

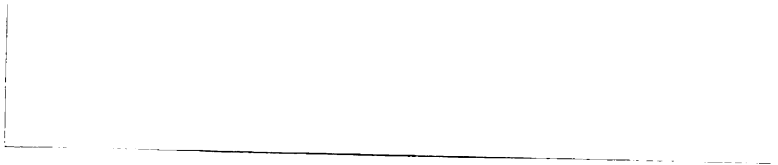
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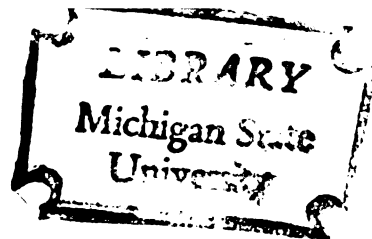
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"Worker-Client Perception of the
Presenting Problem as Related to Client's
Decision to Use Service"
by
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THESIS



**WORKER-CLIENT PERCEPTION OF THE PRESENTING PROBLEM
AS RELATED TO CLIENT'S DECISION TO USE SERVICE**

by

LESTER KAYE NADEN

A PROJECT REPORT

Submitted to the school of Social Work

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of

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PART I

INTRODUCTION

Scope of Problem

This study concerns the caseworker and the family agency's responsibility to meet client needs more effectively. Emphasis in this study is on that area of casework practice involving client-worker recognition and definition of the client's presenting problem and its relationship to continuance beyond four in-person interviews. A secondary focus relates the above to social class of the client.

Justification of the Study

Efforts to survey this problem are warranted in the interest of making possible greater attainment of social casework goals. This study is pertinent to this end in as much as it concerns the client's problem which he presents to the family agency, the solution of which is the charge that the agency, worker and client must mutually assume.

This investigator's interest in this study problem stems from a desire to test and reveal the significance of meeting the individual client where he is in his perception of his presenting problem. This is considered one measure of the opportunity afforded by the agency, which influences the client's decision to use service.

Potential Value of the Study

It is anticipated that the findings of this study could have theoretical value in formulating hypotheses to test causal relationships between worker-client perception of the presenting problem and the type of client, the nature of the problem, the opportunity afforded by the agency and client's environment in regard to how these factors affect the client's decision to continue use of service. It is possible that the findings of this study may be of practical value as a backdrop against which to evaluate agency policy, practice or administration related to intake, the waiting period, the fee schedule, staff development, community education and public relations.

The Agency and Its Interest in the Study

The Family Service Center of Kalamazoo, Michigan, where this study is to be carried through, is interested in this area of research. Primarily, their interest stems from a general desire to examine and evaluate agency process and casework practice knowing the inherent value of self examination as a foundation for future growth and planning.

Agency personnel has expressed their belief that the focus of this study is related to certain agency operations, and as a result the findings might have value in several areas: (1) As an indication in determining whether revision in intake procedure is necessary. (2) To determine, in part, what attitudes exist within the community toward the agency. (3) To

gain knowledge of causes of client non-acceptance of service offered and to determine the degree to which the agency is meeting client need. (4) To determine who are the clients of the agency and the implications of this for staff education and public education. (5) To have an additional basis for evaluation of the administration of the agency fee schedule. (6) To determine what problems are presented and the implications of this for public education.

Past agency study efforts, related to this investigator's survey, have been in the area of study of the nature of client's problems. The agency has many times been aware of client discontinuance during the study phase and has been interested in determining why. One approach in finding answers to this has been to engage in cursory study of cases to determine community attitudes about the agency as a reflection of the nature of problems brought to the agency.

PART II

ASSUMPTIONS AND HYPOTHESIS

The general assumptions upon which this study is based is that continuance is a function of client motivation and opportunity afforded by the agency and the clients environment. Also, that that opportunity involves, among other things, that worker and client perceive the presenting problem consistently. Such perceptions it is assumed can be determined from the recorded data of the "intake" interview and from the responses of the client to a questionnaire survey.

A highly definitive hypothesis is not being tested here because of the paucity of theory which would lend itself to pin point causal relationships between continuance and worker-client perception of the presenting problem. However, inherent in this study problem is an implied hypothesis. It is that a client with motivation will decide to use agency service beyond four in-person interviews if there is a mutually consistent perception of the presenting problem by the client and worker, providing that restrictive factors are not present. It is also believed that factors of help expected and nature of the problem as they are related to consistency of perceptions will influence continuance.

In view of a secondary focus related to social class, the data of this study was correlated with social class of the client.

Terms in the above hypothesis will now be defined.

Client: Any adult in the county served by the Kalamazoo Family Service Center who presents a problem for which on going service will be made available and is offered, and where the individual does not refuse service during intake. More than one individual in the same family may be considered a client if the above criteria is fulfilled.

Motivation: When a client indicated a desire to be helped and indicated drive in the direction of solving a focalized problem.

Decide to Use Agency Service Beyond Four In-person Interviews: Clients in need of continuing service who elect to receive more than four in-person interviews.

Presenting Problem: The client's question at issue proposed for solution. (That focalized issue with which he wants help.)

Mutually Consistent Perception: Client and worker evaluated as to be in agreement on the nature of the personal, interpersonal, or environmental situation which poses difficulty for the client; and client and worker agreement on how this difficulty affects the client. (This latter point means how the client sees his problem, which in turn is a major influence determining that with which he wants help.)

Restrictive Factors: These are construed to mean anything involved in the client's decision to discontinue use of needed agency services. These may be internal factors (such as lack of motivation or confused expectations of help wanted) or external factors (such as restrictive environmental situation,

lack of family support, improvement of problem situation, or negatively perceived experience with the worker or with agency as regards fees, waiting period, etc.).

PART III

PREVIOUS STUDIES

Background of Study Problem

Social workers responding to their professional obligation and their human desire for accomplishment have always undertaken efforts to serve those in need in the most constructive manner possible. Caseworkers in an effort to improve and define practice have studied their clients, themselves and their interaction in regard to problem solving. They have been concerned with the skills and setting they have to work with, how to use their skills and setting and what they want to accomplish. The means of problem solving has been thought to be as important as the end solution many times. However, if solution or improvement does not occur or the person with a problem doesn't use the service available much concern has been on the question, "Why?"

In regard to those who are in need of service and who have had contact with family agencies, but decide not to use the service, much study has been done.

A recent study by Gurin, Veroff and Feld, of how "Americans View Their Mental Health," focused on the individual in the general population. They studied attitudes toward mental health and problem solving patterns of groups making up the American culture. The implications drawn from this study, to be useful in planning for mental health, were in the area of

psychological, cultural and educational influences bearing upon the American public. Particular emphasis was put on the fact that it is the individual who is the judge as to whether he needs help. This relates to whether his needs are felt, and it is "felt" needs which this national study recorded.¹ Matching felt needs with resources is a challenge requiring solution on many levels. This study added verification to a study of "Social Class and Mental Illness" by Hollingshead and Redlick which points out also the disparity of uniform treatment or treatment facilities for different social classes,² representing of course different cultural orientations with varied perceptions of need and adaptative behavior.

The study by Gurin, et al., involved factors relating person (client) and resources. It did not concern itself with what goes on in the treatment process or its results.³

Certainly many do not find their way to a treatment resource, but of those who do find their way to a family agency only a minority continue in treatment.⁴ It is here, at this

¹Gurin, Gerald, Joseph Veroff and Shelia Feld, Americans View Their Mental Health (New York: Basic Books Inc., 1960), pp. 399-406.

²Hollingshead, August and Frederick Redlick, Social Class and Mental Illness (New York: John Wiley & Sons, 1956), pp. 357-380.

³Gurin, Veroff and Feld, op. cit. p. 401.

⁴Koran, Leonard S., "The Short Term Case in a Family Agency: The Study Plan," Social Casework, Vol. 38, No. 5, (May, 1957), p. 232.

level, that agency and staff are concerned with serving those who actually seek out a resource to whom they present their problem. We must be concerned first with those in need who make contact with a family agency, but do not decide to use the service, before we seek out an increased or select clientele who may also be in need.

Of course, every client who comes to a family agency for help will not choose to make full "use of the service." Factors within the agency may act as detriments to the clients' use of the service. Studies of these phenomena have fallen into two general categories: those concerning the client and those concerning the worker which includes his setting and his processes. This writer, however, is not studying how well clients make "use of service," per se, but its antecedant-continuance beyond the study phase. Studies concerned with continuance in casework have of necessity examined discontinuance. Such studies have revolved around the intake process because it is at this point that a majority of clients terminate their contact with the family agency. Leonard S. Kogan has pinpointed that in a 1947 to 1955 major study at the Community Service Society, N.Y.C., the number of cases in the total intake which terminated with fewer than two in-person interviews varies from 56 to 65 per cent; in 1954 FSAA reported a median figure of 64 per cent.⁵ In a CSS study in 1954 it was seen that 83 per cent of cases had closed before

⁵Ibid., p. 232.

receiving a fifth interview; when eliminating those without any in-person contacts, the figure dropped to 76 per cent.⁶ FSAA, in a study of eleven west coast agencies in 1954, showed that of those cases having at least one in-person interview, 81 per cent closed before receiving the fifth interview.⁷

Dr. Ann Shyne of CSS has described a 1948 FSAA study of 3,444 cases closed with fewer than two in-person interviews. Of these, 15 per cent represented service completed; 40 per cent were referred elsewhere; and of 35 per cent who needed casework services 22 per cent had unplanned termination and the other 13 per cent were unwilling to accept a plan for further contact. The remaining cases were closed because of unlikelihood of modification or because other appropriate services were not available in the community.⁸

It is interesting to note that the above 35 per cent represents largely discontinuing clients who requested service for family or personal problems rather than environmental problems. However, in a later study by M. Elenkner of new cases opened with an in-person interview in 1947 at CSS, it

⁶ Ibid., p. 232.

⁷ Ibid., p. 232.

⁸ Shyne, Ann W., "What Research Tells Us About Short Term Cases in Family Agencies," Social Casework, Vol. 38, No. 5, (May, 1957), pp. 223-224.

was discovered that clients who asked for help with psychological or interpersonal problems were more likely to continue beyond intake.⁹ These two statements are not as inconsistent as they appear to be.

In Shyne's review of current research in several FSAA agencies she reports that this substantial group of clients who need service, yet who do not continue, refuse service because of any number of factors cited, such as: lack of realization of need to participate in its solution, low motivation for solution, resistance to caseworker's exploration, and poor attitudinal responses of client's family. Dr. Shyne questions whether caseworkers fortify these barriers to continuance. She says that clients and workers have noted an inability of the worker to meet the client on his own ground, allowing him to develop his problem as he sees it, and explaining in a way he understands the kind of service being offered, as well as conveying some encouragement about the possible helpfulness of the service offered.¹⁰ Moreover, differences in the social class of the worker and client is suggested by Shyne and others as an obstacle in finding a common ground toward enhancing the worker-client relationship.

Of the multitude of factors bearing upon the client which results in a decision not to use agency services, this

⁹Blenkner, Margaret, "Predictive Factors in the Initial Interview in Family Casework," Social Service Review, Vol. 28, No. 1, (March, 1954), p. 70.

