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THE RELATIONSHIP OF FEES AND TYPE  
OF PROBLEM TO CONTINUANCE IN  
TREATMENT IN A FAMILY SERVICE  
AGENCY

By

Michael Gass

Sandra Wiatrak

Lonnie Johnson



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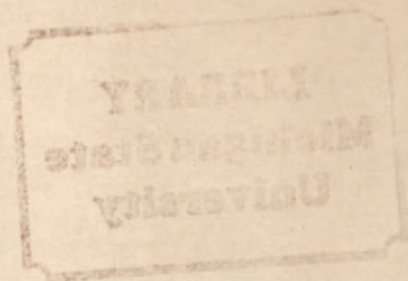






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Michael Gass  
Sandra Wiatrak  
Lonnie Johnson

AN ABSTRACT

Submitted in partial fulfillment  
for

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1967

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Michael Gass  
James Johnson  
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## ABSTRACT

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This study was conducted at the Lansing Family Service Agency where we analyzed 619 case records of clients who terminated in-person interviews on a planned and unplanned basis during the years 1965 and 1966. The cases we analyzed presented the following problem areas: marital, parent-child, individual, financial, physical, mental and total family.

We attempted to determine the relationship of fees and non-fee payment to continuance and discontinuance in casework treatment; what influence specific problems would have on how fees and non-fee payment affected continuance and discontinuance; and what affect various types of problems would have on continuance and discontinuance. Our hypotheses were confirmed as the above relationships were found.

We realized that the fee factor may have been interacting with an economic class factor as fees were charged on a sliding scale basis at the Lansing Family Service Agency. However, we still felt that our findings in relation

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Michael Gass  
Sandra Wiatrak  
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to fees and non-fee payment were valid. For future research we proposed a research design where fees and economic class wouldn't be interacting and where the fee factor would be a more pure one.

Continuance and discontinuance will continue to be an important concern in the social work profession. Though a considerable amount of research has been done in this area, further research is still recommended to keep up with what new theories and concepts develop in this area.

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## ACKNOWLEDGMENTS

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A THESIS

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## CHAPTER I

### INTRODUCTION

Social Work, as a helping profession, is quite concerned with offering adequate services to people who request help with various problems, such as those related to marriage and parent-child conflicts, and others such as physical illness, etc. However, in doing so, social workers have met with many bottlenecks such as high dropout rates, and resistant and unmotivated clients. Levinger stated that one-third of those applicants seen at intake will not continue in treatment.<sup>1</sup> Though continuance is not exactly synonymous with the use of casework service, Levinger points out that it is a necessary antecedent to the use of the service. Thus, for persons to profit from available social services they must be willing and be given the opportunity to partake in a certain number of interviews necessary for the solution of their specific problem(s). Because of the high dropout rates and because of the social work profession's concern for clients to continue in treatment, when they are in need of service, various studies relating to continuance and discontinuance have been done to determine

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<sup>1</sup>George Levinger, "Continuance in Casework and Other Helping Relationships: A Review of Current Research," Social Work, Vol. 5, No. 3 (July, 1960), pp. 40-50.

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1. George Leventhal, "Continuance in Casework and Other Helping Relationships: A Review of Current Research," *Social Work*, Vol. 5, No. 1 (July, 1960), pp. 40-50.

why clients may continue or discontinue in treatment.

Levinger mentioned that various factors have been associated with continuance such as social class, the type of problem, client motivation and workability, etc. Also, Hofstein<sup>2</sup> and Troester<sup>3</sup> looked at the effect of fees on continuance.

Though there has been considerable research regarding continuance and discontinuance, we feel that further research in this area is necessary. As a result we have undertaken this study, which will be concerned with the affect of fees on continuance and discontinuance in treatment, what influence the type of problem may have on how fees may affect continuance and discontinuance and how the type of problem a client presents may be related to continuance and discontinuance.

Our project was undertaken at the Lansing Family Service Agency. Lansing Family Service was organized in 1911 as Associated Charities and was one of the charter members of the FSA of America. This agency's function, through the years, has basically been focused on the problems of the family and its individual members. Casework service is provided by professionally trained workers, all who have M.S.W.'s and many who are A.C.S.W.'s. Family

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<sup>2</sup>Saul Hofstein, "Fee Payment in Social Work Counseling," Social Casework, Vol. 36, No. 7 (July, 1955), p. 314.

<sup>3</sup>James Troester, "The Relationship Between Fee Charging, Clients Problems, Case Continuance and Client Movement" (unpublished Master's thesis, University of Michigan, 1963).



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James Treaster, "The Payment in Social Work",  
The Social Caseworker, Vol. 1, No. 1 (July, 1950), p. 110.  
Channing, "The Relationship Between the  
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service also cooperates with graduate schools of Social Work. Presently three students from Michigan State University have their field placements there.

F.S.A. is financed by the United Community Chest, from fees obtained from the casework interviews, and from home-maker services. Fee charging is on a sliding scale, based on a person's ability to pay. No one is refused service because of an inability to pay.<sup>4</sup>

#### Review of the Literature

We feel that it is now appropriate to discuss the available literature regarding fees in casework service as our study will focus on this. Fee charging based on the ability to pay was initiated in 1943 and is now well established in the private family service agency as well as in many other social agencies.<sup>5</sup> The Family Service Association of America has indicated that its member agencies have increasingly tended to rely on the income derived from fees from their clients. However, it should be noted that fees are still less than 10 per cent of the total budget of the average private agency. Saul Hofstein mentioned that the original motivation for fee charging stemmed mainly from the interests of staff members, boards and community

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<sup>4</sup>Information about Lansing Family Service was taken from agency pamphlets and information from the Director, Lansing Family Service, Mrs. Dorothy Rosan.

<sup>5</sup>Rae C. Weil, "Family Social Work," Social Work Year Book (New York: National Association of Social Workers, 1960), p. 254.

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\* Information about Lansing Family Service was taken from agency pamphlets and interviews from the director, Lansing Family Service, Mrs. Dorothy Busan.

Paul C. Well, "Family Social Work," Social Work Year Book (New York: National Association of Social Workers, 1955), p. 234.

chest<sup>6</sup>. He indicated that the chief reasons for instituting fees were to reach new groups in the community and to enable the client to use the agency more beneficially. Hofstein went on to mention that only a minority of the agencies originally saw income as a factor in instituting fees. Thus, although fee charging evolved from staff and agency conviction, rather than from the client's need, as it was integrated into the helping process, it was found to facilitate that process, and to have therapeutic value.

Hofstein, in the same article, then discussed the payment for service as a symbol of cultural value. He claimed that the value of fees grows out of the worker's understanding of the meaning of payment in relation to individual psychology and to the culture which both client and worker are part of. He went on that payment for service is a symbol of independence and self sufficiency and that it plays an important role in family living and is a factor in the development of self-worth and social status. Thus Hofstein felt that to leave it out of the casework relationship was to leave out an important area of the client's living reality. The author mentioned that fee payment may motivate the person to use the agency for help, by counteracting a resistance to take help from an outside source, a resistance which is due to the emphasis in our culture on self sufficiency and independence. However Hofstein cited

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<sup>6</sup>Hofstein, op. cit.



