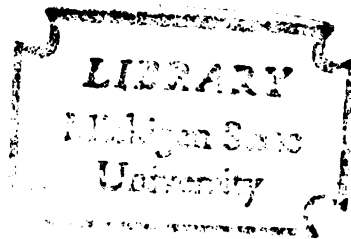




105
295
THS



3 1293 10395 5187





RETURNING MATERIALS:
Place in book drop to
remove this checkout from
your record. FINES will
be charged if book is
returned after the date
stamped below.

<p>R 48 FIN 22-00-00 15 173 FIN 22-00-00 44-2-006 FIN 22-00-00 221</p>		
---------------------------------------------------------------------------------------------------------------------------------	--	--

AN EXPLORATORY STUDY OF
THE CLIENTELE OF THE FAMILY SERVICE
AGENCY OF LANSING

By

Robert Elton Cook

A PROJECT REPORT

Submitted to the Department of Social
Service, Michigan State College,
in Partial Fulfillment of the
Requirements for the Degree
of
MASTER OF ARTS

1950

THESIS

6-11-1929

PREFACE

The Study presented in the following pages was made as one of the requirements for the Master of Arts Degree in the Social Service Department of Michigan State College. It was felt that any such project should be undertaken in conjunction with the field work because the student in that setting is in the best position to determine the need for research and in what areas. As a result, this study was undertaken within the setting of the Family Service Agency of Lansing. The author, doing his field work in this agency, therefore had access to records dating back into the 1920's, and felt that with such a large supply of cases on hand, some use could be made of this information. With this as a background, and with many helpful suggestions from staff members of both the college and the agency, the bases for this study were conceived.

Before going into the details of the project itself, the author feels that it is in order at this point to recognize the various individuals who were helpful in the construction and conducting of this study. First and foremost there was Dr. E. B. Harper, Head of the Social Service Department of Michigan State College, whose guidance throughout this undertaking enabled the author to overcome many of the obstacles encountered. Thanks are also due to Dr. J. T. Landis, for his many helpful suggestions in the methods used in conducting this survey. Within the agency setting, Mrs. G. Spaulding, Executive-Secretary of Family Service of Lansing, proved exceedingly cooperative in providing information and suggestions in regard to materials within the agency which she readily supplied. Mrs. E. Baughner and Miss D. Sweeny of the clerical staff of the Family Service Agency contributed much in the way of time and effort, in making records and cases available. Finally, Mr. E. A. Perretz, of the Michigan State

) College Staff, provided recommendations which proved very valuable in the interpretation of the findings. In the final analysis, without the cooperation of these many willing and helpful individuals, it is doubtful as to how much could have been accomplished in this endeavor.

CONTENTS

I. INTRODUCTION

- A. Purpose of Study
- B. Assumptions
- C. Hypotheses
- D. Previous Work in Area
- E. Agency Setting

II. METHODOLOGY

- A. Selection of Factors
 - 1. Statistical Data
 - 2. Socio-Economic Status
 - 3. Community and Agency Outlook
- B. Sampling Procedures
- C. Analysis of Data
 - 1. Statistical Comparisons
 - 2. Interpretations and Implications

III. ANALYSIS OF DATA

- A. Statistical Data
 - 1. Age of Head of Family
 - 2. Marital Status
 - 3. Number in Family
 - 4. Religion
- B. Socio-Economic Status
 - 1. Occupation
 - 2. Income
 - 3. Residence
- C. Community and Agency Outlook
 - 1. Source of Referral
 - 2. Problem as Presented by the Client
 - 3. Disposition

IV. CONCLUSIONS

- A. Statistical Data
- B. Socio-Economic Status
- C. Community and Agency Outlook
- D. Overall Conclusions

I. INTRODUCTION

Purpose of Study

Before the idea for this study was planned, the author had read and heard from various sources that the clientele of private social agencies, particularly in the family field, had been changing in its makeup. By this was meant the fact that many people from the higher socio-economic levels were taking advantage of the services offered by the social agencies.¹ As one indication of this they pointed to the number of private social agencies who were instituting fee-charging programs. This they felt was as it should be, due to the fact that over the past few decades, the emphasis in function of the various agencies has changed from material help to the more intangible psychological help.

It appeared that it might be valuable to test this apparent trend by an actual study of changes in the makeup of clientele in the caseload of successive periods. As a result, this project was conceived with its original purpose being "to measure the change in the makeup of the clientele of the Family Service Agency of Lansing in relation to a change in emphasis of function."

As the study progressed, however, another factor appeared which seemed to play an important role, and that was recording. As a result it was decided that as a by-product there should also be a consideration of the effects of the change in emphasis of function upon the material recorded.

¹Margaret Blenkner, "Obstacles to Evaluative Research in Casework: Part I", Journal of Social Casework, February, 1950, Vol. 21, No. 2, pp. 54-60.

In the final analysis, then, the purpose of this exploratory study was twofold: involving an investigation of the changes both in clientele and in recording, as revealed in the changes in function, or at least in emphasis, over the last two decades.

Assumptions

One of the basic assumptions of this study is that there has been a shift in emphasis of function from the granting of material aid to the offering of psychological assistance in various ways. This assumption can be shown by the following quotations from the "Articles of Association" of what is now known as Family Service Agency of Lansing, Michigan.

In the "Articles of Association" as first adopted in January, 1918, the purpose of the agency is stated as follows:

"To promote the general welfare of the poor by social and sanitary reform by industrial instruction, and by the inculcation of habits of industry and self-dependence, and to assist and help in a charitable way all persons in need of assistance, and by the establishment and maintenance of any activities to these ends."

In an amendment to these articles, adopted in February, 1949, some of the purposes are thusly stated:

- "1. To offer casework services to families and individuals.
2. To make such adjustments and arrange for such care as will serve the welfare of the individual and the best interests of society where normal family life is not possible.
3. To accept responsibility for the initiation and development of programs to educate for family living and to prevent individual and family breakdown.
4. To help other groups through counsel and service in constructive approaches to problems of individuals and families for which they may feel some responsibility.
5. To encourage and promote education and training for social work.
6. To encourage and participate in the promotion of community programs for social betterment."

Another indication of this belief being held in casework agencies today is illustrated by the trend toward the use of fee-charging in the agencies. The reason for this trend is indicated by Frank J. Hertel, in his contribution to the 1949 Social Work Yearbook, in which he states:²

"As the private family agency has extended its services to a broad cross section of the community, many individuals and families in the middle and even upper income brackets have availed themselves of its help."

As can be seen in this quotation and as is indicated in numerous journal articles³ there is a decided trend toward the use of charging fees in private casework agencies which has, as one basis, the belief that the socio-economic level of the clientele is raising.

Another assumption which is made whenever a study of this type is conducted is that, after all precautions are taken to select a random sample, the sample will actually be representative. It is also assumed that the results from this sample will be relatively reliable and valid. The actual validity of an exploratory study of this type can be tested only when a follow-up study is made using larger samples and involving much more thorough analysis.⁴

Hypotheses

The major hypotheses which have been the basis for this study are as follows:

1. The change in emphasis in the function of the Family Service Agency from the offering of material aid primarily, to the giving of psychological counsel and guidance, has affected a change in

²Frank J. Hertel, "Family Social Work", SOCIAL WORK YEARBOOK 1949, Russell Sage Foundation, New York. p. 194.

³Celia Brody, "Fee Charging - A Dynamic in the Casework Process", Journal of Social Casework, Vol. 30, No. 2, February, 1949. p. 65.

⁴J. P. Guilford, PSYCHOMETRIC METHODS, McGraw-Hill Book Co., New York, 1936, p. 114.

the makeup of the clientele resulting in a wider representation from all socio-economic levels, over the last two decades.

2. There has been a change in recording techniques and emphases over the last two decades toward including a wider body of knowledge pertaining to the client in accordance with changes in casework techniques over the same period.

It must be remembered at this point, that the purpose of this study was merely to explore the data for the purpose of discovering trends tending to support or disprove the above hypotheses, and not to actually prove or disprove them.

Previous Work in Area

Apart from theoretical statements there appears to be little in the literature of a factual nature bearing directly on the changing role of the Family Service Agency. Some studies are being done in closely related areas, however. One such study was conducted by A. A. Heckman and Allan Stone, which was published in the Survey Mid-Monthly, in October, 1947.⁵ Another report on this study was given in the Journal of Social Casework, December, 1948, by A. A. Heckman, in which one of the purposes was stated as follows:

"To establish an adequate and readily usable method for gathering certain descriptive economic and sociological data concerning clients of the agency and relate these facts to other kinds of available data concerning the agency's clients, the community, and the general population of the community,"⁶

Unfortunately, however, the author of the above article was not at that time prepared to give a report on the results of that aspect of the survey.

⁵A. A. Heckman and Allan Stone, "Forging New Tools", Survey Mid-Monthly, October, 1947, pp. 267-270.

⁶A. A. Heckman, "Measuring the Effectiveness of Agency Services", Journal of Social Casework, December, 1948, p. 394.

Agency Setting

The Associated Charities, as Family Service was originally named, was first mentioned in the State Journal, December 2, 1909, in which a report was given of the meeting to be held by the mayor of Lansing to elect a Board of Directors to form the Associated Charities. The objective of this organization as stated at that time, was to "prevent people from becoming objects of charity." The meeting was attended by various representatives of church and charity organizations in Lansing. This first organization lacked many of the things necessary to make an agency run smoothly and as a result the Board of Directors, after a number of attempts to obtain advice, finally asked Mr. Frances McLean of the American Association for Organizing Family Social Work to come to Lansing to help in organizing the agency properly. Following his plan for reorganization the agency obtained Miss Adeline A. Buffington to act as general secretary who took over in April, 1912, and after a period of having to overcome prejudices created by former administrations, she began to develop the agency to a point of importance in the community organization. By 1915 the agency had in addition to the general secretary, an additional caseworker, a visiting housekeeper, and two stenographers. In 1918 the name was changed to the Social Service Bureau and was established in a building donated by R. E. Olds, which in 1923 was shared with MCAS. The building was established as a temporary home for women and children. During 1928 this center was taken over by the city and the Social Service Bureau moved to other quarters. At this time Miss Ruth Bowen was acting as general secretary and she initiated a training program in cooperation with Michigan State College.

This history is necessarily brief due to the limitations of space and also due to the fact that a fire in 1920 destroyed many of the agency records so that information in regard to case loads and types is somewhat limited.

On February 23, 1949 the name of this agency was changed to Family Service Agency of Lansing. At present the staff consists of Mrs. Gladys Spaulding, General Secretary, Miss Ruth Kaarlela, Acting Casework Supervisor, three full time caseworkers, one office manager, one secretary-receptionist, three student caseworkers, and one part-time stenographer. The offices are located in the Hollister Building in Lansing. The general purpose of the agency as stated in the recent annual report is:

"Based on its focal concern with family life, the primary purpose is to assist individual members of any family in developing the opportunity and the capacity for satisfying and useful lives."