¹⁰Shyne, op. cit., pp. 230-231.

researcher is focusing on the client's presenting problem; that is, the worker's and client's perception of the presenting problem as related to the client's decision to use agency services. It is felt that this is one way to measure the opportunity offered by the agency. The theoretical framework for this study grows out of Lillian Ripple's research at the University of Chicago wherein the proposition examined was "that the client's use of service is determined by his motivation, his capacity and the opportunities afforded him both by his environment and by the social agency from which he seeks help."¹¹

Before elaborating on that study, I should like to return to Kogan's research at CSS on short term cases seen at intake during one month in 1953 and then review George Levinger's methodology for studying continuance. Kogan differentiated his sample into planned and unplanned closings and studied and compared one in-person interviews with two to four in-person interviews. In comparing the unplanned closing with the planned closing, he found that there are more significant similarities than differences whether there is one interview or two to four interviews before closing. However, those who continue beyond one interview, but not over four, have slightly more interest in working on their problem and are more resistant than planned closers to

¹¹Ripple, Lillian, "Motivation, Capacity & Opportunity as Related to the Use of Casework Service: Plan of Study," Social Service Review, Vol. 29, No. 2, (June, 1955), p. 173.

exploration of their problem. They see their problem as a family or relationship difficulty but attribute it more frequently to others than themselves. They also appeared to like the worker better.¹² In surveying workers and former clients on follow up, he found that workers tended to attribute discontinuance to lack of interest or resistance. Yet, half of these clients of follow up showed dissatisfaction with either the progress made or dissatisfaction with the worker. These clients also showed that the other most common factors associated with discontinuance was either an improvement of the problem situation or an inability of a practical environmental nature which prevented continuance. By contrast, the worker ascribed discontinuance to possible improvement or practical factors in only about 10 per cent of cases. Also, the unplanned closers tended to have more complex problems than planned closers. The former were less likely to have seen their problems emerging during the first interview.¹³

A framework for studying continuance has currently been suggested by George Levinger.¹⁴ He has stated that "continuance or discontinuance is viewed as behavior in a situation

¹²Kogen, Leonard S., "The Short Term Case on a Family Agency--Part II," Social Casework, Vol. 38, No. 6, (June, 1957). p. 296.

¹³_____, "The Short Term Case in a Family Agency--Part III," Social Casework, Vol. 38, No. 7, (July, 1957). p. 366.

¹⁴Levinger, George, "Continuance in Casework and Other Helping Relationships: A Review of Current Research," Social Work, Vol. 5, No. 3, (July, 1960), pp. 40-50.

inhabited by the (client) and the (worker) in a relationship." Thus, it is assumed that the (client's) behavior depends on the characteristics of (the client), the characteristics of the (worker), and the nature of (their) relationship. And it is assumed that the behavior of both (client and worker) is a function of their personalities and their environments. It follows, he indicates, that (the client's) continuance in treatment is a function of variables in the following five areas: (client's) personal attributes, (client's) current environment, (worker's) personal attributes, (worker's) current environment, and the characteristics of the (worker-client) relationship."

This researcher's focus on the presenting problem falls in the first of these areas; namely, the client's personal attributes. However, a study of worker-client perception of the presenting problem would seem to fall into the later category of characteristics of the worker-client relationship. Such a frame of reference as Levinger proposes would probably be useful in a study with a rigorous research design. But since the nature of this writer's efforts must be considered basically empirical, Levinger's framework is inappropriate and of too broad a scope for this small research project.

Now, I shall return to Ripple's work on motivation, capacity, and opportunity, part of which was related to the nature of the client's problem.¹⁵ Theoretically, she postulated

¹⁵Ripple, Lillian and Ernestina Alexander, "Motivation, Capacity, and Opportunity as Related to the Use of Casework Services: Nature of Clients Problem," Social Service Review, Vol. 30, No. 1, March, 1956.

"that the client with appropriate and adequate motivation and adequate capacity to whom the services offered are appropriate and supplied in an adequate manner makes use of case-work help provided forces outside the agency or client influence are not restrictive and unmodifiable."¹⁶ And she also stated this conversely indicating that if these variables were not operative in a positive sense that the client would not make use of agency service. Incidentally, "use of service" she quantitatively observed by measuring number of in-person interviews; continuance being five or more.

The previously stated frame of reference provides an examination of continuance as a function of four general variables: the client's motivation, his capacity, the opportunity afforded by his environment, and the opportunity afforded by the agency. This framework, I believe, provides for a efficiently methodological approach to studying worker-client perception of the presenting problem as a function of Ripple's fourth variable: the opportunity afforded by the agency. It should be clarified that Ripple's fourth variable includes two general concepts: first, that services offered are appropriate; and second, that the services are supplied in an adequate manner (resulting in the client's deciding to use case-work help). This researcher's study is primarily concerned with this second concept, but assumes that in the study sample the service is appropriate for the client's need.

¹⁶Ripple, op. cit., p. 174.

Use of service of course assumes continuance; however, continuance is not to be construed as efficient "use" of the service accepted. Moreover, in attempting to correlate continuance with a worker-client perception of the presenting problem we must realize that worker-client understanding enhances their relationship and continuance assumes a good relationship; but, we cannot yet say that mutual understanding of the client's presenting problem is a necessary antecedant to, or results in, continuance beyond four interviews. The findings of this survey should clarify this.

Ripple's findings are oriented to her problem classification scheme. Before outlining her findings, it is important to understand the basis for her problem classification scheme. The scheme is not based on pathology because this represents cause and not the presenting problem. Her definition of problem is a "question proposed for solution". Therefore, since casework is a problem solving process the foundation of the classification scheme rests on two general concerns: First, a concern not with aggregating problems, but with that question which is identified by client or caseworker or both as requiring solution; Second, a concern not with describing a problem, but with describing broadly the in-person situation as this has relevance to common elements of problem solving. "Otherwise, they developed a system that would contain a relatively small number of mutually exclusive categories which describes the problem situation and the client's relationship

to it."¹⁷

In an ex post facto fashion, she drew up problem categories based on content of narrative statements made by judges of the client's problem. There were two general classes of problems. In one the question for solution involved external, environmental, maladjustments or deficiencies and, concomitantly, the problem solving process contains some elements of acting upon that environment. In the other class the environment has a minor place in the question for solution. The first and second classes are termed "external" and "psychological," respectively. Within each of these classes there are four definitive categories for classifying the presenting problem.¹⁸ This classification scheme is being used in this investigator's study and is outlined more definitively in Appendix A.

Ripple presented her findings in relation to the division of whether the presenting problem (as judged) is external or psychological. The external problem presented for solution in many cases existed along side a psychological problem, but the latter was not presented for solution.

Concerning external problems presented, the findings¹⁹ showed that differences between those that continue and do not are distinctly related to the realities of the client's

¹⁷Ripple and Alexander, op. cit., pp. 39-40.

¹⁸Ibid., pp. 40-44.

¹⁹Ripple, Lillian, "Factors Associated with Continuance in Casework Service" Social Work, Vol. 2, No. 1, (January, 1957) p. 87.

environmental situation, the client's motivation, and one aspect of service--its appropriateness. In regard to capacity, Ripple states that "our analysis to date indicates that in these cases the client's capacity for problem solving and for use of casework help appeared to be unrelated to continuance or discontinuance."²⁰ However, among those that do continue capacity is suggested to be important as to how the client uses service. It was also found that continuance and discontinuance can be differentiated in terms of the client's environment almost totally. Continuers were those whose housing or employment opportunities were restrictive, but modifiable. Discontinuers were those whose environment was restrictive and unmodifiable.²¹

Ripple associated with continuance the client's motivation in terms of hope that his (her) problem can be resolved; and that the client's efforts toward problem solving have good direction and strength measured in drive. Also she found that if the client is seeking an appropriate service this factor is positively associated with continuance. Negatively associated with continuance was the factor of lack of discomfort on the part of the client.²²

Now in reviewing findings when psychological problems were presented, Ripple reports that the two groups, Psychological and External, were very similar as regards general

²⁰ Ibid.

²¹ Ibid.

²² Ibid.

variables associated with continuance or discontinuance. However, the specific nature of the general variables differed when problems were psychological. That is, environment was important as to the role played by others. The support of others in the family toward resolution of the problem was positively associated with continuance. The converse was associated with discontinuance as was also indifference or when no specific role was defined for others. Motivation was positively related to continuance when client was seeking changes in ways of acting and where service is "clearly" appropriate. Motivation, and therefore continuance, was weakly positive if neither of these two factors were present if, however, there were no other negative factors inhibiting continuance. Associated with discontinuance was poor drive or seeking of inappropriate service.²³

In developing a composite of the above factors on the basis of their relationship to continuance, categories favorable and unfavorable to continuance were defined. It was then seen that the ratio of clients in categories favorable toward continuance produced 8 out of 10 continuers among those presenting external problems; it was 7 out of 10 among those in favorable categories presenting psychological problems. In both groups, external and psychological, 1 out of 10 in unfavorable categories continued.²⁴ Such a relatively high

²³ Ibid., pp. 89-90.

²⁴ Ibid.

rates of continuance suggests that Ripples factors associated with continuance or discontinuance possess a good deal of reliability which supports their use in this survey.

Since Ripple found that appropriateness of service is positively associated with continuance, this investigator sought to verify this and also study other variables which are considered as measures of the opportunity afforded by the agency, including primarily worker-client perception of the presenting problem.

It should be pointed out that Ripple's study compared the nature of the presenting problem with continuance and found that there was a definite association between these two factors. Half of external problem group and a third of psychological problem group continued beyond five interviews.²⁵ This suggests there are factors related to the client's problem which influence continuance other than those studied by Ripple.

This investigator attempted to get data directly from the client regarding his perception of his presenting problem, rather than using a judge's evaluation of the client's problem as Ripple did. This approach is taken in consideration of Kogan's studies, mentioned previously, that point out the disparity between the reasons given for discontinuance by caseworker and by client on follow up. Also this approach was

²⁵

Ripple and Alexander, loc. cit., p. 48.

taken in consideration of advantages suggested in recent studies²⁵ of using precoded instruments when clients are accessible.

²⁵ Borcatta, Edgar F., David Fanshel, and Henry Meyer, Social Workers' Perceptions of Clients, (New York: Russell Sage Foundation, 1960), pp. 66-67.

PART IV
METHODS AND MATERIALS

Source and Nature of Data Collected

First, data was obtained representing the worker's judgement of how the client saw his problem. It seemed that the best method for accomplishing this was to go directly to the intake worker and provide him with closed case records for reading the initial interview. The worker was also provided initially with instructions and criteria for classifying the presenting problem utilizing Ripple's scheme²⁷ as contained in Appendix A. Because of the limited availability of time and personnel it was obvious that rigorous methodology would not be possible. Since two workers classified problems of clients known to them, it was felt that information regarding "restrictive" continuance factors obtained from workers would be biased and therefore such data was not gathered from the worker, but instead from the client. Basically, then, from the two intake workers data were obtained regarding the nature of the presenting problem and the clients' relationship to it.