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four conditions for this: fees commensurate with the client's ability to pay; a fee which represents a significant amount rather than only a token payment; that the fee conform to the cultural pattern of payment for such a service; and that there be a clear cut and uniform agency policy regarding the charging of fees. He also mentioned that in most financial transactions the payment of money completes the responsibility of the payer and leaves upon the receiver the obligation of providing the service, which may lead to two problems in casework. The first is that fee payment may represent a fulfillment of obligation to the client, hindering his readiness to become involved to the extent necessary for change to occur. The second problem is that the client may use the fee as a substitute for becoming involved in treatment, without being ready to move into the relationship on a psychological basis. In opposition to this Hofstein also mentioned that the fee may also demonstrate to the dependent client that there is something that he must also put into the relationship. Hofstein also mentioned that the consideration of fee between worker and client may provide content for the client's projection of feelings in an area removed from the more sensitive aspects of the difficulty. The author also mentioned that the client's attitudes about fees and his ways of dealing with them may parallel his involvement in the casework process.

Also discussed in this article were the effects of fee charging on the caseworker. Hofstein mentioned that the

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assumption underlying fee payment is that the payment will bring a return of value in proportion to the amount. He claimed that it will not be difficult for the experienced worker to give a value of service proportional to the amount paid, but that it may be difficult for the inexperienced worker to attain. Hofstein claimed that the factor which has helped to overcome this problem, is the realization that the fee is paid to the agency, and is not only paid for what the worker as an individual can provide the client, but for the accumulated experience of the agency which through supervisory and administrative channels is made available to the client through the caseworker. He went on that the fee helps to signify the client worker relationship as a professional one as opposed to a social one, and that it may also have an ameliorative effect in termination, when there is sometimes the tendency to prolong treatment when it is no longer necessary, as additional interviews incur more expense on the part of the client. Also throughout the article Hofstein stressed that the payment for casework service is indicative of the value it has to client and worker to some extent.

Social agencies have adopted various procedures for collecting fees from clients. At one agency where there was a sliding fee scale based on income and family size, any questions raised by the client about the amount, whether for extraordinary expenses or for special dispensation, are listed by the worker, who then passes them on to the agency

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business office for review and then recommendation.<sup>7</sup>

Neumann was of the opinion that the routines and procedures of fee payment should be reduced to a minimum for workers. However he does not rule out the worker's place in handling some of the client's attitudes, regarding fees, if they are related to such a problem as a mutual decision on whether or not to enter into the treatment situation. Other agencies are more concerned about the relationship between fee charging and treatment believing that the mere payment of a fee does not of itself establish its therapeutic value as indicated by Hofstein. Also, as mentioned in Hofstein's article, the worker's understanding of the meaning of payment from cultural and psychological viewpoints is quite important. In such an agency the worker and client usually determine if a fee will be charged and if so, what the amount will be.

There have also been some studies regarding the affect of fees on casework treatment. A study undertaken at the Family Consultation Service included a comparison between fee-paying clients and those clients who did not pay a fee.<sup>8</sup> The non-fee-paying clients were similar to the fee-paying clients in that both groups came to the agency only

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<sup>7</sup>Fredrika Neumann, "Administration and Community Implications of Fee Charging," Social Casework, Vol. 33, No. 7 (July, 1952), p. 273.

<sup>8</sup>Family Service Highlights, Vol. 21, No. 6 (September-November, 1960), pp. 49-50.

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Frederick Newman, "Ambivalence and...  
Implications of Fee Questioning," *Social Casework*, Vol. 11, No. 1, 1970, p. 27.  
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with emotional problems of the sort typically served by a casework agency. The general conclusion of this study was that fee-paying clients constitute a more likely group for family counseling. It was also found in this study that fee payment not only selects out those clients wanting and able to become involved, but also those clients not wanting or able to be involved in continued casework. Also, fee paying clients are more thoughtful about deciding against the continued use of casework treatment. Sidney J. Berkowitz, in an earlier study, found that the fee paying client was more inclined to raise questions about the length of time involved in a treatment plan, and that he is more likely to be prompt for an appointment, and is more concerned about making full use of his treatment time.<sup>9</sup> In a study by James Troester there was a significant relationship between the reason for the case closing and fee charging, though the relationship was weak.<sup>10</sup> In comparing fee to non-fee paying clients, his findings were: about 29 per cent of the fee paying clients completed service as compared to 17 per cent of the non-fee paying clients; 36 per cent of the non-fee paying clients discontinued despite a treatment plan as compared to 30 per cent of the fee paying clients; and 20 per cent of the non-fee paying clients were

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<sup>9</sup>Sidney J. Berkowitz, "Uses of Fees in Diagnosis and Treatment," Fee Charging in a Family Service Agency (New York: Family Welfare Association of America, 1944), p. 12.

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referred elsewhere as compared to 14 per cent of the fee-paying clients.

As our study will also focus on how specific problems may affect continuance and discontinuance and what effect the types of problems will have on fees relative to continuance and discontinuance, the literature available will now be reviewed.

Leonard S. Kogan, at a family service agency, compared the problems presented by clients who closed on a planned basis after one interview with those clients who closed on an unplanned basis after the first interview. It was found that in those cases closed on a planned basis that one-half of the clients perceived their problem as involving economic factors, whereas only one-fourth of the clients who closed on an unplanned basis perceived their problem as being economic in nature.<sup>11</sup> Kogan also found that clients who closed on an unplanned basis perceived their problems as involving family relationships to a greater extent than those who closed on a planned basis. He concluded that the planned closers more often requested concrete services, whereas the unplanned closers more often requested casework help with family relationships or personality adjustment. It was also concluded that the social workers attempted to help with economic problems in a greater proportion of the planned closings, while help with parent-child or marital

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<sup>11</sup>Leonard S. Kogan, "The Short Term Case in a Family Agency," Parts II and III, Social Casework, XXXVIII (1957), pp. 296-302, 366-374.

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that in those cases closed on a planned basis that one-half  
of the clients perceived their problem as involving economic  
factors, whereas only one-fourth of the clients who closed  
on an unplanned basis perceived their problem as being  
economic in nature. Kogan also found that clients who  
closed on an unplanned basis perceived their problems as  
involving family relationships to a greater extent than  
those who closed on a planned basis. He concluded that the  
planned clients more often requested concrete services,  
whereas the unplanned clients more often requested emotional  
help with family relationships or personally adjustment.  
It was also concluded that the social workers attempted to  
help with economic problems in a greater proportion of the  
planned closings, while help with parent-child or marital

problems was more often attempted in the unplanned closings. It is also to be noted that the unplanned closers more often had problems that were regarded as more complex, but of less urgency than the planned closers. Regarding the comparison of one-interview planned closings with two-to-four interview planned closings, Kogan found that the former had a greater expectation for financial assistance and a lower expectation for treatment than the latter group. Kogan also compared clients who discontinued on an unplanned basis after the first interview with those clients who continued for at least five interviews. He found that the continuers showed a greater number and variety of problem areas. Kogan went on to conclude that the percentage of clients in the continuers group was higher than the percentage of clients in the discontinuer group with respect for the existence of problems in the following areas: individual personality problems, family relationships, educational adjustment, recreation, physical illness and economic problems. Regarding the latter problem he also found that a greater number of two-to-four interview unplanned closers had economic problems than did one interview unplanned closers.

In a study of adolescent clients at a family agency Beatrice Werble found some pertinent differences between continuers and discontinuers, continuers being those who remained for five or more interviews.<sup>12</sup> The continuers

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<sup>12</sup>Beatrice Werble, "Current Research on Motivation," Social Casework, XXXIX (1958), pp. 124-130.