The actual objectives of the agency are more specifically stated in the constitutional amendments.

II. METHODOLOGY

Selection of Factors

In selecting the data to be used in this project, it was necessary to consider a variety of factors. The major point given attention was the type of information that would be available in the case records. Another factor which must be remembered in any study of this type is objectivity of data.⁷ It is well known that the more objective the data are, that you are using, the more valid will be your conclusions. It goes without saying that the purpose of your study is a major factor in determining the factors to be studied. Taking all of these factors into consideration, the following groups of factors were selected. They have been divided into three major groupings in terms of their relation to each other and their relevance to the final objective of the study.

Statistical Data - The first grouping includes those factors which are purely statistical in nature, such as age, marital status, number in family and religion. The group was selected primarily because it was felt that these are essential factors in the makeup of the clientele of the agency. In addition to this, these factors are easily measureable and as a result can be considered relatively valid and reliable.

Socio-Economic Status - This grouping includes three factors which go to make up the socio-economic level of the individual. These are: occupation, income and residence. These were included because it was felt that they were essential to determining any change in clientele, and it

⁷Frederick L. Whitney, THE ELEMENTS OF RESEARCH, Prentice Hall, Inc., New York, 1942, p. 310.

has been postulated that it is in this area that there has been a change over the past two decades. There was considerable question as to the availability of this information in the records, but it was felt that, due to the importance of this data, it was essential to attempt to obtain something in this area.

Community and Agency Outlook - This category includes those factors within the agency activity which reflect the community and agency outlook. This includes: source of referral, which would reflect the community's conception of the agency's function; problem as presented by the client, which would reflect the clientele's conception of the agency function; and disposition of the case, which would reflect the agency's conception of their own function.

Sampling Procedures

In selecting a sample, many obstacles presented themselves. It was first decided that, in order to obtain a picture of the trends, there should be samples taken with time intervals brought into consideration. The final procedure consisted of selecting a sample from three periods: pre-depression; post-depression and present day. The samples were taken at ten-year intervals in order to standardize the time element. The years 1928, 1938 and 1948 were selected because it was felt that the samples obtained would be less likely to be adversely affected by unusual economic conditions.

At first there was an attempt to make the size of the sample proportionate to the total caseload for the year from which the sample was selected. However, in examining the case counts for the years selected, there did not seem to be agreement in the methods used in the annual case counts so that this method was discarded. It was felt that a standard sample from each year would serve the purpose as well, under the

circumstances. The size of the sample was limited also by the fact that this was intended to be only an exploratory study. As a result, the sampling procedure finally selected was as follows: a standard sample of thirty-four cases from each of the three years selected, selected on a basis of every tenth case in the files, beginning with the first of each year and selected on a basis of case number. If the tenth case was missing from the files, the one next in line was taken. It was necessary to alter this process in the 1938 sample because there seemed to be a lack of cases in the files for that year. In that case the sample may not be as valid, which might account for the differences among the results. That sample was selected on the basis of every fifth case. The samples for 1928 and 1948 were relatively similar, in terms of selection.

Analysis of Data

The methods to be used in the analysis of the data will be grouped into three divisions. Each of the factors measured will be analyzed in respect to these three divisions.

Statistical Comparisons - Each of the factors measured will be transformed into a chart, which in the majority of the cases, will be of the bar graph type. Each factor will be illustrated by three such charts, one for each sample of the three years selected. By this method it will be possible to show the changes over the period covered in each of the factors measured. Where it is possible there will also be some type of average considered such as the median or mode and the range covered in each sample.

Implications of Data - Accompanying each of the statistical analyses there will be an attempt to indicate what these findings imply. The implications to be considered will be those which refer to our basic

hypothesis, that is, that the change in emphasis of function has brought about a change in the makeup of the clientele. Also any implications in regard to possible changes in recording techniques will be noted.

Interpretations - Along with the consideration of the implications of the findings there will be a brief attempt to interpret the causative factors that may be behind these changes in addition to the changing emphasis in function. Included in this will be an attempt to explain some of the discrepancies which are found in the tables and cannot be explained by the original hypothesis.

III. ANALYSIS OF DATA

Statistical Data

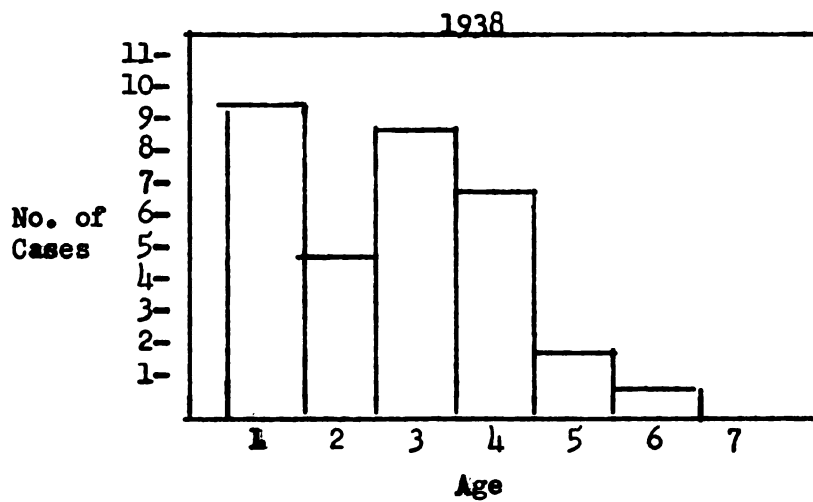
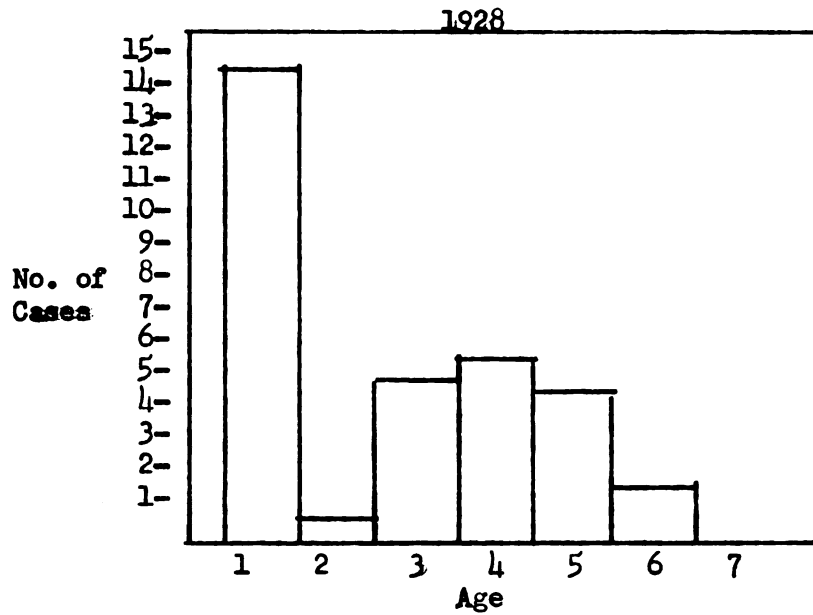
Age of Head of Family - In this classification, there is a need to interpret what is meant by "Head of Family." By this was meant, the person who appears to be acting in the sociological classification as head of the family in our traditionally patriarchal society. If the family was operating as a unit with all of the members present, the father was considered the head. Whereas, if the father was out of the home, the mother was considered the head. In cases of single persons, they were, for the purposes of this study, considered to be the head, although sociologically speaking they would not be considered a family unit.

One interesting trend shown in this factor, was the frequency of cases in which the age of the head of the family was unknown. In 1928 there were 15 such cases or almost 50%, while in 1938 there were only ten, and in 1948 there were 5 such cases or approximately 14%. Throughout the samples there appears to be a preponderance of cases in the age group of 21-40, although this appears to be more pronounced in the samples from 1948 and 1938. The cases in the 1928 are somewhat more evenly distributed.

The trend toward a preponderance of cases in the 21-40 age bracket could be indicative of many things. It could support the fact that over the period studied there was a trend toward segregation of problems according to age groups, with special agencies for children and for the aged becoming more strongly entrenched in our system of social agencies.

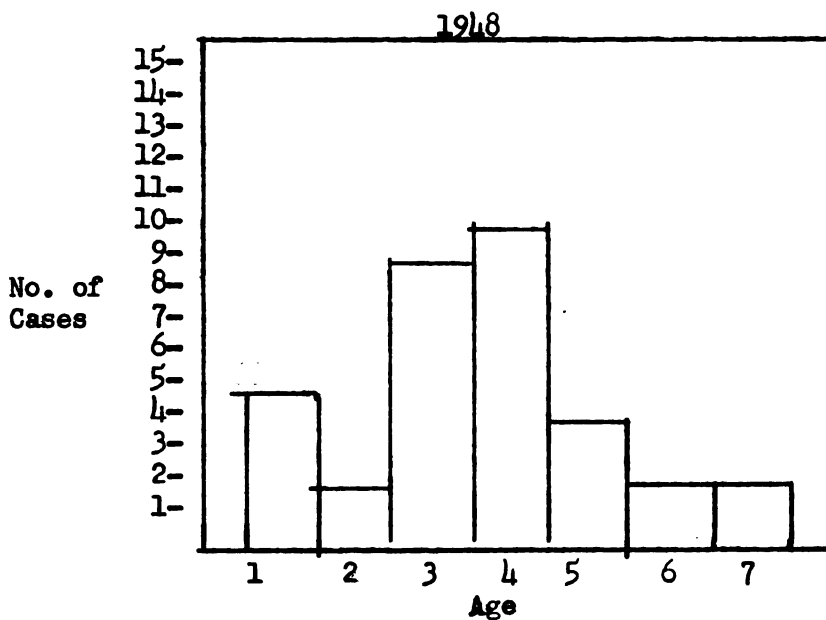
In terms of recording, the trend toward gaining information pertaining to age is very interesting. It could very possibly indicate the caseworker's realization of the importance of this factor in the person's psychological development.

