



OVERDUE FINES:
25¢ per day per item

RETURNING LIBRARY MATERIALS:
Place in book return to remove
charge from circulation records



A STUDY OF THE EFFICIENCY OF THE INGHAM COUNTY
(MICHIGAN) EMERGENCY RELIEF ADMINISTRATION AS
MEASURED IN TERMS OF CLIENTS' ATTITUDES TOWARD
SPECIFIC TECHNIQUES AND PROCEDURES

Thesis for the Degree of M. A.

Michigan State College

Leah Genevieve Stewart

1938

THESIS

SUPPLEMENTARY MATERIAL IN BACK OF BOOK

CONTENTS

| | | |
|---------|---|-------|
| | Introduction | 1-111 |
| Chapter | | Page |
| 1. | The Changing Philosophy of Social Work: The Development of Public Assistance Programs | 1-3 |
| | PART 1 | |
| | SOURCE AND ORGANIZATION OF DATA | |
| 11. | The Organization of the Ingham County Emergency Relief Administration: The Intake Department | 4-14 |
| 111. | Methodology Employed | 15-20 |
| | PART 11 | |
| | ANALYSIS AND RECOMMENDATIONS | |
| 1V. | The Attitudes of Clients toward Certain Administrative Techniques | 21-26 |
| V. | Analysis of the Opinions of Clients toward Certain Case Work Techniques | 27-34 |
| VI. | The Reactions of Clients to Certain Public Welfare Policies | 35-44 |
| VII. | How the Client Reacts to Certain Characteristics of the Visitor | 45-51 |
| VIII. | The Influence of the Relief Process on the Attitudes of Clients | 52-62 |
| IX. | Summary of Results and Interpretation | 63-65 |
| X. | Recommendations | 66-69 |

CONTENTS

APPENDIX

1. Forms in Use by the Ingham County Emergency Relief Administration. See Folder
11. Table 1. The Part of Each Multiple Choice Question Receiving the Highest Percentage of Votes from the Total Number of Questionnaires Returned; the Particular Item in Each Question Approved by the Ingham County ERA; and the Specific Part of Each Question Approved by Experts; by Sub-groups 70-71
- Table 11. Crude Totals and Percentages Computed from the Questionnaires, Question by Question 72-91

BIBLIOGRAPHY

92-97

ACKNOWLEDGEMENTS

The writer wishes to express her appreciation to Dr. Ernest Bouldin Harper, Head of the Department of Sociology, Michigan State College, for his helpful criticism, to Norman W. Kunkle, Administrator of the Ingham County Emergency Relief Administration, for permission to collect and release the data, and to Erwin T. Guenther, former Intake Supervisor of the Ingham County Emergency Relief Administration, for necessary material and suggestions.

INTRODUCTION

In the words of the old ducky parson, "The world do move." Not only the techniques of our culture are changing but also the basic philosophy itself underlying this culture.

The rise of our gigantic industrial system has ushered in a whole series of economic and social crises which we have been compelled to handle as emergencies and which we have attempted to solve in a more or less trial and error fashion. If this method has proven wasteful in time and material resources, it has been most fruitful in providing primary experience for a great mass of humanity and has served as a vivid and intensive instrument in modifying personality and crystalizing attitudes in this large group.

As one crisis followed another, so one innovation in social organization followed another until now we find ourselves uprooted from our old accepted philosophy and in the birth-pangs of a new.

We begin to wonder how many of our social leaders are following the evolution of the new concepts and the direction and extent to which public opinion is being swayed by them.

One of the great problems arising out of this chaos was that of unemployment. As the numbers mounted and the need for human sustenance increased, government agencies recognized that individuals, neighborhoods, and communities, were caught in a giant whirlpool from which they were helpless to escape. To meet this problem the Federal Emergency Relief Administration was organized to provide the necessities of life,--organized as an emergency agency which came to assume, as the depression continued from one month to the next, the characteristics of a permanent institution.

Out of the program, there gradually developed a skeleton outline of welfare policies, some of them based on accepted social work techniques,

some on the exigencies of the times. These policies, one by one, were evaluated and accepted, or opposed, by large groups of people who became the experimental agents of the period.

The crisis presumably is past but the problem of rehabilitating not only individuals, but a great human culture remains. There is still the problem of appraising the tools we have been utilizing in terms of the basic philosophy we wish to perpetuate.

It is the purpose of this paper to present the results of a detailed study of the city cases of the Ingham County Relief Commission as representative of the greater whole, the State Emergency Relief Administration and the Federal Emergency Relief Administration.

It is the writer's contention that it is possible to measure certain aspects of the efficiency of the Emergency Relief Administration in terms of the reaction of the client to the agency techniques employed and policies advocated, particularly in regard to administrative and case work procedure.

By efficiency is meant not only a satisfied client, but also a progressive one--a solving of the relief problem in terms of the highest community ideal of service and rehabilitation as well as a reasonable per capita cost.

An efficient relief commission not only feeds its client but educates him. A relief public, conscious of its problem, socialized in its approach, cooperating with its commission, is indicative of an efficient organization. It's the writer's contention that this consciousness, socialization, and cooperation, can be objectively measured in terms of the client's reaction to the specific techniques and policies of the agency,--these policies having been previously evaluated by some other measure. The writer has arbitrarily

chosen the consensus among social workers and public administration experts as expressed in their writings as that measure. The clients' opinions were secured by questionnaires.

Chapter One briefly discusses the forces behind the changing philosophy of social work. This is essential to a basic understanding of the conditioning factors operating on both the organization and the individual.

Part One gives a general description of the population composition of Michigan together with a specific description of the relief agency under which this group has derived its direct experience. The method by which the results were obtained is explained and includes:

1. An evaluation of techniques, attitudes, and policies in terms of the consensus of social workers and public administration experts.
2. A description of the questionnaire employed together with the method by which it was issued, and the results compiled.
3. An evaluation of the validity of the method.

Part Two attempts an interpretation of results in terms of the practices and policies of the agency as the client sees them. It further attempts an evaluation of the agency and the degree of socialization of its clientele in terms of the opinions of experts.

Chapter Ten summarizes the recommendations resulting from the study.

CHAPTER I

THE CHANGING PHILOSOPHY OF SOCIAL WORK: DEVELOPMENT OF PUBLIC ASSISTANCE PROGRAMS.

Approximately 2000 years ago the Christian concept of social responsibility was born. Christ's injunction, "Do Ye unto others as Ye would they should do unto you," was simply stated and by the early Christian Church simply carried out. Contacts were primary, the relationship "face to face" and the spirit simple neighborliness. If a friend lacked material goods his companions in a more or less family spirit "balanced the budget."

With the growth of Christianity, contacts became secondary and of necessity the movement became institutionalized. The philosophy of relief giving became modified. The believer gave to save his soul---gave indiscriminately to transient and friend alike. Paralleling this development was the practice of relief giving by the guilds to needy members.

As these practices grew and controls became more and more remote, abuses sprung up. When they became serious enough to attract the attention of civil authority, government was forced to attempt some regulation of the matter. Stringent laws were passed in an effort to correct the abuses. Later the attitude toward the poor was modified under the individualistic doctrine of the industrial revolution, since this philosophy taught that man created his own destiny. Uplift and reform movements were sponsored as propaganda rather than from any deep-seated sense of social responsibility to the poor.

The theory of rugged individualism with its "laissez faire" policies, which developed about this time, was particularly suited to the early development of America. But as our wealthy frontier vanished with advancing settlers and as the problems of a developing industrial society began to overshadow the agricultural pattern, it was inevitable that this theory should come in conflict with the social implications of our democratic ideal.

This thing that was an individual responsibility has become a social one and the political organization has recognized more and more its responsibility for providing adequate economic security for these victims of our economic system, the unemployed.

The local political units attempted at first to meet their own unemployment problem, but the number increased so rapidly that the load became heavier than they could bear and state aid was imperative. Applications continued to pour in and soon the States were unable to handle the situation. Later the Federal Government was forced into actions.

The Federal Government first made loans to the states through the Reconstruction Finance Corporation, but when this plan proved inadequate, the Federal Emergency Relief Administration was organized to supply sufficient funds for the states to operate. The Civil Works Administration was started to give work to the unemployed but proved too expensive. The Works Progress Administration took its place, furnishing employment to only those dependent upon public aid.

In administering the WPA, the policy of the government has been to make it as much like private employment as possible. In reality, this has worked a hardship on the families on WPA since the budget scale is so low for common labor that many of the larger families are unable to live on the wage, and they find it difficult to secure additional assistance from the relief agency.

The hazard of unemployment in Michigan (and the unemployed constitute by far the major relief problem) arises from its automotive industries in the urban areas, from its depleted lumbering and mining activities in the more northern areas, and from its financially pressed farmers. Dr. William Haber,¹ formerly Administrator of the State Emergency Relief Commission of Michigan, has compiled figures on the extent of unemployment. He says that Michigan has a greater percentage of unemployed than any other state in the Union. In 1932, forty-three percent of the state's agricultural workers were unemployed and in 1933 nearly 46 percent as against 34.6 percent and 33.2 percent respectively in the United States. Michigan is subject, also, according to this writer to seasonal unemployment in which the semi-skilled and unskilled workers suffer most.

A large percent of the population in Michigan has received help from the Emergency Relief Administration, according to the above writer. In 1935, the monthly average for the state was 12.6 percent of the population, the average cost per case \$32.58, and the average cost per person \$9.17.

The problems of Ingham County, and Lansing in particular are those of the usual automotive center. The county had a total population of 116,627 in 1930, and of that number 73 percent were classified as urban. Seventy-six percent of the people are under 50. Of a total population of 116,627, the city of Lansing comprises 78,397.

1

Haber, William & Paul L. Stanchfield: The problem of economic insecurity in Michigan: A preliminary study of the place of unemployment insurance and other diplomatic measures for economic security in a state plan for Michigan. 1936. Lansing, Michigan.

PART 1

SOURCE AND ORGANIZATION OF DATA

CHAPTER II

THE ORGANIZATION OF THE INGHAM COUNTY EMERGENCY RELIEF

ADMINISTRATION: THE INTAKE DEPARTMENT

The Ingham County Relief Administration at the time the study was made was administered by a commission of three members, one appointed from the Board of Aldermen from the city of Lansing, and two appointed by the Board of Supervisors of Ingham County, of whom the third was approved by the State. The commission, in turn, appointed an administrator who was responsible for the administration of relief together with the establishing of policy, jointly with the commission. The casework staff at that time consisted of a case work director, a case work supervisor, and an intake supervisor who was also a supervisor of Aid to Dependent Children. There were four intake workers, ten city visitors, and four county visitors.

Inasmuch as the intake department is more comprehensive in its methods and approach and more direct in its influence in defining client opinion, the investigation was made through this department, and the procedure will be described in detail. This is necessary for a proper understanding of the responses made by the clients to the items in the questionnaire. Neither the foreign born or colored present a major problem as their incidence in the county is rather low in comparison with other industrial centers.

As this study is based on figures from Lansing and Lansing Township, we will briefly review the public welfare situation here at the beginning of the depression. Lansing Township was administering its relief through

the township supervisor in the traditional way. It happened that this supervisor was alert to the industrial situation and attempted to meet needs as adequately as possible with his limited funds. As a result, client attitudes in this district toward relief giving was cooperative and sympathetic.

The city of Lansing at the beginning of the depression was administering public assistance through a welfare committee. This committee, composed of seven to nine members, was appointed by the mayor and approved by the council. The mayor then appointed a director who was also approved by the council but, thereafter, was responsible to the committee.

The staff itself consisted of a chief and a group of investigators. There was no intake department as such. A clerk took brief notes from the applicant, "cleared" the case for records of previous contacts, and turned it over for investigation to the district investigator. He, in turn, made a home call and established eligibility for relief. Records were inadequate, consisting of a mimeographed form on which were checked family composition, income, expenses, and the recommendation for relief of the visitor. Groceries and clothing were distributed through a commissary. There were many complaints from clients who objected to the publicity it gave them. Others objected to the quality of the food, and to the limited food choice.

The chief inadequacy of the entire system mentioned above existed in the attitude of the personnel toward the clients they served. They were rather "hard-boiled" and abusive and though the final order might be adequate it was an ordeal to secure it.

By the spring of 1933, most of the local political units in Ingham County had borrowed heavily from the Reconstruction Finance Corporation and

were anxious to conform to FERA regulations for financial assistance. Consequently, in the summer of 1933, the Ingham County ERA was organized and included all but four rural townships and the city of East Lansing. Except for minor changes, the general pattern of the case work division then inaugurated has remained the same.

The intake visitor is allowed to issue any type of relief which the agency offers. The worker also handles applications for Aid to Dependent Children, Aid to the Blind, and makes the initial investigation for Old Age Assistance, if time permits. In case of the latter, the information is turned over to the Old Age Assistance Bureau where the investigation is completed. The first two funds are administered by the commission.

In general the purposes of the Intake Department are as follows:

1. To establish the client's need for relief.
2. To establish the client's place of legal settlement.
3. To gather face sheet information.
4. To take employment history and financial information.
5. To make all contacts with outside agencies in the establishing of his need for relief, or other agency service.
6. To refer the client to the proper social agency in case his need does not come within the duties of this agency.
7. To complete the agency record and turn it over to the district visitor.
8. To certify to the various national employment agencies, such as WPA, National Youth Administration, and Civilian Conservation Corps.
9. To authorize Aid to the Blind or Dependent Children.
10. To set the relief pace.
11. To establish "rapport".
12. To interpret the organization to the client.
13. To assist the family to uncover and utilize hidden resources.
14. To provide adequate minimum relief.

The present arrangement of the Intake Department was put into effect in the Spring of 1935. In this set-up, the visitor holds two office interviews and makes a home call. The client comes into the office and make his wants known to the receptionist. She takes his name and address, in duplicate, on an application slip and indicates thereon the nature of his request. The man is sent to the waiting room for an interview as soon as his turn arrives. The slip is sent to the file room where the name is cleared for previous contacts. If the agency has had previous contacts with the man, his case record together with the slip is sent to the Intake Department. If he has never applied before his slip is marked "new" and is returned to the Intake Department. The intake clerk makes out the clearing house slip and the case is then arranged numerically for an interview.

If the client is returning for a second interview, that is to say his case is pending, the intake application file card¹ made out at the conclusion of the first interview, is attached to the case record to designate that the case goes to its former worker.

As mentioned above first applicants are subject to three interviews: two office interviews and one home call. This procedure may vary in detail in the case of emergencies, but otherwise all clients follow the same routine. At the first interview, face sheet information is taken. With some intake workers, it is customary to fill out this face sheet at the end of the interview and with others at the beginning. Most of the workers, however, state to the client that this is purely statistical information which is required and fill it out as a matter of routine. While filling out this form, it is usually possible to get a good idea of the problems of the family and to establish some "rapport". If it becomes apparent that the client is hesitant about giving these facts and finds it somewhat of a strain, it is

1

See appendix 1 on forms-application file card.

2

Ibid- face sheet.

often discarded as routine business and incorporated into the interview proper under a normal sequence. During the conversation the worker usually jots down notes under their proper headings on a dictation outline provided.¹ She does this at natural breaks in the conversation.

The content of the interview includes the complete employment history of the employable members of the family together with their earnings (verified) for the past year and the date and amount of their last three pay checks. At this interview, the client is advised that a work report will be necessary and it is decided whether the client or the worker is to make the contact. Often it is secured by telephone while the client waits. All information regarding legal settlement is taken so that verification can be made at once. He is asked to bring in legal documents, or written statements from friends, landlords or employers which will verify his residence. It has been the policy of this organization, also, to take a rather complete social history and this is usually done in the first interview.

At the conclusion of this discussion, should the visitor wish to refuse the client, the budget is figured and compared with the earnings. If the earnings are sufficient the worker may refuse the case at this point, otherwise, financial papers are issued to the client.² He is requested to fill them out carefully, and return them later by appointment together with his receipts to verify the statements that he has made on his financial report. This report must be given under his signature and usually includes a liability clause in case of fraud. This return visit constitutes the second office interview.

Between the first office interview and the second one, contacts with employers, relatives, and other interested parties are made. When the client returns, this information should be available for discussion. The

¹
Ibid. Dictation outline

²
Ibid. Applicant's financial record, and instruction sheet.

financial report of the client is checked with the receipts which he brings in. Any discrepancies between his statements and the legal documents are discussed frankly until satisfactory accounting is given.

If, at the conclusion of this interview the visitor still feels that the man is eligible for relief, she promises to call at a specified time, and the client is advised that if his case is accepted assistance will be given at that time.

At the home visit, the budget is discussed with the family. If the family seems unable to adjust to relief standards, it is necessary for the visitor to explain how the needs of the family can be met by suggesting certain foods and food combinations which may be utilized. Often at the home interview further information comes to light which indicates that the family does not really need relief. In that case, the client can be refused an order and the application rejected. If granted an order for groceries, the client is told where it may be cashed, and how long it must last. Clothing needs are carefully checked. It is not necessary for the visitor to act as a detective but it is customary for her to ask to see the shoes they have before an order is given. As a usual thing the housewife is more than willing to explain in concrete fashion the needs of the budget and the visitor is also able to gather some conclusions as to the standard of living which the family is maintaining, and to estimate their needs in terms of it. At the conclusion of the home visit the case is turned over to the district worker.

In case of emergencies, the visitor makes a home call. At that time she may take a complete interview making out the financial sheets and checking all receipts, or she may make a first interview and leave the financial papers for the client to bring in to the office later, at which time the relief will be issued.

Grocery orders are very rarely written in the office. If the situation is so urgent as to call for an order on the day that the client is in the office, it is usually customary for the intake worker to promise a visit at once.

Interviewing periods are so arranged that it is possible for the same visitor to continue the case throughout the three contacts. The procedure for securing this result is that of alternating interviewing periods. The visitor is in the office on the mornings of one week and in the afternoons of the next. This alternating arrangement gives a half day each second week entirely free for dictation and other office duties. At the end of the first interview, the client is advised when he is to return. These return interviews must be crowded in with the first applications on the half days that the worker spends in the office for interviewing purposes.

There are several definite intake policies established in the Ingham County ERA. The worker usually insists that the husband make the application. The motives behind this request are varied. In the first place the primary consideration of the relief agency is a financial one. Since the husband is the bread winner of the family, he is better informed as to the income and the possibilities of employment than is the wife. For this reason the worker prefers to interview him. It is true that the wife usually knows more about the expenditures of the income than the husband. However, this agency gives the financial sheets to the applicant who in turn takes them home and fills them out. It is possible for both the husband and wife to pool their information at this time. When the papers are returned the visitor can readily determine the sources where the money has been spent by the financial statement and the receipts brought in.

To require the husband to come in the office reduces certain competitive practices. For example, this agency discovered that more and more

women were making the application bringing in their small children and babies with them, and were using the children to secure an immediate interview since the intake worker was inclined to see them at once, out of turn, rather than listen to "little Mary" scream for an hour or two.

The first prerequisite of any able bodied applicant is that he apply for work at the National Reemployment Service before his application is completed. Following this contact, the client must present his registration card in verification of the fact that he has really been to the office. Often, the visitor calls the employment office while the client is in the room to see what type of work is open and to make sure that the client does not refuse available work when it is offered. When it seems advisable a note is sent to the National Reemployment Service asking that they sign it, if they have not offered the man employment. This agency has secured splendid cooperation in this matter.

Non-resident single men or resident homeless men are referred to the Bureau for Homeless Men, and their problems are not included in the discussion in this paper. Resident single men with shelter furnished and single women, resident or non-resident, are under this agency's supervision. Unmarried, able-bodied persons in times of normal demand are not accepted for relief but are referred to the employment agency. In the winter, it is often necessary to consider their applications for a short period of time.

Exceptions to policies are rarely made by the intake worker, but should this occur, they are carefully explained as exceptions to the client so that he will not attempt to proceed on a similar basis in the future. This agency feels that the more the client is taken into confidence regarding policies and problems in administering relief the more cooperation

from the client, the agency can expect.

The Intake Department has a definite policy regarding the liability for support of relatives. Single children living at home are asked to contribute one third of their income but are also included on the welfare budget. Married children or other near relatives are asked to contribute when their earning capacity indicates a possible reserve. Relatives whose earnings are obviously consumed by their own dependents are not called upon unless there is some other social problem involved which they might assist in clearing up.