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12. Hartley Werble, "Adolescent Research on Discontinuation," *Journal of the American Academy of Child and Adolescent Psychiatry*, 1963, 12: 1-12.



presented problems in any of the following areas: personal problems or dysfunctioning in school, peer or community relationships; whereas the discontinuers presented problems such as malfunctioning in their family relationships, problems external to themselves or else failed to perceive any problem at all. This study seems to indicate that continuers perceived themselves as being involved in the problem to a greater extent than did discontinuers. George Levinger in a review of some studies supports this as he concluded that discontinuers appear to accept less responsibility for their problems than do continuers, with continuers being more prone to see their problems as internal.<sup>13</sup>

In further looking at the type of problem and its relationship to continuance, Lilian Ripple and Ernestina Alexander reported in a study of two family service agencies that over one-half of the clients with external problems continued to come for at least five interviews, whereas less than one-third of the clients with psychological problems continued to come for at least five interviews.<sup>14</sup> In contrast to Ripple and Alexander, Margaret Blenker in a family agency found that clients whose problems are primarily psychological and inter-personal in nature were more

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<sup>13</sup>Levinger, op. cit., pp. 40-50.

<sup>14</sup>Lilian Ribble and Ernestina Alexander, "Motivation, Capacity, and Opportunity as Related to the Use of Case-work Service," The Social Service Review, Vol. 30, No. 1 (March, 1956), pp. 38-54.

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13. Levinger, G. *op. cit.*, pp. 80-81.  
14. Lillian Rippie and Ernestine Alexander, "Motivation,  
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likely to remain in casework treatment after the first interview than were those clients with other types of problems.<sup>15</sup>

Werble, in her study at a family agency, also found that clients who came because of parent-child problems were more positively oriented toward becoming involved in treatment than those clients who came because of marital difficulties.<sup>16</sup> However, it was found by Kogan that no difference existed between continuers and discontinuers with respect to the relative frequency of problems involving parent-child relationships and marital problems.<sup>17</sup>

Other factors related to continuance have also been studied. Levinger stated that it has been found that discontinuers were less likely to see their problems emerging during the first interview than continuers.<sup>18</sup> He also concluded that continuers more often agreed with the worker's definition of the problem than did discontinuers. Levinger also concluded that high client motivation, anxiety, insightfulness and ability to communicate are all positively related to continuance. Also mentioned by Levinger was that middle class clients are more likely to continue in

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<sup>15</sup>Margaret Blenker, "Predictive Factors in the Initial Interview in Family Casework," Social Service Review, XXVII (March, 1954), pp. 65-73.

<sup>16</sup>Werble, op. cit., pp. 124-130.

<sup>17</sup>Kogan, op. cit., pp. 366-374.

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<sup>15</sup> Margaret Blaxter, "Predictive Factors in the Initial  
Interview in Family Casework," Social Service Review, XVII  
(March, 1944), pp. 62-73.

<sup>16</sup> Worple, op. cit., pp. 124-130.

<sup>17</sup> Kogan, op. cit., pp. 366-371.

<sup>18</sup> Leviner, op. cit., pp. 40-41.



treatment than are lower class clients. Other important factors relating to continuance and discontinuance are, the therapist's personal attributes and background and the therapist-client relationship.

the therapist-client relationship.  
The therapist's personal attitudes and background and  
factors relating to competence and effectiveness are,  
however, less important than are lower class clients.

## CHAPTER II

### METHOD

#### Hypothesis

1. Fees and non-fee payment are significantly related to continuance and discontinuance in a family service agency.
2. The type of problem present will significantly influence how fees and non-fee payment affect continuance and discontinuance.
3. There are significant differences regarding the continuance and discontinuance patterns of clients who present a specific type of problem.

It is assumed that the number of planned closings will be positively related to the number of interviews, whereas the number of unplanned closings will be negatively related to the number of interviews. Thus, the dropout rate (unplanned closings) will decrease as the number of interviews increase.

#### Definition of Terms

Before describing the procedures of this study, the various terms used will be defined. A single case can refer to one client such as the husband, to both spouses

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#### Definition of Terms

Before describing the procedures of this study, the various terms used will be defined. A single case can refer to one client such as the husband, or both spouses



or to the entire family. Continuance refers to those cases which were closed on a planned basis and where in-person interviews are terminated in accordance with a casework plan and with the worker's agreement. Continuers will then be referred to as planned closers. Discontinuance refers to those cases which closed on an unplanned basis where the clients terminated in-person interviews on their own accord, not in agreement with the treatment plan and where the caseworker felt that further interviews and treatment would be necessary. Discontinuers will then be referred to as unplanned closers.

Fee-paying cases refer to those cases where clients were requested to pay fees ranging from one to fifteen dollars. The cases seen in the first interview did not pay fees, but a certain number were told they would be required to pay a fee after the first interview. These cases are also included in the fee-paying category. Non-fee paying cases refer to those cases where the clients were not requested to pay fees. At this agency fees are charged on a sliding scale based on a family's or an individual's income, on the number of the dependents in the family and/or on other expenses there may be. As a result of this we realize that economic class may be interacting with the fee variable to some extent. We were not able to control for this as we were only able to utilize an agency where fees were charged on a sliding scale basis.

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There were thus four groups: the planned fee group, where the cases were closed on a planned basis and were requested to pay fees; the planned non-fee group, where the cases were closed on a planned basis and were not requested to pay fees; the unplanned fee group, where the cases were closed on an unplanned basis and were requested to pay fees; and the unplanned, non-fee group, where the cases were closed on an unplanned basis and were not requested to pay fees.

There were three interview categories: the one interview category referring to those cases where the clients were seen for one in-person interview regardless of planned or unplanned closings, the two to five interview category referring to those cases where the clients were seen for two to five in-person interviews regardless of planned or unplanned closings, and the six plus category referring to those cases where the clients were seen for six or more in-person interviews regardless of planned or unplanned closings.

The various types of problems that were considered are: marital, parent-child, individual, financial, physical, mental and total family. A total family problem refers to those cases where there is a combination of marriage, parent-child and individual problems.

There were thus four groups: the planned fee group, where the cases were closed on a planned basis and were requested to pay fees; the planned non-fee group, where the cases were closed on a planned basis and were not requested to pay fees; the unplanned fee group, where the cases were closed on an unplanned basis and were requested to pay fees; and the unplanned, non-fee group, where the cases were closed on an unplanned basis and were not requested to pay fees.

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### Procedures

We carefully analyzed the case records of clients who terminated in-person interviews on a planned or an unplanned basis at the Lansing Family Service Agency during the years 1965 and 1966. The case records from which we obtained our data consisted of white face sheets for the one interview category and yellow summary cards for the two-to-five and six-plus interview categories. These face sheets and summary cards are used by all Family Service Agencies. On these sheets and cards the type of problem or problems which a case presents is checked off. Also checked off is the way termination proceeds, and the number of interviews a case was seen for. There was also other identifying information on these sheets and cards which we did not consider in our study. We only considered those cases which were seen for in-person interviews for the following problems: marriage, parent-child, individual, financial, physical, mental and total family and where the clients closed on an unplanned or planned basis. Where the summary cards and face sheets were incomplete, we referred to the written records, and if the information was not able to be obtained from this, we did not include the case in the study. Also, those cases which were referred elsewhere or which were seen for Traveler's Aid or Homemaker service were not included in this study.

