

One of the surprising findings regarding the referrals concerned the religious faith of the people referred. The table below presents the distribution.

TABLE I

THE RELIGIOUS FAITH OF INTERVIEW SUBJECTS

<u>Religion</u>	<u>Number of Cases</u>
Clients of the Protestant Faith	13
Clients of the Catholic Faith	4
Mixed Faith (Catholic-Protestant)	4
Clients' Faith was undetermined	<u>2</u>
TOTAL	23

The above findings are inconclusive as indicating attorney's understanding of the secular factor in making referrals. However, considering that almost a third as many Catholics as Protestants were referred and that attorneys told Catholic clients should be referred to the Catholic agency, it could be inferred that in actual practice many attorneys do not inform these clients that they have a choice.

3. Agency of Referral

In light of the few referrals and of the conviction that attorneys have the opportunity of referring a greater number of people, we wondered if the ways clients got to them over plus their observed and/or expressed attitudes

wouldn't give some definite indication of attorney's attitudes toward clients and the agency.

TABLE II

NUMBER OF CLIENTS BY TYPE OF REFERRAL

<u>Attorney Indication</u>	<u>Number of Clients</u>
Clients came without verbal suggestion	5
Clients came on express or implied suggestion	15
Clients came after attorney telephoned	1
Clients came after letter of referral received	<u>2</u>
TOTAL	23

Though the largest group (15) came at the "suggestion" of attorneys, the validity of this would be questioned. It was difficult to determine from the records whether a suggestion was actually made by the attorney or not. Client attitudes indicated vagueness as to why they were referred. They were uninformed as to what the agency did, and passive toward involving themselves.

In only two of the cases was there definite evidence of clients being well prepared for the referral. These were among the group of fifteen. Recognizing the possible inflation factor of the largest group, the obvious lack of preparation of the clients for the referral was the most significant aspect of these findings.

6. Conclusion in Transition

The writer posed two major questions regarding casework activity: the answers to which might provide at least a partial explanation of the fact that very few referrals were made by attorneys. The first concerned the extent to which caseworkers had contacted referring attorneys. This was considered of importance to the interrelationship based on opinion expressed in the Family Service Association booklet that, "A frequently heard complaint (from lawyers) is that, when a lawyer refers a client to a social agency, he seldom learns the outcome... (and that)... reporting what happened would go a long way to strengthening the interprofessional relationship."¹

The second question concerned the extent to which caseworkers had helped those clients who had need for further legal counseling to return to the same attorneys.

In the twenty-three cases studied, there was only one instance in which it was noted that contact was made with the referring attorney after the intake interview. It is questionable whether caseworkers had not actually made more contacts than this. The agency had been stressing the importance of this, and it is unlikely that they were ignoring the instructions so completely. Even allowing for this possibility,

¹Family Service Association of America, op. cit., p. 12.

it seems apparent that caseworkers have consistently neglected this vital aspect of the interprofessional relationship.

In studying the referral cases, focus was also placed on determining which of the clients indicated expressed or implied need for further legal counseling, and what was done by the caseworker to help these return to the attorney who referred them. It was found that in seven of the cases the clients expressed or implied a need for further legal service. In three of the seven cases the caseworker made deliberate and appropriate attempts to help the clients return to the referring attorney, but in the other four cases, there was no indication that caseworkers made any attempts to assist clients at a time when it would be difficult for him to return to the same attorney.

Summing up, we know from the literature and from common sense that attorneys profess an interest in the clients referred to Family Service. The evidence from the case records studied suggests very strongly that caseworkers have not made sufficient contacts with attorneys regarding their referrals to promote good relations with this professional group.

D. Outcomes of Referrals

There are numerous factors that enter into the length of time a client will maintain contact with an agency and the

effectiveness of the treatment program. Though relevant and of value to this investigation, it is outside the scope of the present study. We are more concerned with the picture as presented in the twenty-three cases in the sample, from which we might gain some understanding of the function with this group of referrals.

TABLE III
NUMBER OF INTERVIEWS IN CONTACT

<u>Interviews</u>	<u>Number of Cases</u>	<u>Helped</u>
Initial Interview Only	16	4
Two Interviews	4	1
Four Interviews	1	0
Five Interviews	1	1
Ten Interviews	<u>1</u>	<u>0</u>
TOTAL	23	6

The feature of the above data which stands out is the fact that twenty of the twenty-three cases did not continue beyond the second interview. From observation and practice at the agency, we do know that many clients have diffuse and unfocused expectations of the agency due in part to the fact that referral sources (and this applies to attorneys) do not view agency interpretation as part of the referral. They come on suggestion of an authority, with little readiness for the acceptance of such a suggestion. It is felt this lack of understanding, preparation, and motivation indicated in this group of twenty would go a long

way toward explaining their early termination of service. It appears evident that this is reflective of both attorneys' lack of knowledge of the agency and of the casework process.

Six of the twenty-three cases were described by the caseworker as "helped". Since we see that four of these came for only one interview, we may raise the question, "were they helped"?

It appears evident that attorneys refer to the agency primarily at a point of crisis when the client (who is unprepared) is unable to involve himself in treatment. This would reflect on the attorney's understanding of the agency with the client who is overly wrought at the time.

Total evidence from the case material would tend to justify a speculation that it is probably the frequency of failure which both caseworkers and attorneys have felt that has been a hindrance in the development of interprofessional relationships. Caseworkers may feel there is no point in referring for they either never hear from the client again or, if they do, they find he was not helped.

2. Regarding an Interview With Attorneys

A. Understanding of Social Work and The Family Agency

Before reporting on the findings proper, it may be of some interest to relate how the interviews were received by the attorneys. This might also be indicative of how

attorneys were approached by a representative of a social agency. It is significant that all attorneys who were approached consented to be interviewed, and this with a minimum of apparent skepticism or misgiving. The interviewer's impression was that the attorneys were "confidential" in every instance except one and that genuine interest was evinced by five of six lawyers. The one attorney was somewhat under pressure because of unscheduled involvement in a court procedure. Two lawyers spontaneously expressed satisfaction in having a place to refer their problems. While all but one used the interview directly or indirectly to request some interpretation of social work, two indicated more than usual interest.

The interview was generally held in the attorney's office, but since stress was laid on attuning time and place to the attorney's convenience, two lawyers were interviewed outside their offices. The length of the interviews varied from twenty minutes to one hour with the average time being forty minutes. Waiting for the attorneys was necessary in each of the instances and this ranged from five minutes to one hour.

