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THE RELATIONSHIP OF COMMUNITY SERVICE USE AND

FAMILY FACTORS AMONG LOW-INCOME FAMILIES

IN TWO RURAL MICHIGAN COUNTIES

By

Karen Peting Goebel

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ABSTRACT

THE RELATIONSHIP OF COMMUNITY SERVICE USE AND
FAMILY FACTORS AMONG LOW-INCOME FAMILIES
IN TWO RURAL MICHIGAN COUNTIES

By

Karen Peting Goebel

The purpose of this study was to obtain information
about the extent, kind, and variety of community service use
by rural low-income families and to examine relationships
between community service use and certain family factors.
Community services are an important source of additional
resources for low-income families. Eligible families often
do not take advantage of available community services.
This study was concerned with the way in which social
psychological and socioeconomic-demographic characteristics
of families influence community service use.

Data on community service use, social psychological
and socioeconomic-demographic characteristics were col-
lected from 123 low-income families in two rural Michigan
counties. Families were selected from food stamp or com-
modity distribution rolls using a stratified random sam-
pling procedure. Three family size strata: one person,
two-four person, and five or greater person were used.
Sample sizes within each stratum were equal within counties.

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Lower interviewing costs permitted a sample of 93 families in Lake county while in Montmorency county 30 families were interviewed. Interviews were conducted with a one adult family member.

Respondents were asked to provide information on the number of contacts their family had with a group of selected welfare related community services during the most recent 12 months. Information was also collected on family goals and fears, subjective level of goal attainment, value orientations, future orientation, social optimism, and areas of satisfaction in life. The perceived level of goal attainment without community service use was also determined. Socioeconomic-demographic factors examined were: family size, race, socioeconomic status, employment status, sex of household head, and family income.

Multivariate analysis of covariance was used to analyze differences in extent, kind, and variety of community service use between counties. Multiple regression analysis was used to determine the relationship between extent, kind, and variety of community service use and social psychological and socioeconomic-demographic family factors. Multiple regression analysis was also used to determine the relationship between the perceived impact of service use and the extent, kind, and variety of community service use.

Results indicated that differences in extent and

variety of community service use between counties could be explained by differences in socioeconomic-demographic family factors. Extent of community service use was significantly related to race, family size, socioeconomic status, social optimism, and employment status. Kind of community service use was significantly related to socioeconomic status and race. Variety of community service use was significantly related to family size, race, and socioeconomic status. The perceived impact of community service use was significantly related to the extent of use.

Families reported that health services, the social services department, and food programs were most important in helping them reach their goals. These same services were most often listed as in need of improvement. Suggested improvements indicated were liberalized eligibility, improved courtesy in service provision, and improved supervision of services. Additional service needs reported generally included services to supplement current consumption and employment.

Results of this study generally indicated that among the sample of rural low-income families studied service use patterns were most related to immediate consumption needs. The results also offer implications for additional research on community service use, family factors related to community service use, and to service agencies attempting to aid rural low-income families.

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their gracious cooperation; and friends and coworkers for their encouragement.

I deeply appreciate the patience, support, and comfort provided by my husband, Dr. Gerald Campbell. This project could not have been completed without his willingness to assume many of the traditional home production tasks. Finally, I express sincere appreciation to my parents, Louis and Gertrude Goebel, for their prayers, faith and support throughout my educational career.

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CHAPTER I

INTRODUCTION

Statement of the Problem

During the 1960's there was a movement to expand
public services available to United States citizens. This
movement was the result of the "War on Poverty," expansion
of the food stamp and food distribution programs, develop-
ment of medicare and medicaid programs. These public pro-
grams were supplemented by community services available
through church and civic organizations and through pre-
existing programs such as Social Security, Aid to Families
with Dependent Children, Cooperative Extension and other
educational and training programs. The programs may be
divided along functional or service lines (food, health,
finances, education) but the objective of aiding families
is common. During the early 1970's many of these programs
came under critical examination. Changing political and
economic times caused many questions to be asked concerning
the achievements and limitations of public service pro-
grams. The attention focused on these programs concerned
not only the productivity of these agencies in meeting
their objectives, but also focused on the limited partic-
ipation by eligible citizens (MacDonald, 1975).

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A prime clientele group for community service programs during the 1960's was the rural poor. Several special programs were created to serve the needs of this diverse group of citizens. The evaluation of these and other community service programs often centers on determining community needs and analyzing the contribution of services toward meeting those needs. The analysis of needs is generally accomplished through gross demographic and socio-economic indicators. This analysis may also involve health inventories or other measures of existing levels of family welfare. Community service evaluations often look at before and after measures of family welfare based on demographic and inventory data. Such evaluations tend to judge the success of services against goals determined by agency administrators. These goals may or may not match the goals of those families for which the programs were intended. If community services are to be effective in meeting family goals then information about family goals and motivations should be helpful in both design and evaluation of community service programs.

One of the concerns of family ecologists is the use of resources by families. Community services represent a particular type of resource which may increase or inhibit the alternatives available to families in attaining their goals. Family ecologists are interested in the use of existing community services and the determinants of

community service use (Schlater, 1970, p. 51). They need
to know how families use community services, what services
are used, the extent of service use, additional services
needed, and the effect of social, psychological, and eco-
nomic characteristics of families which affect community
service use. This perspective has been reinforced by
Mannino (1974) who stresses the need for focusing on
family-institutional relationships to assist in planning
and modifying intervention programs. Family ecologists may
have a particular contribution to make in applying an
holistic approach to the examination of family-
institutional relationships. A specific need exists for
examining specific characteristics that are related to
community service use so that family ecologists can better
assist families in using community resources to enhance
levels of living. An examination of these factors or
characteristics will also contribute to the human ecolo-
gists' usefulness in comprehensive evaluations of community
service programs. In addition, such an examination could
generate new research procedures and skills.

Purpose of the Study

The purpose of this study was to obtain information
about the use of community services by rural low-income
families residing in two Michigan counties and to explore
the relationships between community service use (extent,
kind, variety) and family characteristics. This study was

part of a larger effort by the Center for Rural Manpower
and Public Affairs which had as its overall purpose the
evaluation of the performance of community services. In
previous research the Center had focused on comparison of
two rural Michigan counties. The comparison of the two
counties provides perspective on the generalizability of
research results. The earlier efforts of the Center con-
centrated on measuring the effects (outputs) of community
services (Kiene, 1972). The present study focused on the
user families and characteristics influencing their use
of services.

The family characteristics studied were social
psychological factors (levels of striving, value orienta-
tion, future orientation, social optimism, areas of satis-
faction in life) and socioeconomic-demographic factors
(family size, socioeconomic status, sex of head, employment
status of head, race, income). The purpose of this study
was to provide a more comprehensive examination of family
factors which may influence community service use. Thus,
this study both complements and supplements earlier studies
which concentrated on characteristics of service programs.
The purpose of this study was to provide the basis for a
more holistic look at community service utilization. This
information would be useful to those designing new com-
munity service programs or modifying existing community
service programs. There is a need for specific descriptive

and analytical information which views the family holis-
ticly in order to provide a realistic basis for planning
both direct and indirect community services. This study
could also provide a basis for recommendations to current
community service personnel concerning specific service
changes and additional services needed by the families
involved in this study.

Specific Objectives of the Study

1. To determine the extent, kind, and variety of
community service use of low-income families in Lake and
Montmorency counties.

2. To determine the value orientation, future orien-
tation, social optimism, areas of satisfaction in life,
and levels of striving of low-income families in Lake and
Montmorency counties.

3. To compare community service use and family fac-
tors in Lake and Montmorency counties.

4. To determine the relationship between the extent,
kind, and variety of community service use and socioeconomic-
demographic factors of families.

5. To determine the relationship between selected
family social psychological factors and the extent, variety,
and kind of community services used by rural low-income
families in Lake and Montmorency counties.

6. To determine the relationship between community
service use (extent, kind, variety) and the families'

perceived impact of community service use.

7. To make recommendations to community service agencies for improving the delivery of services to low-income families.

Conceptual Framework

The family is seen here as an ecosystem. It is a coordinated set of parts for accomplishing goals. The family system is also part of the larger community system and both affects and is affected by it. The community system is a part of the environment of the family as are the physical and biological systems surrounding that family.

The family system interacts with the community's socio-cultural, economic, and political subsystems. The family system contributes resources to the community and receives resources from it. The family system has both personal and managerial subsystems. The managerial subsystem functions to plan and implement the use of family resources (Deacon and Firebaugh, 1975, p. 50). This includes the management of resources within the household as well as those available to the household through community services. Low-income rural families by definition are limited in available monetary resources within the household. Therefore, these families could be expected to use community service resources to complement limited income in meeting their goals.

Several factors should be expected to limit or expand the use of community services. These factors include limited alternate resources (income, physical function, education, and skills); legal, economic, or physical barriers to service use; and the extent to which families perceive the community service as relevant to their goal attainment (Deacon and Firebaugh, 1975, pp. 65-104; Gross, Crandall and Knoll, 1973, p. 152).

Management of family resources cannot occur unless family decisionmakers believe they have some control over their lives and their futures. The resources used by families will also be affected by their attitudes toward present versus future consumption, their degree of satisfaction with their current lives, and their attitudes toward the stability of social institutions. Family management will also be affected by the goal structure of the family and their experience with goal attainment.

All of the above factors can be considered indicators of the psychological and social characteristics which influence the preference functions of families. The psychosocial and managerial subsystems of families are linked by family goals. Goals are formulated based on the values of the psychosocial subsystem (Gross, Crandall, Knoll, 1973, p. 165). Thus, the psychosocial subsystem would be expected to influence the extent to which families use community service resources as well as the kinds of

service resources chosen and the variety of service
resources used. In addition, the use of community services
may provide positive or negative feedback which may encour-
age continued use or trigger new behavior patterns (Deacon
and Firebaugh, 1975, p. 9). Thus, families' observations
about current community services available and potential
changes in these services are valuable insights into feed-
back experiences. The knowledge of these observations also
aid understanding of past, present, and future community
service use patterns.

Definitions

Family: The family is viewed as synonomous with
household. It is defined as a person living in a household
and/or a group of persons living together in a household
who are viewed as an entity that share some common goals,
resources, and everyday functions and have commitment to
one another over time.

Low-Income Families: Low-income families are defined
as those families whose financial resources do not allow
them to attain levels of living considered minimal by
societal standards. Households receiving public assistance
in the form of food stamps or food commodities are con-
sidered low-income families for the purposes of this study.

Family Size Category: Family size category is defined
by the number of persons in the household. Three size
categories are used in this study: one person, two to four

persons, five or more persons.

Residence Location: Residence location is defined
as the particular county, Lake or Montmorency, where the
family resided during the twelve months preceding data
collection (Spring, 1973).

Community Services: A selected group of welfare sup-
port services provided by federal, state or local agencies,
or nonprofit organizations are the community services
examined in this study. These include health, food,
education, finances, and other assistance which directly
supplement the resources of the family.

Extent of Use: Extent of use is the number of con-
tacts the family had with agencies during the twelve
months preceding data collection (Spring, 1973).

Kind of Use: Kind of use is the number of functional
categories representing the types of service received from
the agencies contacted (such as medical examinations,
information, and counseling) during the twelve months
preceding data collection (Spring, 1973).

Variety of Use: The variety of use is the number of
agencies which the family had contacted during the twelve
months preceding data collection (Spring, 1973).

Value Orientation: Value orientations are con-
ceptualized as meaningful and affectively charged modes of
organizing behavior. They establish the criteria which
influence the family's preferences and goals. They act as

measures by which the family sees itself and its environment (Kluckhohn, 1956; Rosen, 1956).

Future Orientation: Future orientation is conceptualized as a family's willingness to sacrifice short-term goals and day-to-day conveniences for long-term goals.

Social Optimism: Social optimism is conceptualized as the belief that there is a certain amount of predictability in the future and faith in the stability of the social order (Srole, 1956).

Areas of Satisfaction in Life: Satisfaction in life is conceptualized as the subjective feeling of satisfaction with particular family resources and activities that may critically affect the family's choices of goal directed behavior.

Level of Striving: Level of striving is conceptualized as the perceived proximity of a family's actualized or expected goal attainment relative to the family's idealization of their best and worst possible worlds as indicated by their pattern of goals and fears for the future (Cantril, 1965).

Perceived Impact of Service Use: Perceived impact of use is conceptualized as the difference in subjective level of striving with and without the use of community services.

Socioeconomic Status: Socioeconomic status is defined by the household head's occupation and educational level.

Family Income: Family income reflects the monetary resources flowing into a family. It is the net income from all household members.

Employment Status of Household Head: Employment status is the share of time employed for the household head during the last twelve months.

Race: Race is the interviewer's perception of the respondent as white or nonwhite (Black, Chicano, other).

Hypotheses

The hypotheses formulated for this study are stated below in the form of the expected findings:

Hypothesis 1

There is no difference in extent, variety, and kind of community service use between family size categories and place of residence if the effects of the social psychological variables are taken into account.

Hypothesis 2

There is no difference in extent, variety, and kind of community service use between family size categories and places of residence if the effects of the social psychological and socioeconomic-demographic variables are taken into account.

Hypothesis 3

The extent, kind, and variety of community service use are related to social psychological and socioeconomic-demographic variables.

Hypothesis 4

There is no difference in social psychological variables between family size categories and places of residence when the effects of community service use are taken into account.

Hypothesis 5

There is a significant relationship between the perceived impact of community service use and the extent, variety, and kind of service use.

Assumptions

The assumptions upon which this study was based are:

1. An adult family member can accurately report for the family as a whole.

2. Information about community service use by families can be accurately attained through interviews.

CHAPTER II

REVIEW OF LITERATURE

Three areas of literature will be reviewed here: first, some general aspects of the low-income population of the United States with special attention to the "culture of poverty"; second, several approaches which have been proposed to deal with problems of the low-income population; and third, the use of community services.

The Low-Income Population in the United States

In recent years much debate has centered on the definition of poverty within the United States (Levine, 1970, p. 12). Pragmatically, an income standard (based on minimum living costs) is commonly accepted as that which defines who the poor are. In 1974 the poverty level for a non-farm family of four was an income of $5038 (U. S. Bureau of Census, 1976, p. 1). The U. S. Census Bureau estimated that 24.3 million Americans, 12 per cent of the population, were living below the poverty level.

A further breakdown by the U. S. Census Bureau indicated that over three million families in metropolitan areas and over two million families in non-metropolitan areas were below the low-income level. These low-income

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families represented approximately 8.8 per cent and 12.77 per cent of the metropolitan and non-metropolitan families, respectively. In general, while urban low-income families were greater in number the proportion of families below the poverty level is greater in rural areas.

After an analysis of the 1971 U. S. census Chilman (1975) concluded that several characteristics were likely to prevail among the non-poor:

a. A white two-parent family in which both the husband and wife are working;

b. A family headed by a person between the ages of 25 and 54 (most certainly not a family in which the head is over 54 or under 25);

c. A family with no more than two children;

d. Residence in the northeast or western non-farm regions of the country (particularly avoiding the south);

e. A family with a white male head employed full-time in a professional, technical, administrative, skilled craft or transport employment;

f. Parents with at least some college education, but preferably college graduation or more;

g. Income from money sources besides wages (such as property, inherited income, stocks and bonds, interest on savings); and

h. Excellent physical and mental health.

We can generally conclude from this list that the poor lack

one if not all of these characteristics. Thus, the charac-
teristics most likely to be associated with low-income
families are nonwhite, unemployed, single parent families,
either young or elderly, living in farm areas with limited
education, and poor physical and mental health.

The low-income population has been the subject of much
research especially since the "War of Poverty" era of the
mid-1960's. It is beyond the scope of this study to
examine all the studies of poverty. The particular aspect
of poverty that is of major importance is the so-called
"culture of poverty." While this concept has been the
subject of some criticism (see Valentine, 1968) it remains
useful. In discussing the culture of poverty Sarbin (1970)
wrote:

> A culture is a set of acquired patterns of con-
> duct, a way of life that provides its participants
> with adaptive techniques to deal with a set of
> recurring problems. Viewed in this way, the focus
> is less exclusively on the individual victims of
> poverty but rather on the social organization that
> creates specific social types that reproduce and
> maintain themselves with predictable regularity
> (p. 31).

Sarbin asserts that among the psychological outcomes
characteristic of the culture of poverty are present time
orientation, an undifferentiated language system, and a
belief that events are controlled by external forces. This
assertion is not uniformly held. Allen (1970), in a review
of personality correlates of poverty, finds little evidence
in empirical studies that the poor have shorter time

perspectives (p. 242). He also indicates far from unanimous support for the poor being unwilling to delay gratification. On the subject of external control Allen does find substantial evidence that those who have low socioeconomic status have feelings of external control. Allen further examines the literature on achievement motivation and self-concept. With respect to achievement motivation he concludes that while low socioeconomic status is associated with low achievement motivation, higher achievement motivation may be insufficient to influence performance unless a corresponding set of values and aspirations is also an integral part of the personality organization. With respect to self-concept Allen's review of the available literature led him to conclude that poverty is not necessarily associated with a more negative self-concept.