We first analyzed the affect of fees and non-fee payment on planned and unplanned closings. The case records

Procedures

We carefully analyzed the case records of clients who terminated in-person interviews on a planned or unplanned basis at the Lansing Family Service Agency during the years 1957 and 1958. The case records from which we obtained our data consisted of white face sheets for the one interview category and yellow summary cards for the two-to-five and six-plus interview categories. These face sheets and summary cards are used by all Family Service Agencies. On these sheets and cards the type of problem or problem with a case presents is checked off. Also checked off is the way termination proceeds, and the number of interviews. A case was seen for. There was also other identifying information on these sheets and cards which we did not consider in our study. We only considered those cases which were seen for in-person interviews for the following problems: marriage, parent-child, individual, financial, physical, mental and total family and where the clients closed on an unplanned or planned basis. Where the summary cards and face sheets were incomplete, we referred to the written records, and if the information was not able to be obtained from this, we did not include the case in the study. Also, those cases which were referred elsewhere or which were seen for Traveler's Aid or Homeless services were not included in this study.

We first analyzed the effect of fees and non-fee payment on planned and unplanned terminations. The case records

were first divided into two groups: Planned closers and unplanned closers. These two groups were each further subdivided into fee paying cases and non-fee paying cases. Thus there were four groups: planned fee closers, planned non-fee closers, unplanned fee closers, and unplanned non-fee closers. The frequency and proportion (percentage) of cases falling into these four groups was tabulated according to the number of in-person interviews the cases were seen for. The number of interviews they were seen for was divided into three categories as mentioned.

We then analyzed how the type of problems present influenced the affect that fees had on planned an unplanned closers. In doing this we also analyzed the affect that the type of problem present had on planned and unplanned closings. We divided the cases into specific problem areas: marriage, parent-child, individual, financial, physical, mental and total family. Within the specific problem areas the same procedure was followed as stated above for the entire sample. For each problem considered separately the cases were divided into four groups: Planned fee closers, planned non-fee closers, unplanned fee closers and unplanned non-fee closers. As in the entire sample the frequency and proportion of cases falling into these four groups was tabulated according to the number of in-person interviews the cases were seen for.

The majority of cases often presented more than one problem and thus, more than one problem would be checked off

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The majority of cases of fees presented more than one problem and thus, more than one problem would be checked off



on the face sheets and summary cards. As a result a minority of the cases presented only single problems. However, we still wanted to divide the cases by specific problem areas. We then used the following procedure. We tabulated all those cases that, for example, presented marriage as an individual problem or as one of a number of problems and put these into the marriage problem category. For all the other problem areas we did the same thing. Thus a case falling into the marriage group could also fall into the parent-child group or some other problem area. However, within each problem area a specific case could only be represented once.

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## CHAPTER III

### DATA ANALYSIS AND RESULTS

The differences found in Table 1 were significant to the .001 level as shown through the chi square test.

TABLE 1.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Entire Sample							
		Freq. <sup>1</sup>	%	Freq. <sup>2-5</sup>	%	Freq. <sup>6+</sup>	%	Total	%
Planned									
	Fee	3	1	36	29	85	69	123	100
	No Fee	9	7	28	22	93	72	130	100
Total planned closers per interview category		12	5	64	25	176	70	253	
Unplanned									
	Fee	119	55	59	27	37	17	215	100
	No Fee	59	38	47	32	44	30	150	100
Total unplanned closers per interview category		178	49	36	29	81	22	363	
TOTAL		190		170		259			

For the planned closers there appeared to be a meaningful increase in the proportion of planned closings from the first interview category to the six-plus interview

# CHAPTER III

## DATA ANALYSIS AND RESULTS

The differences found in Table I were significant at the .001 level as shown through the chi-square test.

TABLE I--Frequency and percentage of planned and unplanned classes by fees and number of in-person interviews.

Entire Sample									
Planned	Unplanned	Total	Interview category	Classes per interview	Total planned	Total unplanned	Total	Planned	Unplanned
Fee	Fee								
No Fee	No Fee								
1	1								
2	2								
3	3								
4	4								
5	5								
6	6								
7	7								
8	8								
9	9								
10	10								
11	11								
12	12								
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92	92								
93	93								
94	94								
95	95								
96	96								
97	97								
98	98								
99	99								
100	100								

For the planned classes there appeared to be a small but significant increase in the proportion of planned classes from the first interview category to the six-plus interview



category for both the planned fee group and the planned non-fee group. In the planned fee group the proportion of planned closings increased from 1 per cent in the first interview category to 29 per cent in the two-five interview category to 69 per cent in the six-plus interview category. In the planned non-fee group the proportion of planned closings increased from 7 per cent in the first interview category to 22 per cent in the two-five interview category to 72 per cent in the six-plus interview category. Also, in the planned fee group there appeared to be a greater increase in the proportion of planned closings from the first interview category (2 per cent), to the two-five interview category (29 per cent), than in the planned non-fee group from the first interview category (7 per cent) to the two-five interview category (22 per cent).

In the planned non-fee group there appeared to be a greater increase regarding the proportion of planned closings from the two-five interview category (22 per cent) to the six-plus interview category (72 per cent) than in the planned fee group from the two-five interview category (29 per cent), to the six-plus interview category (69 per cent). In the unplanned fee group a greater proportion of cases appeared to close on an unplanned basis in the first interview category (55 per cent) than in the first interview category for the unplanned non-fee group (38 per cent). In the unplanned fee group a smaller proportion of cases appeared to close on an unplanned basis in the six-plus interview category

category for both the planned fee group and the planned non-fee group. In the planned fee group the proportion of planned closings increased from 1 per cent in the first interview category to 29 per cent in the two-five interview category to 69 per cent in the six-plus interview category. In the planned non-fee group the proportion of planned closings increased from 7 per cent in the first interview category to 25 per cent in the two-five interview category to 49 per cent in the six-plus interview category. Also, in the planned fee group there appeared to be a greater increase in the proportion of planned closings from the first interview category (1 per cent) to the two-five interview category (29 per cent), than in the planned non-fee group from the first interview category (7 per cent) to the two-five interview category (25 per cent). In the planned non-fee group there appeared to be a greater increase regarding the proportion of planned closings from the two-five interview category (25 per cent) to the six-plus interview category (49 per cent) than in the planned fee group from the two-five interview category (29 per cent) to the six-plus interview category (69 per cent). In the planned fee group a greater proportion of cases appeared to close on an unplanned basis in the first interview category (25 per cent) than in the planned fee group (1 per cent). In the planned non-fee group a smaller proportion of cases appeared to close on an unplanned basis in the six-plus interview category (1 per cent) than in the planned non-fee group (7 per cent).

(17 per cent) than in the six-plus interview category for the unplanned non-fee group (30 per cent). Also, in the unplanned fee group there appeared to be a meaningful decrease in the proportion of unplanned closings from the first interview category (55 per cent) to the two-five interview category (27 per cent) to the six-plus interview category (17 per cent). This contrasted to the unplanned non-fee group where there was no meaningful decrease in the proportion of unplanned closings from the first interview category (38 per cent) to the two-five interview category (32 per cent) to the six-plus interview category (30 per cent).

Where fees were not controlled for, the proportion of unplanned closings decreased from 49 per cent in the first interview category to 29 per cent in the two-five interview category to 22 per cent in the six-plus interview category. Also, the proportion of planned closings increased from 5 per cent in the first interview category to 25 per cent in the two-five interview category to 70 per cent in the six-plus interview category.

The differences found in Table 2 were significant to the .001 level as shown through the chi square test.

Where a marriage problem was present fees did not have any affect on planned closings as the proportion of planned closings for each interview category was similar when comparing the planned fee group and the planned non-fee group. This differed from the entire sample.

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unplanned non-fee group (30 per cent). Also, in the  
planned fee group there appeared to be a meaningful de-  
crease in the proportion of unplanned closures from the  
first interview category (55 per cent) to the two-five  
interview category (27 per cent) to the six-plus interview  
category (17 per cent). This contrasted to the unplanned  
non-fee group where there was no meaningful decrease in the  
proportion of unplanned closures from the first interview  
category (38 per cent) to the two-five interview category  
(17 per cent) to the six-plus interview category (10 per  
cent).