This administration has differed from many in regard to its policy relative to insurance. It has not required clients to request the cash surrender value of their policy where such a policy was of normal amount. They have insisted that clients make no payments while receiving aid, however. Neither has the agency required the family to borrow on the cash surrender value of their policy.

This agency feels that the typical relief client can barely meet his current expenses without attempting to pay up a series of back debts. Ordinarily, clients are not allowed to make payment on debts while they are receiving aid. This includes alimony and furniture payments. In this situation, the case worker attempts to work out a mutual plan. Creditors have been cooperative in this, and have not repossessed household goods where the client has made an honest effort to pay while employed. This policy is facilitated by a careful explanation to each client of what it involves, namely, that any payment of debts while on a welfare budget indirectly amounts to a government payment on the same and encourages creditors to take every advantage and press their client to the extreme.

It is the obligation of the intake worker to take care of all needs the first two weeks and take care of any emergency that may develop during

that time. Normally the intake worker handles any question that arises on the case until the record is dictated and turned over to the district worker. It is her duty to interpret the purposes of the organization and to explain its limitations. Any adjustments in standards of living are begun. The shock of these should logically fall upon the Intake Department and the readjustment worked out, or at least begun at this point. Then the case is turned over to the district visitor as much "rapport" as possible between the client and the organization should have been established. The idea is that the district visitor have none of these past misunderstandings hanging over her head when she takes up the case.

The administration maintains a local complaints department where any decision of the intake worker or the district worker may be evaluated and reconsidered in behalf of the client. Following such a contact, the client is usually referred back to the original worker for the actual readjustment. In case the decision of the workers are upheld, the client may appeal himself to the state department. This is usually a futile move as the client is merely referred back to the local complaints department.

It might be well at this point to give a brief description of the district visitor's contact with the client as she also leaves an impression on him and helps to formulate his attitudes. The visitor is obligated to make at least one call per month on her family. The discussion may cover any one or all of the topics included in a full intake interview. Ordinarily, however, the visitor directs her efforts toward rehabilitation in the case of employable people, or towards social adjustment in permanent relief cases. The district visitor concentrates on therapeutic techniques while the intake worker must emphasize diagnostic interviewing.

The district visitor must close all cases. If the intake worker

wishes a case closed after his contacts, theoretically he must do it through the district visitor. With some visitors it is customary to notify the client that the case will be closed on such a date; with other visitors this notification is not customary. All orders are planned to be given in the home. However, the visitor is in the office for one hour in the morning at which time the client may see him providing the need is urgent. There is lack of formulation of policy regarding this interview which often makes for misunderstanding and discontent where one visitor is more generous with his time than is another.

CHAPTER III

METHODOLOGY EMPLOYED

In this study the writer is basing her work on the theory that the client's contact with the functioning relief institution has modified his attitudes toward it. Furthermore, these attitudes, can be measured, in part at least, in terms of the client's attitude toward the specific techniques and policies employed by the institution in dealing with him.

In attempting to measure the efficiency of the ERA in these terms, it was necessary to prepare some type of scale or questionnaire which would be broad enough to include the various techniques and policies with which the client had come in contact and at the same time allow him an exoression of choice. Inasmuch as the intake interview carried to its completion was representative of the entire procedure in the organization it was decided to construct the questionnaire around the techniques, together with all the policies which have been advocated, continued, and dropped by the agency thus far. From this list a series of questions were prepared using the multiple choice technique, the latter being analytical, yet also objective in its approach. The clients were asked to make only one choice under each question.

The questionnaires were given to every applicant coming thru the intake department from March 1, 1937 to July 1, 1937. Emergency cases since they do not follow the usual routine were not included. The investigator emphasized the point that the results would not be disclosed to any worker in the relief administration, and that the answers would be considered

strictly confidential. Unless it was possible to make this detailed explanation they were not issued, but the investigator called at the home later, explained the purpose of the project, left the questionnaire and asked that it be mailed. This was sometimes necessary as much of the study was made during the various strikes in the community, and on some days the office was so crowded it was impossible to make the necessary explanations and the questionnaire had to be given out later and returned by mail.

There were 197 interviews made by the investigator during the period of the study. Out of the 197, fifteen clients moved away before it was possible to issue a questionnaire, leaving a total of 182 distributed. Of that number, 122 were given out and collected by the investigator through the main office, 50 were issued to the clients later at a home call and mailed back to the investigator, and 10 were left at the home by the visitor and were picked up by her at the time of a return visit.

Of the 50 which were to be returned by mail, 19 were sent in, or 38 percent. Of the 10 given out and later called for, all were collected. Of the 122 issued in the office, 70 were returned, or 57 percent of the total.

It is conceded that the accuracy of results is largely dependent upon the validity of the measuring device. ¹ Lundberg has defined the conditions of validity for this type of response as follows:

1. The familiarity of the reagent with the situation.
2. Conditions which do not inhibit response.

To insure the first condition, the questionnaire was given at the conclusion of the second interview when the procedure because of its recent application must of necessity have been fresh in the client's mind. Moreover the new client coming to the agency for the first time also had some experience on which to base his opinion, brief and limited though it was.

1

Lundberg, George A.: Social research. Longmans, Green and Co. New York, London, Toronto. 1929. p. 97.

To remove inhibitory influences, the investigator explained that the questionnaire was to be returned at the conclusion of the home interview after the relief grant had been issued and the intake worker's contact had been terminated, that its return was to be voluntary--that is the worker would not ask for it, that it need not be signed, that the contents of the questionnaire would not be given to the agency, and that it could be mailed if the client preferred.

To measure internal consistency in the questionnaire, the writer computed the percentage of all cases voting on a given question receiving the most support, for the first 30 questionnaires turned in, those returned by mail, and the total number turned in. See Table 1. While the results were not perfect, they did indicate that there was no serious defect in the construction of the questionnaire except in question 9 and 16. In question 9 part 3 which read "financial papers are business like but humiliating", overlapped with part 2,--"financial papers are fair and business like". A similar situation existed in question 16 on emotional reactions. Had the parts on security and insecurity been removed, results would have been more accurate, since those two items represent a slightly different approach.

Apparent inconsistencies in the group, the first 30 turned in, are explained by the fact that the study was begun during the period of the strike. The first questionnaires returned were not as representative of the whole group for this reason as were the other two classifications.

To further test the validity of the results, two correlations of the percentages on the part of each question receiving the highest vote was made; one between, the total cases turned in and the first 30 questionnaires returned, and the second between the total number of cases and the questionnaires returned by mail. Ezekiel's formula was used. The correlations were .91 and .93 respectively.

1. THE PERCENTAGE OF ALL CASES FAVORING THE SPECIFIC PART OF EACH MULTIPLE CHOICE QUESTION RECEIVING THE MOST SUPPORT FROM THE CLIENT, BY TOTAL QUESTIONNAIRES TURNED IN, FIRST THIRTY QUESTIONNAIRES TURNED IN, AND THOSE RETURNED BY MAIL.

| Question Number | Part | Total Questionnaires Turned in. | First Thirty Questionnaires in. | Questionnaires Returned by Mail. |
|-----------------|------|---------------------------------|---------------------------------|----------------------------------|
| 1 | B | 43 | 47 | 53 |
| 2 | A | 86 | 87 | 84 |
| 3 | B | 40 | 32 | 44 |
| 4 | B | 52 | 68 | 53 |
| 5 | A | 46 | 47 | 47 |
| 6 | A | 78 | 79 | 84 |
| 7 | A | 65 | 69 | 74 |
| 8 | B | 79 | 76 | 74 |
| 9 | D | 43 | 55 | 26 |
| 10 | A | 94 | 93 | 89 |
| 11 | C | 69 | 75 | 74 |
| 12 | A | 52 | 36 | 61 |
| 13 | A | 47 | 62 | 33 |
| 14 | C | 63 | 66 | 68 |
| 15 | C | 82 | 86 | 78 |
| 16 | B | 46 | 41 | 73 |
| 17 | C | 54 | 73 | 39 |
| 18 | A | 71 | 83 | 71 |
| 19 | B | 77 | 83 | 84 |
| 20 | B | 84 | 86 | 76 |

Having secured the data as accurately as possible, it was then necessary to devise some means of evaluating it. As an evaluating tool, the writer attempted to secure the consensus of social workers and public welfare administrators regarding the specific technique or policy, using this as a norm against which she measured the efficiency of the organization and the socialization of the client, the first in terms of practices, the second in terms of attitudes. Public welfare administrators, it appears, have given but little consideration to interviewing techniques rather devoting their attention to basic policies and the philosophy of relief. After receiving an exhaustive bibliography, it was discovered that the opinions of social workers for the most part coincide with the findings of Mary Richmond and Pauline Young and for this group the conclusions of these writers have been considered authoritative. In the field of public welfare administration the individual authors have been cited.

Table 3* presents in outline form the consensus of social workers and public welfare administrators regarding the items in each question of the questionnaire. Where there was no consensus on any part of the question, this was also indicated as the writer attempted no arbitrary decisions.

The data collected in the field was divided into ten groups for comparative purposes. The classification follows:

1. New cases,--those applying for relief the first time.
2. Reopened cases,--those who had had relief previous to this contact.
3. Families under 5 members,--does not include singles.
4. Families of 5 members or over. (Family is here interpreted as those included on the one relief card)
5. Families where the head of the house was under 50 years old.
6. Families where the head of the house was 50 years old or over.
7. Families where the wage earner was on WPA or PWA.

* See chart II at end of chapter.

8. Families where the wage earner was employed in private industry.
9. Aid to Dependent children recipients.
10. Problem cases,--defined as any case:
 - (a) Where members of the same appealed to the complaints office of Ingham County ERA or the State Welfare Department, wrote the President, appealed to the Governor or registered complaints at least three times in such manner.
 - (b) Where a member came to the attention of public authorities as delinquent.
 - (c) Where the member indulged in unsocial practices such as extreme laziness, refusing to work on wage relief, WPA, etc.
 - (d) Where there was clinical evidence of feeble-mindedness, drunkenness or similar situations existing.

These classifications were made by key on the schedule at the time of delivery and were unknown to the client. A statistical summary of results was tabulated on the basis of these questionnaires.

To facilitate interpretation in table 2, the percentage composition of each specific group interviewed in the study was computed in terms of the remaining groups,--namely, by size of family (five and over, and under five), by age of family head (fifty years and over, and under fifty), by type of employment (factory, and WPA), by relief classification (new cases, and reopened cases), by problem cases, and by ADC cases.

Well over 73 percent of all cases receiving aid are under fifty years old, 75 percent have families under five, 39 percent are on WPA.

Ninety percent of the factory workers receiving assistance are under fifty, 64 percent have families of less than five, and 69 percent are reopened cases. Of the problem cases, 90 percent are under fifty years of age, 74 percent have less than five in the family, 38 percent are on WPA, and 86 percent are reopened cases. Fifty-five percent of the ADC cases consist of families of five and over. However, this number is inaccurate

AND ADD:

for attention

2. THE PERCENTAGE OF CASES IN EACH CLASSIFICATION
BY AGE OF FAMILY HEAD, SIZE OF FAMILY, TYPE OF
EMPLOYMENT, RELIEF CLASSIFICATION, PROBLEM CASE,
AND ADC.

| Classification | Age of Family Head | | Size of Family | | Type of Employment | | ADC | Problem case. | Relief Classification | |
|---------------------|--------------------|---------------|-----------------------|--------------------|--------------------|-----|-----|---------------|-----------------------|----------------|
| | 50 yrs. and over | Under 50 yrs. | 5 in family and over. | Under 5 in family. | Factory employee. | WPA | | | New case. | Reopened case. |
| Reopened | 27 | 73 | 25 | 75 | 27 | 39 | 12 | 24 | | |
| New | 12 | 88 | 15 | 85 | 57 | 0 | 11 | 17 | | |
| 50 years and over | | | 11 | 89 | 9 | 59 | 5 | 9 | 9 | 91 |
| Under 50 years | | | 31 | 69 | 34 | 24 | 14 | 27 | 21 | 79 |
| 5 in family or over | 12 | 88 | | | 21 | 47 | 0 | 21 | 12 | 88 |
| Under 5 in family | 34 | 66 | | | 27 | 53 | 11 | 29 | 20 | 80 |
| Factory workers | 8 | 92 | 36 | 64 | | | 0 | 6 | 31 | 69 |
| WPA workers | 43 | 57 | 22 | 78 | | | 0 | 27 | 0 | 100 |
| ADC | 9 | 91 | 55 | 45 | 0 | 0 | | 27 | 18 | 82 |
| Problem | 10 | 90 | 26 | 74 | 10 | 38 | 14 | | 14 | 86 |

since many of these families live with relatives also on the same relief card.

For purposes of interpretation, the twenty questions in the questionnaire were combined into five categories and analyzed under these categories question by question. The classification follows:

1. The clients' reaction to administrative techniques.
2. The clients' reaction to case work techniques.
3. The clients' reaction to certain organization policies.
4. The clients' reaction to certain sociological factors.
5. The clients' attitudes toward the relief process.

They will be discussed under separate chapter headings in Part Three, Interpretation of Results.

Of the twenty topics discussed in the questionnaire, only six were clearly defined in the minds of the social workers and public welfare administrators.¹ Of the six items definitely agreed upon by the experts, only three were practiced by the Ingham County Emergency Relief Administration. The other three were not considered practical for administrative reasons.

1

See Appendix Two, Table One.

CHART 3. THE SPECIFIC PART UNDER EACH QUESTION IN THE QUESTIONNAIRE APPROVED BY SOCIAL WORKERS AND PUBLIC WELFARE ADMINISTRATORS, OR AN INDICATION OF THOSE QUESTIONS IN WHICH THERE WAS NO CONSENSUS ON ANY PART OF THE QUESTION.

| Question Number | Statement of the Question | Part of Question Approved or no Consensus. | Reference |
|-----------------|--|--|--|
| 1. | In making my first request for relief, I would prefer, A. To wait for the interview at once. B. Return by appointment. C. Have no choice. | B. | General practice in the state of Michigan. Richmond, Mary E.: Social diagnosis. Young, Pauline: Interviewing in social work. |
| 2. | I prefer, A. The intake visitor to continue as my district visitor. B. Change of visitors. C. I have no choice. | No consensus | General practice in the state of Michigan. Richmond, Mary E.: Social diagnosis. Young, Pauline: Interviewing in social work. |
| 3. | I prefer, A. Visitors under 25 yrs. B. Visitors between 25 and 45 yrs, inclusive. C. Visitors over 45 yrs. | No consensus | No discussion on the subject. |
| 4. | I prefer, A. A man visitor. B. A woman visitor. C. I have no choice. | No consensus | Moore, Bruce V.: The interview in social and industrial research. Jr. of Social Forces. vii: 445-452, June 1929. |
| 5. | I prefer, A. Married visitors. B. Single visitors. C. I have no choice. | No consensus | No discussion on the subject. |
| 6. | I prefer, A. The same visitor in so far as possible. B. A change of visitors periodically. C. Different visitors at the same time. D. Two visitors at the same time. E. I have no choice. | A. | Richmond, Mary E.: Social diagnosis. Young, Pauline: Interviewing in social work. |

CHART 3

(continued)

| Question Number | Statement of the Question | Part of Question Approved or no Consensus. | Reference |
|-----------------|--|--|--|
| 7. | Notes should be taken, A. During the interview. B. At the end of the interview. C. Written after the client leaves from memory. D. I have no choice. | No consensus | Moore, Bruce V.: The interview in social and industrial research. Jr. of Social Forces. vii: 445-452, June 1929. Bingham, W. B. & B. V. Moore: How to interview. Rev. ed., p. 51. Richmond, Mary E.: Social diagnosis, p. 127. Long, Samuel C.: Interviewing and criminal research. The Social Service Review. ii: 66-67. |
| 8. | Problems should be discussed, A. In the private office. B. In the home. | No consensus | Richmond, Mary E.: Social diagnosis, p. 53. Young, Pauline: Interviewing in social work, p. 110. Buell, J. Bradley: Interviews, interviewers, and interviewing. The Family. vi: 86-90, May 1925. Kahn, Dorothy: An intake department. The Family. xiii: 3-8. |
| 9. | Financial papers are, A. Unnecessary. B. Business-like but humiliating. C. Fair. D. Fair and business-like. E. Unfair. | No consensus | General practice in the State. Richmond, Mary E.: Social diagnosis, 319. |
| 10. | Relief should be issued by, A. An order on a store delivered in the home. B. By a commissary. C. An order issued in person at the office. | A. | Richmond, Mary E.: Social diagnosis. Freeman, Ada, Supervisor, Adjustment Service, State Welfare Department, Michigan. Personal interview. |

CHART 3
(continued)

| Question Number | Statement of the Question | Part of Question Approved or no Consensus. | Reference |
|-----------------|---|--|--|
| 11. | Able bodied clients should, A. Work out their relief order only. B. Work on an unsupervised works program. C. Work on a supervised works program. D. Not be asked to work. | No consensus | Hobson, Wm. H.: Social Work Year Book, 1927. |
| 12. | Relatives should be contacted by, A. The social agency without the client's will. B. The client. C. The social agency with the client's knowledge. | C. | Richmond, Mary E.: Social diagnosis, p. 61. Young, Pauline: Interviewing in social work. |
| 13. | Employer's reports should be secured by, A. Relief agency by telephone while the client waits. B. Relief agency after the client leaves. C. Client in a written report. D. Employer should submit a written report. | Personal contact by visitor | Richmond, Mary E.: Social diagnosis, p. 246. |
| 14. | Visitor should limit the discussion to, A. Income and expense. B. Income, expense, health. C. Entire situation. D. Income and expense unless the client wishes to go further. | No consensus | Richmond, Mary E.: Social diagnosis, p. 163. Young, Pauline: Interviewing in social work, p. 172. |
| 15. | The person who cheats should be, A. Arrested. B. Taken off relief together with his family. C. Made to work out or pay for the goods. D. Ignored. | No consensus | General practice in the state. Sutherland, E. H.: Criminology. Williams, James Mickel: Human aspects of unemployment relief, p. 133. |

CHART 3
(continued)

| Question Number | Statement of the Question | Part of Question Approved or no Consensus. | Reference |
|-----------------|---|--|---|
| 16. | Client's dominant feeling on asking relief, A. Security B. Embarrassment. C. Shame. D. Fear. E. Anger. F. Insecurity. G. Distress. | No consensus | Haber, Wm.: The problem of economic insecurity in Mich., p. 6. Bakke, E. Dwight: The unemployed man, p. 146. Gelhorn, Martha: The trouble I've seen. |
| 17. | Relief, A. Lowers your social status. B. Lowers your social status and decreases your self-respect. C. Does not affect social status. | No consensus | Odum, H.: An approach to public welfare and social work, p. 71. Williams, James Mickel: Human aspects of unemployment relief, p. 163. Haber, Wm.: The problem of economic insecurity in Mich., p. 146. |
| 18. | Relief agencies are, A. Operated efficiently. B. Deliberately partisan. C. Partisan because of inefficient workers. | No consensus | Williams, James Mickel: Human aspects of unemployment relief, p. 155. Karpf, M. J.: The scientific basis of social work, p. 335-353. Marian, Lewis: Frontier of pub. administration and pub. welfare. The Social Service Review. ii: 26-32. |
| 19. | A. Chiselling is the accepted practice. B. Asking aid as a last resort is the practice. C. Asking much is necessary to receive little. | B. | Williams, James Mickel: Human aspects of unemployment, p. 25. Relief, p. 25. Gelhorn, Martha: The trouble I've seen. |
| 20. | A. Most visitors are stuck up. B. Most visitors are sympathetic and understanding. C. Most visitors are disinterested. | B. | Bane, R.: The impersonal confession and social research. Jr. of Applied Sociology. ix: 356-361, May 1935. Barnes, Marjorie: Present trends in a case worker's treatment. The Family. xiii: p. 159, July 1932. Richmond, Mary E.: Social diagnosis, p. 115, 255. |

PART II

ANALYSIS AND RECOMMENDATIONS

CHAPTER IV

THE ATTITUDES OF CLIENTS TOWARD CERTAIN ADMINISTRATIVE TECHNIQUES

Administrative techniques¹ are evaluated by the clients under questions, 1, 2, 6, and 8 of the questionnaire. There were 13 items included in the multiple choice arrangement for this group.

Question 1 reads as follows: In making my first application for relief, I would like:

1. To call at the office and wait for an interview there.
2. To call at the office, secure an appointment, and return at that time for an interview.
3. I have no choice in the matter.