Age of Head of Family



CODE

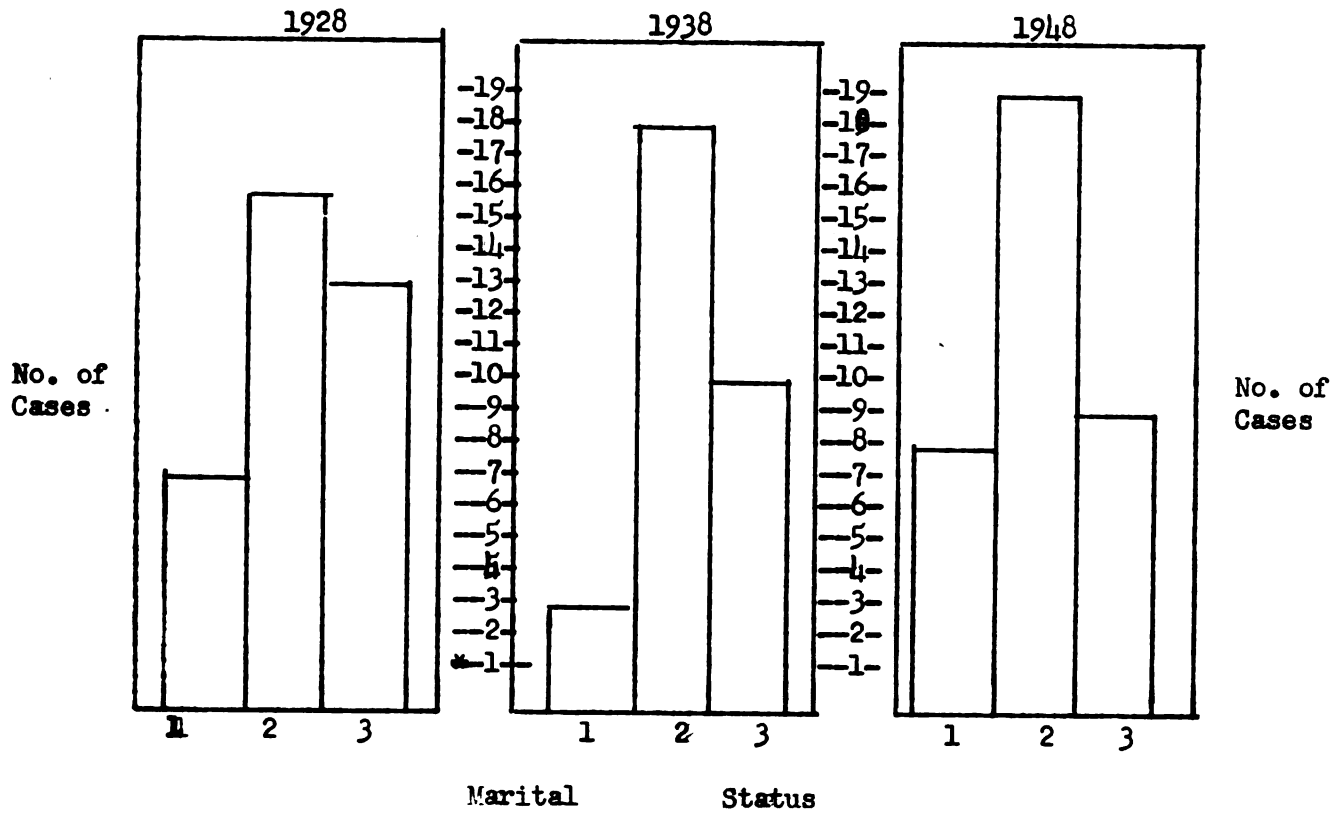
- 1. Unknown
- 2. Birth to 20
- 3. 21 to 30
- 4. 31 to 40
- 5. 41 to 50
- 6. 51 to 60
- 7. 61 & above



Marital Status - Before attempting to analyze the results shown in the tables there should first be an explanation of the terminology being used. "Single" is rather self-explanatory indicating that the client is not nor has been married. In a few cases it is possible that some clients who had been married but were not living in such a state at the time of application, might have given their status as being single, but the number of cases where this might have happened were at a minimum. "Married" included those cases where there was a married couple who were living together at the time of application. "Broken" includes those cases where the family was broken up for any one of a number of reasons, including divorce, separation, death of a spouse, desertion, or as in a few cases where the spouse was institutionalized.

As one looks at the tables there appears to be a couple of trends over the period studied which seem to stand out. For example, the number of married couples coming into the agency seems to be on an upward trend. As is shown, the number of married couples increased from 16 or slightly under half of the sample in 1928, to 18 in 1938, and again to 19 in 1948 which would be approximately 65% of the sample. Also the tables show that there appeared to be a steady decrease in the number of broken cases. The significant thing about these trends is that they seem to be related, that is, as the number of married cases increases the number of broken cases decreases, or an inverse ratio. Throughout these tables there will probably be some question as to the significance of these apparently small changes, but when it is remembered that this is an exploratory study only attempting to show trends, and that the samples are relatively small, the changes appear significant.

Marital Status



CODE

1. Single
2. Married
3. Broken

11-11-11

11-11-11

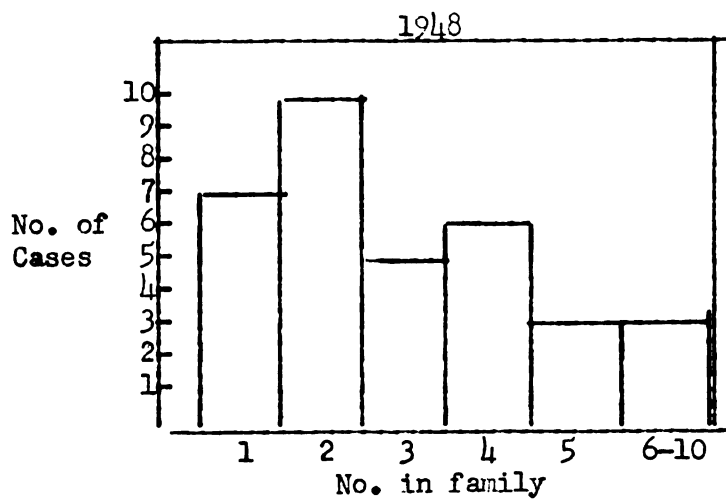
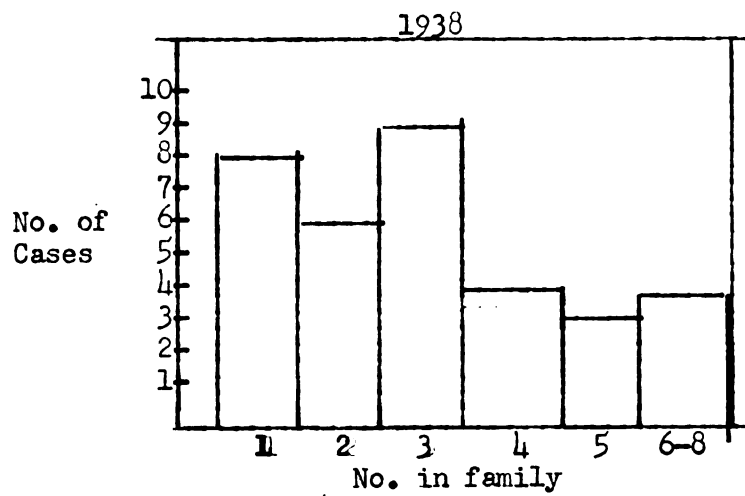
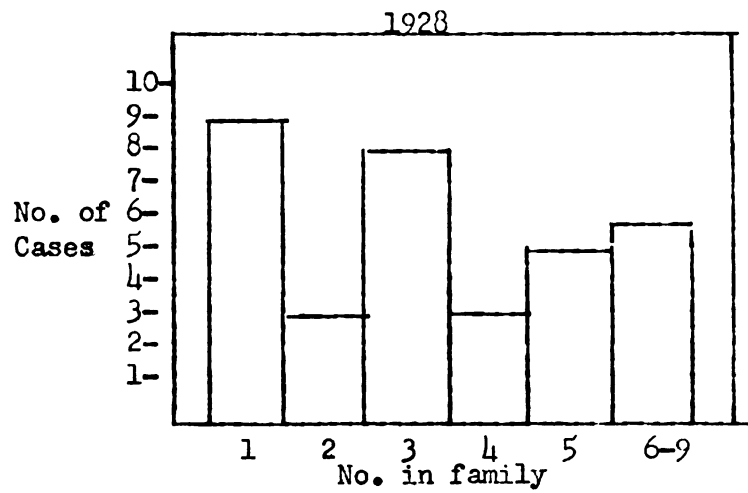
11-11-11

The trends shown in the tables tend to imply that there has been a change in the clientele over the last two decades, and this change could be attributed to the change in emphasis of agency function. This change could be interpreted to mean that more couples who are having marital problems are coming to the agency before their families are broken, in an effort to prevent the breakdown. If this is true, it would be a reflection of the change in emphasis of function, in that the clientele are aware of the fact that the agency is now concerned with problems of an emotional nature rather than problems of material needs.

Number in Family - As far as the terminology used with these tables is concerned, there is little need for interpretation. The number in the family as used in this table included the mother, father, and all of the children, as taken from the face sheet. In each of the samples, the number of cases with six, seven, eight, nine and ten in the family, was small enough to warrant lumping them together into one classification of 6 to 10.

In glancing over these tables there appears to have been a general over-all change in the makeup of the clientele as far as the number in the family is concerned. In the case of ~~just a~~ married couples with no children, there appears to be a definite trend toward an increase in the number of these cases. In the 1928 sample there were only 3 such cases, or slightly less than 10%, while in 1938 the number had doubled with 6 cases, or approximately 20%, and in 1948 there were 10 such cases representing about 30% of the sample. In addition to this there appears to be a decrease in the number of cases with five or more in the family. On the other hand there appears to be an increase in the cases of four in the family, or the husband and wife and two children. On the whole, the

Number in Family



trend indicated is toward smaller family units availing themselves to the services of the agency.