The importance of these psychological characteristics are their effects on behavior. With reference to the difficulty investigators have had in understanding the disinherited Rainwater (1970) has stated:

> We must strive for a phenomenologically valid account both of the inner reality of personal life and of the social exchanges that constitute the pattern of social life of the disinherited. We must learn to become much more precise about how this inner reality and way of life come into being historically, and about how they are sustained by the larger social system in which they are embedded (p. 26).

This emphasizes the importance of understanding individual social psychological factors associated with the low

income population as well as the economic and social sys-
tems with which they interact.

Kar (1966), in a study of the adoption of family
planning among low socioeconomic status married women,
explored the relationship of aspirations to the early,
late, or nonacceptors of family planning. He argued that
goal oriented behavior (acceptance of family planning) was
influenced by motivational determinants: level of striving
toward subjective goal constellations as measured by a
self-anchoring striving scale, future orientation, value
orientation, social optimism, and areas of satisfaction in
life. Direct and significant relationships between the
first four of these variables and early adoption of family
planning were found. These relationships further were
evident beyond socioeconomic status and fertility status.
Kar's study was considered extremely important because of
its emphasis on the influence of a variety of motives on
goal directed behavior. As Kar pointed out, many earlier
studies which found limited effects of social psychological
factors examined the "fertility planning success" or the
outcome of behavior rather than the behavior itself (1966,
p. 310).

In a study of needs, motivation, and aspirations of
the poor in St. Paul, Minnesota, Holloway and Cardoza
(1969) dealt with Maslow's hierarchy of needs and Cantril's
Self-Anchoring Striving Scale. They molded the self-

anchoring scale around Maslow's framework. The subjects interviewed were asked to rank themselves on their past, present, and future levels of satisfaction on hierarchical need (position in life, food and drink, safety and security, belongingness and acceptance, self-confidence and self-respect).

Following assertions by Maslow, it was expected that people would take care of their lowest level of needs first. Thus, the authors felt that the ladder ratings would be lower for the higher level needs, i.e., the food and drink rating would be higher than the safety rating. The results did not confirm the expected relationship.

A modification of the Cantril Self-Anchoring instrument has been used in cost-benefit evaluation of Title V Economic Opportunity Program trainees (Therkildsen and Reno, 1968). The investigators asked people to choose among a series of items reflecting their views of the best and worst possible life situations for themselves and their country. Essentially the subjects were asked to choose from a pre-established list to structure their goal constellations, the questions were thus not really open-ended.

Analysis was conducted using Maslow's need hierarchy theory of motivation. The researchers' technique made possible the identification of shifts in motivation both quantitatively (in terms of ladder levels before and after training) and qualitatively (in terms of the pattern of

needs and the relative frequency of varieties of need).

Stevens (1964) conducted a study of aspirations of married student husbands and wives at Michigan State University. Using the Cantril Self-Anchoring Striving Scale, information was obtained about aspirations and the relative standing of husbands and wives with respect to these aspirations. In addition, Stevens attempted to elicit information about activities in which the families were engaging that would lead to the achievement of the aspirations which they verbalized.

While the study did not directly deal with chronically low-income families it did attempt to examine the relation-ship between aspirations and activities to attain these aspirations. The researcher found that most husbands and wives were able to name one activity which was helping them attain their aspirations. The kinds of activities that were named were broad rather than specific. Tremendous reliance seemed to be placed on education as an activity to attain aspirations. Although health was mentioned as a hope by 27 per cent of the wives and 18 per cent of the husbands only one per cent in each group named any activity which could be called directly related to the maintenance of health. Wives tended to give responses to hopes, fears, and activities inquiries that were more family centered rather than personal than did the husbands. Sickness, accident, or death of family members were listed as worries

by 39 per cent of the husbands and 63 per cent of the wives.

A study conducted by Martin and Dunkelberger (1971) gave some support to the assertion that aspirations were related to changes in family level of living. While the Guttman-type scale used to measure intensity of aspiration through dicotomized responses in this study related strictly to the socioeconomic situation as reflected in employment possibilities and mobility, the researchers did find the relationship between aspiration and level of living improvement to be independent of influences of age, education, residence, race, dependency, income satisfaction, and life outlook. The implications of the study were also limited because the aspirations measured were those of the family head alone and may not reflect aspirations of other family members.

While focusing on the participation of the poor in the decision processes of poverty planning, Zurcher (1970, p. 69) emphasized the importance of examining the significant social psychological differences between poor and not-poor members of the community. His investigations, using standardized measurement devices of Srole, Kahl, Dean, Rosen, found that the representatives of the poor were lower in activism, achievement orientation, future orientation, and higher in anomie, isolation, normlessness, powerlessness, alienation, particularism than those of the

not-poor. The degree of cooperation in a situation where there are differing attitudes toward self-in-society and differing perceptions of one another can be expected to influence the efficiency of the service mechanism.

Ford (1965) in discussing value orientations of a culture of poverty stated:

> Another consideration of fundamental importance is that the influence of value orientations upon behavior is not deterministic but rather one of establishing priorities and of giving weight to certain alternatives of behavior. Specific situational factors always enter into the final decision (p. 58).

It is thus important to consider both intrapersonal and situational factors in trying to explain behavior.

Feldman and Feldman (1975) examined factors related to whether or not welfare mothers leave welfare programs. This study did not examine specific behaviors associated with leaving welfare programs. The study was an example, however, of the examination of both situational and intrapersonal factors. The researchers examined four sets of factors in attempting to explain variability in exit from welfare programs. These four factors were: family relations and obligations, community resource use, life setting, and intrapersonal (attitude toward oneself). It was found that life setting was most important in explaining exit. Marital status, education, family size, rural-urban residence, and employment of the woman were the life setting factors. The weakest factor in explaining welfare

status was self-view. This led the researchers to con-
clude:

> There was little support for the theory of the
> modification of the person's self-concept as a way
> of predicting welfare status. Self-perceptions of
> the welfare women were at a much lower level of
> predictive value than were the situational factors.
> These self factors, however, may serve as intervening
> variables, and their higher level of shared vari-
> ance suggests that this may be the case. Modifica-
> tion of the life setting of these women was the
> most predictive, and the main impetus of national
> policy should be directed toward this end.

Approaches and Problems in Aiding Low-Income Families

Many different programs were initiated or revital-
ized during the 1960's to aid low-income families. Often
these programs were designed as curative measures rather
than preventative ones (Tussing, 1975; Levine, 1970).
Rainwater (1975) has argued that it is useful to think of
anti-poverty programs as reflecting two kinds of strate-
gies: a service strategy and an income strategy. Within
these two strategies poverty may be attacked directly or
indirectly. Rainwater indicates that anti-poverty strate-
gies might be classified as follows:

Income Strategies

Direct (oriented to consumption): public assist-
ance, social insurance, family allowances, negative
income tax.

Indirect (oriented to increasing human capital):
unionization, "black capitalism," community corpora-
tions.

Services Strategies

Direct: housing, food, medical care, daycare,
family planning, neighborhood legal services.

Indirect: education, manpower, casework social services, community organization. (p. xi)

It was beyond the scope of this study to evaluate or describe all of these strategies. The focus here was on the utilization of services by rural low-income families.

In a study of New York's rural counties, Stockdale (1973) indicated the following major problems in service delivery:

a. Gaps in services, e.g., no legal aid
b. Lack of coordination among agencies
c. Existing agencies underfunded
d. Agency personnel who are overworked, under-trained, and overpaid
e. Working hours of most agencies (9-5) are inappropriate for their clientele
f. Very little contact between the agencies and the very poor
g. Transportation needed to jobs and services

McCormack and Picou (1972) further criticized community service programs. They stated:

Few of the programs that are supposed to be for the benefit of the rural disadvantaged are perceived by them to be of benefit. Communication between agencies and their disadvantaged clients has not persuaded the disadvantaged that desirable change or opportunities are real possibilities (p. 10).

They concluded that the disadvantaged person and his code of values must be respected by any who plan for and attempt to change his life (p. 10).

Crawford (1972), in an introduction to a National Science Foundation Workshop on Communication with the Rural Disadvantaged, posed significant research questions regarding community service programs when he stated:

> Too often major programs designed to serve the
> disadvantaged fail to reach any significant portion
> of the intended beneficiaries. Is it because the
> programs are ill-designed or ill-administered? Are
> they based on false premises regarding the needs or
> aspirations of the rural disadvantaged? Is there
> an inadequate assessment of the ability of people
> to meet the minimum requirements for participation?
> Is there a breakdown in the matter of informing
> people of the existence of the programs established
> for their benefit and how best to take advantage of
> them? (p. 2).

Community Service Use

As was pointed out above, one of the strategies to

combat problems of the low-income families has been the

provision of services designed to meet critical needs.

This section of the review examines, first, general studies

of community services use; second, studies of the food

stamp program; and third, studies of the use of health

services.

Rojek, et al. (1975) examined correlates of satisfac-

tion with four clusters of local community services:

medical, public services, educational services, and com-

mercial services. The researchers examined eleven

economic, social, and demographic variables (sex, age,

education, residential duration, marital status, household

size, organization affiliation, interregional moves,

occupation, income, and property value) using covariance

analysis. The joint explanatory power of the eleven

variables was very low, ranging from 10.4 per cent of

variation in satisfaction with public services to 3.6 per

cent of variation in satisfaction with educational serv-
ices. The researchers concluded:

> The results of this study lend credence to the
> argument of developing social indicators based on
> the attitudes of individuals toward conditions in
> a particular environment. The use of only objec-
> tive information to measure the social conditions
> of human existence appears to be inadequate (p.
> 190).

Henshaw (1969), in a study of the use of selected com-
munity services in Appalachian Ohio, found positive rela-
tionships between the use of health and welfare services
and age of wife, wife's last grade of schooling, and number
of school age children.

Kammeyer and Bolton (1968) found that users of a
California family service agency tended to come from the
30-50 age range. They also reported that clients were
generally socially isolated. The community value system
of the clients' home community was also found to affect the
relationship of education to use of the agency.

Miller (1974) studied family-community resource link-
ages. Community resources were classified into nine
subsystems: business, employment, recreation, culture,
religion, education, health, civic, and welfare. The
effect of selected family variables on the scope (number of
subsystems contacted), penetration (number of contact
hours), and flow (relative use of/or contribution to the
community) were examined. Miller found that within the
community, penetration was positively related to family

size. Scope was found to be significantly related to
family size and income.

Among community anti-poverty services the food stamp
program has received extensive attention. Love (1970)
studied the dropouts from the St. Louis food stamp program
between July, 1966 and April, 1968. The researcher found
that during this period there was a 97.6 per cent annual
turnover rate in program participants. Love found signif-
icant differences between Negroes and whites in reasons for
dropping out of the program: approximately 56 per cent of
Negro respondents indicated "food stamps cost too much" as
the first reason for dropping out while only 26 per cent of
the white respondents did so. Love found that over one-
third of the white respondents indicated "income increased,
don't need food stamps" as the first reason for discontin-
uing food stamp purchase. An additional 14.6 per cent of
the white respondents in Love's study dropped out because
their incomes rose above eligibility levels. In contrast,
19.8 per cent of the Negro respondents indicated "income
increased, don't need stamps" and 6.2 per cent had income
increases which resulted in ineligibility for the program.
Other reasons for discontinued use of the service included
sickness and transportation problems.

Love also found that most low-income dropout families,
particularly public assistance families, had inadequate
information about food programs. Findings also indicated

that many families were afraid to direct inquiries to public agencies for fear that public assistance payment would be affected.

Nelson (1972) studied county levels of food stamp participation in Michigan for the period 1966-1970. Nelson found that unemployment rates, past experience with the commodity distribution program, average number of migrant workers, and number of public assistance participants were all significantly related to the number of food program participants. While disposable personal income was not specifically included in the researcher's initial analysis he did determine that counties with less than the combined median disposable income had greater than the median number of food stamp program participants.

In a study exploring why eligibles did not use food stamps, MacDonald (1975) found that welfare recipients, households with heads not in the labor force, households with high income/needs ratios, and households with higher knowledge levels were more likely to participate in the food stamp program.

Another community service category which has received considerable attention in recent years is health care. Irelan (1967) described health practices of the poor as follows:

> They have higher prevalence rates for many diseases, including schizophrenia. They have less accurate health information. Illness is defined differently. They are less inclined to take

> preventive measures, delay longer in seeking health care, and participate less in community health programs. When they do approach health practitioners, they are more likely to select subprofessionals. And, under the care of professionals, they are apt to be treated differently from better off patients (p. 51).

Riessman (1974) reported that race, income, and education were the best predictors of health utilization. Families with a household head who had some college education had significantly more visits to a doctor than those with less education. This was especially true for services for children. Differential utilization by color was especially marked again most sharply for children's services. Income was positively related to both doctor visits and dental services.

Sociomedical studies have also explored the relationship between social class and use of preventive and screening services. Sex, age, educational level, income, and color have all been found to be related to participation in preventive health programs.

Riessman indicated that two major explanations of the above phenomena have been suggested: one is psychocultural, the other is economic and sociostructural. The first of these approaches has emphasized subjective factors such as the extent of need or the predisposition to seek care while the second has stressed means through which people can obtain services or translate their perceived need into economic demand.

Challenging the idea that cultural characteristics associated with poverty are responsible for limited use of health services by the poor, Gartner (1970) cited several examples where services were provided in a meaningful and relevant fashion. Gartner concluded, "Given the need for services and the evidence that when they are hospitably offered and well delivered, the poor utilize them, it may be fair to state that programs not faced with a strong demand may be either offering an irrelevant service or failing to organize the service in the most effective manner" (p. 72).

Riessman (1974) came to a similar conclusion after examining some recent attempts to restructure health delivery for the poor and has suggested that future research needs to consider a wide array of structural variables related to health delivery.

In summary, this literature review has indicated that the social psychological characteristics of low-income families may differ from those outside low-income strata. Further these social psychological differences have been shown to be related to goal oriented behavior. With respect to the use of community services it has been shown that both social psychological and economic-demographic factors may be important in effecting utilization rates. Perhaps Allen (1975) provided the most appropriate concluding comment:

The problem of research in poverty is to determine the relative importance of individual (psychological) and situational factors in accounting for a particular behavior. Internal psychological predispositions may be paramount in determining some behavior; situational and stimulus factors are doubtless of predominant importance in other behavior (p. 377).

CHAPTER III

PROCEDURES

Selection of Study Areas

This study was part of a larger effort to evaluate the effectiveness of community services in meeting the needs of the Michigan rural poor. The study area chosen had been examined earlier with different methods and objectives. The study area selected was composed of Lake and Montmorency counties (see Figure 1). These counties were chosen for comparison in the larger study because they met two main criteria for an evaluation study. First, with the exception of racial composition, the two counties were quite similar in major demographic characteristics (see Appendix A, Tables A1, A2, A3). Thus, the two counties might logically be chosen as similar locations for a social experiment. The other criterion which was used in choosing these locations for comparison was their difference in community service agencies. While both counties have a variety of public and private services available to low-income families, Lake county had experienced the entry of a new service agency with the development of a federally funded health clinic at Baldwin, Michigan. For this particular study it was deemed appropriate to compare the two
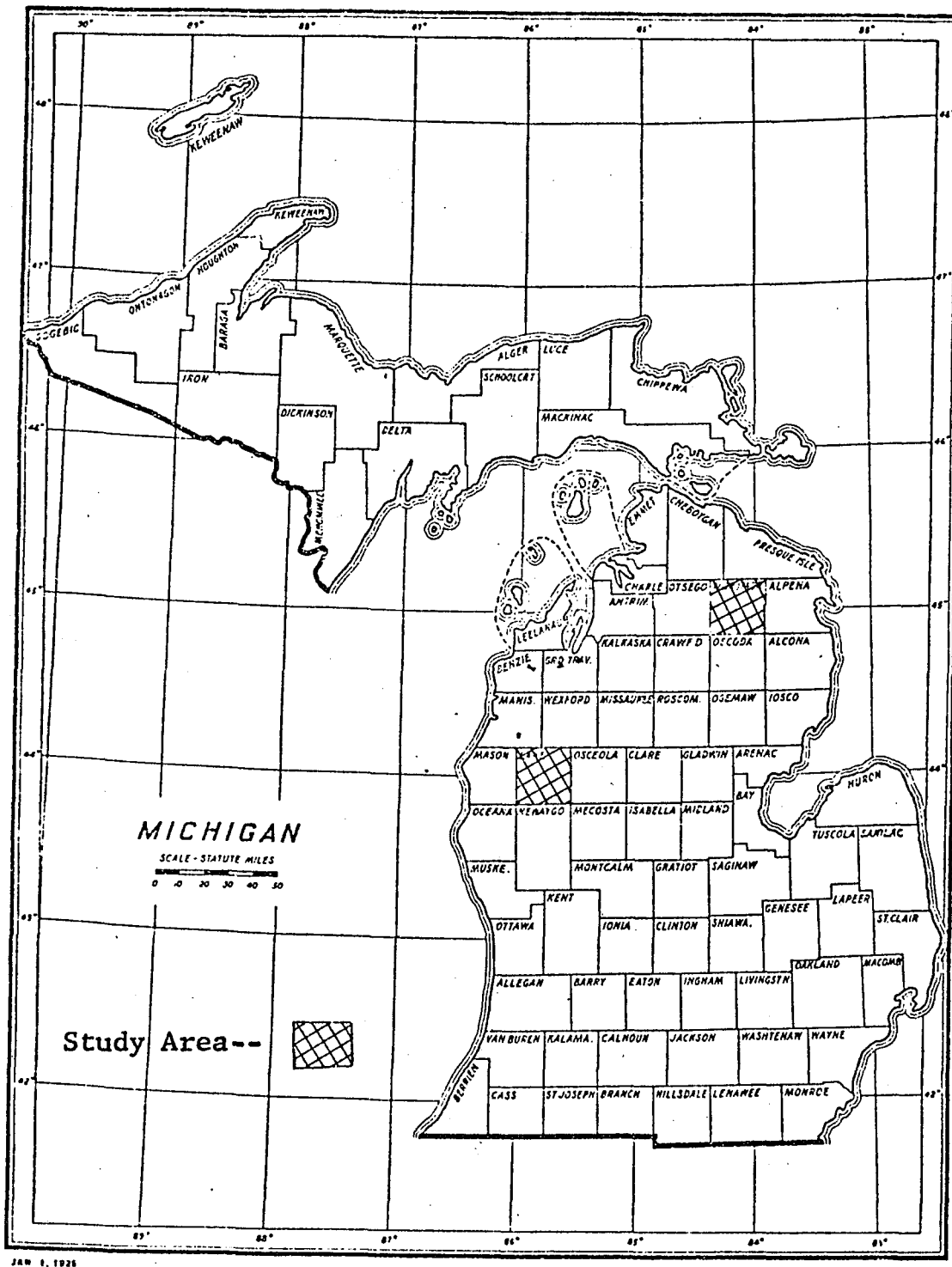
Figure 1. Geographic Location of the Study Areas

counties relative to community service use and family characteristics given that in one county (Lake) new community service inputs had been made.