Of all clients interviewed, 43 percent preferred the appointment system, while 34 percent wished to wait their turn. Fifty-six percent of the new clients applying for the first time favored the appointment system as against 38 percent of those who had had relief previously.

There are at least two possible explanations for this feeling. The new person coming into the office is more likely to be over-whelmed by the thoughts of having to spend a large share of the afternoon waiting for an interview in an environment which belittles his manhood than is the older client. Moreover people react negatively to the newness and strangeness of a situation. The old client in making his choice was probably motivated to a greater extent by habit and has been accustomed to wait in the office, and this has reduced his emotional reaction. There was also a tendency for the old client to have no choice in the matter.

¹

See composite table for a summary of this group in Appendix II, Table I.

26 percent of the reopened cases expressing no choice as against 17 percent of the new applicants. This would indicate that the old client came to have less repugnance toward the "welfare environment" and therefore did not object to waiting his turn.

When the figures are interpreted from the point of view of the size of the family, they indicate that the ease with which the person can arrange to leave home is an important factor together with the length of time the interview is going to consume. Fifty percent of those having 5 or more in the family preferred the appointment system while only 39 percent of those with smaller families wanted it.

Older people wish to wait for the interview rather than make a second trip. Forty-five percent over 50 years of age as against 30 percent under 50 indicated this preference. Expressed in other terms, 18 percent over 50 preferred an appointment while 50 percent under 50 preferred that system. Elderly people fear the hazards of traveling and choose to wait rather than make a second trip. The younger person possessed of no such fear would rather utilize his time in other ways than waiting.

As might be expected the employable man favors the appointment system, WPA workers having more decided preferences than factory workers. Forty-six percent of the WPA men preferred the appointment system while 22 percent had no choice as against 39 percent and 29 percent respectively among the factory workers. This slight difference is probably explained by the fact that factory workers have less occasion to contact the welfare office and therefore have less pronounced views regarding the procedure.

Mothers receiving the Aid to Dependent Children Grant wished to wait for the interview. Most mothers have to make arrangements for the care of the children if they leave the home and for this reason would

rather wait than return at another date. Forty-two percent of the mothers prefer the appointment system while 25 percent have no choice.

Homes in which there are domestic or financial problems favor the appointment system. Fifty percent of those having domestic difficulties and 67 percent of those having financial difficulties prefer this system. This is logical in as much as their time is valuable elsewhere. There is also a psychological factor operating here. A person feels that he has a right to utilize a certain amount of time in discussing his problems if he has first arranged to do so.

In summarizing, this study seems to indicate that elderly people, and they constitute 22 percent of the case load, wish to wait their turn rather than make a second trip while all other groups want the appointment system. The factors which seem to influence people to prefer the appointment system are as follows:

1. The newness and strangeness of the situation.
2. The waste of time involved in waiting.
3. The aversion people have to waiting.
4. The ease with which they can get away from home a second time.

Those who prefer to wait do so because they find:

1. There is hazard involved in coming to the office.
2. It is easier to make arrangements for one time period rather than two.

Question 2 asks the client to indicate whether he prefers the first person to whom he told his needs to continue as his visitor or whether he wishes a different person for his visitor than the one to whom he first told his needs. The philosophy underlying the break between the intake visitor and the district visitor from the case work angle is based on adjustment technique. According to theory, the intake worker acts as

a buffer between the organization and the client, interprets the policies, smooths out the friction between the client and the organization, and then releases him to another visitor with whom he has had no bitter associations. Obviously, this policy was designed for the minority unless the organization itself was in a very chaotic condition where the public had but little concept of its methods and objectives. It should be pointed out that this particular technique was adopted for administrative rather than case work reasons in the organization studied, and was devised to eliminate fluctuations in the case load and in office interviews for the individual worker.

In the larger cities, it will probably be impossible to effectively eliminate this department. The clients themselves however, prefer that one worker continue with the case throughout, 86 percent of the total number of cases favoring this arrangement. With the exception of the domestic problem family at least 82 percent of all other groupings wished the same visitor to continue. Seventy-five percent of the domestic problem cases wanted the same visitor throughout. This slightly lower percentage can be accounted for on the grounds that there is more occasion for friction between the client and visitor, this leading to a desire for a new worker. It often happens in these cases that there is some past history which the client desires to conceal and he can do this more easily by a regular change of visitors. Often visitors "hound" a client regarding a specific problem, for example, illegitimacy, and this results in a desire for a new visitor.

In summing up question number 2, it appears that most people prefer to tell their story once and get it over with and for this reason do not wish to change visitors. Moreover, if a worker is friendly and kind, they want to get acquainted with her and can cooperate with her more easily as

a friend than as a stranger. On the other hand, if the client has something he wishes to conceal or to forget, he finds it more easy to continue relationships with different visitors since strangeness precludes intimacy, the thing he wishes to avoid.

Question number 6 discusses the desirability of changing visitors from time to time. It reads as follows:

1. I find it is more satisfactory over a period of time to have the same visitor make all the calls in my home.
2. To change visitors from time to time, that is, every six months, one year , etc.
3. To have two visitors at the same time.
4. To have visitors come each time.
5. I have no choice.

Seventy-eight percent of the total number of cases returned wished to have one visitor make all the contacts as long as possible. Sixty-seven percent of the new cases, preferred the same visitor over a period of time, while 22 percent had no choice in the matter. Of the clients who have had previous contacts with the welfare administration 80 percent wanted the same visitor.

The problem case, presented the greatest variation, only 67 percent of them preferring the same visitor as against 15 percent who did not want a change of visitor from time to time. This, of course, was to be expected. Being a problem family, the contacts and conflicts with the worker are bound to be greater than with the normal family. These conflicts stimulate discontent which expresses itself in a desire for a new visitor. A change is often advantageous under these circumstances.

The normal family, however, feels that the same visitor eventually comes to be a friend of the household. Moreover, he hates to review the shame and humiliation attached to dependency more often than necessary.

He can find greater security and sympathy with the visitor he knows and at the same time his privacy and his self-respect is intruded upon less under this arrangement.

Question 8 deals with the place of the interview,--whether it shall be held in the private office of the visitor or the home of the client. Seventy-nine percent of the cases interviewed felt that the most satisfactory place for the interview was in the home. Eighty percent of the new cases were of the impression that the home made the best interviewing place as against 77 percent of the families who had received assistance at some previous date. This preference for a home interview was consistent throughout the groupings.

Apparently the factors involved in making this choice center around fear of the office, the ease with which the client can leave home, and the freedom from interruptions, that is, the degree of privacy they can maintain in the home for the interview.

It is rather surprising to discover that 29 percent of the people over 50 years of age, who apparently could not get away from home with the ease of a younger person, preferred an office interview. This may come from the fact that many of them are living with relatives and in discussing their private affairs choose to make an effort to come to the office rather than carry on an interview in the presence of in-laws or other partially antagonistic persons.

Though on first thought it seems surprising that 33 percent of the mothers with dependent children wished to come to the office, it might be explained by the fact that there are less distractions for the mother if she arranges to leave her children with someone and comes to the office alone for the interview. Moreover, she too, is often living with others in the household and prefers to discuss her private affairs without an audience.

CHAPTER V

ANALYSIS OF THE OPINIONS OF CLIENTS TOWARD CERTAIN CASE

WORK TECHNIQUES

Case work techniques¹ are evaluated by the client under questions 7, 9, 10, and thirteen of the questionnaire.

Question number 7 refers to note-taking as a technique of the interview. It reads as follows:

- A. Knowing that the visitor must keep some notes regarding you would you rather:
 - 1. Have the notes for the records taken in your presence during the interview?
 - 2. Have the notes written down from memory by the visitor after you leave?
 - 3. Have the notes written down in your presence at the end of the interview while you wait?
 - 4. Or do you have no choice in the matter?

Fifty-five percent of the total number of cases interviewed preferred that the notes be taken during the interview, at natural breaks in the conversation. It will be noticed that 75 percent of the new cases asking assistance felt that this was the better system against 55 percent of the old clients returning. The basis for this preference is psychological. We like to know what people think about us. Clients feel they know what the visitor is writing if she stops now and then to jot down a few notes regarding the discussion which has preceded. They feel they are participating in what goes into the record in a different way than when it is done at the end of the interview or during their absence. In this way, they also have a right to protest written comment at any point of the inter-

1

See composite table for a summary of this group in appendix II, Table I.

view.

Clients with large families were particularly pronounced in this preference, 85 percent of them turning in this particular choice. Families with average sized groupings were not so particular, 55 percent of them expressing this preference.

Seventy-one percent of the people under 50 as against 48 percent of those over 50 preferred the notes be taken while the conversation was going on. This difference here may be explained by the fact that older people become more distracted in their thinking processes when interrupted even at natural breaks in the conversation, their thought processes being slower and their range of continuity much lower.

Both WPA workers and factory workers were pronounced in their preference that notes be taken during the interview, 60 percent of the former and 64 percent of the latter indicating this choice.

Mother's of dependent children were not so noticable in their preference. Fifty percent of them wanted the notes taken during the interview, while 33 percent felt that they might better be taken at the end of the interview. This larger vote favoring the writing of notes at the end of the interview is probably explained by the fact that a large share of the interview with women of this type is devoted to emotional material associated with the death, desertion, or separation of their respective spouses. An interruption of this emotional expression calls forth a certain amount of irritation and conflict within the individual himself, and while he prefers to know what is being said and done in regard to him, he does not wish any interruption of his emotional expression.

The same situation holds in problem cases. While most of them preferred that the notes be taken during the interview there was a certain percentage of them, 25 percent to be exact, who wanted the notes written

up at the end of the interview. This is particularly true in the domestic problem case.

In summing up question 7, it seems that the factors involved in choices expressed regarding note-taking are as follows:

1. People prefer that notes be taken in their presence so that they may know what you think about them and may exert a certain amount of unconscious selectivity in the process.
2. Some prefer that notes be taken at the end of the interview so that their emotional expression may have continuity and may not be disturbed by intervening events.
3. Older people prefer that notes be taken at the end of the interview as they find it difficult to gap the interruption as their thought processes are slower and they become distracted more easily.

Question 9 deals with the client's reaction to the customary financial sheets and receipts. It reads: Financial sheets are:

1. Unnecessary.
2. Fair.
3. Business-like but humiliating.
4. Fair and business-like.
5. Unfair.

Probably because of the way the question was stated, there was a diversified expression on this topic and also some overlapping. To overcome some of this difficulty, the writer combined questions 2 and 4 into one group and question 1 and 5 into another. This indicates that the majority felt the issuing of financial papers a necessary procedure,-- of new cases, 47 percent; of the reopened cases, 42 percent.

The policy of requesting a financial statement and account of expenditures is one that the visitor has found by experience quite often receives criticism from the client and is usually designated by him as a "lot of red tape." Some clients are perfectly sincere in this as many of them have nothing to fill out on the financial sheet, and to them it

seems pointless.

Many social workers have found however, that a client will often glibly say they have nothing to a direct question, but when it becomes necessary to make a signed statement they are not so ready to commit themselves. Often times in these cases the statement will be returned with that part of it which pertains most closely to the client left blank. Upon questioning it develops that there is a two or three hundred dollar bank account which the client will not deliberately lie about but which he will omit mentioning if the visitor does not question him about it. In these respects, the sheets have been useful from an administrative point of view. Again, a number of clients find them valuable in giving a concrete picture of the manner in which their earnings were spent.

To a casual observer, it may seem strange that the new cases should be slightly more in favor of the forms than the old, but this again is explained in terms of the policy pursued regarding them. According to the regulations in this agency, these papers have to be filled out again if the client has been off relief for a period of 4 weeks. Many clients as a result of this ruling, feel that the papers which originally had some value have become useless by constant repetition. A little time on the part of the investigator to explain the necessity of re-submitting the statement often removes a large amount of irritation and prejudice.

The single men reporting and the age group over 50 feel that the papers are fair, but not particularly business-like. The factory men seem to recognize the significance of the papers but feel they are also humiliating, 36 percent of them indicating this attitude as against 28 percent respectively that they were fair, or fair and business-like.

Mothers of dependent children for the most part feel that they are fair or business-like or else that they are unnecessary. The latter

feeling is probably accounted for in the fact that they have had less experience in the business world and for that reason fail to realize their full significance.

Those families having domestic problems also felt that the system was for the most part fair, though many of them felt they were humiliating also. Case in which there were financial problems in the home were the most pronounced in their feeling that the papers were fair and business-like, 56 percent of them indicating this opinion.

In summing up the factors involved in this question, it would seem that the following things influenced the clients' decisions:

1. The number of times the papers have been previously made out.
2. The familiarity of the client with business procedure.
3. The inference the client placed on the request that he fill them out.
4. The presence of some factor which would eliminate him as a potential recipient of relief.

Question 10 asks the client to express his preference regarding methods which the administration uses in issuing relief. The question reads as follows:

1. What do you feel is the fairest plan, a grocery order which can be cashed at any grocery store?
2. The relief store where the food is issued to the families over the counter?
3. The relief store where the grocery order is issued to be cashed later at the regular grocery store?

Ninty-four percent of the total cases interviewed preferred that they be given a grocery order that could be cashed at any grocery store. This was uniform and consistent throughout the entire grouping. The writer talked with a number of clients who had had experience in all three methods, the commissary, the store where the grocery order was

issued to be cashed later at the grocery store, and the direct grocery order. The factors involved from the clients' point of view were two in number, first, there was the humiliation of visiting a welfare store regardless of its form periodically in order to secure an order. Secondly, most clients felt that while the food was of very good quality, was substantial and hunger-satisfying, the commissary did not give enough flexibility in the choice of foods. The commissary failed to recognize that food habits differ. For instance one client advised that at one time he had had a pantry full of macaroni. He said he recognized that it was a very good food as far as sustenance was concerned, but the fact of the matter was his family detested the particular article and for the life of them could not eat the supply that was given them. He also felt there were other food items that would have given just as much satisfaction and at just as cheap a rate had he been allowed to make his own selection.

The writer did not place "cash relief", that is a payment of so much money per family, on the list inasmuch as she wished an expression regarding the other forms which have been utilized in administering relief and knew that this indication would fail to appear if the client were given a chance to express himself regarding a cash order.

Question number 13 discusses the ethics involved in securing a work report and reads as follows: In securing reports on my earnings from my employer I would rather

1. Have the welfare secure the report by telephone in my presence.
2. Have the welfare secure the report after I leave and have it ready at the next call.
3. Contact the employer myself and secure a written report.
4. Contact the employer and have him mail a written report to the welfare.

The general trend on this question was in favor of having the welfare

administration secure the report by telephone in the client's presence. Forty-seven percent of the total cases returned preferred that the report be secured in this way. However, there seems to be more differences of opinion on this question than on many others. A fairly high percentage (13) of the minority group favored the agency's contacting the employer and securing a written report, while 31 percent wanted to talk with the employer themselves and secure a written report.

Fifty percent of the new cases wished the agency to secure the report while the client waited. Twenty-nine percent favored its being ready when they called at the second interview, and 21 percent wanted to see the employer themselves.

Forty-six percent of the reopened cases preferred that the report be secured in their presence by telephone, while 32 percent chose to talk with the employer themselves. This preference probably is psychological in its origin. The average individual feels that the interview is more frank and the likelihood for mistakes greatly reduced if the work report is taken in the client's presence, where differences in statements between the client and employer can be taken up. They feel it is the cooperative rather than the autocratic method. Many of them, however, prefer to discuss the situation with the employer themselves since they will be able to size up his reactions to the request and the probable contents of the report more accurately. The reactions indicated in the questionnaire are probably a play between these two forces. It is interesting to note that in families under five, which is the normal wage earning group the choice was about equally divided. Seventy-six percent of the families consisting of five members or more preferred that the agency make the contact. This preference may arise out of a sense of social inadequacy on the part of the client and as a natural

result, his fear of criticism. However, there is another angle. With the work report available, the proof of his needs for assistance is at hand and is usually undisputable.

Forty-nine percent of those under 50 years, again the wage earning group, preferred that the visitor talk with the employer as against 35 percent of those over 50. It appears the normal wage earning group wants the work report secured by telephone unless there is some other complicating factor. It is interesting that 60 percent of the factory workers as against 41 percent of the WPA workers favor the agency's requesting the report by telephone. Thirty-two percent of the WPA workers wish to make their own contact as against 20 percent of the factory workers. It would seem that where the relationship is more nearly normal and is impersonal the client prefers an immediate report and is willing to trust the visitor to secure it. However, where there is likelihood of controversy and where the client feels a potential possibility of disadvantage he prefers to see his employers himself.

Sixty-four percent of the mothers of dependent children preferred to make the request themselves. This is rather hard to explain unless it comes from the fact that many of these mothers are doing day work where it would be impossible to secure a satisfactory report by telephone. Some of them are also working as singles and do not wish it to be made known that they are married women with small children dependent upon them, fearing that they will lose their jobs. It is probably fear of criticism which prompts 50 percent of the families where domestic problems exist to prefer talking with the employer themselves. Where financial problems exist the preference is equally divided. However, the number of cases is small and too much dependence on the results cannot be given.

CHAPTER VI

THE REACTION OF CLIENTS TO CERTAIN PUBLIC WELFARE POLICIES

Agency policies were evaluated by the client under questions 11, 12, 14, and 15 of the questionnaire.

Question number 11 deals with the type of work program which the client prefers. It reads as follows: Do you feel that an able-bodied client should be asked:

1. To work out his relief order only?
2. To work on an work program which is not affiliated with the welfare administration?
3. To work on an work program which is affiliated with the welfare administration and under their supervision?
4. A client should not be asked to work out any form of relief.

Apparently the trend here is almost directly away from the policy now advocated by the Government in this respect. In all but one instance, namely that of single men, over 50 percent of those returning schedules favored the affiliated work program. Sixty-nine percent of all cases returned preferred it. It is interesting to note that 5 of the new cases asking aid did not indicate a choice on this question as they had had no experience with it. Of the 13 who did indicate a choice, 100 percent wanted the unaffiliated program. Of the reopened cases, 67 percent desired it. As might be expected, single men were not as pronounced in their preference for it.

Sixty-nine percent of the families under 5 wanted the affiliated plan, and 81 percent of the families 5 and over. Obviously, this is the result that might be expected inasmuch as these larger families are

the ones who have been most victimized by the present system, since the budget allowed was entirely inadequate for this group and the access to the relief agency difficult.

Seventy-four percent of the men under 50 years of age and 55 percent of the men over 50 years favored the affiliated program, the balance of the vote being cast for one of the three other possibilities and none of them receiving noticable support.

Seventy-seven percent of the factory men who had asked assistance at one time or another felt that the work program should be affiliated as against 64 percent of the men who were actually on WPA. Seventy-five percent of the mothers of dependent children, many of them having formerly worked on WPA felt the program should be affiliated.

Seventy-five percent of the families where domestic problems exist felt this program should be affiliated as against 44 percent of those families where financial problems exist. This is partially explained on the grounds that in most instances the domestic problem mother has made an attempt at some time to have the husband's check controlled by the public welfare agency and has found it impossible. As a result, she and her children have undergone many hardships that might have been avoided. In the family where the financial problem is dominant, affiliation is not the solution to the difficulty. The problem centers about the adequacy or inadequacy of the budget and affiliation with an outside agency would not assist materially.

In summing these results up it seems that the decisions were influenced by the following factors.

1. Most workers feel that a flat budget on WPA is inadequate in that it does not take into consideration differences in the size of the family.

2. Many workers feel that an unaffiliated program provides employment for men who do not justly deserve to continue that particular project, shutting out a more desirable unemployed man.
3. Many people feel that an affiliated work program would allow for more therapeutic treatment on the part of the social agency.
4. An affiliated work program would provide for more careful discrimination among older men, and younger men for that matter, regarding health defects, and as a result of supervision, both efficiency and satisfaction might be increased.

In looking over the minority group, it is interesting to observe that 29 percent of the single men returning schedules felt that an unaffiliated program was best. Obviously, this group benefited from the flat budget plan and were expressing a consciousness of their own personal gains to be derived from it when they indicated this choice. However, the number of singles returning schedules was small and no accurate inferences can be made regarding this group until further study has been made.

Question number 12 takes up the matter of relatives. It reads as follows: Since it becomes necessary for the relief administration to ask relatives to assist you, do you prefer:

1. To talk with you relatives yourself?
2. To have the visitor talk to them without your knowledge?
3. To have the visitor talk with them with your knowledge?

