A STUDY OF THE LAY OPINION ON THE FAMILY SERVICE

AND

OTHER SOCIAL WORK AGENCIES IN THE JACKSON AREA

By

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A PROJECT REPORT

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To the laymen of the City of Jackson who contributed their ideas and opinions during the interviews, I wish to express my appreciation.

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CHAPTER I

STATEMENT OF THE PROBLEM AND METHOD OF PROCEDURE

The purpose of this investigation and survey was to determine as clearly as possible the knowledge the people of Jackson had with respect to the function of the Family Service Agency and casework methods in this area.

The Family Service Agency exists fundamentally to meet the needs of people and to help them to understand themselves, others, and their community. The local agency and its public relation program, therefore, depends upon the extent to which the people of the Jackson area themselves know its purpose and value and are willing to provide for the agency's needs as well as to use its services. This chapter takes into account: (1) need for the study; (2) related material and studies and schedule used; (3) scope of the study; interviewers and method of procedure in the study; and (4) the instruction of the interviewers.

1. NEED FOR THE STUDY

The last few years have taught people in the fields of social work the value of public relations; they have become more aware of the need for educating the public in the methods and procedures of social agencies. Not merely a statistical report of the needs or accomplishments of an agency can solve the public relations problem because the growth and change in modern social work has been so rapid that not only is it ahead of its public; it is often ahead of its own recording of social work experience and philosophy.[1]

Publicity about social work appears most often as a part of a money-raising campaign. The story to be told at these times seems obvious, requiring only selection of a few instances of need and service to support requests for funds. As new relations with the public bring new kinds of questions, and as many new groups become associated with social work as co-operators, clients, and sponsors, the content of public information needs to be more specific, better documented, and more varied.

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1 Routzahn, Mary Swain and Routzahn, Evart G., Publicity for Social Work. Russell Sage Foundation, New York, 1928.

This study was made to reveal some of the popular attitudes and conceptions toward social workers and to know how well a community understands and interprets its Community Chest Agencies. It was made, also, so that the staff of the Jackson Family Service Agency may know how to enlighten the public with respect to the agency's purpose, value and needs.

2. RELATED MATERIAL AND SCHEDULE USED

The related materials available included Viola Paradise's book Toward Public Understanding of Casework[1] which gives a report on the Cleveland poll which was made in the spring of 1945 under the auspices of the School of Applied Social Sciences of Western Reserve University. This Cleveland poll originated in a group of social workers, newspaper men and public relations people who had been called together to act as advisers in a research project for the Russell Sage Foundation. It was conducted in a scientific manner, using the methods of the most reliable nation-wide polling organization, and its results were analyzed carefully by a

1 Paradise, Viola, Toward Public Understanding of Casework, Russell Sage Foundation, New York, 1948.

committee of experts before they were publicized.[1] Seven hundred families were interviewed in this poll.

Another study which was examined even more carefully than the Cleveland poll, before the Jackson survey was started, was the public opinion poll made of four hundred families in the Eastchester and Tuckahoe communities of New York state in 1947 for the Family Consultation Service. This poll was done under the advice of Columbia University in the following way. In preparing their questionnaire the office staff mimeographed a proposed schedule and sent ten copies to each board member who tried them on ten friends and reported the results at the next board meeting. After this "dry run" the questions were revised until they met the approval of the consultant, Mrs. Sophia Robison, of the National Publicity Council. Then the responsibilities of the poll were divided between the agency and the consultants as follows:

I. The Consultant's Responsibility

A. Devising, Testing, Revising the Questionnaires

B. Selecting and Stratifying the Sample

C. Instructing the Interviewers

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1 Overmyer, Richard P., "Here's the Score in Cleveland", Department of Public Relations, Welfare Federation of Cleveland, 1945 (mimeographed).

D. Coding and Setting Forms for Tabulation

E. Analyzing the Findings

II. The Agency's Responsibility

A. Mimeographing the Questionnaires

B. Selecting Canvassers

C. Providing the Clerical Help

D. Arranging for Editing and Tabulating

E. Paying all expenses including a $500 consultant fee for the people in charge.

The agency executive completed arrangements for securing volunteer help for conducting the poll. Clerical assistance was obtained from the Eastchester High School and from the Junior League. The forty canvassers, or interviewers, were obtained from Sarah Lawrence College, the Junior League, and the League for Service.[1]

3. THE JACKSON STUDY

The schedule for the Jackson study was patterned after the questionnaire used in Cleveland. The questions were revised to fit the local community. Some of the questions were shortened, some reworded, many omitted, and some were

1 Letter and report from Monica M. Haller, Executive Secretary, for Family Consultation Service of Eastchester-Tuckahoe, N.Y.

additions that pertained only to the agencies of Jackson.[1]

After much revision and a dry run of twenty five interviews, it was decided to use fourteen questions and a very short interpretation of Family Service. During the final revision it appeared that the contents of the schedule could be organized under the following categories: (1) questions that pertained to problems which were within the scope of a Family Service program; (2) questions that measured knowledge of the community's resources; (3) questions that measured understanding and knowledge of social work per se: (4) questions worded to give personal information.

In the early planning stages for the Jackson Survey the agency executive and this writer discussed the project with the public relation committee of the Family Service Board. The committee felt there could be benefits derived from such a poll and expressed interest in knowing the final results.

The division of responsibility in the agency for the actual survey was as follows:

The executive secretary worked with this caseworker on the revision and preparation of the questions used in the schedule and recommended reading materials. He also did five of the house to house interviews.

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1 Copy of Schedule may be found in the Appendix pages 140-144

The division and preparatory study of the city, the typing and mimeographing of the questionnaires, selecting and instructing the interviewers, coding and tabulating the results, as well as doing the major number of interviews were the responsibilities of this writer.

The study for this project report involved the following procedure:

1. Examination of all available documents providing material for the historical background and development of the Family Service.
2. Interviews with Miss Margaret Bennett and Mrs. Florence Field, two board members who were instrumental in the starting of a Family Service.
3. Examination of all board and board committee minutes from March 1944 through October of 1951.
4. Thoughtful examination of the constitution and by-laws of the Joint Children's Board and Jackson Branch of the Michigan Children's Aid Society as well as the Constitution and by-laws of Family Service.
5. Exploration of literature in the field of public relation.
6. Examination of similar studies that have been made in related fields.

7. The preparation of the schedule.
8. Actual interviewing in the poll.
9. Presentation and evaluation of the results of the poll to the public relations committee and to the Board of Family Service.

Sources of Material

The chief sources of material for this report were as follows:

1. Literature in the field of public relations.
2. Records of the Family Service Agency of Jackson.
3. Doing 110 actual interviews of the poll.
4. Interviews with the other interviewers in the poll.
5. Discussion with the Public Relations Committee and individual board members.

4. SCOPE OF THE STUDY

Because of the limited time and the lack of available interviewers, it was felt advisable to limit the study to two hundred homes of the city and to one interview from each family.

There are 2400 blocks in the residential area, so the city was divided into eight parts, each part containing 400 residential blocks. Ten blocks were chosen in each section, and these blocks were carefully studied; (1) for location,

as an attempt was made to keep them forty blocks apart; (2) for representation as to economical background, race, and occupation for a given section of the city; (3) for number of families living in the block. Through-out the study the 1951 Jackson City Directory was used as well as personal knowledge of the interviewers.

When the section block had been decided upon a unit line of fifteen houses, or families, if apartment houses, was marked out and every third house or family was interviewed. In order to save time, when no one was at home or when a family could not take part in the interview, the next house was counted, but the series of three was kept the same.

5. INTERVIEWERS AND METHOD OF PROCEDURE IN THE STUDY

The study was made by four interviewers; two social workers from Family Service, Executive Secretary, Mr. John Hanks, and caseworker, Mrs. Myrtle Reul, a school teacher, Mrs. Dorothy Scott, and Mr. Paul A. Reul, a salesman. All four had had training and a great deal of experience in interviewing and had worked on polls before. Mrs. Scott contacted twenty five families, Mr. Reul interviewed sixty, and this writer visited one hundred and ten homes of the city, and Mr. Hanks did five. All interviews were made outside of office hours, either by taking time off from

work, or during the evenings or on Saturdays and Sundays. The shortest interview reported was for six minutes, the longest for forty-five. The average time was twenty two minutes.

The people of Jackson seemed pleased to have the opportunity of taking part in the survey, from which they received a great deal of interpretation as to the functions of the agencies in this community. Only five families of the two hundred and five contacted felt they could not take part in the survey: one was leaving immediately for a trip; one was canning, one was so new to the city she did not feel she could take part; one had only recently buried her husband and was too upset emotionally to answer the questions; one was a German lady who spoke very little English and even after it was explained in German felt she was so busy in her store she could not afford to take time.

6. INSTRUCTION OF THE INTERVIEWERS

The interviewers were the husband and a personal friend of the writer. During the instruction period it was thoroughly impressed by this writer that (a) the purpose of the investigation was to get people's honest opinion and to determine their attitudes, laying not so much stress upon what they knew as upon what they thought about social

workers and Family Service; (b) the schedule was studied and discussed and the function of every Community Chest agency was reviewed; (c) it was emphasized that all statements, where possible, made by the interviewers be quoted verbatim;[1] (d) also wherever possible, all questions pertaining to the schedule and complete interpretation of all agencies, but especially Family Service be given.

The general instructions given the interviewers included the following:

1. Interviewers must fill in an answer to each question, using the respondent's own words and adding after the interview any additional descriptive material which might seem to them to be pertinent.
2. Interviewers must not be persuaded to tell connection with agency, or to answer any questions relating to the agency until indicated on the questionnaire or until completion of the schedule.
3. Interviewers must interview only adult residents of the community--that is, not children, or visitors in the household.
4. Interviewers should strive to schedule their visits so as to interview approximately one third

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1 Verbatim statements may be found in the Appendix pages 144-152

men and two thirds women. The weighting for women was because it was felt by the writer that women would be more directly concerned with social work problems.

5. Interviewers should assure each respondent that his identity is not wanted or will be in any way revealed.

A deadline for completing the schedules was set between August 1st and October 1st so that the writer would have time to compile the final material and write her thesis. This gave a period of eight and one half weeks for the survey with twenty-three and one half interviews being scheduled each week with a time allotment per week of nine hours and fifty-five minutes.

The problem of how the interviewers were to introduce themselves to prospective respondents was complicated by a number of factors. First, the poll could not be identified with the Family Service Agency nor with any other social agency, because of the possible effect of such association upon answers. During the dry run, when it was explained that the poll was being conducted under the direction of Michigan State College, it was felt that the interviewee's reply to how many years of education he had had was being an influence.

It was finally decided to keep the introduction as simple as possible, saying merely that a public opinion poll was being conducted in Jackson to determine how aware the public was concerning sources of help.

It is interesting to note that of the 205 homes contacted no one asked who was sponsoring the opinion poll.

For recording and interpreting the results of the interviews, the United States Census classification of occupations used by the President's Research Committee on Social trends was used.[1]

No. 1. Agriculture and allied occupations

Farmers

Fishermen

Lumbermen and Wood Choppers

No. 2. Manufacturing and Mechanical Industries

No. 3. Trade

Wholesale Dealers

Retail Dealers

Salespeople and Clerks in Stores

Commercial Travelers

Real Estate and Insurance Agents

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1 Recent Social Trends in the United States, Report of the President's Research Committee on Social Trends, New York: McGraw - Hill Book Company, 1933, p. 316.

Bankers, Stock and Loan Brokers

(Gas Station Attendants because they are retailers)

No. 4. Transportation

Road and Street Transportation

Steam Railroads

Street Railroads

Water Transportation

Telephone and Telegraph Operators

No. 5. Clerical Occupations

Clerk

Stenographers

Bookkeepers, Cashiers, and Accountants

Messengers, Office Boys and Girls

No. 6. Domestic and Personal Service

Servants, including Housekeepers and Waiters

Laundry Men

Boarding and Lodging Housekeepers

Hotel Keepers and Managers

Janitors and Sextons

Elevator Tenders

Barbers and Manicurists

No. 7. Public Service not Elsewhere Classified

No. 8. Professional Service

Physicians, etc.

Dentists

Trained Nurses

Lawyers, Judges, Abstractors (notaries, etc.)

Clergymen, Religious and Welfare Workers

Teachers and Professors

Librarians and Assistants

Musicians and Teachers of Music

Actors

Artists and Teachers of Art

Authors

Editors and Reporters

Architects

Designers, Draftsmen and Electricians

Chemists and Metallurgists

Photographers

No. 9. Non-Wage Earning Group

Housewives (Unpaid family workers)

Students

Unemployed (where they have not specified their tasks or occupations)

6. SUMMARY

Through this study of the people's attitude toward the methods and procedure in our social agencies, it is hoped that we, as social workers, will be able to plan a new and better method for informing the public concerning our agency. This need has been felt in Jackson for some years, but only through an investigation of this type is it possible to find upon what phases the public is not well informed.

CHAPTER II

GENERAL COMMUNITY BACKGROUND

Jackson is a corporated city located in the heart of southern Michigan's rich agricultural lands and is surrounded by beautiful, rolling country that is famed as a resort region with sixty-five spring-fed lakes located in the county. Jackson covers an area of 10.25 square miles, is 995 feet above sea level, and in 1951, had a population of 51,393 of whom 90.1% were American born, and the other .9% were predominately Polish, German, Canadian and English.

EARLY HISTORY

One hundred twenty-three years ago Horace Blackman, Captain Alex Laverty and an Indian guide, Pewy-tum, left Ann Arbor, and after two days of travel through woods and marshes, arrived where several Indian trails crossed the Washtenong Sepe (Grand River). There they camped for the night of July 3, 1829, and at sunrise the following morning fired salutes celebrating Independence Day and the founding of the present city of Jackson.

Horace Blackman built the first log cabin, and that fall returned to New York for his family and a few friends. On May 27, 1830 the people he had organized began to arrive,

and others came during the summer and "reared" cabins and shacks until a total of thirteen had been built at the end of the first year of the settlement.

The village was named Jacksonburg, for President Jackson, on January 16, 1830 and changed to Jackson in 1837. Incorporated February 14, 1854, Jackson has always been the judicial seat of Jackson County.

The Republican Party was formed in 1854, "Under the Oaks of Jackson," and a bronze tablet commemorating that event has been sunk into the face of a granite boulder at Second and Franklin Streets.

CITY GOVERNMENT

Jackson was one of the first cities in Michigan to adopt the commission manager form of government and 1952 is the thirty-ninth year under that type of administration.

A mayor and eight commissioners, through a city manager, direct the city's affairs, aided by twelve department heads and a large force of clerks and assistants.

THE AGENCIES

The city is served by sixty-nine churches, representing twenty denominations, and the following social service agencies both public and voluntary:

Services to the Aged:

Friendly Home Lloyd George Home
Jackson County Bureau of Social Aid

American Federation of the Physically Handicapped
Board of Eduation
Crippled Children's Society
Club for the Blind
Goodwill Industries
Infantile Paralysis Foundation
Vocational Rehabilitation

Health Service:

American Red Cross
Board of Eduation
Cancer Society
Crippled Children's Society
County Nurse
Infantile Paralysis Foundation
Health Department
Nutrition Committee
Out-Patient Clinic
Tuberculosis Association

Service Organizations:

Catholic Daughters of America
Exchange Club
Hi-Twelve Club
Business and Professional Women's Club
Junior Dorcas Society
Junior Welfare League
Kiwanis Club
Lions Club
Meteor Business and Professional Women's Club
Optimist Club
Rotary Club

Services of Welfare:

Bureau of Social Aid
Catholic Daughters of America
Department of Social Welfare
Junior Dorcas Society
Junior Welfare League
Red Cross
Salvation Army
Society of St. Vincent de Paul
Soldiers' and Sailors' Relief Commission
Veterans' Trust Fund

COMMUNICATIONS

Jackson is serviced by the New York Central and the Grand Trunk Western Railroads. Eighteen passenger trains, and sixty-five freight trains operate daily over the main track of the New York Central.

Two U.S. highways U.S. 12 and U.S. 127, and three State highways Michigan 50, 60, and 106 bring thousands of visitors into the city daily.

Jackson's municipal airport comprises 375 acres and has 16 hangers. The black-topped runways are outlined by white lights and are illuminated for night flying. Regular passenger, freight, and express service is offered by American Airline on the direct route between New York, Detroit, and Chicago.

Jackson has seven principal hotels, six theatres, five hospitals, and one daily and two weekly newspapers.

THE SCHOOLS

Jackson's educational needs are being met by the Jackson Junior College, the Jackson Business University, and the Adult Education Center as well as twenty public schools, including one senior high school and two junior high schools. The public schools have an enrollment of

9,155, and the six parochial schools care for 2,332 pupils, making a total of 11,487 boys and girls in the educational system of the city.

THE INDUSTRIES

There are 152 manufacturing establishments in Jackson, employing 25,970 men and 12,060 women, and paying $100,000,000 in wages annually. The products manufactured in Jackson range from airplane and automotive parts, to vacuum cleaners and vending machines, and includes such items as corsets, cnadies, radios and television sets.

CHAPTER III

HISTORY OF THE JACKSON FAMILY SERVICE AGENCY

During the early years of World War II the Michigan Childrens' Aid Society under the Joint Childrens' Board employed a caseworker in the Jackson Day Nursery to do casework with the families of the children placed in the nursery. The Detroit branch of the Michigan Childrens' Aid paid a half of the salary of this person and supervised the project, the rest of the expense was borne by the local day nursery. This caseworker came one day a week to the agency until it became apparent that she was getting more cases than she could handle, and that many of the problems referred to her were not closely related to the Day Nursery.

Also about this time Dr. Frank Van Schoick, a Jackson pediatrician, became much concerned about the home conditions of working mothers in the city and suggested a boarding home program to the Emergency Child Day Care committee of the Jackson Joint Childrens' Board.

The caseworker who had been connected with the Day nursery was set up in a separate office under the Joint Childrens' Board to work with families of children and to

assist in the co-ordination of the child care agencies operating in Jackson County. It was not long before this arrangement could not longer meet the community needs.

Early in January of 1944 the need for a Family Service Agency in Jackson became apparent. A committee of the Council of Social Agencies, composed of Miss Margaret Bennett, Mrs. E. M. Gage, Mrs. Colon Stuart, Mr. W.S. Butterfield, and Mr. Roger Richards, executive secretart of the Community Chest, was appointed to study the possibilities of establishing a Family Service Agency in Jackson. The Council of Social Agencies approved the establishment of such an agency in February 1944 and recommended that this new agency be set up as a committee of the Joint Childrens' Board. The recommendations as made by the Council of Social Agencies was adopted by the Joint Childrens' Board and so the Jackson Family Service Agency came into being.