Selection of Sample

The study was designed to look at community service use among low-income rural families. It was, therefore, essential that the sample be drawn from a low-income rural population. In the counties involved it was possible to gain access to listings of two limited income population groups with similar characteristics. These two groups were families eligible for the food stamp program or families eligible for the distribution of surplus food commodities. These programs were similar in eligibility requirements with food stamps available in Lake county and commodities available in Montmorency county. Other listings of low-income families could have been used. Pragmatically however, access could be readily gained to listing of families participating in the food programs and this was not the case for other possible sample frames.

A stratified random sample based on household size was drawn. Stratifications were divided into one person households, two to four person households, and five or more person households. A total sample size of ninety-three families and/or households in Lake county was determined to be adequate to give large enough numbers within each stratum for meaningful comparisons. Sample sizes within

each stratum were equal (31 in each stratum). This sample
distribution among strata underweights the one person
households as compared to their share of the overall popu-
lation of families. If however, one looks at the overall
population distribution of the county in terms of individ-
uals the sample overweights one person households. Thus, an
equal sample from each stratum represents a compromise
between weighting proportional to distribution of families
and distribution of individuals.

In Montmorency county a total sample of thirty was
drawn. The sample size was reduced because of the increased
cost of interviews in this county. Stratification was the
same as in Lake county and each stratum contained ten
families.

Description of the Sample

The sample consisted of 123 rural low-income families
and/or households. Ninety-three of these families resided
in Lake county and thirty in Montmorency county. Table 1
indicates the family sizes represented in the sample
counties. The range in family sizes was slightly greater
for Lake county with the largest sample family including
twelve members while the largest family in the Montmorency
sample included nine members.

Table 1.--Distribution of Family Sizes by Residence Location

Residence Location	Individuals Per Family											
	1	2	3	4	5	6	7	8	9	10	11	12
Lake	31	16	9	6	7	7	4	7	2	1	2	1
Montmorency	10	4	4	2	1	5	1	2	1	-	-	-

Approximately two-thirds of the one person households were headed by females in the Lake county sample, as shown in Table 2. All of the one person families were females in the Montmorency county sample. In the other two family size categories the distribution between female and male heads was approximately the same for the two counties.

Table 2.--Sex of Household Heads by Residence Location and Family Size Category

Residence Location	Family Size Category							
	1-person		2-4 person		5+ person		TOTAL	
	M	F	M	F	M	F	M	F
Lake	10	21	19	12	22	9	51	42
Montmorency	0	10	6	4	7	3	13	17

Those persons interviewed in the two counties were not always heads of households, as shown in Table 3. In the two to four person families and the five and larger person families in Lake county approximately 60 per cent and 31 per cent, respectively, were household heads. In Montmorency county approximately 70 per cent and 20 per cent of the respondents were household heads in the two to four and five and larger person family sizes, respectively.

Table 3.--Relationship of Respondents to Household Head by Residence Location and Family Size Category

Residence Location	Family Size Category							
	1-person		2-4 person		5+ person		TOTAL	
	Head	Spouse	Head	Spouse	Head	Spouse	Head	Spouse
Lake	31	--	19	12	13	18	63	30
Montmorency	10	--	7	3	2	8	19	8

Table 4 indicates that the average age of household heads was slightly lower in Lake county in all but the largest family size category.

Table 4.--Average Age of Household Heads by Residence Location and Family Size Category

Residence Location	Family Size Category			
	1-person	2-4 person	5+ person	TOTAL
Lake	64.42	54.16	44.64	54.41
Montmorency	71.70	56.50	41.50	56.57

There were no nonwhite families in the Montmorency county sample, however, approximately 52 per cent of the families interviewed in Lake county were nonwhite, as reported in Table 5. The greatest proportion of nonwhite families was found among the one person families.

Table 5.--Racial Distribution of Families by Residence Location and Family Size Category

Residence Location	Family Size Category			
	1-person	2-4 person	5+ person	TOTAL
	Per Cent Nonwhite			
Lake	70.97	51.61	35.48	52.69
Montmorency	0	0	0	0

Table 6 shows the socioeconomic status scores for the sample families. This score is based on Hollingshead's Two-Factor Index of Social Position (1957) which considers husband's present educational and occupational position.

Where husbands were not present in families the index was applied to the family head to give a measure of the family's socioeconomic status. The widest range in mean scores occurs between the five and larger person families. All of these mean scores fall into the lowest category of Hollingshead's groupings with the exception of the Montmorency five and larger person families which were in the second lowest grouping.

Table 6.--Socioeconomic Status of Family Head as Indicated by the Hollingshead Two-Factor Index of Social Position by Place of Residence and Family Size Category

Family Size Category	Place of Residence			
	Lake County		Montmorency County	
	Two-Factor Index Score[a]			
	Mean	Standard Deviation	Mean	Standard Deviation
One Person	72.39	4.58	71.00	5.10
2-4 Person	70.32	7.49	68.60	6.29
5+ Person	68.64	6.99	58.10	17.35
Total	70.45	6.59	65.9	12.09

[a]The possible range of the two-factor index is 11-77 with 11 indicating the highest status and 77 the lowest status.

Data Collection Procedure

Data were collected during spring, 1973. Interviews with an adult family member were held. In Lake county

these interviews were conducted by the author and two local women with previous interviewing experience. The two supplemental interviewers were trained in a three hour session approximately two weeks before the interviews were taken.

Respondents selected in the initial sample were sent a letter indicating the nature of the study (see Appendix C). They were asked to return an enclosed postcard indicating their desire to cooperate in the study and the dates they would be available to be interviewed. Interviews were conducted at the Department of Social Services office in Baldwin when the respondents picked up their food stamps. If this was not possible interviews were conducted in the respondents' homes. Efforts were made to include all those who were a part of the original sample. Those families who were no longer living in the study area or who had resided in the study area less than one year were excluded from the final sample.

In order to meet the target sample size random resampling was conducted until the strata samples were complete. In general, data were not available on nonrespondents to give an accurate indication of distinguishing characteristics of this group.

In Montmorency county interviews were conducted exclusively by the researcher in the respondents' homes. Again letters were sent explaining the study and seeking

cooperation and available interview times. Resampling was also used in Montmorency county to complete target strata sample sizes. As was noted earlier, total sample size in Montmorency county was placed at thirty families with ten families in each of the strata. The reduced sample size was due mainly to cost considerations. Since there was no convenient central location or time to interview the Montmorency county families travel plus interview time per respondent greatly increased the cost per schedule completed. For this reason the sample size was reduced in Montmorency county.

In addition to interview data, the researcher kept detailed field notes and made tapes of responses for use in coding to assure accuracy and consistency. In addition, field notes and tapes were used to enhance statistical findings.

Development of the Interview Schedule

The interview schedule was designed to collect data on the social psychological and socioeconomic-demographic characteristics of families; extent, variety, and kind of community service use; and impact of community service use. In addition, data on the goals and fears of families, measures of satisfaction with community services, and measures of the need for additional community services were gathered.

The majority of questions covered activities during the year preceding spring, 1973. While most of the data

collected were related directly to the research hypotheses
of the study, there were some questions which were designed
to elicit explanatory or general information of use to the
Center of Rural Manpower and Public Affairs in its broad
study of rural community service use.

Data concerning the social psychological variables
were gathered utilizing instruments previously developed by
Kar (1966). The interview schedule was pretested on a
sample (n=10) of low-income families in Lansing.

On the basis of the pretest, consultation with the
guidance committee, with researchers in the Center for
Rural Manpower and Public Affairs, and with Professor Kar
of the University of Michigan School of Public Health
reorganization and minor changes were made in the question-
naire.

The initial phase of the interview schedule (see
Appendix C) was designed to check previously available
information concerning the families and to screen families
who had not lived in the study areas for at least one year.
The subsequent phase of the questionnaire elicited informa-
tion about family goals and fears. This set the stage for
use of the Self-Anchoring Striving Scale (Cantril, 1965).
This was followed by other social psychological measures.
The next group of questions sought information on community
service use. This section was followed by questions regard-
ing additional service needs and possible improvements in

present services. The final section sought information on socioeconomic status and additional demographic data.

Instrumentation

The conceptual framework developed earlier links community service use patterns and social psychological characteristics of families. This linkage can be tested only by operationalizing the theoretical concepts. This study used a multi-faceted approach to determine the family's social psychological set. Measures of past, present and future levels of striving; future orientation; value orientation; social optimism; and areas of satisfaction in life were used (see Table 7).

Social psychological measures

Levels of striving.--The first part of the set of social psychological characteristics is the Self-Anchoring Striving Scale (Cantril, 1965) which measures the perceived level of goal attainment over time. The scale was administered by first asking the respondents to list the best and worst of all possible worlds for their families from their own perspectives. The respondents were then asked to rate on a scale from 0 to 10 where their family was five years ago in terms of these best (10) and worst (0) worlds which they had defined. This ranking was also completed for the respondent's perceived current position and the expected position five years in the future. These rankings

Table 7.--Description of the Instruments

Variables	Measures	Instrument[a]	Schedule Item[b]
Pattern of Striving			
a. Goal-Constellation	Subjective hopes and fears	Cantril's (1965) Self-	no. 3
b. Level of striving	Subjective ladder rating	Anchoring Striving Scale	no. 4,5,6,7
Future Orientation	Preference of long-term vs. short-term goals and delay of gratification for distant goals	Paired comparisons (i-v) Adopted from Kar (1970)	no. 10(1-8)
	Projected use of $10.00 income increase	Open-end	no. 10
Value Orientations	Activistic-Passivistic Individualistic-Familistic Future-Present	Adopted from Rosen (1956) via Kar (1966)	no. 9
Social Optimism	Predictability of social order	Srole's (1956) Anomie Scale (reversed)	no. 11
	Confidence in future	"	
	Trustworthiness of personal relationships	"	
	Confidence in leadership	"	
	Meaningfulness of life	"	

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Table 7.--Continued

Variables	Measures	Instrument[a]	Schedule Item[b]
Areas of Satisfaction in Life	Food, clothing, & entertainment	Adopted from Kar (1970)	no. 12
	Spare time	"	
	Children's education	"	
	Short-term material goal	"	
	Long-term material goal	"	
	Old age security	"	
Perceived Impact of Use	Difference between present subjective ladder rating and respondent's estimate of subjective ladder rating if services had not been used	Cantril's (1965) Self-Anchoring Striving Scale	no. 14
Socioeconomic Status	Social Position Index	Hollingshead's Two-Factor Social Position Index (1957)	
	a. Head's present occupational status		no. 17
	b. Head's educational status		no. 2
Family Income	Net Family Income of all members	Constructed for this study	no. 23
Family Size	Number of household members	Constructed for this study	no. 2

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Table 7.--Continued

Variables	Measures	Instrument[a]	Schedule Item[b]
Employment Status of Head	Employed full, three-quarter, one-half, one-quarter time or not employed	Constructed for this study	no. 19
Sex of Head	Male Female		no. 2
Race	White Nonwhite (Black, Chicano, other)	Recorded by Interviewer	no. 24
Extent of Use of Selected Community Services	Sum of family contacts last year	Constructed for this study	no. 13
Variety of Agencies	Sum of Agency Contacts	"	no. 13
Kinds of Services	Sum of Functional Contacts	"	no. 13

[a]Scoring Procedures are explained in text of this chapter.

[b]The interview schedule is contained in Appendix C.

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on this 0-10 scale are referred to as past, present and future levels of striving (LOS). This measure indicates both the assessment of progress (present LOS versus past LOS) toward goals and the feeling of potential for further progress (present LOS versus future LOS).

Future orientation.--The second part of the social psychological set of characteristics was the family's future orientation (FO) which measured the willingness of the family to sacrifice short-term goals for long-term goals. In this case each preference for a long-term goal was scored as one while each preference for a short-term goal was scored as 0.

Value orientation.--The third part of the social psychological set of a family was value orientation (VO) which measured the way the family defines and implements goal motivated behavior. The scale, adopted from Kar (1966), defines activistic, individualistic, and future time orientations as positive and therefore scored as one. Passivistic, familistic, and present time orientations are viewed as negative and scored zero.

Social optimism.--Social optimism (SO) was the fourth part of the social psychological set of family character- istics. The belief in the predictability of the social order, confidence in social collaborators, and that the future has potential for improvement support a socially optimistic point of view. This perspective is expected to

result in the willingness to sacrifice present for the sake
of future. Social optimism was measured by an adaptation of
Srole's (1956) anomie scale. Each disagreement with the
scale item was scored as one, each agreement as zero.

Areas of satisfaction in life.--The subjective feeling
of satisfaction in the areas of food, clothing, entertain-
ment, sparetime, children's education, short-term material
goals, long-term material goals and old age security were
indicators of areas of satisfaction in life (ASL). This
measure was an adoption from Kar (1966). Satisfaction with
a particular area was scored as one, other responses as
zero.

Socioeconomic-demographic measures

Community service use measure.--Community service use
was measured by three different dimensions: extent, kind,
and variety of use.

The persons, groups, or agencies providing goods or
services to families selected for this study are listed in
Appendix C. These were selected for comparability between
Lake and Montmorency counties. Thus, if an agency operated
in only one county another agency providing similar
services was selected to match it in the other county.

Extent of service use.--First, extent of service use
was measured by counting the total number of contacts by
family members with selected community service agencies

during the most recent twelve month period. This measure did not attempt to differentiate the importance or intensity of different types of service contacts. While this is a weakness of the measure, no suitable index existed for weighting service contacts.

Kind of service use.--Kind of service use was measured by counting the number of different functional categories (constructed to indicate types of service received) stated by the family members.

Variety of service use.--Variety of use was measured by counting the number of different service agencies with which the family members had contact during the past twelve months.

Perceived impact of service use.--Perceived impact of service use was measured by using an adaptation of the Self-Anchoring Striving Scale. Families were asked to indicate where they would have been today on the 0-10 scale if community services had not been available. This score was then subtracted from their present level of striving score to give a measure of impact.

Analysis of Data

Data collected on the interview schedule were coded and key-punched for computer analysis. Data cards were prepared in two sets. One set of data cards included those questions where there were single observations for each sample family. The second data set included those

questions where there was an observation for each family member. This second data set was primarily composed of observations on community service use where the use pattern of each family member was recorded. A composite data record for each family was developed using both data sets and the scoring procedures outlined earlier.

Descriptive tables were developed using both the original data sets and the composite set. Descriptive comparisons of community service use scores, social psychological variables, and socioeconomic-demographic variables between residence locations were developed using univariate analysis of variance.

To test the hypotheses concerning differences in community service use between residence locations and family size categories multivariate analysis of covariance was used. The program used for these tests was that developed by Finn (1974). The application of this program was aided by personnel of the Institute for Study of Family and Child. The multivariate analysis of covariance procedure was first applied considering only the social psychological variables as covariates. The procedure was then reapplied using social psychological and socioeconomic-demographic variables as covariates.

In order to estimate the relationships between community service use and the social psychological and socioeconomic-demographic variables a stepwise multiple

regression procedure was employed. Individual regression equations were developed for extent, variety, and kind of community service use.

On the advice of the guidance committee a hypothesis was tested to determine if there were differences between residence locations and family size groupings, in social psychological variables, when differences in community service use were taken into account. This was accomplished using multivariate analysis of covariance techniques with extent, variety, and kind of community service use as covariates.

To test the hypothesis that there was a positive relationship between community service use and the perceived impact of community service use multiple regression procedures were used.