Where fees were not collected for, the proportion  
of unplanned closures decreased from 40 per cent in the  
first interview category to 29 per cent in the two-five  
interview category to 25 per cent in the six-plus interview  
category. Also, the proportion of planned closures increased  
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paring the planned fee group and the unplanned non-fee group.  
This differed from the earlier results.



TABLE 2.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Marriage							
		Freq. <sup>1</sup>	%	Freq. <sup>2-5</sup>	%	Freq. <sup>6+</sup>	%	Total	%
Planned									
	Fee	0	0	21	23	72	77	93	100
	No Fee	0	0	12	19	53	82	65	100
Total planned closers per interview category		0	0	33	21	125	79	158	100
Unplanned									
	Fee	80	49	49	31	33	20	162	100
	No Fee	30	31	33	34	34	35	97	100
Total unplanned closers per interview category		110	42	82	32	67	26	267	
TOTAL		110		115		192			

Also, where a marriage problem was present fees and non-fee payment had a similar affect on the unplanned fee group and the unplanned non-fee group, as it did on these groups in the entire sample, as the proportion of unplanned closings in each interview category was quite similar to the proportion of unplanned closings in each interview category for the unplanned fee group and the unplanned non-fee group in the entire sample.

When not controlling for fees and where a marriage problem was present the proportion of planned and unplanned closings in each interview category was quite similar to

Table 1. Frequency and percentage of planned and unplanned contacts by fees and number of in-person interviews.

Marriage									
Total		Planned		Unplanned		Total		Planned	
Interview category		Interview category		Interview category		Interview category		Interview category	
No fee		No fee		No fee		No fee		No fee	
Fee		Fee		Fee		Fee		Fee	
110	110	110	110	110	110	110	110	110	110
45	45	45	45	45	45	45	45	45	45
83	83	83	83	83	83	83	83	83	83
34	34	34	34	34	34	34	34	34	34
31	31	31	31	31	31	31	31	31	31
49	49	49	49	49	49	49	49	49	49
30	30	30	30	30	30	30	30	30	30
80	80	80	80	80	80	80	80	80	80
0	0	0	0	0	0	0	0	0	0
33	33	33	33	33	33	33	33	33	33
51	51	51	51	51	51	51	51	51	51
152	152	152	152	152	152	152	152	152	152
19	19	19	19	19	19	19	19	19	19
158	158	158	158	158	158	158	158	158	158
100	100	100	100	100	100	100	100	100	100
97	97	97	97	97	97	97	97	97	97
66	66	66	66	66	66	66	66	66	66
100	100	100	100	100	100	100	100	100	100
100	100	100	100	100	100	100	100	100	100
100	100	100	100	100	100	100	100	100	100

Also, where a marriage problem was present fees and non-fee payments had a similar effect on the unplanned for group and the unplanned non-fee group, as the proportion of unplanned for group in the entire sample was quite similar to the proportion of unplanned for group in each interview category. When not controlling for fees and where a marriage problem was present the proportion of planned and unplanned for group in each interview category was quite similar to the proportion of unplanned for group and the unplanned non-fee group in the entire sample.

the proportion of planned and unplanned closings in each interview category in the entire sample.

There were no other differences found when comparing the cases where a marriage problem was present to the entire sample.

The differences found in Table 3 were significant to the .001 level as shown through the chi square test.

TABLE 3.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Parent-Child							
		1		2-5		6+		Total	%
		Freq.	%	Freq.	%	Freq.	%		
Planned									
	Fee	0	0	15	23	57	77	66	100
	No Fee	2	3	8	11	62	86	72	100
Total planned closers per interview category		2	1	23	17	113	82	138	100
Unplanned									
	Fee	67	59	38	27	16	14	113	100
	No Fee	36	37	31	32	30	31	97	100
Total unplanned closers per interview category		103	49	61	29	46	21	210	100
TOTAL		105		84		159			

Where a parent-child problem was present, fees has a similar affect on the planned fee group as it did on this group in the entire sample, as the proportion of planned

The proportion of planned and unplanned abortions in each interview category in the entire sample.

There were no other differences found when comparing the cases where a marriage problem was present to the entire sample.

The differences found in Table 3 were significant at the .001 level as shown through the chi square test.

TABLE 3.--Frequency and percentage of planned and unplanned abortions by fees and number of in-person interviews.

Parent-Child									
Interview category	Planned per 100	Total unplanned	No fee	Fee	1	2	3	4	Total
Interview category	2	1	2	0	0	0	0	0	0
Planned	61	24	30	27	27	27	27	27	27
No fee	30	27	27	27	27	27	27	27	27
Total planned	61	24	30	27	27	27	27	27	27
Interview category	2	1	2	0	0	0	0	0	0
Planned	61	24	30	27	27	27	27	27	27
No fee	30	27	27	27	27	27	27	27	27
Total planned	61	24	30	27	27	27	27	27	27

When a parent-child problem was present, fees had a similar effect on the planned fee group as it did on the group in the entire sample, as the proportion of planned



closings in each interview category was quite similar to the proportion of planned closings in each category for the planned fee group in the entire sample.

Where a parent-child problem was present there were a few differences in the planned fee group as compared to the planned non-fee group in the entire sample. In the planned non-fee group there was a greater increase in the proportion of planned closings from the first interview category (3 per cent) to the six-plus interview category (86 per cent) than in the planned non-fee group in the entire sample from the first interview category (7 per cent) to the six-plus interview category (72 per cent). Also in the planned non-fee group there was a greater proportion of planned closings in the six-plus interview category (86 per cent) than for the planned non-fee group in the entire sample for the six-plus interview category (72 per cent). Where a parent-child problem was present fees and non-fee payment had the same affect on the unplanned fee group and the unplanned non-fee group as it did on these groups in the entire sample as the proportion of unplanned closings in each interview category was quite similar to the proportion of unplanned closings in each interview category for the unplanned fee group and unplanned non-fee group in the entire sample.

Where fees are not controlled for and where a parent-child problem is present there appeared to be some meaningful differences from the entire sample. There appeared to be a

changes in each interview category was quite similar to the proportion of planned changes in each category for the planned fee group in the entire sample.

Where a parent-child problem was present there were no differences in the planned fee group as compared to the planned non-fee group in the entire sample. In the planned non-fee group there was a greater increase in the proportion of planned changes from the first interview category (3 per cent) to the six-plus interview category (56 per cent) than in the planned non-fee group in the entire sample from the first interview category (7 per cent) to the six-plus interview category (75 per cent). Also in the planned non-fee group there was a greater proportion of planned changes in the six-plus interview category (56 per cent) than for the planned non-fee group in the entire sample for the six-plus interview category (75 per cent).

Where a parent-child problem was present, fee and non-fee parents had the same effect on the planned fee group and the planned non-fee group as it did on these groups in the entire sample as the proportion of planned changes in each interview category was quite similar to the proportion of planned changes in each interview category for the planned fee group and unplanned non-fee group in the entire sample.

Where fees are not collected for and where a parent-child problem is present there appeared to be no differences from the entire sample. There appeared to be a

greater increase in the proportion of planned closings from the two-five interview category (17 per cent) to the six-plus interview category (82 per cent) than in the entire sample from the two-five interview category (25 per cent) to the six-plus interview category (70 per cent). Also there was a greater proportion of planned closings in the six-plus interview category (82 per cent) than in the six-plus interview category in the entire sample (70 per cent).