With two exceptions, there seems to be a slight marginal preference in favor of the client making his own contacts with relatives. This vote will bear further scrutiny and rather careful evaluation as to motives. Fifty-two percent of all clients voting preferred to make their own contacts. However, 53 percent of the new cases chose to have the visitor call on their relatives with their knowledge. Of those who had had assistance previously, 55 percent of them wished to make the contact themselves, against 32 percent who favored having the visitor make it

with their knowledge.

This is probably a normal reaction. The new client asking help for the first time, knows but little of the policy of the organization and is rather bewildered and upset. Moreover, he feels entirely inadequate to the situation in which he finds himself and rather dreads to reveal his predicament to friends and relatives. For this reason he wants the social agency to make the contact.

The old client, however, is very familiar with the demands which the agency makes of him. He is also familiar with his relatives and their normal reaction. He feels he can make the adjustment more satisfactorily, and to his own advantage, if he does the talking himself. There is also another factor which probably operates here. It is a conceded fact that the "relief budget" is low. Many clients are supplementing inadequate allowances with help from relatives. They are familiar with the policies of the organization and know that if the visitor contacts this person, the relative's contribution will be deducted from the agency's budget and the total income reduced accordingly.

The other exception to the general rule was with the single men. Again it should be emphasized that the number of cases was very low. However, this group seemed to indicate a preference for the plan whereby the visitor calls upon the relatives without their knowledge,--merely goes ahead in the matter and takes the initiative,--43 percent of them feeling this was the better plan. This is not an abnormal reaction. Many of these men are drifters and are rather unpopular with their kin. For this reason, they do not wish to suffer the humiliation of making the contact themselves, neither do they wish to make any suggestions to the agency regarding the matter. Often they have been ostracized, and they wish to avoid any gestures that the family can interpret as "Johnny

came crawling back home again."

Sixty percent of the families under five, and 47 percent of the families over five also preferred to make their own contact. This hesitancy to ask help from relatives, on the part of families with more than five members is normal since many large families have had to request more contributions from relatives than have the smaller families. As a result, they are hesitant about increasing these demands because they fear that more criticism and friction than already exists may be aroused.

Sixty percent of those over 50 years old wanted to make their own contacts with relatives as against 48 percent of those under 50. There is a psychological basis for this choice arising in the social structure of our society. The group more or less feels that an older person some time or another is going to have to ask for assistance either from a relative or a friend and there is less social condemnation for him than for the younger men who is supposed to be self-supporting and self-sufficient.

Forty-eight percent of the factory men preferred to contact their relatives as against 55 percent of the WPA. Their reticence in doing so is also explained on the psychological factor mentioned above. Society expects that the WPA employees may have to be assisted but they do not so readily tolerate dependency from the employable man.

Fifty percent of the mothers of dependent children wished to talk with their relatives themselves as against 42 percent who preferred that the welfare make the contact with their knowledge. This was the highest minority vote in favor of the request being made by the visitor. However, many of them feel themselves a burden to others and do not wish to take the initiative in increasing that dependency. Others feel that they

may be able to make the contact with less conflict arising than to have the visitor do it. Still others, for the financial reasons mentioned above may prefer to talk with relatives themselves in order to secure less deduction from the usual "relief budget."

Seventy-five percent of the families where domestic problems exist preferred to make their own contact, and apparently feel they themselves can do so and ease out of the situation with less disturbance than to have the worker make it. Furthermore they fear the publicity and condemnation which relatives often give when approached by a social agency.

In summarizing this question it would seem that the following factors were basic in the decision.

1. The feeling of adequacy or inadequacy to the situation on the part of the family.
2. The extent to which the client has already been dependent upon relatives in the past.
3. The social acceptance or rejection of dependency in a given social group.
4. The degree of conflict already existing between the client and the relative.

Question number 14 discusses the interview proper and reads as follows. In talking with me about my need for help, the visitor should:

1. Limit his discussion to questions about income and expense.
2. Include a discussion of family health as well as a discussion of income and expenses.
3. Discuss the entire family situation.

With two exceptions, there is a very decided preference expressed for the discussion of the entire family situation. Sixty-three percent of all the clients turning in schedules felt that the entire situation should be considered. Of the new clients, 73 percent felt the entire situation should be discussed as against 63 percent of the clients re-

turning who had had previous contact with the agency.

One of the exceptions to this general rule was made by the single men, 57 percent feeling that the situation should be limited to a discussion of expense and health as against 29 percent who felt the entire situation should be considered. This vote is, without doubt, natural in this group since many of these men or women are living outside the pale of socially accepted modes of behavior. Many of them are bitter, many chagrined, and many embarrassed, and they do not wish these old wounds opened. In some instances, also, they actually have something to fear since some of them are covering up definitely anti-social acts, punishable by law, ranging from non-payment of alimony to actual bigamy. Whatever the cause, this group prefer that "The dead past bury its dead."

Families of five or over were very decided in their preference that the entire situation should be discussed, 83 percent of them favoring this plan.

It is surprising to note that 66 percent of those under 50 preferred a complete investigation as against 54 percent of those over 50. This tendency on the part of older people to favor less investigation has its origin in their natural conservatism regarding the family. They do not wish their past, in some instances, and their children in others dragged into the controversy. The more the interview is restricted the less likely are ramifications into these matters. Neither do they wish their own financial or social inadequacies bared.

Again it would seem that wherever the relationship is normal, there is a tendency for the client to desire that all things be considered. Eighty-four percent of the factory workers preferred a complete investigation as against 68 percent of the WPA workers. This may be explained by the fact that the WPA workers are more mal-

adjusted and as a result have more anti-social issues at stake which they do not wish to bring up for discussion. Further more its all been gone over perhaps dozens of times before.

Seventy-five percent of the mothers of dependent children wished a complete discussion of the situation. This is natural since this particular group are unusually dependent upon society for the solution to their problem. They have found that no proper formulation of a budget can be made unless all of the factors in the situation are discussed.

Fifty-eight percent of the families where domestic problems exist felt the entire family situation should be discussed while those homes in which financial problems were most troublesome, were rather neutral in their expression,--33 percent feeling that the discussion should be limited to income and expenses, unless the family indicated that they desired a complete discussion.

In summing up this question it would seem that the factors involved in the preferences indicated are as follows:

1. The degree of confidence the client has in the agency.
2. The amount of anti-social conduct characteristic of the family.
3. The degree to which the client is dependent upon the agency for the solution of its problem and for its maintenance.
4. The amount of controversial material present in the family situation.

Question number 15 takes up the ethical question of cheating and reads as follows: What would you do with a person who cheats?

1. Take both him and his family off the relief roll regardless of their needs?
2. Arrest the one who cheated but give the family assistance?
3. Give the family aid, but make the one who cheated work out or pay for the goods?
4. Overlook the fact he cheated?

Attitudes toward the client who cheats seem to be very definitely crystallized, all groups in a very decided vote indicating that they felt the family should be given assistance but the one who cheated should work out or pay for the goods. Eighty-two percent of all clients voting favored this plan. All classifications favored giving the family help but thought the one who cheated should work out or pay for the goods, the percentages ranging from 77 percent to 90 percent.

It seems this group has learned a careful lesson in penology. Most of them feel that jail sentences are not therapeutic, but they do feel the dishonest man should be forced to assume some responsibility in the matter. It would seem, also, that society has become more charitable toward the families of evil-doers. This appears to be a decided trend in the right direction.

In looking over the minority figures, there is one rather valuable hint available. Seventeen percent of the families having domestic problems in their midst felt that when the client cheated the welfare administration should over-look the fact. One might infer from this that one of the difficulties in the domestic situation was a lack of restraint and a lack of the proper sense of discipline. One might infer, also, that these families have a tendency to attempt to solve their problems by ignoring they exist and that if they could be brought to face the issue squarely rather than dodging it, a solution might be forth-coming. At any rate it indicates a point of attack.

A study of the minority figures indicate that men over 50 years old are much more likely to suggest severe punishment than younger men. Sixteen percent of the men over 50 felt that a man should be arrested as against 12 percent of the men under 50. It further appears that singles

sometimes prefer the school under which they have been disciplined, 17 percent of them voting in favor of arresting a client rather than attempting to solve the problem in some constructive manner.

CHAPTER VII

HOW THE CLIENT REACTS TO CERTAIN CHARACTERISTICS OF THE VISITOR

Certain characteristics of the visitors¹ were discussed under questions 3, 4, and 5 of the questionnaire.

Question number 3 discusses the influence of age on the efficiency of the visitor. It reads as follows: As a result of my experience with relief agencies, it is my feeling:

1. That the visitor should be under 25 years of age.
2. That the visitor should be over 25 years of age but not over 45 years of age.
3. That the visitor should be over 45 years of age.
4. That age has nothing to do with the efficiency of the visitor.

The general trend on this question was that age has nothing to do with the efficiency of the visitor. However, where an age choice was indicated, a preference for the one between 25 and 45 years of age was decidedly given,--40 percent preferring one from that age group. Forty six percent of the total number of cases felt that age had nothing to do with the efficiency of a visitor.

The new client expressed a greater preference for the visitor over 45 years of age than did any other grouping,--40 percent of them feeling that he should be over 45. Forty percent felt that he should be between 25 and 45, while only 22 percent felt that age had nothing to do with the matter. Forty-seven percent of the families who had had previous experience with the organization felt that age was not a factor while 40 percent preferred the visitor from 25 to 45.

1

See composite table for a summary of this group in appendix II Table I.

This is significant. Apparently the new client believed that an older person would be more sympathetic and understanding toward the problems involved. The man who had received help previously, however, has realized that a negative factor often operates,--namely, that people over 45 years of age have a more crystallized code of ethics and are less likely to see another's point of view. For this reason the visitor is unyielding and didactic in his approach and many clients find this a cause of friction.

Single men expressed a decided preference for visitors between 25 and 45. There is probably an element of sex attraction operating behind this choice. However, the number reporting was very small and no conclusive opinion could be gathered until further data is taken.

Families of 5 and over seem more decided in their opinion that age has nothing to do with the efficiency of a visitor than did families of average size. Fifty-nine percent of the families having at least 5 members felt that age was not a factor, while only 43 percent of those under 5 members expressed this view point. In the large family, the visitor's approach is more theoretical than direct since very few of them have had any direct experience with the large family as such, they themselves having for the most part lived in smaller family groupings. The percentage returned would indicate that the matter of age in the minds of most people is correlated with direct experience.

Older people thought that age has nothing to do with the efficiency of the visitor, 41 percent of them indicating this opinion. However, an equal percentage of them, 14 percent to be exact, preferred a very young visitor or a very old one. One client whom the writer has often visited expressed herself thus, "I enjoy my young visitors. I like bright young faces about me." Of course, the older person supposedly

is more understanding. Hence this preference.

Clients under 50 also indicated that they thought age had nothing to do with the efficiency of the visitor, 48 percent being of this opinion. Forty-three percent preferred them between 25 and 45 years of age. Forty-six percent of the WPA and PWA workers preferred them between 25 and 45 as against 34 percent who indicated they thought age had nothing to do with it. Fifty percent of the factory workers believed that age had nothing to do with the efficiency of the visitor while 43 percent preferred them from 25 to 45 years of age.

Fifty percent of the mothers having dependent children felt that age had nothing to do with the matter, 17 percent preferred a visitor over 45, and 25 percent one from 25 to 45. It is rather interesting to note that 18 percent of the families having domestic difficulties preferred a very young visitor, 45 percent one between 25 and 45, while none of them wished one over 45. This preference may arise from the fact that they are less likely to be subjected to a severe grilling from the very young worker than from the older one. If, on the other hand, they are anxious to discuss their problems, they can expect more tolerance from the middle-aged person than from the older one.

In summing up the attitudes of clients towards visitors of different age grouping, the following factors seem to be operative:

1. The amount of direct experience which age gives to a visitor which she can utilize in making her decisions.
2. The mental flexibility and tolerance of the visitor as it is affected by age.
3. Sex appeal in visitors.
4. The appeal of youth.
5. The desire to capitalize on the inexperience of the visitor.

Question number 4 discusses the efficiency of the visitor from

the point of view of sex. Fifty-two percent of the families returning schedules wanted women visitors, 42 percent thought that sex had nothing to do with the matter, and 6 percent preferred men.

Fifty percent of the new clients applying wished women visitors and 50 percent believed that sex was not an issue. However, none of them indicated a decided preference for a man. Fifty-two percent of the reopened cases having had relief before preferred women, 8 percent men, and 40 percent had no choice in the matter.

There are certain psychological factors basic to the formulation of attitudes about sex. Men prefer to unburden to a woman. It is not so degrading to their ego. Women favor female visitors because they feel that they understand household problems better. Many women clients feel that men base their judgements too often on purely financial aspects of the situation. Several of the clients thought that men were inclined to be partial, basing their judgements not on the domestic situation involved but on their own particular likes and dislikes based for the most part on sex attraction. It might be well to point out at this place that 71 percent of the single men involved favored women visitors. This was the highest percentage returned.

Fifty-six percent of the families of 5 and over wished women visitors as against 43 percent of the average sized family. The preference here goes back to the notion that women understand the comprehensive domestic situation more fully. Fifty-nine percent of the people over 50 years of age wanted women visitors, as against 50 percent of those persons under 50. Most of the older people felt that women were less impatient and more sympathetic than men, to the infirmities of old age. They were more disposed to recognize family and home attachments and less inclined to

recommend infirmary care.

Factory workers were pronounced in their wish for women visitors, 64 percent of them feeling that women were more efficient than men. Fifty-one percent of the WPA workers selected the woman visitor also. Fifty-eight percent of the mothers of dependent children expressed no preference in the matter. Probably a large percent of this vote is an indirect preference for the man visitor and is based on sex attraction.

Fifty percent of the domestic problem cases desired a woman visitor. It was interesting to note however, that where the problem in the home was of a financial nature the client was more divided in his opinion, one third of them feeling a man was better, one third of them preferring a woman and one third of them having no choice in the matter whatever.

In summing up the influence of sex on the efficiency of the visitor the following factors seemed to influence the decision of the client:

1. The ability of women to more clearly comprehend the entire household situation.
2. The tendency of men to base their decision on their own personal preferences rather than the matter of need.
3. The psychological tendency for men to prefer unburdening to women.
4. The type of problem involved, clients tending to prefer men where finances were the chief difficulty and women where the entire domestic situation was involved.

Question 5 discusses the effect of marriage on the efficiency of the visitor. The answers to this question indicated a decided preference for the married visitor where a choice was made. Many of them felt, however, that marriage was not the controlling factor in the situation. Fifty percent of the total cases interviewed felt that a married visitor was more satisfactory while 45 percent expressed no preference in the matter.

New clients were very decided in their choice of married visitors, 61 percent indicating they preferred one. However, experience with visitors seems to have reduced this percentage to 46 percent for those who had received assistance before. The theory behind the preference is the supposition that people of like experiences have like sympathies. Actual experience, however, teaches that this is not necessarily the case. As one client put it, "I had one visitor who operated on a "I went bare-footed and cold, why can't you" philosophy. This particular type is less sympathetic than the one with less experience.

Families with 5 and over, again expressed the opinion that marriage was not the controlling factor in deciding the efficiency of the individual. Some clients feel that the visitor married and with a limited number in her own family, is inclined to be hostile to the woman with a large sized family, measuring the client in terms of her own ethical standard rather than dealing with the client in an impersonal manner. On the other hand, 56 percent of the families having an averaged sized family, that is under 5, preferred a married visitor indicating that they had more points in common with such a person and less conflict than with a single one.

Forty-seven percent of those under 50 and 52 percent of those over 50 expressed a preference for the married woman as a visitor. Sixty percent of the factory workers wished a married visitor as against 46 percent of the WPA workers. Again it is probable that the WPA worker's greater experience with visitors has brought about his tolerance in this respect. The mere fact that a person has had a similar background does not guarantee he will be tolerant with you. He may be the reverse. Sixty-seven percent of mothers with dependent children have no choice in the matter. This may be the indirect expression of a desire for a

single visitor, the basic factor involved being sex attraction.

Fifty-seven percent of the domestic problem cases wanted a married visitor. This reaction is deep-rooted in our social system and arises out of the theory that our single people are supposed to be kept both psychically and physically virgin until their marriage. Moreover, many clients feel that understanding is directly correlated with direct experience and they have no confidence in the advice of a single visitor. Fifty-six percent of those households having financial problems indicated no preference in the matter.

In summarizing question 5, it would seem that the following factors were most influential in determining the decision.

1. The theory that like experience begets like understanding.
2. The fact that many people who have undergone a similar experience are unsympathetic and intolerant of others who must undergo the same experience.
3. The influence of the social mores of sex on the client.
4. The influence of the contacts of clients with single visitors.

CHAPTER VIII

THE INFLUENCE OF THE RELIEF PROCESS ON THE ATTITUDES OF CLIENTS

Attitudes¹ were discussed under questions 16, 17, 18, 19, and 20 of the questionnaire. Question number 16 deals with the emotion which the client felt on applying for aid. It reads as follows: What is your chief feeling in asking relief?

1. Security?
2. Embarrassment?
3. Shame?
4. Fear?
5. Anger?
6. Insecurity?
7. Distress?

In Table One, the percentages which were given for the part of this question receiving the most votes on the total questionnaires turned in; the first thirty questionnaires turned in; and the questionnaires returned by mail indicated some break in continuity. Had the discussion of security and insecurity been placed in a separate question, results would have been more accurate. They will be discussed from the minority figures in an attempt to smooth out this error. The other parts of the question, though weak in construction, did not appear to overlap seriously with the exception of the two items embarrassment and distress. The answers indicated that there was not a clear distinction drawn in defining in the client's mind, the two terms. However, trends seemed fairly well established in spite of this.

1

See composite table for a summary of this group in Appendix II, Table I.

The results of this study indicate that more people feel embarrassment upon asking help than any other of the emotions listed. This was characteristic of all groups. Forty-six percent of all those returning questionnaires felt embarrassment as their primary emotion. Families under 5 seem to have experienced the most embarrassment and new cases the least--37 percent. This low figure on new cases results from the fact that they often feel so distressed at the turn of events that this feeling becomes dominant driving out the consciousness of other emotions.

There are some interesting facts revealed in the study of the minority figures. Those families having domestic problems felt the most secure in asking assistance. But this group is always sure of a hearing. Their problems are carefully weighed and their responsibilities clearly defined. It is this well directed and careful interviewing that promotes a sense of security even though the decision is distasteful.

It is also interesting to note that 19 percent of those clients with families of 5 and over felt secure in coming to the relief commission and for much the same reasons mentioned above. Moreover, most of these families have budgets well beyond the usual marginal limits set by the welfare administration and for this reason are less likely to be involved in controversial issues.

Families who have had previous contacts with the agency also come with a feeling of greater security than the new cases, 21 percent of them indicating this as their predominant emotion as against 19 percent of the new applicants. However, this margin is so small that there is some indication that the agency in handling its families is not defining issues and policies clearly.

It is interesting that only 16 percent of the WPA workers come to

the relief administration with any sense of security--less than factory workers where 24 percent gave security as their dominant feeling. This, in view of the fact that the relief administration is supposed, theoretically, to stand behind the WPA worker in his time of need in a more intimate way than the factory worker. When we couple these low figures regarding security with the fact that this group were consistent in that they also have the highest percentage indicating insecurity we have facts to ponder. This sense of insecurity arises from two or three major sources.

1. The forced marginal level at which the WPA worker lives.
2. The temporary nature of the projects.
3. The depreciatory attitude of the general public toward WPA.

In short the WPA worker operates on an inadequate budget at a marginal or sub-marginal level and his chronic attitude is one of insecurity.

According to the old relief traditions, the chief feeling of a client in coming for help should be one of shame. However, the percentages are very low regarding this emotion. The fact that the highest percentage, namely 19 percent, occurs in families of 5 and over indicate that they have a feeling that society is condemning them not so much for their coming to ask assistance, as for not controlling their family situation to the point where dependency is not an issue.

Sixteen percent of the factory workers also came with a sense of shame and there is further fruit for study in this particular item. It would be interesting to know whether the factory worker who has spent his money without judgement is also the one who expresses this feeling of shame, or whether it is the factory worker who has made a splendid attempt at being self-supporting and then finds himself in the welfare office.