Indications of additional service needs were tabulated as frequency responses by residence location and family size groupings.

CHAPTER IV

FINDINGS

This chapter presents the findings of this study pro-
ceeding from general descriptive analyses to the more
specific testing of the research hypotheses. Analysis of
variance was used to provide univariate comparisons of the
variables in the sample counties. Multivariate analysis of
covariance was used to test the research hypotheses con-
cerning differences between places of residence and family
size categories. This is followed by the presentation of
the results of a stepwise multiple regression procedure
to identify the importance of specific family factors in
explaining variance in community service use.

The multiple regression analysis is followed by an
analysis of the impact of community service use on family
goal attainment. The remainder of the chapter presents
family responses on the needed changes in existing com-
munity services as well as their perceptions of additional
service needs.

Description of Variables

Extent, kind and variety of community service use

The extent of service use, measured as the number of contacts with community services during the past twelve months, was higher for Lake county families than Montmorency county families. Table 8 shows that this difference was significant at the .05 probability level. The average number of contacts for Lake county families was 58.87 per family while for Montmorency county families the average number of contacts was 39.27. The services most frequently used by Lake county families were the Comprehensive Health Care Center, private physician paid by public agency, food stamp program and the Department of Social Services. In Montmorency county the food commodities program, the Department of Social Services and private physician paid by public agency were most frequently used (See Appendix Table B1).

The families who had not used various services reported two primary reasons for non-use. The first reason given was that the family felt no need for the service. The second frequently mentioned reason was that the family did not know about the service. Other reasons for non-use included uncertainty about eligibility for the service and uncertainty as to the purpose of the service or agency.

Table 8.--Univariate Analysis of Variance of Mean Differences in Community Service Use Between Lake and Montmorency Counties

Factor	Residence Location	Sample Mean	Standard Deviation	Standard Error of Mean	Significance Probability of Mean Difference
Extent of Use	Lake	58.87	36.98	3.83	.0077
	Montmorency	39.27	24.63	4.50	
Variety of Use	Lake	4.581	1.696	0.176	.0349
	Montmorency	3.833	1.577	0.288	
Kind of Use	Lake	4.957	1.847	0.192	.2682
	Montmorency	4.500	2.271	0.415	

The variety of use score, measured by the number of different agencies with which the family had contact during the last twelve months, was on the average higher for Lake county families than for Montmorency county families. The average score for all sample families, as shown in Table 8, indicates that Lake county families had contacts with over four agencies while Montmorency county families contacted over three agencies. The variety of use scores were also significantly different at the .05 probability level.

The kind of use score, measured by the number of different functional service categories (such as medical exam, health information, food) contacted by families, also showed that Lake county families on the average used more functional categories than did Montmorency county families. Lake county families averaged use of nearly five different service functions while Montmorency county families used over four service functions (see Table 8). There was not, however, a significant difference in average kind of use scores.

Goals and fears of families

Each family reported the five most important goals or hopes associated with their future. Table 9 reports the goals indicated by families in Lake and Montmorency counties. Good health, being able to maintain an adequate level of living, future welfare of children, and long-term material possessions were leading goals of the Lake county

Table 9.--Goals Expressed by Lake and Montmorency County Families

	First		Second		Third		Fourth		Fifth	
					Order of Ranking					
Reported Goals	Residence Location									
	Lake	Mont	Lake	Mont	Lake	Mont	Lake	Mont	Lake	Mont
	--Per Cent of Families--									
None	1.08	--	12.9	16.67	40.8	36.67	76.34	86.67	92.47	100
Health	26.88	13.33	18.28	10.00	5.38	6.67	4.30	3.33	1.08	--
Family Harmony	6.45	3.33	6.45	10.00	1.08	3.33	1.08	--	1.08	--
Level of Living	23.66	16.67	22.58	20.00	18.28	20.0	4.30	--	--	--
National Economic or Social Situation	1.08	--	1.08	--	1.08	--	--	--	--	--
Independence	3.23	13.33	4.30	--	2.15	--	1.08	--	1.08	--
Children's Welfare	15.06	20.00	10.76	23.34	9.69	6.66	3.23	3.33	1.08	--
Material Possessions										
Short-Term	2.15	3.33	1.08	--	--	--	1.08	3.33	2.15	--
Long-Term	11.83	10.0	3.23	6.67	2.15	10.0	--	--	--	--
Employment	4.30	6.67	9.68	3.33	3.23	--	1.08	--	1.08	--
Other	4.32	13.33	9.69	6.67	16.14	6.67	7.54	3.33	1.08	--

sample families. This pattern was apparent for the goal listed first and continued to appear in later listed goals. Sample families in Montmorency county ranked children's welfare most important with maintenance of adequate level of living, health, independence, and long-term material possessions also of major importance. This pattern also persisted across the second through fifth most important goals.

Families were also asked to indicate their most important fears. Table 10 lists the fears reported by sample families. Health loss is the most frequently reported "first fear" by families in both counties. In Lake county loss of adequate level of living is second in frequency while in Montmorency children's welfare is second. Lake county families indicated fears for children's welfare as third most frequent. National economic or social conditions were the third most frequently mentioned "first fear" among Montmorency families. For both counties the pattern of fears across all five rankings places health, loss of adequate level of living, and children's welfare as the most important fears.

A typical response mentioned as maintenance of health status was "Hope I can keep my health and continue to do my own work." "Just want enough money to get along and keep things as they are," and "want to keep my bills paid" were coded as concern for maintenance of level of living.

Table 10.--Fears Expressed by Lake and Montmorency County Families

	Order of Ranking									
Reported Fears	First		Second		Third		Fourth		Fifth	
	Residence Location									
	Lake	Mont	Lake	Mont	Lake	Mont	Lake	Mont	Lake	Mont
	--Per Cent of Families--									
None	6.45	--	31.18	13.33	61.29	50	89.25	76.67	97.85	93.33
Health Loss	33.33	40	15.05	20.0	8.60	3.33	--	3.33	1.08	--
Family Harmony	3.23	10	2.15	3.33	2.15	10	--	3.33	--	--
Level of Living	21.51	--	20.43	16.67	--	--	2.15	6.67	--	--
Dependence on Others	3.23	--	--	16.67	3.23	3.33	--	--	--	--
National Economic or Social Situation	8.60	13.33	3.23	--	2.15	10	--	--	1.08	--
Children's Welfare	9.7	20.0	7.55	--	5.38	13.33	--	--	--	3.33
Material Possessions										
Short-Term	--	--	--	--	1.08	--	2.15	3.33	--	--
Long-Term	2.15	--	6.45	10	5.38	6.67	1.08	--	--	3.33
Personal Security	1.08	3.33	2.15	--	--	--	1.08	--	--	--
Unemployment	2.15	3.33	2.15	--	2.15	--	1.08	3.33	--	--
Death	5.38	10.0	5.38	10	1.08	3.33	--	--	--	--
Other	3.23	--	4.31	--	2.16	--	1.08	3.33	--	--

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Concern over children's "learning the value of a wholesome
life," "living away from big cities," and "want them to
complete their educations" were typical responses relating
to children's welfare. Responses stressing the tax situa-
tion, breakdown of religion, and increased drug use were
classified as the concern for the national economic and
social situation.

The elderly in the sample expressed particular fear
about being left alone, failing health or death of family
members, going to a home for the elderly, losing homes
because of taxes, and incomes not keeping pace with price
increases.

Level of striving

When families had indicated their goals and fears they
were asked to indicate on a scale of 0 to 10 where they
perceived themselves to have been five years ago, where
they were today, and where they expected to be five years
in the future in relation to their goals. Average scores
for past, present, and future rankings on this self-
anchoring scale are shown in Table 11 as past, present, and
future level of striving (LOS). Average past LOS scores
were higher in Lake county than Montmorency county. This
ordering was reversed for average future LOS scores. In
neither past nor future scores were mean differences
between the counties statistically significant. In the
case of present LOS Montmorency county families had average

Table 11.--Univariate Analysis of Variance to Compare Self-Anchoring Scale Scores
Between Lake and Montmorency Counties

Factor	Residence Location	Sample Mean	Standard Deviation	Standard Error of Mean	Significance Probability of Mean Difference
PRESENT Level of Striving	Lake	4.527	2.165	0.224	.0090
	Montmorency	5.700	1.896	0.346	
PAST Level of Striving	Lake	4.824	2.897	0.304	.5076
	Montmorency	4.433	2.445	0.446	
FUTURE Level of Striving	Lake	5.978	2.797	0.290	.2981
	Montmorency	6.567	2.269	0.414	

scores significantly higher than Lake county. In addition, Lake county average present LOS scores were lower than average past LOS scores.

An example of answers given in response to specific questions about why a particular level of goal attainment was expected five years from now was "children will be older, they'll be fewer to support here at home, and I'll be freer." Other families expected children to "help out" with financial problems in the future. Responses such as "hope there will be more employment available," "hope my husband finds a new job," or "hope doctors will be able to help us" were not uncommon. Changes in living arrangements such as "probably will be living with my daughter then," "there will be more room in our new house," were also mentioned as reasons for an improved future.

Common among reasons why the future situation did not appear to be improving were that health was expected to get worse, that taxes were increasing and that food prices were rising in the face of fixed incomes. These responses were particularly likely to come from elderly persons.

Value orientation

Montmorency county families had higher average scores on the positive activistic value orientation scale than did Lake county families (see Table 12). The scores on the value orientations scale showed that families in Lake county averaged 2.57 and the families in Montmorency county

Table 12.--Univariate Analysis of Variance to Compare Family Social Psychological
Factors Between Lake and Montmorency Counties

Factor	Residence Location	Sample Mean	Standard Deviation	Standard Error of Mean	Significance Probability of Mean Difference
Positivistic, Activistic Value Orientation (range 0-6)	Lake Montmorency	2.570 3.000	1.591 1.050	0.165 0.192	.1687
Future Goal Orientation (range 0-8)	Lake Montmorency	5.269 4.700	1.415 1.489	0.147 0.272	.0611
Social Optimism (range 0-5)	Lake Montmorency	1.462 1.767	1.419 1.591	0.147 0.290	.3234
Areas of Satisfaction in Life (range 0-6)	Lake Montmorency	2.957 3.533	1.601 1.795	0.166 0.328	.0987

averaged 3.00 on the scale of 0-6. The difference between counties was not statistically significant at the .05 probability level.

A decomposition of the value orientation score provided additional insight. Ninety-six of the sample families agreed that all they wanted in life for the head of the household was a secure, not too difficult job, with money to own a car and eventually a home. Ninety-one families disagreed with the statement "I would like my family to have more than what my friends and neighbors have." These answers would seem to indicate relatively limited standards of living for these families.

Sixty-nine families disagreed that a person's success is already in the cards when he is born. Further, eighty-five families disagreed that success in life is mainly a matter of luck. Seventy-five families disagreed that planning only makes a person unhappy since our plans hardly ever work out anyway. While most of the families in the study did not have high standards of living they did not, in general, take a fatalistic attitude about the achievement of success in life.

Future goal orientation

Families in Lake county had higher average scores on the future goal orientation scale than did the Montmorency county groups (see Table 12). The average score for the Lake county sample was 5.27 and in Montmorency county the

average score was 4.70 on a scale of 0-8. The difference
between counties was not significant at the .05 probability
level.

Responses to the future orientation questions indi-
cated, in general, that when families were given the choice
of spending for food, clothing, and entertainment versus
saving for other material possessions such as a car, TV,
and furniture, they (100 families) would choose current
consumption items. However, when given the choice between
current consumption and saving for college educations for
the children, 60 out of 117 families responding to this
question favored the saving for college option. This
slight preference for children's educations is further
indicated by the fact that 90 families would choose to save
for college instead of saving for car, TV, and furniture.

Also, 115 families would send their son to an educa-
tional camp as opposed to repairing the TV. In examining
choices among long-term consumption patterns it is clear
that home ownership is valued strongly. Ninety-six
families would save for a home instead of for a car, TV,
or furniture. One hundred and four families would sacri-
fice to own a home even if there was only a 50 per cent
chance of home ownership. Sixty-seven families would save
for a home instead of saving for college. Ninety-four
families would sacrifice day-to-day conveniences for long-
term goals.

Social optimism

The average social optimism scores for Montmorency county families were higher than Lake county families' average scores (see Table 12). The average social optimism scores for sample families were 1.46 and 1.77 on a scale of 0-5 for Lake and Montmorency county samples, respectively. In general, the social optimism scores were not significantly different between counties at the .05 probability level.

Responses to the components of social optimism indicate several general tendencies. Most of the families in the study (92) agreed that "nowadays a person has to live pretty much from day to day and let tomorrow take care of itself." This contrasts somewhat with the value orientations question discussed previously which indicated a generally favorable attitude toward planning. About one-half of the families (60) agreed that "it is hardly fair to bring children into the world the way things look for the future." One hundred and one families agreed that "these days a person does not really know whom he can count on." Just over one-half of the families (68) agreed that "there was little use in writing to public officials because they are not really interested in the problems of the common man. Sixty-nine families agreed that "in spite of what people might say, the lot of the average man is getting worse not better." A further breakdown of the

response to this question indicates that while over one-half of the Lake county families, 56 out of 93, agreed that the lot of the average man is getting worse, less than one-half, 13 out of 30, agreed with this statement in Montmorency county. This result is consistent with the finding that average present level of striving scores were lower than past level of striving scores in Lake county.

Areas of satisfaction in life

Montmorency county families in the sample had higher average scores on the scale of areas of satisfaction in life (ASL) across all family sizes than did Lake county families (see Table 12). The average ASL scores for all families were 2.96 and 3.53 on a scale of 0-6 for the Lake and Montmorency county samples, respectively. The level of average scores on the ASL scale indicated that there were not significant differences at .05 probability level between counties on ASL.

Sixty-three families were dissatisfied with the amount of food and clothes they could afford. Twenty-two families were dissatisfied with the chance they had to own a home while 47 families were dissatisfied with the chance they had to provide the kind of education they wanted for their children. Sixty-eight families were dissatisfied with their chances of buying a late model car, a good TV, and the furniture they would like to own. In general, people were most dissatisfied with current and intermediate

consumption items. Their preference for home ownership as indicated under future orientation may be explained by the general level of satisfaction they had with the chance of owning a home. The chance to own a home may have been seen as an event with a much higher probability than the chance they had to provide the kind of education they wanted for their children.

This result may also be influenced by the fact that many current home owners were satisfied with their chance to "own a home." This does not mean they were satisfied with the chance to own a "home of their choice."

Most families (81) were satisfied with the spare time they had. Only 46 families were satisfied with the chances they had of having a steady income when they grew old.

Socioeconomic factors

Lake county families were significantly lower on both socioeconomic status and employment status than were Montmorency county families (see Table 13). In the case of average net income Lake county families were also lower. The average net family income was not significantly different at the .05 probability level.

Testing of Hypotheses

A multivariate analysis of covariance technique was used to analyze differences between place of residence and family size categories (Hypotheses 1, 2, and 4). This

Table 13.--Univariate Analysis of Variance to Compare Socioeconomic Factors Between Lake and Montmorency Counties

Factor	Residence Location	Sample Mean	Standard Deviation	Standard Error of Mean	Significance Probability of Mean Difference
Socioeconomic Status[a]	Lake	70.45	6.591	0.683	.0097
	Montmorency	65.90	12.093	2.208	
Employment Status[b]	Lake	.1828	.3886	.0403	.0017
	Montmorency	.4667	.5074	.0926	
Net Income Group[c]	Lake	4.141	1.688	.176	.0651
	Montmorency	4.800	1.669	.305	

[a]Socioeconomic Status is discussed on page 37.

[b]Employment Status was scored as zero for those employed less than half time and one for those employed more than half time.

[c]Net Income Groups were scored as follows:

1 = no income or less	6 = $4,000 - $4,999
2 = less than $1,000	7 = $5,000 - $5,999
3 = $1,000 - $1,999	8 = $6,000 - $7,499
4 = $2,000 - $2,999	9 = $7,500 - $9,999
5 = $3,000 - $3,999	10 = $10,000 and over

technique allows for the comparison of values of several
dependent variables after adjusting for the effect of
several independent or covariate variables. This method
allows the researcher to ask questions like "if we take
into account variations in the social psychological char-
acteristics of families do significant differences in the
levels of community service use remain unexplained?"

Hypothesis 1

> There is no difference in extent, variety, and kind
> of community service use between family size cate-
> gories and place of residence if social psycho-
> logical variables are taken into account.

Finding: There is a significant difference at the .05
probability level between community service use by differ-
ent family size categories even when social psychological
variables have been taken into account. The univariate
analysis of covariance with adjustments for social psycho-
logical variables further indicates that significant
differences between family size categories do not exist for
kind of use.

Finding: There is a significant difference at the .05
probability level between place of residence in extent,
variety, and kind of community service use even when adjust-
ments have been made for social psychological variables.
The univariate analysis of covariance with adjustments for
social psychological variables further indicates that sig-
nificant differences between residence locations do not

exist for kind of use. The finding that significant differences in community service use exist between place of residence and between family size categories even when social psychological variables are taken into account indicates that variation in social psychological variables does not add to the explanation of differences in community service use.