The other type of data needed came from the client, which was collected using a questionnaire. See Appendix B. Objective material relating to socio-economic characteristics was

²⁷Ripple and Alexander, loc. cit., pp. 38-46.

collected in this fashion. Subjective data was also collected by asking for attitudinal and descriptive responses which would enlist a degree of positive or negative response, or provide for a selection among multiple answers.

The client's subjective responses it was felt are a reflection of perceptions of the client in regard to (1) his presenting problem and his relationship to it, (2) worker-client understanding and agreement, which is a measure of opportunity afforded by the agency, (3) his experience with the administration of service as regards how appropriate service seems to client which is a measure of opportunity also, (4) his thinking that influenced his decision on whether or not to continue to use agency casework service, which is a measure of motivation and opportunity, and (5) what help client expected.

Two points of further explanation of the above paragraph seem necessary. First, it is assumed that certain attitudinal (No. 1 above) data will constitute a basis for classifying a client's perception of his presenting problem. Because the intake workers' classifications and questionnaire inquiries regarding the client's presenting problem are oriented to Ripple's descriptive classification scheme, it is believed that this will provide a common base to measure worker and client consistency in perception of the problem presented for solution.

Second, questions regarding worker-client understanding and agreement are included to act as a verifying check of, as well as a control of, common factors related to the worker-client relationship which may influence client's decision to continue.²⁸

The Use of Questionnaire and Case Records

The Questionnaire Canvas attempted in general to seek out factors to measure nature of the client's problem his motivation, the help expected, the opportunity afforded by the agency and client's environment, and the social class of the client. Such factors have been mentioned in the previous paragraphs. These factors are related to specific questionnaire inquiries as follows:

(1) Appropriateness of Service (A Measure of Opportunity Afforded by Agency)

Question 1. sought to determine if the client was satisfied with the practices or services of the agency to have an indication of whether or not the client felt that the agency service was appropriate to his needs. Questions 17 and 18 were secondarily used to this end also by attempting to interpret responses in the framework of "appropriateness" from the client's viewpoint. Later paragraphs give editing and coding rationale for "appropriateness".

²⁸ Perlman, Helen R., "Intake and Some Role Considerations," Social Casework, Vol. 41, No. 4, (April, 1960), p. 172.

(2) Help Expected and Reason for Continuance or Discontinuance
(A Measure of Client's Motivation and Opportunity Afforded
by Environment and Agency)

Question 17. was basically used to seek out the client's reason for continuing or discontinuing interviews beyond the study phase. Question 18. was a check on Question 17, to the extent that the former could be used to evaluate the kind of help expected by the client which might shed more light on their reason for continuance or discontinuance. Editing and coding information for these factors is found in a later section of this report.

(3) Client-Worker Understanding and Agreement (A Measure of
Opportunity Afforded by Agency Through Worker)

Questions 2-5. sought to determine whether the client's reaction to the role of the worker was generally positive or negative. Editing and coding of these responses is included in another section of this part.

(4) The Problem at Issue with which the Client Wanted Help
(A Measure of the Nature of Problem)

Questions 6-16. attempted to seek data which could be used to categorize the presenting problem as seen by the client in either of two major categories each including four sub-categories. The method of analyzing this data is included in another section of this part and in Appendix A.

(5) Education and Occupation (A Measure of Social Class)

Questions 19 and 20 sought occupational and educational data which was combined with respondents address to determine social

class according to a formulation by Hollingshead and Redlich.²⁹ Editing and coding is described in the next section of this part and Appendix D.

Data secured using a questionnaire and closed case records represented 35 clients. The total number of respondents numbered 36, however one response was incomplete. The study sample, numbering 110, was mailed a questionnaire under a cover letter. (See Appendix B). About 28 per cent of the sample were continuers while 72 per cent were discontinuers. Of the 35 respondents, 34 per cent were continuers while 66 per cent were discontinuers. It was hopefully anticipated that returns would number about 40 per cent after follow up by telephone; however responses amounted to 33 per cent of the sample.

Pre-testing was done on 26 clients with a preliminary questionnaire. Responses on pretest ran 42 per cent or 11 out of 26. Individuals who received the questionnaire in the pretest were picked among clients who had intake with a former worker. Particular attention was paid to getting a spread on the pretest sample according to the time they made application for service. More discontinuers (60 per cent) than continuers (40 per cent) were included in the pretest sample.

The greatest difficulty in using a questionnaire lies in the possibility of receiving a limited number of returns for

²⁹ Hollingshead and Redlich, loc. cit., pp. 389-397.

analysis. Therefore, to offset this limitation it was felt that by pre-coding the questionnaire to determine identity of the respondent, social class and problem data could be related to specific individuals instead of relating data to just numbers of individuals; thereby improving the specificity of the findings especially in regard to worker-client consistency in the perception of the presenting problem.

The closed case records were used to determine the nature of the clients presenting problem as judged and classified by two intake workers. The closed records contained a face sheet and complete detailed information of, at least, the intake interview. Subsequent interviews were generally of the summary type. The intake workers did the recording of the initial interview following intake but before the client was seen by an assigned caseworker. This period fluctuated from days to weeks. The sample records, because they are closed cases, were held by the worker until the closing summary was dictated and then the case file was stored in the closed record file; wherefrom the majority of the sample were obtained. In a very few cases the records were obtained from the worker assigned to the case because the closing summary had not yet been dictated.

The intake worker read the initial interview and, if necessary, subsequent interviews in the study phase in order to make a global judgment of the client's presenting problem as the client saw it. (See instructions to the intake worker in Appendix A)

Limitations inherent in the records and worker's orientation may have influenced the workers judgment. A small number of the records had a minimal amount of recording of the initial interview which would act as a handicap to easy classification. However, since the intake worker was classifying a problem of a client whom he (she) saw in intake, the worker's memory or impressions should have aided appreciably in making a better founded decision as to the classification of the client's presenting problem. A realistic limitation presented itself in regard to sufficient time available for one of the intake workers who agreed to classify about 80 per cent of the sample. Since this was an additional responsibility in an already full schedule there existed a possibility that the pressure of time may have limited full study and evaluation of data regarding the nature of the client's presenting problem.

The evaluation of first interview data and classification of the presenting problem by the intake worker was supervised by the researcher until the worker indicated familiarization with the process. Prior to and during the process of making judgments when rationale for classifying selected problems was discussed extra emphasis in briefing the two workers was on the fact that the problem to be classified is that issue with which the client wanted help at the end of the first interview. E.g. a woman complains about her husband's behavior and bemoans their relationship, but says she wants to be able

to improve her extrafamilial opportunities; or, a mother can't stand her daughter and wants something done about the daughter's cleft lip. The first example usually would fall in the psychological problem category as maladaptive behavior instead of conflict in interpersonal relationships and the second would fall in the external category, both because of the help wanted.

This researcher read each record in the sample to determine the name and address of the client, the number of in-person interviews, the opening and closing dates, and factors (described in the section on sampling) which represent reason for excluding a case from the sample.

A schedule was not used to extract data from the sample case records. However, an 8 x 5 card, was used as a punch card for recording and tabulation of (coded) questionnaire responses and workers classification of the problem presented, and showed the clients name and address and whether he continued or not beyond four interviews. Data from the punch cards was tabulated on a master data sheet for use in creating charts showing kind and frequency of variables. (See Appendix D)

Editing and Coding of Major Factors Sought

- A. The "appropriateness" of agency service as seen by the client called for a subjective judgment by the researcher of previously mentioned questionnaire responses. This judgment calls for the coding of responses into one of three possible categories: (1) Service Highly Appropriate,

(2) Service Satisfactory and (3) Service Inappropriate. Category 1 is essentially positive, while category 2 is negative and category 3 mixed as regards the attitude of the client toward the agency as an appropriate source of help.

The rationale for classification into these categories (the editing process) is as follows:

Service Highly Appropriate-where the client checked that there need be no change in agency practices or services and didn't qualify his response in any way. Also, the absence of any disparaging remarks toward the agency was noted in the questionnaire.

Service Satisfactory-where the client checked that no change should be made in agency service or practices, but qualified his attitude by indicating that a change should be made, or indicated displeasure mildly in only one aspect of his agency experience. Or, where client indicated a change should be made, but put this in form of positive suggestion rather than negative comment. Or, where the question was not answered and negative attitudes or comments were not discernable anywhere in the questionnaire.

Service Inappropriate-where client did not answer question or checked that a change should be made and also indicated displeasure toward the agency policies or practices.

3. The following relates to factors developed from client "reasons for continuance or discontinuance" and "help expected." The reasons clients gave indicating what made them "decide whether or not they would continue to use counseling services" after the initial interviews were listed beside the "help client expected to receive." This listing of responses was then edited and coded. In general the coding is related to the purpose of questions asked; i.e. to seek an indication of the opportunity provided by the agency and the client's environment, and the client's motivation.

Continuers' responses were coded to fit into a two category scheme: (1) Motivation and (2) Opportunity afforded by the agency. The rationale for editing responses to classify according to this scheme is as follows:

Motivation-where client indicated personal need and desire (with drive) to be helped.

Opportunity-where client indicated an attitude which represented a response of confidence in the agency and/or worker.

These two categories are not mutually exclusive; however one factor usually predominated over the other. There seemed to be no responses on questionnaires that a category could be created which would represent the

influence of the clients' environmental opportunity among continuers.

Discontinuer's responses were coded according to a five category scheme: (1) Agency limitation (2) Relationship limitation (3) Environmental limitation (4) Lack of motivation (5) Relieved or helped. The rationale for editing responses to classify according to this scheme is as follows:

Agency Limitation-where the client discontinued because of a realistic limitation in providing service as needed; e.g., long waiting period.

Relationship Limitation-where the client discontinued because of dissatisfaction or disagreement with worker or workers methods.

Environmental Limitation-where the client discontinued because of physiological, distance or transportation obstacles, or because of familial non-support toward using counseling help.

Lack of Motivation-where the clients' response showed lack of desire to work on problem or become personally involved.

Relieved or Helped-where the client discontinued because the problem was satisfactorily handled by client, or where there was relief, or where the client indicated he felt sufficiently helped.

These categories are not mutually exclusive because the nature of this data is inherently overlapping; however, classification was based on subjective judgment of where client seemed to put emphasis. Category number 1, 2 and 5 represent the nature of opportunity provided by the agency, number 3 represents the nature of opportunity provided by clients' environment and number 4 represents the nature of clients motivation for using casework service. Category 5 represents discontinuance based on "sufficient" help having been received indicating opportunity was afforded by the agency.

- C. The factor of "help expected" as indicated by the client seemed to be "logically" related in some cases to reasons for continuance or discontinuance. Moreover, the "help expected" responses aided in some cases to the interpretation of the meaning in comments about reasons for continuance or discontinuance. The creation of coded categories which would describe a relationship between the reason for continuance or discontinuance and "help expected" was not attempted because of the extent of non-specificity between these two factors. In listing the responses of "help expected" for coding purposes, the focus was on creating categories which would indicate the general kind of help expected. The categories created were (1) Personal Help or Counseling (2) Help Another (3) Budget or Material Service (4) Advice or

Information (5) Did Not Know.

The rationale for editing responses to aid classification into this scheme follows:

Personal Counseling-where client primarily expects personal help for self and there is some indication of the worker being seen as having a counseling role.