Some data concerning the attorneys interviewed may be of interest though not directly pertinent to the results of the study. As to the "awareness" of these lawyers, they were typical only insofar as they represent the sample

of the few (14) who used the agency during the study period. Their ages range from forty to fifty-six years and their practice averaged seventeen years. All have offices in the main business area of the city, and their clients are primarily people who work in the automobile plants. Two are known to be financially well off and the remaining four are of ordinary means. Three received their legal training outside the state. Five are of Protestant faith and one is Jewish.

2. The Attorneys' Introduction to Social Work

An attempt was made to discover where and how these lawyers got their first knowledge of the social work profession, with a view towards learning what the prevailing effective sources might be.

To the question, "where did you get your knowledge of the Family Agency and of social work?" all but one attorney was able to recall they first learned about the agency through association with colleagues. One learned about the agency through the Council of Social Agencies. All were able to speak familiarly about the agency but only in general terms and as related to their use of it. There was considerable vagueness as to when and how the lawyers first learned of social work as a profession. Most related their becoming aware of it first through court experience, Community Chest drives, and association with friends who were

social workers. Thus it would appear there are no formalized and well defined channels through which attorneys are reached.

C. The Attorneys' Understanding of the Family Agency

We have seen that these attorneys to a limited degree were oriented to the idea of using the agency. The question then raised was what did they actually know about how the agency was used, and what did they know of the personnel to whom their referrals are being made? What sorts of clients or situations did they think we were equipped to handle?

The lawyer was questioned on his understanding of the minimum educational requirements of the trained social worker. While only one attorney knew that to be considered a professional worker a graduate degree was required, the majority of the rest recognized that some college work was required, but were most indefinite as to the nature and scope of the course work and completely unaware of the placement regimen.

The description of the content and extensiveness of the nature of social work ranged from one attorney's almost sophisticated discussion of the fundamental principles of social work and the required personnel qualities to another lawyer's belief that there were just certain personal attributes necessary but strengthened with a few courses in psychology. This study gave all the attorneys a chance to

learn of the graduate training program. One lawyer was especially interested in knowing all about social work, saying he felt sometimes he had "missed his calling". Almost total emphasis was placed by one of the lawyers on "ability to sympathize with people yet able to be objective, and possess common sense and insight."

In discussing with attorneys the sort of clients or situations they would refer to Family Service, they were unanimous in identifying divorce applicants as people they would refer. In fact, only one made mention of Family Service doing anything else except counseling people with marital problems. This one lawyer referred to the many people who need help in managing their finances and implied it was good to know that such help was available in the community.

Apparently five of the six attorneys interviewed were not fully aware that Family Service also offer counseling regarding concerns other than marital problems. This seems to be confirmed by the findings in the study of the case records where it was found that all but one of the clients were referred for marital counseling.

D. Consideration Given to Clients' Financial Status

The attorneys replied to the non-directive question regarding the extent to which attorneys give consideration to their clients' financial status in referring (or not referring) them for marital counseling. Two lawyers gave consider-

ation to their clients' ability to pay for divorce proceedings. One of the two said, "most people today are well off", and the other remarked that "you can't work for nothing". Two of the attorneys emphasized the happiness and welfare of individuals and of the family as important considerations in making a referral for counseling rather than proceeding with divorce. The ability of the client to pay seemed to be of secondary importance with these two attorneys. One of these handled many divorce cases, and this attorney approached the consideration for referral in an analytical way. He felt strongly that attorneys should determine the client's ability to use counseling before considering a referral. The financial status of the client seemed of no great consequence to this attorney.

The remaining two lawyers handled few divorce cases and they almost routinely "directed" clients who inquired about divorce to seek marital counseling. It was evident that these two attorneys had little interest in divorce legal business and their lack of interest was even more evident when they were questioned about the importance of the clients financial status in the referral circumstances.

Summarizing regarding money incentive, it was felt that four of the attorneys offered opinions to the effect that money was not important in theory but was somewhat decisive in practice. Though they tended to qualify state-

ments regarding financial status with remarks about the welfare of clients and their family and of their motivation and capacity to use counseling, clients' ability to pay the fee was an important consideration with these attorneys.

One of the surprising findings regarding attorneys' understanding of the Family Agency related to their consideration of the client's religion in referring them to Family Service or to the Catholic Social Service. They all were undoubtedly aware of the two agencies and were in agreement in their beliefs that clients of Catholic faith should be referred to the Catholic agency. One offered the understanding explanation that the divorced Catholic person could be very uncomfortable if he failed to get the permission of his church.

These findings were somewhat contradicted by those of the case records where it was noted that almost a third as many Catholics as Protestants were referred to Family Service. In view of their tendency to feel that Catholic clients should be referred to the Catholic agency, this opportunity was used to remind and assure them that the Family Agency was non-sectarian.

E. Lawyer's Opinions of Divorce Clients' Ability To
 Use Counseling

One of our beginning assumptions was that attorneys tend to refer clients primarily at a point of crisis. This has been confirmed from both the information from case records and from interviews with the attorneys.

We were interested in knowing a little more about what lawyers think about the people who come expressing an interest in divorce. In view of the small number of referrals and the large number who inquire about divorce, we felt, among other reasons, that lawyers may also have a misgiving about referring clients. We suspected they might feel that they see the divorce applicant as a poor prospect for achieving and accepting counseling. Besides getting their perspective from which they view divorce applicants, we wondered how they handled these clients.

Our question to attorneys referred to their opinions of divorce inquirer's amenability to counseling. Though comments were invited and expected, three attorneys stated briefly and unreservedly that they felt divorce clients were not amenable to counseling because of their hostile and unreconcilable feelings. Two attorneys felt these clients could profit from counseling. One of these gave as the reason that "they needed it" while the other said, "they have to be convinced that they need it." The sixth attorney responded in a diagnostic manner, "that the client's ability to use counseling depends on the intention (degree of determination) regarding divorce."

As a tentative conclusion interpretative of their opinions, attorneys appear to reflect on others of the study assumptions.³ Three of the attorneys have predetermined

³ See pages 11 through 14.

failure attitudes about their divorce applicant's ability to use counseling and their skepticism might reflect unfavorably on whatever referral efforts were made by these lawyers. The two lawyers who felt there was hope through counseling for divorce applicant clients would "pressure" them into seeking help. This "directive" attitude together with other negative feelings expressed, if very prevalent among lawyers, could tend to partially explain the small number of referrals and the preponderance of brief service type clients from attorneys. The attitudes of the five lawyers seem in no way to offer even minimum support and understanding needed by the upset client in order that he may solve his dilemma other than by means of a legal "out".

F. The Attorneys' Experiences in Making Referrals

We wanted next to get some idea of how aware the lawyer was of his client's acceptance or resistance to his suggestion of referral and what sort of an explanation they gave the client. The attorney was asked about his total impression of his client's reactions when he undertook to discuss the referral with him. While he was not questioned about his handling of the referral, we took note of this when it was volunteered, as it was with the six attorneys.