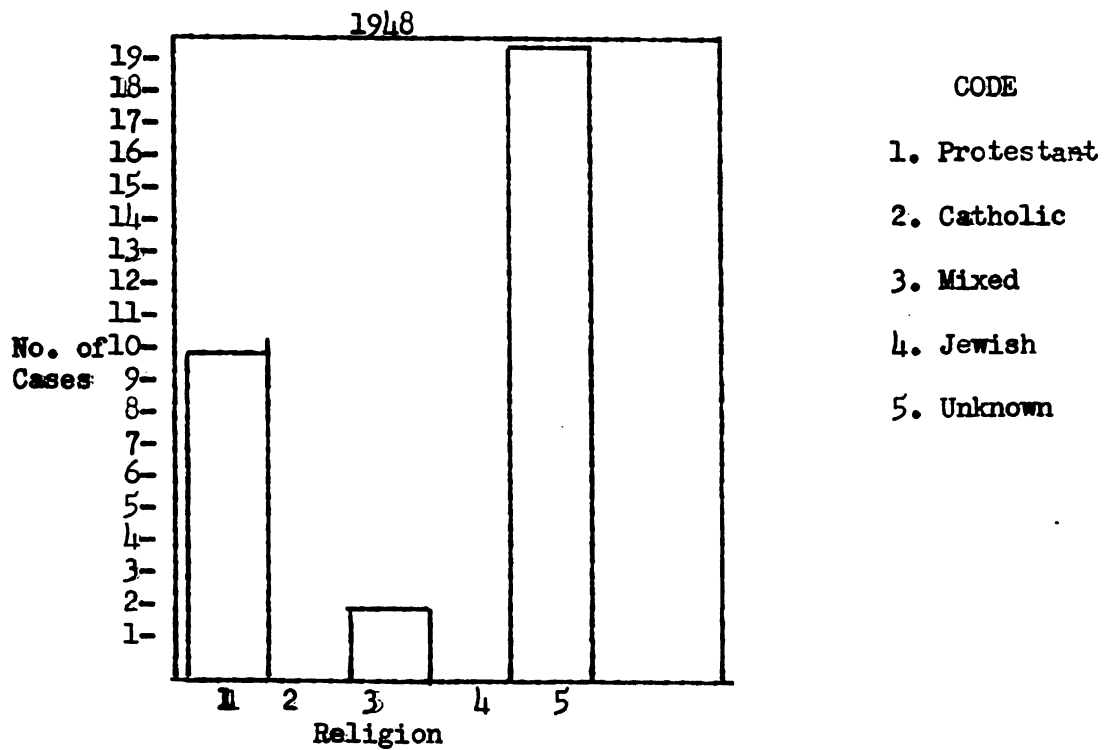
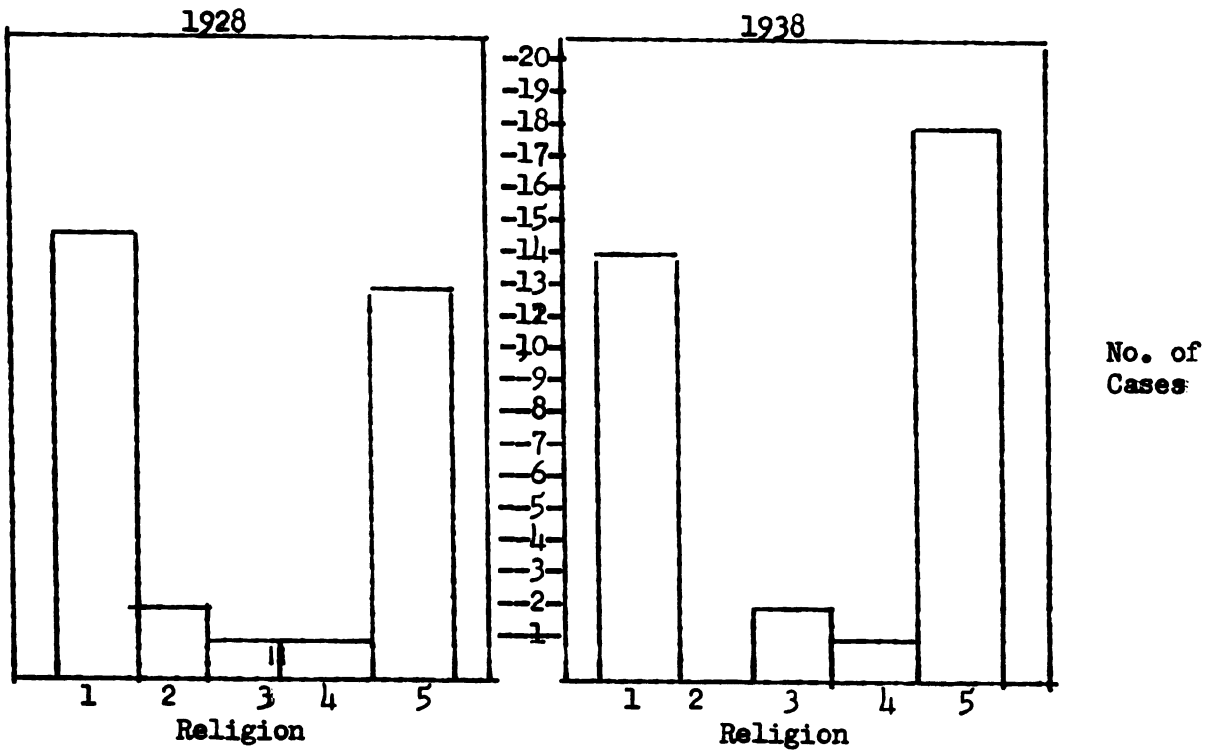
The results as shown above give implications which could be attributed to two trends. The first is the trend in our society, which studies have shown, toward smaller family units in the population as a whole.⁸ This also could indicate that there are more people from the higher socio-economic brackets making use of the services of the Family Service Agency of Lansing because it is a well-known fact among sociologists that people from the higher socio-economic levels tend to have smaller families in general.⁹ Which of these factors would account for the change in the family makeup in this study would be hard to say, but it is likely that both of the factors, that is, declining family size in the population as a whole, and, more people from higher socio-economic levels, have played important roles in bringing about this change in clientele makeup.

Religion - The classification system used in this category is relatively simple. "Mixed" is the only grouping which requires elucidation, and that includes all cases in which the husband and wife of a married couple are of different religious faiths. The "Unknown" classification includes not only those cases in which the religious preference was not noted but also a very few cases in which the client stated his religious preference as being "none."

⁸E. W. Burgess and H. J. Locke, THE FAMILY, American Book Company, New York, 1945, p. 495.

⁹W. L. Warner and P. S. Lunt, THE STATUS SYSTEM OF A MODERN COMMUNITY, Yale University Press, New Haven, 1942, p. 88.

Religion



1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702	703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744	745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765	766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786	787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807	808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828	829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849	850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870	871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891	892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912	913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933	934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954	955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975	976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996	997	998	999	1000	1001	1002	1003	1004	1005	1006	1007	1008	1009	1010	1011	1012	1013	1014	1015	1016	1017	1018	1019	1020	1021	1022	1023	1024	1025	1026	1027	1028	1029	1030	1031	1032	1033	1034	1035	1036	1037	1038	1039	1040	1041	1042	1043	1044	1045	1046	1047	1048	1049	1050	1051	1052	1053	1054	1055	1056	1057	1058	1059	1060	1061	1062	1063	1064	1065	1066	1067	1068	1069	1070	1071	1072	1073	1074	1075	1076	1077	1078	1079	1080	1081	1082	1083	1084	1085	1086	1087	1088	1089	1090	1091	1092	1093	1094	1095	1096	1097	1098	1099	1100	1101	1102	1103	1104	1105	1106	1107	1108	1109	1110	1111	1112	1113	1114	1115	1116	1117	1118	1119	1120	1121	1122	1123	1124	1125	1126	1127	1128	1129	1130	1131	1132	1133	1134	1135	1136	1137	1138	1139	1140	1141	1142	1143	1144	1145	1146	1147	1148	1149	1150	1151	1152	1153	1154	1155	1156	1157	1158	1159	1160	1161	1162	1163	1164	1165	1166	1167	1168	1169	1170	1171	1172	1173	1174	1175	1176	1177	1178	1179	1180	1181	1182	1183	1184	1185	1186	1187	1188	1189	1190	1191	1192	1193	1194	1195	1196	1197	1198	1199	1200	1201	1202	1203	1204	1205	1206	1207	1208	1209	1210	1211	1212	1213	1214	1215	1216	1217	1218	1219	1220	1221	1222	1223	1224	1225	1226	1227	1228	1229	1230	1231	1232	1233	1234	1235	1236	1237	1238	1239	1240	1241	1242	1243	1244	1245	1246	1247	1248	1249	1250	1251	1252	1253	1254	1255	1256	1257	1258	1259	1260	1261	1262	1263	1264	1265	1266	1267	1268	1269	1270	1271	1272	1273	1274	1275	1276	1277	1278	1279	1280	1281	1282	1283	1284	1285	1286	1287	1288	1289	1290	1291	1292	1293	1294	1295	1296	1297	1298	1299	1300	1301	1302	1303	1304	1305	1306	1307	1308	1309	1310	1311	1312	1313	1314	1315	1316	1317	1318	1319	1320	1321	1322	1323	1324	1325	1326	1327	1328	1329	1330	1331	1332	1333	1334	1335	1336	1337	1338	1339	1340	1341	1342	1343	1344	1345	1346	1347	1348	1349	1350	1351	1352	1353	1354	1355	1356	1357	1358	1359	1360	1361	1362	1363	1364	1365	1366	1367	1368	1369	1370	1371	1372	1373	1374	1375	1376	1377	1378	1379	1380	1381	1382	1383	1384	1385	1386	1387	1388	1389	1390	1391	1392	1393	1394	1395	1396	1397	1398	1399	1400	1401	1402	1403	1404	1405	1406	1407	1408	1409	1410	1411	1412	1413	1414	1415	1416	1417	1418	1419	1420	1421	1422	1423	1424	1425	1426	1427	1428	1429	1430	1431	1432	1433	1434	1435	1436	1437	1438	1439	1440	1441	1442	1443	1444	1445	1446	1447	1448	1449	1450	1451	1452	1453	1454	1455	1456	1457	1458	1459	1460	1461	1462	1463	1464	1465	1466	1467	1468	1469	1470	1471	1472	1473	1474	1475	1476	1477	1478	1479	1480	1481	1482	1483	1484	1485	1486	1487	1488	1489	1490	1491	1492	1493	1494	1495	1
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	---