Table 14.--Multivariate Analysis of Covariance to Compare
Community Service Use Between Family Size Categories
and Residence Location with Social Psychological
Factors as. Covariates

Variable	Between Mean Square	F Ratio	Significance Probability
Multivariate Analysis Family Size Category (6 and 216 degrees of freedom)			
Community Service Use		3.2881	.0041
Univariate Analysis Family Size Category (2 and 110 degrees of freedom)			
Extent of Use	3914.67	3.3890	.0374
Variety of Use	16.58	6.4662	.0023
Kind of Use	1.48	0.3715	.6906
Multivariate Analysis Residence Location (3 and 108 degrees of freedom)			
Community Service Use		2.4285	.0694
Univariate Analysis Residence Location (2 and 110 degrees of freedom)			
Extent of Use	7104.07	6.1502	.0147
Variety of Use	11.71	4.5685	.0348
Kind of Use	5.88	1.4728	.2267

Note: The multivariate test for interaction between family size category and residence location indicated no significant interaction at the .05 probability level.

Hypothesis 2

There is no difference in extent, variety, and kind of community service use between family size categories and residence location if social psychological and socioeconomic-demographic variables are taken into account.

Table 15.--Multivariate Analysis of Covariance to Compare Community Service Use Between Family Size Categories and Residence Location with Social Psychological and Socioeconomic-Demographic Factors as Covariates

Variable	Between Mean Square	F Ratio	Significance Probability
Multivariate Analysis: Family Size Category (6 and 206 degrees of freedom)			
Community Service Use		0.9202	.4814
Univariate Analysis: Family Size Category (2 and 105 degrees of freedom)			
Extent of Use	1529.48	1.6671	.1938
Variety of Use	3.03	1.3702	.2586
Kind of Use	1.38	0.3347	.6884
Multivariate Analysis: Residence Location (3 and 103 degrees of freedom)			
Community Service Use		1.7225	.1888
Univariate Analysis: Residence Location (1 and 105 degrees of freedom)			
Extent of Use	1330.46	1.4501	.2313
Variety of Use	10.68	4.8349	.0301
Kind of Use	6.57	1.7832	.1847

Note: The multivariate test for interaction between residence location and family size category indicated no significant interaction at the .05 probability level.

Finding: There is no significant difference at the .05 probability level in levels of community service use between counties when both social psychological and socioeconomic-demographic variables are taken into account.

Finding: There is no significant difference at the .05 probability level between community service use levels across family sizes when both social psychological and socioeconomic-demographic variables are taken into account.

The finding that significant differences in community service use levels between place of residence and family sizes do not exist when adjustments are made for both social psychological and socioeconomic-demographic variables were added to the analysis indicate that differences in community service use levels between counties and family sizes can be more fully explained by the use of both social psychological and socioeconomic-demographic variables.

Hypothesis 3

The extent, kind, and variety of community service use are related to social psychological and socioeconomic-demographic factors.

To determine if there was a relationship between the extent, kind, and variety of community service use and selected family factors, a stepwise regression procedure was used. The multivariate analysis of covariance results indicated that the data for the two counties (place of residence) could be pooled to estimate the relationships between family factors and community service use patterns.

The stepwise regression procedure used selects independent variables for addition to the regression equation based on the simple correlation between the dependent and the independent variable (see Appendix B). Thus, the independent variable with the highest simple correlation is added first, and the regression equation with this single variable is estimated. The routine procedure then adds the variable with the second highest simple correlation and estimates the two variable equation. This routine is continued until all the independent variables enter the equation. The results of this analysis are shown in Tables 16 to 18.

Finding: Extent of Use--The stepwise regression procedure shows that race, family size, socioeconomic status of household head, social optimism, and employment status are significantly related at the .05 probability level to extent of community service use. Taken together these five factors explain approximately 34 per cent of the variation in extent of use scores for the sample families (see Table 16). The regression coefficient for these variables, which can be interpreted as the change in family contacts with a one unit change in the independent variable, generally had signs equivalent to those expected through a prior reasoning. Thus, the regression equation indicates that being nonwhite would result in 23.66 more contacts, that each unit increase in family size would be expected to increase

Table 16.--Results of Stepwise Regression to Determine the Relationship Between Extent of Use and Social Psychological and Socioeconomic-Demographic Variables

Independent Variable*	Regression Coefficient	R^2	Change in R^2	Significance Level	Number of Independent Variables in Regressions
Race	23.66	.0973	.0973	.001	1
Family Size	4.27	.1899	.0926	.001	2
SES	-1.63	.2301	.0403	.014	3
Social Optimism	-6.29	.2938	.0636	.001	4
Employment Status	-24.68	.3410	.0472	.005	5
Past LOS	-1.07	.3489	.0079	.237	6
Future LOS	1.57	.3564	.0075	.248	7
Future Orientation	1.54	.3607	.0042	.387	8
Present LOS	-.84	.3628	.0021	.539	9
Sex of Head	-2.88	.3642	.0014	.627	10
Income Group	.31	.3643	.0001	.912	11
Value Orientation	-.22	.3643	.0001	.912	12
Areas of Satisfaction in Life	-.01	.3643	.0000	.996	13

*Constant Term = 153.95

contacts per year by 4.27. More difficult to accept is the result that a one unit increase in socioeconomic status score (SES) would indicate 1.63 less contacts. Because the SES score rises for those least well off, one might expect that the relationship would be positive (rising use with rising SES).

Social optimism and employment status were both negatively related to extent of use. The regression coefficient for social optimism indicates a one unit increase in this score would be expected to be accompanied by a 6.29 unit decrease in annual community service contacts. In the case of employment status, families whose heads were employed would be expected to have 24.68 less community service contacts. Employment status and social optimism score are highly correlated (see Appendix Table B4) and this may help explain why the results indicate that more socially optimistic families had fewer service contacts.

The remaining family factors included in the regression equation did not contribute significantly to explaining variation in extent of community service use. It may, however, be worth noting the direction of the relationship between extent of community service use and these remaining factors. Future orientation, future level of striving, and income group were all positively related to extent of use. Past LOS, present LOS, value orientation, areas of satisfaction in life and presence of a male household head were

all negatively related with extent of use.

Finding: Kind of Use--Only two family factors, SES and

race, were significantly related at the .05 probability

level to the kind of service used as indicated by number of

contacts with different functional service categories. The

results indicate one unit increase in SES score would be

expected to result in a .07 (see Table 17) unit decrease in

functional categories used per annum. Being nonwhite indi-

cated an expected .76 unit increase in functional cate-

gories used.

Those factors positively related to kind of use but

not statistically significant were family size, presence

of male head, future LOS, areas of satisfaction in life,

and value orientation. Those factors negatively related to

kind of use, but not statistically significant were present

LOS, income group, future orientation, social optimism,

past LOS, and employment status.

Finding: Variety of Use--Family size, race, and socio-

economic status were the only family factors significantly

related at the .05 probability level to the variety of

service use as indicated by number of different services

contacted (see Table 18). Results of the stepwise regres-

sion procedure indicate that these three factors accounted

for 23.63 per cent of the variation in variety of use

score. A one unit increase in family size would be

expected to result in a .20 unit increase in variety of

Table 17.--Results of Stepwise Regression to Determine the Relationship Between Kind of Use and Social Psychological and Socioeconomic-Demographic Variables

Independent Variable*	Regression Coefficient	R^2	Change in R^2	Significance Level	Number of Variables in Equation
SES Head	-.07	.0667	.0667	.004	1
Race	.76	.0974	.0307	.046	2
Family Size	.17	.1124	.0150	.159	3
Sex Head	.57	.1278	.0154	.151	4
Present LOS	-.18	.1319	.0041	.459	5
Future LOS	.16	.1493	.0174	.126	6
Areas of Satisfaction in Life	.09	.1554	.0061	.363	7
Income Group	-.13	.1608	.0054	.392	8
Future Orientation	-.09	.1658	.0050	.413	9
Social Optimism	-.08	.1683	.0025	.564	10
Past LOS	-.02	.1696	.0013	.681	11
Value Orientation	.03	.1700	.0004	.808	12
Employment Status	-.02	.1700	.0000	.972	13

*Constant Term = 8.522

Table 18.--Results of Stepwise Regression to Determine the Relationship Between Variety of Use and Social Psychological and Socioeconomic-Demographic Variables

Independent Variable*	Regression Coefficient	R^2	Change in R^2	Significance Level	Number of Independent Variables in Equation
Family Size	.20	.1204	.1204	.000	1
Race	.98	.2030	.0826	.001	2
SES Head	-.05	.2363	.0332	.025	3
Value Orientation	-.15	.2574	.0212	.069	4
Sex of Head	.41	.2747	.0173	.098	5
Past LOS	-.07	.2881	.0134	.142	6
Income Group	.13	.3001	.0120	.163	7
Future LOS	.08	.3042	.0041	.412	8
Social Optimism	-.12	.3107	.0065	.306	9
Areas of Satisfaction in Life	-.07	.3157	.0050	.368	10
Present LOS	-.03	.3167	.0011	.678	11
Employment Status	-.15	.3176	.0008	.717	12
Future Orientation	.01	.3177	.0001	.895	13

*Constant Term = 6.32

use score. A nonwhite family would be expected to use
nearly one additional community service while with a one
unit increase in family SES score variety of use score
would be expected to decrease .05 units.

Value orientation, past LOS, social optimism, areas
of satisfaction in life, present LOS, and employment status
were all negatively related to variety of service use, but
the relationships were not statistically significant.
Female head of household, income group, future LOS, and
future orientation were all positively related to variety
of service use but the relationships were not statistically
significant.

Social psychological variables as a function of community service use

As was pointed out earlier, the theoretical direction
of causality between levels of community service use and
social psychological characteristics of families is not
entirely clear. Up to this point community service use was
considered a function of social psychological character-
istics. This generally presumes that behavior follows from
a pre-existing social psychological set of characteristics.
It was acknowledged, however, that social psychological
characteristics are influenced by past experiences. The
following analysis looks at social psychological variables
as a function of community service use. Thus, the rela-
tionship being examined attempts to measure social

psychological changes that may be the result of community service use.

Hypothesis 4.

There is no difference in social psychological variables between family size categories or place of residence when community service use is taken into account.

Finding: On the basis of the multivariate analysis there are significant differences at the .05 probability level in the set of social psychological variables between family size categories when differences in extent, kind, and variety of community service use are taken into account. The univariate analysis indicates that among the set of social psychological variables significant differences between family size categories exist for social optimism and present LOS.

Finding: On the basis of the multivariate analysis there are not significant differences at the .05 probability level in the set of social psychological variables between residence locations when differences in extent, kind, and variety of community service use are taken into account. The univariate analysis indicates that only in the case of present LOS are there significant differences at the .05 probability level between residence locations.

The above findings, in general, do not support a conclusion that differences in community service use account for differences in social psychological variables. The

Table 19.--Multivariate Analysis of Covariance to Compare
Social Psychological Variables Between Family Size
Categories and Residence Location with Extent,
Kind, and Variety of Community Service Use
as Covariates

Variable	Between Mean Square	F Ratio	Significance Probability
Multivariate Analysis: Family Size Category (14 and 216 degrees of freedom)			
Social Psychological		1.9285	.0249
Univariate Analysis: Family Size Category (2 and 114 degrees of freedom)			
Value Orientation	4.15	1.8874	.1562
Future Orientation	2.22	1.0592	.3502
Social Optimism	6.91	3.3331	.0392
Areas of Satisfaction in Life	1.05	0.3763	.6873
Present LOS	20.60	4.9035	.0091
Past LOS	13.06	1.6209	.2023
Future LOS	14.58	2.0738	.1305
Multivariate Analysis: Residence Location (7 and 108 degrees of freedom)			
Social Psychological		2.0325	.0574
Univariate Analysis: Residence Location (1 and 114 degrees of freedom)			
Value Orientation	3.07	1.3954	.2400
Future Orientation	5.22	2.4931	.1172
Social Optimism	0.47	0.2287	.6334
Areas of Satisfaction in Life	7.29	2.6220	.1082
Present LOS	34.86	8.2980	.0048
Past LOS	5.92	0.7346	.3933
Future LOS	10.13	1.4410	.2325

Note: The multivariate test for interaction between residence location and family size category indicated no significant interaction at the .05 probability level.

results of the multivariate analysis of covariance adjust-
ing for differences in community service use do not differ
substantially from the earlier univariate analysis of
variance without adjustments for differences in community
service use (see Table 11 and Table 12).

Impact of community service use

As was pointed out earlier a special impact measure
was created for this study. This measure compares present
levels of perceived goal attainment (PRLOS) with levels of
perceived goal attainment without community service use.
The relationship between extent, kind, and variety of com-
munity service use and the impact score was of primary
interest.

Hypothesis 5.

There is a significant relationship between the
perceived impact of community service use and the
extent, variety, and kind of service use.

Table 20.--Results of Stepwise Regression to Analyze the
Perceived Impact of Use as Related to Extent, Kind,
and Variety of Community Service Use

Variable	Regression Coefficient	R^2	Change in R^2	Degrees of Freedom	Signif- icance Level
Extent of Use	.0082	.0656	.0656	1/121	.0043
Variety of Use	.1662	.0882	.0226	2/120	.0870
Kind of Use	.0834	.0913	.0031	3/119	.5239

Note: Multivariate F=3.9877, significance level=.0096,
with 3 and 119 degrees of freedom.

Finding: There is a significant positive relationship at the .05 probability level between perceived impact and the extent of service use. Variety of service use and kind of service use are not significantly related to the perceived impact of service use.

While the combined variations in extent, kind, and variety of community service use explain only about nine per cent of the variation in perceived impact the overall equation is significant at less than the .01 probability level. It can be concluded from this analysis that as community service use increases the perceived impact of use in terms of the family's own goal attainment increases.

In order to determine which services were perceived to be of greatest help, families were asked to indicate those services which most helped them reach their goals. The results of these questions are reported in Table 21.

Health services, the Social Services Department, and food programs were clearly the most frequently reported as important in helping families attain their goals. This is not surprising. The low-income families in the sample rely on these agencies for the most basic resources of daily life.

Changes in Services Suggested by Respondents

Service improvements needed

Families were also asked to indicate those services

Table 21.--Services Which Most Helped Families Reach Their Goals, Lake and Montmorency Counties

Services	First Service Indicated		Second Service Indicated	
	Lake	Montmorency	Lake	Montmorency
	Number of Families Indicating a Particular Service			
None specified	8	4	54	18
Social Services Dept.	29	9	14	2
Comp. Health Center	28	0	6	0
Food Program	11	10	10	1
Private Physician publicly funded	10	6	4	7
Other-Public	3	0	1	1
Childcare Facilities	2	0	1	0
Social Security	1	0	0	0
Church or related	1	0	0	0
Other-Fraternal or service	0	1	1	0
Fam. Services Unit of Health Center	0	0	1	0
Senior Citizen Org.	0	0	1	0

which could be improved. The Social Services Department, the Comprehensive Health Care Center and the food program were the services most often listed as first in need of improvement by Lake county families. When families responded to the question of what they would change if they were on the board of directors of a community service agency, 32 families indicated they would expand or generally improve service. Thirteen of these families would direct this improvement to the Health Center, while six were concerned with improvement of Social Services Department, three with the food program and two with the family services unit of the Health Center.

Nine families would have improved information about services. Nine families indicated they would try to improve supervision of the services. Seven families each listed liberalized eligibility, improved courtesy in providing service, and reduction in time required for service. These improvements were directed mainly at the Health Center and the Department of Social Services.

Montmorency county families were concerned mainly with improving services of private physicians paid by public agencies, the Department of Social Services, and food programs. The improvements suggested, as in Lake county, involved improved supervision, liberalized eligibility, and improved information about services.

Additional service needs

Several different questions were asked to gain increased information about additional service needs of families. The first of these questions asked families how they would spend $10.00 of additional income. The answer to this question was expected to give insights into the most pressing needs of families as indicated by their allocation of additional income.

Table 22 indicated the patterns of additional consumption chosen by families. The majority of families in both Lake and Montmorency counties indicated the first use of $10.00 would be to spend it on current consumption, primarily food. Other important categories included the repayment of debts and saving for emergencies. These results are not inconsistent with expectations given the limited income nature of the sample families.

Families were also asked to indicate directly what additional services were needed in their communities. Specific additional service needs reported by families are shown in Table 23. Lake county families requested additional services in employment and employment information, transportation, health care, and education or training for adults and young people. In Montmorency county, health care, education or training for young people, employment and employment information, and youth recreation were most frequently listed as additional service needs.