The new agency shared offices on the fourth floor of the Carter Building with the Michigan Childrens' Aid. For the first year the Family Service Agency was not eligible for Community Chest funds so it was financed through private gifts and a fund of five thousand dollars which was guaranteed, as an experiment, by the United War Chest of Jackson for the period of one year.

A committee of Governors for the new agency were

elected, its members were: Mrs. Van Field, Mrs. Harold Keehn, Sister Mary Imelda, Mr. Archie J. Mayotte, Mrs. A. P. Cook, Miss Margaret Bennett, and Mr. Royal Dressel. The first work of this committee was to present to the Joint Childrens' Board its selection of an executive secretary.

To insure a high standard of service, the committee required a professionally trained and experienced social worker as the executive secretary of the agency. They secured the services of Miss Clare Golden of Jackson, a graduate of Western Reserve University,who prior to going to Cleveland was employed by the Jackson Bureau of Social Aid, and for a time had been the Jackson County Welfare Agent.

As there was to be only one worker in the agency office it was decided by the executive committee, "that cases to receive immediate attention were those whose newness offered the possibility of rapid solution as a result of concentrated and quick work in the case, while cases of a more or less chronic nature which necessitated slower work were to be treated as of secondary importance until such a time as the agency could expand."[1] It was also decided that Miss Golden would work in cooperation with the St. Joseph's Home for Boys in studying intake

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[1] Personal interview with Board Member Mrs. Florence Field.

cases. In addition she was to assist the Home in adjusting problems which arose with boys already there.[1]

The Jackson Family Service Bureau opened March 15, 1944. During the first ten months of the agency two hundred and fifteen families, consisting of eight hundred and ninty-eight persons were served by the executive secretary. Besides this Miss Golden carried on an extensive program of public relations.

Early in February 1945 Mrs. Ola Stuart resigned as Supervisor of the Jackson Bureau of Social Aid and was employed three days a week by Family Service.

The agency was accepted by the Community Chest March 15, 1945 and another part time caseworker was employed in April. The new worker, Mrs. Ruth Drake, had an educational background of two years at the University of Michigan in nursing, beyond her A.B. degree.

After the agency had been accepted by the Community Chest it requested to be severed from the Joint Children's Board and to become an independent agency with its own board. This was accomplished on November 1st of 1945.

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1. Personal interview with Board Member Miss Margarett Bennett.

The Constitution, By-Laws, and Personnel Practices[1] were revised to delete references to the Joint Childrens' Board.

Each member of the Board of Directors was to serve for a term of three years, however the members of the first Board were for one year, two years, and three years as follows: for a one year term, November 1945 to November 1946, Miss Margaret Bennett, Mrs. E. M. Gage, Sister M. Dulcissima, Mrs. Ruth Parshall, Mr. Lloyd Wolfe, Mr. D.W. Kendall, Mr. Joseph Navarre; for a two year term, November 1945 to November 1947, Mrs. Addison P.Cook, Mr. W. S. Butterfield, Mr. Archie Mayotte, Mrs. Gilbert Kniblow, Mr. Harold Leslie, Mr. John Bannasch, Mr. Royal Dressel; for a three year term of office November 1945 to November 1948, Mrs. Harold Keehn, Mr. Harry Ziegler, Mrs. Van Duzee Field, Mrs. Beecher Cary, Mr. George Clark, The Rev. O. Walter Wagner, and the Rev. Hubert N. Dukes. Mr. Roger Richard, executive secretary of the Community Chest, was elected as an ex-officio office member.

As soon as Family Service had become an independent agency Miss Mary Palevsky of the Family Welfare Association of America spent two days in Jackson with the Board of

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1. Copies of the Constitution, By-Laws, and Personnel Practices of 1945 may be found in the Appendix, pages 159-175

Directors evaluating the program and services given since March 15, 1944.

At the first annual meeting in November of 1945 Miss Golden stated that five hundred and sixty-one families and twenty-five hundred individuals had used the services of the agency during the year.

The following month Miss Golden resigned as did the two part time workers. Mrs. Stuart was asked by the Board to stay until the first of February.

In January Mr. Richards, Community Chest executive secretary, resigned as a Board member.

After Miss Golden's resignation the agency was kept open by three board members who volunteered to work in the office and by Miss Kathryn Adams, executive of the Family Service of Grand Rapids, who came in one day a week until the last of March 1946.

In March Mr. Allen Cowett of New York City was employed as executive. Mr. Cowett had had six years experience in the Department of Welfare, and two years experience in the Community Service Society both of New York City before going into the army.

In June of 1946 Mr. Clark Corliss, Field Representative of Family Welfare Association of America visited the agency board and explained that membership in the National

Association was restricted to certain areas of the country to enable the limited staff of field representatives to concentrate on those districts most in need of their help. He assured the board that as much direction and field service, as would be possible, would be given to the agency by the Association until the application could be accepted.

Mr. Cowett resigned in August 1946 giving lack of housing as the reason.

After the resignation of the executive secretary the office secretary kept the office open temporarily and the Board again contacted Miss Adams in Grand Rapids and asked her to serve one day a week. Miss Adams declined.

Mrs. Harold Keehn Board President worked part time in the office and did one hundred and eighty interviews on housing a month.

It was moved that the agency be closed January 1, 1947 until an executive could be hired. The office equipment was stored and the budget committee requested that the Community Chest earmark some funds for Family Service until the time when plans for an active program could be presented.

Mr. Edgar Perretz was employed in June of 1947. He came to Jackson from Miami, Florida where he had served as assistant director of the Council of Social Agencies for

one year and had been instrumental in setting up the South-east Florida Society for Mental Health.

Mr. Perretz set up temporary offices in the Adult Education Center and began a program of interpretation of Family Service to the Community that proved to be the very essence of the agency's new fight for existance. Faced by the two previous failures of the agency Mr. Perretz planned his campaign around vigorous publicity in such a way that it pushed the agency into fast growth and community acceptance.

A month after Mr. Perretz came to Jackson he moved the agency into offices in the Rogers Building. In November of that year he added a caseworker, Miss Rosalind Ashby of Manchester, England, to his staff. Miss Ashby took her medical social work training in the London hospitals during the early years of the war and Mr. Perretz quick to recognize the potential ability of his fellow worker encouraged her to take an active part in community public relations and all other agency affairs. As a result of Mr. Perretz's attitude "there was an excellent working relationship within the organization because of a high degree of informality and a sense of agency loyalty." [1]

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1. Baker, Hubert, Administrative Case Study of the Family Service of Jackson page 8. Unpublished term paper

of a student worker in the agency 1948-49 Michigan State College.

A Statement of Intake Practices which clarified the functions of the agency was prepared by Mr. Perretz and the Board in 1947.[1]

Family Service was eligible June 10, 1948 to join the Family Service Association of America on a probationary premembership basis.

A program of student training with Michigan State College was begun just before Mr. Perretz resigned January 1st, 1949 to accept a position on the faculty of Michigan State College.

Mr. Perretz was replaced as executive secretary by Mr. John Hanks a graduate of the University of Chicago, School of Social Service Administration, who had worked for two years as a senior caseworker in the United Charities Family Service of Chicago before coming to Jackson.

With the introduction of Mr. Hanks to the local agency there was a shift in the agency's administrative technizues. There was a swing toward organization, personnel policy, staff responsibility, and inter-agency communication. Stress was placed on legal incorporation

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1. Copy of Intake Practices in Appendix, pages 153-158

workmens compensation, bonding of employees, more adequate personnel practices,[1] description of duties, clarification of communications, revision of statistical reports and the gathering of data to prove need of more casework help, clerical help, and larger office space.[2] Mr. Hanks also was aware of the need for better public relations and interpretation, this he did directly through publicity in the form of newspaper articles, radio programs, and public appearances.

On January 10, 1950 the agency moved into offices in the Michigan Theatre Building.

Inclusion of psychiatric consultation in the program was announced in February 1951, the consultant being Dr. Valeria Juroscek, senior psychiatric instructor in the University of Michigan medical school. Consultation was to be on a monthly basis with the staff traveling to Ann Arbor to discuss case material. No clients were to be taken to these consultations but referrals could be made directly to Dr. Juroscek for treatment.

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1. Copy of recent Personnel Practices may be found on pages 167-175 of the Appendix.

2. Baker, Hubert, Administrative Case Study of the Family Service of Jackson, page 8. Unpublished term paper of a student worker in the agency 1948-49, Michigan State College.

Family Service continued to be a field work placement for Michigan State College until the summer of 1951 when this arrangement was discontinued by mutual agreement between the college, the executive secretary, and the board. Arrangements were made with the University of Michigan to do a student placement beginning in September of 1951.

The last of June 1951 Mr. James Pantalos of Albany, New York, a graduate of Carnegie Institute of Technology joined the staff as caseworker.

Mrs. Rosalind Ashby-Wood resigned from the agency effective July 15, 1951 having been a caseworker at Family Service for four years.

Mrs. Wood was replaced by Mrs. Myrtle Reul, of Parma, a former school teacher, who was finishing a field work placement in the agency through Michigan State College.

CHAPTER IV

OBJECTIVES AND ORGANIZATION OF THE AGENCY

Taken from the Constitution of the Family Service of Jackson, Article II: Purpose, the following is extracted: "The purpose of Family Service of Jackson shall be to foster the development of wholesome family life in the City and County of Jackson.

(1) by providing skilled case work service to individuals and families in the solution of their problems.

(2) by skilled observation and study of the causes of individual and family breakdown in the community and by co-operation with other private and public social agencies toward the improvement of social conditions.

(3) by interpreting to the Community a better understanding of the underlying causes and effects as well as the purposeful remedies for social maladjustment.

(4) by supporting efforts of social planning and research which tend to improve conditions under which people live.

(5) by encouraging and promoting education and training for social work in the community, and fostering staff participation in professional development.

(6) the service of Family Service of Jackson shall be available to all citizens of the City and County of Jackson regardless of race, color, or creed.

The program of the agency consists of services to the citizens of Jackson County that fall within the limits of a Family Service agency, and in research and education, in cooperation with other community resources to meet this end.

Due to the demands upon the agency and the staff, flexibility has been a necessity to meet the needs of the community.

The organization of the agency is as follows: there are twenty-one members of the Board of Directors which has five committees: (1) Executive Committee, (2) Personnel Committee, (3) Finance Committee, (4) Public Relations Committee, and (5) Social Work Committee. The Board membership has a fair cross-section of Jackson but may possibly be weighted toward the side of professional people.

OCCUPATIONS OF BOARD MEMBERS

Mr. Lloyd Wolfe, President---Adult Education

Mrs. Charles Lenz, Vice-President---Housewife(Husband Doctor)

Mrs. Grant Otis, Secretary-Treasure--Housewife(Husband Doctor)

Mr. John Riley---Friend of the Court

Mr. Donald Dutcher---Visiting Teacher, High School

Miss Margaret Bennett---Community Worker

Mr. Sam Goldfarb---Insurance

Mr. George Campbell---Prosecuting Attorney

Mr. John Kellogg---Kellogg Corset Company

Mrs. William Wetzel---Housewife (Husband Service Engineer)

Mrs. Gilbert Knibloe---Housewife (Husband Hardware)

Mr. Russell Pahl---C.I.O.

Mr. Justin Whiting III---Buyer Jacobsons Store

Dr. Bernard Murphy---Physician

Mrs. Howard Clark---Housewife

Mrs. Denzil Williams---Secretary for School

Dr. Frank Rosenthal---Rabbi

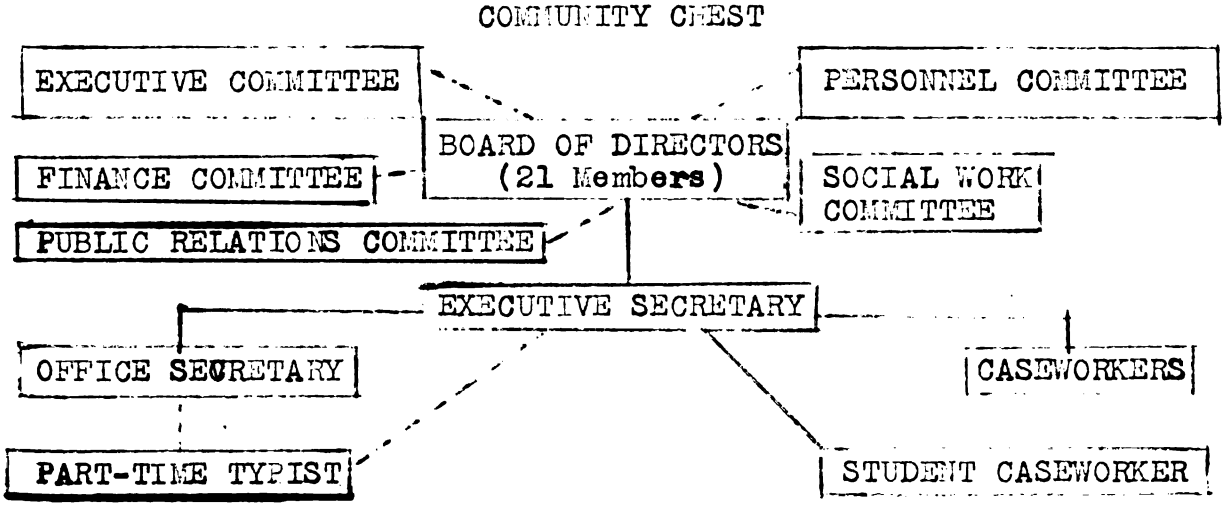
Mr. Guy Christian---Attorney

Rev. James Meads---Minister

Mr. John Bannasch---Attorney

Mrs. A.P. Cook---Housewife

ORGANIZATION CHART



CHAPTER V

INTERPRETATION OF FAMILY SERVICE

The interpretative work of the agency may be divided into three main categories, namely, (1) that which is directed to the board of the agency, (2) to other agencies, (3) and to the community in general.

1. BOARD MEETINGS--Held monthly on the second Tuesday at noon or during the later afternoon. A typed copy of the agenda prepared by the agency executive is given to each member at the beginning of the meeting and details of business are kept at a medium. Business details are worked out by committees before presentation to the general board.

Board meetings are attended usually by the full staff but always by the executive secretary, who presents cases and special projects.

A typed report of the board minutes, prepared by the agency executive, is mailed to every board member together with statistical reports which include an interpretation of the agency case load.

2. INDOCTRINATION OF NEW BOARD MEMBERS--Prior to 1951 it was the policy of the agency executive to arrange an individual conference with each new person

appointed to the board immediately following the appointment. At these conferences the executive gave the new board member a thorough-going introduction to the agency. This was done by describing the purpose and function of Family Service as well as the role of the board member in relation to the agency. It was a beginning step toward ironing out any confusion existing in the mind of the new board member, and, at the same time, it gave him some feeling of the agency and elicited his interest and support.

On November 5, 1951, after four new board members had been elected, Executive Secretary Mr. John Hanks, together with the Agency Board Presicent Mr. Lloyd Wolfe, invited these new members to a planned visit of Family Service. At the agency they were introduced to each other and the various staff members. They visited the conference rooms, talked with Mrs. Elixabeth Alsup, office secretary, concerning her duties, and heard a brief history of the agency from the executive. Later in the conference room they read a specially prepared case history and discussed with caseworkers Mr. James Pantalos and Mrs. Myrtle Reul various phases of their work.

3. CONFERENCES WITH KEY BOARD MEMBERS--The executive of the agency also maintains a close contact

with the president of the board and with key board members. Mr. Hanks frequently arranging individual conferences, both personal and by telephone, to consider specific questions, tentative plans, or problems prior to full board discussion; these conferences may be individual or in any of the five committees--Executive, Personnel, Social Work, Finance, and Public Relations. The most consistent of these contacts are with the president of the board.

4. INTERPRETATION TO OTHER AGENCIES--The interpretation to other agencies and institutions in the community is not undertaken in any formalized fashion and in most instances is incidental to discussion on casework situations. Some joint staff meetings have been held where a number of the agencies are working with one family and at these times the executive has interpreted the function of the agency. These contacts have been made use of in two ways, (1) to give the other agencies a general picture of the case work treatment done in a certain case and (2) to clarify the policy. involved.

All new staff members and student workers make visitations to various other agencies and at that time give additional interpretation of Family Service.

5. COMMUNITY IN GENERAL--Interpretation of the agency services to the community has been the backbone of this agency's fight for existence and must be carried on continuously by all members of the staff and of the board. Publicity is accomplished in several ways -- interpretation in face to face contacts, talks and speeches that the staff members are called upon to give, radio programs, newspaper features and an important avenue that is often overlooked -- the client himself and his feelings toward the agency and toward his worker.

CHAPTER VI

ANALYSIS OF QUESTIONS

An analysis of the schedule reveals certain specific and general reasons for the inclusion of each question. The first test for including a question was whether or not the answers to the question would provide the information it was essential to have for determining the attitudes of the community toward social work, social agencies, and the specific concerns of the Family Service Agency. The aim in wording was to obtain as short, simply stated, and meaningful a question as possible.

QUESTION 1, "What kinds of personal problems do you believe are the most troublesome to Jackson families at this time?", was the so-called "door-opener". It was a general question, aimed at revealing those problems paramount in peoples' minds, or peculiarly significant to the particular individual, and at the same time immediately setting the focus of the survey upon families and the concerns that families might have.

QUESTION 2, "Suppose you knew some one who had a personal or family problem, what outside person would you recommend to help him?"; QUESTION 3, "Suppose you knew a

couple whose quarreling was harming their children, where would you advise them to go for help?"; QUESTION 4 "Suppose you knew a family where the father was dead and the mother was unable to work, where would you advise this mother to get help?"; and QUESTION 5, "Suppose you knew the parents of a school age child who is having trouble in school and getting out of control at home where would you advise them to go?" were all aimed at analyzing the way in which the respondent would use community resources, as well as his sensitivity to peoples' need for help. The four problems presented fall within the service area of the Jackson Family Service. The problems were worded so as to be within the experience of the average respondent.

QUESTION 6, "Does Jackson have any of the following: Children's Guidance Center, Council of Social Agencies, State Hospital, Michigan Children's Aid, Family Service, Goodwill Industries, Bureau of Social Aid, or a County Health Department?" leads more closely up to the focus of the survey upon community resources for help.