Only one person was afraid to ask for help. This does indicate

that case workers have progressed far in the field of attitudes and that the old idea of abuse is giving way to a constructive therapeutic approach to the problem. As might be expected a sense of anger is not a dominant emotion among clients, only three of them experiencing this reaction.

Many clients indicated that they felt a distinct sense of distress when they came to the relief office. Thirty-eight percent of the new cases experienced distress as there primary emotion as against eighteen percent of the reopened cases. It appears that the agency has been constructive in alleviating this particular emotion.

In summing up question sixteen it seems that the following factors exert some influence on the type of emotion displayed.

1. The thoroughness of the interview.
2. The degree to which the family budget is marginal.
3. The depreciatory attitude of the general public toward specific practices.
4. The lack of permanence in the program.
5. The social pressure applied by the community.

Question number 17 discusses the client's reaction toward his concept of his social status and reads as follows:

1. Do you feel that public assistance lowers your standing with your fellow men?
2. Do you feel that it not only lowers your standing with your fellow men but also decreases your self-respect?
3. Do you feel it has no effect on your standing with your fellow men?

It seems to be the general consensus that social status is not affected by the fact you do or do not receive aid. Fifty-four percent of the people turning in schedules felt that their social status was not lowered. Forty-seven percent of the new cases and 56 percent of the

old ones thought that social status was not altered. It appears that as contacts with the agency increased the feeling that social status was not affected also increased. There are several factors at work to create this reaction, one of them involving the primary contacts of the individual, and one of them the secondary.

With the change of our social structure from one distinctly agrarian to one distinctly industrial, the personal responsibility for dependency which the client has is greatly lessened by the social situation of permanent and helpless unemployment in which he finds himself. It would seem that society in general is beginning to be permeated with the idea that the unemployed man is not entirely to blame for his situation. This is the secondary group factor at work.

At the present time there are large numbers of people receiving public aid and for the most part it is quite generally known who they are. It is possible, therefore, for the family to make permanent and satisfying friendships with other families securing help, and in this way continue their social relationships without a sense of inferiority being developed. As a result the blow to their self-esteem is much less than in the past. This is the primary factor involved in the issue.

As might be expected, clients with small families felt a greater sense of shame than those with large, 45 percent feeling that assistance did not lower their social status as against 65 percent of those with larger families.

Fifty-six percent of the factory workers as against 41 percent of the WPA workers reported that they did not believe that they lowered their social status by accepting aid. This can be explained by the fact that factory workers have come to regard the relief agency as sort of unemployment compensation bureau.

Mothers of dependent children looked upon the ADC program as a substitute for Mother's Pension. Mother's Pension assistance by law and by application has been elevated above that of the common relief program. It is not surprising therefore that 45 percent of these families thought that it was not a disgrace and did not affect their social status to receive this particular form of relief.

In families where domestic problems exist 33 percent only, believed that their social status was not lowered. It is probable that this feeling of inferiority arose from the inadequacy of the family to meet their own domestic situation rather than from the fact that they had had to ask a public organization for aid.

In summarizing this question it would seem that the factors involved are as follows:

1. The change from an agrarian to an industrial state.
2. The acceptance of the concept of social security for the aged, the unemployed, or dependent.
3. The social criticism or ostracism which a family feels for its own domestic inadequacy.

Question eighteen deals with the client's reaction toward the relief agency itself and reads as follows:

1. Do you feel that relief agencies are operated efficiently?
2. Are deliberately partisan in meeting needs?
3. Are partisan in meeting needs due to inefficient workers?

As might be expected solution one was given unanimous answer, namely, that they are operated efficiently. The psychology behind this answer is obviously the fact that if the client tells me I am a "nice fellow" I am likely to think he is also a nice one, and therefore there are probably more real facts to be derived from a study of the minority figures than from the majority.

Sixteen percent of all clients interviewed thought that the relief agency was deliberately partisan, while 13 percent believed that they were accidentally partisan. It is worth-while to note that the new client was rather conservative in his judgement, indicating that he took the questionnaire seriously, and also answered it to the best of his ability. The family who had had previous experience with the public agency was the one who dared say what he thought. Twenty-one percent of the reopened cases felt that the relief commission was deliberately partisan while 11 percent said that it was accidentally partisan. In short, a total of 33 percent of the cases who had had previous contacts with the relief agency thought that it was partisan in one way or another.

Thirty-four percent of those over 50 years felt that the relief agency was either deliberately partisan or accidentally so. WPA workers were more inclined to feel the organization was deliberately partisan than were factory workers. This is natural since the WPA worker has more possibility for controversy with the agency than does the factory worker who is dependent on public assistance for only short periods at occasional intervals.

Twenty-seven percent of the mothers who have dependent children believed that the welfare commission was deliberately partisan while 18 percent felt it was accidentally partisan. Inasmuch as this particular program has been more inadequate for these families than for the general relief client as such, this is not surprising. In this particular group there is no supplementing bread-earner. The family are absolutely dependent on what the agency gives them with very little opportunity for additional resources. As indicated previously the usual "relief budget" at its best is inadequate and the family has had to struggle at a marginal level for so long that a certain amount of bitterness and pre-

judice is bound to creep into their attitudes and probably justly so.

There is still another factor operating here to develop prejudices and conflicts. In some instances these histories are anti-social, and the fact that the agency has had to discuss these matters thoroughly and the fact that many of these interviews have been done by rather inexperienced workers has tended to increase the conflicts in the group.

It is interesting to consider the figures in the problem cases and they require careful evaluation. Most of the domestic problem cases are accustomed to the attitudes and the approach of the social agency, having had previous contacts with the Social Service Bureau, the Red Cross and other agencies in the city. For the most part contacts with these organizations have been more exhaustive from the point of view of minute discussions and less satisfactory from the point of view of financial assistance than has the contacts of that particular client with the relief agency.

In going back over four years of experience with the public agency the writer feels that there has been more exceptions to basic rules given in this group than any other. It seems that the problem case, just because it is a problem receives more time, more attention, and more leniency often times than the others. This may arise in part out of the helplessness of the visitor as well as the helplessness of the family. In view of these considerations, and also the fact that the welfare budget for the problem family in which a direct relief grocery order, instead of cash is given, is more satisfactory than their own continually failing practices, the attitude of that group toward the relief commission is more satisfactory. However, where the problem is one purely of finances and not of administration or of self-discipline 44 percent of the clients feel that the relief agency is deliberately partisan.

Many clients feel that the relief commission penalizes the thrifty man. This is probably true. The agency exist for the man who cannot exist by himself--who is often times a waster and a spender. It is one of the facts of reality and must be faced as such.

Question 19 discusses the subject of "chiseling", perhaps an in-ellegant but an expressive concept. The question reads as follows:

I feel:

1. That chiseling the welfare is the accepted practice in the community.
2. That asking aid as the last resort is the accepted practice.
3. That clients feel they must ask for much in order to get little and this was the accepted practice.

As might be expected the larger majority felt that people asked aid as the last resort, 77 percent of all clients turning in schedules indicating this opinion. It is unusual to note that 63 percent of the people applying for help for the first time felt that people asked because they needed it as against 81 percent of those who had had previous experience. The explanation for these figures probably lies in the fact that the public in general feel that there are large numbers of people receiving assistance who do not need the help they are getting and the new client comes to the relief agency with this attitude uppermost. This opinion is later modified by actual contact with the agency and with others who are seeking aid.

This explanation applies again when the question is interpreted on the basis of age and employment. Of those under 50 years of age, 78 percent feel that the client who needs it, asks, as against 74 percent of those over 50. Differences of opinion in these groups originate from differences in standards and culture heritage. A man of 35 years in his own mind needs much more than his father would say he needed. In

short, older people are nearer the pioneer age, are accustomed to self-sacrifice and frontier living, and that man would "get by," to use a slang expression, on resources which would seem valueless to the young man. As a result, more older men believe there are people on relief who do not need it than do younger men.

Question 20 discusses the attitude of the client towards the visitor or herself and reads as follows: I feel:

1. Most visitors talk down to you because they are stuck-up.
2. Most visitors are sympathetic and understanding.
3. Most visitors are disinterested in your problem and antagonistic.

As might be expected 84 percent of the total cases interviewed were of the opinion that most visitors were sympathetic and understanding. Ninety-four percent of the clients asking help for the first time felt the visitors were sympathetic and understanding as against 80 percent of those who had had previous experience with the organization. This, of course, is not surprising inasmuch as the opportunity for conflict and controversy had not yet arisen.

There is a general tendency for the client with a large family to feel the visitor is disinterested and antagonistic. These feelings arise from the fact that there are more opportunities for conflict between visitor and client in the case of a large family. The same thing holds for the WPA worker and the factory worker and for the mothers of dependent children.

The study of the minority figures, however, prove interesting. In all groupings, the client felt that the visitor was more likely to be disinterested than condescending or superior. There was one exception to this. The problem family where finances were troubling seemed to think that the visitor talked down to them and was decidedly condescend-

ing in her manner. The source of this feeling is psychological and is rooted in feelings of inferiority.

The families where there were domestic problems however, were more inclined to believe that the visitor was disinterested in the problem. This probably did not come so much from the visitor's lack of interest as from her lack of ability to cope with the situation. The visitor did nothing because she did not know what to do.

WPA workers were also inclined to feel that the visitor was disinterested in their problem. This development was the result partly of the limitations which WPA itself placed on the visitor that rendered her ineffectual in meeting the situation. Families of five and over thought the visitor was disinterested in the problem and here also, the visitor was probably not able to meet the situation because of agency limitations.

In summarizing question 20, it would seem that the factors involved are as follows:

1. The tolerance of the visitor toward the problem.
2. The handicaps placed on the visitor by the regulations set down in various programs, particularly to WPA clients and Aid to Dependent Children cases.
3. The unsolvable nature of the problem itself which renders the visitor ineffective.
4. The natural conflict of personality arising from the mutual contact.

CHAPTER IX

SUMMARY OF RESULTS AND INTERPRETATION

In summarizing the results of the study, a comparative chart showing the percentage of clients voting for the specific item receiving the most support in the question; the practice employed by the Ingham County ERA; and the practice approved by social workers and public welfare administrators is included in Appendix Two, Table One.

Social workers and public welfare administrators agreed with the client on two administrative techniques,--the appointment system, and the continuation of the same visitor without change. The social workers themselves are in disagreement over the break in visitors between the intake department and the district, and in the place of the interview.

There is some argument for a break in visitors at the point of intake, or first application, and the district, or continuation visiting, for administrative reasons. It is difficult for each visitor in the field to take new applications since the shift in the number from vicinity to vicinity is very great. From a case work angle, the visitor should remain the same.

The controversy over the place of the interview centers around the establishing of "rapport". Some experts maintain that the client is less on the defensive in the home and therefore gives a better interview. Opponents contend that the office interview is less likely to be interrupted and also lends a business tone that breeds respect.

The majority of the clients agreed with the agency or administration on three out of four of the case work techniques employed by them. Those in which the two were in agreement were that notes should be taken during the interview, that financial papers were fair and business-like, and that the grocery order should be given in the home.

With the experts, two out of four items were controversial. Some workers felt that note-taking before the client, threw him on his guard and prevented him unburdening himself. Those in favor of the practice thought that notes written from memory are highly inaccurate and therefore unfair to the client. Further more they believe the client himself prefers to cooperate positively with the visitor in making this record and it should be made frankly.

The objections to financial papers seem to be that they stereotype the reply, and also stimulate unfavorable reactions of suspicion and resentment, while those in favor maintain that they are business-like and legally valid, and clients accept them as they do any other business form.

The clients supported all of the policies of the relief commission on which they were asked an expression but disapproved the Works Progress Administration policy of an unaffiliated work program.

The experts were in disagreement on all of the items discussed. Those favoring affiliation of the WPA with the EPA felt that the marginal budget was bound to raise problems requiring supervision. Likewise, there is the problem of removing the family from WPA, where some other responsible member has gone to work in private industry rather than leaving it to chance information. Furthermore, the lost time resulting because of rains, closing down of projects, and so forth make it impossible for the WPA family to be self-supporting without credit assistance which at this time is being supplied by the relief administration, where in private enterprise, the employer through the personnel and welfare departments is carrying the major bulk of it.

Controversy over who should see relatives hinged on the problem of the reaction of the client to the respective methods, and the degree

to which relatives would cooperate.

Many social workers thought that the content of the interview should be limited to business information since the client is not a maladjusted person. Others maintain that it is impossible to make just decisions regarding the expenditure of a very limited income without knowing the family situation.

Many of the social workers seemed more constructive in their approach of the matter of cheating than were the public welfare administrators on the job. This is to be expected since the administrator is subject to more community pressure. The theorists in this field were more concerned with the rehabilitation aspects than the punishment approach.

It is interesting to observe that social workers and public welfare administrators have practically ignored the factors of age, sex, and marital status as it affects the interview, and yet from the client we get a definite and fairly strong reaction which may vitally affect the results of our interview. The relief agency has ignored these factors also.

Controversy among experts on matters of attitude appear to have their origin in the changing philosophy of relief. Conservatives who hold to the Elizabethan concepts are rigorous in their approach, condemn the person, and criticize the leniency of the relief agencies and their waste of funds. Liberals evaluate in terms of industrialization and favor a more generous program providing adequate security for victims of unemployment.

This same split is apparent in the staff of the commission in their working philosophy. Actually the clients seem to have faced the issue and come to a decision to a greater extent than the visitors, and the so-called experts.

CHAPTER X

RECOMMENDATIONS.

No study has value unless some good may come of it. There still remains the task of outlining some constructive goals toward which we may strive. It is evident at the start, that social workers and public welfare workers must do further research in the applied field so that they may have a satisfactory basis on which to develop a scientific conviction. This group are indecisive in their own minds both as to what is the best policy and as to what is the best technique to achieve it. Furthermore, until leaders have formulated a working philosophy regarding relief processes themselves they cannot hope to direct others.

From an administrative point of view, the agency needs to work toward greater flexibility and greater stability, and though at first glance these two needs may seem conflicting, such is not the case. At the present time the relief organization is handling a varied clientele and this will be true to a still greater extent in Michigan if the new welfare law goes into effect. Administrative detail should allow for the differences that arise as the result of old age, widowhood, or other sources. At the same time, the procedure should be carefully planned and executed so that the agency presents a stable, progressive front. Such modes of attack contribute to personality integration, a sense of security, and a cooperative individual.

From a case work angle, workers should remember that the typical relief client is an intelligent adult capable of conducting his business with dispatch,--not a maladjusted moran. The present day client is quick

to discern arrogance, condescension, and subterfuge and to react accordingly, and just as quick to recognize sympathetic understanding and judicial fair-mindedness and to respond with respect. Our techniques should not be cut-and-dried affairs set to routine but should allow enough variation so that they may fit the case. For example in the matter of note-taking, why not admit that there is no best process. Whether the notes are taken during the interview or after the client leaves, or in some other manner, should not be determined by a stereotyped ruling but should vary according to the needs of the individual case. All methods have advantages. Why not admit it and allow enough flexibility in our set-up so that every method might be used advantageously?

It also seems that there might be some advantage in classifying our case load and assigning our visitors on the basis of the needs of the group. For example, at the time this study was made, the dietitian was doing general case work interviewing in the intake department. Wouldn't her services have been of more value had she been carrying a case load comprising families where there were dietary problems?

Probably in constructing policies, we unconsciously introduce more instability into our program than at any other point,--not because we change them from time to time but because we experiment with them before we have done any consistent social planning. Too many of our policies are introduced to meet an immediate need which has arisen as the result of pressure from some pressure group. They may meet that one need but in doing so may create three or four, or more, other problems more deteriorating in their effects than the one eliminated. Policies should be reasonable, and clearly defined so that they operate under an increased amount of pressure as successfully as at a more leisurely pace. It seems that public welfare administrators and social workers are prone

to announce policies which they have no possible way of enforcing and they break down of their own weight. Whether aid is given or not, the decision should be clear-cut and decisive so that the client can feel certain that what has been done has been done and that only sufficient additional evidence will reopen the case,--evidence, not political pressure of one sort or another. This calls first for careful social planning, and secondly for careful social salesmanship to the client and to the community.

There is evidence to indicate that the factors of sex, age, and marital status are entering into our relationship with our clientele. Other groups working in the sociological field have recognized this, but strangely enough in the applied branch it has been ignored. The writer is convinced that some of the problems arising in our client-visitor relationships have their origin in these factors. There is the conflict of the young unmarried visitor in the home of a married woman with a large family who feels that the visitor's experience and understanding is entirely inadequate to the situation. And yet the visitor's youth could be capitalized in still another situation, for example National Youth Administration investigations. We need further study and research in this field and a more scientific application of principle.

Formation of attitude is always a reciprocal process. If the attitude of a clientele is hostile it is because we have come into conflict with some of the basic conditionings of that individual. We saw in this study that the majority of the recipients of assistance were cooperative and friendly to the agency, and yet the minority figure indicating conflict was fairly high. Since the clients were satisfied with the case work techniques to a very large extent, it is safe to assume that the difference probably exists in the changing philosophy of relief pro-

cesses. Social workers today should be given a broad cultural and economic training with emphasis on changing attitudes and their causes so that tolerance and judiciousness follow as a natural result. It is not necessary that two people agree to be cooperative but it is necessary that they have a sympathetic understanding of the forces operating to make the other what he is. However, a generalized philosophy is not enough for the worker. He must also understand the philosophy behind the technique he is utilizing if it is to have a meaningful application.

It is true that we are living in a changing world, in a sense in a chaotic world, but that does not mean that we cannot inject carefully planned order into it. To attain this goal is the challenge of society to the social scientist.