Table 22.--Allocation of Ten Dollars of Additional Income by Residence Location and Family Size Category

Area of Indicated Expenditure	Family Size Category						all family sizes	
	1 person		2-4 person		5+ person			
	Lake	Mont.	Lake	Mont.	Lake	Mont.	Lake	Mont.
			Number of Families Indicating Area					
Current Consumption								
Food	13	5	17	3	14	5	44	13
Durable Good	1	0	2	1	0	1	3	2
Other	0	0	2	0	1	8	3	8
Past Consumption	0	0	0	0	2	0	2	0
Food	1	1	1	0	1	1	3	2
Medical Treatment	0	1	0	0	0	0	0	1
Other - debt	7	1	5	2	8	1	20	5
Saving	0	0	2	1	1	0	3	1
Housing	0	0	0	1	3	0	3	1
Auto	0	0	0	1	0	0	0	1
Emergencies	5	1	1	0	1	2	7	3
Burial	2	1	0	1	0	0	2	2
Other	1	0	1	0	0	0	2	0
Contributions to Persons Outside The Household	1	0	0	0	0	0	1	0

Table 23.--Specific Service Needs Reported by Lake and
Montmorency County Families

Service Need	Residence Location	
	Lake	Montmorency
	Number of Families Indicating Need	
None Indicated	23	10
Transportation	11	0
Employment or Employment Information:		
Youth	2	1
Adult	6	1
Elderly	2	0
Age not specified	4	0
Housing		
Adult	0	0
Elderly	0	2
Health		
Personnel	4	0
Facilities	4	2
Dental	0	0
Insurance	1	2
Other	7	1
Education		
Youth	4	4
Adult	2	0
Recreation		
Youth	6	3
Adult	0	0
Elderly	1	0
Age not specified	1	0
Reduced Prices for Elderly	2	2
In Home Assistance for Elderly	3	1
Legal Assistance and Other	10	1

In both counties additional service needs reported gen-
erally relate to essential services needed by those with
limited financial resources. The emphasis on employment
information and education indicates that families are look-
ing for additional earning skills and opportunities not
just direct handout of goods.

CHAPTER V

SUMMARY, CONCLUSIONS, AND IMPLICATIONS

This chapter includes a summary of the findings pre-
sented in the preceding chapter, conclusions and discussion
from the findings, some implications for further research,
and implications for community service agencies.

Summary of Findings

Community service use was found to vary extensively
among the families interviewed. The variation in extent,
kind, and variety of community service use was found to be
related mainly to socioeconomic-demographic factors. Race,
socioeconomic status, family size, and employment status
were generally most important in explaining the variability
in community service use scores. Among the social psycho-
logical variables examined, only social optimism was
significantly related to extent of community service use.

Families in Lake and Montmorency counties were found
to have significantly different levels of community service
use. The differences in community service use levels
between counties were explained mainly by differences in
socioeconomic-demographic family factors.

When variations in extent, kind, and variety of

community service use were adjusted for variations in
social psychological factors, significant differences
between counties remained. When adjustments were made for
social psychological and socioeconomic-demographic factors,
differences in community service use scores among the
counties were in general not significant.

The perceived impact of community service use as
measured by expected changes in family goal attainment
without service use was found to be significantly related
to community service use patterns.

The services that were indicated as most important in
helping families in Lake county were the Department of
Social Services, the Comprehensive Health Center, and the
food stamp program. In Montmorency county the Department
of Social Services, the food commodities program, and
publicly funded private physicians were listed most fre-
quently as services helping families reach their goals.

Families expected expenditure patterns with additional
income indicated unmet needs in the area of current con-
sumption, mainly food. Specific service needs mentioned by
respondents often indicated a desire for additional earning
skills and opportunities.

Existing community services which were most often
listed as needing improvement in Lake county were the
Comprehensive Health Center, the social services unit of
that center, and the food stamp program. In Montmorency

county families were concerned with improving services of
private physicians, the Department of Social Services, and
the food commodities program.

Conclusions and Discussion

From the findings of this study several conclusions
have been drawn:

1. Even among a population of families with limited
economic resources the main determinants of community
service use patterns are socioeconomic and demographic
factors. Families apparently use community services in
response to economic need. Those factors which are related
to economic need such as employment status, family size,
and income seem most directly responsible for variance in
demand for community services.

The positive relationship of race to extent of com-
munity service use is contradictory to earlier studies
cited in Chapter II. This finding is difficult to explain.
No definitive answer was possible, however, some "off the
record" comments of white respondents and observations on
the history of nonwhite respondents led the researcher to
conclude that the structure of service provision and the
nature of the black population in Lake county may explain
this result. Some white respondents indicated beliefs that
the Comprehensive Health Center catered to blacks possibly
causing some white residents to avoid use of this facility.
The casual observations of the researcher indicated that

many of the nonwhite respondents either had migrated to the

study area from metropolitan areas or had experienced

living in metropolitan areas. The metropolitan experience

of these nonwhite respondents may have added to their

experience with community services and improved their

skills in seeking out and using these services.

2. The social psychological factors included in this

study (future orientation; value orientation; social

optimism; areas of satisfaction in life; past, present, and

future levels of striving) may affect families' use of

community services but such effects are not indicated by

the measures of community service use employed in this

study. The statistical significance of these variables as

reported earlier was quite low.

The further examination of the social psychological

variables generally indicates that the preferences of

families in the sample may be restrained by their economic

situation. While the families have rather limited expecta-

tions about adequate standards of living they do not seem

to be fatalistic in their outlook. The families seemed

willing to save and plan for the future although they were

concerned about the future state of society and seemed

uncertain as to whom they could trust. They expressed

little faith in the interest of political leaders for the

lot of the average man. If they were provided (either

through aid or earning possibilities) with adequate incomes

to meet current consumption needs they appeared to be willing to sacrifice excessive current consumption for longer term possessions such as housing and also would sacrifice for educational opportunities for their children. The sample families were dissatisfied with their current consumption patterns. Their expression of greater satisfaction with home ownership opportunities and educational opportunities may reflect the low priority of these needs when current consumption needs are unmet. It appears that these families would react positively to community service programs if they were able to meet basic consumption needs. Perhaps if a sample of middle to high income families had been chosen the results would have indicated a higher significance for the social psychological factors. Higher income families with more freedom in resource use patterns might be influenced less by pure economic need and thus more likely to be influenced by factors other than socioeconomic. The results of this study echo the results of Feldman and Feldman (see Chapter II, p. 21) that situational factors may be more important in community service use behavior than are social psychological factors.

It may be appropriate to consider some type of a minimum income plan which would bring these families above the threshold of living from day-to-day and allow them to consider longer term actions such as investments in housing and education for their children.

3. The Self-Anchoring Striving scores reported in this study are substantially lower than those reported in other studies. In a 1964 Gallup Survey reported by Free and Cantril (1964), average present, past, and future Self-Anchoring Striving scores for a sample of over 3000 persons were higher than those found in this study. For the sub-sample of families with incomes under $3000 the past, present and future scores were also higher than those reported in the present study (See Appendix Table B5 for comparisons with other studies).

In Kar's (1966) study of adoption of family planning among a sample of low-income mothers, the reported Self-Anchoring Striving scores were lower for past LOS but were higher for both present and future LOS than those reported in the current study. It is clear that with respect to other low-income samples the families in this study were worse off relative to their goal attainment, at least with respect to present and future LOS. It is perhaps worth noting that the overall mood of the country was different at the respective times that these studies were completed. Both the Kar and the Free and Cantril studies were completed in the mid-1960's during rapid expansion of the economy and social programs to aid low-income families. During the period of the current study rapid inflation (bringing on wage and price controls), the winding down of the Vietnam War, and the attempt by the Nixon administration

to demolish many of the social programs begun earlier all
may have contributed to a depressed outlook on future
events.

Specific questions regarding reasons for expected
future goal attainment, in general, indicated an orienta-
tion toward events outside the family as shaping the
family's future. There was little evidence of conscious
family management efforts as a means of securing a better
future. Many of those who expected conditions to be better
in the future based that expectation on hope that events
outside the family would be more favorable.

4. The use of community services was significantly
related to the families' perceived level of goal attain-
ment. In general, the greater the use of community
services the greater the impact on family goal attainment.
The use of community services does not, however, seem to
affect significantly the levels of future orientation,
social optimism, areas of satisfaction in life, and value
orientation. This conclusion would be supported more
strongly if before and after measures for a constant sample
of families were available.

It is extremely difficult to measure the sequential
effect of community service use on social psychological
characteristics when data were collected at a single point
in time. If services change social psychological char-
acteristics of families these changes may take several

years to occur, and thus, it may require a long-term longi-
tudinal study to detect such changes.

5. Those community services most used and most needed
by limited resource families were also those most often
criticized. Suggestions for improvement not surprisingly
involved greater availability of services and increased
information on service availability. It was interesting
to note that limited resource families were critical of lax
enforcement of program guidelines and waste in program
operation. This criticism of lax enforcement may have
several possible explanations. It is possible that those
eligible for services believed that scarce program
resources were being "wasted" through lax enforcement. It
is also plausible that those eligible for service recognize
that lax enforcement of program guidelines may reflect
poorly on all users of community services and thus further
tarnish the image of service users.

Limitations of the Study

The general objectives of this study were accomplished.
However, there are several limitations of the methodology
and findings which should be noted.

Findings in this study were based on a sample of rural
low-income families selected from food program rolls in two
Michigan counties. The extent to which these families are
representative of all low-income families is not known.
Therefore, generalizations of these results should be

accompanied by appropriate caution.

While respondents were instructed to respond for the family, the respondent's perceptions of the family's situation may differ from those of other family members. Further, respondents were asked to describe community service use patterns from recall over the most recent twelve month period. This may result in either under or overestimates of actual use patterns. The description of community service use patterns for each family member may also tax the recall of respondents. However, respondents for large families did not appear less able readily to explain services used.

Care must also be taken in inferring that benefit is in direct proportion to use as measured in this study. This study examines use behavior without direct reference to the outcome of that behavior. The measurement of perceived impact does provide some insight into the contribution of use to family goal attainment. However, the technique of asking for subjective goal attainment without service use may be limited in accurately assessing impact of service use.

The community services selected for study were a specific set of welfare services. Thus, generalizations to other community services is limited.

The data collected in this study are cross-sectional which may cloud the examination of cause and effect

relationships.

Implications for Further Research

It was assumed in this study that the research instru-
ment accurately measured the concepts of interest. Addi-
tional research is needed on the measurement of community
service use. While family contacts are a useful and
measurable indicator of extent of use, this measure does
not accurately portray the differences in the intensity or
aid transferred through different types of contacts.
Improvements in the measurement of resource use could aid
in improved diagnosis and prediction of the behavioral
patterns of community services users. Improved measures of
resource use could also indicate the output received from
community services. It would make possible the more
accurate measurement of cost/benefit relationships in com-
munity service provision. This does not imply that
improved resource use measures would be oriented toward
those output effects measurable only in dollar terms. In
cases such as the provision of counseling and companionship
for the elderly or otherwise isolated citizens, a dollar
measurement may not be possible, but it is desirable to
continue to examine input-output relationships. This
improved measurement could more clearly identify the
benefits received by users. This could aid the examination
of community service use as a rational step toward improved
levels of living for families. In other words, are the

benefits of use worth the time and effort expended by users?

Further research is also needed to improve the measurement of social psychological factors which influence community service use. Such research could include improved measurement techniques for social psychological factors as well as additional social psychological constructs not examined in this study.

Other possible psychological studies might include the application of Maslow's (Maslow, 1954) concept of hierarchy of needs. It would be useful to determine to what extent families identify particular agencies with particular level need satisfactions. This could aid agencies in determining the perceptions of prospective clients regarding what needs could be met by using the agency. Results of such a study could be extremely helpful in designing outreach programs.

A study undertaken which measures the reinforcement which agency clients receive applying the stimulus-response behavioral concepts might provide considerable insight into client satisfaction and dissatisfaction. This information would be helpful in improving the service provision environment, which could enhance the satisfaction with services with only limited additional costs.

It may also be useful to explore the concept of cognitive dissonance as it relates to service provision.

The clients of service agencies may require special efforts
to ensure that the use of the agency is considered posi-
tively. It is possible that service agencies are con-
sidered with suspicion by their prospective clients. It
may be useful to determine if this is true and the extent
to which agencies could design activities to reduce any
dissonant reaction to service use.

This study also points toward the need for a better
understanding of the role of race in community service use.
Why race showed the level of effect that it did in this
study is not clear. It is clear that race should be
further explored as a factor in explaining community
service use patterns.

It may also be useful to examine the relationship
between community service use and stage in the family life
cycle. Using the concept of family life cycle may provide
insights into long term patterns of community service use.
This would provide data useful in the projection of
service demands based on the proportion of potential users
at a particular stage in the life cycle. Such research
might also investigate the differences in types of com-
munity services useful at particular life cycle stages.
Thus, such a study could enable service planners to define
more accurately potential clientele groups.

This study examined behavioral relationships through
the use of a cross-sectional sample. In the measurement of

the effect of service use and the perceived impact of
service use on goal attainment, behavioral relationships
might be more accurately understood through longitudinal
studies. In such studies one might be able to measure
more precisely before and after characteristics and thus
more accurately infer cause-effect relationships.

It also seems that the continual investigation of
program participants' attitudes toward community services
is desirable. Participants indicated concern over lax
administration of community service programs. Further
analysis of participants' reactions might be especially
helpful in the restructuring of programs as well as the
political discussions which surround efforts at restruc-
turing.

It would also be useful to study the differences
between urban and rural populations in their use of com-
munity services. For example, are there values which rural
families hold which affect community service use differ-
ently than values of urban resident?

Implications for Community Service Agencies

Several implications for community service agencies
were generated from this study. The goals ranked first in
importance by families in this study (health, standard of
living, children's welfare) appeared to be consistent with
the goals of the community service agencies in the study.
Further, the use of community service agencies had a

significant impact on families' perceived goal attainments.

It is apparent from results of questions on which agencies helped families most that agencies which directly aided current attainment of minimal consumption levels ranked highest. This may imply that agencies which seek to aid families through the provision of indirect aids will have difficulty in attracting clientele groups. This may imply that agencies need to design more effective communication programs that clearly identify their services with the attainment of family goals. The Cooperative Extension Service may be a case in point. While this agency provides a variety of educational materials and programs to aid family management, none of the Lake county families reported using the Cooperative Extension Service.

It is apparent from sample family responses that reaction to indirect community service programs may meet with limited success until basic consumption needs are met. Thus, it seems appropriate that agencies need to develop programs which combine direct aids with indirect (human capital building) aid programs.

The importance of minimum levels of living to these families may also indicate that existing agencies which attempt to provide indirect services such as education and training may be more successful in contacting prospective clients by forming linkages with those agencies which provide direct aids. Such a system may encounter some

resistance. The existing fragmentation of service pro-
viders, i.e., federal, state, local, may discourage agency
personnel from initiatives for combined service programs.
Any such initiatives may require the development of
improved evaluation systems which insure that separate
agencies receive appropriate acknowledgement for their
contribution. If appropriate incentive and evaluation
systems can be developed, existing agencies may be able to
perform their missions more effectively. This may be a
less costly and more politically feasible alternative than
attempting to replace existing agencies with a "super"
agency.

Service agencies are also given signals for service
improvement by the direct responses of sample families. In
both counties, families reported desired improvement in
courtesy in provision of service, time required for service
and improved supervision. It is clear that the sample
families expected to be treated with dignity. It is also
clear that while these families have low dollar opportunity
costs for their time they do not enjoy spending their time
waiting for services. Families also clearly expect the
provision of services to be handled professionally with
adequate supervision.

Additional services which could be provided by exist-
ing or new agencies as indicated by sample families were
generally associated with providing basic consumption

needs. In general, the reported additional needs could be classified as direct or indirect income needs. Families appeared to be concerned with expanding those services which they saw as direct income aids or expanding income opportunities. It should be pointed out that while families indicated desires for additional levels of benefit from existing agencies, they appeared to be responsive to efforts to provide earning opportunities (employment, job counseling and training) for themselves and their children. It is obvious that such an expression does not guarantee that they would actually use such indirect services if provided. The previous discussion would indicate that on-the-job training programs or other efforts which simultaneously provide at least minimal consumption incomes would be accepted more widely than programs that provide training only.

It should also be pointed out that one segment of the sample population, the elderly, would not be served adequately through indirect service programs. It is clear that these citizens have need for direct economic aid as well as the need for emotional and psychological support. Thus, it may be important to provide to these families aid which combines both dimensions. For example, the provision of additional income support for food purchases may not be as emotionally satisfying to elderly recipients as programs which involve in-home assistance. It is important to

consider the needs of individual households in designing
such programs. Flexibility should be maintained in order
to allow those households which prefer self-sufficiency and
independence to be supported in this goal, while at the
same time providing the in-home support for those who
desire it.

It was clear from family responses that the elderly
valued the life-style and stability in their rural com-
munity. They also faced what seemed to be a difficult
problem. On the one hand, they feared becoming a burden on
others and the possibility of being forced into "old
people's homes." On the other hand, many found themselves
to be lonely and isolated with time on their hands.
Unfortunately, traditional rural living patterns which may
encourage intrafamily relationships often result in limited
contacts outside of a few close friends. Thus, the elderly
are often left with very limited community contacts.

The problem of loneliness and isolation is extremely
difficult to attack for those currently facing it. It is
apparent that long-term solutions to this problem involve
broadening the base of social contacts which rural resi-
dents have prior to the onset of old age. Effective
programs to deal with this problem will involve improved
recognition and planning for the time when one's friends
are no longer there. Thus, it may be essential to begin
to help families in their early and middle years to broaden

their distribution of social contacts across a wider range of age groups.

It is important for agencies and professionals working with families to recognize the need for dealing both with those who are currently facing loneliness and isolation and attempting to prevent this problem from developing in other families.