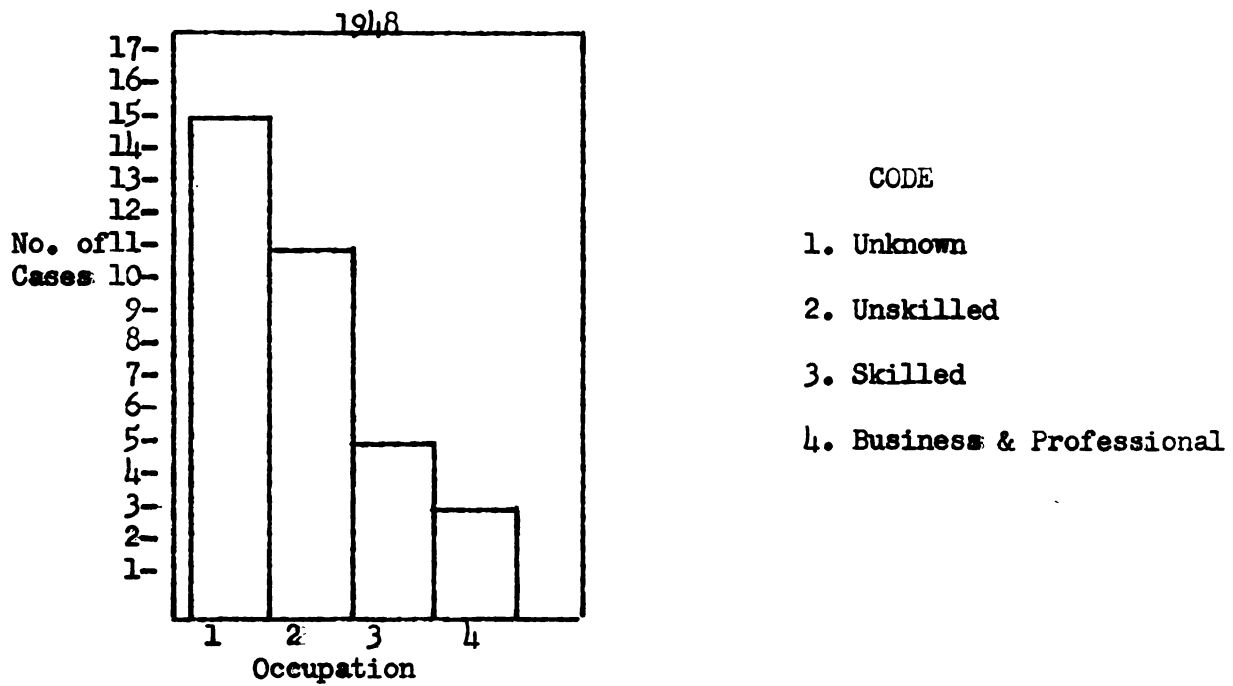
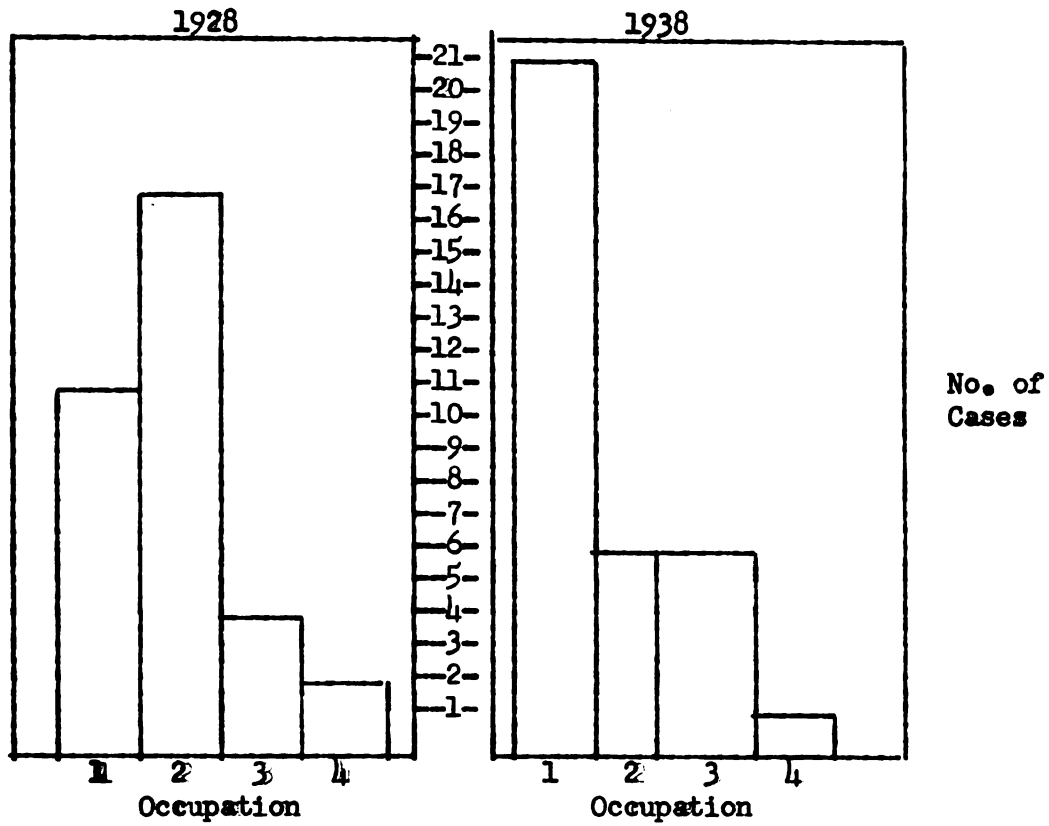
As can be seen immediately by looking at the table, the cases in which the religious preference is not given seems to be predominant. The one exception is in the 1928 sample in which the Protestant grouping seems to have a slight edge. The over-all trends however seem to indicate a tendency for more cases in which the religious preference is not given. The "Mixed" grouping is the only grouping, among those in which a religious preference was shown, that seemed to be increasing. All of the other religious groupings showed a decrease, with both "Catholic" and "Jewish" fading completely out of the picture by 1948.

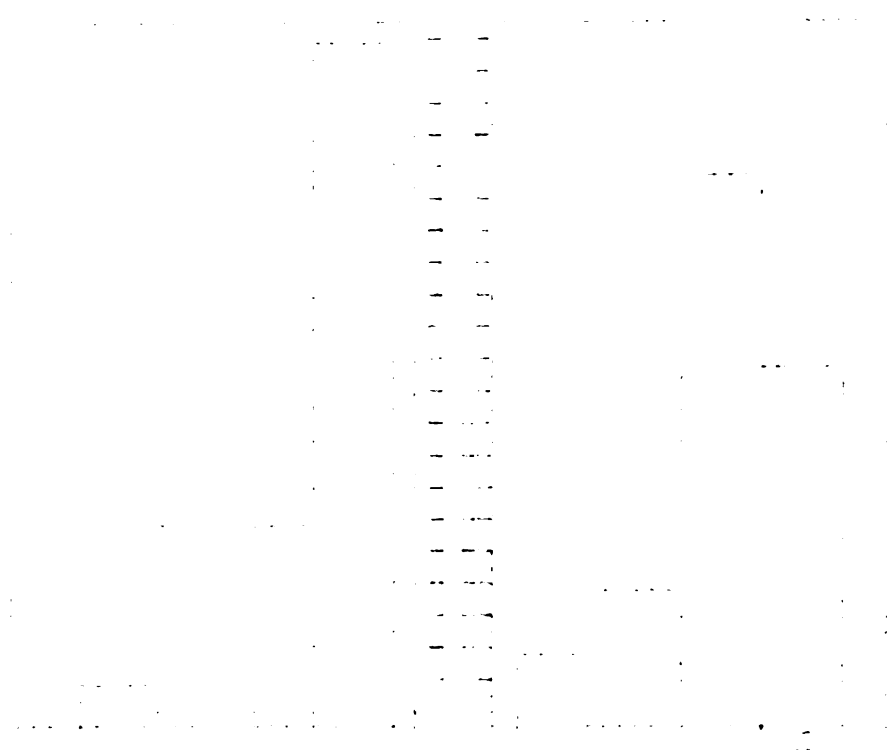
The only implication which can be drawn from the data shown in the charts is that there appears to be a trend toward an increase in the number of cases in which the religious preference is not given. This may indicate a slight change in the attitude of the agency in terms of the importance of obtaining this information, which may be a reflection of the less important role religion is playing in our society today in comparison to twenty years ago. This does not seem to be important as far as the change in emphasis of function is concerned, but it does seem to have implications in terms of changing recording techniques.

Socio-Economic Status

Occupation - Because of the tremendous number of occupations in our society, there is a need for some explanation of the classification system used in this category. "Unknown" includes all of those cases in which the occupation of the individual was not given. This also included those cases in which the individual was unemployed at the time and gave no particular occupation. "Unskilled" includes all cases in which the worker was employed in a job which required little or no training. In with this category were placed all cases in which the individual was classified as

Occupation





a factory worker with no stipulation as to his particular job. "Skilled" covered all occupations given which appeared to require some training before the individual would be qualified to take such a job. Included in this grouping were such things as painters, plasterers, carpenters, etc. "Business and Professional" includes all those persons who were proprietors of a business or had some professional training.

The predominant factor which appears in this sampling is the fact that the information pertaining to the client's occupation is not given. There does appear to be a trend toward an increase in representation from the "Skilled" and "Business and Professional" categories. There also seems to be an overall decrease in the representation from the "Unskilled" brackets. This does not necessarily indicate that the number of clients from these classifications has changed but merely that the proportion of each has been altered.

The trend toward a greater proportion of "Skilled" and "Business and Professional" indicates a possibility that more people from the higher socio-economic levels are coming into the agency, which would tend to support the original hypothesis. In terms of recording, however, there still appears reluctance on the part of the recorder to obtain the information pertaining to occupation.

Income - In attempting to determine the income in the cases the breakdown of incomes used seemed to be most satisfactory, and as such is fairly self-explanatory. Included in this was all income which appeared to be representative of the client's average income, such as earnings, pensions, and other such forms of remuneration. The "Unknown" category included all cases in which there was no mention made of the income of the client within the first few interviews. No attempt was made to probe

Income

No. of Cases

	1928	1938	1948
Unknown	20	22	22
Unemployed	12	4	4
0-\$50 pr. mo.	1	3	
\$50-\$100 "		4	2
\$101-\$150 "		1	1
\$151-\$200 "	1		3
\$201-\$250 "			1
\$251- 4 above			1

Income

further into the cases for this information because this was intended to be primarily a study of intake, and it would have proved too extensive an undertaking to attempt to do so.

As can be seen, the largest categories in each sample are the ones entitled "Unknown" and Unemployed", although there does appear to have been a slight increase in this information over the period studied. In the cases where this information was given, there appears to be a trend toward a wider representation from higher income brackets. It must be remembered, however, that the value of the dollar in terms of real income has changed over the period studied.

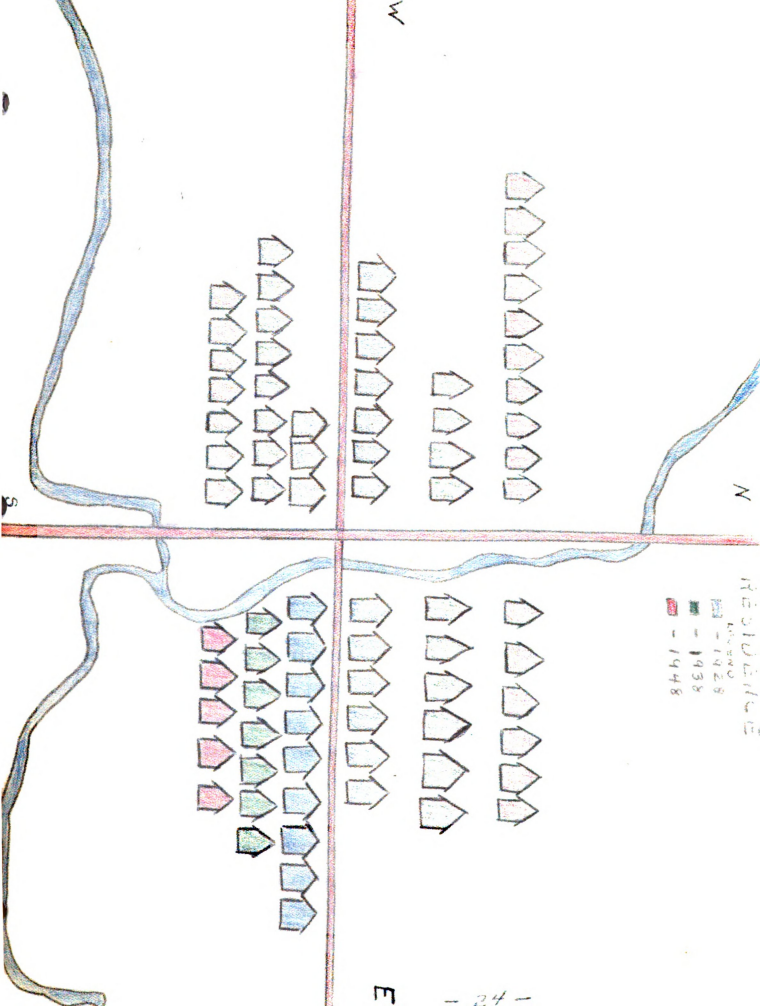
Any interpretation of this information will have to be guarded for two reasons. One being the fact that the cases in which this information was not available are by far the predominant ones, so as to distort any results found. Another is, as was stated above, the changing value of the dollar. An attempt would have been made to pro-rate this but it was felt that the results were so unproductive that this would have been of little value.