QUESTIONS 7 and 8,"If a friend asked you to tell what a social caseworker does, what would you say?" and "What education do you think a social caseworker should have?" are aimed more directly at revealing the respondent's

acquaintance with social work and his understanding of a social worker's background and function.

QUESTION 9, "If you had a hundred dollars ($100) you were giving to three of Jackson's social agencies to which ones would you give? How much to each one?" and QUESTION 10, "If you were giving one hundred ($100) to three Community Chest Agencies you think are the most helpful in Jackson to which of the following would you give?", are directed toward determining the individual's concept of the importance of various agencies. It was felt that a more accurate measure of the interviewee's feelings would be evident if a monetary value was included in his answer.

QUESTION 11, "What services do you think are given by a Family Service Agency?", is aimed directly at determining the respondent's knowledge of the agency as well as his approval or disapproval of the agency's services. The schedule is seventy-seven percent completed when the name Family Service is here used for the first time in a direct question that concerns only the agency.

QUESTION 12, "Below is a list of people who are often called upon to listen to the troubles of others. If you had a family problem to which of the following would you take it?", is aimed at determining the relationship of

of social workers to other professional and untrained individuals in the thinking of lay people. This question also shows how the interviewee was inclined to indicate his selection of the more socially acceptable consultant such as minister rather than the bartender or beauty operator who he may actually use.

Prior to the thirteenth question the interviewer gave the respondent a brief interpretation of Family Service. This is the first time the respondent has been given any information about the function of the agency.

Having completed the interpretation the interviewer asks QUESTION 13, "Suppose a person who was able to pay went to the Family Service Agency for personal counseling, do you feel that he would be more comfortable in applying if: (1) He paid a flat fee (2) He paid a fee set by a sliding scale according to his income and ability (3) He had free services?" This question is included specifically because the agency executive had been studying fee systems in other communities and wanted to know how much effect providing a fee service would have upon individuals' acceptance of the agency's service in Jackson. In addition, to testing the community's reaction to a fee service, the question is also a test of the respondent's attitude toward Family Service to see if he attaches a stigma of charity to the agency.

CHAPTER VII

RESULTS OF THE POLL

The identifying information requested at the end of each schedule provided the basis for analyzing the sample to see if it were valid of the city as a whole. The chief comparison possible was with the 1950 census figures. This comparison, on sex, age, and occupation plus the internal consistency of the poll results, allows for the conclusion that the sample of 200 schedules was a fairly valid one.

The determined effort to reach one-third males and two-thirds females resulted in 34% or 68 of the schedules being filled out for men and 66% or 132 for women.

Classification of interviewees by races showed that 87.5% or 175 schedules were filled out for people of the Caucasian Race while 12% or 24 were for people of the Negroid Race and .5% or 1 schedule was for a member of the Mongolian Race. There is no record in Jackson at this time which gives the population trend according to races, so it can only be estimated that this survey would be high for the Negroid and Mongolian Races.

Classification of Interviewees by religious affilia-

tion revealed the sample to be predominantly Protestant 78% or 156 of the two hundred, with 19% or 38 Catholic, and 3% or 6 reported Jewish.

Classification of interviewees by age groups revealed a slight preponderance in the 35-49 year-old category with 36.5% or 77 falling there, and 29.5% or 59 in the 21-34 group, and 32% or 64 falling in the 50 and over group. This weighting is consistent with the fact that interviewees were chiefly housewives.

Classification according to martial status also bore out this fact when it was shown that 54% or 108 of the interviewees were married, 10.5% or 21 were divorced, 16% or 33 were widowed, 11% or 22 were separated from their mates and 8% or 16 were single.

Classification of income of family unit showed 8% or 16 were living on direct relief, old age assistance or other incomes of less that $1000 a year; 41.5% or 83 had incomes between $1000-$3000 a year, 84% of these had incomes between $2300 and $3000; 39.5% or 79 had incomes between $3000 and $5000, of these 72% were between $3000 and $4200; 11% or 22 had incomes of $7000 or over and ranged as high as $51,000.

Classification according to the number of school years completed by the interviewees showed that the

largest number of 27% or 54 had finished high school and the next highest group 14% or 28 had completed the eighth grade. According to years of education the classification is as follows.

TABLE I

Years of Education Completed	Percentages	Number
20	0.5	1
19	0.5	1
18	0.5	1
17	0.5	1
16	5.0	10
15	3.0	6
14	6.0	12
13	1.0	2
12	27.0	54
11	9.5	19
10	13.0	26
9	7.0	14
8	14.0	28
7	4.5	9
6	5.5	11
5	0.5	1
4	1.5	3
0	0.5	1

Twenty-six and five-tenths per cent or 53 of all the people interviewed had an eighth grade education or less; 29.5% or 59 had from one to three years of high school. This means that 83% or 166 of all the interviewees had a high school education or less; 10% or 20 people had from one to three years of college while 5% or 10 had obtained either an AB or BS degree and 2% or 4 individuals had gone beyond the first degree.

Classification according to birthplace revealed that 36% or 72 were born in the city of Jackson, 17% or 34 were born in Jackson County, 20.5% or 41 were born in other areas of Michigan making a total of 73.5% or 147 native to the state of Michigan, 20.5% or 41 were born in other states according to the following table and 6% or 12 were born in foreign countries also shown in the following table:

TABLE II

PLACE OF BIRTH	PERCENTAGES	NUMBER
STATE		
Alabama	1.0	2
California	0.5	1
Florida	0.5	1
Georgia	0.5	1
Illinois	0.5	1

Indiana	1.0	2
Kansas	0.5	1
Kentucky	2.0	4
Minnesota	2.0	4
Mississippi	1.0	2
Missouri	0.5	1
New Jersey	0.5	1
New York	2.0	4
Ohio	2.0	4
Pennsylvania	1.0	2
Tennessee	0.5	1
Texas	2.0	4
Virginia	0.5	1
West Virginia	1.5	3
Wisconsin	0.5	1
FOREIGN COUNTRY		
Canada	2.0	4
China	0.5	1
England	1.5	3
Germany	1.0	2
Italy	0.5	1
Poland	0.5	1

Classification according to size of households showed that the households represented were of varying

size from 1 to 10. The report showed that 14% or 28 had households of 1; the largest number was for 2, this covered 21.5% or 43 of the interviewees; 18% or 36 had 3 members; 18% or 36 had 4 members; 14% or 28 had 5 members; 4% or 8 had 6; 4% or 8 had 7; 1.5% or 3 had 8 members; 3% or 6 had 9; and 2% or 4 had 10 members. The median household size for the survey was 3-.

Classification according to the occupation of the head of the family indicated the following results, based on the classification used by the President's Research Committee on Social Trends, 2% or 4 gave agriculture and allied occupations, 26% or 52 gave manufacturing and mechanical industries including factory workers, 24% or 48 gave trade as their occupation, 8.5% or 19 were in some form of transportation, 2% or 4 were clerical workers, 12% or 24 were in domestic and personal service, 3% or 6 were in public service, 10% or 20 were professional workers, and 11.5% or 23 were in the non-wage earning group.

Classification according to the occupation of the interviewee showed that 1% or 2 were in agriculture, 14% or 28 were in manufacturing, 9.5% or 19 were in trade, and 3.5% or 7 were in transportation, 6.5% or 13 were in clerical occupation, 10.5% or 21 did domestic service, 1% or 2 were in public service, 9% or 18 were professional

people, and 45% or 90 were non-wage earners, 97% of this last group were housewives.

In summary a number of points can be made about this survey. Acknowledgedly, the relatively small size of the sample make it axiomatic that the conclusions drawn from the poll must have certain limitations. This is especially true when the numbers are broken down into such small strata and percentages, as occurs on the results of many of the questions and in the tables. Nevertheless, the general parallel between the survey results and the known facts about the community suggests that the infereness drawn can be applied with a reasonable measure of assurance to the universe from which the sample was taken.

CHAPTER VIII

TABULATED RESULTS OF THE QUESTIONS

QUESTION ONE

"What kinds of personal problems do you believe are the most troublesome to Jackson families at this time?"

Recognition of problems--In response to question one, the highest percentage of the total group, 32.5% or 65, named the high cost of living as a paramount problem; the second highest percentage, 16.5% or 33, named marriage problems; the third highest percentage, 9% or 18, named problems with children not of a delinquent nature; 8.5% or 17 named juvenile delinquency; 7% or 14 named financial troubles; 4.5% or 9, named the war situation; 3.5% or 7 named high taxes; 2.5% or 5 named problems concerning health; 1.5% or 3 named concern over government spending, lack of emotional control, fear of the future, and working mothers; 1% or 2 named adult delinquency, beer gardens, crowded schools, inability to relax and enjoy life, insecurity in employment, lack of concern for fellow human beings or God, lack of faith in church, and too much money; .5% or 1 named rent control, and rotten politicians. These are illustrated in Table 3.

TABLE 3

PROBLEM LISTED	PERCENTAGE	NUMBER
Adult Delinquency	1.0	2
Beer Gardens	1.0	2
Children (Not Delinquent)	9.0	18
Concern over Government Spending	1.5	3
Cost of Living	32.5	65
Crowded Schools	1.0	2
Financial Troubles	7.0	14
Fear of the Future	1.5	3
Health	2.5	5
High Taxes	3.5	7
Inability to Relax and Enjoy Life	1.0	2
Inability to Cope with Daily Problems	1.0	2
Insecurity in Employment	1.0	2
Juvenile Delinquency	8.5	17
Lack of Concern for Fellow Human Beings or for God	1.0	2
Lack of Faith in the Church	1.0	2
Lack of Emotional Control	1.5	3
Marriage	15.5	33
Rent Control	0.5	1
Rotten Politicians	0.5	1
Too Much Money	1.0	2

TABLE 3(CONT'D)

PROBLEM LISTED	PERCENTAGE	NUMBER
War Situation	4.5	9
Working Mothers	1.5	3

Table 4 shows how the recognition of problems was divided among the interviewees according to age, Table 5 according to income, Table 6 according to race, Table 7 according to sex, Table 8 according to birthplace, Table 9 according to marital status, Table 10 according to number in household, Table 11 according to religion, Table 12 according to education, and Table 13 according to occupation.

The problems listed have been condensed under the following: Delinquency which includes adult delinquency and juvenile delinquency; Problems Concerning Adults which includes beer gardens, concern over Government spending, fear of the future, health, inability to relax and enjoy life, inability to cope with daily problems, lack of concern for fellow human beings or for God, lack of faith in the Church, lack of emotional control, rotten politicians, and the war situation; Problems Concerning Children which includes crowded schools, and working mothers; Problems Involving Money which includes cost of living,

financial troubles, high taxes, insecurity in employment, rent control, and too much money.

TABLE 4

DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME;BASED UPON AGE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM			21-34		35-49		50-100	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Delinquency Adult and Children	19	9.5	5	8.5	7	9.1	7	10.9
Marriage	33	16.5	10	16.9	14	18.2	9	14.6
Problems Concerning Adults	34	17.0	9	15.2	16	20.7	9	14.6
Problems Concerning Children	23	11.5	7	11.9	9	17.0	7	10.9
Problems Involving Money	91	45.5	28	47.5	31	40.3	32	50.0

TABLE 5

DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON INCOME
(EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM			$500-$2999		$3000-Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Delinquency Adult and Children	19	9.5	9	9.1	10	9.9
Marriage	33	16.5	9	9.1	24	23.8
Problems Concerning Adults	34	17.0	17	17.2	17	16.8
Problems Concerning Children	23	11.5	11	11.1	12	11.9
Problems Involving Money	91	45.5	53	53.5	38	37.6

TABLE 6
DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM	No.	Percent	Caucasian No.	Caucasian Percent	Non-Caucasian No.	Non-Caucasian Percent
TOTAL	200	100.0	175	100.0	25	100.0
Delinquency Adult and Children	19	9.5	17	9.7	2	8.0
Marriage	33	16.5	29	16.6	4	16.0
Problems Concerning Adults	34	17.0	27	15.4	7	28.0
Problems Concerning Children	23	11.5	21	12.0	2	8.0
Problems Involving Money	91	45.5	81	46.3	10	40.0

TABLE 7
DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON SEX
(EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM	No.	Percent	Male No.	Male Percent	Female No.	Female Percent
TOTAL	200	100.0	68	100.0	132	100.0
Delinquency Adult and Children	19	9.5	4	5.9	15	11.4
Marriage	33	16.5	10	14.7	23	17.4
Problems Concerning Adults	34	17.0	13	19.1	21	15.9
Problems Concerning Children	23	11.5	11	16.2	12	9.1
Problems Involving Money	91	45.5	30	44.1	61	46.2

TABLE 8
DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON BIRTHPLACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM	No.	Percent	Jackson County No.	Percent	Michigan No.	Percent	Outside Mich. * No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Delinquency Adult and Children	19	9.5	11	10.4	4	9.8	4	7.5
Marriage	33	16.5	16	15.1	7	17.1	10	18.9
Problems Concerning Adults	34	17.0	20	18.9	6	14.6	8	15.1
Problems Concerning Children	23	11.5	11	10.4	5	12.2	7	13.2
Problems Involving Money	91	45.5	48	45.2	19	46.3	24	45.3

* Includes people born in other states and foreign countries.

TABLE 9
DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME ; BASED UPON MARITAL STATUS
(EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM	No.	Percent	Married No.	Percent	Separated Divorced-Widowed No.	Percent	Single No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Delinquency Adult and Children	19	9.5	9	8.3	8	10.5	2	12.5
Marriage	33	16.5	23	21.3	8	10.5	2	12.5
Problems Concerning Adults	34	17.0	11	10.2	18	23.7	5	31.2
Problems Concerning Children	23	11.5	9	8.3	12	15.8	2	12.5
Problems Involving Money	91	45.5	56	51.9	30	39.5	5	31.3

TABLE 10

DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON NUMBER LIVING IN HOUSEHOLD (EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM			One-Five		Six-Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Delinquency Adult and Children	19	9.5	18	11.2	1	2.6
Marriage	33	16.5	26	16.2	7	17.9
Problems Concerning Adults	34	17.0	25	15.5	9	23.1
Problems Concerning Children	23	11.5	18	11.2	5	12.8
Problems Involving Money	91	45.5	74	45.9	17	43.6

TABLE 11

DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON RELIGION (EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Delinquency Adult and Children	19	9.5	14	9.0	5	13.2		
Marriage	33	16.5	25	16.0	6	15.8	2	33.3
Problems Concerning Adults	34	17.0	24	15.4	10	26.3		
Problems Concerning Children	23	11.5	17	10.9	6	15.8		
Problems Involving Money	91	45.5	76	48.7	11	28.9	4	66.7

TABLE 12

DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON THE NUMBER OF YEARS OF EDUCATION (EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM	No.	Percent	College No.	College Percent	High School No.	High School Percent	Eighth Grade No.	Eighth Grade Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Delinquency Adult and Children	19	9.5	4	11.8	12	10.6	3	5.7
Marriage	33	16.5	5	14.7	19	16.8	9	17.0
Problems Concerning Adults	34	17.0	6	17.6	15	13.3	13	24.5
Problems Concerning Children	23	11.5	4	11.8	13	11.5	6	11.3
Problems Involving Money	91	45.5	15	44.1	54	47.8	22	41.5

TABLE 13

DIVISION OF OPINION CONCERNING THE KIND OF PERSONAL PROBLEM BELIEVED TO BE THE MOST TROUBLESOME TO JACKSON FAMILIES AT THIS TIME; BASED UPON OCCUPATION (EXPRESSED IN NUMBERS AND PERCENTAGES)

PROBLEM	No.	Percent	Varied* Occupations No.	Varied* Occupations Percent	Non-Wage Earners No.	Non-Wage Earners Percent	Clerical and Professional No.	Clerical and Professional Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Delinquency Adult and Children	19	9.5	8	10.1	9	10.0	2	6.4
Marriage	33	16.5	9	11.4	21	23.3	3	9.7
Problems Concerning Adults	34	17.0	13	16.5	14	15.6	7	22.6
Problems Concerning Children	23	11.5	16	20.2	1	1.1	6	19.4
Problems Concerning Money	91	45.5	33	41.8	45	50.0	13	41.9

* Includes people in Argiculture, Trade, Transportation, Industries Domestic, and Personal Service.

ATTITUDES TOWARD REFERRAL OF PROBLEMS: QUESTIONS 2, 3, 4, and 5.

QUESTION TWO

"Suppose you knew some one who had a personal or family problem, what outside person would you recommend to help him?"

TABLE 14

PERSON RECOMMENDED	PERCENTAGE	NUMBER
TOTAL	100.0	200
Barowner	0.5	1
Church Council	0.5	1
Clinic, Medical	0.5	1
Doctor	9.0	18
FAMILY SERVICE	8.5	17
Friend	10.5	21
Friend of the Court	2.0	4
I Don't Know	4.5	9
Lawyer	12.0	24
Mayor	0.5	1
Minister	27.5	55
Neighbor	2.5	5
Nurse	0.5	1
Police	0.5	1
Priest	9.5	19

TABLE 14
CONTINUED

PERSON RECOMMENDED	PERCENTAGE	NUMBER
Prosecuting Attorney	3.0	6
Psychiatrist	1.0	2
Rabbi	2.5	5
Salvation Army	0.5	1
Social Worker	2.5	5
Ward Commissioner	0.5	1
Welfare	1.0	2

On this question FAMILY SERVICE was sixth preceded by minister, lawyer, friend, priest, and doctor and followed by I don't know.

Table 14 shows the actual people recommended to help, as well as the number of each, and the percentage of the two-hundred individuals who took part in the survey.

Table 15 shows how the resource people were divided accoring to the age of the person being interviewed, Table 16 according to income, Table 17 according to race, Table 18 according to sex, Table 19 according to birthplace, Table 20 according to marital status, Table 21 according to number in household, Table 22 according to religion, Table 23 according to education, and Table 24 according to occupation.

From these tabulations one can see that a large majority of those contacted thought of the church as a place to take personal or family problems. This is probably due to the fact that the paster has long been a social-

ly acceptable person to who to bring problems.

Listed under the heading Church are Church Council, Minister, Priest, and Rabbi; under Doctor are Medical Clinic, Doctors, Nurse, and Psychiatrist; under Lawyer, Court, and Police are Friend of the Court, Lawyer, Police, and Prosecuting Attorney; under Social Agencies are Family Service, Salvation Army, Social Worker, and Welfare; under Others are listed Barowner, Friend, I Don't Know, Major, Neighbor, and Ward Commissioner.