There were no other differences found when comparing the cases where a parent-child problem was present to the entire sample.

The differences found in Table 4 were significant to the .001 level as shown through the chi square test.

Where an individual problem was present fees did not have any affect on planned closings, as the proportion of planned closings for each interview category was quite similar when comparing the planned fee group and the planned non-fee group. This differed from the entire sample.

Where an individual problem was present, fees affected the unplanned closings in some different ways than in the entire sample. In the unplanned fee group there was a greater decrease in the proportion of unplanned closings from the first interview category (63 per cent) to the two-five interview category (16 per cent), than there was in the unplanned fee group in the entire sample from the first interview category (55 per cent) to the two-five interview category (27 per cent). Also in the unplanned fee group

...increase in the proportion of planned closings from  
the two-five interview category (17 per cent) to the six-  
plus interview category (82 per cent) when in the entire  
sample from the two-five interview category (25 per cent)  
in the six-plus interview category (70 per cent). Also  
there was a greater proportion of planned closings in the  
six-plus interview category (82 per cent) than in the six-  
plus interview category in the entire sample (49 per cent).  
There were no other differences found when comparing  
the cases where a parent-child problem was present to the  
entire sample.

The differences found in Table 1 were significant to  
the .001 level as shown through the chi square test.  
Where an individual problem was present fees did not  
have any effect on planned closings, as the proportion of  
planned closings for each interview category was quite  
similar when comparing the planned fee group and the planned  
no-fee group. This differed from the entire sample.  
Where an individual problem was present, fees affected  
the planned closings in some different ways than in the  
entire sample. In the unplanned fee group there was a  
greater decrease in the proportion of unplanned closings  
from the first interview category (15 per cent) to the two-  
plus interview category (55 per cent) than there was in the  
entire sample from the first  
interview category (25 per cent) to the two-five interview  
category (57 per cent). Also in the unplanned fee group



TABLE 4.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Individual							
		1		2-5		6+		Total	%
		Freq.	%	Freq.	%	Freq.	%		
Planned									
	Fee	0	0	9	17	45	83	54	100
	No Fee	0	0	12	22	43	78	55	100
Total planned closers per interview category		0	0	29	19	88	81	109	
Unplanned									
	Fee	60	63	16	16	20	21	96	100
	No Fee	31	39	21	27	27	34	79	100
Total unplanned closers per interview category		91	52	37	21	47	27	175	
TOTAL		91		58		135			

there appeared to be no meaningful decrease in the proportion of unplanned closings, from the two-five interview category (16 per cent) to the six-plus interview category (21 per cent), as there was a meaningful decrease for the unplanned fee group in the entire sample from the two-five interview category (27 per cent) to the six-plus interview category (17 per cent). In the unplanned non-fee group there was a decrease in the proportion of unplanned closings from the first interview category (39 per cent) to the two-five interview category (27 per cent), where this difference was not evident for the unplanned non-fee group in the entire sample.



Where fees were not controlled for and where an individual problem was present there appeared to be one difference from the entire sample among the planned closers. This difference was that there was a greater proportion of planned closings in the six-plus interview category (81 per cent), than in the six-plus interview category for the entire sample (70 per cent).

There were no other differences found when comparing the cases where an individual problem was present to the entire sample.

The differences found in Table 5 were significant to the .001 level as shown through the chi square test.

Where a total family problem was present fees did not have any affect on planned closings, as the proportion of planned closings in each interview category was quite similar, when comparing the planned fee group and the planned non-fee group. This differed from the entire sample.

There were other differences from the entire sample. In the unplanned fee group there was no meaningful difference between the proportion of unplanned closings in the two-five interview category (16 per cent) and in the six-plus interview category (15 per cent), where in the entire sample in the unplanned fee group the proportion of unplanned closings decreased from the two-five interview category (27 per cent) to the six-plus interview category (17 per cent). In the unplanned non-fee group the proportion of unplanned closings decreased from the first interview

Where fees were not collected for and where an individual problem was present there appeared to be no difference from the entire sample among the planned classes. This difference was that there was a greater proportion of planned closings in the six-plus interview category (81 per cent) than in the six-plus interview category for the entire sample (70 per cent).

There were no other differences found when comparing the cases where an individual problem was present to the entire sample.

The differences found in Table 2 were significant to the .001 level as shown through the chi square test.

Where a total family problem was present fees did not have any effect on planned closings, as the proportion of planned closings in each interview category was quite similar, when comparing the planned fee group and the planned non-fee group. This differed from the entire sample.

There were other differences from the entire sample. In the unplanned fee group there was no meaningful difference between the proportion of unplanned closings in the two-five interview category (15 per cent) and in the six-plus interview category (15 per cent), where in the entire sample in the unplanned fee group the proportion of unplanned closings decreased from the two-five interview category (15 per cent) to the six-plus interview category (15 per cent). In the unplanned non-fee group the proportion of unplanned closings decreased from the two-five interview category (15 per cent) to the six-plus interview category (15 per cent).



TABLE 5.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Family							
		1		2-5		6+			
		Freq.	%	Freq.	%	Freq.	%	Total	%
Planned									
	Fee	0	0	2	7	28	93	30	100
	No Fee	1	4	1	4	23	92	25	100
Total planned closers per interview category		1	2	3	5	51	93	55	100
Unplanned									
	Fee	38	69	9	16	8	15	55	100
	No Fee	26	50	9	17	17	33	52	100
Total unplanned closers per interview category		64	60	18	17	25	23	107	100
TOTAL		130		42		152			

category (50 per cent) to the two-five interview category (17 per cent), and increased from the two-five interview category (17 per cent) to the six-plus interview category (33 per cent). This differed from the unplanned non-fee group in the entire sample, where there were no meaningful differences between the interview categories. Where fees were not controlled for and where a total family problem was present, there appeared to be a greater increase in the proportion of planned closings from the first interview category (2 per cent) to the six-plus interview category (93 per cent), than in the entire sample from the first

Table 2--Frequency and percentage of planned and unplanned  
 interviews by fees and number of interview interviews.