TABLE IV

THE ATTORNEYS' IMPRESSIONS OF CLIENT REACTION
WHEN FAMILY SERVICE REFERRAL IS SUGGESTED

<u>Reactions Reported</u>	<u>Number of Lawyers</u>
Clients' insecurity favorable to counseling	5
Clients are hesitant, questioning	4
Clients are generally receptive	1
Reaction depends on clients' readiness	3
Reaction depends on social status	1
Women are usually more receptive than men	<u>3</u>
TOTAL	17

Clients were reported as generally having a good deal of hesitancy for one reason or another about accepting the referral, their doubt being based in part on lack of information as to what is involved. The attorneys thought that insecurity in the client promoted more ready acceptance.

From the information volunteered by the attorneys on how they handle the referral, our impression is that lawyers do very little interpretation. They will "mention it," "prescribe it," or "recommend it," but only one mentioned any feeling of responsibility in doing any interpretation or offering further encouragement. Mostly, it is as impersonal as saying to the client he must see a marriage counselor. One lawyer explained that it takes time to reason with a divorce applicant and that "he had neither the time nor the talent" to do so. The prevailing feeling was that it was up to the agency to take the client and "treat" him.

In order to determine the extent to which attorneys would use the agency and to examine where their resistances might be, they were requested to consider whether they had sometimes thought of making a referral but did not do so because they thought the client would not like the idea. Two lawyers answered that they brought up the suggestion when in their opinion such help seemed needed. It was up to the client, with one, to accept or reject the idea. One attorney specifically stated that he mentioned referrals "even if they walk out of his office," feeling that it is his duty to do so. One felt that the possible stigma associated with referral to a social agency may have interfered with his referring a client of the upper income bracket. Two attorneys expressed ideas to the affect that the client's attitude wasn't the determining factor -- it was what the attorneys felt was best for the client. The view of these attorneys regarding how they handle referrals offer a great deal of understanding to the lack of readiness observed in the client referred from legal sources.

G. Interrelationship Opinion

On contacting the lawyers it was explained that we were interested in obtaining information from them which would be helpful to the agency in planning more effective ways of working closer with them in giving service to all clients. Reference was made to the small number of referrals received from the attorneys indicating to us that there were probably

many things we could do differently. And that we would like ideas and suggestions from them regarding how we might improve services and work closer in relationship with them.

Attorneys were asked if after they had made a referral they were interested in a follow-up report and if so, what in their judgment was the best way to do this. Choices were first read to them and a few seconds given for them to compose their thoughts. Table V illustrates the lawyers' preferences. The total is beyond the number of attorneys interviewed, since some lawyers made more than one choice depending on different conditions.

TABLE V

HOW ATTORNEYS WOULD WANT TO SUSTAIN
CONTACT WITH THE AGENCY

<u>Method of Contacting</u>	<u>Number of Suggestions</u>
Telephone:	
To learn the outcome of the referral	5
Routinely, at closing of case	3
Follow-up Letter:	
At closing of case	1
No particular interest in maintaining contact	1

The one lawyer who expressed no interest in follow-up, handled few divorce cases and felt that it was immaterial with him as to whether he learned about the case or not.

The majority of the attorneys spontaneously commented that follow-up was essential. As one attorney said, "we

lawyers should have our people back if they don't continue with your organization," the feeling here being fear of losing a case. This is consistent with the opinion of attorneys in general as expressed in the literature and sufficiently referred to previously.

They gave as their reason for preferring telephone contact was that it was simpler. The secretary could give them the information and then place a note in the case file.

Regarding the one lawyer who elected the follow-up letter as the preferred medium said spontaneously that it was most valuable since it could be added to the client's case file. He expressed the feeling that the letter would serve to enhance his report to the Judge in case of a trial. Interestingly, no attorney mentioned in reciprocity whether there was anything lawyers could do which would be helpful to the Family Agency.

The fact that attorneys are very busy seems to be the explanation for their preferred use of the telephone as the medium of communication. Most indicated considerable interest in knowing the outcome of the cases they refer. This tends to magnify earlier mentioned findings regarding the caseworker's neglect of this aspect of the collaborative effort.

H. Suggestions on the Improvement of Agency Services

The very meager response from the attorneys regarding improvement of agency services was disappointing although not unexpected. Two tended to evade the question by verbalizing in other areas. Two others expressed the feeling that the agency should have a well trained staff because of the number and complexity of problems which the agency must handle. One attorney wondered "if the agency was as strong on treatment as on diagnosis." He was unable to give an example and his statement seemed to be his way of expressing the feelings of dissatisfied clients. One lawyer felt the number of staff should be increased so that prompt service could be given. He also felt the agency should give primary consideration to the cultural background of clients, the thought being that some white clients of southern background would resent a Negro caseworker.

On being asked the question regarding services and skills, the lawyers expressed a conspicuous lack of knowledge which would enable them to offer appropriate suggestions. The lack of variety and depth of their suggestions, coupled with a tendency toward verbal evasiveness, somewhat substantiated this conclusion. The encouraging impression gained was that all the attorneys showed a desire to give helpful and appropriate suggestions.

I. Best Ways to Reach Other Attorneys

Not all the attorneys were able to contribute suggestions as to effective ways of reaching other attorneys. Some gave as many as three. The following table gives a composite of the responses.

TABLE VI

SUGGESTIONS ON HOW TO REACH OTHER ATTORNEYS

Agency representative speak before Bar Association	1
Write a letter to each attorney explaining the services of the agency	1
Talk with as many individual attorneys as possible	1
Establish a good understanding with a few attorneys, "the word gets around."	1
Talk with Judges and other influential legal people	2
Do not speak before an assembly of attorneys, "they would walk out on you."	1
Use the medium of radio and television, adopt a "salesmanship" type of attitude	1

In the main, attorney suggestions had an authoritative quality which may relate to their own work orientation particularly their work with divorce clients. With one exception, their understanding of and interest in the ways of social work was found to be small. The implication of the "aggressiveness" in their suggestions might be worthy of note in planning any public relations program.

Before considering specific recommendations for the Family Service Agency of Genesee County, let us look elsewhere to see what other agencies have done about similar problems. As a second major factor upon which to base

his recommendations, the writer undertook to secure information from other agencies with the following information provided by these agencies.