Help Another-where the client expects agency to help by causing change in another who may or may not initially have contact with agency. Or where client expects help by a discussion of attitudes and behavior of another.

Budget or Material Service-where the client expects agency will help in procuring funds or material services or help in budgeting.

Advice and Information-where client expects agency to provide advice or information, and this is supported by an indication of non-involvement of self.

Did Not Know-where client indicates he did not know or was not sure what help to expect.

- D. The factor of "client-worker understanding and agreement" was developed from questions which sought to determine whether or not the client perceived the workers role as basically constructive toward the end of working together on client's problem. This is felt to be one measure of the opportunity afforded the client by the agency.

Responses were coded into three categories; i.e., Distinctly Positive, Slightly Positive, and Mostly

Negative. Editing was based on the following classificatory rationale.

Distinctly Positive-when questions asking yes or no answers and explanatory comments were distinctly positive and/or where descriptive statements of a neutral nature were made in response to questions.

Slightly Positive-where positive responses appeared in greater degree and kind than negative responses.

Mostly Negative-where negative responses appeared in greater degree and kind than positive responses.

- E. The factor of the "presenting problem at issue, as seen by the client, with which he wanted help" is determined from eleven questions.

Since these questions were based on requirements of classes as established from Ripple's classification scheme (See Appendix A), it was felt that the responses would give indication to the nature of the problem in such a fashion as to facilitate classification by the Ripple scheme.

Therefore on this basis the responses were edited to determine first if the problem could be classified as psychological or external. Then editing of responses further provided for sub-classification. The rationale for editing was similar to that included in Appendix A.

- F. The factor of "social class" was determined in three

steps.³⁰ First the occupational, educational and residence data was coded using three separate schemes to develop rankings. Second, the rankings were placed in a formula to get a total raw score. Third, the raw scores were compared to the Hollingshead distribution of total scores to determine position in one of five social classes. Refer to Appendix C for the coding categories.

Specific mention should be made of editing residence and occupation data. For residence, the block of the street where the client lived was given to a public official of Kalamazoo who was familiar with social and housing conditions in the city. He was able to make a global judgment of the quality of housing in each case; thus obtaining a ranking. Also, a local realtor opened his files to this researcher so that using market values of the house, or houses adjacent to, where the client resided it was possible to assign an alternative ranking of the residence; again according to the scheme in Appendix C. The average of these two rankings, obtained thru the public official and the realtor, was then used as the final ranking of the residence in question.

The editing of occupation was based on data of the clients' job title and type of business. Where this

³⁰ Hollingshead and Redlich, loc. cit., pp. 390-396.

information was not clear, the closed record file and the City Directory provided information. This researcher because of prior personal knowledge of the nature of various businesses and job descriptions was able to make a global judgment to rank the occupation of the primary wage or salary earner in the client's family.

Additional analytical information of transposing raw scores of social position into Social Class position is found in Appendix G.

- G. The factor of "continuance or discontinuance" was determined by counting the number of interviews as recorded in the case file. Coding the client as a continuer was done if there were five or more in-person interviews, and as a discontinuer if there were fewer than five in-person interviews. The first interview was always held at the agency.

Sampling

A sampling method was employed to select units to be examined in the total universe. The initial sample represents all "cases made" in a specific time span except for (1) exclusions from the universe representing cases that have not been closed, and (2) pertinent exclusions from the remaining sample. The universe represents about 334 "cases made" which were opened with an in-person interview in the period 5-1-59 thru 10-31-60. "Cases made" actually represent more than 334 clients because more than one person in a family may be

considered a client. "Cases made" are generally those cases where an application for service has been received and continuing service offered, except for the following: where service is complete in one interview, where decision for on-going service has been left with the client because the client made no decision during intake or, where the service requested was inappropriate to the agency.

Within the total universe, the initial sample involves only those cases which have been closed on or before 10-31-60. Of the 334 "cases made" 187 were closed by this date. A certain number of the 187 closed cases had to be excluded from the initial sample because they were reopened (12), or had planned closings at the fourth or earlier interview (8), or where service was complete in two to four interviews (5), or had insufficient data recorded (17), or had moved to an unknown address (12), or where primary client was a teenager (5), or where service was later deemed inappropriate (2), or where referral of the client was subsequently made (3), or where client was considered incapacitated for purpose of responding to a questionnaire (6), or when a client who had experienced intake with a worker who had resigned from the agency (34). Of these latter 34, 26 were used in the questionnaire pretest. The number in the final sample was 110 which included 22 spouses or others who were considered clients in a "case made" (family).

Some of the criteria for inclusion or exclusion from the final test sample, needless to say, were not mutually exclusive. When the selection was completed there were 72 cases (individuals) in the group having four or less interviews and 31 cases in the group with five or more interviews, a total of 110 in all. These may be generally described as adults who made one application for service, for whom casework was deemed an appropriate service, and who continued or intended to continue with interviews beyond the range of one thru four interviews.

Control of the Setting

This is a study of worker and client problem perceptions of clients who were offered and needed service and who continued or discontinued using service. Therefore factors which influence continuance or discontinuance must be controlled. The primary control is exercised by comparing continuers from the same universe as the discontinuers. However, only about half of the closed cases from the universe are represented in the test sample. The cases in the test sample could be considered representative of the universe in light of the purposes of this study. That is, a study of most of the clients as shown to be excluded in the section on sampling would be inappropriate with the purposes of studying continuance as it relates to perceptions of problems. Moreover, of the 99 excluded cases from the initial sample only a minority of about

30 per cent of these exclusions were made for reasons which could result in a somewhat skewed test sample. I refer specifically to those exclusions where there is a paucity of recorded data and where the client discontinued and concurrently planned to move to a residence unstated or undetermined.

Many cases in this universe were active and therefore not in the sample; however, the only basic difference between active and closed cases is the time differential wherein the majority of sample cases represent clients who came to the agency during the earlier part of the eighteen months and the majority of the yet active cases came to the agency during the later part of the eighteen months' period.

Be reminded that this study in its broadest sense is examining selected aspects of the opportunity afforded by the agency. However, the administration of and practices within the agency relating to the fee schedule, waiting period, assignment to caseworker after one intake interview, the characteristics of workers, etc. presumably affect continuers and discontinuers. Therefore, the specific influence of such factors on continuance or discontinuance may create differences between continuers and discontinuers which operate in an uncontrolled fashion thus influencing the findings to an unknown degree.

Significant factors influencing continuance such as

motivation or environment of the client, as studied by Ripple, are not adequately controlled except for attempts at a general determination with the questionnaire of the possible presence or nature of such factors.

PART V
ANALYSIS AND PRESENTATION OF DATA

The results of this study are based on 35 clients out of a sample of 110 who responded to a questionnaire survey. These results are stated briefly in the following paragraphs, followed by a presentation and interpretation of tables of collected data.

Of significance was the finding that where perceptions were inconsistent between client and worker, the client almost always discontinued. And, almost all continuers had a consistent worker-client perception of the presenting problem; however, half of those with consistent perceptions discontinued.

More than one out of four adult clients, in need of and accepting ongoing service offered, continued beyond four in-person interviews. A little more than three-fourths of all clients saw their presenting problems as psychological rather than external. Where problems were seen as psychological by either client or intake worker, about one in three of these clients continued. Data was too sparse to develop a finding regarding continuers with external problems.

Where a client's problem was seen by the worker as psychological, half of these clients saw their problems as being in a different psychological category or as an external problem. However, there was a much greater consistency in worker-

client perception of external problems of "dislocation" compared to "maladjustment."

When clients experienced other measures of opportunity³¹ afforded by the agency only the clients who also had consistent perceptions continued in half of the cases where both of these factors were present. Among cases of inconsistent perceptions, over half had been afforded opportunity yet almost always they discontinued. All clients who were judged not to have been afforded opportunity discontinued.

Where client "expected personal counseling" 7 out of 10 respondents continued among those with consistent problem perceptions. These 7 clients also presented psychological problems and felt opportunity was afforded. Those with consistent perceptions of the problem who expected help of a different nature other than personal counseling usually discontinued.

The continuers were those clients who "decided to use service" because they had motivation usually combined with opportunity afforded by the agency. Data was inconclusive in differentiating nature of opportunity afforded by the agency from restrictive factors in the client or his environment in relation to discontinuance.

Continuance rates generally appeared similar regardless

³¹ Opportunity here refers to a positive type response to the combined factors of "understanding and agreement" and "appropriateness" of service.

of social class.³² However, percentage-wise clients in the top class as compared to the bottom class are more likely to discontinue when perceptions are inconsistent. A greater ratio of bottom than top class clients had consistent perceptions; however this didn't appreciably enhance the continuance rate of bottom class clients. Curiously, there was a greater rate of inconsistent perceptions of problems (7 out of 12 or 58 per cent) among top class clients (all in Class III) compared to clients of the bottom classes.

About three-fourths of the clients of both top and bottom classes felt opportunity was afforded by agency; moreover, a similar ratio of the clients in the bottom class (6 out of 14) continued as compared to the top class (5 out of 13) when opportunity was afforded.

Personal counseling help was expected to a little greater per cent among clients of the top class (7 out of 16) as compared to clients of the bottom class (7 out of 19). Data was not definitive towards showing a relationship between this expectation and continuance among clients of different classes.

The client's reason for continuing as made by those in the top classes was stated usually in terms of motivation. In Class V it was stated in terms of opportunity that had been afforded by agency; in Class IV it was stated in terms of motivation.

³²For purposes of stating results, social class usually refers to two groupings: Top class, referring to Class II and III; bottom class referring to Class IV and V. There is no data for Class I.

Among those who decided not to use service the data shows no trends differentiating reasons for discontinuance on the basis of social class.

The foregoing has been an account of the more significant results developed from the data collected. An evaluative discussion of these results supported by pertinent tables will now be attempted.

The results of this study were developed from data obtained from 35 respondents. However, data was also collected regarding characteristics of the test sample in relation to (1) continuance and (2) workers definition of the presenting problem. In respect to these two factors the data of the sample should be compared with that obtained from the respondents as a base for judging validity of major findings to be discussed subsequently.

Within the sample of 110, 28 per cent continued and among the 35 respondents 34 per cent continued. This suggests that within the universe of "cases made" a little more than one-fourth of the cases continue. Also, it should be noted that the above percentages indicate a greater tendency for continuers to respond to the questionnaire. The extent of this tendency is small and therefore not thought to significantly alter the results of this study. The 28 per cent continuance rate in this sample is similar to that reported by FSAA in a 1954 study of eleven west coast agencies which showed that of those cases having at least one in-person interview, 81 per

cent closed before receiving the fifth interview.³³

In Ripples study the continuance rate was 41 per cent. The sample used in this study was patterned close to that used in Ripple's study.³⁴ However, the universe from which both samples were taken and the different agencies involved undoubtedly could account in part for the differences in the continuance rates mentioned.