TABLE 15

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON AGE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			21-34		35-49		50-100	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Church	80	40.0	25	42.4	32	41.6	23	35.9
Nurse, Medical Clinic Doctor, Psychiatrist	22	11.0	5	8.5	8	10.4	9	14.1
Lawyer, Court or Police	35	17.5	6	10.2	12	15.6	17	26.5
Social Agency	25	12.5	10	16.9	12	15.6	3	4.7
Other	38	19.0	13	22.0	13	16.9	12	18.8

TABLE 16

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON INCOME (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			$500-$2999		$3000-Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Church	80	40.0	31	31.3	49	48.5
Nurse, Medical Clinic Doctor, Psychiatrist	22	11.0	12	12.1	10	9.9
Lawyer Court or Police	35	17.5	14	14.1	11	10.9
Social Agency	25	12.5	24	24.3	11	10.9
Other	38	19.0	18	18.2	20	19.8

TABLE 17
DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Caucasian		Non-Caucasian	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Church	80	40.0	77	44.0	3	12.0
Doctor, Medical Clinic Nurse, Psychiatrist	22	11.0	16	9.2	5	20.0
Lawyer, Court or Police	35	17.5	30	17.1	6	24.0
Social Agencies	25	12.5	20	11.4	5	20.0
Other	38	19.0	32	18.3	6	24.0

TABLE 18
DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON SEX
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Church	80	40.0	28	41.2	52	39.4
Doctor, Medical Clinic Nurse, Psychiatrist	22	11.0	8	11.8	14	10.6
Lawyer, Court or Police	35	17.5	13	19.1	22	16.7
Social Agencies	25	12.5	7	10.3	18	13.6
Others	38	19.0	12	17.6	26	19.7

TABLE 19

DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON BIRTHPLACE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Jackson County		Michigan		Outside Mich.	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Church	80	40.0	37	34.9	16	39.0	27	50.9
Doctor, Psychiatrist Nurse, Medical Clinic	22	11.0	11	10.4	4	9.9	7	13.3
Lawyer, Court, or Police	35	17.5	22	20.8	9	21.9	4	7.5
Social Agencies	25	12.5	12	11.3	9	21.9	4	7.5
Others	38	19.0	24	22.6	3	7.3	11	20.8

TABLE 20

DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON MARITAL STATUS (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Married		Separated Divorced-Widowed		Single	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Church	80	40.0	52	48.1	27	35.5	1	6.3
Doctor, Psychiatrist Nurse, Medical Clinic	22	11.0	14	13.0	2	2.6	6	37.5
Lawyer, Court, or Police	35	17.5	21	19.4	10	13.2	4	25.0
Social Agencies	25	12.5	14	13.0	9	11.8	2	12.5
Others	38	19.0	7	6.5	28	36.9	3	18.7

TABLE 21
DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON NUMBERS IN HOUSEHOLD (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			One-Five		Six-Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Church	80	40.0	60	37.3	20	51.3
Nurse, Medical Clinic Doctor, Psychiatrist	22	11.0	17	10.6	5	12.8
Lawyer, Court or Police	35	17.5	28	17.4	7	17.9
Social Agencies	25	12.5	21	13.0	4	10.3
Others	38	19.0	35	21.7	3	7.7

TABLE 22
DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON RELIGION (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Church	80	40.0	56	35.9	19	50.0	5	83.3
Nurse, Medical Clinic Doctor, Psychiatrist	22	11.0	19	12.2	2	15.3	1	16.7
Lawyer, Court or Police	35	17.5	30	19.2	5	13.2		
Social Agencies	25	12.5	21	13.5	4	10.5		
Others	38	19.0	30	19.2	8	21.0		

TABLE 23

DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON EDUCATION (EXPRESSED IN NUMBERS AND PERCENTAGE)

SOURCE OF HELP			College		High School		Eighth	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Doctor, Medical Clinic Nurse, Psychiatrist	22	11.0	9	26.5	2	1.8	11	20.8
Church	80	40.0	11	32.4	57	50.4	12	22.6
Lawyer, Court or Police	35	17.5	7	20.6	14	12.4	14	26.4
Social Agencies	25	12.5	6	17.6	12	10.6	7	13.2
Others	38	19.0	1	2.9	28	24.8	9	17.0

TABLE 24

DIVISION OF OPINION CONCERNING TO WHOM SOME ONE WITH A PERSONAL OR FAMILY PROBLEM WOULD BE RECOMMENDED TO GO FOR HELP; BASED UPON OCCUPAION (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Varied Occupations*		Non-Wage Earners		Clerical Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAl	200	100.0	79	100.0	90	100.0	31	100.0
Church	80	40.0	36	45.6	38	42.2	6	19.4
Doctor, Medical Clinic Nurse, Psychiatrist	22	11.0	7	8.9	6	6.7	9	29.0
Lawyer, Court, Police	35	17.5	9	11.4	22	24.4	4	12.9
Social Agencies	25	12.5	11	13.8	5	5.6	9	29.0
Others	38	19.0	16	20.3	19	21.1	3	9.7

QUESTION THREE

"Suppose you knew a couple whose quarreling was harming their children, where would you advise them to go for help?"

TABLE 25

PERSON OR PLACE RECOMMENDED	PERCENTAGE	NUMBER
Bureau of Social Aid	1.5	3
Church	1.5	3
Doctor	6.0	12
Family Service	11.5	23
Friend	3.5	7
Friend of the Court	4.0	8
I Don't know	4.0	8
Judge	0.5	1
Juvenile Court	1.5	3
Lansing Guidance Center	0.5	1
Lawyer	14.5	29
Minister	26.0	52
Police	2.0	4
Priest	9.5	19
Prosecuting Attorney	1.5	3
Psychiatrist	0.5	1
Rabbi	1.5	3
Relative	3.0	6
Socialworker	3.5	7

TABLE 25 (CONT'D)

PERSON PLACE RECOMMENDED	PERCENTAGE	NUMBER
Teacher	1.5	3
Visiting Teacher	1.5	3
Welfare	0.5	1

On this question FAMILY SERVICE was third, preceded by minister and lawyer, and followed by priest.

Tables 26, 27, 28, 29, 30, 31, 32, 33, and 34 show that it is apparent that most of the persons interviewed believe that the church is best fitted to help a couple whose quarreling is harming their children.

Grouped together under the heading Church are Church, Minister, Priest, and Rabbi; under Doctor and Psychiatrist are Doctor and Psychiatrist; under Lawyer, Court or Police are Friend of the Court, Judge, Juvenile Court, Lawyer, Police, and Prosecuting Attorney; under School are Teacher and Visiting Teacher; under Social Agencies or Socialworker are Bureau of Social Aid, Guidance Center, Socialworker, and Welfare; under Others are Friend, I Don't Know, and Relative.

TABLE 26

DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON AGE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			21-35		35-49		50-1000	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Church	77	38.5	24	40.7	27	35.0	4	40.6
Doctor and Psychiatrist	13	6.5	2	3.4	7	9.1	14	6.2
Lawyer, Court, Police	48	24.0	16	27.1	18	23.4	1	21.9
School	6	3.0	2	3.4	3	3.9	13	1.6
Social Agencies or Socialworker	35	17.5	8	13.6	14	18.2	6	20.3
Others	21	10.5	7	11.8	8	10.4	26	9.4

TABLE 27

SOURCE OF HELP			$500-$2999		$3000-Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Church	77	38.5	39	39.4	38	37.6
Doctor and Psychiatrist	13	6.5	7	7.1	6	5.9
Lawyer, Court, or Police	48	24.0	21	21.2	27	26.7
School	6	3.0	4	4.0	2	2.0
Social Agencies or Socialworker	35	17.5	18	18.2	17	16.9
Others	21	10.5	10	10.1	11	10.9

TABLE 28
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON RACE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Caucasian		Non-Caucasian	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	24	100.0
Church	77	38.5	70	40.0	7	28.0
Doctor and Psychiatrist	13	6.5	12	6.9	1	4.0
Lawyer, Court, or Police	48	24.0	41	23.4	7	28.0
School	6	3.0	6	3.4		
Social Agencies or Socialworker	35	17.0	33	18.9	2	8.0
Others	21	10.5	13	7.4	8	32.0

TABLE 29
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON SEX (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Church	77	38.5	22	32.4	55	41.7
Doctor and Psychiatrist	13	6.5	3	4.4	10	7.6
Lawyer, Court, or Police	48	24.0	19	27.9	29	22.0
School	6	3.0	4	5.9	2	1.5
Social Agencies or SocialWorker	35	17.0	10	14.7	25	18.9
Others	21	10.5	10	14.7	11	8.3

TABLE 30
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON BIRTHPLACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Jackson County		Michigan		Outside Mich.	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Church	77	38.5	40	37.8	13	31.7	24	45.3
Doctor and Psychiatrist	13	6.5	6	5.7	3	7.3	4	7.5
Lawyer, Court, or Police	48	24.0	31	29.2	11	26.8	6	11.3
School	6	3.0	3	2.8	2	4.8	1	1.9
Social Agencies or Social Worker	35	17.5	16	15.1	9	21.9	10	18.9
Others	21	10.5	10	9.4	3	7.3	8	15.1

TABLE 31
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON MARITAL STATUS
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Married		Separated Divorced-Widowed		Single	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Church	77	38.5	48	44.4	26	34.2	3	18.8
Doctor and Psychiatrist	13	6.5	3	2.8	6	7.9	4	25.0
Lawyer, Court, or Police	48	24.0	23	21.3	20	26.3	5	31.2
School	6	3.0	2	1.9	4	5.3		
Social Agencies or Social Worker	35	17.5	19	17.6	13	17.1	3	18.8
Others	21	10.5	13	12.0	7	9.2	1	6.2

TABLE 32
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON NUMBER IN HOUSEHOLD
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			One-Five		Six-Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Church	77	38.5	66	41.0	11	28.2
Doctor and Psychiatrist	13	6.5	6	3.7	7	17.9
Lawyer, Court, or Police	48	24.0	39	24.2	9	23.1
School	6	3.0	5	3.1	1	2.6
Social Agencies or Social Worker	35	17.5	28	17.4	7	17.9
Others	21	10.5	17	10.6	4	10.3

TABLE 33
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON RELIGION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Church	77	38.5	55	35.3	19	50.0	3	50.0
Doctor and Psychiatrist	13	6.5	10	6.4	2	5.3	1	16.7
Lawyer, Court, or Police	48	24.0	43	27.6	5	13.2		
School	6	3.0	5	3.2			1	16.7
Social Agencies or Social Worker	35	17.5	28	17.9	7	18.4		
Others	21	10.5	15	9.6	5	13.1	1	16.7

TABLE 34
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON EDUCATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			College		High School		Eighth Grade	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Church	77	38.5	10	29.4	38	33.7	29	54.7
Doctor and Psychiatrist	13	6.5	2	5.9	9	8.0	2	3.8
Lawyer, Court, or Police	48	24.0	12	35.2	30	26.5	6	11.3
School	6	3.0	4	11.8	1	0.9	1	1.9
Social Agencies Or Social Worker	35	17.5	4	11.8	24	21.2	7	13.2
Others	21	10.5	2	5.9	11	9.7	8	15.1

TABLE 35
DIVISION OF OPINION CONCERNING WHERE A COUPLE WHOSE QUARRELING IS HARMING THEIR CHILDREN SHOULD BE ADVISED TO GO FOR HELP; BASED UPON OCCUPATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Varied Occupations*		Non-Wage Earners		Clerical and Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Church	77	38.5	36	45.6	32	35.5	9	29.0
Doctor and Psychiatrist	13	6.5	2	2.5	7	7.8	4	12.9
Lawyer Court, or Police	48	24.0	7	8.9	35	38.9	6	19.3
School	6	3.0	2	2.5	3	3.3	1	3.3
Social Agencies or Social Worker	35	17.5	23	29.1	5	5.6	7	22.6
Others	21	10.5	9	11.4	8	8.9	4	12.9

* Includes people in Agriculture, Trade, Transportation, Industries, Domestic, and Personal Service.

QUESTION 4

"Suppose you knew a family where the father was dead and the mother was unable to work, where would you advise this mother to get help?"

TABLE 36

AGENCY OR PERSON RECOMMENDED	PERCENTAGE	NUMBER
A.D.C.	25.5	51
Community Chest	2.0	4
Council of Social Agencies	1.0	2
Employment Bureau	1.0	2
Family Service	1.0	2
Friend of the Court	1.0	2
I Don't Know	1.5	3
Judge of Juvenile Court	1.5	3
Lawyer	1.0	2
Michigan Children's Aid	4.5	9
Minister	3.0	6
Neighbor	0.5	1
Priest	5.5	11
Prosecuting Attorney	1.0	2
Red Cross	1.0	2
Salvation Army	3.5	7
Social Security Office	1.5	3
Welfare	44.5	89

For this question FAMILY SERVICE was placed twelfth along with the Council of Social Agencies, Employment Bureau, Friend of the Court, Lawyer, Prosecuting Attorney, and Red Cross preceded by Welfare, A.D.C., Priest, Michigan Childrens' Aid, Salvation Army, Minister, Community Chest, Judge of Juvenile Court, Social Security office, and I Don't Know and followed by Neighbor; this is shown in Table 36 together with the number of individuals who made the choices and the percentage of their total number.

Table 37 shows the agency or group recommended according to age of interviewee; Table 38 according to income; Table 39 according to race; Table 40 according to sex; Table 41 according to birthplace; Table 42 according to marital status; Table 43 according to number in household; Table 44 according to religion; Table 45 according to education; and Table 46 according to occupation.

Grouped under the heading Church for this question are Minister and Priest; under Other Social Agencies are Community Chest, Council of Social Agencies, Family Service, Michigan Children's Aid Society, Red Cross, and Salvation Army; under Other are listed I Don't Know, Unemployment Bureau, Friend of the Court, Juvenile Court, Lawyer, Neighbors, Prosecuting Attorney, and Social Security Office.

From these tables it is very evident that the majority of the people interviewed had some knowledge of either Aid to Dependent Children, or of the function of the Bureau of Social Aid and the Welfare which are housed in the same building.

TABLE 37
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON AGE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			21-34		35-49		50-100	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
A.D.C.	51	25.5	13	22.0	25	32.5	13	20.3
Church	17	8.5	8	13.6	6	7.8	3	4.7
Other Social Agencies	26	13.0	9	15.2	8	10.4	9	14.1
Others	18	9.0	6	10.2	6	7.8	6	9.4
Welfare	88	44.0	23	39.0	32	41.5	33	51.5

TABLE 38
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON INCOME
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			$500-$2999		$3000-Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
A.D.C.	51	25.5	22	22.2	29	28.7
Church	17	8.5	7	7.1	10	9.9
Other Social Agencies	26	13.0	13	13.1	13	12.9
Others	18	9.0	7	7.1	11	10.9
Welfare	88	44.0	50	50.5	38	37.6

TABLE 39
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Caucasian No.	Percent	Non-Caucasian No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
A.D.C. at the Bureau of Social Aid	51	25.5	47	26.9	4	16.0
Church	17	8.5	14	8.0	3	12.0
Other Social Agencies	26	13.0	19	10.8	7	28.0
Others	18	9.0	14	8.0	4	16.0
Welfare	88	44.0	81	46.3	7	28.0

TABLE 40
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON SEX
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Male No.	Percent	Female No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
A.D.C. at the Bureau of Social Aid	51	25.5	21	30.9	30	22.7
Church	17	8.5	4	5.9	13	9.8
Other Social Agencies	26	13.0	7	10.3	19	14.4
Others	18	9.0	7	10.3	11	8.3
Welfare	88	44.0	29	42.6	59	44.8

TABLE 41
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON BIRTHPLACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Jackson County No.	Percent	Michigan No.	Percent	Outside Mich. No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
A.D.C.	51	25.5	27	25.5	12	29.3	12	22.7
Church	17	8.5	9	8.5	4	9.7	4	7.6
Other Social Agencies	26	13.0	15	14.1	6	14.6	5	9.4
Others	18	9.0	10	9.4	2	4.9	6	11.3
Welfare	88	44.0	45	42.5	17	41.5	26	49.0

TABLE 42
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON MARITAL STATUS
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Married No.	Percent	Separated Divorced-Widowed No.	Percent	Single No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
A.D.C.	51	25.5	29	26.8	18	23.7	4	25.0
Church	17	8.5	10	9.4	5	6.6	2	12.5
Other Social Agencies	26	13.0	6	5.5	17	22.3	3	18.7
Others	18	9.0	6	5.5	12	15.8		
Welfare	88	44.0	57	52.8	24	31.6	7	43.8

TABLE 43

DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON NUMBER LIVING IN THE HOUSEHOLD (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	One-Five No.	Percent	Six-Ten No.	Percent
TOTAL	200	100.0	141	100.0	39	100.0
A.D.C.	51	25.5	39	24.2	12	30.8
Church	17	8.5	13	9.1	4	10.3
Other Social Agencies	26	13.0	19	11.8	7	17.9
Others	18	9.0	16	9.9	2	5.1
Welfare	88	44.0	74	46.0	14	35.9

TABLE 44

DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON RELIGION (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Protestant No.	Percent	Catholic No.	Percent	Jew No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
A.D.C.	51	25.5	39	25.0	11	28.9	1	16.7
Church	17	8.5	6	3.9	11	28.9		
Other Social Agencies	26	13.0	22	14.1	3	8.0	1	16.7
Others	18	9.0	10	6.4	6	15.8	2	33.3
Welfare	88	44.0	79	50.6	7	18.4	2	33.3

TABLE 45
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON EDUCATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	College No.	College Percent	High School No.	High School Percent	Eighth Grade No.	Eighth Grade Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
A.D.C.	51	25.5	6	17.6	33	29.2	12	22.6
Church	17	8.5	7	20.6	7	6.2	3	5.7
Other Social Agencies	26	13.0	8	23.5	9	8.0	9	17.0
Others	18	9.0	4	11.8	5	4.4	9	17.0
Welfare	88	44.0	9	26.5	59	52.2	20	37.7

TABLE 46
DIVISION OF OPINION CONCERNING WHERE THE FAMILY OF A DECEASED MAN SHOULD GO FOR HELP; BASED UPON OCCUPATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Varied Occupations* No.	Varied Occupations* Percent	Non-Wage Earners No.	Non-Wage Earners Percent	Clerical and Professional No.	Clerical and Professional Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
A.D.C.	51	25.5	17	21.5	25	27.8	9	29.0
Church	17	8.5	11	13.9	2	2.2	4	12.9
Other Social Agencies	26	13.0	13	16.5	4	4.4	9	29.0
Others	18	9.0	7	8.9	9	10.0	2	6.5
Welfare	88	44.0	31	39.2	50	55.6	7	22.6

* Includes people in Agriculture, Trade, Transportation, Industries, Domestic, and Personal Service

QUESTION FIVE

"Suppose you knew the parents of a school age child who is having trouble in school and getting out of control at home, where would you advise them to go?"