In terms of recording, there does seem to be some indications here of a trend toward more frequent gaining of this information. This could be interpreted to mean that the caseworker places more importance on this information than she did formerly, in terms of diagnosis.

Residence - In attempting to analyze the samples taken of residence, it was first thought that this could be used in relation with income, and occupation, combining the three factors to serve as an indicator of socioeconomic status for each case. As can be seen however, the unavailability of information in the other two categories in this grouping made this procedure untenable. It was then decided to divide the city into

RESOLUTION

1928
1938
1948



E

- 24 -

]

quadrants and attempt to measure the distribution of clientele and if there had been any shifts in this distribution. In the accompanying illustration, each house represents a case.

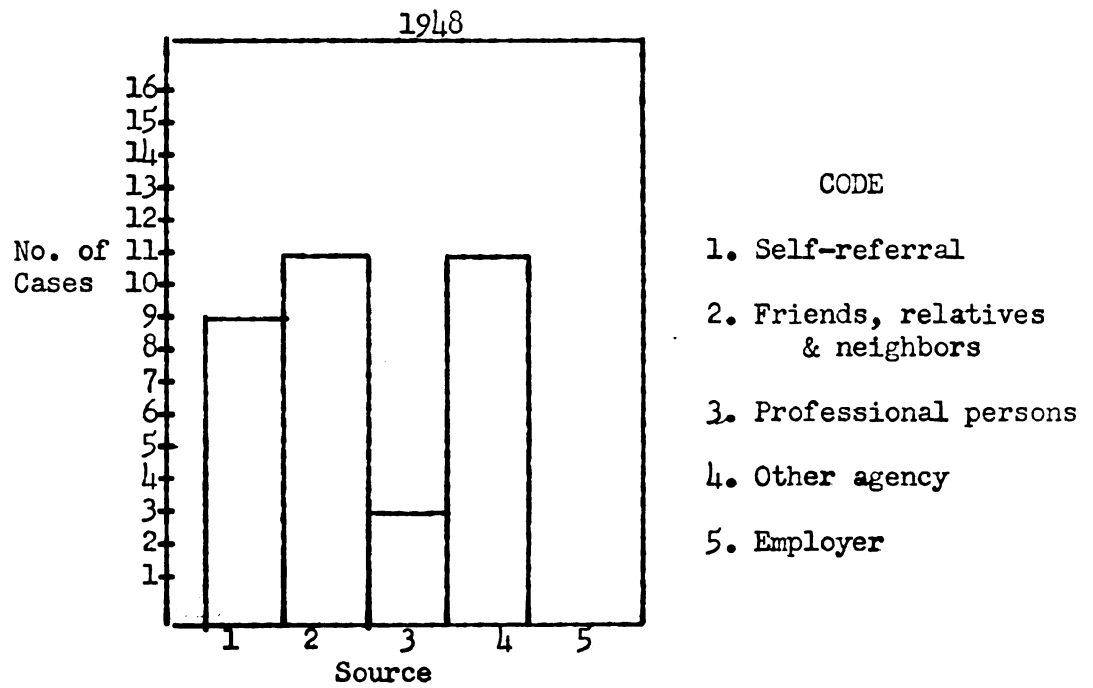
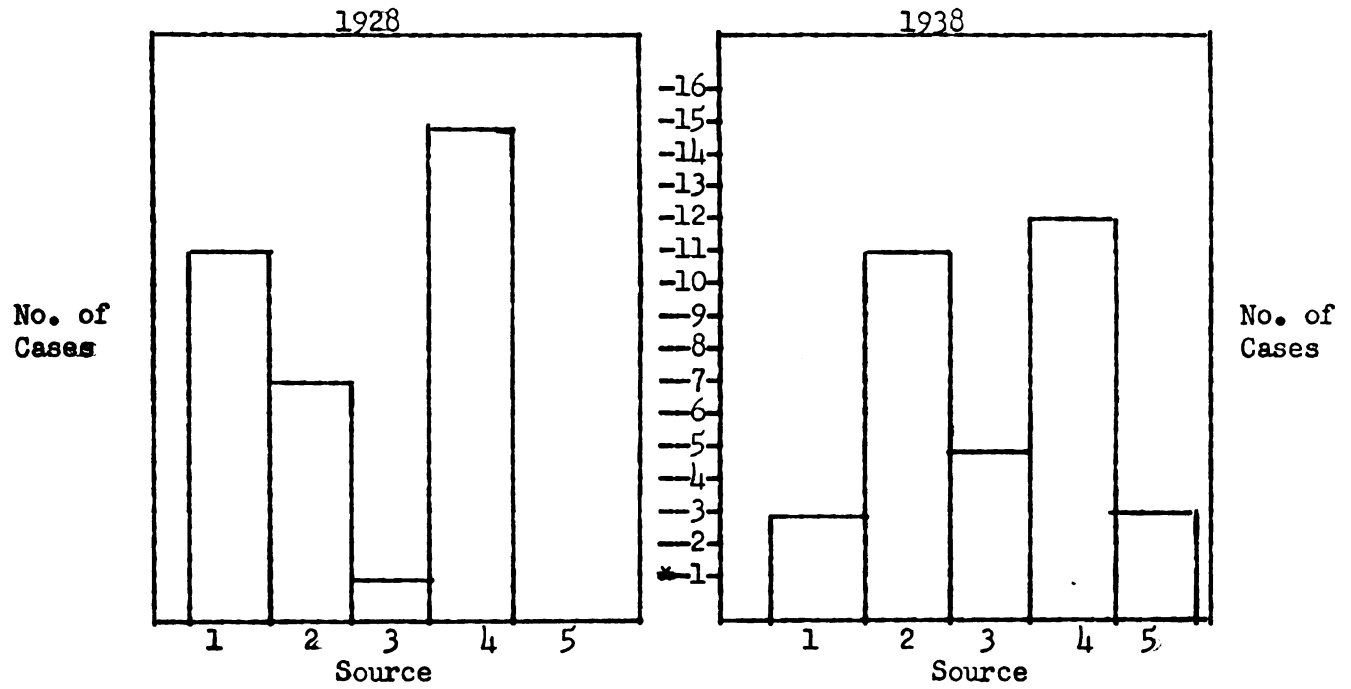
In the illustration there appears to be a number of interesting shifts. The northeast quadrant of the city has remained rather steady in its contribution to the clientele of the agency over the period included in this study. On the other hand the southeast quadrant has shown a steady decrease in its contributions with the number of cases being cut almost in half over the period studied, or a drop from almost 25% to 15%. The northwest quadrant however, fluctuated from being the second largest contributor in 1928, to the smallest in 1938, back to the largest contributor in 1948. The southwest quadrant fluctuated also from the smallest contributor in 1928, to the largest in 1938, to the second largest in 1948.

Any attempt to interpret the findings of this part of the study would necessarily include an analysis of the socio-economic ratings of the various sections of the city, which for our purposes would almost constitute another study in itself. It is known, however, that Lansing is a very complex community in regard to socio-economic makeup, and this is somewhat borne out by the findings which tend to show no section of the city as being outstandingly predominant at any one time.

Community and Agency Outlook

Source of Referral - The terminology used with this factor requires some explanation in order to be clearer. "Self-Referral" included all of those cases in which the client came into the agency directly and with no direction from another individual or agency. It is possible that these persons were referred but failed to mention it nor was it brought out during the person's contacts, but these cases are probably at a minimum.

Source of Referral



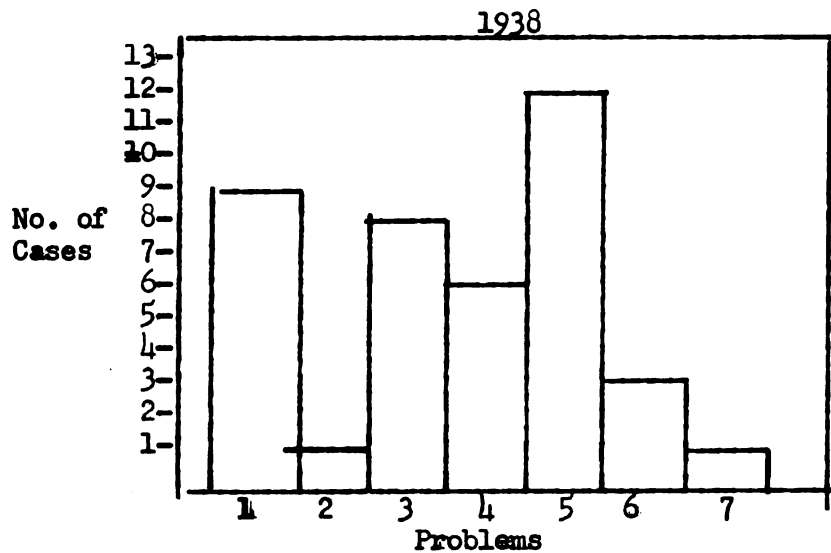
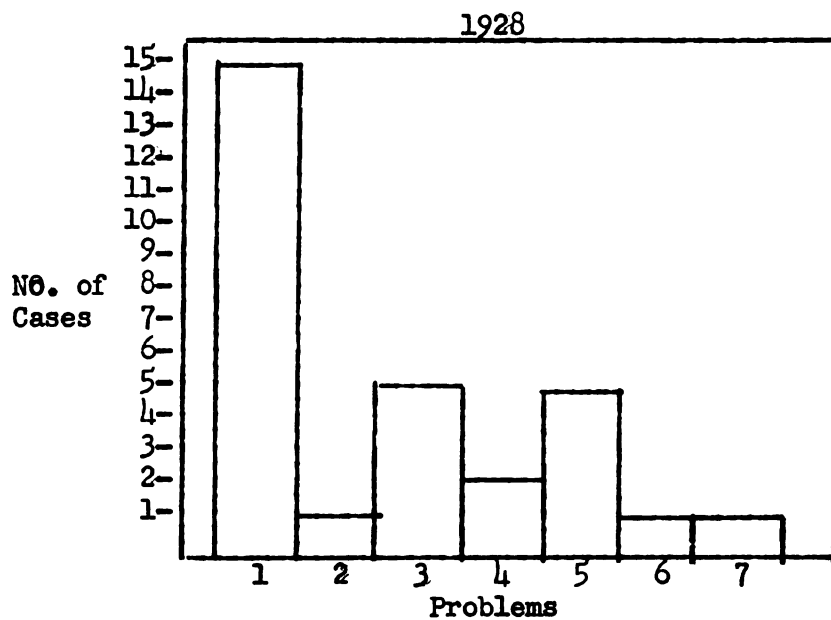
"Friends, Relatives and Neighbors" includes all of those cases in which the person was referred to the agency by another interested individual who was acquainted with the agency. "Professional Persons" includes all referrals by other professional people, which in all instances in this study, were either a doctor or an attorney. "Other Agency" includes referrals from other welfare agencies, public and private, and other such agencies concerned with the well-being of the individual, such as the school, church or police department. "Employer" includes all cases which were referred by the employer who was concerned with his employees' well being.