3. Opinions, Problems and Attempted Solutions by Other Agencies

Contact was made with family agencies in Louisville, Kentucky, Hartford, Connecticut, Cleveland, Ohio, Newark, New Jersey, and Los Angeles, California. These particular agencies were selected because their location presented a wide distribution, and because it was believed that each had also made some special efforts to form better relations with attorneys.⁴ This also implied that each of these agencies were not entirely satisfied with their relationships with attorneys. Individual letters were forwarded to these agencies explaining the purpose of the letter and requesting answers to given questions. The questions were included to extract from the respective agencies the quality of information needed and to assist the respondents in focusing, or limiting, the response. The questions were:

1. What degree of working relationships do you have with attorneys at present: (For example, in terms of percentage of attorney referrals, etc.)

⁴The Family Service Agencies in these five cities were shown in the booklet, Lawyer-Social Worker--Guides to Cooperation, pp. 24-25, as examples of agencies who had made collaborative efforts.

2. Has your agency taken any steps to improve relationships such as: planned staff meetings, increased caseworker contacts with attorneys, etc.?

3. If so, what prompted you to take such action? (Why and/or what did you expect to achieve?)

4. What degree of success do you feel you have achieved?

5. What degree of understanding do you feel attorneys have of the function of family service?

The writer didn't receive specific answers to the questions, with a few exceptions.

One of the most extensive efforts to increase collaboration with attorneys was reported by the Cleveland agency. The Family Service Association of Cleveland includes six district offices serving the city of approximately one and one-half million people. Approximately 2,400 attorneys were included in the Association's efforts which were initiated first, in 1955 and again in 1958, both efforts of which, as stated by Nancy Ubelmesser, were for the purpose of "increasing attorney's understanding of our services and when to use them, and to encourage their asking referrals when appropriate."⁵

The 1955 effort consisted of sending a printed

⁵ Personal communication from Nancy Ubelmesser, Director of Community Relations, Family Service Association, Cleveland, dated December 17, 1959.

announcement of the Association's 71st year of service to all attorneys, accompanied by the basic interpretation leaflet, Facts About the Family Service Association of Cleveland. The announcement was a "four by six" folded card and on the front was the agency heading, the general function of the agency, and the six broad areas of service, all in large type capital letters. The inside of the folder showed the name, address, and phone numbers of the six offices, the agency executives, the names of the three psychiatric consultants. Also, the bottom one-fourth of the inside was perforated so it might be torn off, and contained a form for requesting additional copies of the "Facts" leaflet. Eleven of the 2,400 attorneys requested a total of 418 leaflets.

The "Facts" leaflet is sufficiently unique to deserve some description. It was a "three by ten" stiff, folded card, with the title, Association name, age of agency, torch and "red feather" symbols, and name, address and phone number of the main office on the front. The inside and back of the leaflet are divided into five "eye-catching" divisions: Our Primary Service, Our Other Services, Location of District Offices, and Finances Our Services and Fee Schedule are on the back.

The second agency effort was completed in 1959 and after a collaboration statement between attorneys and special

workers was worked out by the Cleveland Bar Association and the Solitors Federation. The second project consisted of a mimeographed letter on agency stationery from Arthur H. Kruse, General Secretary, covering a copy of the Collaboration Statement. These, together with the Leaflet, were forwarded to each of the attorneys.⁶

The composition of the letter and the Collaboration Statement are relevant to the problem in question and will be described briefly. The letter was directed to "Attorneys of Greater Cleveland, and its phrasing recognized the mutual interests and complementary skills of the lawyers and the social workers. It was explained that the leaflet was enclosed for the attorney's information and convenience in referring his clients to the agency. A postal card was also enclosed to request additional copies of the leaflet.

The Collaboration Statement was a one-page mimeographed form detailing the importance of collaboration between the two professional groups. The general circumstances under which it is desirable to collaborate were also included. The point was made that collaboration can be effective and desirable within the framework of the ethics and competence of the respective professions. The key paragraph of the letter

⁶Letter from Mr. Kruse to attorneys dated July 2, 1950, and the Collaborative Statement was dated April 3, 1950.

noted, "within these principles (of client's right to self-determination and confidentiality), and with an understanding of the special restrictions and limitations of each field of practice, the attorney and counselor can pool their knowledge and technical skills in behalf of their actual or prospective clients."

The covering letter stressed the obligation of the counselor to contact the attorney after the referral and give whatever information is desirable and consistent with the limitations of confidentiality. It was emphasized that the referral need not result in the attorney giving up his clients.

In summarizing the results of the Cleveland efforts, this can be appropriately extracted from the lengthy letter from Miss Vogelbecker: It is indicated that as far back as 1935 this agency had some concerns regarding how well known the agency was to the 2,000 or more attorneys. The eleven attorneys only who ordered the leaflet after the 1933 efforts would tend to confirm such a concern. Although no background was given regarding the development of the Collaborative Statement, its formation seemed to be motivated by the growing national concern over family breakdown (and especially by Court authorities.)

The effectiveness of the 1933 effort seemed to be

stated, "Within these principles (of client's right to self-determination and confidentiality), and with an understanding of the special competence and limitations of each field of practice, the attorney and counselor can pool their knowledge and technical skills in behalf of their mutual or respective clients."⁷

The covering letter stressed the collection of the caseworker to contact the attorney after the referral and give whatever information is desirable and consistent with the limitations of confidentiality. It was emphasized that the referral need not result in the attorney giving up his client.

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The effectiveness of the 1951 effort seemed to be

⁷Ibid.

substantiated by the same attorney (as compared to eleven in 1945) who requested agency, legal aid. However, the absence of rewarding success is contained in the letter from Mrs. Ushelsman: "We cannot say whether several referrals have increased, but we do feel that attorney fees have about as much five years ago."⁸

The Family and Children's Agency of Louisville, Kentucky, has attempted cooperative efforts to provide to those in Cleveland but over a much longer period of time. An extract from the letter received from Hilfred M. Entman, Supervisor, Family Services of Louisville, describes the agency's concern:

"Family Service Organization has a long history of concern for the relationship between the two professions and (of) the unfortunate and by-lapses of the work of the agency in the interest of better service to clients of both the agency and lawyers. Over the many years we experimented with various methods that might improve the working relationships -- some were successful, and some were not."

Based on this concern, the Louisville agency, over the years has tried three specific approaches to the problem of how to better reach members of the legal profession. The first of these, and one of the earliest, was an attempt to promote closer working relationships with the Legal Aid

⁸ Nancy Ushelsman, op. cit.

⁹ Personal Communication from Hilfred Entman, dated January 12, 1957.

Society, an organization established by the Family Agency and as an integral part of it from 1914 to 1938. The Family Service Organization first extended casework service to Legal Aid on an "as needed" basis and later, by providing a caseworker a half-day per week. The result of this attempt was disappointing and it was abandoned in 1947 at a time when the shortage of staff became a contributing factor. The relationship continued unsatisfactory until 1953 at which time all agencies were concerned about the adequacy of services being provided by Legal Aid. The Health and Welfare Council evaluated Legal Aid's current function and made a strong recommendation that closer relations between Legal Aid and all social agencies be developed. The recommendations were given impetus by the various lawyers serving on agency boards and by Circuit Judges who were concerned over family breakdown and divorce, and by agency executives.