TABLE 47

PERSON OR PLACE RECOMMENDED	PERCENTAGE	NUMBER
Attendance Officer	4.0	8
Board of Education	1.5	3
Children's Guidance Center	0.5	1
Doctor	2.0	4
Family Service Agency	6.0	12
I Don't Know	1.5	3
Juvenile Court	9.0	18
Michigan Children's Aid Society	9.0	18
Minister	3.5	7
Mother Superior	0.5	1
Police	1.5	3
Priest	5.5	11
Principal	25.5	51
Probation Officer	1.5	3
Psychiatrist	1.0	2
P.T.A.	0.5	1
St. Joseph Home for Boys	1.5	3
Sunday School Teacher	0.5	1

TABLE 47 (CONT'D)

PERSON OR PLACE RECOMMENDED	PERCENTAGE	NUMBER
Teacher	11.5	23
Visiting Nurse	0.5	1
Visiting Teacher	8.0	16
Welfare	0.5	1
A Spanking in the Wood Shed	1.0	2

On this question FAMILY SERVICE was rated fifth preceded by Principal, Juvenile Court, Visiting Teacher, and Priest and followed by Attendance Officer. This is shown on Table 47 along with the numbers and percentages of individuals out of the two hundred contracted who made these choices. Tables 48, 49, 50, 51, 52, 53, 54, 55, 56, and 57 are tabulations of question five and show that the majority of the people felt such a problem should be handled by the schools or by school people.

Compiled under the heading of Church are Minister, Priest, and Sunday School Teacher; under Court or Police are Juvenile Court, Juvenile Home, Police, and Probation Officer; under School are Attendance Officer, Board of Education, Mother Superior, Principal, P.T.A., Teacher, and Visiting Teacher; under Social Agencies are Children's Guidance Center, Family Service Agency, Michigan Children's Aid Society, St. Joseph Home for Boys, and Welfare; under

<u>Others</u> are Doctor, I Don't Know, Psychiatrist, Visiting Nurse, and A Spanking in the Wood Shed.

TABLE 48
DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON AGE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	21-34 No.	Percent	35-49 No.	Percent	50-100 No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Church	20	10.0	5	8.5	5	6.5	10	15.6
Court or Police	31	15.5	9	15.3	11	14.3	11	17.2
School	102	51.0	34	57.6	40	51.9	28	43.8
Social Agencies	35	17.5	8	13.7	16	20.8	11	17.2
Other	12	6.0	3	5.1	5	6.5	4	6.2

TABLE 49
DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON INCOME (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	$500-$2999 No.	Percent	$3000-Up No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Church	20	10.0	8	8.1	12	11.9
Court or Police	31	15.5	7	7.1	24	23.8
School	102	51.0	53	53.5	49	48.5
Social Agencies	35	17.5	28	28.3	7	6.9
Other	12	6.0	3	3.0	9	8.9

TABLE 50

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON RACE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Caucasian		Non-Caucasian	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Church	20	10	19	10.9	1	4.0
Court or Police	31	15.5	26	14.8	5	20.0
School	102	51.0	92	52.6	10	40.0
Social Agencies	35	17.5	29	16.6	6	24.0
Others	12	6.0	9	5.1	3	12.0

TABLE 51

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO FOR HELP; BASED UPON SEX (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132.	100.0
Church	20	10	7	10.3	13	9.9
Court or Police	31	15.5	12	17.6	19	14.4
School	102	51.0	38	55.9	64	48.5
Social Agencies	35	17.5	8	11.8	21	20.4
Others	12	6.0	3	4.4	9	6.8

TABLE 52
DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON BIRTHPLACE (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Jackson County No.	Percent	Michigan No.	Percent	Outside Mich. No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Church	20	10.0	9	8.5	4	9.7	7	13.2
Court or Police	31	15.5	21	19.8	5	12.2	5	9.4
School	102	51.0	59	55.6	18	43.9	25	47.2
Social Agencies	35	17.5	13	12.3	10	24.5	12	22.6
Others	12	6.0	4	3.8	4	9.7	4	7.6

TABLE 53
DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON MARITAL STATUS (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP	No.	Percent	Married No.	Percent	Separated Widowed-Divorced No.	Percent	Single No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Church	20	10.0	12	11.1	7	9.2	1	6.3
Court or Police	31	15.5	14	13.0	16	21.0	1	6.3
School	102	51.0	56	51.8	36	47.4	10	62.4
Social Agencies	35	17.5	18	16.7	14	18.4	3	18.7
Others	12	6.0	8	7.4	3	3.9	1	6.3

TABLE 54

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON NUMBER IN HOUSEHOLD (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			One-Five		Six-Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Church	20	10.0	15	9.3	5	12.8
Court or Police	31	15.5	23	14.3	8	20.5
School	102	51.0	86	53.4	16	41.0
Social Agencies	35	17.5	26	16.1	9	23.1
Others	12	6.0	11	6.9	1	2.6

TABLE 55

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON RELIGION (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Protestant		Catholic		Jew	
	No.	Percent	No.	Percnet	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Church	20	10.0	8	5.1	12	31.6		
Court or Police	31	15.5	27	17.3	3	7.9	1	16.7
School	102	51.0	92	59.0	10	26.3		
Social Agencies	35	17.5	26	16.7	6	15.8	3	50.0
Others	12	6.0	3	1.9	7	18.4	2	33.3

TABLE 56

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON EDUCATION (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			College		High School		Eighth Grade	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Church	20	10.0	6	17.7	9	8.0	5	9.4
Court or Police	31	15.5	4	11.8	18	15.9	9	17.0
School	102	51.0	10	29.4	68	60.2	24	45.2
Social Agencies	35	17.5	12	35.2	12	10.6	11	20.8
Other	12	6.0	2	5.9	6	5.3	4	7.6

TABLE 57

DIVISION OF OPINION CONCERNING WHERE TO ADVISE THE PARENTS OF A SCHOOL AGE CHILD WHO IS HAVING TROUBLE IN SCHOOL AND GETTING OUT OF CONTROL AT HOME TO GO FOR HELP; BASED UPON OCCUPATION (EXPRESSED IN NUMBERS AND PERCENTAGES)

SOURCE OF HELP			Varied Occupations*		Non-Wage Earners		Clerical and Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Church	20	10.0	3	3.8	14	15.6	3	9.7
Court or Police	31	15.5	11	13.9	11	12.2	9	29.0
School	102	51.0	50	63.3	43	47.8	9	29.0
Social Agencies	35	17.5	9	11.4	19	21.1	7	22.6
Other	12	6.0	6	7.6	3	3.3	3	9.7

* Includes people in Agriculture, Trade, Transportation, Industries, Domestic, and Personal Service.

QUESTION SIX

Does Jackson have any of the following?

Jackson does not have a Children's Guidance Center, or a State Hospital, or a County Health Department, but does have all of the other agencies listed in the question.

TABLE 58

NAME OF AGENCY	YES	NO	I DON'T KNOW
Children's Guidance Center	56	68	76
Council of Social Agencies	97	42	61
State Hospital	37	129	34
Michigan Children's Aid	117	39	44
Family Service	102	39	59
Goodwill Industries	143	34	53
Bureau of Social Aid	119	34	47
County Health Department	113	47	40

On this question FAMILY SERVICE ranked fifth according to community knowledge with more people being able to give a correct answer about the Bureau of Social Aid, Goodwill Industries, Michigan Children's Aid and State Hospital.

QUESTION SEVEN

"If a friend asked you to tell what a social caseworker does, what would you say?"

Tabulations of this question are reported in Tables 60, 61, 62, 63, 64, 65, 66, 67, 68, and 69. These Tables show that 99 or 49.5% of the interviewees thought of a social caseworker as an investigator; 41, or 20.5%, thought of a social caseworker as someone giving help with personal, social, and family problems; and 24, or 12% of the interviewees, did not know what a social caseworker was; while 11, or 5.5%, thought of social workers as "snoopers". The Tables show that 117, or 58.5% of the people interviewed, thought in terms of investigation or questioning while only 58, or 29%, had any realization of the help given by caseworkers and even this group often thought in terms of some welfare agency rather than of a profession.

TABLE 59

OPINION OF SOCIAL WORKERS	PERCENTAGE	NUMBER
Aids in personal adjustment	2.0	4
Answers personal questions	0.5	1
Asks questions	3.0	6
Church worker who gives baskets to the poor	0.5	1
Finds homes for people	0.5	1

TABLE 59 (Cont'd)

OPINION OF SOCIAL WORKERS	PERCENTAGE	NUMBER
Gives help with Personal, Social and Family Problems	20.5	41
Gives Welfare Orders	1.0	2
Helps People who need it	1.0	2
Investigator	49.5	99
Just another job	0.5	1
Poor man's psychiatrist	0.5	1
Red Cross Worker	0.5	1
School Attendance Officer	0.5	1
Snoops around	5.5	11
Solicits money for the Community Chest	0.5	1
Worker at the Bureau of Social Aid	1.0	2
Worker in the Juvenile Court	0.5	1
I Don't Know	12.0	24

Compiled together under Gives Help are: Aids in personal adjustment, Answers personal questions, Finds homes for people, Gives help with personal, social, and family problems, Gives welfare orders, Helps people who need it, and Poor man's psychiatrist; under Snoops around or asks Questions are: Asks questions, and Snoops around; under Others are: Church worker who gives baskets to the poor, Just another job, Red Cross worker, School attendance officer, Solicits money for the Community Chest, Worker

at the Bureau of Social Aid, Worker in the Juvenile Court, and I don't know.

TABLE 60
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON AGE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			21-34		35-49		50-100	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Gives Help	52	26.0	12	20.3	17	22.1	23	35.9
Investigator	99	49.5	33	55.9	40	52.0	26	40.6
Snoops Around Asks Questions	17	8.5	6	10.2	7	9.1	4	6.3
Others	32	16.0	8	13.6	13	16.8	11	17.2

TABLE 61
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON INCOME
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			$500 -$2999		$3000 - Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Gives Help	52	26.0	34	34.3	18	17.8
Investigator	99	49.5	44	44.4	55	54.4
Snoops around Asks Questions	17	8.5	4	4.1	13	12.9
Others	32	16.0	17	17.2	15	14.9

TABLE 62
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASSED UPON SEX
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Gives Help	52	26.0	34	50.0	18	13.6
Investigator	99	49.5	11	16.2	88	66.7
Snoops Around Asks Questions	17	8.5	11	16.2	6	4.5
Other	32	16.0	12	17.6	20	15.2

TABLE 63
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			Caucasian		Non-Caucasian	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Gives Help	52	26.0	45	25.7	7	28.0
Investigator	99	49.5	90	51.4	9	36.0
Snoops Around Asks Questions	17	8.5	14	8.0	5	12.0
Others	32	16.0	26	14.9	6	24.0

TABLE 64
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIAL WORKER; BASED UPON BIRTHPLACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			Jackson County		Michigan		Outside Mich.	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Gives Help	52	26.0	34	32.1	11	26.8	7	13.2
Investigator	99	49.5	61	57.5	14	34.2	24	45.3
Snoops Around Asks Questions	17	8.5	4	3.8	3	7.3	10	18.9
Others	32	16.0	7	6.6	13	31.7	12	22.6

TABLE 65
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIAL WORKER; BASED UPON MARITAL STATUS
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			Married		Separated Widowed-Divorced		Single	
	No.	PERCENT	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Gives Help	52	26.0	34	31.5	13	17.1	5	31.3
Investigator	99	49.5	51	47.2	40	52.6	8	50.0
Snoops Around Asks Questions	17	8.5	2	1.9	14	18.4	1	6.3
Others	32	16.0	21	19.4	9	11.9	2	12.4

TABLE 66
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON HOUSEHOLD
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			One-Five		Six-Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Give Help	52	26.0	39	24.2	13	33.3
Investigator	99	49.5	86	53.4	13	33.3
Snoops Around Asks Questions	17	8.5	8	5.0	9	23.1
Others	32	16.0	28	17.4	4	10.3

TABLE 67
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON RELIGION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Gives Help	52	26.0	39	25.0	11	29.0	2	33.3
Investigator	99	49.5	84	53.9	13	34.2	2	33.3
Snoops Around Asks Questions	17	8.5	10	6.4	6	15.8	1	16.7
Others	32	16.0	23	14.7	8	21.0	1	16.7

TABLE 68
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON EDUCATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			College		High School		Eighth Grade	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Gives Help	52	26.0	5	14.7	26	23.0	21	39.6
Investigator	99	49.5	13	38.2	66	58.4	20	37.8
Snoops Around Asks Questions	17	8.5	6	17.7	4	3.5	7	13.2
Others	32	16.0	10	29.4	17	15.1	5	9.4

TABLE 69
THE DIVISION OF OPINION CONCERNING THE KIND OF WORK DONE BY A SOCIALWORKER; BASED UPON OCCUPATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

OPINION OF SOCIAL WORKER			Varied Occupations*		Non-Wage Earners		Clerical and Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Gives Help	52	26.0	23	29.1	21	23.4	8	26.0
Investigator	99	49.5	34	43.1	54	60.	11	35.0
Snoops Around Asks Questions	17	8.5	8	10.1	4	4.4	5	16.0
Others	32	16.0	14	17.7	11	12.2	7	23.0

QUESTION EIGHT

"What education do you think a social caseworker should have?"

The lowest amount of formal education given was having finished the eighth grade, the highest was seven years of college, the average amount of training thought to be necessary was two years of college. The requirement for a qualified social worker at Family Service is a two years master degree from an approved school of social work.

TABLE 70

EDUCATION NEEDED BY SOCIAL WORKER	NUMBER	PERCENT
7 years of college	1	0.5
M.S.W.	12	6.0
6 years of college	10	5.0
5 years of college	4	2.0
4 years of college	48	24.0
3 years of college	4	2.0
2 years of college	27	13.5
1 year of college	10	5.0
1 year of Business College	1	0.5
12th grade	48	24.0
10th grade	6	3.0
9th grade	3	1.5
8th grade	1	0.5

TABLE 70 (CONT'D)

EDUCATION NEEDED BY SOCIAL WORKER	NUMBER	PERCENT
Don't know	17	8.5
Doesn't matter if the heart if right	4	2.0
Not much of any education, anyone can do social work	4	2.0

DIVISION OF OPINION CONCERNING EDUCATIONAL TRAINING FOR A SOCIAL WORKER (EXPRESSED IN NUMBERS AND PERCENTAGES)

TABLE 71

BASED UPON AGE

EDUCATION NEEDED BY SOCIAL WORKER			21-34		35-49		50-100	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Graduate Study	27	13.5	8	13.5	10	13.0	9	14.1
Some College or Degree	90	45.0	25	42.4	36	46.9	29	45.3
High School or Less	83	41.5	26	44.1	31	40.1	26	40.6

TABLE 72

BASED UPON INCOME

EDUCATION NEEDED BY SOCIAL WORKER			$500-$2999		$3000-Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Graduate Study	27	13.5	11	11.1	16	15.8
Some College or Degree	90	45.0	41	41.4	49	48.5
High School or Less	83	41.5	47	47.5	36	35.7

TABLE 73

BASED UPON RACE

EDUCATION NEEDED BY SOCIAL WORKER			Caucasian		Non-Caucasian	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Graduate Study	27	13.5	19	10.8	8	32.0
Some College or Degree	90	45.0	81	46.3	9	36.0
High School or Less	83	41.5	75	42.9	8	32.0

DIVISION OF OPINION CONCERNING EDUCATIONAL TRAINING FOR A SOCIAL WORKER (EXPRESSED IN NUMBERS AND PERCENTAGES)

TABLE 74

BASED UPON SEX

EDUCATION NEEDED BY SOCIAL WORKER			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Graduate Study	27	13.5	9	13.3	18	13.6
Some College or Degree	90	45.0	33	48.5	57	43.2
High School or Less	83	41.5	26	38.2	57	43.2

TABLE 75

BASED UPON BIRTHPLACE

EDUCATION NEEDED BY SOCIAL WORKER			Jackson County City and County		Michigan		Outside Michigan	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Graduate Study	27	13.5	13	12.3	7	17.1	7	13.2
Some College or Degree	90	45.0	68	64.1	14	34.2	22	41.5
High School or Less	83	41.5	25	23.6	20	48.7	24	45.3

TABLE 76

BASED UPON MARITAL STATUS

EDUCATION NEEDED BY SOCIAL WORKER			Married		Separated Widowed-Divorced		Single	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Graduate Study	27	13.5	15	13.9	12	15.8		
Some College or Degree	90	45.0	47	43.5	40	52.6	3	18.8
High School or Less	83	41.5	46	42.6	24	31.6	13	81.2

DIVISION OF OPINION CONCERNING EDUCATIONAL TRAINING FOR A SOCIAL WORKER (EXPRESSED IN NUMBERS AND PERCENTAGES)

TABLE 77

BASED UPON RELIGION

EDUCATION NEEDED BY SOCIAL WORKER			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	1[illegible]6	100.0	38	100.0	6	100.0
Graduate Study	27	13.5	[illegible]0	12.8	6	15.8	1	16.6
Some College or Degree	90	45.0	72	46.8	14	36.8	3	50.0
High School or Less	83	41.5	63	40.4	18	47.4	2	33.4

TABLE 78

BASED UPON HOUSEHOLD

EDUCATION NEEDED BY SOCIAL WORKER			One-Five		Six -Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Graduate Study	27	13.5	18	11.2	9	23.1
Some College or Degree	90	45.0	76	47.2	14	35.9
High School or Less	83	41.5	67	41.6	16	41.0

TABLE 79

BASED UPON EDUCATION

EDUCATION NEEDED BY SOCIAL WORKER			College		High School		Eighth Grade	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Graduate Study	27	13.5	6	17.6	19	16.9	2	3.8
Some College or Degree	90	45.0	14	41.2	46	40.6	30	56.6
High School or Less	83	41.5	14	41.2	48	42.5	21	39.6

DIVISION OF OPINION CONCERNING EDUCATIONAL TRAINING FOR A SOCIAL WORKER (EXPRESSED IN NUMBERS AND PERCENTAGES)
TABLE 80
BASED UPON OCCUPATION

EDUCATION NEEDED BY SOCIAL WORKER			Varied Occupations*		Non-Wage Earners		Clerical and Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Graduate Study	27	13.5	5	6.3	9	10.0	13	42.0
Some College or Degree	90	45.0	34	43.0	47	52.2	9	29.0
High School or Less	83	41.5	40	50.7	34	37.8	9	29.0

* Includes people in Agriculture, Trade, Transportation, Industries, Domestic, and Personal Service.