There seem to be a couple of trends shown by these tables as far as source of referral is concerned. The one definite trend seems to be in the direction of a decrease in the number of referrals by other agencies. The referrals by friends, relatives and neighbors appears to be increasing. The over-all trend as shown by the tables, seems to indicate a tendency for referral sources to be spread over a wider selection of persons and agencies.

This trend toward a wider selection of referral resources implies the possibility that the public, in general, is becoming better acquainted with the Family Service Agency of Lansing and its functions. To carry this line of reasoning further, one could say that more persons being acquainted with the agency increases the potential clientele, not only in numbers, but also in wider socio-economic representation.

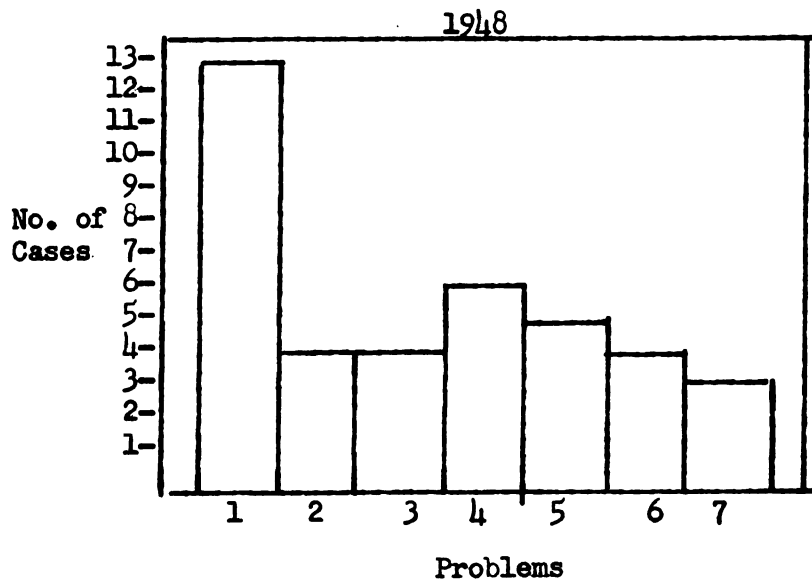
Problems—as Presented by the Client - The terminology used with this factor requires more explanation due to the fact that many types of problems are overlapping and require differentiation. "Material Need" includes all cases in which the client presented his problem as being one

Problems - As Presented by the Client



CODE

1. Material Need
2. Financial Planning
3. Medical Aid
4. Family Interrelationships
5. Child Problems
6. Personality Problems
7. Incidental Services



1. **Introduction**
 2. **Background**
 3. **Methodology**
 4. **Results**
 5. **Discussion**
 6. **Conclusion**
 7. **References**
 8. **Appendix**
 9. **Figure 1**
 10. **Figure 2**
 11. **Figure 3**
 12. **Figure 4**
 13. **Figure 5**
 14. **Figure 6**
 15. **Figure 7**
 16. **Figure 8**
 17. **Figure 9**
 18. **Figure 10**
 19. **Figure 11**
 20. **Figure 12**
 21. **Figure 13**
 22. **Figure 14**
 23. **Figure 15**
 24. **Figure 16**
 25. **Figure 17**
 26. **Figure 18**
 27. **Figure 19**
 28. **Figure 20**
 29. **Figure 21**
 30. **Figure 22**
 31. **Figure 23**
 32. **Figure 24**
 33. **Figure 25**
 34. **Figure 26**
 35. **Figure 27**
 36. **Figure 28**
 37. **Figure 29**
 38. **Figure 30**
 39. **Figure 31**
 40. **Figure 32**
 41. **Figure 33**
 42. **Figure 34**
 43. **Figure 35**
 44. **Figure 36**
 45. **Figure 37**
 46. **Figure 38**
 47. **Figure 39**
 48. **Figure 40**
 49. **Figure 41**
 50. **Figure 42**
 51. **Figure 43**
 52. **Figure 44**
 53. **Figure 45**
 54. **Figure 46**
 55. **Figure 47**
 56. **Figure 48**
 57. **Figure 49**
 58. **Figure 50**
 59. **Figure 51**
 60. **Figure 52**
 61. **Figure 53**
 62. **Figure 54**
 63. **Figure 55**
 64. **Figure 56**
 65. **Figure 57**
 66. **Figure 58**
 67. **Figure 59**
 68. **Figure 60**
 69. **Figure 61**
 70. **Figure 62**
 71. **Figure 63**
 72. **Figure 64**
 73. **Figure 65**
 74. **Figure 66**
 75. **Figure 67**
 76. **Figure 68**
 77. **Figure 69**
 78. **Figure 70**
 79. **Figure 71**
 80. **Figure 72**
 81. **Figure 73**
 82. **Figure 74**
 83. **Figure 75**
 84. **Figure 76**
 85. **Figure 77**
 86. **Figure 78**
 87. **Figure 79**
 88. **Figure 80**
 89. **Figure 81**
 90. **Figure 82**
 91. **Figure 83**
 92. **Figure 84**
 93. **Figure 85**
 94. **Figure 86**
 95. **Figure 87**
 96. **Figure 88**
 97. **Figure 89**
 98. **Figure 90**
 99. **Figure 91**
 100. **Figure 92**
 101. **Figure 93**
 102. **Figure 94**
 103. **Figure 95**
 104. **Figure 96**
 105. **Figure 97**
 106. **Figure 98**
 107. **Figure 99**
 108. **Figure 100**
 109. **Figure 101**
 110. **Figure 102**
 111. **Figure 103**
 112. **Figure 104**
 113. **Figure 105**
 114. **Figure 106**
 115. **Figure 107**
 116. **Figure 108**
 117. **Figure 109**
 118. **Figure 110**
 119. **Figure 111**
 120. **Figure 112**
 121. **Figure 113**
 122. **Figure 114**
 123. **Figure 115**
 124. **Figure 116**
 125. **Figure 117**
 126. **Figure 118**
 127. **Figure 119**
 128. **Figure 120**
 129. **Figure 121**
 130. **Figure 122**
 131. **Figure 123**
 132. **Figure 124**
 133. **Figure 125**
 134. **Figure 126**
 135. **Figure 127**
 136. **Figure 128**
 137. **Figure 129**
 138. **Figure 130**
 139. **Figure 131**
 140. **Figure 132**
 141. **Figure 133**
 142. **Figure 134**
 143. **Figure 135**
 144. **Figure 136**
 145. **Figure 137**
 146. **Figure 138**
 147. **Figure 139**
 148. **Figure 140**
 149. **Figure 141**
 150. **Figure 142**
 151. **Figure 143**
 152. **Figure 144**
 153. **Figure 145**
 154. **Figure 146**
 155. **Figure 147**
 156. **Figure 148**
 157. **Figure 149**
 158. **Figure 150**
 159. **Figure 151**
 160. **Figure 152**
 161. **Figure 153**
 162. **Figure 154**
 163. **Figure 155**
 164. **Figure 156**
 165. **Figure 157**
 166. **Figure 158**
 167. **Figure 159**
 168. **Figure 160**
 169. **Figure 161**
 170. **Figure 162**
 171. **Figure 163**
 172. **Figure 164**
 173. **Figure 165**
 174. **Figure 166**
 175. **Figure 167**
 176. **Figure 168**
 177. **Figure 169**
 178. **Figure 170**
 179. **Figure 171**
 180. **Figure 172**
 181. **Figure 173**
 182. **Figure 174**
 183. **Figure 175**
 184. **Figure 176**
 185. **Figure 177**
 186. **Figure 178**
 187. **Figure 179**
 188. **Figure 180**
 189. **Figure 181**
 190. **Figure 182**
 191. **Figure 183**
 192. **Figure 184**
 193. **Figure 185**
 194. **Figure 186**
 195. **Figure 187**
 196. **Figure 188**
 197. **Figure 189**
 198. **Figure 190**
 199. **Figure 191**
 200. **Figure 192**
 201. **Figure 193**
 202. **Figure 194**
 203. **Figure 195**
 204. **Figure 196**
 205. **Figure 197**
 206. **Figure 198**
 207. **Figure 199**
 208. **Figure 200**
 209. **Figure 201**
 210. **Figure 202**
 211. **Figure 203**
 212. **Figure 204**
 213. **Figure 205**
 214. **Figure 206**
 215. **Figure 207**
 216. **Figure 208**
 217. **Figure 209**

of need for financial or material help in the form of clothing, fuel, housing, etc. "Financial Planning" includes all of those cases in which the client requested help in planning finances and budgeting. "Medical Aid" covers all cases in which the client requests aid in planning to meet problems in which medical difficulties predominate. "Family Interrelationships" includes all problems of adjustment within the family, with marital problems being the most frequently presented. "Child Problems" includes cases in which there is a complaint in regard to a child's behavior either from the parent, or from an interested individual who feels that the child is being mistreated. "Personality Problems" covers those individuals who come into the agency with some type of an emotional problem, or an occasional case of suspected mental illness. "Incidental Services" includes all cases which request specific services, such as: Legal Aid, Traveler's Aid, or Homemaker Service.

An inspection shows that over the period studied there does not appear to have been a startling change in the problems that the clients bring in to the agency. Material Need still appears to be the predominant need presented by the clients. There appears to have been a dip in the amount of material need cases presented in 1938, the reasons for which will be considered later. There appears to have been a slight increase in problems of family interrelationships, personality problems, and financial planning. On the other hand there seems to have been a decrease in problems with children and problems of a medical nature. Although the change is not startling there does appear to be a trend toward an emphasis on problems of a psychological nature.