APPENDIX II

I. THE PART OF EACH MULTIPLE CHOICE QUESTION IN THE QUESTIONNAIRE RECEIVING THE HIGHEST PERCENTAGE OF VOTES FROM THE TOTAL NUMBER OF QUESTIONNAIRES RETURNED: THE PARTICULAR ITEM IN EACH QUESTION APPROVED BY INGHAM COUNTY ERA OR WPA: AND THE SPECIFIC PART OF EACH QUESTION APPROVED BY SOCIAL WORKERS AND PUBLIC WELFARE ADMINISTRATORS: BY SUB-GROUPS.

| Sub-groups | Question No. | General Content of Question. | Percent of Clients Approving the Procedure in Each Question Receiving the Most Votes. | Ingham County E. R. A. or W. P. A. Practices. | The Specific Procedure in Each Question Approved by Social Workers, and Public Welfare Administrators. |
|-------------------------------|--------------|---|---|---|--|
| I. Administrative techniques. | 1. | Method of appointment. | 42% for return appointment. 23% have no choice. | To wait your turn at first call. | Return appointment. |
| | 2. | Continuation or not of same visitor in intake and district. | 84% favoring continuation. | Transfer to new visitor. | Controversial. |
| | 6. | Continuation of same visitor without periodic change. | 78% favoring continuation. | Practiced in so far as possible. | Continuation approved. |
| | 8. | Place of interview. | 79% favoring the home. | Intake at office district. Visitor in home. | Controversial. |
| II. Case work techniques. | 7. | Note taking for interview. | 65% prefer having notes taken during the interview. | Notes taken during the interview. | Controversial. |
| | 9. | Financial statements. | 65% fair and business like. | Issuing them is fair and business like. | Controversial. |
| | 10. | Type of grocery order. | 94% favor grocery order in the home. | Grocery order in home. | Grocery order in home. |
| | 13. | Employers' reports. | 47% secure report by telephone while client waits. | See the employer between office calls of client. | Visitor to call at employer's office personally. |
| III. Policies | 11. | Affiliated or un-affiliated work program. | 69% approved affiliated WPA program. | Unaffiliated. | Controversial. |
| | 12. | Interviewing relatives. | 52% prefer to interview their own relatives. | Varies. | Controversial. |
| | 14. | Content of interview. | 63% wish to discuss the entire situation. | Discuss the entire situation. | Controversial. |
| | 15. | What to do with the one who cheats? | 82% leave the family on relief but make the one who cheats work out or pay for the order. | Leave the family on relief but make the one who cheats work out or pay for the goods. | Controversial. |

I. THE PART OF EACH MULTIPLE CHOICE QUESTION IN THE QUESTIONNAIRE RECEIVING THE HIGHEST PERCENTAGE OF VOTES FROM THE TOTAL NUMBER OF QUESTIONNAIRES RETURNED: THE PARTICULAR ITEM IN EACH QUESTION APPROVED BY INGHAM COUNTY ERA OR WPA: AND THE SPECIFIC PART OF EACH QUESTION APPROVED BY SOCIAL WORKERS AND PUBLIC WELFARE ADMINISTRATORS: BY SUB-GROUPS.

| Classification (By Sub-groups) | No. | Question | Per cent of Clients Approving the Procedure in Each Question Receiving the most Votes. | Ingham County E. R. A. or W. P. A. Practices. | Social Workers and Public Welfare Administrators Reaction to Question. (Specific Procedure Approved) |
|---|-----|--|---|--|---|
| IV. Characteristics of Staff | 3. | Age. | 40% 25 to 45 years. 46% no choice. | Not a factor. | Ignored |
| | 4. | Sex. | 52% preferred women visitors. | Not a factor. | Controversial. |
| | 5. | Marital status. | 49% preferred married visitors. 45% no choice. | Not a factor. | Ignored. |
| V. Attitudes of clients toward agency. | 16. | Emotional reaction. | 46% feel embarrassment. | | Controversial. |
| | 17. | Effects of relief on social status. | 54% feel relief does not affect social status. | | Controversial. |
| | 18. | E. R. A. efficiency. | 71% feel E. R. A. operated efficiently. 29% feel they are partisan. | | Controversial. |
| | 19. | Do clients need the relief they ask or do they chisel? | 77% feel aid is requested as last resort. | Aid as last resort. | Aid as last resort. |
| | 20. | Reaction to visitors. | 84% feel visitors are sympathetic and understanding. | Sympathetic and under- standing visitors. | Sympathetic and under- standing visitors. |

TABLE II
QUESTION I

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 33 | 34 | 42 | 43 | 23 | 23 |
| Mailed | 3 | 16 | 10 | 53 | 6 | 31 |
| Schedules Returned For | 5 | 50 | 2 | 20 | 3 | 30 |
| New Cases | 5 | 28 | 10 | 55 | 3 | 17 |
| Reopened Cases | 26 | 36 | 19 | 38 | 19 | 26 |
| Size of Family | | | | | | |
| 1. Singles | 3 | 43 | 3 | 43 | 1 | 14 |
| 2. Under Five | 19 | 39 | 19 | 39 | 11 | 22 |
| 3. Five and Over | 3 | 17 | 9 | 50 | 6 | 33 |
| Age | | | | | | |
| 1. Under Fifty | 23 | 30 | 38 | 50 | 15 | 20 |
| 2. Over Fifty | 10 | 46 | 4 | 18 | 8 | 36 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 13 | 32 | 19 | 46 | 9 | 22 |
| 2. Factory | 9 | 32 | 11 | 39 | 8 | 29 |
| Aid to Dependent Children | 5 | 42 | 4 | 33 | 3 | 25 |
| Problem Cases | | | | | | |
| 1. Total | 6 | 29 | 12 | 57 | 3 | 14 |
| 2. Domestic | 4 | 33 | 6 | 50 | 2 | 17 |
| 3. Financial | 2 | 22 | 6 | 57 | 1 | 11 |

QUESTION II

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 84 | 86 | 2 | 2 | 12 | 12 |
| Mailed | 16 | 84 | 1 | 5 | 2 | 11 |
| Schedules Returned For | 9 | 90 | 0 | 0 | 1 | 10 |
| New Cases | 16 | 90 | 0 | 0 | 2 | 11 |
| Reopened Cases | 63 | 85 | 1 | 1 | 10 | 14 |
| Size of Family | | | | | | |
| 1. Singles | 6 | 86 | 0 | 0 | 1 | 14 |
| 2. Under Five | 40 | 83 | 3 | 6 | 5 | 10 |
| 3. Five and Over | 16 | 89 | 0 | 0 | 2 | 11 |
| Age | | | | | | |
| 1. Under Fifty | 66 | 86 | 2 | 3 | 8 | 11 |
| 2. Over Fifty | 18 | 82 | 0 | 0 | 4 | 18 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 35 | 88 | 1 | 2 | 4 | 10 |
| 2. Factory | 25 | 89 | 0 | 0 | 3 | 11 |
| Aid to Dependent Children | 10 | 84 | 1 | 8 | 1 | 8 |
| Problem Cases | | | | | | |
| 1. Total | 17 | 81 | 2 | 10 | 2 | 9 |
| 2. Domestic | 9 | 75 | 1 | 8 | 2 | 17 |
| 3. Financial | 8 | 89 | 1 | 11 | 0 | 0 |

QUESTION III

| Classification | Part A | | Part B | | Part C | | Part D | |
|----------------------------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|
| | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent |
| Total Cases | 5 | 5 | 39 | 40 | 8 | 8 | 45 | 47 |
| Mailed | 1 | 6 | 8 | 44 | 5 | 28 | 4 | 22 |
| Schedules Returned For | 0 | 0 | 2 | 20 | 2 | 20 | 6 | 60 |
| New Cases | 0 | 0 | 7 | 39 | 7 | 39 | 4 | 22 |
| Reopened Cases | 4 | 6 | 29 | 40 | 5 | 7 | 34 | 47 |
| Size of Family | | | | | | | | |
| 1. Singles | 1 | 14 | 4 | 57 | 1 | 14 | 1 | 14 |
| 2. Under Five | 4 | 8 | 19 | 39 | 5 | 10 | 21 | 43 |
| 3. Five and Over | 0 | 0 | 7 | 41 | 0 | 0 | 10 | 59 |
| Age | | | | | | | | |
| 1. Under Fifty | 2 | 2 | 32 | 43 | 5 | 7 | 36 | 48 |
| 2. Over Fifty | 3 | 13 | 7 | 32 | 3 | 14 | 9 | 41 |
| Employment | | | | | | | | |
| 1. W. P. A. | 5 | 12 | 19 | 46 | 3 | 8 | 14 | 34 |
| P. W. A. | | | | | | | | |
| 2. Factory | 0 | 0 | 12 | 43 | 2 | 7 | 14 | 50 |
| Aid to Depend-ent Children | 1 | 8 | 3 | 25 | 2 | 17 | 6 | 50 |
| Problem Cases | | | | | | | | |
| 1. Total | 2 | 10 | 8 | 40 | 2 | 10 | 8 | 40 |
| 2. Domestic | 2 | 18 | 5 | 46 | 0 | 0 | 4 | 36 |
| 3. Financial | 0 | 0 | 3 | 33 | 2 | 22 | 4 | 45 |

QUESTION IV

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 6 | 6 | 51 | 52 | 41 | 42 |
| Mailed | 2 | 10 | 10 | 53 | 7 | 37 |
| Schedules Returned For | 1 | 10 | 4 | 40 | 5 | 50 |
| New Cases | 0 | 0 | 9 | 50 | 9 | 50 |
| Reopened Cases | 6 | 8 | 38 | 52 | 29 | 40 |
| Size of Family | | | | | | |
| 1. Singles | 0 | 0 | 5 | 71 | 2 | 29 |
| 2. Under Five | 3 | 6 | 21 | 43 | 25 | 51 |
| 3. Five and Over | 2 | 11 | 10 | 56 | 6 | 33 |
| Age | | | | | | |
| 1. Under Fifty | 6 | 8 | 38 | 50 | 32 | 42 |
| 2. Over Fifty | 0 | 0 | 13 | 59 | 9 | 41 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 4 | 10 | 21 | 51 | 16 | 39 |
| 2. Factory | 0 | 0 | 18 | 64 | 10 | 36 |
| Aid to Dependent Children | 1 | 8 | 4 | 34 | 7 | 58 |
| Problem Cases | | | | | | |
| 1. Total | 4 | 19 | 9 | 43 | 8 | 38 |
| 2. Domestic | 1 | 8 | 6 | 50 | 5 | 42 |
| 3. Financial | 3 | 33 | 3 | 33 | 3 | 33 |

QUESTION V

| Classification | Part A | | Part B | | Part C | |
|------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| | No. of Case | Per- cent | No. of Case | Per- cent | No. of Case | Per- cent |
| Total Cases | 48 | 50 | 5 | 5 | 44 | 45 |
| Mailed | 9 | 47 | 3 | 16 | 7 | 37 |
| Schedules Returned For | 5 | 56 | 0 | 0 | 4 | 44 |
| New Cases | 11 | 61 | 0 | 0 | 7 | 39 |
| Reopened Cases | 33 | 46 | 4 | 5 | 35 | 49 |
| Size of Family | | | | | | |
| 1. Singles | 3 | 50 | 1 | 17 | 2 | 33 |
| 2. Under Five | 27 | 57 | 3 | 6 | 18 | 37 |
| 3. Five and Over | 7 | 39 | 1 | 6 | 10 | 55 |
| Age | | | | | | |
| 1. Under Fifty | 32 | 47 | 1 | 15 | 25 | 37 |
| 2. Over Fifty | 11 | 53 | 3 | 14 | 7 | 33 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 18 | 46 | 2 | 5 | 19 | 49 |
| 2. Factory | 16 | 59 | 1 | 4 | 10 | 37 |
| Aid to Dependent Children | 3 | 25 | 1 | 8 | 8 | 67 |
| Problem Cases | | | | | | |
| 1. Total | 11 | 52 | 2 | 10 | 8 | 38 |
| 2. Domestic | 8 | 67 | 1 | 8 | 3 | 25 |
| 3. Financial | 3 | 33 | 1 | 11 | 5 | 56 |

QUESTION VI

| Classification | Part A | | Part B | | Part C | | Part D | | Part E | |
|--------------------------------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|
| | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent |
| Total Cases | 76 | 78 | 7 | 7 | 2 | 2 | 0 | 0 | 12 | 13 |
| Mailed | 16 | 84 | 1 | 5 | 0 | 0 | 0 | 0 | 2 | 11 |
| Schedules Returned For | 8 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 11 |
| New Cases | 12 | 67 | 1 | 6 | 1 | 5 | 0 | 0 | 4 | 22 |
| Reopened Cases | 58 | 81 | 5 | 7 | 1 | 1 | 0 | 0 | 8 | 11 |
| Size of Family | | | | | | | | | | |
| 1. Singles | 5 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 29 |
| 2. Under Five | 38 | 79 | 2 | 4 | 1 | 2 | 0 | 0 | 7 | 15 |
| 3. Five and Over | 15 | 83 | 2 | 11 | 0 | 0 | 0 | 0 | 1 | 6 |
| Age | | | | | | | | | | |
| 1. Under Fifty | 53 | 78 | 6 | 9 | 2 | 3 | 0 | 0 | 7 | 10 |
| 2. Over Fifty | 16 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 24 |
| Employment | | | | | | | | | | |
| 1. W. P. A. P. W. A. | 32 | 84 | 1 | 3 | 0 | 0 | 0 | 0 | 5 | 13 |
| 2. Factory | 23 | 85 | 1 | 4 | 1 | 4 | 0 | 0 | 2 | 7 |
| Aid to Depend- ent Children | 10 | 82 | 1 | 8 | 0 | 0 | 0 | 0 | 1 | 8 |
| Problem Cases | | | | | | | | | | |
| 1. Total | 14 | 67 | 3 | 14 | 1 | 5 | 2 | 10 | 1 | 5 |
| 2. Domestic | 9 | 74 | 1 | 8 | 1 | 8 | 1 | 8 | 0 | 0 |
| 3. Financial | 5 | 56 | 2 | 22 | 0 | 0 | 2 | 22 | 0 | 0 |

QUESTION IX

| Classification | Part A | | Part B | | Part C | | Part D | | Part E | |
|--------------------------------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|
| | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent |
| Total Cases | 10 | 11 | 23 | 24 | 20 | 21 | 40 | 43 | 1 | 1 |
| Mailed | 3 | 16 | 10 | 32 | 5 | 26 | 5 | 26 | 0 | 0 |
| Schedules Returned For | 0 | 0 | 3 | 30 | 2 | 20 | 4 | 40 | 1 | 10 |
| New Cases | 1 | 7 | 3 | 20 | 4 | 27 | 7 | 47 | 0 | 0 |
| Reopened Cases | 8 | 11 | 18 | 25 | 15 | 21 | 31 | 42 | 1 | 1 |
| Size of Family | | | | | | | | | | |
| 1. Singles | 0 | 0 | 5 | 71 | 2 | 29 | 0 | 0 | 0 | 0 |
| 2. Under Five | 6 | 12 | 13 | 27 | 11 | 22 | 19 | 39 | 0 | 0 |
| 3. Five and Over | 1 | 6 | 3 | 17 | 6 | 33 | 7 | 39 | 1 | 6 |
| Age | | | | | | | | | | |
| 1. Under Fifty | 8 | 11 | 13 | 18 | 18 | 25 | 33 | 46 | 0 | 0 |
| 2. Over Fifty | 2 | 9 | 10 | 45 | 2 | 9 | 7 | 32 | 1 | 5 |
| Employment | | | | | | | | | | |
| 1. W. P. A. P. W. A. | 5 | 13 | 11 | 28 | 7 | 18 | 16 | 40 | 1 | 3 |
| 2. Factory | 2 | 8 | 7 | 28 | 9 | 36 | 7 | 28 | 0 | 0 |
| Aid to Depend- ent Children | 3 | 25 | 1 | 8 | 0 | 0 | 8 | 67 | 0 | 0 |
| Problem Cases | | | | | | | | | | |
| 1. Total | 3 | 14 | 4 | 19 | 5 | 24 | 8 | 38 | 1 | 5 |
| 2. Domestic | 1 | 8 | 4 | 33 | 3 | 25 | 3 | 25 | 1 | 8 |
| 3. Financial | 2 | 22 | 0 | 0 | 2 | 22 | 5 | 56 | 0 | 0 |

QUESTION X

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 39 | 94 | 2 | 2 | 4 | 4 |
| Mailed | 17 | 89 | 1 | 5 | 1 | 5 |
| Schedules Returned For | 9 | 90 | 0 | 0 | 1 | 10 |
| New Cases | 14 | 93 | 0 | 0 | 1 | 7 |
| Reopened Cases | 69 | 93 | 2 | 3 | 3 | 4 |
| Size of Family | | | | | | |
| 1. Singles | 6 | 86 | 1 | 14 | 0 | 0 |
| 2. Under Five | 45 | 96 | 0 | 0 | 2 | 4 |
| 3. Five and Over | 16 | 89 | 0 | 0 | 2 | 11 |
| Age | | | | | | |
| 1. Under Fifty | 70 | 96 | 1 | 1 | 2 | 3 |
| 2. Over Fifty | 19 | 86 | 1 | 5 | 2 | 9 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 38 | 93 | 1 | 2 | 2 | 5 |
| 2. Factory | 24 | 96 | 0 | 0 | 1 | 4 |
| Aid to Dependent Children | 12 | 100 | 0 | 0 | 0 | 0 |
| Problem Cases | | | | | | |
| 1. Total | 18 | 86 | 1 | 5 | 2 | 10 |
| 2. Domestic | 10 | 83 | 1 | 8 | 1 | 8 |
| 3. Financial | 8 | 89 | 0 | 0 | 1 | 11 |

QUESTION XI

| Classification | Part A | | Part B | | Part C | | Part D | |
|--------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 11 | 12 | 9 | 10 | 63 | 69 | 8 | 9 |
| Mailed | 3 | 16 | 1 | 5 | 14 | 74 | 1 | 5 |
| Schedules Returned For | 1 | 10 | 1 | 10 | 6 | 60 | 2 | 20 |
| New Cases | 0 | 0 | 0 | 0 | 13 | 100 | 0 | 0 |
| Reopened Cases | 9 | 12 | 8 | 11 | 48 | 67 | 7 | 10 |
| Size of Family | | | | | | | | |
| 1. Singles | 2 | 29 | 1 | 14 | 3 | 43 | 1 | 14 |
| 2. Under Five | 6 | 13 | 5 | 11 | 31 | 69 | 3 | 7 |
| 3. Five and Over | 1 | 6 | 1 | 6 | 13 | 81 | 1 | 6 |
| Age | | | | | | | | |
| 1. Under Fifty | 6 | 9 | 7 | 10 | 51 | 74 | 5 | 7 |
| 2. Over Fifty | 5 | 23 | 2 | 9 | 12 | 55 | 3 | 14 |
| Employment | | | | | | | | |
| 1. W. P. A. P. W. A. | 6 | 15 | 5 | 13 | 25 | 64 | 3 | 8 |
| 2. Factory | 3 | 14 | 2 | 9 | 17 | 77 | 0 | 0 |
| Aid to Depend- ent Children | 1 | 8 | 1 | 8 | 9 | 75 | 1 | 8 |
| Problem Cases | | | | | | | | |
| 1. Total | 2 | 10 | 3 | 14 | 13 | 62 | 3 | 14 |
| 2. Domestic | 1 | 8 | 0 | 0 | 9 | 75 | 2 | 17 |
| 3. Financial | 1 | 11 | 3 | 33 | 4 | 44 | 1 | 11 |

QUESTION XII

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 47 | 52 | 10 | 11 | 33 | 37 |
| Mailed Cases | 11 | 61 | 1 | 6 | 6 | 33 |
| Schedules Returned For | 7 | 78 | 1 | 11 | 1 | 11 |
| New Cases | 6 | 40 | 1 | 7 | 8 | 53 |
| Reopened Cases | 38 | 55 | 9 | 13 | 22 | 32 |
| Size of Family | | | | | | |
| 1. Singles | 2 | 29 | 3 | 43 | 2 | 29 |
| 2. Under Five | 27 | 60 | 5 | 11 | 13 | 29 |
| 3. Over Five | 7 | 47 | 2 | 13 | 6 | 40 |
| Age | | | | | | |
| 1. Under Fifty | 30 | 48 | 8 | 13 | 24 | 39 |
| 2. Over Fifty | 12 | 60 | 2 | 10 | 6 | 30 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 21 | 55 | 6 | 16 | 11 | 29 |
| 2. Factory | 11 | 48 | 5 | 22 | 7 | 30 |
| Aid to Dependent Children | 6 | 50 | 1 | 8 | 5 | 42 |
| Problem Cases | | | | | | |
| 1. Total | 13 | 62 | 2 | 10 | 6 | 29 |
| 2. Domestic | 9 | 75 | 0 | 0 | 3 | 25 |
| 3. Financial | 4 | 44 | 2 | 22 | 3 | 33 |

QUESTION XIII

| Classification | Part A | | Part B | | Part C | | Part D | |
|-------------------------|--------------|-----------|--------------|-----------|--------------|-----------|--------------|-----------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 43 | 47 | 12 | 13 | 28 | 31 | 8 | 9 |
| Mailed | 6 | 33 | 3 | 17 | 6 | 33 | 3 | 17 |
| Schedules Returned For | 1 | 11 | 2 | 22 | 6 | 67 | 0 | 0 |
| New Cases | 7 | 50 | 4 | 29 | 3 | 21 | 0 | 0 |
| Reopened Cases | 33 | 46 | 8 | 11 | 23 | 32 | 7 | 10 |
| Size of Family | | | | | | | | |
| 1. Singles | 3 | 43 | 2 | 29 | 1 | 14 | 1 | 14 |
| 2. Under Five | 16 | 36 | 7 | 16 | 16 | 36 | 6 | 13 |
| 3. Five and Over | 13 | 76 | 0 | 0 | 4 | 24 | 0 | 0 |
| Age | | | | | | | | |
| 1. Under Fifty | 31 | 49 | 7 | 11 | 21 | 33 | 4 | 6 |
| 2. Over Fifty | 7 | 35 | 5 | 25 | 5 | 25 | 3 | 15 |
| Employment | | | | | | | | |
| 1. W. P. A. P. W. A. | 15 | 41 | 6 | 16 | 12 | 32 | 4 | 11 |
| 2. Factory | 15 | 60 | 4 | 16 | 5 | 20 | 1 | 4 |
| Aid to Depend- ent | 3 | 27 | 0 | 0 | 7 | 64 | 1 | 9 |
| Problem Cases | | | | | | | | |
| 1. Total | 8 | 38 | 2 | 10 | 10 | 48 | 1 | 5 |
| 2. Domestic | 4 | 33 | 1 | 8 | 6 | 50 | 1 | 9 |
| 3. Financial | 4 | 44 | 1 | 11 | 4 | 44 | 0 | 0 |