Concurrently, the Dean of the School of Law, University of Louisville, expressed a special interest in Legal Aid as a training agency for students. The Dean, a member of the FMAA Lawyer-Social Worker Committee, involved local judges, attorneys and leading social workers in his joint aim to work with, enhance, and use Legal Aid and to effect closer collaboration between members of the legal profession, especially Judges, and the social work profession. Closer collaboration was fostered as the result of

career of the two professions. The Family Service Representative, Agnes L. Smith, as the chair of the group at all times worked closely with the Board in its planning and coordination activities especially because of the shared interest in the area of family problems on the community level and on the student training level. It was hoped that a formally organized group could evolve from this effort but this has not been done as of January, 1961.

The second specific Family Service effort in Louisville to reach attorneys was the initiation of the formation of a committee of attorneys and staff to produce an interpretative attorney pamphlet. The lawyers were all either on the agency Board of Directors or men who were outstanding in their interest in and knowledge of the agency. The lawyers took the major responsibility in working with the staff to construct a pamphlet which would be most helpful to the legal profession.

The pamphlet produced is outstanding and unique and will be described more here. Before its printing, it was discussed with and approved by the chairman of the local and state bar associations, respectively.

The Folio was entitled, "A D-5? Interpretation" and in a concise and attractive way the agency offered itself as an adjunct to the private attorney's legal practices. They outline several one-act-type hypothetical situations they

usually frequently confront attorneys, and point out that the agency has to offer for the relief of these social pressures. To make this truly a "30-50 Proposition" they show the attorney where his participation is necessary in terms of his evaluation of the problem and possible recommendations. In two short separate paragraphs, the attorney is advised of the experience and professional level of the staff, of the availability of medical and psychiatric consultation and the confidentiality of the service. Included in the pamphlet is some brief identifying information about Family Service Organization and conspicuously listed are the prominent members in the community who serve on the Board of Directors.¹⁰

Although no research study has been completed to determine the effectiveness of the broad distribution of the pamphlet in 1957, Miss Paterson believes that "it has not effected a marked increase in the number of attorney referrals and also noted a definite increase in the use of the agency resources - information needed about other community resources."¹¹ The agency continues to distribute the pamphlet to new attorneys and to groups, agencies and individuals in, and outside, the state. It is also available to the Law School,

¹⁰Family Service Organization of Louisville, Kentucky, A 30-50 Proposition, A Pamphlet prepared for purposes of public relations.

¹¹Annual Communication from Miss Paterson to the Board, p. 11.

and it is not to longer be of service when talking with people in the community.

The third agency project in Louisville directed toward keeping better known to the legal profession developed in 1955 and came from the concerns of Circuit Court Judges over the high divorce rate. The agency had a continuing concern about family breakdown and accepted the proposal by the Judges that counseling services be formally offered to every couple who filed for divorce. In conference with the Judges, an interpretative letter was created to be sent to each couple whose names were supplied by the Court. After one year, this plan was evaluated and responses were found to be almost negligible and the number of divorce applications unaltered. The plan was then modified to send the letter only to those in the lower age group who had children. Again, and after one year of using the modified plan, response did not appear to justify continuance. The agency and Judges agreed to discontinue the project altogether.

The response from the Los Angeles, Portland and Newark agencies were much less complete and descriptive. Summary remarks only from these communications will be included to reflect their opinions regarding collaboration, and agency action toward forming closer relations with the legal profession.

The Los Angeles Probate Service reported the following:

reworking the attorney-social worker relationship:

1. "There is a concern about direct relations with the attorneys in view of the 1/3 to 2/3 of total referrals coming from attorneys;

2. Attorneys tend to refer clients to the Conciliation Court vicariously, it is felt, because of the wide publicity this court receives. The court, in turn, refers many clients to a family agency;

3. Attorneys of Los Angeles are not considered any worse, or any less, knowledgeable and opinionated regarding Family Service than are doctors, clergymen, and businessmen;

4. The lack of legal sanction to social work, it is thought, impedes interprofessional relations but the problem is primarily one of education.

The Family Service Bureau of Newark reported an excellent working relationship with attorneys. The fact that four attorneys are voluntarily serving on the Board, and that the agency receives twenty-six referrals per year from attorneys are offered to substantiate the good relations claim. This agency reported no activity, past, present, nor planned for the future in the area of lawyer-agency collaboration.¹²

The Hartford Family Service Society has recently sent a letter to each attorney in Hartford signed by a lawyer Board

¹²Personal Communication from Edward V. Kilbruff, Executive Director, Family Service Bureau of Newark, New Jersey, dated December 22, 1952.

rather and more easily by an agency pamphlet. In the process of discussion is the establishment of an on-going advisory committee, composed of a few board members and a greater number of community attorneys, to assist the agency in promoting stronger ties between the agency and the legal profession. The executive felt that the lawyers have a very vague understanding of the agency and of social work and that "most of the attorney referrals come from a relatively few past board members or those who have had contact with staff workers."¹³

From these five agencies it seems clear that there is a growing awareness over the country of the importance and desirability of social workers and attorneys working more cooperatively. It appears that legal persons in Courts are taking the lead in their profession, and that reaching the average attorney represents the primary challenge. Very striking similarities between the family agency-attorney interprofessional concerns of the five agencies contacted and the Flint agency were found, as well as in the efforts made to improve communication with the attorneys.

There is striking similarity between the family agency-lawyer interprofessional concerns of these five agencies

¹³ Personal Communication from Nettie Filmer, Executive Director, Family Service Society, of Hartford, Connecticut, dated January 5, 1966.

Somewhat like the Family Agency of Genesee County, the concerns of these five agencies appear to have evolved from the paucity of attorney referrals and the growing awareness, locally and nationally, of the importance of good interprofessional relations. Methods employed to improve the situation were generally the same, and the efforts have proved somewhat disappointing although it was recognized by these agencies that it would be difficult to evaluate the effectiveness of the efforts.

Though the Family Agency of Genesee County has always maintained an active interest, casework- and public relation-wise, in promoting good relations with all professional groups, its efforts in respect to the attorneys have been intensified since the early part of 1959. The motivation for the increased interest can be attributed to an accumulative awareness of unsatisfactory collaboration between the agency and attorneys as evidenced by the few attorney referrals, and other conditions. Another factor entering into the agency's increased interest was receipt of the booklet, The Lawyer-Social Worker, in April, 1959, a product of the Family Service Association of America Committee.