QUESTION NINE

"If you had a hundred dollars ($100) you were giving to three of Jackson's social agencies, to which ones would you give? How much to each one?"

Thirty-four different agencies and groups were given as the answer to this question. In answer to the first part of the question, the Salvation Army was listed the most number of times, and was followed by the Red Cross and the Crippled Children's Society. FAMILY SERVICE was listed twelfth preceded by Salvation Army, Red Cross, Crippled Children's Society, Cancer Society, St. Joseph Home for Boys, Club for the Blind, Tuberculosis Association, Junior Dorcas Society, Boy Scouts, Girl Scouts, and the Day Nursery, and was followed directly by the Y.W.C.A.

The second half of the question, "How much to each one?" gave a variety of divisions of the one hundred dollars. One hundred sixteen, or 58%, of the interviewees divided the money equally between three agencies for thirty-three and one-third dollars to each. Forty-six, or 23%, gave fifty dollars to one agency and twenty-five dollars to two others. Fourteen, or 7%, wanted to have the one hundred dollars divided equally among the fifteen agencies of the Community Chest to give six dollars and sixty-seven cents to each agency. Four, or 2%, gave thirty-three

dollars to two agencies, and thirty-four dollars to one; four gave thirty dollars, twenty dollars and fifty dollars; four gave thirty to two and forty to one; four gave thirty-five to two and thirty to one. Three, or 1.5%, gave eighty dollars to one and ten dollars each to two others. Two, or 1%, wanted to give entirely to individuals rather than to agencies; two gave seventy-five dollars to one, fifteen dollars to one and ten dollars to one. One, or .5%, gave seventy-five, twenty and five dollars to three different agencies.

The following Table number 81 shows the tabulations of the amounts given to each agency.

TABLE 31

DIVISION OF THE $20,000 WHICH WOULD BE GIVEN BY 200 FAMILIES TO ANY THREE SOCIAL AGENCIES WOULD BE AS FOLLOWS: (EXPRESSED IN DOLLARS AND PERCENTAGES)

NAME OF AGENCY	AMOUNT TO BE GIVEN	PERCENTAGE
TOTAL	$20,000	100.0
Salvation Army	2,881	14.4
Red Cross	2,287	11.4
Crippled Childrens' Society	2,058	10.3
Cancer Society	1,454	7.3
St. Joseph Home for Boys	1,292	6.5
Club for the Blind	1.121	5.6
Tuberculosis Association	941	4.7
Junior Dorcas Society	819	4.1
Boy Scouts	582	2.9
Girl Scouts	534	2.7
Day Nursery	499	2.5
FAMILY SERVICE	491	2.4
Y.W.C.A.	457	2.3
Friendly Home	399	2.0
Florence Crittenton Home	399	2.0
Mercy Hospital	374	1.8
St. Vincent De Paul	349	1.7
Goodwill Industries	341	1.6
County Home	257	1.3
Needlework Guild	241	1.2

TABLE 81 CONTINUED

NAME OF AGENCY	AMOUNT TO BE GIVEN	PERCENTAGE
Bureau of Social Aid	$224	1.1
Individuals Who Need Help	224	1.1
Recreation Council	224	1.1
Y.M.C.A.	215	1.0
Starr Commonwealth	211	1.0
Lloyd George Home	191	.9
Odd Fellows Home	159	.8
Juvenile Home	158	.8
Public Library	157	.8
Foote Hospital	157	.8
Church Groups	157	.8
Alcoholic's Anonymous	149	.7
Health Department	149	.7
Women's Club	149	.7

QUESTION TEN

"If you were giving one hundred dollars ($100 to three Community Chest agencies you think are the most helpful in Jackson, to which of the following would you give?

A study of this question showed that the Crippled Children's Society was listed the most number of times, having ninety-five votes, with the Club of the Blind being second, and the Salvation Army third. FAMILY SERVICE was eighth, being preceded by the Crippled Children's Society, Club for the Blind, Salvation Army, St. Joseph Home for Boys, Boy Scouts, Day Nursery, and Michigan Children's Aid Society, and followed by Mercy Hospital, Florence Crittenton Home, Recreation Council, Y.M.C.A., Girl Scouts, Y.W.C.A., and the Council of Social Agencies.

TABLE 82

AGENCY	PERCENTAGE	DOLLARS
TOTAL	100.0	$600.
Boy Scouts	8.5	51.
Club for the Blind	15.0	90.
Crippled Children's Society	15.7	95.
Council of Social Agencies		
Day Nursery	6.5	39.
FAMILY SERVICE	5.0	30.
Florence Crittenton Home	4.0	24.

TABLE 82 CONTINUED

AGENCY	PERCENTAGE	DOLLARS
Girl Scouts	2.0	$12.
Recreation Council	3.5	21.
Mercy Hospital	4.0	24.
Michigan Children's Aid	6.0	36.
Salvation Army	14.5	87.
St. Joseph Home for Boys	11.2	67.
Y.M.C.A.	3.0	18.
Y.W.C.A.	2.0	6.

QUESTION ELEVEN

Tabulation of question eleven shows that fifty-eight, or 29%, of the answers were that counseling in family and personal problems is the service given by a Family Service Agency; forty-nine, or 25.5%, did not know what services were given; and thirty-nine, or 19.5%, thought housing was the major function of the agency; while twenty-one, or 10.5%, said the giving of food, clothing, and financial aid was the main objective.

TABLE 83

SERVICE GIVEN	PERCENTAGE	NUMBER
Budget help	8.0	16
Counseling in Family and Personal Problems	29.0	58
Family Laundry	0.5	1
Gives food, clothing, and financial aid	10.5	21
Guidance for girls in trouble	0.5	1
Help where children are not wanted	2.0	4
Help with illness	1.5	3
Housing	19.5	39
I don't know	24.5	49
Information on birth control	0.5	1
Not much of any service	1.5	3
Nursing or home care	1.0	2
Work that should be done by a Rabbi, Priest, or Minister	1.0	2

Tabulation of question eleven, which asked, "What services do you think are given by a Family Service Agency?", appears in Tables 84, 85, 86, 87, 88, 89, 90, 91, and 92 on the following pages.

The services given are condensed under the following headings: under Counseling, Guidance, or Information are Budget help, Counseling in family and personal problems, Guidance for girls in trouble, Help where children are not wanted, Information on birth control, and Work that should be done by a rabbi, priest, or minister; under Help of a Financial or Service Type are Gives food, clothing, and financial aid, Help with illness, Nursing or home care; under Others are Family laundry, Housing, I don't know, Not much of any service.

From this question it is evident that, of the people who knew of Family Service, most had sufficient information concerning the agency. However, there are still too many who do not have enough information that is reliable or dependable. They should be informed more accurately through an expanded program of public relations.

TABLE 84
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASE D UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN	No.	Percent	21-34 No.	Percent	35-49 No.	Percent	50-100 No.	Percent
TOTAL	200	100.0	59	100.0	77	100.0	64	100.0
Counseling, Guidance or Information	82	41	29	49.2	25	32.4	28	43.7
Help of a Financial or Service Type	26	13	9	75.2	7	9.1	10	15.6
Others	92	46	21	35.6	45	58.4	26	40.6

TABLE 85
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON INCOME
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN	No.	Percent	$500-$2999 No.	Percent	$3000-Up No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Counseling, Guidance or Information	82	41	47	47.5	35	34.6
Help of a Financial or Service Type	26	13	13	13.1	13	12.9
Others	92	46	39	39.4	53	52.5

TABLE 86
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN	No.	Percent	Caucasian No.	Percent	Non-Caucasian No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Counseling, Guidance Or Information	82	41.0	71	40.6	11	44.0
Help of a Financial or Service Type	26	13.0	23	13.1	3	12.0
Others	92	46.0	81	46.3	10	44.0

TABLE 87
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON SEX
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN	No.	Percent	Male No.	Percent	Female No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Counseling Guidance or Information	82	41.0	24	35.3	58	43.9
Help of a Financial or Service Type	26	13.0	11	16.2	15	11.4
Other	92	46.0	33	48.5	59	44.7

TABLE 88
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON RELIGION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Counseling, Guidance or Information	82	41.0	64	41.0	15	39.5	3	50.0
Help of a Financial or Service Type	26	13.0	17	10.9	7	18.4	2	33.3
Other	92	46.0	75	48.1	16	42.1	1	16.7

TABLE 89
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON BIRTHPLACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN			Jackson County		Michigan		Outside Michigan	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Counseling, Guidance or Information	82	41.0	58	54.7	9	22.0	15	28.3
Help of a Financial or Service Type	26	13.0	11	10.4	8	19.5	7	13.2
Other	92	46.0	37	34.9	24	58.5	31	58.5

TABLE 90
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON MARITAL STATUS
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN	No.	Percent	Married No.	Percent	Separated Widowed-Divorced No.	Percent	Single No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Counseling, Guidance Or Information	82	41.0	48	44.5	30	39.5	4	25.0
Help of a Financial or Service Type	26	13.0	9	8.3	10	13.1	7	43.7
Others	92	46.0	51	47.2	36	47.4	5	31.3

TABLE 91
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON HOUSEHOLD
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN	No.	Percent	One-Five No.	Percent	Six-Ten No.	Percent
TOTAL	200	100.0	161	100.0	39	100.0
Counseling, Guidance Or Information	82	41.0	70	43.5	12	30.8
Help of a Financial or Service Type	26	13.0	7	4.3	19	48.7
Others	92	46.0	84	52.2	8	20.5

TABLE 92
DIVISION OF OPINION CONCERNING WHAT SERVICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON EDUCATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN			College		High School		Eighth	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Counseling, Guidance or Information	82	41	9	26.5	50	44.3	23	43.4
Help of a Financial or Service Type	26	13	4	11.7	10	8.8	12	22.6
Others	92	46	21	61.8	53	46.9	18	34.0

TABLE 93
DIVISION OF OPINION CONCERNING WHAT SER VICES ARE GIVEN BY A FAMILY SERVICE AGENCY; BASED UPON OCCUPATION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

SERVICE GIVEN			Varied Occupation*		Non-Wage Earners		Clerical Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Counseling, Guidance or Information	82	41	28	34.5	31	34.4	23	74.2
Help of a Financial or Service Type	26	13	2	2.5	17	18.9	7	25.6
Others	92	46	49	62.0	42	46.7	1	3.2

QUESTION TWELVE

TABLE 94
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON INCOME
(EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED			$500-$2999		$3000-Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	92	100.0	101	100.0
Doctor	19	9.5	9	9.2	10	9.9
Friend	24	12.0	13	13.1	11	10.9
Lawyer	21	10.5	12	12.1	9	8.9
Mailman	2	1.0	2	2.0		
Minister	49	24.5	24	24.3	25	24.7
Neighbor	2	1.0	2	2.0		
Policeman	4	2.0	3	3.0	1	1.0
Priest	34	17.0	17	17.2	17	16.9
Relative	19	9.5	8	8.1	11	10.9
Stranger	5	2.5	3	3.0	2	1.9
Social Worker	16	8.0	3	3.0	13	12.9
Teacher	3	1.5	2	2.0	1	1.0
Wife	2	1.0	1	1.0	1	1.0

TABLE 95
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON RACE
(EXPRESSED IN NUMBERS AND PERCENTAGES)

			Caucasian		Non-Caucasian	
INDIVIDUAL LISTED	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Doctor	19	9.5	17	9.7	2	8.0
Friend	24	12.0	23	13.1	1	4.0
Lawyer	21	10.5	18	10.3	3	12.0
Mailman	2	1.0	2	1.2		
Minister	49	24.5	39	22.3		40.0
Neighbor	2	1.0	2	1.2		
Policeman	4	2.0	4	2.3		
Priest	34	17.0	34	19.4		
Relative	19	9.5	16	9.1	3	12.0
Stranger	5	2.5	4	2.3	1	4.0
Socialworker	16	8.0	13	7.4	3	12.0
Teacher	3	1.5	2	1.2	1	4.0
Wife	2	1.0	1	0.5	1	4.0

TABLE 96
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON SEX
(EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Doctor	19	9.5	5	7.3	14	10.6
Friend	24	12.0	10	14.7	14	10.6
Lawyer	21	10.5	8	11.8	13	9.8
Mailman	2	1.0			2	1.5
Minister	49	24.5	15	22.1	34	25.7
Neighbor	2	1.0			2	1.5
Policeman	4	2.0	1	1.5	3	2.3
Priest	34	17.0	14	20.6	20	15.2
Relative	19	9.5	7	10.3	12	9.1
Stranger	5	2.5	2	2.9	3	2.3
Socialworker	16	8.0	3	4.4	13	9.9
Teacher	3	1.5	1	1.5	2	1.5
Wife	2	1.0	2	2.9		

TABLE 97
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON BIRTHPLACE (EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED			Jackson County		Michigan		Outside-Michigan *	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Doctor	19	9.5	13	12.3	2	4.9	4	7.5
Friend	24	12.0	10	9.4	6	14.6	8	15.0
Lawyer	21	10.5	13	12.3	7	17.1	1	1.9
Mailman	2	1.0			1	2.4	1	1.9
Minister	49	24.5	20	18.3	14	34.2	15	28.3
Neighbor	2	1.0	1	0.9			1	1.9
Policeman	4	2.0	2	1.9			2	3.8
Priest	34	17.0	23	21.7	5	12.2	6	11.3
Relative	19	9.5	12	11.3	3	7.3	4	7.5
Stranger	5	2.5	1	0.9	1	2.4	3	5.7
Social Worker	16	8.0	9	8.5	2	4.9	5	9.4
Teacher	3	1.5	1	0.9			2	3.8
Wife	2	1.0	1	0.9			1	1.9

* Includes people born in other states and foreign countries.

TABLE 98
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON MARITAL STATUS (EXPRESSED IN NUMBERS AND PERCENTAGES)

			Married		Separated Divorced-Widowed		Single	
INDIVIDUAL LISTED	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Doctor	19	9.5	5	4.6	13	17.1	1	6.3
Friend	24	12.0	10	9.3	13	17.1	1	6.3
Lawyer	21	10.5	15	13.9	5	6.6	1	6.3
Mailman	2	1.0	1	0.9	1	1.3		
Minister	49	24.5	32	29.6	14	18.4	3	18.7
Neighbor	2	1.0	1	0.9	1	1.3		
Policeman	4	2.0	2	1.9	2	2.6		
Priest	34	17.0	22	20.4	9	11.8	3	18.7
Relative	19	9.5	8	7.4	8	10.5	3	18.7
Stranger	5	2.5	1	0.9	3	4.0	1	6.3
Socialworker	16	8.0	9	8.3	5	6.6	2	12.5
Teacher	3	1.5	2	1.9			1	6.3
Wife	2	1.0				2.6		

TABLE 99
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON MEMBERS OF HOUSEHOLD (EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED	No.	Percent	One-Five No.	One-Five Percent	Six-Ten No.	Six-Ten Percent
TOTAL	200	100.0	161	100.0	39	100.0
Doctor	19	9.5	14	8.7	5	12.8
Friend	24	12.0	21	13.0	3	7.7
Lawyer	21	10.5	18	11.2	3	7.7
Mailman	2	1.0	1	0.6	1	2.6
Minister	49	24.5	39	24.2	10	25.6
Neighbor	2	1.0	1	0.6	1	2.6
Policeman	4	2.0	3	1.9	1	2.6
Priest	34	17.0	29	18.0	5	12.8
Relative	19	9.5	15	9.3	4	10.2
Stranger	5	2.5	4	2.5	1	2.6
Socialworker	16	8.0	13	8.1	3	7.7
Teacher	3	1.5	2	1.3	1	2.6
Wife	2	1.0	1	0.6	1	2.6

TABLE 100
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON RELIGION
(EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Doctor	19	9.5	16	10.3	1	2.6	2	33.2
Friend	24	12.0	23	14.7			1	16.7
Lawyer	21	10.5	19	12.2	1	2.6	1	16.7
Mailman	2	1.0	2	1.3				
Minister	49	24.5	49	31.4				
Neighbor	2	1.0	2	1.3				
Policeman	4	2.0	4	2.6				
Priest	34	17.0			34	89.6		
Relative	19	9.5	17	10.9	1	2.6	1	16.7
Stranger	5	2.5	5	3.2				
Socialworker	16	8.0	14	8.9	1	2.6	1	16.7
Teacher	3	1.5	3	1.9				
Wife	2	1.0	2	1.3				

TABLE 101
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON EDUCATION (EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED			College		High School		Eighth	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Doctor	19	9.5	3	8.8	6	5.3	10	18.8
Friend	24	12.0	13	38.2	10	8.8	1	1.9
Lawyer	21	10.5	3	8.8	12	10.6	6	11.3
Mailman	2	1.0			1	.9	1	1.9
Minister	49	24.5	6	17.7	36	31.8	7	13.2
Neighbor	2	1.0			2	1.8		
Policeman	4	2.0			3	8.7	1	1.9
Priest	34	17.0	7	20.6	16	14.2	11	20.8
Relative	19	9.5			12	10.6	7	13.2
Stranger	5	2.5			3	2.7	2	3.8
Socialworker	16	8.0	1	2.9	10	8.8	5	9.4
Teacher	3	1.5	1	2.9	1	.9	1	1.9
Wife	2	1.0			1	.9	1	1.9

TABLE 102
DIVISION OF OPINION CONCERNING THE PERSON THE INTERVIEWEE WOULD CONSULT FOR A FAMILY PROBLEM; BASED UPON OCCUPATION (EXPRESSED IN NUMBERS AND PERCENTAGES)

INDIVIDUAL LISTED	No.	Percent	Varied Occupations * No.	Percent	Non-Wage Earners No.	Percent	Clercial and Professional No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Doctor	19	9.5	7	8.8	10	11.1	2	6.5
Friend	24	12.0	13	16.4	8	8.9	3	9.7
Lawyer	21	10.5	6	7.6	14	15.6	1	3.2
Mailman	2	1.0	1	1.3	1	1.1		
Minister	49	29.5	16	20.2	28	31.1	5	16.1
Neighbor	2	1.0	1	1.3			1	3.2
Policeman	4	2.0	1	1.3	2	2.2	1	3.2
Priest	34	17.0	9	11.4	19	21.1	6	19.4
Relative	19	9.5	12	15.2	2	2.2	5	16.1
Stranger	5	2.5	3	3.8			2	6.5
Social Worker	16	8.0	8	10.1	4	4.5	4	12.9
Teacher	3	1.5	1	1.3	1	1.1	1	3.2
Wife	2	1.0	1	1.3	1	1.1		

* Includes people in Agriculture, Trade, Transportation, Industries, Domestic, and Personal Service.