QUESTION XIV

| Classification | Part A | | Part B | | Part C | | Part D | |
|--------------------------------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|
| | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent | No. of Cases | Per-cent |
| Total Cases | 8 | 8 | 15 | 16 | 60 | 63 | 12 | 13 |
| Mailed | 0 | 0 | 6 | 32 | 13 | 68 | 0 | 0 |
| Schedules Returned For | 0 | 0 | 1 | 11 | 8 | 89 | 0 | 0 |
| New Cases | 0 | 0 | 2 | 13 | 11 | 73 | 2 | 13 |
| Reopened Cases | 8 | 11 | 9 | 12 | 47 | 64 | 10 | 14 |
| Size of Family | | | | | | | | |
| 1. Singles | 1 | 14 | 4 | 57 | 2 | 29 | 0 | 0 |
| 2. Under Five | 3 | 7 | 8 | 18 | 29 | 64 | 5 | 11 |
| 3. Five and Over | 0 | 0 | 1 | 6 | 15 | 83 | 2 | 11 |
| Age | | | | | | | | |
| 1. Under Fifty | 6 | 8 | 10 | 14 | 48 | 66 | 9 | 12 |
| 2. Over Fifty | 2 | 9 | 5 | 23 | 12 | 55 | 3 | 14 |
| Employment | | | | | | | | |
| 1. W. P. A. P. W. A. | 1 | 3 | 7 | 18 | 26 | 68 | 4 | 11 |
| 2. Factory | 0 | 0 | 1 | 4 | 21 | 84 | 3 | 12 |
| Aid to Depend- ent Children | 0 | 0 | 2 | 17 | 9 | 75 | 1 | 8 |
| Problem Cases | | | | | | | | |
| 1. Total | 1 | 5 | 4 | 19 | 10 | 48 | 6 | 29 |
| 2. Domestic | 1 | 8 | 1 | 8 | 7 | 58 | 3 | 25 |
| 3. Financial | 0 | 0 | 3 | 33 | 3 | 33 | 3 | 33 |

QUESTION XV

| Classification | Part A | | Part B | | Part C | | Part D | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 1 | 1 | 12 | 13 | 76 | 82 | 4 | 4 |
| Mailed | 0 | 0 | 4 | 22 | 14 | 78 | 0 | 0 |
| Schedules Returned For | 0 | 0 | 3 | 30 | 7 | 70 | 0 | 0 |
| New Cases | 0 | 0 | 0 | 0 | 16 | 94 | 1 | 6 |
| Reopened Cases | 1 | 1 | 10 | 14 | 56 | 80 | 3 | 4 |
| Size of Family | | | | | | | | |
| 1. Singles | 0 | 0 | 1 | 17 | 5 | 83 | 0 | 0 |
| 2. Under Five | 1 | 2 | 7 | 15 | 36 | 77 | 3 | 6 |
| 3. Five and Over | 0 | 0 | 2 | 12 | 15 | 88 | 0 | 0 |
| Age | | | | | | | | |
| 1. Under Fifty | 1 | 2 | 8 | 12 | 53 | 80 | 4 | 6 |
| 2. Over Fifty | 0 | 0 | 3 | 16 | 16 | 84 | 0 | 0 |
| Employment | | | | | | | | |
| 1. W. P. A. P. W. A. | 1 | 3 | 3 | 8 | 32 | 84 | 2 | 5 |
| 2. Factory | 0 | 0 | 2 | 7 | 24 | 89 | 1 | 4 |
| Aid to Dependent Children | 1 | 8 | 0 | 0 | 10 | 83 | 1 | 8 |
| Problem Cases | | | | | | | | |
| 1. Total | 1 | 5 | 1 | 5 | 17 | 81 | 2 | 10 |
| 2. Domestic | 0 | 0 | 1 | 8 | 9 | 75 | 2 | 17 |
| 3. Financial | 1 | 11 | 0 | 0 | 8 | 90 | 0 | 0 |

QUESTION XVII

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 22 | 23 | 22 | 23 | 51 | 54 |
| Mailed Cases | 5 | 28 | 6 | 33 | 7 | 39 |
| Schedules Returned For | 3 | 30 | 2 | 20 | 5 | 50 |
| New Cases | 4 | 24 | 5 | 29 | 8 | 47 |
| Reopened Cases | 17 | 24 | 15 | 21 | 40 | 56 |
| Size of Family | | | | | | |
| 1. Singles | 1 | 14 | 2 | 29 | 4 | 57 |
| 2. Under Five | 14 | 29 | 13 | 27 | 22 | 45 |
| 3. Over Five | 3 | 18 | 3 | 18 | 11 | 65 |
| Age | | | | | | |
| 1. Under Fifty | 16 | 24 | 11 | 17 | 39 | 59 |
| 2. Over Fifty | 5 | 24 | 8 | 38 | 8 | 38 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 11 | 28 | 12 | 31 | 16 | 41 |
| 2. Factory | 6 | 22 | 6 | 22 | 15 | 56 |
| Aid to Dependent Children | 3 | 27 | 3 | 27 | 5 | 45 |
| Problem Cases | | | | | | |
| 1. Total | 6 | 29 | 6 | 29 | 9 | 43 |
| 2. Domestic | 6 | 50 | 2 | 17 | 4 | 33 |
| 3. Financial | 0 | 0 | 4 | 44 | 5 | 56 |

QUESTION XVIII

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 62 | 71 | 14 | 16 | 11 | 13 |
| Mailed | 10 | 63 | 3 | 19 | 3 | 19 |
| Schedules Returned For | 6 | 67 | 1 | 11 | 2 | 22 |
| New Cases | 14 | 88 | 0 | 0 | 2 | 13 |
| Reopened Cases | 45 | 68 | 14 | 21 | 7 | 10 |
| Size of Family | | | | | | |
| 1. Singles | 1 | 14 | 2 | 29 | 4 | 57 |
| 2. Under Five | 32 | 73 | 6 | 14 | 6 | 14 |
| 3. Five and Over | 13 | 76 | 3 | 18 | 1 | 6 |
| Age | | | | | | |
| 1. Under Fifty | 47 | 76 | 10 | 16 | 5 | 8 |
| 2. Over Fifty | 12 | 67 | 3 | 17 | 3 | 17 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 25 | 70 | 5 | 14 | 5 | 14 |
| 2. Factory | 19 | 76 | 1 | 4 | 5 | 20 |
| Aid to Dependent Children | 6 | 55 | 3 | 27 | 2 | 18 |
| Problem Cases | | | | | | |
| 1. Total | 13 | 68 | 5 | 26 | 1 | 5 |
| 2. Domestic | 10 | 91 | 1 | 9 | 0 | 0 |
| 3. Financial | 3 | 33 | 4 | 44 | 2 | 22 |

QUESTION XIX

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. of Cases | Per- cent | No. of Cases | Per- cent |
| Total Cases | 7 | 8 | 71 | 77 | 14 | 15 |
| Mailed | 1 | 5 | 16 | 84 | 2 | 11 |
| Schedules Returned For | 1 | 11 | 4 | 44 | 4 | 44 |
| New Cases | 1 | 6 | 10 | 63 | 5 | 31 |
| Reopened Cases | 5 | 7 | 56 | 81 | 8 | 12 |
| Size of Family | | | | | | |
| 1. Singles | 0 | 0 | 6 | 86 | 1 | 14 |
| 2. Under Five | 2 | 4 | 34 | 74 | 10 | 22 |
| 3. Five and Over | 3 | 19 | 11 | 69 | 2 | 13 |
| Age | | | | | | |
| 1. Under Fifty | 5 | 8 | 51 | 78 | 9 | 14 |
| 2. Over Fifty | 1 | 5 | 14 | 74 | 4 | 21 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 3 | 8 | 31 | 79 | 5 | 13 |
| 2. Factory | 3 | 12 | 19 | 73 | 4 | 15 |
| Aid to Dependent Children | 1 | 8 | 8 | 67 | 3 | 25 |
| Problem Cases | | | | | | |
| 1. Total | 2 | 10 | 14 | 67 | 5 | 24 |
| 2. Domestic | 1 | 8 | 8 | 67 | 3 | 25 |
| 3. Financial | 1 | 11 | 6 | 67 | 2 | 22 |

QUESTION XX

| Classification | Part A | | Part B | | Part C | |
|------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | No. of Cases | Per- cent | No. to Cases | Per- Cent | No. of Cases | Per- cent |
| Total Cases | 3 | 3 | 76 | 84 | 12 | 13 |
| Mailed | 0 | 0 | 13 | 76 | 4 | 24 |
| Schedules Returned For | 0 | 0 | 8 | 80 | 2 | 20 |
| New Cases | 0 | 0 | 15 | 94 | 1 | 6 |
| Reopened Cases | 3 | 4 | 55 | 80 | 11 | 16 |
| Size of Family | | | | | | |
| 1. Singles | 0 | 0 | 7 | 100 | 0 | 0 |
| 2. Under Five | 3 | 7 | 36 | 78 | 7 | 15 |
| 3. Five and Over | 0 | 0 | 13 | 76 | 2 | 24 |
| Age | | | | | | |
| 1. Under Fifty | 2 | 3 | 51 | 82 | 9 | 15 |
| 2. Over Fifty | 1 | 5 | 18 | 86 | 2 | 10 |
| Employment | | | | | | |
| 1. W. P. A. P. W. A. | 3 | 8 | 28 | 76 | 6 | 16 |
| 2. Factory | 0 | 0 | 21 | 84 | 4 | 16 |
| Aid to Dependent Children | 0 | 0 | 10 | 91 | 1 | 9 |
| Problem Cases | | | | | | |
| 1. Total | 2 | 11 | 14 | 74 | 3 | 16 |
| 2. Domestic | 1 | 9 | 7 | 64 | 3 | 27 |
| 3. Financial | 1 | 13 | 7 | 88 | 0 | 0 |

BIBLIOGRAPHY

BIBLIOGRAPHY

- Allport, Gordon W.: A handbook of social psychology. Mass: Clark University Press. 1935. Attitudes, Chapter 17, pp. 798-844.
- Bain, Read: The impersonal confession and social research. Journal of Applied Sociology, ix: 356-361, May 1925.
- Bakke, Edward Wright: The unemployed man: A social study. New York: E. P. Dutton and Co., Inc. 1934.
- Bingham, W. V. and B. V. Moore: How to interview? Revised edition. New York: Harper Brothers. 1934.
- Bingham, Walter Van Dyke: The personal interview studied by means of analysis and experiment. Journal of Social Forces, vii: 530-533, June 1929.
- Bishop, Julia Ann,: The initial interview in the social case work organization. Student Thesis, 1935.
- Boggs, Marjorie: Present trends in the case worker's role in treatment. The Family, xiii: 158-162, July 1932.
- Book, Mary Virginia: As the Andrews family sees it. The Family, xiv: 307-310. The Family, xiv: 307-310, January 1934.
- Borton, Viennie: Partnership in relief giving. The Family, xiv: 302-304, January 1933.
- Bowen, Ruth: Class notes in supervised field work. 1932-1933. Unpublished.
- Breckinridge, Sophronisba Preston: Public welfare administration in the United States. Chicago: University of Chicago Press, 1927.
- Brisley, Mary: An attempt to articulate processes. The Family. : 157-161, October 1924.

- Buell, J. Bradley: Interviews, interviewers and interviewing. *The Family*. vi: 86-90, May 1925.
- Burgess, E. W.: Statistics and case studies as methods of sociological research. *Sociology and Social Research*. xii: 103-120, November-December 1927.
- Cannon, Mary A., and Philip Klein, (Editors): *Social case work*. New York: Columbia University Press, 1933.
- Coffin, B.: Harvest of despair. *Commonweal*. xxiv: 503-504, September 25, 1936.
- Clow, L. B.: The art of helping: through the interview. *The Family*. vi: 129-132, 1926.
- Colcord, Joanna C.: *Emergency work relief as carried out in twenty-six American communities, 1930-1931, With suggestions for setting up a program*. New York: Russell Sage Foundation, 1922.
- Colcord, Joanna C.: A study of the technique of the social case work interview. *Journal of Social Forces*. vii: 519-526, June 1929.
- Coy, Harold: An intake department. *The Family*. xiii: 8-10, March 1932.
- Dewey, John: *Democracy and education*. New York: The MacMillan Co., 1924.
- Douglas, Paul Howard: *The problem of unemployment*. New York: MacMillan Co., 1934.
- Edwards, Ada: The intake desk. *The Family*. xiii: 11-12, March 1932.
- Elmer, M. C.: *Family adjustment and social change*. New York: Farrar, 1932.
- Fry, C. L.: *Technique of social investigation*. New York: Harper Brothers, 1934.
- Gartland, Ruth: The child, the parent and the agency. *The Family*. xiii: 75-80, May 1937.
- Gelhorn, Martha: *The trouble I've seen*. New York: William Morrow and Co., 1936.
- G. S.: How do we behave in other peoples' houses? *Survey*. lxix: 218-219, June 1933.

- Haber, Wm., and Paul L. Stanchfield: The problem of economic insecurity in Michigan: A preliminary study of the place of unemployment insurance, and other systematic measures for economic security in a state plan in Michigan. Lansing, Michigan, 1936.
- Hader, J. J. and Eduard C. Lindeman: Dynamic social research. New York: Harcourt Brace and Co., 1933. Chapter 9.
- Hagood, Margaret Jarman: Some contributions of psychology to social case work. Social Forces. xv: 512-519, May 1937.
- Hall, Oliver Milton: Attitudes and unemployment: A comparison of the opinion and attitudes of employed men. New York. 1929
- Hobson, John Atkenson: Rationalization and unemployment: An economic dilemma. London: G. Allen and Urwin, Ltd. 1930.
- Hodson, Wm.: Unemployment relief. Social Work Year Book, 1937.
- Hopkins, H. L.: Future of relief. New Republic. xc: 7-10, February 10, 1937.
- Ingham County Relief Commission Records.
- Jarrett, Mary C.: Need for research in social case work by experienced social case workers who are themselves doing case work. Journal of Social Forces. iii: 668-669, May 1925.
- Kahn, Dorothy C.: Experiment in selective intake in a family society. The Family. xiii: 3-8, March 1932.
- Kahn, D. C.: What is worth saving in this business of relief. Survey. lxxiii: 38-39, February 1937.
- Karpf, M. J.: The scientific basis of case work. New York: Columbia University Press, 1931.
- Kirkpatrick, William Heald and John Dewey: The educational frontier. New York: The Century Co., 1933.
- Larson, Myrtle Blanck: Techniques in interviewing. Student Thesis. Municipal

University of Omaha, 1936.

Lawrence, Samuel C.: Interviewing in criminal research. *The Social Service Review*. xi: 66-77.

Levey, Beatrice Z.: The extent of the intake interview. *The Family*. iv: 268-271, December 1923.

Lynd, Robert S., and Helen M. Lynd: *Middletown in transition*. New York: Harcourt Brace & Co., 1937.

Marcus, Grace F.: Some aspects of relief in family casework. *Charity Organization Society of New York*, 1929.

Meriam, Lewis: Frontiers of public administration and public welfare. *The Social Service Review*. xi: 26-32.

Michigan Emergency Relief Administration Monthly Bulletins, 1937.

Moore, Bruce V.: The interview in social and industrial research. *Journal of Social Forces*. vii: 445-452, June 1936.

Mueller, John H.: Some social characteristics of the urban relief population. *Social Forces*. xv: 64-70, October 1936.

Myrick, Helen L.: The non-verbal elements in the interview. *Journal of Social Forces*. vi: 561-564.

New WPA set up, new type of unemployment relief program being cooked up. *Nation*. cxliv: 287-288, March 13, 1937.

Odum, Howard W., and Katherine Jocher: *An introduction to social research*. New York: Henry Holt and Co., 1929. Chapter 13.

Odum, Howard W.: *Systems of public welfare*. Chapel Hill, University of North Carolina, 1925.

Park, Robert E.: The significance of social research in social service. *Journal of Applied Sociology*. viii: 263-267, May-June 1924.

Personal Interviews with:

Erwin Guenther, Intake Supervisor, Ingham County E. R. A. 1933-'36

Elizabeth Taylor, Case Supervisor, Ingham County E. R. A.

Norman Kunkle, Administrator E. R. A.

Ada Freeman, Michigan State E. R. A.

Porter: The organization and administration of public relief agencies.

Family Welfare Assoc. of America, New York.

Potter, Frances M.: Subjective elements in interviewing. The Survey. lix:
226-227, November 1927.

Queen, Stuart A.: Can interviews be described objectively? Journal of Social
Forces. vii: 528-530, June 1929.

Queen, Stuart A.: Social interaction in the interview. Journal of Social
Forces. vi: 545-553, June 1928.

Relief Riddle. Survey. lxxiii: 14, January 1937.

Richmond, Mary E.: Social diagnosis. New York: Russell Sage Foundation, 1917.

Richmond, Mary E.: What is social case work? New York: Russell Sage
Foundation, 1922.

Rice, Stuart A.: Contagious bias in the interview. The American Journal
of Sociology. xxxv: 420-423, November 1929.

Robinson, Virginia: Some difficulties in analyzing social interaction in
the interview. Social Forces. vi: 558-561, 1928.

Sears, Amelia: Outline of the first interview. Proceedings of the National
Conference of Social Work.

Sletto, Raymond: The construction of personality scales by the criterion
of internal consistency. Hanover, N. H. Sociological Press, 1937.

Springer, G.: Off again, relief, on again. Survey. lxxii: 355-358, December
1936.

Sutherland, Edwin H.: Principles of criminology. Chicago: J. B. Lippincott
Co., 1924.

- Sutherland, E. H.: Is experimentation in case work desirable? *Journal of Social Forces*. vi: 567-569, 1928.
- Thompson, P. W.: Man without work. *Canadian Forum*. xvi: 15-16, December 1936.
- Tuttle, Harold: The social basis of education. College City of New York, 1935.
- Wannamaker, Claudia: Social treatment from the standpoint of the client. *The Family*. vi: 31-36, April 1925.
- Warner, Amos Griswold, Stuart Alfred Queen, and Ernest Bouldin Harper: American charities and social work. New York: Thomas Y. Crowell Co., 1930.
- Woods, Margaret: Recent procedures in taking applications. *The Family*. xiii: 168-173, July 1932.
- Webb, Beatrice: My apprenticeship. London: Longmans, Green and Co., 1926.
- What relief did to us. *American Mercury*. xxxviii: 274-283. July 1936.
- Wilcox, Jerome Kear: Unemployment relief documents: Guide to the official publications and releases of FERA and the 48 relief agencies, 1934. New York: H. W. Wilson Company 1936.
- Williams, James Mickel: Human aspects of unemployment and relief. Chapel Hill: University of North Carolina Press, 1933.
- Young, Pauline: Interviewing in social work. New York and London: McGraw-Hill Book Co., Inc., 1935.

[REDACTED]

Dec 19'40
Jul 14'43

May 9 47

[REDACTED]

[REDACTED]

126
987
THS
Questionnaire

QUESTIONNAIRE ON RELIEF PROCEDURE

Part One

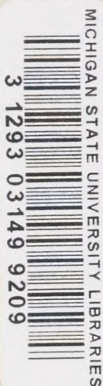
In answering these questions, put an X in front of the statement which most nearly expresses your feelings in the matter. Check only one answer in each series but be sure that you have answered every question. Remember there is no right or wrong answer. Each answer is merely an expression of your feeling in the matter.

EXAMPLE: I prefer an apple which is

- ☐ A. Sour.
☐ B. Sweet.
☒ C. Very sour.

1. In making my first request for relief, I would like:
 - ☐ A. To call at the office and wait for an interview there.
 - ☐ B. To call at the office, secure an appointment, and return at that time for an interview.
 - ☐ C. I have no choice in the matter.
2. After I begin receiving relief and am given a visitor, I would rather have:
 - ☐ A. The first person to whom I told my needs continue as my district visitor.
 - ☐ B. A different person than the one to whom I first told my needs, continue as my visitor.
 - ☐ C. I have no choice in the matter.
3. As a result of my experience with relief agencies, it is my feeling:
 - ☐ A. That visitors should be under twenty-five years of age.
 - ☐ B. That visitors should be over twenty-five years of age but not over forty-five years of age.
 - ☐ C. That visitors should be over forty-five years of age.
 - ☐ D. That age has nothing to do with the efficiency of a visitor.
4. When the relief agency sends out a visitor to call on us:
 - ☐ A. My family would prefer a man visitor.
 - ☐ B. My family would prefer a woman visitor.
 - ☐ C. My family have no choice in the matter.
5. The experience that I have had with visitors makes me feel:
 - ☐ A. That married people make the best visitors.
 - ☐ B. That single people make the best visitors.
 - ☐ C. That marriage has nothing to do with the understanding of a visitor.
6. I find that it is more satisfactory over a period of time:
 - ☐ A. To have the same visitor make all the calls in my home.
 - ☐ B. To change visitors from time to time, that is every six months, one year, etc.
 - ☐ C. To have different visitors come each time.
 - ☐ D. To have two visitors at the same time.
 - ☐ E. I have no choice in the matter.