TABLE I

NATURE OF THE PROBLEM AS SEEN BY CLIENT AND WORKER AS RELATED TO SOURCE OF DATA

<u>Source of Data and Person Who Defined Problem</u>	<u>Nature of Problem</u>		<u>Total</u>
	<u>External</u>	<u>Psychological</u>	
<u>Respondents</u>			
Worker	3 (9%)	32 (91%)	35 (100%)
Client	8 (23%)	27 (77%)	35 (100%)
<u>Sample</u>			
Worker	14 (13%)	96 (87%)	110 (100%)
Client	(no data available) 110 (-)		

Table 2 shows the predominance of problems presented are psychological in nature by whomever defined. Yet the variance between how worker and client define the problem should be noted. In comparing the number of external problems as seen by worker and client to Ripple's finding, we see that she

³³ Kogan, Leonard S., "The Short Term Case in a Family Agency: The Study Plan, Social Casework, Vol. 38, No. 5, (May, 1957) p. 232.

³⁴ Ripple, loc. cit., pp. 175-76.

found that 43 per cent of clients as judged by workers and 37 per cent of clients as judged by judges were thought to have presented external problems.³⁵ These figures are more comparable with the 23 per cent above representing the clients own definition of an external problem. The greater number of external problems defined by the client as compared to worker's definition may be due to a worker's tendency to define certain external problems of maladjustment as psychological which the following table of data infers. Therefore, we might attach more significance to the ratio (23 per cent) of external problems as defined by the client and then study data in Table 2 to validate that about three out of four problems presented are psychological rather than external.

TABLE 2

CLASSIFICATION OF THE PROBLEM AS SEEN BY CLIENT AND WORKER

Problem Seen By Client	Category of Problem as Judged by Worker						Total
	Ia	Ib	IIa	IIb	IIc	IId	
Ia Economic or Social Dislo- cation	3						3
Ib Economic or Social Malad- justment			2	1	1	1	5
IIa Interpersonal Conflict			8		4	1	13
IIb Maladaptive Interpersonal Relationship			2			1	3
IIc Other Personal- ity Disturbance in Client			1		1		2

³⁵ Ripple and Alexander, loc. cit., p. 47.

TABLE 2 (continued)

Problem Seen by Client	Category of Problem as Judged by Worker						Total
	Ia	Ib	IIa	IIb	IIc	IId	
IId Personality Disturbance in Another			2	1	2	4	9
Totals	3	0	15	2	8	7	35

In Table 2 is presented a detailed picture of the difference and similarities of worker and client perceptions of the problem. It can be seen that there is similarity in numbers of perceptions of external problems of dislocation and marked dissimilarity in numbers of external problems of maladjustment. There is about 50 per cent similarity in numbers of problems of Interpersonal Conflict and Personality Disturbance in Other than Client. Over half of the external problems as defined by the client were defined by the worker as psychological. Seven psychological problems were defined dissimilarly between Personality Disturbance in Other than Client and the remaining categories of psychological problems. Moreover, where the problem was defined by the workers as Psychological, in half the cases the client defined the problem in a different psychological category or as external.

Consequently, it may be inferred that there is a tendency for workers to define external problems of maladjustment as psychological; also, a tendency to define psychological problems of other than client as a psychological problem of the

client. This would suggest that there are actually more clients who present external problems or psychological problems in others than the worker defines as such. This assumption supports our previous supposition that about three-fourths of problems presented are psychological.

It is difficult to compare the distribution in Table 2 with Ripple's distribution³⁶ other than to say that differences in worker-client perceptions in her distribution were not as great as in this study. However, certain differences in methodology must be borne in mind. First, that Ripple developed her classification scheme from judges' narrative statements which was an attempt to list and draw out criteria for establishing a classification scheme. Consequently, her scheme was created from the thinking orientation of worker; whereas, in this study the scheme was imposed over the orientation of the worker. Also, where she used trained judges to determine the clients' perception of his problem, this study attempted to obtain data directly from the client which could be used to determine the problem according to prearranged criteria. Therefore, limitations of the source and differences in methodology of collecting data could account for a distribution which varies from Ripple's. It is more likely that this variation stems from the application of Ripple's scheme in a testing situation using workers like this investigator who are unskilled in professional social work research and

³⁶ Ibid.

who had the job of becoming familiar with the scheme and applying it to the intricacies of each individual case.

Major findings as embodied in Table 3 and subsequent tables will now be discussed relating consistency of perceptions, and other factors associated therewith, to continuance.

TABLE 3

CONSISTENT PERCEPTIONS OF PROBLEM BY CLIENT AND WORKER AS
RELATED TO CONTINUANCE

<u>Problem Seen as Similar by Client & Worker</u>	<u>Total</u>	<u>Continuers</u>	<u>Discontinuers</u>	<u>Per Cent Continuers</u>
Economic or Social Dislocation	3	2	1	67%
Psychological other than below	16	7	9	44%
Personality Dis- turbance-other than Client	4	2	2	50%
Totals	23	11	12	48%

Table 3 shows that when perceptions are consistent a little less than half of the clients continue. However, data is not conclusive enough to indicate if continuance rates would be higher among external or psychological problems perceived consistently. The rate of continuance seems significantly greater when psychological problems are perceived consistently as compared to the nature of the problem as being psychological.

the former being about one out of two and the latter being one out of three. That one-third of clients with psychological problems continue will be substantiated in Table 4. This data would suggest that continuance is more directly related to consistent perceptions rather than to the nature of the problem, especially as regards psychological problems.

Other data not shown in Table 3 was significant; all (12) the clients with problems as seen by worker and client which were not classified so as both perceptions fell into the same categories as above almost always discontinued save one. Therefore, these findings infer a definite association between inconsistent perceptions and discontinuance; and also suggest that consistency in perceptions is associated with continuance and is necessary, but not exclusively so, for enhancing continuance.

In a following discussion tables will be presented beginning with Table 5 which will relate consistency of perceptions to factors of opportunity, motivation, help expected, and social class to determine what other factors have a significant role in influencing continuance or discontinuance.

However, we have previously referred to substantive data in Table 4 that concerned the nature of the problem as related to continuance which should be discussed briefly at this point.

TABLE 4

PROBLEM AS DEFINED BY WORKER AND CLIENT AS RELATED TO CONTINUANCE

	<u>Clients Definition</u>			<u>Workers Definition</u>		
	<u>Total</u>	<u>Contin-</u> <u>uers</u>	<u>Discon-</u> <u>timers</u>	<u>Total</u>	<u>Contin-</u> <u>uers</u>	<u>Discon-</u> <u>timers</u>
<u>External Problems</u>						
Economic or Social Dislocation	3	2	1	3	2	1
Economic or Social Maladjustment	5	1	4	0	0	0
Per Cent Continuing		38%			67%	
<u>Psychological Problems</u>						
Psychological other than below	18	7	11	25	8	17
Personality Disturbance-other than client	9	2	7	7	2	5
Per Cent Continuing		33%			31%	

As can be seen clients with psychological problems by whenever defined continued in about one-third of the cases. This finding was supported from data from the 110 sample cases where 28 out of 96 or 29 per cent of clients continued who were thought by the worker to have had presented psychological problems. Also in the total sample the worker defined 14 clients' problems as external of which 3 continued or 21 per cent. If workers have a slight tendency to define external problems as psychological, then in reality there are fewer psychological problems than the 96 seen in the total sample

as judged by the worker. Also since clients with psychological problems seem to continue more often than those with external problems, we could suspect that clients presenting psychological problems will continue at a rate somewhat greater than 29 per cent as was indicated in the total sample.

The data in Table 4 is inconclusive as regards the continuance ratio among clients thought to have presented external problems. Nevertheless, data in the total sample suggests that continuance by clients presenting external problems occurs much less frequently as compared to clients presenting psychological problems. One reason for this is offered in Table 4 and 2; that is, clients who define their own external problem as maladjustment are seen by workers as presenting psychological problems and these clients almost always discontinue.

A similar situation occurred within the sub-categories of psychological problems. When problems by whomever defined were Psychological in other than client the continuance rate was about one out of four, whereas, in other psychological sub-categories the continuance rate was in excess of one out of three. Reference to Table 2 shows that over half of the clients who defined their problem as psychological in another, the worker defined as being in a different psychological category. This may be one reason for the lower continuance rate among clients presenting psychological problems in another with which they wanted help.

The foregoing shows that almost one-third of the clients presenting psychological problems continue and suggests that a meager number of clients presenting external problems continue. This finding is partially reversed from Ripple's wherein she discovered definitely that a greater ratio (50 per cent) of clients with external problems continued, as compared to about one-third who continued among those presenting psychological problems.³⁷ In regard to such findings Ripple concluded that there is a definite association between the nature of the problem and continuance.

We cannot conclude here a definite association between the nature of the problem and continuance because there is insufficient data involving clients with external problems.

Other factors which may influence continuance when related to consistency of worker-client perceptions will now be discussed.

TABLE 5

CONSISTENCY OF PROBLEM PERCEPTION AS RELATED TO WORKER-CLIENT UNDERSTANDING AND AGREEMENT AMONG CONTINUERS AND DISCONTINUERS

<u>Consistent Perceptions</u>				
<u>Understanding and Agreement</u>	<u>Total</u>	<u>Continuers</u>	<u>Discontinuers</u>	<u>Per Cent Continuers</u>
Positive	11	5	6	46%
Slightly Positive	11	6	5	55%
Negative	1	0	1	0%
	23	11	12	48%
<u>Inconsistent Perceptions</u>				
<u>Understanding and Agreement</u>	<u>Total</u>	<u>Continuers</u>	<u>Discontinuers</u>	<u>Per Cent Continuers</u>
Positive	4	1	3	25%
Slightly Positive	3	0	3	0%
Negative	5	0	5	0%
	12	1	11	8%

³⁷Ibid., p. 48.

Table 5 relates continuance to the factor of worker-client understanding and agreement among clients with consistent and inconsistent perceptions; thus using one determinant of the opportunity afforded by the agency to show its relationship to continuance.

However, before discussing data relevant to the factor of understanding and agreement, it seems that definitely the most important finding in Table 5 is the positive association between consistency of perception and continuance with opportunity (in the form of understanding and agreement) playing a supporting role.

The data in Table 5 shows that of 29 clients who were judged to show a positive (including slightly positive) response to understanding and agreement, 22 or about three-fourths had consistent perceptions. Moreover, of the 23 with consistent perceptions almost all of these had a positive type response and half continued. Whereas, 7 out of 12 with inconsistent perceptions who also had a positive type response discontinued. Those with negative responses whether the perception was consistent or inconsistent discontinued. This data seems to suggest that negative type responses is associated with discontinuance; and positive type responses bears a strong association with continuance only if perceptions are consistent. Furthermore, consistent perception seem to enhance the frequency of positive type responses, but it cannot

be said that inconsistent perceptions necessarily cause negative responses.

Worker-client understanding and agreement was a measure of opportunity afforded by the agency as was the factor of appropriateness of service. Data relating this latter factor to continuance among clients with consistent and inconsistent perceptions was also analyzed. The data was similar in its distribution to that found in Table 5 except for the differences in factors examined.

The findings related thereto suggested that appropriateness of service is associated with continuance only if the perceptions of the problem is consistent. When perceptions are consistent this may enhance the client's feeling that service is appropriate; however, when the perception is inconsistent this does not necessarily cause the client to feel service is inappropriate.