QUESTION THIRTEEN

"Suppose a person who was able to pay went to the Family Service Agency for personal counseling, do you feel that he would be more comfortable in applying if:

1. He paid a flat fee

2. He paid a fee set by a sliding scale according to his income and ability

3. He had free service

Answers to this question are tabulated in Tables 104, 105, 106, 107, 108, 109, 110, 111, 112, and 113, from which it is evident that the majority of the people contacted felt that service received from Family Service should be paid for on a sliding scale set according to the client's ability to pay.

TABLE 103

THE DIVISION OF OPINION CONCERNING WHETHER FAMILY SERVICE SHOULD (1) CHARGE A FLAT FEE (2) HAVE A SLIDING SCALE (3)GIVE FREE SERVICE (EXPRESSED IN NUMBERS AND PERCENTAGES)

DIVISION OF OPINION	NUMBER	PERCENT
TOTAL	200	100.0
Flat Fee	37	18.5
Sliding Scale	104	52.0
Free Service	59	29.5

TABLE 104
THE DIVISION OF OPINION CONCERNING WHETHER FAMILY SERVICE SHOULD (1) CHARGE A FLAT FEE (2) HAVE A SLIDING SCALE (3) GIVE FREE SERVICE (EXPRESSED IN NUMBERS AND PERCENTAGE) BASED UPON AGE

DIVISION OF OPINION			21-34		35-49		50-100	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100/0	59	100.0	77	100.0	64	100.0
Flat Fee	37	18.5	8	13.6	18	23.4	11	17.2
Sliding Scale	104	52.0	35	59.3	35	45.4	34	53.1
Free Service	59	29.5	16	27.1	24	31.2	19	29.7

TABLE 105
BASED UPON INCOME

DIVISION OF OPINION			$500-$2999		$3000- Up	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	99	100.0	101	100.0
Flat Fee	37	18.5	13	13.1	24	23.8
Sliding Scale	104	52.0	52	52.5	52	51.5
Free Service	59	29.5	34	34.4	25	24.7

TABLE 106
BASED UPON RACE

DIVISION OF OPINION			Caucasian		Non-Caucasian	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	175	100.0	25	100.0
Flat Fee	37	18.5	34	19.4	3	12.0
Sliding Scale	104	52.0	97	55.4	7	29.0
Free Service	59	29.5	44	25.2	14	59.0

THE DIVISION OF OPINION CONCERNING WHETHER FAMILY SERVICE SHOULD (1) CHARGE A FLAT FEE (2) HAVE A SLIDING SCALE (3) GIVE FREE SERVICE (EXPRESSED IN NUMBERS AND PERCENTAGES)

TABLE 107

BASED UPON SEX

DIVISION OF OPINION			Male		Female	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	68	100.0	132	100.0
Flat Fee	37	18.5	8	11.7	29	21.9
Sliding Scale	104	52.0	42	61.8	62	47.0
Free Service	59	29.5	18	26.5	41	31.1

TABLE 108

BASED UPON BIRTHPLACE

DIVISION OF OPINION			Jackson County		Michigan		Outside-Mich. *	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	106	100.0	41	100.0	53	100.0
Flat Fee	37	18.5	24	22.6	8		5	9.5
Sliding Scale	104	52.0	65	61.3	12		27	50.9
Free Service	59	29.5	17	16.1	21		21	39.6

* Includes people born in other states and foreign countries.

TABLE 109

BASED UPON MAPITAL STATUS

DIVISION OF OPINION			Married		Separated Divorced-Widowed		Single	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	108	100.0	76	100.0	16	100.0
Flat Fee	37	18.5	17	15.7	18	23.7	2	12.5
Sliding Scale	104	52.0	61	56.5	34	44.7	9	56.3
FRee Service	59	29.5	30	27.8	24	31.6	5	31.2

TABLE 110
THE DIVISION OF OPINION CONCERNING WHETHER FAMILY SERVICE SHOULD (1) CHARGE A FLAT FEE (2) HAVE A SLIDING SCALE (3) GIVE FREE SERVICE (EXPRESSED IN NUMBERS AND PERCENTAGES) BASED UPON NUMBER IN HOUSEHOLD

DIVISION OF OPINION			One to Five		Six to Ten	
	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	161	100.0	39.	100.0
Flat Fee	37	18.5	27	16.8	10	25.7
Sliding Scale	104	52.0	93	57.8	11	28.2
Free Service	59	29.5	41	25.4	18	46.1

TABLE 111
BASED UPON RELIGION

DIVISION OF OPINION			Protestant		Catholic		Jew	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	156	100.0	38	100.0	6	100.0
Flat Fee	37	18.5	29	18.6	7	18.5	1	16.7
Sliding Scale	104	52.0	81	51.9	20	52.6	3	33.3
Free Service	59	29.5	46	29.5	11	28.9	2	50.0

TABLE 112
BASED UPON EDUCATION

DIVISION OF OPINION			College		High School		Eighth Grade	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	34	100.0	113	100.0	53	100.0
Flat Fee	37	18.5	10	29.4	19	16.8	8	15.1
Sliding Scale	104	52.0	11	32.4	64	56.6	29	54.7
Free Service	59	29.5	13	38.2	30	26.6	16	30.2

THE DIVISION OF OPINION CONCERNING WHETHER FAMILY SERVICE SHOULD (1) CHARGE A FLAT FEE (2) HAVE A SLIDING SCALE (3) GIVE FREE SERVICE (EXPRESSED IN NUMBERS AND PERCENTAGES)

TABLE 113

BASED UPON OCCUPATION

DIVISION OF OPINION			Varied Occupations*		Non-Wage Earners		Clerical and Professional	
	No.	Percent	No.	Percent	No.	Percent	No.	Percent
TOTAL	200	100.0	79	100.0	90	100.0	31	100.0
Flat Fee	37	18.5	12	15.2	17	18.9	8	25.8
Sliding Scale	104	52.0	50	63.3	42	46.7	12	38.7
Free Service	59	29.5	17	21.5	31	34.4	11	35.5

* Includes people in Agriculture, Trade, Transportation, Industries Domestic, and Personal Service.

CHAPTER IX

CONCLUSION

In summation of the results of this poll, certain facts should be noted for their particular implication for any public relations program of Family Service. As might be expected from the minor role allotted public relation in this agency, the knowledge to the Jackson community of what Family Service is, was extremely meagre. Not only is there a large proportion of the population that has never heard of Family Service, but of those who know the agency many are for the most part mistaken in their notions of its services. In order to make any inroad upon this lack of information and misconception of its public, the agency will have to make a continuous job of interpretating its activities to the community. Good public relation must be the essence of this agency's philosophy. Through the press, printed report, and word of mouth an intelligent and generous public must be kept informed of the needs of Jackson and how Family Service can best serve this community.

One basic concept that this poll has brought to light which is one of the most obstructive, here in Jackson as elsewhere, is that social work is for poor people only,

that social casework agencies and especially Family Service are organizations for the giving of financial relief to the "underprivileged". The association of Family Service with relief can be dispelled only by consistent and patient interpretation of the real service of the agency through every possible mediu,.

Another goal, which the poll suggests, lies in correcting the popular impression that the social worker is a meddlesome "investigator". This, a remnant of the depression days, is that the social worker's job is to investigate and discover if people really need help, and then to dole out an allowance inadequate to meet their needs. The function and the education of the caseworker are much confused in the thinking of the public. For too long investigators were called social workers, and even those who had no professional training called themselves caseworkers, so it is inevitable that the public, like the relief recipients, should confuse the investigator with the caseworker, and wonder about the function of Family Service. There seems to be two ways in which this correction might be accomplished, first by a thorough-going interpretation of the equipment and function of the professionally

trained social worker, and second by continuing a heavy participation of Family Service workers, board members as well as staff members, in all community activities that are in any way related to the agency.

It is not only a misconception of the caseworker's function, but the attitude of people toward their own responsibilities, especially the middle and upper classes, which often makes their acceptance of casework slow and grudging. Many people, for example parents, still feel that to call in a caseworker is an admission of failure to do something they themselves should be able to do alone.

Clearly the professional groups needing to be most familiarized with the Family Agency services are the ministers, priests, doctors, lawyers, and school people. These are the individuals to whom people are inclined to take their problems. The school is perhaps the most fertile of the new fields for casework because nowhere do the malign pressures of disturbed family life send up their signal more consistently than in the child's behavior in school. Teachers, as well as other professional groups, are the individuals toward whom Family Service should direct its publicity. This may be done (1) by inviting more of a variety of thise professionals

to board membership, (2) inviting groups of them to attend board or staff meetings, sending written information to them, (3) by keeping up as much as possible on individual contacts and reporting back to the referal source on all cases. Another way of having a more positive relationship with these professional groups would be to have informal meetings, breakfasts or luncheons, at which time the professional person and the representative from Family Service could discuss how best the agency could serve the needs of the community as seen by the minister, priest, doctor, lawyer, or school authority. This would be a planned meeting at which the professional person would tell what he expects from the social worker, and at which the caseworker would explain what Family Service expects from the professions. Any interpretation would need to be a dual process, one of learning as well as of informing for every one involved.

The aims of such a meeting between Family Service and a professional group might be as follows:

1. To get to know each other as individuals and to know the attitudes and philosophies of the two professional groups, caseworkers and the other profession, in regard to handling certain problems.

2. To supply an understandable interpretation of what

a trained caseworker is, what it is she tries to do, and what some of the techniques of treatment are in individual cases.

3. To interpret what caseworkers need from the professions in the way of specific knowledge about a referal and what is done with this information after it is obtained.

4. To acquaint Family Service with the areas in which the professions need help as well as to know where Family Service has been found wanting in the past.

5. To create for both groups a better understanding of the community and to do joint planning for the interpretation of all of the Community Chest Agencies which will give a better functioning relationship between the social agencies and the professions.

Another area which has been neglected by Family Service interpretation in Jackson has been the large group of factory employees. In various communities, unions and factories use casework. Sometimes this service has been contributed by individual caseworkers, more often by casework agencies, or councils of agencies. The caseworker pioneering in a union setting has to make progress slowly. Here he must overcome some suspision of being on the side of management. Also such feeling as that one

should contrive to work out one's own problems, and that social agencies are only for poor people, seem heightened in this setting. The services available must not only be interpreted but the dignity in their use. This can be done through report speeches to union groups, distribution of leaflets, and items in the shop papers, not something heavy with social work jargon but simply stating what a problem is, and what can be done toward solving it.

The major question which this study, of the Jackson Agency raises, is in regard to what use can now be made of these poll results by Family Service. The material which the poll has disclosed could provide a basis for a public relation program. The actual results of the poll, publicized through a channel such as the local newspaper would be a primary source of publicity for the agency. The public's interest in this experiment, which directly involves them and their community, would be a natural avenue for such publicity. The results of this poll should be studied by the Public Relations Committee of the Board in their future planning for the public relations program.

To make Family Service better known, better used, and better supported -- and indeed to make it better --

is only one part of the task of the Public Relations committee which lies ahead. More challenging is the task to the staff and board of distilling from the everyday experience of casework practice its wisdom about human nature and human relations and putting these at the service of the public. To shift out casework's special knowledge of human relations will require time, search and research. And to make it widely available to this community will require the development and the employment of skills in increasing public information, but among staff members of the agency, board members and those working in the public relations field.

When Family Service takes its first long stride in this direction, it will begin to make a contribution to the field of family and child welfare analogous to that which medicine has made to the field of public health. It will then have stepped over a threshold into its own new era as a profession in this city.

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APPENDIX

Schedule For Public Opinion Poll

1. What kinds of personal problems do you believe are the most troublesome to Jackson families at this time?

II. Suppose you knew some one who had a personal or family problem, what outside person would you recommend to help him?

III. Suppose you knew a couple whose quarreling was harming their children, where would you advise them to go for help?

IV. Suppose you knew a family where the father was dead and the mother was unable to work, where would you advise this mother to get help?

V. Suppose you knew the parents of a school age child who is having trouble in school and getting out of control at home, where would you advise them to go?

VI. Does Jackson have any of the following?

Children's Guidance Center	Yes___	No___	I don't know___
Council of Social Agencies	Yes___	No___	I don't know___
State Hospital	Yes___	No___	I don't know___
Michigan Children's Aid	Yes___	No___	I don't know___
Family Service	Yes___	No___	I don't know___

Goodwill Industries	Yes___	No___	I don't know___
Bureau of Social Aid	Yes___	No___	I don't know___
County Health Department	Yes___	No___	I don't know___

VII. If a friend asked you to tell what a social caseworker does, what would you say?

VIII. What education do you think a social caseworker should have.

IX. If you had a hundred dollars ($100) you were giving to three of Jackson's social agencies to which ones would you give? How much to each one?

X. If you were giving one hundred dollars ($100) to three Community Chest agencies you think are the most helpful in Jackson to which of the following would you give?

Boy Scouts_____

Club for the Blind_____

Crippled Childrens' Society_____

Council of Social Agencies_____

Day Nursery_____

Family Service_____

Florance Crittenton Home_____

Girl Scouts_____

Recreation Council_____

Mercy Hospital_____

Michigan Childrens' Aid Society_____

Salvation Army_____

St. Joseph Home for Boys_____

Y.M.C.A._____

Y.W.C.A._____

XI. What services do you think are given by a Family Service Agency?

XII. Below is a list of people who are often called upon to listen to the troubles of others. If you had a family problem to which of the following would you take it?

Barber_____

Beauty Operator_____

Bartender_____

Doctor_____

Friend_____

Lawyer_____

Mailman_____

Minister_____

Policeman_____

Priest_____

Relative_____

Stranger_____

Socialworker_____

Teacher_____

Others_____

(Interpretation of Family Service)

What is Family Service?

Family Service is a social agency that helps individuals and families with their problems. These may be problems related to marriage, to children, to illness, or to any other personal question. Help is given through confidential interviews and where needed other professional people and agencies in the community are consulted. The giving of financial assistance, as such, is not a function of Family Service.

XIII. Suppose a person who was able to pay went to the Family Service Agency for Personal counseling, do you feel that he would be more comfortable in applying if:

1. He paid a flat fee_____
2. He paid a fee set by a sliding scale according to his income and ability_____
3. He had free service_____

Interviewee

Age 21-34_____ 35-49_____ 50 and over_____

Income $500-$1000_____ $1000-$3000_____

$3000-$5000_____ $7000 and over_____

Race_____ Sex_____ Birthplace_____

Married___ Divorced___ Widowed___ Separated___ Single___

Number in household_____ Religion_____

Education (years of schooling completed) _____

Occupation of Interviewee_____

Occupation of head of family_____

VERBATIM REPLIES

QUESTION SEVEN: "If a friend asked you to tell what a social caseworker does, what would you say?"

Primarily aid in adjustment.

Help people who need it.

Help with personal and social problems.

Gives help to people on A.D.C. or Old Age Assistance.

Helps with family problems.

Gathers information to be used in studying a problem family.

Helps with home problems.

Gives help with individuals problems.

A snooper.

Investigates home for the adoption of children.

Help to solve problems that may arise pertaining to living with and around others.

Investigator.

Talks over peoples' problems.

Someone who goes around from house to house asking personal questions.

Gives aid where necessary in homes where help or counselling is needed.

Helps people make better adjustments to stimulate better living.

Help with personal problems.

A substitute for those who do not have faith in their church.

Investigator of home and family life.

Finds families a suitable place in which to live.

Talks things over with you and tells you what to do when you have troubles.

Gives guidance in family problems.

Investigates for old people.

A poor man's psychiatrist.

Helps people to work out personal problems.

Investigates applicants for relief.

Finds homes for people who have been burned out, gets food for those who are hungry, fuel for those who are cold, etc.

Investigates poor people.

Instructs people, how to get along together.

Helps people through casework methods to work out their problems.

Takes care of family problems.

Helps make adjustments in home difficulties.

Gives welfare orders.

After finding reasons for problems of home and family life he attempts to help the people straighten out these problems.

Just another job.

Investigates people referred to them.

Goes around and finds out what the needs and lacks are in a family.

Some one who goes around asking questions.
Goes around looking out for the welfare of children, those who are not in school, and is called an attendance officer.
Finds out troubles and tries to help.
Visits families and finds out all they can.
Gives help for personal problems.
Visits homes and reports findings to officials above them.
Church worker who gives baskets to the poor.
Worker at the Bureau of Social Aid.
Some one who comes out and snoops around.
Tries to help individuals to solve their problems or to attach them in a sensible way and get to a solution.
Asks a lot of questions.
I never heard of one.
Some one who asks a lot of damn fool questions that are none of their business.
I wouldn't know.

Does good deeds, picks up dangerous items and sometimes reports back so people get cut in their welfare orders.

Go to homes and ask foolish questions over and over again.

Come to homes and ask questions about Old Age Assistance.

Help with children having trouble in school or with the Juvenile Court.

Red Cross Worker.

Some one who goes around from house to house asking for money for all of these agencies who get money from the Community Chest.

One of those investigator people, who are always out asking about your neighbors.

VERBATIM REPLIES

QUESTION ELEVEN: "What services do you think are given by a Family Service Agency?"

Help with marital troubles and any other personal problem.

Family counseling.

Work out budgets for the family.

Talk over family problems.

Prevent family crack-ups.

Counseling in family and personal problems.

Counseling in good family living.

Help with all kinds of problems.

Guidance in family problems.

An attempt is made to solve the marriage problems that are leading to divorce.

Help with food and clothing for poor families.

They listen to you when you talk and don't tell you that you just imagine things.

Helps families and individuals with problems concerning illness, children and marriage.

Help and guidance for girls in trouble.

Help in preventing divorce cases.

Help where children are not wanted or cared for in the home.

Help with illness and personal problems.

I don't know what you mean 'Family Service'.