On receipt of the booklet the agency obtained and forwarded copies to the President of the Genesee County Bar Association and a fellow attorney who was serving as liaison

between the Genesee County Bar Association and the Legal Aid Society. An agency letter from the Executive accompanied the booklets. The letter requested the attorneys's opinions regarding the booklets. The liaison attorney responded with favorable comments about the booklet. He expressed the opinion that each attorney should have one. Several letters were exchanged between this attorney and the agency Executive and these dealt partially with how the professions of social work and the legal profession could work more cooperatively. This attorney was also a member of the Board of Directors of the local Legal Aid Society and he subsequently attended a meeting of the state Legal Aid committee meeting where he introduced the booklet to the group. This committee consisted of approximately fifty members and it voted to procure copies for distribution to each of the members at the next meeting and to give consideration to providing a copy for each Bar member over the state.

Concurrent with the above agency efforts was an invitation to the President of the Genesee County Bar Association to speak before a meeting of the agency staff. The invitation was based on the agency's interest in sharing views and common problems relating to cooperation between the agency and attorneys. This meeting took place in October, 1959, and was attended by all the staff, the President of the Bar Association and the aforementioned liaison attorney who

was invited by the President of the Bar. The meeting was characterized by spontaneous interaction between the staff and the attorneys. The outcome of this meeting is herewith included and as described in separate letters to the Chairman of the agency Board Public Relations Committee and to the General Director of FSAA.:¹⁴

1. "Ask lawyers to refer clients to Family Service Agency at the point clients seek out a conference with the attorney regarding their problems (not divorce applications).

2. Refer divorced clients to Family Service regarding counseling for adjustment following divorce.

3. Family Service Agency will let attorneys know when their referred clients come to the agency and are, or are not, interested in counseling.

4. Family Service will help clients return to their lawyers if they insist they wish to follow through with divorce. (It is recognized that some clients would feel guilty about returning to the same attorney after having been to Family Service.. Likewise it was also recognized that the caseworkers had not taken responsibility to help the client return to the same attorney).

5. The President of the Bar Association suggested consideration be given to a joint project between Family Service and the Genesee County Bar Association to send each Bar member

¹⁴Included in letters to Clark W. Blackburn, General Director, FSAA, and Robert Dinsmore, on October 1, 1959.

a copy of the booklet, The Lawyer and the Social Worker. The booklet would be accompanied with a letter from the Family Service Agency describing the educational qualifications of casework counselors and of the casework counseling service of the agency."

As a result of this meeting the Family Service Agency and Genesee County Bar Association sent to 215 members of Bar Association the suggested letter and booklet, the Bar Association contributing \$25.00.

Family Service Agency of Genesee County has joined other agencies and attorney groups over the country in making "special" efforts to recognize the value of each profession's unique skills and training in the cooperative process of helping man with his problems. The Family Service Agency of Genesee County attempts to "reach out" to attorneys and to stimulate a reciprocal response from them would have to be considered part of the early stage of this "budding" interprofessional relationship. The present study is intended to make at least some little contribution to this relationship.

CHAPTER V

SOCIAL, COMMUNITARIAN AND COMMUNITY CONCEPTS

The idea that attorneys could use a community social worker as an adjunct to their own practice is relatively new but is slowly gaining recognition. In the community studies, we found that only a very small percentage of the attorneys made referrals to the family worker, but that these same lawyers recognized to some degree the value of doing so, and implied some interest that this become a more widespread practice.

All the attorneys approached in this study consented to be interviewed, and were generally receptive to the idea. They used part of the interview to express some personal opinions regarding social work, and regarding attorney-social worker function, indicating by this means their own gaps in information and their own conclusions.

Attorneys had not generally heard of social work or social workers until they got into practice settings. Having had some brief experience with social workers, they at least have the potential for working closer with social workers in the community. Their experience seems to have been gained

involuntarily and without any intention to do so. The social worker. A difficulty of the study was that the social worker at least as a professional would be expected to qualify as a trained social worker and not have any previous experience to the nature of the case or the circumstances of the problem being faced.

From the evidence, there was a high level of problems re-ferred, to some with their children to some with their own, that social workers are not able to deal with or even to identify them. Specifically the only identified and referred problem was that of the child of the case referred to the interview was a child of a problem. The child of the case was present in all of all cases of the study situation.

The clients' financial situation was a consideration. The problem was a financial consideration, as expected. A difficulty of the study was that the nature of the problem was more important criteria.

In theory at least there seems to be little consideration regarding clients' religious faith as a consideration in the referral. This impression was contradicted by the case presented.

The attempt to judge something of the attorney's awareness of what it means to a client to be sent to an agency. The fact that the lawyer perceived that his client was really had a good deal of difficulty about accepting the referral, and mostly, the fact, the inability to see the need for it.

The writer's impression was that the attorney did not do much of a consultative job. The prevailing feeling was that it was up to the agency to take the client on "trust" and not to make it known to legal people that agency does "trust."

Many of the referrals and referral circumstances indicated that many were vague and unclear as to why they had to come and about what the agency does. Though the appropriateness of attorney referrals was not questioned, in quality of readiness to use counseling, the referrals were unsatisfying. It was our feeling this kind of unprepared referral just operates as a barrier to involving the client in treatment.

When we examined the outcome of these cases, we found the above to be further borne out. Clients rarely received in treatment past the second interview. In order to arrive at some basis for this from the material that we had, we found that clients came with diffuse expectations of the agency, partly due to lack of interpretation. They came on the assumption of authority without too much knowledge or motivation, and soon dropped out. Finally, it would seem that it is the lawyer's responsibility to at least partially relieve the client of some anxiety by means of giving him some preparation for the referral.

While the majority of attorneys felt that follow-up was essential, in practice, initiating the contact is left to the social worker. The lawyer conveyed some little feeling of threat of losing a case and they are fairly meticulous in their feelings about cases "getting lost in the shuffle." Follow-up by phone was elected as the preferred medium since this was simpler but still of the desired value to the attorney in serving the client, if he returned. Attorneys tend to see interprofessional relationship as a condition the creation of which is the obligation of the social work profession. It appears therefore that on the basis of the present state of affairs, it would be up to the caseworker to stimulate the intercommunication.

Workers have too consistently failed to contact the referring sources and this includes those few of the clients who had a real need for further legal counseling. This may well be partially attributable to the lack of success caseworkers have experienced with attorney-referred clients. Still, the caseworker's neglect of contacting the attorney and failure to stress the referral circumstances with clients is not a contribution to the building of good interprofessional relations.