Fees	Planned	Unplanned	Total	Fees	Planned	Unplanned	Total	Fees	Planned	Unplanned	Total
1	0	0	0	1	0	0	0	1	0	0	0
2	0	0	0	1	0	0	0	1	0	0	0
3	0	0	0	1	0	0	0	1	0	0	0
4	0	0	0	1	0	0	0	1	0	0	0
5	0	0	0	1	0	0	0	1	0	0	0
6	0	0	0	1	0	0	0	1	0	0	0
7	0	0	0	1	0	0	0	1	0	0	0
8	0	0	0	1	0	0	0	1	0	0	0
9	0	0	0	1	0	0	0	1	0	0	0
10	0	0	0	1	0	0	0	1	0	0	0
11	0	0	0	1	0	0	0	1	0	0	0
12	0	0	0	1	0	0	0	1	0	0	0
13	0	0	0	1	0	0	0	1	0	0	0
14	0	0	0	1	0	0	0	1	0	0	0
15	0	0	0	1	0	0	0	1	0	0	0
16	0	0	0	1	0	0	0	1	0	0	0
17	0	0	0	1	0	0	0	1	0	0	0
18	0	0	0	1	0	0	0	1	0	0	0
19	0	0	0	1	0	0	0	1	0	0	0
20	0	0	0	1	0	0	0	1	0	0	0
21	0	0	0	1	0	0	0	1	0	0	0
22	0	0	0	1	0	0	0	1	0	0	0
23	0	0	0	1	0	0	0	1	0	0	0
24	0	0	0	1	0	0	0	1	0	0	0
25	0	0	0	1	0	0	0	1	0	0	0
26	0	0	0	1	0	0	0	1	0	0	0
27	0	0	0	1	0	0	0	1	0	0	0
28	0	0	0	1	0	0	0	1	0	0	0
29	0	0	0	1	0	0	0	1	0	0	0
30	0	0	0	1	0	0	0	1	0	0	0
31	0	0	0	1	0	0	0	1	0	0	0
32	0	0	0	1	0	0	0	1	0	0	0
33	0	0	0	1	0	0	0	1	0	0	0
34	0	0	0	1	0	0	0	1	0	0	0
35	0	0	0	1	0	0	0	1	0	0	0
36	0	0	0	1	0	0	0	1	0	0	0
37	0	0	0	1	0	0	0	1	0	0	0
38	0	0	0	1	0	0	0	1	0	0	0
39	0	0	0	1	0	0	0	1	0	0	0
40	0	0	0	1	0	0	0	1	0	0	0
41	0	0	0	1	0	0	0	1	0	0	0
42	0	0	0	1	0	0	0	1	0	0	0
43	0	0	0	1	0	0	0	1	0	0	0
44	0	0	0	1	0	0	0	1	0	0	0
45	0	0	0	1	0	0	0	1	0	0	0
46	0	0	0	1	0	0	0	1	0	0	0
47	0	0	0	1	0	0	0	1	0	0	0
48	0	0	0	1	0	0	0	1	0	0	0
49	0	0	0	1	0	0	0	1	0	0	0
50	0	0	0	1	0	0	0	1	0	0	0
51	0	0	0	1	0	0	0	1	0	0	0
52	0	0	0	1	0	0	0	1	0	0	0
53	0	0	0	1	0	0	0	1	0	0	0
54	0	0	0	1	0	0	0	1	0	0	0
55	0	0	0	1	0	0	0	1	0	0	0
56	0	0	0	1	0	0	0	1	0	0	0
57	0	0	0	1	0	0	0	1	0	0	0
58	0	0	0	1	0	0	0	1	0	0	0
59	0	0	0	1	0	0	0	1	0	0	0
60	0	0	0	1	0	0	0	1	0	0	0
61	0	0	0	1	0	0	0	1	0	0	0
62	0	0	0	1	0	0	0	1	0	0	0
63	0	0	0	1	0	0	0	1	0	0	0
64	0	0	0	1	0	0	0	1	0	0	0
65	0	0	0	1	0	0	0	1	0	0	0
66	0	0	0	1	0	0	0	1	0	0	0
67	0	0	0	1	0	0	0	1	0	0	0
68	0	0	0	1	0	0	0	1	0	0	0
69	0	0	0	1	0	0	0	1	0	0	0
70	0	0	0	1	0	0	0	1	0	0	0
71	0	0	0	1	0	0	0	1	0	0	0
72	0	0	0	1	0	0	0	1	0	0	0
73	0	0	0	1	0	0	0	1	0	0	0
74	0	0	0	1	0	0	0	1	0	0	0
75	0	0	0	1	0	0	0	1	0	0	0
76	0	0	0	1	0	0	0	1	0	0	0
77	0	0	0	1	0	0	0	1	0	0	0
78	0	0	0	1	0	0	0	1	0	0	0
79	0	0	0	1	0	0	0	1	0	0	0
80	0	0	0	1	0	0	0	1	0	0	0
81	0	0	0	1	0	0	0	1	0	0	0
82	0	0	0	1	0	0	0	1	0	0	0
83	0	0	0	1	0	0	0	1	0	0	0
84	0	0	0	1	0	0	0	1	0	0	0
85	0	0	0	1	0	0	0	1	0	0	0
86	0	0	0	1	0	0	0	1	0	0	0
87	0	0	0	1	0	0	0	1	0	0	0
88	0	0	0	1	0	0	0	1	0	0	0
89	0	0	0	1	0	0	0	1	0	0	0
90	0	0	0	1	0	0	0	1	0	0	0
91	0	0	0	1	0	0	0	1	0	0	0
92	0	0	0	1	0	0	0	1	0	0	0
93	0	0	0	1	0	0	0	1	0	0	0
94	0	0	0	1	0	0	0	1	0	0	0
95	0	0	0	1	0	0	0	1	0	0	0
96	0	0	0	1	0	0	0	1	0	0	0
97	0	0	0	1	0	0	0	1	0	0	0
98	0	0	0	1	0	0	0	1	0	0	0
99	0	0	0	1	0	0	0	1	0	0	0
100	0	0	0	1	0	0	0	1	0	0	0

category (50 per cent) to the two-five interview category (17 per cent), and increased from the two-five interview category (17 per cent) to the six-plus interview category (33 per cent). This differed from the unplanned non-fee group in the entire sample, where there were no significant differences between the interview categories. Where fees were not controlled for and where a total family problem was present, there appeared to be a greater increase in the proportion of planned interviews from the first interview category (5 per cent) to the six-plus interview category (17 per cent), than in the entire sample from the first

interview category (7 per cent) to the six-plus interview category (72 per cent). Also, the proportion of planned closings in the two-five interview category (5 per cent) appeared to be less than in the two-five interview category in the entire sample (24 per cent).

There appeared to be a greater decrease in the proportion of unplanned closings from the first interview category (60 per cent) to the six-plus interview category (23 per cent) than in the entire sample from the first interview category (49 per cent) to the six-plus interview category (22 per cent). Also, the proportion of unplanned closings in the first interview category (60 per cent) was greater than in the first interview category in the entire sample (49 per cent), and the proportion of unplanned closings in the two-five interview category (17 per cent) was less than in the two-five interview category in the entire sample (29 per cent).

There were no other differences found when comparing the cases where a total family problem was present to the entire sample.

The differences found in Table 6 were significant to the .001 level as shown through the chi square test.

Where a financial problem was present there were some differences in the planned fee group from the planned fee group in the entire sample. In the planned fee group the proportion of planned closings increased to a greater extent from the first interview category (0 per cent) to the

category (7 per cent) to the six-plus interview category (12 per cent). Also, the proportion of planned closings in the two-five interview category (5 per cent) was less than in the two-five interview category in the entire sample (24 per cent).

There appeared to be a greater decrease in the proportion of unplanned closings from the first interview category (12 per cent) to the six-plus interview category (2 per cent) than in the entire sample from the first interview category (49 per cent) to the six-plus interview category (2 per cent). Also, the proportion of unplanned closings in the first interview category (49 per cent) was greater than in the first interview category in the entire sample (17 per cent), and the proportion of unplanned closings in the two-five interview category (17 per cent) was less than in the two-five interview category in the entire sample (24 per cent).

There were no other differences found when comparing the cases where a total family problem was present to the entire sample.

The differences found in Table 6 were significant to the .001 level as shown through the chi square test. Where a financial problem was present there were some differences in the planned closings from the planned differences in the entire sample. In the planned closings group in the entire sample, the proportion of planned closings increased to a greater extent from the first interview category (10 per cent) to the



TABLE 6.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Financial							
		1		2-5		6+		Total	
		Freq.	%	Freq.	%	Freq.	%		%
Planned									
	Fee	0	0	0	0	8	100	8	100
	No Fee	2	10	4	19	15	71	21	100
Total planned closers per interview category									
		2	7	4	14	23	79	29	100
Unplanned									
	Fee	7	58	3	25	2	16	12	100
	No Fee	18	35	21	40	13	19	52	100
Total unplanned closers per interview category									
		25	39	24	38	15	23	64	100
TOTAL		27		28		38			

six-plus interview category (100 per cent), than did the proportion of planned closings in the planned fee group in the entire sample from the first interview category (2 per cent) to the six-plus interview category (69 per cent).