This study attempted to augment previous research and thereby provide a more holistic approach to understanding community service use. Community service agencies should adopt such a holistic perspective if they are to assist families effectively.

Viewing the family as a complex ecosystem can aid the provision of services. Such an approach may require a rather large bundle of service resources. However, the different parts of such a comprehensive service approach may be synergistic in problem solving efforts. Unfortunately, budget pressures may force agencies designed with a comprehensive approach in mind to cut those services with the least apparent pay-offs. As was pointed out previously, this may limit severely the functioning of the agency as an overall model of a comprehensive system of interacting parts. In addition, the services removed may be providing benefits which substantially enhance the levels of living for their specific clientele groups.

Appendix A

Economic and Demographic Profile of Lake County,
and Montmorency County, Michigan

Appendix Table A1.--Demographic and Economic Profile: Lake
County

POPULATION AND AREA

	1970	1960	Number Change	Percent Change
Total Population	5,661	5,338	323	6.1
Percent of State	.06	.07		
County Density/square mile	9.9	9.3		
Land Area in square miles	571			

Net Migration 1960 to 1970 (b)   416

AGE DISTRIBUTION - 1970

	Male	Female	Percent of Total Male	Percent of Total Female
Under 18	912	914	32.8	31.7
18-44	650	673	23.4	23.3
45-65	621	723	22.4	25.1
65 and over	595	573	21.4	19.9
Total	2,778	2,883	100.0	100.0

INCOME

	1969	1959	Percent Change
Total Personal Income (thousands of dollars)	$11,900	$5,600	112.5
Percent of State	.03	.03	0.0
Per Capita Income County (b)	$ 2,120	$1,049	102.1

INCOME BY MAJOR SOURCES
(thousands of dollars)

	1967
Total Personal Income	$8,900
Total Wage & Salary Disbursements + Other Labor Income	3,800
Proprietors' Income	1,800
Property Income	1,200
Transfer Payments Less Personal Contributions for Social Insurance	2,000

Appendix Table A1.--Continued

	1967
Total Earnings	$5,600
Farm Earnings	- 64
Total Non-Farm Earnings	5,706
Government Earnings	1,904
Total Federal	467
State and Local	1,437
Private Non-Farm Earnings	3,802
Manufacturing	656
Mining	4
Contract Construction	417
Trans. Comm. & Public Utilities	247
Wholesale & Retail Trade	1,138
Finance, Insurance & Real Estate	190
Services	1,077
Other	73

Source: Kiene, Werner, Evaluation of the Impact of Health Care on Activity Levels of The Poor, Unpublished Ph.D. Dissertation, Michigan State University, 1972, Table B2, p. 212.

Appendix Table A2.--Demographic and Economic Profile: Mont-
morency County

POPULATION AND AREA

	1970	1960	Number Change	Percent Change
Total Population	5,247	4,424	823	18.6
Percent of State	.06	.06		
County Density/square mile	9.5	8.0		
Land Area in square miles	555			

Net Migration 1960 to 1970 (b)   685

AGE DISTRIBUTION - 1970

	Male	Female	Percent of Total Male	Percent of Total Female
Under 18	925	864	35.4	32.8
18-44	623	658	23.8	25.0
45-65	623	725	23.8	27.5
65 and over	444	385	17.0	14.7
Total	2,615	2,632	100.0	100.0

INCOME

	1969	1959	Percent Change
Total Personal Income (thousands of dollars)	$11,900	$5,400	120.4
Percent of State	.03	.03	0.0
Per Capita Income County (b)	2,294	1,234	85.9

INCOME BY MAJOR SOURCES
(thousands of dollars)

	1967
Total Personal Income	$9,300
Total Wage & Salary Disbursements + Other Labor Income	4,800
Proprietors' Income	1,800
Property Income	1,100
Transfer Payments Less Personal Contributions for Social Insurance	1,600

Appendix Table A2.--Continued

	1967
Total Earnings	$6,600
Farm Earnings	- 11
Total Non-Farm Earnings	6,630
Government Earnings	1,791
Total Federal	282
State and Local	1,509
Private Non-Farm Earnings	4,839
Manufacturing	1,411
Mining	-
Contract Construction	440
Trans. Comm. & Public Utilities	108
Wholesale & Retail Trade	1,676
Finance, Insurance & Real Estate	231
Services	894
Other	79

Source: Kiene, Werner, Evaluation of the Impact of Health Care on Activity Levels of the Poor, Unpublished Ph.D. Dissertation, Michigan State University, 1972, Table B3, p. 213.

Appendix Table A3.--Comparison of Socioeconomic Indicators
Between Lake and Montmorency Counties

Indicator	Lake	Montmorency
Poverty Index[b)	129.5	115.1
Poverty rank among 83 Michigan Counties	83	81
Percent functional illiterate	13.7	4.4
Median school years	8.6	9.8
Average annual unemployment rate:		
1965	7.6	6.1
1966	9.7	5.9
1967	9.8	10.6
1968	13.6	8.8
Population/Physician Ratio 1968 (including M.D.'s and Osteopaths)	1125	4200

a) Adapted from: W. E. Vredevoogd, Rural Poverty in
Michigan, Report No. 21, Rural Manpower
Center, Michigan State University,
November 1970 (East Lansing: Rural Man-
power Center, 1970), pp. 15-65.

b) Prepared from 1960 census data. The index consists of
the sum of four percentages, % earning $3000 or less,
% unemployed, % functionally illiterate, % houses in
bad repair. Highest possible score is 4 x 100% = 400.

Source: Kiene, Werner, Evaluation of the Impact of Health
Care on Activity Levels of the Poor, Unpublished Ph.D.
Dissertation, Michigan State University, 1972, Table B5,
p. 213.

Appendix B

Frequency Distribution for Use of Specific Services.

Average Number of Functional Categories and Community
Service Agencies Used Per Family by Family Size Cate-
gory and Residence Location.

Sample Correlation Matrix for Community Service Use,
Social Psychological, and Socioeconomic-Demographic
Variables.

Comparison of Self-Anchoring Striving Scale Scores
Among Selected Studies.

Appendix Table B1.--Average Frequency of Family Contact for Selected Community Serv-
ices by Family Size Category and Residence Location

| Service | One Person | | 2-4 Person | | 5+ Person | | All Families | |
	Lake	Mont.	Lake	Mont.	Lake	Mont.	Lake	Mont.
Health Center	15.13	0	17.42	0	23.55	0	18.70	0
Private Physic.	10.58	7.80	13.35	8.10	15.77	4.50	13.24	6.80
Public Health	0.42	0	1.29	0.30	1.77	2.40	1.16	0.90
Family Services Unit	2.71	0	1.32	0	0.48	0	1.50	0
Coop. Extension	0	0	0	0	0	7.80	0	2.60
Social Services	7.80	7.40	9.45	9.30	9.71	7.40	8.99	8.03
Food Program	9.42	12.00	9.93	10.80	9.38	10.80	9.58	11.20
Headstart/Daycare	0	0	0.90	0	1.81	1.70	0.90	0.57
CAP/NEMCA	0.52	0.20	0.48	0.30	0.42	2.10	0.47	0.87
Senior Citizens	3.48	3.20	2.90	0	0	0.10	2.13	1.10
Church Related	0.13	0.70	0.35	0	1.35	0.30	0.61	0.33
FISH	0	0	0	0	0	0	0	0
Catholic Fam. Serv.	0	0	0	0	0	0	0	0
Other: Public	0.64	0.10	0.97	3.10	2.97	15.90	1.53	6.37
Other: Fraternal	0.03	0.20	0.10	0.40	0.03	0.90	0.05	0.50
n equal	31	10	31	10	31	10	93	30

The header spanning information: "Family Size Category" spans the middle columns, "Residence Location" appears as a subheading.

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Appendix Table B2.--Average Number of Functional Categories Used Per Family by Family Size Category and Residence Location

	Residence Location					
	Lake			Montmorency		
	Family Size Category					
	One Person	2-4 Person	5+ Person	One Person	2-4 Person	5+ Person
Mean	4.84	5.00	5.03	3.80	4.40	5.30
Minimum	2	1	2	1	2	2
Maximum	9	9	8	10	7	9
Standard Deviation	1.92	1.95	1.72	2.62	1.90	2.21

Appendix Table B3.--Average Number of Community Service Agencies Used Per Family by
Family Size Category and Residence Location

Residence Location	Family Size Category						All Families
	One Person		2-4 Person		5+ Person		
		Average Number of Service Agencies Contacted					
	n		n		n		n	
Lake	31	4.0	31	4.71	31	5.03	93	4.58
Montmorency	10	3.0	10	3.40	10	5.10	30	3.83

Appendix Table B4.--Sample Correlation Matrix for Community Service Use, Social Psychological, and Socioeconomic-Demographic Variables

SAMPLE CORRELATION MATRIX

	Family Size	Extent of Use	Variety of Use	Kind of Use	Value Orien-tation	Future Orien-tation	Social Optimism	Areas of Satis-faction in Life	Present LOS	Past LOS
Family Size	1.000000									
Extent of Use	.219457	1.000000								
Variety of Use	.346934	.595339	1.000000							
Kind of Use	.140666	.460374	.701124	1.000000						
Value Orientation	.182530	.015724	-.026304	.081225	1.000000					
Future Orientation	.067606	.133763	.095719	.041813	.099870	1.000000				
Social Optimism	.139637	-.139760	-.017538	.026329	.379458	.202968	1.000000			
Areas of Satisfaction in Life	-.082981	.016336	-.069311	.042446	-.040190	.015119	-.122995	1.000000		
Present LOS	-.075054	-.038553	.002612	-.030198	.076487	-.023654	.248102	.247755	1.000000	
Past LOS	-.093491	-.103508	-.138471	-.046916	-.007775	-.052837	.133001	-.072913	.036251	1.000000
Future LOS	.050243	.041872	.101187	.092573	.085213	.122519	.309458	.161043	.626631	.031606
S.E.S. of Head	-.242817	-.224180	-.242901	-.258322	-.249169	-.201275	-.336932	.043152	-.103154	.006752
Sex of Head	-.308876	.037356	.062714	.109399	-.030956	.014931	-.141529	.081071	.139786	.038280
Employment Status	.459886	-.115427	.107204	.074763	.165638	.077457	.262002	-.102115	-.036668	-.134031
Race	-.242732	.311031	.194577	.143195	-.007830	.077261	-.024678	-.035064	-.031753	.012693
Income Group	.713668	.173061	.320202	.065278	.177102	.025110	.113946	-.017662	.033214	-.075346
Perceived Impact	.005094	.256198	.273353	.237575	-.005179	-.019645	.073402	.138959	.480708	.002651

	Future LOS	S.E.S. of Head	Sex of Head	Employ-ment Status	Race	Income Group	Perceived Impact
Future LOS	1.000000						
S.E.S. of Head	-.112936	1.000000					
Sex of Head	.041468	.040334	1.000000				
Employment Status	.036599	-.475334	-.332456	1.000000			
Race	-.058977	.119161	.209116	-.366983	1.000000		
Income Group	.179450	-.192281	-.205336	.332097	-.183441	1.000000	
Perceived Impact	.328843	-.014905	.124749	-.176175	.142927	-.050799	1.000000

Note: This correlation matrix is based on the combined sample of 123 families from Lake and Montmorency Counties.

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Appendix Table B5.--Comparison of Self-Anchoring Striving
Scale Scores Among Selected Studies

	Study			
Item	Goebel	Free and Cantril[1,2]		Kar[3]
	Lake Mont.	All U. S.	Income Below $3000	Low Income
Past LOS	4.82 4.44	5.96	6.23	3.94
Present LOS	4.53 5.70	6.85	6.27	6.62
Future LOS	5.98 6.57	7.89	7.06	7.89

[1]Free, L. A. and H. C. Cantril. The Political Beliefs
of Americans. New York: Simon and Schuster, 1968, p. 229.

[2]Ibid.

[3]Kar, S. B. Individual Aspirations as Related to
Acceptance of Family Planning. Unpublished doctoral dissertation, University of California, Berkeley, 1966.

Appendix C

Survey Correspondence and Survey Instrument

January 13, 1973

Dear

     As part of research being undertaken on rural
Michigan communities I am conducting a study of community services in your area. This study is sponsored by
the Center for Rural Manpower and Public Affairs at
Michigan State University. An important part of my
study is finding out what a sample of families in the
community think of the available community services
and their ideas about needed changes in these services.
One sample of people has been drawn from the list of
families receiving food stamps.

     I am asking that you please return the enclosed
card without delay indicating a time on February 1, 2,
5 or 6 when you would be able to meet with me. Because
I am working on a limited budget I have arranged with
Social Services to talk with you in their offices.
Therefore it might be most convenient for us to meet at
the time when you pick up your food stamps. I will
contact you (by mail or phone) to confirm the time that
you indicate is best for you.

     I can assure you that our conversation will be
kept strictly confidential. I hope that you can find
time to help me in this important and useful work.

Sincerely,

Karen P. Goebel
Graduate Student
Michigan State University

Encl.

April 13, 1973

Dear

    As part of research being undertaken on rural Michigan communities I am conducting a study of community services in your area. This study is sponsored by the Center for Rural Manpower and Public Affairs at Michigan State University. An important part of my study is finding out what a sample of families in the community think of the available community services and their ideas about needed changes in these services. One sample of people has been drawn from the list of families receiving food commodities.

    I am asking that you please return the enclosed card without delay indicating a time on April 30, May 1, 2, 3 or 4 when I could come to your home to discuss this with at least one member of your family. I will contact you (by mail or phone) to confirm the time that you indicate is best for you.

    I can assure you that our conversation will be kept strictly confidential. I hope that you can find time to help me in this important and useful work.

                    Sincerely,

                    Karen P. Goebel
                    Graduate Student
                    Michigan State University

Encl.

Family Name _____ Family # _____

Hello, I'm working with Karen Goebel on the Community Service Study. We are
making a study of a number of households in this area to learn about the services
that are used in the community. We think it is important to consider what ser-
vices you want and use.

Information that you give me will be kept confidential and will be used only in
combination with information received from other families in the area. Your
family will not be identified in any reports from this study.

1. How long have you and the members of your household been in this county?

      Longer than 1 year _____ /___/
      Less than 1 year _____ "Exit" interviewer

2. Now I need some information about the people who live in your home:

Check (✓) Respondent		Household Member	Relationship to Household Head	Age on Last Birthday	Sex	Last Year of School Completed
	1.					
	2.					
	3.					
	4.					
	5.					
	6.					
	7.					
	8.					
	9.					
	10.					

3. All families want and expect certain things out of life. When you think
about what really matters in your own family, what are your wishes and hopes
for the future? In other words, if you imagine your family's future in the
best possible light, what would this picture look like, if all members are
to be happy?

(Permissible Probes) What are your hopes for the future of your family?
What would the lives of the family members have to be like for them to com-
pletely happy? (Use also, if necessary, the words "dreams" and "desires.")

What is most important ---

1.

What is next most important---

2.
3.
4.
5.
(Obligatory Probe) Anything else?

4. Now, taking the other side of the picture, what are your family's fears and worries about the future? In other words, if you imagine your family's future in the worst possible light, what would this picture look like?

(Permissible Probes) What would make the lives of the members of your family unhappy? (Stress the words "fears" and "worries.")

What is _the_ thing you fear most ---

1.

What is next ---

2.

3.

4.

.5.

(Obligatory Probe) Anything else?

5. Here is a picture of a ladder. Suppose we say that the top of the ladder (POINTING) represents the best possible life for _your family_ and the bottom (POINTING) represents the worst possible life for them. In light of your hopes and fears for the future, where on the ladder (moving finger rapidly up and down ladder) do you feel your family stands at the _present_ time?

Step Number /__/

6. Where on the ladder would you say that _your family_ stood _five years ago?_

Step Number /__/

7. Just as your best guess, where on the ladder do you think _your family will be five years from now?_

Step Number /__/

8. What makes you think that _your family_ will be (higher, lower) on the ladder in the future? _____

9. Now I would like to get your reaction to some statements about your future. Do you agree, disagree or are you undecided about these statements?

	Agree	Disagree	Undecided
1. All I want in life in the way of a career for the head of the household, is a secure, not too difficult job, with money to afford a car, and eventually a home.	☐	☐	☐
2. When a person is born, the success he is going to have is already in the cards, so he might just as well accept it and not fight against it.	☐	☐	☐
3. If success in life means that the head of the household has to move away from the rest of the family for a couple of years, it's worth it.	☐	☐	☐
4. Success in life is mainly a matter of luck.	☐	☐	☐
5. Planning only makes a person unhappy, since our plans hardly ever work out anyway.	☐	☐	☐
6. I would like my family to have more than what my friends and neighbors have.	☐	☐	☐

V.O. /⎯⎯⎯⎯/

10. Suppose you have a $10.00 raise in your weekly income. There may be many ways of spending it. What would you do with it? ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

If you were asked to choose between the alternate ways listed on each of these cards which would you choose?
    (Interviewer gives 5 cards to respondent.)
Suppose you have to choose between A and B, what would you choose?

1. (a) /⎯7 Spend for better food, clothing and entertain-ment.   **or**   (b) /⎯7 Save for buying a late model car, color T.V. and good furniture.