Findings in regard to these two measures of opportunity indicated that opportunity had been afforded to the great majority of clients, but that continuance or discontinuance could not be associated to these factors alone.

The client's orientation as to the kind of help expected was conceived as having a influence on worker-client perceptions of the problem or continuance. Therefore, to evaluate this possibility data was collected which related to these variables; however, since the charts were complex they will not be presented. Rather the major results will be briefly

outlined. The data of most significance will be mentioned first. It showed that a greater ratio of respondents (14 out of 35) expected personal counseling as compared to other expectations of help. Ten of these 14 had consistent perceptions; of these 10, 7 continued or 70 per cent. These 7 also presented psychological problems and indicated opportunity was afforded by the agency. Moreover, among thirteen clients with consistent perceptions who expected other than personal counseling only four continued.

Another significant result uncovered was that clients with expectations of other than personal counseling although opportunity was afforded continued in only 5 out of 21 cases. These results suggest that when opportunity is afforded clients who expect personal counseling tend to continue more so than those who have other expectations of help. Therefore, it appears that continuance may be more directly associated with expectations of personal counseling than with opportunity afforded by the agency.

More importantly, these results strongly infer that the expectation of personal counseling when the perception of the problem is consistent will tend toward a high rate of continuance, especially if the problem is psychological in nature. Conversely, if the problem perception is consistent and the client expects other than personal counseling we usually seem to find discontinuance. Consequently, we can strongly suggest that expectations of other than personal counseling act as a

"restrictive factor" toward inhibiting continuance when problems are perceived similarly by client and worker.

To determine the existence of other "restrictive factors" inhibiting continuance or factors which enhance continuance, data was collected on the clients' reason for deciding whether or not to use service. These reasons relate to the nature of client motivation and nature of opportunity afforded by the agency and the client's environment. In Table 6 these reasons are depicted in relation to continuance and consistency of problem perceptions. However, for continuity in interpreting results a few comments on data other than that found in Table 6 seems in order at this point. In this study of 35 clients, 27 felt opportunity was afforded them by the agency and of these 27 only 11 continued. Among these 11 continuers, 7 expressed motivation as their reason for continuing or almost two thirds. These results support the inference that motivation, when opportunity is afforded by the agency, is positively associated with continuance.

Data was inconclusive in differentiating nature of opportunity afforded by the agency from restrictive factors in the client or his environment in relation to discontinuance. However, generally when opportunity was not afforded by the agency, or the client lacked motivation, or where there was an environmental limitation to continuing, or where the client felt he had received "sufficient" help or relief the client discontinued for these reasons.

TABLE 6

CONSISTENCY OF PROBLEM PERCEPTION AS RELATED TO REASON FOR
CLIENT'S DECISION ON USE OF SERVICE AMONG CONTINUERS AND
DISCONTINUERS

Continuers

<u>Reason for Decision</u>	<u>Total</u>	<u>Nature of Perception</u>	
		<u>Consistent</u>	<u>Inconsistent</u>
Motivation	8	8	0
Opportunity	$\frac{1}{12}$	$\frac{1}{11}$	$\frac{1}{1}$

Discontinuers

<u>Reason for Decision</u>			
Agency Limitation	4	2	2
Relationship Limitation	4	2	2
Environment Limitation	5	2	3
Lack of Motivation	5	2	3
Relief or Helped	$\frac{5}{23}$	$\frac{4}{12}$	$\frac{1}{11}$

In Table 6 we look from a different view at reasons given for continuance or discontinuance; i.e., in relation to the consistency of worker-client perceptions of the problem.

We see that all (8) the clients who continued because they had motivation also experienced consistent perceptions of the problem. Here we can question whether motivation leads to developing perceptions which are consistent or whether consistency of perceptions enhances motivation. The latter seems more reasonable; however, both factors can be mutually supporting of one another. Moreover, this finding infers that motivation is positively associated with continuance.

With regard to discontinuers there seems to be no differentiation apparent between reasons for discontinuance and

whether the problem was perceived consistently. Those who discontinued because they were helped or relieved had more consistent perceptions than other discontinuers. However, as this data is inconclusive, our previous inference that inconsistent perceptions are associated with discontinuance stands unchanged.

TABLE 7

SOCIAL CLASS AS RELATED TO CONTINUANCE AND DISCONTINUANCE

	Social Class					
	I	II	III	IV	V	Total
Continuers	-	3	2	4	3	12
Discontinuers	-	1	10	7	5	23
Total by Class	-	4	12	11	8	35
Per Cent Continue	-	75%	17%	36%	38%	34%
Average Per Cent Continue		31% *		37% **		
*(Class II & III)		**(Class IV & V)				

The influence of social class³³ on the foregoing factors understudy will now be shown. In comparing the top and bottom classes in Table 7 it can be seen that the continuance ratio runs about one out of three. This suggests that continuance is not appreciably influenced by social class of the respondents.

Table 7 also shows that there is a slightly greater number of bottom class than top class clients among the respondents. This suggests an equality in numbers in the ongoing

agency caseload among top and bottom class clients, which perhaps is a reflection of the agency's "open door" policies toward serving the entire community.

In regard to consistency of problem perceptions as related to social class, some interesting data was collected as seen in Table 8.

TABLE 8
SOCIAL CLASS AS RELATED TO CONSISTENCY OF PROBLEM PERCEPTIONS
AMONG CONTINUERS AND DISCONTINUERS

<u>Perception of Problem As</u>	<u>Social Class</u>		<u>Total</u>
	<u>II & III</u>	<u>IV & V</u>	
<u>Consistent</u>	9	14	23
Continuers	5	6	11
Discontinuers	4	8	12
Per Cent Continue	56%	43%	46%
<u>Inconsistent</u>	7	5	12
Continuers	0	1	1
Discontinuers	7	4	11
Per Cent Continue	0%	20%	8%

In Table 8 we find a greater percentage of continuers (5 out of 9) with consistent perceptions in the top class than in the bottom class (6 out of 14). But conversely, there was a greater ratio (7 out of 16) of top class than bottom class clients (5 out of 19) with inconsistent perceptions. This gives cause for an interesting speculation. Let us recall the social work assumptions that top class clients tend to be "psychologically oriented" and that they tend to seek service in more number than bottom class clients; and further, that

they discontinue in greater ratios than bottom class clients. Perhaps then Table 8 provides one reason for such discontinuance within the top classes; namely, inconsistent perceptions. In Table 8 all inconsistent perceptions of the top class occurred in Class III. These inconsistencies are predominantly when the client saw the problem as external and the worker saw it as psychological in the client.

This data suggests strongly that inconsistencies in perceptions are associated with top class clients, and that when perceptions are consistent a top class client will continue more readily than a bottom class client. We might say that because top class clients are more sophisticated they may be influenced in continuing to a marked degree by whether they and the worker perceived the problem similarly. Conversely, although lower class clients experience a greater rate of consistent worker-client perceptions this does not seem to produce a higher degree of continuance probably because of other restrictive factors predominating which tend to cause discontinuance. Assumably, this might be in line with Ripples conclusion³⁹ that continuance or discontinuance could be almost totally differentiated by the realities of the clients environment and motivation.

³⁹ Ripple, Lillian, "Factors Associated with Continuance in Casework Service," Social Work, vol. 2, No. 1 (January, 1957), p. 87.

TABLE 9

SOCIAL CLASS AS RELATED TO OPPORTUNITY AFFORDED BY THE AGENCY
AMONG CONTINUERS AND DISCONTINUERS

Opportunity Afforded	Social Class		Total
	II & III	IV & V	
Yes (Opportunity) Total	13	14	27
Continuers	5	6	11
Discontinuers	8	8	16
Per Cent Continuers	38%	43%	41%
No (Opportunity) Total	3	5	8
Continuers	0	1	1
Discontinuers	3	4	7
Per Cent Continuers	0%	20%	13%

In Table 9 we see that opportunity has been afforded top and bottom classes in an approximately equal ratio: 13 of 16 top class clients and 14 of 19 bottom class clients. Also when opportunity is afforded both top and bottom classes continued in about equal ratios, respectively: 38% (5 out of 13) and 43% (6 out of 14). Therefore, it appears that opportunity afforded by the agency cannot be differentiated on the basis of social class.

Data collected which relates help expected to social class should be outlined briefly. Among the various expectations of help, only the data regarding the personal counseling expectation seems worthy of mention. Data showed that 14 out of 35 clients expected personal counseling. Of these, 7 out of 16 were in the top class and 7 out of 19 were in the bottom class.

This suggests that this expectation could be differentiated on the basis of social class as there seems to be a slightly greater tendency of top class clients to have this expectation.

Other data showed that of 5 clients who expected help with others, 5 were in Class III and they discontinued. We might wonder what importance this has for the discontinuance rate of Class III clients. Data also showed that 4 of these 5 had inconsistent perceptions involving psychological problems in another, as defined by the client. However, data relative to expectations of other than personal counseling was generally inconclusive in differentiating such expectations by social class in relation to discontinuance.

TABLE 10

SOCIAL CLASS RELATED TO REASON FOR CLIENT'S DECISION ON USE OF SERVICE AMONG CONTINUERS AND DISCONTINUERS

<u>Continuers</u> <u>Reason for Decision</u>	Social Class		<u>Total</u>
	<u>II & III</u>	<u>IV & V</u>	
Motivation	5	3	8
Opportunity	0	4	4
	5	7	12
<u>Discontinuers</u>			
<u>Reason for Decision</u>			
Agency Limitation	2	2	4
Relationship Limitation	1	3	4
Environment Limitation	2	3	5
Lack of Motivation	3	2	5
Relief or Help	3	2	5
	11	12	23

Table 10 data was collected which related social class to reasons clients gave for continuance or discontinuance. The

reader will recall that previous findings inferred that opportunity could not be differentiated on the basis of social class. However, when clients gave their reason for continuance it was discovered that all Class V clients (4) indicated they continued because opportunity was afforded by the agency. Whereas all other classes who continued indicated they had motivation for doing so. However, this data should not be interpreted to necessarily mean that clients who continue because they have motivation have not had opportunity afforded them; nor does this necessarily mean that those who had opportunity afforded them did not have motivation. Rather, this data suggests that opportunity afforded by the agency is associated with continuance among Class V clients.

Small ratios of clients in both top and bottom classes discontinued for reasons of an environmental limitation, lack of opportunity afforded by the agency, lack of motivation, or because they were helped or relieved.

Because of the paucity of data regarding these factors it is not possible to differentiate trends relating these reasons for discontinuance to social class.

PART VI
SUMMARY AND IMPLICATIONS

In review, the major findings and circumstances under which they were obtained will be outlined as well as the implications thereof.

The findings supported the hypothesis implicit in this study which was "that clients with motivation will decide to use agency service beyond four in-person interviews if there is a mutually consistent perception of the presenting problem by the client and worker, providing that restrictive factors are not present."

Continuers were clients who had motivation, opportunity afforded by the agency, expected personal counseling, and had consistent worker-client perceptions of psychological problems. When perceptions were inconsistent, or where other than personal counseling was expected, or where opportunity was not afforded by the agency or the clients environment, or where there was a lack of motivation, the client discontinued.