Help in money matters, clothing, etc.

Tell young mothers how to raise their children.

I don't know now, but not much of any service a year and a half ago.

Help poor people who need food, clothing.

Answer any question about problems; give aid in case of necessity.

Give information about birth control.

Help large families.

Any personal problem service, except financial.

Service to homes such as catering.

Assistance in family troubles, such as providing counseling where children are concerned.

Take care of children while mothers work.

Some kind of family laundry.

Help people find a place to live.

Marriage problems.

Train young mothers in child care.

Answer family problems.

Help families find homes if they have been driven out.

Gives pre-marriage counseling.

Never heard of it.

Help with any problem that affects the family.

Help in solving marriage problems.

Housing agency.

Help with family problems for those who are not able to have counseling from a priest or minister.

Nothing that could not be done by one of the other agencies.

Counseling in adjustment.

Work that should be done by any good rabbi, priest or minister.

Finds homes for people and gives them medical care.

Nursery care for children.

Makes a big splurge and says they do a lot which they do not really do.

Helps indiviauals or families to understand and solve or relieve the problem that is bothering.

Wouldn't know.

Gives money to those who need it.

Help with almost any problem related to a family.

Help poor people those who are out of work find work and housing.

FAMILY SERVICE OF JACKSON

"A Community Chest Agency"

310 Rogers Building

Jackson, Michigan

1-Q. What is FAMILY SERVICE OF JACKSON?

A. a. It is a social casework agency primarily concerned with the preservation of sound family life in this community.

b. It is dedicated to helping individuals who need counseling, advice, or information, on various phases of family living ---

i) where serious problems may already exist and treatment is sought --- or

ii) where no serious problem has developed, but help is sought on a preventive level.

c. When problems of adjustment occur in the home, as between members of the family or because of a situation, seemingly beyond the control of its members, the condition which arises must and can be diagnosed and treated just as pains caused by organic disturbances.

2-Q. What kind of problems does FAMILY SERVICE "take"?

A. Problems arising from divorce and separation -

Marriage counseling-

Pre-marital counseling-

Guidance for expectant and young mothers-

Parent-child relationship problems-

Behavior problems in children and adolescents-

Child development and child care (only for children living in their own homes)-

Emotional problems of adults-

Personality disturbances-

Guidance to families where there is chronic physical or mental illness-

Services to the handicapped-

Veterans' adjustment problems-

Budgeting and home management-

Referrals to psychiatrist, child guidance clinic, and allied specialties.

3-Q. Whom does FAMILY SERVICE serve?

A. All persons from all walks of life who need and want the particular professional services offered, <u>regardless</u> of <u>race</u>, <u>creed</u>, or <u>financial status</u>. (see #10 also)

4-Q. What age groups come to FAMILY SERVICE?

A. Children, adolescents, adults (including

parents of infants and small children), people of middle age, and the aged. Persons of all ages!

5-Q. Who may refer cases to FAMILY SERVICE?

A.

Physicians	Hospitals
Lawyers	Clinics
Clergymen	Labor Unions
Teachers	Employers
Social Agencies	Friends and Relatives
Schools	Person himself
Rehabilitation agencies	

6-Q. What can staff members of FAMILY SERVICE do for the person with family problems?

A. They can help him to understand the forces that may be undermining his happiness. This new insight may enable an individual to regain confidence in himself and command of a disturbing situation. If he finds he can use this insight toward solving the problem and gaining greater peace of mind about his problem, the caseworker has helped him to help himself, emotionally and otherwise.

7-Q. What is the policy of FAMILY SERVICE on granting financial assistance?

A. Limited funds are available (at present)

for emergency assistance for non-recurrent emergency needs only, when such financial help is adjudged a part of sound treatment procedure. Examples of emergencies might include ambulance service, emergency medical attention and medication, special diet, etc. Repayment (without interest) may be expected in due time, depending on the particular case in question.

8-Q. Is information given to FAMILY SERVICE held in strict confidence?

A. Absolutely! Privacy is a precious right. The only reason for you to take private problems to a consultant is to get professional help in solving them. FAMILY SERVICE respects your right to privacy and to happy home life. The confidential nature of information is strictly observed.

9-Q. What is the training of the staff member whom you consult at FAMILY SERVICE?

A. Six years of University work, including two years of intensive graduate training, plus an "internship" in a hospital or social agency, in the areas of child guidance and child welfare, psychiatric casework, medical casework, and the psychology of human behavior and family life.

10-Q. May payment be made to this agency for services rendered?

A. No payment is required of individuals. Yet, those who are financially able and want to do so, may make payment in the form of contributions (in lieu of fixed fees) to the FAMILY SERVICE emergency assistance fund. This practice enables persons who are financially secure to feel at liberty to seek the professional service of this agency regarding emotional, psychological and other problems about which they feel insecure.

11-Q. Who supports FAMILY SERVICE, financially?

A. FAMILY SERVICE is a "red feather" agency of the Jackson Community Chest and is supported through your voluntary contributions to the Chest.

12-Q. What are office hours for FAMILY SERVICE?

A. 9:00 a.m. to 5:00 p.m. weekdays, except holidays
9:00 a.m. to 12:00 noon, Saturdays
5:00 p.m. to 8:00 p.m. Wednesday evenings, (by appointment only)

13-Q. What about appointments to consult with members of the staff of FAMILY SERVICE?

A. It would be advisable to make an appointment. Otherwise, you may find staff members out of the office

or busy seeing others when you drop in. However, staff will always "make way" for emergencies."

14-Q. Does FAMILY SERVICE extend itself to groups or just to individuals, as described in #1?

A. Meeting with discussion groups and offering institutes, under its own auspices or in cooperation with other agencies in Jackson, is distinctly another means of extending its services to even greater numbers in the community.

THE DOOR AT FAMILY SERVICE STANDS AJAR.

COME IN, AND WELCOME TO YOU!

Edgar A. Perretz,
Director

Prpd. 6-23-47
Rvd. 7-17-47

CONSTITUTION OF
FAMILY SERVICE OF JACKSON

ARTICLE I NAME

The name of this agency shall be FAMILY SERVICE OF JACKSON.

ARTICLE II PURPOSE

The purpose of FAMILY SERVICE OF JACKSON shall be to foster the development of wholesome family life in the City and County of Jackson.

(1) by providing skilled case work service to individuals and families in the solution of their problems.

(2) by skilled observation and study of the causes of individual and family breakdown in the community and by co-operation with other private and public social agencies toward the improvement of social conditions.

(3) by interpreting to the Community a better understanding of the underlying causes and effects as well as the purposeful remedies for social maladjustment.

(4) by supporting efforts of social planning and research which tend to improve conditions under which people live.

(5) by encouraging and promoting education and training for social work in the community, and fostering staff participation in professional development.

(6) the services of FAMILY SERVICE OF JACKSON shall be available to all citizens of the City and County of Jackson regardless of race, color or creed.

ARTICLE III PLACE OF BUSINESS

The principal office or place of business shall be in the City of Jackson, in the County of Jackson, Michigan.

ARTICLE IV OFFICERS

The Officers shall be a President, a Vice President, a Secretary, and a Treasurer to be elected from and by the Board of Directors according to the By Laws.

ARTICLE V DIRECTORS

The Board of Directors shall consist of twelve (12) or more members.

ARTICLE VI HONORARY DIRECTORS

Honorary Directors may be elected to the Board of Directors at any regular or special meeting of the Board, which Directors shall be subject to call for

advice and assistance by the President, but without voting privilege by the Honorary Director so chosen.

ARTICLE VII MEETINGS

The Annual Meeting of the Board of Directors shall be held on the second (2nd) Tuesday after the beginning of the fiscal year.

Regular and Special Meetings of the Board shall be governed by the By Laws.

ARTICLE VIII EXECUTIVE SECRETARY

The Board of Directors shall employ an Executive Secretary who shall be the chief administrative officer of the Family Service who shall perform this duty and such other duties as the Board shall determine. The Executive Secretary, with the approval of the Board, may appoint such staff members as the Board may deem necessary from time to time to carry on the work and business of the agency.

ARTICLE IX FISCAL YEAR

The fiscal year of Family Service of Jackson shall coincide with that of the War Chest or the Community Chest of Jackson.

ARTICLE X AMENDMENTS

This constitution may be amended at any regular

meeting of the Board or any special meeting called for that purpose, by a majority vote of the members present, provided that copies of such articles as it is proposed to amend shall be mailed to each member of the Board at least five (5) days prior to the date of the meeting at which such amendment is to be voted upon.

APPROVED: Family Service of Jackson, Board of Directors - October 22, 1945.

BY LAWS OF
FAMILY SERVICE
OF JACKSON

ARTICLE I

BOARD OF DIRECTORS

(a) The Board of Directors shall consist of twelve (12) or more members, to serve for terms of three (3) years. The terms of members for the first Board shall be one-third (1/3) of the members one (1) year, one-third (1/3) of the members two (2) years, and one-third (1/3) of the members three (3) years.

(b) The election of Board members shall be held at the Annual Meeting of the Board of Directors.

(c) No Director shall serve more than two(2) full terms in succession after which he shall not be elegible for reelection for a period of one (1) year.

(d) The Board of Directors shall have the authority to direct the work of the organization and of its employed personnel.

(e) The term of office of the President, Vice-President, Secretary and Treasurer shall be one (1) year. The duties of the officers shall be such as usually are performed.

(f) Any Director who shall fail or neglect to attend four successive regular meetings of the Board of Directors without satisfactory explanation therefor given to an officer of the Board, will be deemed to have tendered his resignation as such Director and the Board may in its discretion adopt a resolution accepting such resignation.

(g) The Board shall declare and fill such vacancies as may exist among the offices of the Board of Directors by reason of resignation or expiration of term.

ARTICLE II

MEETINGS

(a) Regular meetings of the Board shall be on the second (2nd) Tuesday of each month. Written notice shall be given five (5) days before the meeting to the members of the Board. Meetings may be suspended with the consent of the Board of Directors.

(b) Special meetings of the Board may be called by the President, or any member of the Board, upon the written request of four (4) members of the Board. Written notice shall be given five (5) days before the meeting of the members of the Board.

(c) A quorum of members shall be five. The quorum shall be increased proportionately as the number of members of the Board is increased.

ARTICLE III

COMMITTEES

(a) The Nominating Committee shall be appointed by the Board of Directors at the annual meeting to serve for a period of one (1) year.

(1) The Nominating Committee shall nominate

(a) new members of the Board of Directors;

(b) the officers of the Board of Directors;

(c) members of the Nominating Committee to serve for the coming year.

(2) The first nominating committee shall be appointed by the President of the Board of Directors.

(b) The President shall appoint such other committees as shall be advisable for the conduct of the affairs of the agency.

ARTICLE IV

FINANCIAL POLICY

(a) It shall be the responsibility of the Executive Secretary and the Treasurer to submit to the Board of Directors a full financial report and statement of operations on a monthly and annual basis. Such report shall likewise be given to the Community Chest or War Chest of Jackson.

ARTICLE V

AMENDMENTS

These By Laws may be amended at any regular meeting of the Board of Directors or any special meeting called for that purpose, by a majority vote of the members present, provided that copies of such article as it is proposed to amend shall be mailed to each member of the Board at least five (5) days prior to the date of the meeting at which such amendment is to be voted upon.

APPROVED: Family Service of Jackson Board of Directors,
October 22, 1945

FAMILY SERVICE OF JACKSON, MICHIGAN

Personnel Practices

Statement of Principles

I. We support the merit principle in selection, retention, promotion, and dismissal of employees. The person best qualified to do the job should be selected without regard to race, color, sex, creed, marital status, residence, or national origin, except as the function or auspices of the agency limits the personnel who might be used effectively. There should be no discrimination on the basis of political affiliation.

II. Graduation from a member school of the American Association of Schools of Social Work provides the best preparation for practice in social work.

III. Selection and maintenance of personnel on the basis of competence should be supported by a continuous operation of personnel procedures mutually understood by employer and employee.

IV. Employer and employee alike have a responsibility for honesty in preliminary discussion of the position and both are responsible for carrying out the terms of their joint agreement.

V. There should be machinery to enable and encourage

staff members to participate in the development of agency policy and program.

VI. There should be a review of personnel practices by the board's personnel committee at least once each year.

Administrative Relationships

Major agency policies are made by the board of directors, who appoint an executive secretary to carry out these policies by providing leadership for the agency staff. The executive secretary is responsible for the employment of all other staff members subject to ratification by the board of directors. It is the responsibility of the staff members to propose new, or modified, major agency policies for board action as these are seen to be needed for the practical operation of the agency. Such participation shall be fostered through staff meetings, conferences of workers with the executive, and opportunity for staff members to contribute to meetings of the board of directors.

Evaluation

Each employee shall receive a written evaluation in regard to job performance at the end of the probationary period, annually on the anniversary date of his employment, and at the termination of employment unless the last anniversary date was within the past six months. The evaluation shall

be discussed between the supervisor and the worker, and the worker shall have the right to see the final written evaluation and affix his comments or differences covering any point of disagreement. The evaluation should be signed by both the supervisor and employee.

Appeals Procedure

A prompt and efficient method of settling individual personnel problems is an indispensable part of sound personnel relations. Normal channels for adjusting differences should be utilized first. However, if the employee feels dissatisfied with any personnel action taken by the agency toward him, he has a right to a written statement of the basis for such action within five days following the decision. He is also responsible for submitting a written statement within the same period concerning the specific bases for dissatisfaction to the immediate supervisor before proceeding with an appeal.

The employee may appeal to the Personnel Committee of the Board, who shall hold a prompt hearing at which both the supervisor and employee, as well as other relevant persons, shall be heard. Following ratification by a meeting of the agency board, the decision of the Personnel Committee will be final. When the decision indicates that an individual has suffered unfair

discrimination, the agency shall make every effort to compensate the individual for the loss which has been suffered.

Probation

There shall be a probationary period of three months for each new employee. In this period employment may be terminated at any time by the employee or the agency. During the period of probation the employment can be terminated by the worker or agency upon two week's notice.

Hours of Work

With a staff of three professional workers and two clerical workers, a 39-hour work week will be maintained. Office hours will be from 8:30 A.M. to 5:00 P.M. on week days, with a one-hour lunch period.

Vacation

Professional workers will have four weeks' yearly vacation. Clerical workers will have two weeks vacation each year during the first two years, and three weeks vacation after the second year. Vacations will not be cumulative from one year to the next. The major portion of time should be taken during the period from May 1st to September 30th unless the executive secretary determines some special circumstances warrant a vacation outside these dates. In the event that a worker leaves the agency's employment

before taking vacation, the agency shall pay for any vacation time which is due at the time of departure. All records shall be dictated up to date at the time of vacation, and professional workers will not be required to accept any new cases for two weeks prior to a full month's vacation.

Holidays

The Family Service of Jackson shall observe the following holidays: Christmas, New Years Day, Lincoln's or Washington's Birthday, Memorial Day, Independence Day, Labor Day, and Thanksgiving Day. Provision shall also be made for the observance of religious holidays, such as an afternoon off on Good Friday, according to the employee's religious faith.

Workmen's Compensation

Agency workers shall be, and are, covered under a workmen's compensation insurance policy.

Maternity and Military Leave

As a matter of principle, the board believes that both military leave and maternity leave without pay should be available to staff members. However, the small size of the agency staff makes it impossible to guarantee re-employment at the end of any such leave. Until such leaves become more practicable, no specific personnel practices can be provided for these purposes, and requests for these types

of leave will have to be handled on an individual basis.

Sick Leave

Sick leave shall be accumulated with pay at the rate of one day per month, cumulative to, but not beyond, 60 working days. For any illness of five consecutive days or more, the employee will be required to present a doctor's statement.

Leave for Personal Reasons

Time off with pay up to one week may be granted to employees who have suffered serious illness or death within their immediate family.

Conference Leave

The board views conference attendance as mutually beneficial to the staff members and the agency. The extent of such participation in conferences will of necessity depend upon the agency's financial situation at the time and the benefits accruing to the agency and the individual staff members through such conference attendance.

Lay-off, Demotion, Dismissal

When reduction in force is indicated because of lack of funds or curtailment of work, such action should be regularized. The employee should be given written notice of such action. Permanent employees should have at least thirty (30) calendar days notice and probationary or temporary employees fifteen (15) calendar days. The employee is entitled to

definite reasons for such action, in writing if requested, and is entitled to a fair hearing (as provided in the section on Appeals Procedure) if he so desires.

The agency reserves the privilege of relieving the staff member of his duties during this period. If dismissed for malfeasance or unprofessional and unethical conduct, he need not be compensated. No notice is required when the length of employment was specified at the time of hiring, as in the case of temporary workers.

Resignations

An employee who resigns should give written notice as far in advance as possible. A 30-day notice is the minimum requirement for notification, and the more responsible the position, the greater amount of notice the employee should give. The employee's services should be available to the agency during the notice period in order that he may complete his work and the agency secure a replacement.

Salaries

Although subject to revision with changing economic conditions, it is recommended that the following minimum standards be observed in the hiring of workers: (1) Executive, $3800; (2) Case Worker, $2700; (3) Clerical Worker, $1800.[1] The board recognizes workers who remains on the staff

1 In actual practice these salaries are out of date.

are entitled to a yearly salary increase, with the proviso that a maximum salary can be set for each position. Because of present budgetary processes and the lack of general salary scales for Chest agencies, the board recognizes that its salary recommendations are subject to modification in the Chest budget procedures.

Pay Days

The 15th and 30th of each month shall be official pay days unless these dates fall on a Saturday, Sunday, or holiday, in which case the pay day shall be the first full working day prior to the Saturday, Sunday or holiday.

Car Insurance

The worker shall have the name of the Family Service of Jackson included in the coverage of his automobile public liability insurance. The worker shall notify the Family Service of Jackson immediately in case of accident.

Retirement Plan

Full time permanent employees of this agency shall participate in the retirement plan of the National Health and Welfare Association, as soon as eligible under the rules of the national organization. Retirement shall be required at the age of 65 unless it is the pleasure of the board to continue employment beyond that age.

Records

A record of sick leave and vacation shall be kept for each employee. Permanent personnel records for employees shall be maintained by the agency. The employee shall have access to any appraisal of his work made in connection therewith.

Overtime

Under usual circumstances the agency does not expect nor require continuous overtime work. However, it is also recognized that because of the emergency service needs occasional overtime will be required. To compensate for overtime, the agency provides that a worker may take compensatory time off, but that overtime shall not be cumulative beyond a two-week period.