2. (a) /⎯7 Save for late model car, color T.V. and good furniture.   **or**   (b) /⎯7 Save for college education of son (or children).

3. (a) /⎯7 Spend for better food, clothes and entertain-ment.   **or**   (b) /⎯7 Save for college education of son (or children).

4. (a) /⎯7 Save for college educa-tion of son (or child-ren).   **or**   (b) /⎯7 Save for buying a home.

5. (a) /⎯7 Save for late model car, color T.V. and furni-ture.   **or**   (b) /⎯7 Save for buying a home.

Mr. and Mrs. A, and Mr. and Mrs. B are in similar positions. Both couples want to own a home. But they realize that they will have to give up their day-to-day conveniences for five years before they may be able to own a home. Even then the chance of owning a home is, say, 50/50. Inspite of this, the two couples decide differently. Imagine yourself in this position; What do you think you would have done? (Check one):

6. (a) /⎯7 Mr. & Mrs. A realize that inspite of the sacrifice of day-to-day comforts the chance of owning a home is half-and-half. But they decide to give up day-to-day comfort and accept hardship for five years.   **or**   (b) /⎯7 Mr. & Mrs. B. realize that in spite of the sacrifice of day-to-day comforts for five years, the chance of owning a home is half and half. So they decide not to give up their day-to-day comforts.

7. (a) /⎯7 Mr. & Mrs. A feel that, since our plans do not always work out, it would be unwise to sacrifice one's day-to-day conven-iences for long term plans hoping for rewards that are not so certain.   **or**   (b) /⎯7 Mr. & Mrs. B feel that though our plans don't always work out, one should sacrifice his day-to-day conveniences for long term plans hoping that in the future his hardships will be rewarded.

8. Suppose your T.V. needs repairing. At the same time your son says that his school is taking the students to an educational camp for a few days and this will cost you roughly the same amount of money that you need for the repair of your T.V. You can only do one and forget about the other. What would you choose?

(a) ☐ Repair the T.V.   or   (b) ☐ Send son to educational camp

F.O. ☐

11. The following statements are matters of opinion. Some people agree, some disagree. Please give your own opinion on each of them.

	Agree	Disagree	Undecided
1. Nowadays a person has to live pretty much from day to day and let tomorrow take care of itself.	☐	☐	☐
2. It is hardly fair to bring children into the world the way things look for the future.	☐	☐	☐
3. These days a person does not really know whom he can count on.	☐	☐	☐
4. There is little use writing to the public officials because they are not really interested in the problems of the average man.	☐	☐	☐
5. In spite of what people might say, the lot of the average man is getting worse, not better.	☐	☐	☐

S.O. ☐

12. In some areas of life we are satisfied and in some areas of life we are not satisfied. At the present time, are you satisfied or dissatisfied with the following things, as far as your family is concerned? (Check one box for each item.)

	Satisfied	Dissatisfied	Don't Know
1. The amount and kinds of food and clothes you can afford to buy.	☐	☐	☐
2. The spare time you have.	☐	☐	☐
3. The chance you have to own a home.	☐	☐	☐
4. The chance you have to provide the kind of education you want your children to have.	☐	☐	☐
5. The chance you have to buy a late model car, a good T.V. and the furniture you would like to own.	☐	☐	☐
6. The chances you have of a steady income when you grow old.	☐	☐	☐

A.S.L. ☐

13 Now I need some information about your family's use of some specific community services. Let's start with marking the number of times each person used the various services.

1. Has anyone in your family used the Comprehensive Health Clinic Medical Services within the last year?* Would you tell me who used it, the total number of times they used it, and what they used it for?

No. of Times Used -											

1. Medical or Dental Exam

2. Medical or Dental Treatment

3. Medical advice--counseling

4. Medical reading material

5. Other (specify)_____

6. How long has it been since your family began working with this agency? /_____

7. Do any of your friends or relatives use this service?   Yes☐ No☐

8. Approximately how far do you live from this service?   _____ Miles

*(If no reported use)

    9. Do you know about this service?   Yes☐ No☐→Exit

    (If Yes) 10. Approximately how far do you live from this service?   _____ Miles

        11. Do any of your friends or relatives use this service?   Yes☐ No☐

        12. Have you ever used this service?   Yes☐ No☐

        (If No) 13. Why haven't you used this service?

        _____

        (If Yes)14. How long ago was this? _____

2. Has anyone in your family used a Private Physician or Dentist paid for by Medicare, Medicaid or public agency (Circle) within the last year?* Would you tell me who used this. the total number of times used, and for what purpose?

No. of Times Used											

1. Medical or Dental Exam

2. Medical or Dental Treatment

3. Medical advice -- counseling

4. Medical reading material

5. Other (specify)_____

6. How long has it been since your family began using this service?/_____

7. Do any of your friends or relatives use this service?   Yes☐ No☐

*(If no reported use)

    8. Do you know about this service?   Yes☐ No☐→Exit

    (If Yes) 9. Do any of your friends or relatives use this service?   Yes☐ No☐

        10. Have you ever used this service?   Yes☐ No☐

        (If No) 11. Why haven't you used it?

        _____

        (If Yes)12. How long ago was this? _____

3. Has anyone in your family used the services of the Public Health Ag ... within the last year?* Would you tell me who used these, the total number of times they used these, and for what purpose?

	No. of Times Used								

1. Medical or Dental Exam

2. Medical or Dental Treatment

3. Medical advice -- counseling

4. Medical reading material

5. Other (specify) _____

6. How long has it been since your family began working with this agency?/_____

7. Do any of your friends or relatives use this service?   Yes☐ No☐

8. Approximately how far do you live from this service?   _____ Miles

   *(If no reported use)

      9. Do you know about this service?   Yes☐ No☐→Exit

      (If Yes) 10. Approximately how far do you live from this service? ____Miles

                11. Do any of your friends or relatives use this
                    service?   Yes☐ No☐

                12. Have you ever used this service?   Yes☐ No☐

                (If No) 13. Why haven't you used it?

                _____

                (If Yes)14. How long ago was this? _____

4. Has anyone in your family used the Family Services Unit (The Annex) of the Comprehensive Health Clinic within the last year?* Would you tell me who used it, the total number of times they used it, and what they used it for?

	No. of Times Used								

1. Medical Advice -- Counseling

2. Other Advice -- Counseling

3. Material Goods (i.e., clothing, food, equipment, etc.)

4. Printed reading material

5. Other (specify) _____

6. How long has it been since your family began working with this agency?/_____

7. Do any of your friends or relatives use this service?   Yes☐ No☐

8. Approximately how far do you live from this service?   _____ Miles

   *(If no reported use)

      9. Do you know about this service?   Yes☐ No☐→Exit

      (If Yes) 10. Approximately how far do you live from this service? ____Miles

                11. Do any of your friends or relatives use this
                    service?   Yes☐ No☐

                12. Have you ever used this service?   Yes☐ No☐

                (If No) 13. Why haven't you used it?

                _____

                (If Yes)14. How long ago was this? _____

5. Has anyone in your family used the
    services of the Cooperative Exten-
    sion Service within the last year?
    This includes the Expanded Nutrition
    Program; representatives in Lake
    County include Ms. Louella Hamilton,
    Mr. Dostel, Nellie Kanno.* Would
    you tell me who used these, the total
    number of times they used it, and
    what they used it for?

    1. Advice -- counseling

    2. Demonstration, meeting, train-
        ing, education

    3. Printed reading material

    4. Other (specify)_____

		No. of Times Used									

5. How long has it been since your family began working with this agency?/_____

6. Do any of your friends or relatives use this service?   Yes☐ No ☐

7. Approximately how far do you live from this service?   _____ Miles

    *(If no reported use)

    8. Do you know about this service?   Yes☐ No ☐→Exit

    (If Yes) 9. Approximately how far do you live from this service? ____ Miles

    10. Do any of your friends or relatives use this
         service?   Yes☐ No☐

    11. Have you ever used this service?   Yes☐ No☐

    (If No) 13. Why haven't you used it?

    _____

    (If Yes) 14. How long ago was this? _____

6. Has anyone in your family used the Dept.
    of Social Services within the last
    year?* Would you tell me who used it,
    the total number of times they used it,
    and what they used it for?

    1. Advice -- counseling

    2. Material goods (i.e. clothing,
        food, equipment, etc.)

    3. Money _____

    4. Printed reading material

    5. Other (specify)_____

		No. of Times Used									

6. How long has it been since your family began working with this agency?/_____.

7. Do any of your friends or relatives use this service?   Yes☐ No ☐

8. Approximately how far do you live from this service?   _____ Miles

    *(If no reported use)

    9. Do you know about this service?   Yes☐ No☐→Exit

    (If Yes) 10. Approximately how far do you live from this
         service?   _____ Miles

    11. Do any of your friends or relatives use this
         service?   Yes☐ No ☐

    12. Have you ever used this service?   Yes☐ No ☐

    (If No) 13. Why haven't you used this service?

    _____

    (If Yes) 14. How long ago was this? _____

7. **Has anyone in your family used the
    Headstart Childcare Facility within
    the last year?*** Would you tell me
    who used it, how long they used it,
    and what they used it for?

    1. Medical or Dental Exam

    2. Medical advice -- counseling

    3. Education, training

    4. Printed reading material

    5. Other (specify)_____

No. of Times Used											

6. How long has it been since your family began working with this facility?/_____

7. Do any of your friends or relatives use this service?   Yes ☐   No ☐

8. Approximately how far do you live from this service?   _____Miles

    *(If no reported use)

    9. Do you know about this service?   Yes ☐   No ☐ ▶Exit

    (If Yes) 10. Approximately how far do you live from this service? _____Miles

    11. Do any of your friends or relatives use this
         service?   Yes ☐   No ☐

    12. Have you _ever_ used this service?   Yes ☐   No ☐

    (If No) 13. Why haven't you used this service?

    _____

    (If Yes) 14. How long ago was this? _____

8. **Northeast Michigan Community
    Action, Inc. (NEMCA) or 5-CAP**

    1. Advice -- counseling

    2. Printed reading material

    3. Other(specify)_____

    4. Other(specify)_____

No. of Times Used								

5. How long has it been since your family began working with this agency?/_____

6. Do any of your friends or relatives use this service?   Yes ☐   No ☐

7. Approximately how far do you live from this service?   _____ Miles

    (If _past_ use is indicated)

    8. How long ago was this?   _____

9. ___Senior Citizens Organization___

	No. of Times Used										

    1. Advice -- counseling

    2. Printed reading material

    3. Other(specify)_____

    4. Other(specify)_____

    5. How long has it been since your family began working with this agency?/_____

    6. Do any of your friends or relatives use this service?   Yes ☐ No ☐

    7. Approximately how far do you live from this service?   _____ Miles

    (If ___past___ use is indicated)

      8. How long ago was this? _____

10. ___Church-related Agencies___

	No. of Times Used										

    1. Advice -- counseling

    2. Printed reading material

    3. Other(specify)_____

    4. Other(specify)_____

    5. How long has it been since your family began working with this agency?/_____

    6. Do any of your friends or relatives use this service?   Yes ☐ No ☐

    7. Approximately how far do you live from this service?   _____ Miles

    (If ___past___ use is indicated)

      8. How long ago was this? _____

11. Has anyone in your family used the services of the Friends in Supplying Help (FISH) within the last year?* Would you tell me who used these, the total number of times they used these, and for what purpose?

No. of Times Used									

1. Advice-counseling

2. Transportation

3. Material goods (clothing, food, equipment, etc.)

4. Other (specify)_____

5. How long has it been since your family began working with this agency?/_____

6. Do any of your friends or relatives use this service?   Yes/⬚/ No/⬚/

    *(If no reported use)

    7. Do you know about this service?   Yes/⬚/ No/⬚/→Exit

    (If Yes) 8. Do any of your friends or relatives use this service?   Yes/⬚/ No/⬚/

    9. Have you ever used this service?   Yes/⬚/ No/⬚/

    (If No) 10. Why haven't you used it?
    _____

    (If Yes)11. How long ago was this?_____

12. Has anyone in your family used the Catholic Family Services of Alpena within the last year?* Would you tell me who used it, the total number of times they used it, and what they used it for?

No. of Times Used									

1. Medical advice--counseling

2. Other Advice--counseling

3. Material Goods (i.e.,clothing, food, equipment, etc.)

4. Printed reading material

5. Other (specify)_____

6. How long has it been since your family began working with this agency?/_____

7. Do any of your friends or relatives use this service?   Yes/⬚/ No/⬚/

8. Approximately how far do you live from this service?   _____Miles

    *(If no reported use)

    9. Do you know about this service?   Yes/⬚/ No/⬚/→Exit

    (If Yes) 10. Approximately how far do you live from this service?____Miles

    11. Do any of your friends or relatives use this service?   Yes/⬚/ No/⬚/

    12. Have you ever used this service?   Yes/⬚/ No/⬚/

    (If no) 13. Why haven't you used it?
    _____

    (If Yes)14. How long ago was this?_____

There are many other services available in this area, some of which you have probably used. Rather than write them out separately I've listed some of the others on this card. Would you look these over and see which ones your family has used?

(Interviewer give list to respondent—write in remainder)

13. _____

    1. Advice -- counseling

    2. Printed reading material

    3. Other(specify)_____

    4. Other(specify)_____

    5. How long has it been since your family began working with this agency?/_____

    6. Do any of your friends or relatives use this service?   Yes ☐ No ☐

    7. Approximately how far do you live from this service?   _____ Miles

    (If past use is indicated)

      8. How long ago was this?   _____

14. _____

    1. Advice -- counseling

    2. Printed reading material

    3. Other(specify)_____

    4. Other(specify)_____

    5. How long has it been since your family began working with this agency?/_____

    6. Do any of your friends or relatives use this service?   Yes ☐ No ☐

    7. Approximately how far do you live from this service?   _____ Miles

    (If past use is indicated)

      8. How long ago was this?   _____

(Interviewer proceed to next question)

Total Extent of Use (sum of family contact with selected agencies during last year) ☐

Sum of Agency Contacts (Circle number)   1 2 3 4 5 6 7 8 9 10

Sum of Functional Contacts:

Medical/Dental Exam	☐	Advice - counsel	☐
Medical/Dental treatment	☐	Demo, training, educ.	☐
Medical advice - counsel	☐	Material goods	☐
Medical printed material	☐	Other _____	☐
Other _____	☐	Other _____	☐

14. Let's go back to the ladder that we talked about earlier. You said your family was on Rung No. _____ at the present time. If you had not used the services we just discussed, where do you think your family would be on that scale?

Rung /‾‾‾/

(If response is less than previously reported present LOS--Probe:)

1.1 Which services helped your family reach your current position on the ladder? (record which agency/agencies)

_____
(Probe: Any others?)

1.2 How have they helped you?
(record kind of service)
1. _____
2. _____
(Probe: Anything else?)

(If response is higher than earlier reported present LOS--Probe:)

2.1 Which of these services have kept your family from reaching this higher level? (record which agency/ agencies)

_____
(Probe: Any others?)

2.2 How have they kept your family from reaching this level?
(record kind of service)
1. _____
2. _____
(Probe: Anything else?)

15. Most families have needs or problems which the family by itself cannot supply or solve. What other community services do you feel your family needs?

_____
_____

Probe: . . For your children:
       . . For you and your husband/wife:
(Obligatory Probe) You said earlier that your hopes for the future included (interviewer review answer # 3 verbally) and your fears included (review answer # 4 verbally), is there anything that the community could provide that you feel would help your family achieve these goals or help prevent those things you fear?

_____
_____

16. Let's suppose you were on the Board of Directors of one of the community service agencies in your community and you were asked to list the three most important changes you would make in the way this agency serves the families in your area. What would the changes be?

1. _____

2. _____

3. _____

17. What does the head of your household do for a living? _____

18. Speaking in general terms, how would you describe his/her employment or self-employment during the past year?

FULL-TIME ☐   3/4 TIME ☐   1/2 TIME ☐   1/4 TIME ☐   NO JOB ☐

19. Does anyone else in your household work for pay outside the home? Yes☐ No ☐

Name _____

Occupation _____

20. Speaking in general terms, how would you describe his/her employment or self-employment during the past year?

FULL-TIME ☐   3/4 TIME ☐   1/2 TIME ☐   1/4 TIME ☐

21. Sometimes having transportation makes a difference as to what you can do. Does your family have some way of getting from your home to places you want to go?

Yes ☐ No☐

(If Yes)

22. Does your family own this vehicle or are you relying on transportation provided by a social service organization?

Own ☐ Public ☐

23. In order to sort the information given by families cooperating in this study, we use characteristics that are common to all families like ages, family size, and income. Would you please give me the number of the group that best describes your TOTAL NET HOUSEHOLD income for 1972?

(Card given to respondent)   ☐

1. No income or a loss
2. Less than $1,000
3. $1,000 to $1,999
4. $2,000 to $2,999
5. $3,000 to $3,999
6. $4,000 to $4,999
7. $5,000 to $5,999
8. $6,000 to $7,499
9. $7,500 to $9,999
10. $10,000 and over

REMARKS: (by observation)

24. White or Nonwhite (Black, Chicano, Indian, Oriental, Mixed) . . . . ☐

25. Date: _____

26. Time Taken: _____

27. Interviewer: _____

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