Consistency of perceptions when client had motivation seemed strongly associated with continuance especially when client expected personal counseling. Expectations of other than personal counseling seemed associated with discontinuance. Also, inconsistent perceptions seemed to be strongly associated with discontinuance. Opportunity afforded by the agency alone was not deemed to be associated with continuance; however,

lack of opportunity afforded by the agency or clients environment seemed to be associated with discontinuance.

The circumstances under which these findings were obtained could possibly lessen their validity. It was noted that continuers had a slightly greater tendency to respond to the questionnaire. Also, this investigator in making subjective judgments to determine the nature and degree of opportunity afforded by the agency had to give the client the benefit of doubt thereby tending to characterize the clients' attitudes as being more positive. The same may be true of judging the presence of motivation and nature of the help expected as personal counseling. The realities of utilizing workers, such as this investigator, who are not professionally skilled in research to judge the nature of the client's problem according to a relatively unfamiliar scheme may have influenced decisions on proper classification of clients' problems.

Findings in regard to the secondary focus of this study related social class to other factors studied. It was found that consistency of perceptions seemed more directly associated with continuance among top class clients. Moreover, that top class clients tend to discontinue more readily than bottom class clients when perceptions are inconsistent; and that there is a greater ratio of inconsistent perceptions among top class clients as compared to bottom class clients due usually to

workers classifying clients' external problems as psychological.

Among bottom class clients consistency of perceptions occurred at the highest rate, but continuance seemed to be more directly associated with opportunity afforded by the agency or perhaps by opportunity afforded by the clients' environment.

Top and bottom classes were about equally represented among the respondents. Opportunity afforded by the agency, or expectations of personal counseling were found to not have any association with social class alone, as labeled top or bottom classes.

The circumstances under which these findings were developed deserve mention for weighing their validity. Referral to Appendix C will show that the respondents under study represent a greater proportion of middle class clients and a lesser proportion of working class clients than is found in the normal population. Furthermore, because of the relatively stable economy and good standard of living in Kalamazoo, Michigan, it is conceivable that basically working class clients have been able to advance themselves where they have been classified as middle class. Under either set of circumstances mentioned the resultant larger representation from the general population of middle class clients among the respondents could indicate that the group under study was skewed or else that the middle class client requests agency service more frequently than persons of other social classes.

The findings suggest that the hypothesis implicit in this study is a generally valid one for testing. However, for further testing the hypothesis could be modified to relate social class to client-worker role expectations and the nature of opportunity afforded by the agency (including problem perceptions) in regard to their influence on continuance or discontinuance. Although Ripple found that continuance or discontinuance could be almost totally differentiated in the basis of environmental factors, this does not take into consideration the human social factor of class position which yet has to be accommodated to in serving a total community.

In as much as this study was concerned with the caseworkers' and agencies' responsibility to meet client need, the implications of the findings will be related to casework practice and then to the agency.

A need appears to exist in examining the caseworkers' criteria of determining the nature of a client's problem. Such a determination should be based on the problem at issue with which help is wanted with other diagnostic or causative considerations focused on supporting a treatment plan and establishing realistic treatment goals. Meeting the client where he is in defining his problem may be more significant in relation to continuance than other common methods of affording opportunity. Further research in this area relating these factors to social class would seem to have value toward the end of enhancing attainment of casework goals.

This study saw that middle class clients both applied for service and discontinued at a higher rate than other classes of clients and had a proportionately greater percent of inconsistent perceptions. This would give cause to question the application of the theory that middle class clients are "psychologically oriented" as usually the client differed from the worker when the latter defined the presenting problem as psychological in the client. This suggests that perhaps social determinants of a clients' problem require more attention and evaluation by caseworker.

Let us recall the finding that the ongoing caseload is composed of primarily clients presenting psychological problems, and that working class clients become "cases made" to a lesser degree than their proportion in the total population. Also, lower and working classes of clients tend to continue for reasons related to opportunity afforded them, and other classes continued for reasons related to motivation. Consequently, the distribution of psychological problems treated implies that the agency is acting in accordance with the therapeutic role usually associated with family agencies. However, the greater inclination of middle class clients to seek service and their proportionately larger rate of discontinuance implies that agency community relations are oriented toward middle class clients. This possibly could be to the detriment of the larger numbers of working class persons in the community as intake responsibilities could be overtaxed

from the greater influx of middle class persons seeking service. Since working and lower class persons tend to have a greater need for opportunity to be afforded them, it would seem that emphasis on affording opportunity to these persons would be consistent with a policy of serving the entire community. This emphasis should logically be reflected in intake policies and it should not be difficult to classify this class of persons using address and occupational information.

Adequate affordance of opportunity is a community problem as well as an agency concern which is being tackled in different ways; for example, interagency programs to coordinate and consult regarding service for multiproblem families who are usually members of the lower or working classes. Although such interagency programs have merit, this does not negate the need of reviewing or readapting agency policy or practice as circumstances change toward the end of serving the total community.

APPENDIX A

Instructions for Workers Classification of Presenting Problem

The intake worker is requested to classify the presenting problem of clients who are in the study sample after an orientation by the investigator. In order to accomplish this the worker should become familiar with the following data and the content of the intake interview in the case file. The worker should make global judgments relying when necessary on consultations with the investigator. If classification cannot be made on the basis of data in the intake interview, subsequent interview data during the study phase should be drawn upon. The worker should keep in mind that he is classifying the problem according to how the client sees the problem which with help is wanted.

The classification scheme being utilized has been designed for use in a family agency. It has been created and tested by Lillian Ripple at the University of Chicago in her studies of "Motivation Capacity and Opportunity as Related to the Use of Casework Services: Nature of the Client's Problem". It uses mutually exclusive categories classifying the "problem-at-issue" which would describe both the problem situation and the clients relationship to it. It is not based on pathology.

Moreover, two classes of problems can be identified:

1. That in which the "question for solution" involves external environmental, maladjustment or deficiencies and, concomitantly, the problem solving process contains

some elements of acting upon that environment.

2. That in which environmental circumstances, per se, has a minor place in defining the "question for solution" and consequently the problem solving process does not involve acting upon this environment.

The next distinction is to delineate the part (person in situation) the client has played in creating the problem. A criteria of three stages from simple to complex is offered:

"First (X), there are victims of circumstance for whom there is an obvious connection between their social problems, their disturbed feelings about their problems, and their external circumstances. Furthermore, their feelings are commensurate with the extent of the stress".

"Second, (Y) there are people who have had some part in creating their problem or whose problems have activated underlying personality conflicts but they also reach the agency because they need specific services rather than help with troubled relationships on their own personality disturbance per se... for, despite their own part in creating the social problems, they now have realistic adversity with which to deal".

"Finally, there are those clients whose range in personality difficulties is from mild to gross pathology and who may be experiencing difficulties in social adjustment by whose own emotional disturbance or personality problem is in the foreground".

"Using these three basic differentiations, the classification scheme divides all situations into (1) those in which the problem to be solved is defined at least in part by external (as opposed to psychological) factors: (a) the client is the victim of circumstance or (b) the client has contributed substantially to the creation of these circumstances; and (2) those in which the problem is one of interpersonal relationships or personality disturbance".

Each of the above two groupings are subdivided into four categories as follows:

(1) EXTERNAL

- A. Economic dislocation
- B. Social dislocation
- C. Economic maladjustment
- D. Social maladjustment

(2) PSYCHOLOGICAL

- A. Interpersonal or interfamilial conflict
- B. Maladaptive interpersonal relationship
- C. Personality disturbance - client
- D. Personality disturbance - other than this client.

Operational Definitions of Above Problem Categories

DISLOCATION: A victim of circumstance (see above X).

MALADJUSTMENT: The person whose behavior or attitudes have created or exacerbated his difficulties (see above Y).

ECONOMIC: The problem to be solved is limited to obtaining more income for ordinary maintenance. Moreover, there does not seem to be a need to help client in planning how to use his financial resources.

SOCIAL: The problem arose because of a change in the family or individual's situation which requires planning with the client or his family to effect an adjustment to the changed circumstances over and beyond financial assistance and/or the use of special resources not commonly available to or used by the ordinary family with a moderate income (e.g.; home-maker or camp placement).

The following are definitions in the psychological problem grouping of categories differentiated on the basis of whether or not there is a relatively defined focal aspect of the problem and what that aspect is.

INTERPERSONAL or INTRAFAMILIAL CONFLICT: Overt conflict between two or more persons; however, not necessarily violent in nature but rather that there is recognized difference and disagreement between individuals.

MALADAPTIVE INTERPERSONAL CONFLICT: The same as above but no overt conflict. E.g.; overprotective mother or acting out child (acting out to meet unconscious emotional needs is not considered overt conflict).

PERSONALITY DISTURBANCE OR BEHAVIOR PROBLEM "NOT OTHERWISE CLASSIFIED": The person with pervasive maladaptive behavior related to a focalized question presented for solution. Behavior may be mild, however.

PERSONALITY DISTURBANCE or BEHAVIOR PROBLEM IN OTHER THAN CLIENT: Same as above, but attributed to exist in another person.

APPENDIX B

FAMILY SERVICE CENTER
814 W. Kalamazoo Ave
Kalamazoo, Michigan

Re: A Study of the Services of
the Family Service Center

Dear

This letter is written to you to ask your help in a study we are making of our methods. Some months ago you had a problem which you brought to the Center requesting help. By answering a few questions about your experience with the Center you can help us discover improved ways to assist individuals in solving their problems.

This study will be successful only if you will be kind enough to complete the attached questionnaire. The information you will furnish will be of more value than that which we could obtain from your confidential record. The questions are designed to obtain information related to your experience at the time you had your first interview at the Center. The questions are general and therefore you will not need to recall specific details. You will see that of the questions to be answered, directions show what questions need not be answered.

Be assured that the contents of the questionnaire will be respected for its confidentiality; yet, your signature is not required.

I shall be most pleased to have you participate in this study and ask your consideration in placing the completed questionnaire in the mail on or before Tuesday, February 21st. A self addressed stamped envelope is enclosed for your convenience.

Sincerely,

Lester K. Naden
(In charge of Research Study)

APPENDIX B

QUESTIONNAIRE

(Requesting information which will be used to determine ways to better serve those who come to the Family Service Center)

1. Based on your experience, do you think any of the practices or services of the Center should be changed? Yes _____ No _____

2. Please explain the change, if any, which you believe should be made. _____

3. The following questions ask for information, as you remember it, at the time you began your interviews at the Center.

3. Did you feel that the interviewer understood your problem? Yes _____ No _____ Other Comment _____

4. Did you feel that the interviewer understood you as a person? Yes _____ No _____ Other Comment _____

5. Were you in agreement with the interviewer's method in helping you to work toward solution of your problem? Yes _____ No _____ Other Comment _____

6. In your own words, state briefly what was the major problem that brought you to the Center. _____

7. In general, did you feel that you wanted help with (1) Personality or relationship problems OR (2) Difficult personal, home or work circumstances? (1) _____ or (2) _____

8. If you checked answer (1) of question number 7, skip questions 8 to 13

8. Did you feel that your problem situation, which brought you to the Center, was caused from events or circumstances over which you had no control? Yes, I was a victim of circumstance _____ I was not a victim of circumstance _____

9. If you answered Yes to question 8, did you feel that your reaction to being a victim of circumstance caused other problems which you brought to the Center seeking help? Yes _____ No _____

10. If you answered No to question 8, did you feel that you were not a victim of circumstance because you had a significant part in creating the circumstances? Yes _____ No _____

11. If you answered Yes to either question 9 or 10, did you want help with a problem situation that upset your normal role at home or work causing you excess discomfort in your relationship to others? Yes _____ No _____

APPENDIX B

12. Was your primary concern when requesting help to find a solution for the need for more income for ordinary living expenses? No
Yes or Yes, for ordinary expenses plus past unpaid bills

13. If you checked either Yes answer in question 12, did you want to learn how to make better plans for using your money? Yes No

If you checked answer (2) in question 7, skip questions 14 thru 17.