Though it was a minority opinion, one lawyer expressed the feeling that it was unfortunate that most of his profession was apparently insensitive to clients' needs

special public. They started a public relations program first to help, and, since the attorney implied that lawyers are not too informed about community problems. Suggestions as to "best ways" of reaching attorneys were devised with most agreeing that the lawyer must be reached in a personal way, through channels familiar to the lawyer. The most frequently mentioned method was contact with influential court and other legal persons to orient them to the function of the agency.

Recommendations

Our findings and their implications point to the need for some concerted and aggressively initiated program to accomplish the particular purposes, first to educate attorneys properly to the importance of preparing a referral emotionally for acceptance of services; and second, to stimulate a greater number of referrals. Prior to, but part of, any program, a way must be found to reach the attorneys, and to establish consistent crossworker contact and other collaborative efforts in respect to reach the attorneys and to clients they refer.

One of the emerging channels of reaching the legal profession seems to be court settings, and perhaps the private attorney may ultimately be reached effectively through this means. This, of course, will not minimize the continuing social work educative efforts which must be maintained.

The value of material for distribution which is of local and detailed nature is questionable in light of the total circumstances regarding attorneys. A condensed, informative and attractive agency brochure such as the one developed in Louisville, Kentucky,¹ is recommended for distribution to referral sources.

There is an evident need to inform all groups in the community, and particularly the hard-to-reach attorneys, of exactly what the Family Agency does. It appears this should be done on a request basis. It seems increasingly most vital that the profession keep itself aligned with those professions performing direct service. The interdependence of these professions appears to be most essential in the future to insure the well functioning of the individual in our complex society.

¹See pp. 67-68 for a description of this brochure.

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Family & Children's Agency, Louisville 3, Kentucky
Family Service Society, Hartford 3, Connecticut
Family Service Bureau, Newark, New Jersey
Family Service of Los Angeles Area, Los Angeles 37, California

MEMORANDUM

Letter to Abner

RE :

To : _____:

Will you be willing to participate in a study of cases, designed to develop and use selective cases of your firm with this end in view? This will involve no payment, only about ten- view not to exceed twenty minutes in length.

Mr. William Law, a graduate student from the School of Social Work, Columbia University, is doing the study. His national case records pertained to people referred to the general hospital and family in the past year. At this point he would like to talk to each of these attorneys personally.

I am aware of the lawyer's upon your time, and although I hope you can find the time to see Mr. Law, I shall understand if you are unable to do so. Mr. Law will telephone a year or more ago within a few days at which time he can be informed either that you will be unable to see him, or that you can give him an appointment at a time convenient to you.

I shall appreciate your consideration of this matter.

Sincerely,

Loraine Hull
Executive Director

INTERNAL DISCLOSURE

Internal Disclosure:

Name of Employer _____

Position of yours in practice _____ Select (law) _____

City and County Location _____

How referred _____

How _____

How _____

INTERNAL DISCLOSURE

INTERNAL DISCLOSURE OF INFORMATION RELAYED TO YOU:

1. Where did you get your knowledge of subject involved in
relayed information --

(a) _____ law school
(b) _____ practice
(c) _____

(d) _____ colleague
_____ law firm
_____ law school
_____ law firm or family

(e) _____ Other: Specify _____

2. How did you first learn of Family Division of III & 2
Internal Division:

(a) _____ practice
(b) _____ source
(c) _____

(d) _____ personal contact
_____ colleague
_____ friend
_____ mother
_____ member of family

(e) _____ Other: Specify _____

3. What type of clients (or problem situations) would you
refer to III & 2
Internal Division

Notes:

(a) Will you discuss a client's personal financial status
influence you in referring a client to III & 2?

- What is the best way or suppression of your client's reaction
towards you, toward his family, toward: (negative,
resentful, ambivalent love: no real love, but love if
needed, the relationship is "not real")
- What is your attitude toward the kind of woman that our
clients are seeing women has to love?

(Letter will be given by Director's review of personnel is sent to the Director's review board to be considered by the Director's review board, and if he objects we will refer it to the Director's review board.)