The trend toward an emphasis on problems of a psychological nature appears to support our original hypothesis, and also seems to indicate

that the public is beginning to accept the agency as a counseling agency rather than a charitable institution. Of course it must be noted at this point that it is well known that clients frequently do not present to the intake worker their actual problem. There is usually one of two reasons for this, one being that the client is just "feeling his way around" in order to determine the amount of permissiveness that prevails; or sometimes the clients are not aware of their real problem which may show itself in an entirely different area from the one in which the problem actually lay. An example of this is given in Florence Hollis' book, *WOMEN IN MARITAL CONFLICT*, in which she points out that frequently when the husband and wife disagree on how to spend their income, this is actually an outlet for underlying sexual difficulties.¹⁰

The 1938 sample seems to present some interesting discrepancies. For one thing, there is the decrease in the number of cases applying for material need. There may be a number of explanations for this, either in terms of the role played by this agency in relation to other agencies in the community during this period, or the fact that many depression agencies were still active at this time; or it may possibly be a sampling error due to the change in sampling procedure used at this time. Another area to be questioned is the large increase in the number of child problems. Many of these were cases in which an interested individual reported a case of child neglect, but one possible explanation is that there could have been some misinterpretation on the part of the public of the agency's function.

¹⁰Florence Hollis, *WOMEN IN MARITAL CONFLICT*, Family Service Association of America, 1949, pp. 134-144.

100

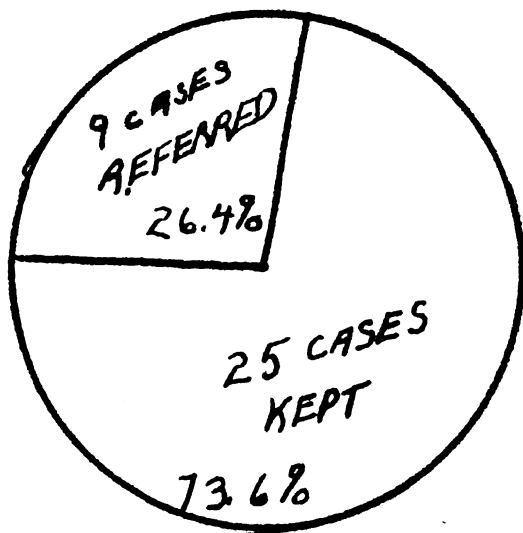
Disposition - The division of cases in this classification requires clarification due to the fact that many cases are referred to other agencies after the worker has had one interview, many are referred after more than one interview, some are referred to another agency but are also kept active in this agency, and some are exclusively active with this agency. After some deliberation it was decided to divide the cases on the basis of disposition after one interview. If the intake worker refers the case to another agency after one interview, it is considered a "referred" case, but if the client has more than one interview while the case is active it is considered "kept."

As can be seen by looking at the diagrams on the next page, there has been no change in the percentage of cases referred after one interview, within the samples which were selected for 1928 and 1948. The only change which occurred over the period tested, was in the sample selected for 1938, which showed no referrals whatsoever. In each of the other two samples there were 9 cases of the 34 which were referred or about 26.4%.

The implication which seems to be involved in the fact that there was no change in the two samples is possibly that there was no change in the clientele makeup. However, upon closer examination of the situation it might be concluded that along with the agency's change in emphasis of function there was a change in the public's conception of the agency and therefore no change in the number of referrals was necessary. As far as the 1938 sample is concerned there appears to be two possible explanations. One is that there might have been a change in the filing system, to one in which only cases that were "kept" were filed. The other possibility is that there might have been an impairment of the relationship between the various agencies in the community. There is reason to believe that

DISPOSITION

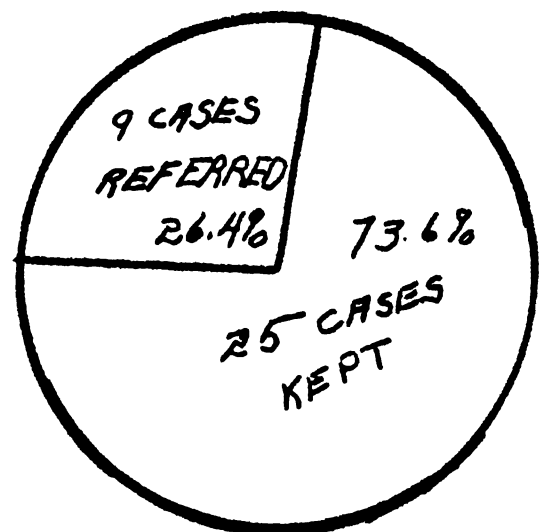
1928



1938



1948



there is some truth to this latter statement, but it would be closer to the truth to say that both of these factors played a role in this situation, probably with more importance placed on the first, because even with impaired agency relationships there would still be some referrals.

IV. CONCLUSIONS

Before attempting to draw any conclusions from the foregoing data it is well to recall the purpose of the study and any limitations thereby imposed. The purpose, as stated at the outset, was to perform an exploratory study of the changes in clientele and recording, in terms of the change in emphasis of function of the agency over the last two decades. It must be remembered that as an exploratory study, the conclusions drawn are not intended as final, but only as indicators of trends and of possible areas for further, more extensive research. The hypotheses set forth were as follows:

1. The change in emphasis of function in the Family Service Agency from offering material aid to the offering of psychological help, has affected a change in the clientele toward a wider representation from all socio-economic levels, over the last two decades.
2. There has been a change in recording over the last two decades toward gaining a wider body of knowledge pertaining to the client.

In attempting to draw any conclusions from the foregoing data, in terms of the above stated purpose and hypotheses, there will first be a breakdown of the data in terms of the three groupings which have been used in the study, viz. Statistical Data, Socio-Economic Status, and Community and Agency Outlook. Following this there will be an attempt to synthesize the above conclusions into one well-integrated summary.

Statistical Data

The two factors which seem to have importance for our study are Marital Status and Number in Family. The tendency for more married couples and ^{fewer} less "Broken" families to come into the agency indicate a trend toward wider representation from various social classes among the clientele. Even more important is the trend toward smaller family units

coming to the agency, because it indicates a representation from the higher socio-economic levels who reputedly have smaller families. The other two factors Religion and Age of Head of Family, seem to be of little value in proving or disproving our first hypothesis. Therefore, in terms of changes in clientele, there is an indication of a need for more research in the areas of Marital Status and Number in Family.

In terms of recording the factors, Religion and Age of Head of Family, indicate a change in importance of information gained. There appears to be less emphasis placed on gaining information pertaining to religious preference, while Age of Head of Family has gained more importance. This indicates a need for research in the area of recording.

Socio-Economic Status

In terms of the first hypothesis, little in the way of conclusions can be drawn from the results obtained. In terms of occupations, there is some support for the belief that the clientele have changed in socio-economic make-up, but due to the lack of information, little support from the whole grouping is given to that belief.

In terms of recording, the lack of information in this grouping indicates a definite need for more research in this area, with an emphasis on what attempts are made to obtain this information, and why or why aren't they made.

Community and Agency Outlook

In terms of a changing clientele, the factors, Source of Referral and Problem as Presented by the Client, are the most productive in terms of conclusions which can be drawn. There appears to be a trend toward more people coming to the agency for help with problems of a psychological nature. In addition to this there seems to be a wider selection of referral

resources and the number of referrals appear to be more evenly distributed among the resources. These both represent changes in clientele makeup which could be attributed to a change in emphasis of function over the period studied. This is true in the case of source of referral because a more even distribution of referral resources indicates a wider public acquaintanceship with the function of the agency.

In terms of recording there does not seem to be much that can be said about this area. There does not appear to have been much of a change in the recording of this information over the period studied, with all of these factors being readily available in each of the samples.

Overall Conclusions

In the final analysis, there is some indication, in the results which have been presented, that the belief that the change of emphasis in function of the Family Service Agency of Lansing over the last two decades has resulted in a change in clientele makeup, is substantiated. There have been indicated changes in such factors as size of family, marital status, occupation, and problem as presented by the client. Some of these changes, have likewise, been attributed partially if not wholly, to the change in emphasis of function. On the basis of the above results it is recommended that further research be conducted in the area of changing clientele, particularly in the areas mentioned above.

In terms of the secondary hypothesis, that is, that the recording techniques have changed over the period studied, there are also some indications in the results. Due to the fact that this was only a secondary purpose of the study, not as much attention was given to this factor, which resulted in a very brief, cursory examination of recording techniques as they applied to our original purpose. With the factors, Religion and

Age of Head of Family, there has been a change in the gaining of this information which might be indicative of a change in the role this information has played in casework techniques. With the factors pertaining to socio-economic status there was a definite lacking of information in all of the samples with a trend toward more information in the later sample but still with the preponderance of cases not giving this data. On this basis of these findings it is recommended that more research be done in the area of recording, with emphasis on what changes in the obtaining of information have occurred, what is the relation of these changes to current casework practices, and how can recording be made more effective.

BIBLIOGRAPHY

Reference Books

Hertel, Frank J., "Family Social Work", SOCIAL WORK YEARBOOK, Russell Sage Foundation, New York, 1949.

Books

Burgess, E. W. and Locke, H. J., THE FAMILY, American Book Company, New York, 1945.

Guilford, J. P., PSYCHOMETRIC METHODS, McGraw-Hill Book Company, New York, 1936.

Hollis, Florence, WOMEN IN MARITAL CONFLICT, Family Service Association of America, 1949.

Warner, W. L. and Lunt, P. S., THE STATUS SYSTEM OF A MODERN COMMUNITY, Yale University Press, New Haven, 1942.

Whitney, Frederick L., THE ELEMENTS OF RESEARCH, Prentice-Hall Inc., New York, 1942.

Periodicals

Blenkner, Margaret, "Obstacles to Evaluative Research: Part I", JOURNAL OF SOCIAL CASEWORK, February, 1950, Vol. 31, No. 2.

Blenkner, Margaret, "Obstacles to Evaluative Research: Part II", JOURNAL OF SOCIAL CASEWORK, March, 1950, Vol. 31, No. 3.

Boggs, Marjorie, "The Administrative and Casework Aspects of Fee Charging", JOURNAL OF SOCIAL CASEWORK, October, 1949, Vol. 30, No. 8.

Brody, Celia, "Fee-Charging—A Dynamic in the Casework Process", JOURNAL OF SOCIAL CASEWORK, February, 1949, Vol. 30, No. 2.

Heckman, A. A. and Stone, Allan, "Forging New Tools", SURVEY MIDMONTHLY, October, 1947.

Heckman, A. A., "Measuring the Effectiveness of Agency Services", JOURNAL OF SOCIAL CASEWORK, December, 1948, Vol. 29, No. 10.

Mudd, E. H. and Froscher, H. B., "Effects on Casework of Obtaining Research", JOURNAL OF SOCIAL CASEWORK, January, 1950, Vol. 31, No. 1.

2000

MICHIGAN STATE UNIV. LIBRARIES



31293103955187