14. Did you want help with disturbing personal feelings and/or with a disturbing relationships you had with another person? Yes No

15. Did you want help with a definitely recognized individual difference? Yes No

16. Did you want help because there was overt conflict between you and another adult over a definitely recognized individual difference? Yes No

17. Did you primarily want help with a problem which you felt existed in another person? Yes No

18. Please explain what helped you (at the time of the beginning interviews) to decide if you should make continued use of a family agency service.

9. What kind of help had you expected to receive at the Center?

10. We would appreciate the following information about the primary wage or salary earner in your family.
Job Title _____
Type of work _____

11. Please indicate the number of full years of schooling completed by the primary wage or salary earner in your family. _____ Years

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes the need for transparency and accountability in financial reporting.

2. The second part of the document outlines the various methods and techniques used to collect and analyze data. It includes a detailed description of the experimental procedures and the statistical analysis performed.

3. The third part of the document presents the results of the study. It includes a series of tables and graphs that illustrate the findings of the research. The data shows a clear trend of increasing activity over time.

4. The fourth part of the document discusses the implications of the findings. It suggests that the results have significant implications for the field of study and may lead to further research in this area.

5. The fifth part of the document concludes the study. It summarizes the main findings and provides a final statement on the importance of the research.

6. The sixth part of the document provides a detailed description of the experimental setup. It includes a list of the equipment used and a description of the procedures followed during the experiment.

7. The seventh part of the document discusses the limitations of the study. It acknowledges that there are certain factors that may have influenced the results and that further research is needed to confirm the findings.

8. The eighth part of the document provides a list of references. It includes a list of the books, articles, and other sources used in the study.

9. The ninth part of the document provides a list of appendices. It includes a list of the additional information that is provided in the document.

10. The tenth part of the document provides a list of figures. It includes a list of the graphs and tables that are included in the document.

11. The eleventh part of the document provides a list of tables. It includes a list of the tables that are included in the document.

12. The twelfth part of the document provides a list of equations. It includes a list of the equations that are used in the study.

13. The thirteenth part of the document provides a list of symbols. It includes a list of the symbols that are used in the study.

14. The fourteenth part of the document provides a list of abbreviations. It includes a list of the abbreviations that are used in the study.

15. The fifteenth part of the document provides a list of definitions. It includes a list of the definitions of the terms used in the study.

16. The sixteenth part of the document provides a list of acknowledgments. It includes a list of the people and organizations that have supported the study.

17. The seventeenth part of the document provides a list of contact information. It includes a list of the contact information for the author and the research institution.

18. The eighteenth part of the document provides a list of the authors. It includes a list of the names of the people who have contributed to the study.

19. The nineteenth part of the document provides a list of the institutions. It includes a list of the names of the research institutions that have supported the study.

20. The twentieth part of the document provides a list of the dates. It includes a list of the dates when the study was conducted and when the results were published.

APPENDIX C

METHOD FOR DETERMINATION OF SOCIAL CLASS

Using a formulation by Hollingshead and Redlich in their study of Social Class & Mental Illness, it is possible to determine social class from the characteristics of education, occupation and residence.

SCALING OF CHARACTERISTICS

A. The Residential Scale

A five category classification scheme, improvised for the greater Kalamazoo area, is a basis for rating residences - from the finest to poorest homes and ranking them along a 1 to 6 point scale, as follows:

CATEGORY I (Rank 1 to 1.9 points)

The best homes on spacious lots in the "best sections", or estates;

\$40,000 and up is current market value.

CATEGORY II (Rank 2 to 2.9 points)

New suburban homes; or top grade apartments; or elder homes in "socially desirable" area or "good" school district. Lots are well landscaped and homes contain 6 - 8 rooms;

\$39,999 - \$25,000 is current market value

CATEGORY III

A new 5 - 6 room home usually mortgaged on long term basis;
\$24,999 - \$17,000 current market value; or

A rented good quality two family home or a good apartment; or

A modest older home of at least 25 years with 6 - 7 rooms located in good residential area where lots are smaller than Category II and less well landscaped with houses built closer to the street; \$16,999 - \$14,000 current market value.

CATEGORY IV (Rank 4 to 4.9 points)

One family owners of 4-5 room small houses;

\$13,999 - \$8,500 current market value; or

Two or three multiple family houses in working class section of the city. In such dwellings owner may live downstairs and tenant upstairs.

CATEGORY V (Rank 5 to 6.0 points)

The worst kind of housing; e.g., crowded or blighted areas or very old flats next to sidewalk. Outside the city there are some who live in make-shift homes without sewage facilities and usually located on unpaved roads.

B. The Occupational Scale (Rank descending 1 to 7)

This is a modification of a classification system used by the U. S. Bureau of Census developing seven occupational categories as follows:

1. Executives and proprietors of large concerns and major professionals.

2. Managers and proprietors of medium-sized businesses and lesser professionals.
3. Administrative personnel of large concerns, owners of small independent businesses and semi-professionals.
4. Owners of little businesses, clerical and sales workers.
5. Skilled workers.
6. Semi-skilled workers.
7. Unskilled workers.

C. The Educational Scale (Rank descending 1 to 7)

This scale is based on formal education of varying degrees broken down into seven categories as follows:

1. Completed graduate professional training.
2. Completed standard four year college course to obtain a degree.
3. Partial college training of at least one year.
4. High school graduation or less than one year of college.
5. Partial high school--at least completed 10th grade.
6. Junior high school--at least completed 7th grade.
7. Elementary school--less than 7 years of school.

Estimation of Class Position

Hollingshead provides a formula for computing an estimated social position score which was used in this study. For example,

the three scale rankings and constant values assigned the Residence factor, Occupation factor and Education factor are combined in the following hypothetical case.

<u>Factor</u>	<u>Judred Scale Rank</u>		<u>Constant</u>	
Residence	3.5	X	6	21.0
Occupation	4	X	9	36.0
Education	3	X	5	<u>15.0</u>

Index of Raw Social Position Score 72.0

A range of such raw scores was created and using as a guide (1) the breakdown points used by Hollingshead and (2) the principle of homogeneity of distribution; this researcher estimated the break off points between classes as shown below.

<u>STUDY DISTRIBUTION</u>				<u>HOLLINGSHEAD DISTRIBUTION</u>			
<u>Class</u>	<u>Scores</u>	<u>No.</u>	<u>%</u>	<u>Class</u>	<u>Scores</u>	<u>%</u>	
I	---	0	0	I	20-31	2.7	
II	41-58	4	12.5	II	32-55	9.8	
III	59-84	11	34.4	III	56-86	18.9	
IV	85-113	10	31.3	IV	87-115	28.4	
V	114-121	<u>7</u>	<u>21.0</u>	V	116-134	<u>20.2</u>	
		32*	100.1			100.0	

* Three of the 35 respondents were spouses of respondents and therefore not included.

APPENDIX D

THE TABULATION AND RECORDING OF PUNCH CARD DATA

Information regarding eight factors was punched on a 8 x 5 card for easy tabulation on to a master sheet. Transferring data from the cards to the master sheet included herewith required for simplicity the use of the following key.

<u>Factor</u>	<u>Key</u>
I. Problem Judged by Worker as -	
External	Ex
Psychological in client	PC
Psychological in another	PO
II. Problem Seen by Client as -	
External	Ex
Psychological in client	PC
Psychological in another	PO
III. Discontinuance or Continuance beyond 4 Interviews	
Continuance	C
Discontinuance	D
IV. Reason for Continuance or Discontinuance	
<u>For Continuance -</u>	
Motivation	M
Opportunity	O
<u>For Discontinuance -</u>	
Agency Limitation	AL
Relationship Limitation	RL
Environmental Limitation	EL
Lack of Motivation	LM
Relief or Help	I

V. Help Client Expected	<u>Key</u>
Personal Counseling	PH
Help Other	HO
Budget or Material Service	MS
Advice or Information	AI
Didn't Know	DK
VI. Appropriateness of Service As Seen by Client	
Highly Appropriate	+
Satisfactory	0
In Appropriate	-
VII. Client-Worker Understanding and Agreement	
Distinctly Positive	+
Slightly Positive	0
Negative Mostly	-
VIII. Social Class of Client	
Upper Class	1
Upper Middle	2
Middle	3
Working	4
Lower	5

Tabulation of Data on Master Sheet
Showing Eight Factors on Thirty-Five Cases

CASE NO.	Coded Results for Each Factor							
	I	II	III	IV	V	VI	VII	VIII
1	PC	PC	C	M	PH	+	0	2
2	PC	PC	C	M	DK	0	+	2
3	PO	PO	C	O	PH	+	0	5
4	PO	PO	C	M	PH	0	0	3
5	PC	PC	C	M	PH	0	0	3
6	PC	PC	C	O	DK	+	+	5
7	PC	PC	C	O	PH	+	+	4
8	PC	PC	C	M	PH	0	0	4
9	PC	PC	C	M	PH	0	+	2
10	Ex	Ex	C	M	MS	0	+	4
11	Ex	Ex	C	M	MS	-	0	4
12	PC	Ex	C	O	MS	+	+	5
13	PC	PC	D	RL	DK	0	0	5
14	PC	PC	D	I	PH	+	+	3
15	PC	PC	D	AL	PH	0	0	2
16	PC	PC	D	RL	AI	-	-	5
17	PC	PC	D	EL	PH	0	0	4
18	PC	PC	D	I	HO	+	0	3
19	PC	PC	D	I	AI	0	+	4
20	PC	PC	D	LM	AI	+	0	3
21	PC	PC	D	LM	DK	+	+	4
22	PO	PO	D	I	HO	+	+	4
23	PO	PO	D	EL	DK	+	+	5
24	PO	PC	D	AL	PH	-	-	5
25	PO	PC	D	LM	HO	0	+	3
26	PC	PO	D	RL	DK	0	-	4
27	PC	PO	D	EL	PH	+	0	5
28	PC	PO	D	LM	HO	+	0	3
29	PC	PO	D	AL	HO	-	0	3
30	PC	PO	D	RL	PH	-	-	3
31	PO	Ex	D	EL	DK	+	+	3
32	PC	Ex	D	EL	HO	0	-	3
33	PC	Ex	D	I	AI	+	+	3
34	PC	Ex	D	LM	PH	+	-	4
35	Ex	Ex	D	AL	MS	+	+	4

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