- Ex. 101, (3) 1911-12, 1912-13, 1913-14, 1914-15, 1915-16, 1916-17, 1917-18, 1918-19, 1919-20, 1920-21, 1921-22, 1922-23, 1923-24, 1924-25, 1925-26, 1926-27, 1927-28, 1928-29, 1929-30, 1930-31, 1931-32, 1932-33, 1933-34, 1934-35, 1935-36, 1936-37, 1937-38, 1938-39, 1939-40, 1940-41, 1941-42, 1942-43, 1943-44, 1944-45, 1945-46, 1946-47, 1947-48, 1948-49, 1949-50, 1950-51, 1951-52, 1952-53, 1953-54, 1954-55, 1955-56, 1956-57, 1957-58, 1958-59, 1959-60, 1960-61, 1961-62, 1962-63, 1963-64, 1964-65, 1965-66, 1966-67, 1967-68, 1968-69, 1969-70, 1970-71, 1971-72, 1972-73, 1973-74, 1974-75, 1975-76, 1976-77, 1977-78, 1978-79, 1979-80, 1980-81, 1981-82, 1982-83, 1983-84, 1984-85, 1985-86, 1986-87, 1987-88, 1988-89, 1989-90, 1990-91, 1991-92, 1992-93, 1993-94, 1994-95, 1995-96, 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04, 2004-05, 2005-06, 2006-07, 2007-08, 2008-09, 2009-10, 2010-11, 2011-12, 2012-13, 2013-14, 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25, 2025-26, 2026-27, 2027-28, 2028-29, 2029-30, 2030-31, 2031-32, 2032-33, 2033-34, 2034-35, 2035-36, 2036-37, 2037-38, 2038-39, 2039-40, 2040-41, 2041-42, 2042-43, 2043-44, 2044-45, 2045-46, 2046-47, 2047-48, 2048-49, 2049-50, 2050-51, 2051-52, 2052-53, 2053-54, 2054-55, 2055-56, 2056-57, 2057-58, 2058-59, 2059-60, 2060-61, 2061-62, 2062-63, 2063-64, 2064-65, 2065-66, 2066-67, 2067-68, 2068-69, 2069-70, 2070-71, 2071-72, 2072-73, 2073-74, 2074-75, 2075-76, 2076-77, 2077-78, 2078-79, 2079-80, 2080-81, 2081-82, 2082-83, 2083-84, 2084-85, 2085-86, 2086-87, 2087-88, 2088-89, 2089-90, 2090-91, 2091-92, 2092-93, 2093-94, 2094-95, 2095-96, 2096-97, 2097-98, 2098-99, 2099-00, 2100-01, 2101-02, 2102-03, 2103-04, 2104-05, 2105-06, 2106-07, 2107-08, 2108-09, 2109-10, 2110-11, 2111-12, 2112-13, 2113-14, 2114-15, 2115-16, 2116-17, 2117-18, 2118-19, 2119-20, 2120-21, 2121-22, 2122-23, 2123-24, 2124-25, 2125-26, 2126-27, 2127-28, 2128-29, 2129-30, 2130-31, 2131-32, 2132-33, 2133-34, 2134-35, 2135-36, 2136-37, 2137-38, 2138-39, 2139-40, 2140-41, 2141-42, 2142-43, 2143-44, 2144-45, 2145-46, 2146-47, 2147-48, 2148-49, 2149-50, 2150-51, 2151-52, 2152-53, 2153-54, 2154-55, 2155-56, 2156-57, 2157-58, 2158-59, 2159-60, 2160-61, 2161-62, 2162-63, 2163-64, 2164-65, 2165-66, 2166-67, 2167-68, 2168-69, 2169-70, 2170-71, 2171-72, 2172-73, 2173-74, 2174-75, 2175-76, 2176-77, 2177-78, 2178-79, 2179-80, 2180-81, 2181-82, 2182-83, 2183-84, 2184-85, 2185-86, 2186-87, 2187-88, 2188-89, 2189-90, 2190-91, 2191-92, 2192-93, 2193-94, 2194-95, 2195-96, 2196-97, 2197-98, 2198-99, 2199-00, 2200-01, 2201-02, 2202-03, 2203-04, 2204-05, 2205-06, 2206-07, 2207-08, 2208-09, 2209-10, 2210-11, 2211-12, 2212-13, 2213-14, 2214-15, 2215-16, 2216-17, 2217-18, 2218-19, 2219-20, 2220-21, 2221-22, 2222-23, 2223-24, 2224-25, 2225-26, 2226-27, 2227-28, 2228-29, 2229-30, 2230-31, 2231-32, 2232-33, 2233-34, 2234-35, 2235-36, 2236-37, 2237-38, 2238-39, 2239-40, 2240-41, 2241-42, 2242-43, 2243-44, 2244-45, 2245-46, 2246-47, 2247-48, 2248-49, 2249-50, 2250-51, 2251-52, 2252-53, 2253-54, 2254-55, 2255-56, 2256-57, 2257-58, 2258-59, 2259-60, 2260-61, 2261-62, 2262-63, 2263-64, 2264-65, 2265-66, 2266-67, 2267-68, 2268-69, 2269-70, 2270-71, 2271-72, 2272-73, 2273-74, 2274-75, 2275-76, 2276-77, 2277-78, 2278-79, 2279-80, 2280-81, 2281-82, 2282-83, 2283-84, 2284-85, 2285-86, 2286-87, 2287-88, 2288-89, 2289-90, 2290-91, 2291-92, 2292-93, 2293-94, 2294-95, 2295-96, 2296-97, 2297-98, 2298-99, 2299-00, 2300-01, 2301-02, 2302-03, 2303-04, 2304-05, 2305-06, 2306-07, 2307-08, 2308-09, 2309-10, 2310-11, 2311-12, 2312-13, 2313-14, 2314-15, 2315-16, 2316-17, 2317-18, 2318-19, 2319-20, 2320-21, 2321-22, 2322-23, 2323-24, 2324-25, 2325-26, 2326-27, 2327-28, 2328-29, 2329-30, 2330-31, 2331-32, 2332-33, 2333-34, 2334-35, 2335-36, 2336-37, 2337-38, 2338-39, 2339-40, 2340-41, 2341-42, 2342-43, 2343-44, 2344-45, 2345-46, 2346-47, 2347-48, 2348-49, 2349-50, 2350-51, 2351-52, 2352-53, 2353-54, 2354-55, 2355-56, 2356-57, 2357-58, 2358-59, 2359-60, 2360-61, 2361-62, 2362-63, 2363-64, 2364-6

7. It is difficult to have your opinion as to where we might have a good market and Billie Gordon

• Second, I thought in writing it, after you have made a
 judgment, you would like to know the impact_____.
 Third, in conclusion, in the last part.

- | | | | |
|-----------|--------------------------|-----------|--------------------|
| () _____ | No interest | (c) _____ | fill-in-up letter |
| () _____ | have I asked | _____ | initially |
| _____ | for for special info. | _____ | is already a case |
| _____ | actions of referral | (d) _____ | contact only |
| _____ | to finally, specifically | _____ | the (initial) case |
| _____ | to closure of case | | |

9. But would you suggest as the first step of reaching other attorneys to let the know about the kind of service we offer as the kind of agency we are?

Comments:

(ask the attorney if the booklet, the lawyer and the Special Agent, and the accompanying letter, is of value to him.)

10. Attorney's interest and also revealing quality or quantity into relationships (if any)?

- 11 -

FORM 100-100-100-100

Reference to Form _____ (if any)

Initials (if desired by agency) _____

I. GENERAL INFORMATION (How does not to use or):

1. _____ (Name of client)
2. _____ (Address of client)
3. _____ (Date of birth of client)
4. _____ (Date of death of client)
5. _____ (Date of birth of client)
6. _____ (Date of death of client)
7. _____ (Date of birth of client)
8. _____ (Date of death of client)

II. DETAILS OF CASE:

1. _____ (Name of client)
2. _____ (Address of client)
3. _____ (Date of birth of client)
4. _____ (Date of death of client)
5. _____ (Date of birth of client)
6. _____ (Date of death of client)
7. _____ (Date of birth of client)
8. _____ (Date of death of client)

III. REMARKS (If any): (If any, which will be the case described in the report the two clients.)

- _____ (If any, which will be the case described in the report the two clients.)
- _____ (If any, which will be the case described in the report the two clients.)
- _____ (If any, which will be the case described in the report the two clients.)
- _____ (If any, which will be the case described in the report the two clients.)

III. Client's Situation:

1. Qualitative:

1. See last's interview only
2. See also one interview (above number)

2. Qualitative: (Is defined by answer on)

1. Relief
2. Not Relief
3. Unable to evaluate

IV. INDICATION OF INTERVIEW WITH CLIENT:

1. Is the referral an appropriate one in terms of the primary function of the center (i.e., counseling relative to client's financial assistance)?
2. Is client referred at a point of crisis (e.g., on point of attorney for divorce, etc.)?
3. Is there any indication that client has, before being referred, sought or sought "ad-hoc" services at this counseling center, but wasn't referred (e.g., the client was referred for help in counseling)?
4. Is there indication of "hardship" (as defined) in the referral situation (e.g., client was not given, or was given, directions to: stop; or was (or was not) told he would have to leave home, etc.)?

V. Is there any other information that should be noted in the referral situation (e.g., client's previous history, etc.)?

Record clearly times:

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