SUPPLEMENTARY
MATERIAL



7. Knowing that the visitor must keep some notes regarding your needs, would you rather:
- ☐ A. Have the notes for the records taken in your presence during the interview.
 - ☐ B. Have the notes written down from memory by the visitor after you leave.
 - ☐ C. Have the notes written down in your presence at the end of the interview while you wait.
 - ☐ D. I have no choice in the matter.
8. Can you discuss your family problems more freely:
- ☐ A. In the private office of your visitor?
 - ☐ B. In your own home?
9. Asking each person to bring in financial sheets and receipts to prove his need for relief is:
- ☐ A. Unnecessary.
 - ☐ B. Fair.
 - ☐ C. Business-like but humiliating.
 - ☐ D. Fair and business-like.
 - ☐ E. Unfair.
10. What do you feel is the fairest plan?
- ☐ A. A grocery order which can be cashed at any grocery store.
 - ☐ B. The relief store where the food is issued to the families over the counter.
 - ☐ C. The relief store where the grocery order is issued to be cashed later at the grocery store.
11. Do you feel that an able-bodied client should be asked:
- ☐ A. To work out his relief order only?
 - ☐ B. To work on an unsupervised works program with no appeal to the welfare?
 - ☐ C. To work on a supervised works program so that he could secure further help from the welfare if necessary?
 - ☐ D. A client should not be asked to work out any form of relief?
12. Since it becomes necessary for the welfare to ask relatives to assist you do you prefer:
- ☐ A. To talk with your relatives yourself?
 - ☐ B. To have the welfare talk with them without your knowledge?
 - ☐ C. To have the welfare talk with them with your knowledge.
13. In securing recommendations and reports on my earnings from my employers, I would rather:
- ☐ A. Have the welfare secure the report by telephone in my presence.
 - ☐ B. Have the welfare secure the report after I leave and have it ready at the next call.
 - ☐ C. Contact the employer myself and secure a written report.
 - ☐ D. Contact the employer and have him mail a written report to the welfare.
14. In talking with me about my need for help, the visitor should:
- ☐ A. Limit his discussion to questions about income and expense.
 - ☐ B. Include a discussion of family health as well as a discussion of income and expenses.
 - ☐ C. Discuss the entire family situation.

- ____ D. Limit his discussion to income and expenses unless I ask the visitor to talk over my other problems with me.
15. What would you do with the person who cheats?
- ____ A. Take both him and his family off relief regardless of their needs?
- ____ B. Arrest the one who cheated but leave the family on relief?
- ____ C. Leave the family on relief but make the one who cheated work out or pay for the goods?
- ____ D. Overlook the fact he cheated?
16. What is your chief feeling in asking relief?
- ____ A. Security.
- ____ B. Embarrassment.
- ____ C. Shame.
- ____ D. Fear.
- ____ E. Anger.
- ____ F. Insecurity.
- ____ G. Distress.
17. Do you feel that relief:
- ____ A. Lowers your standing with your fellow men?
- ____ B. Not only lowers your standing with your fellow men but also decreases your self respect?
- ____ C. Has no effect on your standing with your fellow men?
18. Do you feel that relief agencies:
- ____ A. Are operated efficiently?
- ____ B. Are deliberately partisan in meeting needs?
- ____ C. Are partisan in meeting needs due to inefficient workers?
19. I feel:
- ____ A. That chiselling the welfare is the accepted practice in the community.
- ____ B. That asking aid as a last resort is the accepted practice.
- ____ C. That clients feel they must ask for much in order to get little and this is the accepted practice.
20. I feel:
- ____ A. Most visitors talk down to you because they are stuck up.
- ____ B. Most visitors are sympathetic and understanding.
- ____ C. Most visitors are disinterested in your problem and antagonistic.

126
987
THIS
Form 6SUPPLEMENTARY
MATERIAL

CASE RECORD CARD

MICHIGAN STATE UNIVERSITY LIBRARIES



3 1293 03149 9191

Date of First Application _____

Case No. _____

Check Status: Single Married Separated Divorced Deserted

Last Name _____

Other Spellings, Aliases _____

| DATE MOVED TO THIS ADDRESS | ADDRESS AT THE TIME OF FIRST APPLICATION AND NEW ADDRESS | NUMBER OF ROOMS | MONTHLY RENT OR PAYMENTS ON PROPERTY | NAME AND ADDRESS OF LANDLORD OR HOLDER OF MORTGAGE |
|----------------------------|--|-----------------|--------------------------------------|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Number of Persons in Relief Group _____

Resident Family _____

State _____

Resident Person _____

County _____

*Transient _____

(Town, City, Rural Locality) _____

MEMBERS OF HOUSEHOLD—IMMEDIATE FAMILY

| FIRST NAME | DATE OF BIRTH | PLACE OF BIRTH, COUNTY, CITY, STATE | PRESENT OCCUPATION OR UNEMPLOYED | REGULAR TRADE | EDUCATION (Grade Last Reached) | CHRONIC DISABILITY, IF ANY |
|-----------------------------|---------------|-------------------------------------|----------------------------------|---------------|--------------------------------|----------------------------|
| Man | | | | | | |
| Woman (Include maiden name) | | | | | | |
| Single children at home: | | | | | | |
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |

OTHERS IN HOUSEHOLD—INCLUDING MARRIED CHILDREN AT HOME AND OTHER RELATIVES, LODGERS, AND BOARDERS

| FULL NAME | AGE | RELATIONSHIP TO FAMILY OR PERSON | OCCUPATION | WEEKLY CONTRIBUTION |
|-----------|-----|----------------------------------|------------|---------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| | RACE | PLACE OF LEGAL SETTLEMENT | | | DATE CAME TO LOCALITY | NATURALIZATION | | MARRIAGE | | MILITARY SERVICE |
|-------|------|---------------------------|--------|-------|-----------------------|----------------|-------|----------|-------|------------------|
| | | City | County | State | | 1st P. | 2d P. | Date | Place | |
| Man | | | | | | | | | | |
| Woman | | | | | | | | | | |

*Transient: Residing in State less than one year.

PREVIOUS ADDRESSES

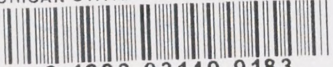
[illegible]

CHILDREN AWAY FROM HOME AND OTHER RELATIVES

(Includes all persons legally responsible for support of family)

LAST THREE STEADY JOBS OF EACH WORKING MEMBER OF FAMILY

[illegible]



3 1293 03149 9183

Ingham County Welfare Relief Commission

FINANCIAL SHEET

 126
 987
 T45
 Form
 6

Family

M

W

Date

No.

Address

No. in Family

Legal Res.

| ITEMS | INDEBTEDNESS AND CURRENT EXPENSE | | | | | | Source of Information | | |
|-------------|--|----------------|-------------------|----------------|-----------------|---------------|-----------------------|--------------|------|
| Rent | Mo. Rental | Am't Due | Date Last Payment | | Am't Being Paid | | | | |
| | Attitude of Landlord | | | | | | | | |
| Gas | Am't Due | Period Covered | Guarantor | | Fuel Equipment | | | | |
| Elec. | Am't Due | Period Covered | Guarantor | | | | | | |
| Coal | Bill Owed | Date Needed | Mo. Am't | | | | | | |
| Food Bills | Store | Address | Am't Due | Date Last Paid | Am't Last Paid | | | | |
| | <div style="font-size: 4em; font-weight: bold; opacity: 0.5;">VOID</div> <div style="font-size: 1.2em; font-weight: bold; opacity: 0.5;">NO MORE UNDER THIS NUMBER</div> | | | | | | | | |
| | Attitude and Comment | | | | | | | | |
| Other Debts | Creditor | Address | Date | Items | Date Incurred | Original Am't | Balance Due | Last Payment | |
| | | | | | | | | Date | Am't |
| | Attitude and Comment | | | | | | | | |
| Loans | Company | Address | What Security | Date Taken | Original Am't | Bal. Due | Am't Reg. Pay't | Last Payment | |
| | | | | | | | | Date | Am't |
| | Attitude and Comment | | | | | | | | |
| Insurance | Attitude and Comment | | | | | | | | |
| Car | Kind | License No. | | | Payments | | | | |
| | Year | Loan | | | When Purchased | | | | |
| Clothing | Urgent Needs | | | | | | | | |

SUPPLEMENTARY MATERIAL

RESOURCES

| Wages | Wage Earner | Relationship | Pay Dates | Earnings | Am't Contributed | TOTAL | Source of Information |
|----------------------------|--------------|-----------------------|-----------------|--------------------|------------------|-------|-----------------------|
| | | | | | | | |
| Other Income | Source | Frequency of Pay't. | Date Last Rec'd | Date Next Payment | Amount | | |
| | | | | | | | |
| Tenants or Boarders | Name | Regularity of Payment | Date Last Paid | Am't Full Rent | Am't Being Paid | | |
| | | | | | | | |
| Bank Account or Securities | Bank or Firm | Address (Bank) | Am't or Value | Bank Permit Signed | Item | | |
| | | | | | | | |

INSTRUCTION SHEET

Case # _____ Date _____

NAME _____ ADDRESS _____

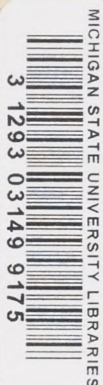
1. All insurance policies (active and lapsed), stocks, bonds, or any Other securities you or any member of your family may hold.
2. Deed or contract on all property you or any member of your family living in the home may have, and the last receipts for payments, also your last tax receipts.
3. Automobile title and payment book.
4. Your last receipts for payment on all debts together with your payment books, if any.
5. If you have or have had a bank account, bring your bank books and a signed statement from your banker stating if your account is closed or if it is open, and the amount of your balance.
6. Date and place of your last steady employment, the date you were laid off and the amount of your last pay.
7. State kind of odd jobs you have been doing in the last 6 months, together with your average weekly earnings.
8. Statement of the kinds of work in which you are skilled, if any.
9. The names of all married children, if any, and all other relatives to whom we may refer, either within or without the State of Michigan, who know of your circumstances or who may be in a position to furnish relief for you.
10. Names of previous husbands or wives, and dates and places of death or divorce. Names of children by previous marriages.

I hereby specifically authorize any National Bank or State Banking Institution, any Postmaster or Manager of any United States Postal Savings Account, any Insurance Company, business firm or individual to furnish to the Emergency Relief Commission, or to its authorized agents and investigators, any and all information in respect to any deposits, accounts, money or other personal property owned by, or owing to, or held for, me or any member of my family, and also in respect to any transactions which I or they may have had with the same during a period of four months prior to this date.

This consent is made in connection with my application for emergency relief from said organization and as a part of my application for the same.

(SIGNED) _____

126
987
745
Form
5



SUPPLEMENTARY
MATERIAL

VOID
NO ISSUE UNDER
THIS NUMBER

126
987
THS
Form
4

SUPPLEMENTARY MATERIAL

DICTATION OUTLINE

NAME _____ DATE _____
ADDRESS _____ CASE NO. _____
LEG. RES. _____
NO. IN FAMILY _____

1. SOURCE OF APPLICATION

- A. Office
- B. Aid requested.

11. MANNER, APPEARANCE, ATTITUDE

A. Office

B. Home

VOID

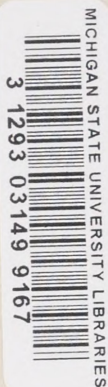
NO ISSUE UNDER
THIS NUMBER

111. PRESENT ECONOMIC SITUATION

A. Employment History

B. Work Report

C. Account of expenditures



3 1293 03149 9167

IV. HEALTH

V. RELIGIOUS AND FRATERNAL AFFILIATIONS

VI. SOCIAL HISTORY: (School, Penal, Martial, and others)

VII. RELATIONS

VIII. NEIGHBORHOOD AND HOME: (Type, Size, Furnishings and Conveniences)

IX. BUDGET

X. DISPOSITION



3 1293 03149 9159

INTAKE VISITORS DAILY ACTIVITY REPORT

INTAKE DEPARTMENT

DATE _____

| Application Interviews | | Return Interviews | |
|--|---------|-------------------|---------|
| Name | Address | Name | Address |
| <p>VOID</p> <p>NO ISSUE UNDER THIS NUMBER</p> <p>Date _____</p> | | | |

Home Interviews

[illegible]

Intake Visitor

SUPPLEMENTARY MATERIAL

126
987
THS
Form
2

LAST EMPLOYMENT OR SOURCE OF INCOME

MICHIGAN STATE UNIVERSITY LIBRARIES



3 1293 03149 9142

A. LOSS OF EMPLOYMENT:

| | WPA | CCC | Private Industry (Name) |
|------------|-------|-------|-------------------------|
| Discharged | _____ | _____ | _____ |
| Quit | _____ | _____ | _____ |
| Lay off | _____ | _____ | _____ |
| Illness | _____ | _____ | _____ |

B. SUPPLEMENTING CURRENT EARNINGS:

| | | | |
|-------------------------|-------|----------------------|-------|
| WPA | _____ | CCC | _____ |
| Private Industry (Name) | _____ | | |
| Rent Income | _____ | Veteran Compensation | _____ |
| Old Age Assistance | _____ | Mother's Pension | _____ |
| Children's Wages | _____ | | |
| Others (Specify) | _____ | | |

CASES REJECTED BECAUSE OF:

Sufficient Income from _____

Medical Problem _____

Employable _____ Unemployable _____ WPA Supplementing _____

Semi-Employable _____ Private Income Suppl _____

SUPPLEMENTARY
MATERIAL

No. in Family _____
Legal Residence _____

Empl _____ Unemp _____
Certified Yes _____ No _____

NAME _____
ADDRESS _____

DATE _____
NEW _____ REOP _____
LAST AID _____

| | DATE APPL. INT. | DATE RETURN INT. | DATE HOME INTERVIEW |
|---------------------|-----------------|------------------|--|
| APPROVED | | | VISITOR _____ RELIEF GIVEN _____ _____ |
| REJECTED | | | |
| REFERRED OR SERVICE | | | |
| DEFERRED | | | |

REMARKS _____

INTAKE VISITOR



3 1293 03149 9134

APPLICANT'S FINANCIAL RECORD

126
987
THS
Form 1

Date.....

| Last Name | First Names of M. and W. | Address | Case No. |
|-----------|--------------------------|---------|----------|
|-----------|--------------------------|---------|----------|

ESTIMATED WEEKLY INCOME

ANNUAL OBLIGATION ON HOME

| | |
|-------------------------|---------------------|
| Wages of Man | Interest |
| Wages of Woman | Taxes |
| Wages of Children | Water |
| Borders, Lodgers | Insurance |
| Pensions | Other Expense |
| Compensation | |
| Produce Sold | |
| Alimony | |
| Other Sources | |
| TOTAL | TOTAL |

VOID
NO ISSUE UNDER
THIS NUMBER

INHERITANCE

Description

Value

Date of Purchase.....
Purchase Price of Home

Assessed Valuation

Unpaid Balance on Mortgage

(Mortgagor)

(Address of Mortgagor)

Unpaid Balance on Contract

(Holder of Contract)

(Address of Contract Holder)

LIFE INSURANCE

| On Whom Taken | Name of Company | Prem. | Present Loan or Cash Value |
|---------------|-----------------|-------|----------------------------|
|---------------|-----------------|-------|----------------------------|

OTHER PROPERTY

Description

Value

DEBTS

Past Due Payments on Home

Past Due Rent

(Name of Landlord)

(Address of Landlord)

Past Due Taxes

Water Bills

Gas and Light Bills

Grocery Accounts

(Name of Grocer)

Furniture Account

(Name of Dealer or Finance Co.)

Doctor Bill

(Name of Doctor)

Hospital Bills

Other Debts

SAVINGS

Cash

In Open Bank (Name of Bank)

In Closed Bank (Name of Bank)

Postal Savings (City)

Other Savings: (Stocks, Bonds, etc.)

AUTOMOBILE

Date of Purchase

Unpaid Balance

Finance Co. or Dir.

Make..... Model..... Yr.

RADIO

Date of Purchase

Unpaid Balance

(Name of Dealer or Finance Co.)

I swear these statements are true.

SIGNATURE

SUPPLEMENTARY
MATERIAL

SUPPLEMENTAL FINANCIAL RECORD FOR RURAL DISTRICT

FARM RECORD: Is applicant owner, renter or share cropper

Land located in.....County, Range..... Township.....

RESOURCES

| ACRES PLANTED IN 193..... | YIELD |
|---------------------------|-------|
| Wheat | Bu. |
| Corn | Bu. |
| Oats | Bu. |
| Hay | T. |
| Potatoes | Bu. |
| Barley | Bu. |
| Beans | Bu. |
| Beets | Bu. |
| Truck | |
| Other | |

Acreage in Pasture

Acreage in Timber

Acreage in Cultivation

Acreage in Wasteland

Other

TOTAL

Did you make application for loans from Farm Loan Banks or Finance Companies? (Specify)

FOR:

Feed \$

Seed \$

Other \$

Was Loan Granted?

Date of Loan

Through What Agency

| LIVESTOCK | No. | FEED, Etc. | AMT. | INCOME | Amount |
|-------------|-----|-------------|------|------------|--------|
| Horses | | Wheat | | Eggs | |
| Mules | | Corn | | Milk | |
| Hogs | | Oats | | Vegetables | |
| Cows | | Forage | | Wood | |
| Milch Cows | | Potatoes | | Cash | |
| Sheep | | Canned Food | | Other | |
| Poultry | | Vegetables | | | |
| Laying Hens | | Meat | | | |
| Other | | Seed | | | |
| | | Other | | | |

TOTAL

LIABILITIES

| Mortgages | Date | Amount | Interest | Holder |
|-------------------|------|--------|----------|--------|
| Farm | | | | |
| Chattel on Stock | | | | |
| Chattel on Equip. | | | | |
| Other | | | | |

LOANS

| | Date | Amount | Interest | Holder |
|-----------|------|--------|----------|--------|
| Finance | | | | |
| Farm | | | | |
| Insurance | | | | |
| Other | | | | |

SUPPLEMENTAL FINANCIAL RECORD FOR RURAL DISTRICT

FARM RECORD: Is applicant owner, renter or share cropper

Land located in.....County, Range..... Township.....

RESOURCES

| ACRES PLANTED IN 193..... | YIELD |
|---------------------------|-------|
| Wheat | Bu. |
| Corn | Bu. |
| Oats | Bu. |
| Hay | T. |
| Potatoes | Bu. |
| Barley | Bu. |
| Beans | Bu. |
| Beets | Bu. |
| Truck | |
| Other | |

Acreage in Pasture

Acreage in Timber

Acreage in Cultivation

Acreage in Wasteland

Other

TOTAL

Did you make application for loans from Farm Loan Banks or Finance Companies? (Specify)

FOR:

Feed \$

Seed \$

Other \$

Was Loan Granted?

Date of Loan

Through What Agency

| LIVESTOCK | No. | FEED, Etc. | AMT. | INCOME | Amount |
|-------------|-----|-------------|------|------------|--------|
| Horses | | Wheat | | Eggs | |
| Mules | | Corn | | Milk | |
| Hogs | | Oats | | Vegetables | |
| Cows | | Forage | | Wood | |
| Milch Cows | | Potatoes | | Cash | |
| Sheep | | Canned Food | | Other | |
| Poultry | | Vegetables | | | |
| Laying Hens | | Meat | | | |
| Other | | Seed | | | |
| | | Other | | | |

TOTAL

LIABILITIES

| Mortgages | Date | Amount | Interest | Holder |
|-------------------|------|--------|----------|--------|
| Farm | | | | |
| Chattel on Stock | | | | |
| Chattel on Equip. | | | | |
| Other | | | | |

LOANS

| | Date | Amount | Interest | Holder |
|-----------|------|--------|----------|--------|
| Finance | | | | |
| Farm | | | | |
| Insurance | | | | |
| Other | | | | |