In the planned fee group there were no planned closings in the two-five interview category, compared to the entire sample where 29 per cent of the cases closed on a planned basis in the two-five interview category.

Also there were some differences from the entire sample among the unplanned closers where a financial problem was present. In the unplanned non-fee group the proportion



of unplanned closings appeared to decrease from the first interview category (35 per cent) to the six-plus interview category (19 per cent), whereas in the entire sample there was a negligible decrease in the unplanned non-fee group from the first interview category (38 per cent) to the six-plus interview category (30 per cent). In the unplanned non-fee group the proportion of unplanned closings in the two-five interview category (40 per cent) appeared to be greater than in the two-five interview category (25 per cent) for the unplanned fee group. This differed from the entire sample where there was no meaningful difference between these two groups in the two-five interview category (27 and 32 per cent).

When not controlling for fees and where a financial problem was present the proportion of planned and unplanned closings in each interview category was quite similar to the proportion of planned and unplanned closings in each interview category in the entire sample.

There were no other differences found when comparing the cases where a financial problem was present to the entire sample.

The differences found in Table 7 were significant to the .001 level as shown through the chi square test.

Where a physical problem was present fees did not have any affect on planned closings, as the proportion of planned closings in each interview category was similar when comparing the planned fee group and the planned non-fee group. This differed from the entire sample.

unplanned closings appeared to decrease from the first interview category (35 per cent) to the six-plus interview category (19 per cent), whereas in the entire sample there was a negligible decrease in the unplanned non-fee group from the first interview category (38 per cent) to the six-plus interview category (30 per cent). In the unplanned non-fee group the proportion of unplanned closings in the two-five interview category (40 per cent) appeared to be greater than in the two-five interview category (35 per cent) for the unplanned fee group. This differed from the entire sample where there was no meaningful difference between these two groups in the two-five interview category (31 and 32 per cent).

When not controlling for fees and where a financial problem was present the proportion of planned and unplanned closings in each interview category was quite similar to the proportion of planned and unplanned closings in each interview category in the entire sample.

There were no other differences found when comparing cases where a financial problem was present to the entire sample.

The differences found in Table 7 were significant at the .001 level as shown through the chi square test. Where a physical problem was present fees did not have any effect on planned closings as the proportion of planned closings in each interview category was similar when compared to the planned fee group and the planned non-fee group. This differed from the entire sample.



TABLE 7.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Physical							
		1		2-5		6+		Total	
		Freq.	%	Freq.	%	Freq.	%		%
Planned									
	Fee	0	0	1	25	3	75	4	100
	No Fee	1	87	2	15	10	77	13	100
Total planned closers per interview category		1	6	3	18	13	76	17	100
Unplanned									
	Fee	14	82	2	27	1	77	17	100
	No Fee	11	61	4	22	3	17	18	100
Total unplanned closers per interview category		25	71	6	17	4	11	35	100
TOTAL		26		9		17			

Where a physical problem was present fees affected unplanned closings in some different ways than it affected unplanned closings in the entire sample. In the unplanned non-fee group the proportion of unplanned closings in each interview category appeared to decrease to a meaningful extent from the first interview category (61 per cent) to the six-plus interview category (17 per cent), as in the entire sample the proportion of unplanned closings in each interview category remained almost stable. Also here, a greater proportion of cases closed on an unplanned basis in the unplanned non-fee group in the two-five interview

TABLE 7.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

Interview category	Total	Planned				Unplanned			
		Fee	No fee	Total	%	Fee	No fee	Total	%
1	1	0	0	0	0	0	0	0	0
2	2	0	0	0	0	0	0	0	0
3	3	0	0	0	0	0	0	0	0
4	4	0	0	0	0	0	0	0	0
5	5	0	0	0	0	0	0	0	0
6	6	0	0	0	0	0	0	0	0
7	7	0	0	0	0	0	0	0	0
8	8	0	0	0	0	0	0	0	0
9	9	0	0	0	0	0	0	0	0
10	10	0	0	0	0	0	0	0	0
11	11	0	0	0	0	0	0	0	0
12	12	0	0	0	0	0	0	0	0
13	13	0	0	0	0	0	0	0	0
14	14	0	0	0	0	0	0	0	0
15	15	0	0	0	0	0	0	0	0
16	16	0	0	0	0	0	0	0	0
17	17	0	0	0	0	0	0	0	0
18	18	0	0	0	0	0	0	0	0
19	19	0	0	0	0	0	0	0	0
20	20	0	0	0	0	0	0	0	0
21	21	0	0	0	0	0	0	0	0
22	22	0	0	0	0	0	0	0	0
23	23	0	0	0	0	0	0	0	0
24	24	0	0	0	0	0	0	0	0
25	25	0	0	0	0	0	0	0	0
26	26	0	0	0	0	0	0	0	0
27	27	0	0	0	0	0	0	0	0
28	28	0	0	0	0	0	0	0	0
29	29	0	0	0	0	0	0	0	0
30	30	0	0	0	0	0	0	0	0
31	31	0	0	0	0	0	0	0	0
32	32	0	0	0	0	0	0	0	0
33	33	0	0	0	0	0	0	0	0
34	34	0	0	0	0	0	0	0	0
35	35	0	0	0	0	0	0	0	0
36	36	0	0	0	0	0	0	0	0
37	37	0	0	0	0	0	0	0	0
38	38	0	0	0	0	0	0	0	0
39	39	0	0	0	0	0	0	0	0
40	40	0	0	0	0	0	0	0	0
41	41	0	0	0	0	0	0	0	0
42	42	0	0	0	0	0	0	0	0
43	43	0	0	0	0	0	0	0	0
44	44	0	0	0	0	0	0	0	0
45	45	0	0	0	0	0	0	0	0
46	46	0	0	0	0	0	0	0	0
47	47	0	0	0	0	0	0	0	0
48	48	0	0	0	0	0	0	0	0
49	49	0	0	0	0	0	0	0	0
50	50	0	0	0	0	0	0	0	0
51	51	0	0	0	0	0	0	0	0
52	52	0	0	0	0	0	0	0	0
53	53	0	0	0	0	0	0	0	0
54	54	0	0	0	0	0	0	0	0
55	55	0	0	0	0	0	0	0	0
56	56	0	0	0	0	0	0	0	0
57	57	0	0	0	0	0	0	0	0
58	58	0	0	0	0	0	0	0	0
59	59	0	0	0	0	0	0	0	0
60	60	0	0	0	0	0	0	0	0
61	61	0	0	0	0	0	0	0	0
62	62	0	0	0	0	0	0	0	0
63	63	0	0	0	0	0	0	0	0
64	64	0	0	0	0	0	0	0	0
65	65	0	0	0	0	0	0	0	0
66	66	0	0	0	0	0	0	0	0
67	67	0	0	0	0	0	0	0	0
68	68	0	0	0	0	0	0	0	0
69	69	0	0	0	0	0	0	0	0
70	70	0	0	0	0	0	0	0	0
71	71	0	0	0	0	0	0	0	0
72	72	0	0	0	0	0	0	0	0
73	73	0	0	0	0	0	0	0	0
74	74	0	0	0	0	0	0	0	0
75	75	0	0	0	0	0	0	0	0
76	76	0	0	0	0	0	0	0	0
77	77	0	0	0	0	0	0	0	0
78	78	0	0	0	0	0	0	0	0
79	79	0	0	0	0	0	0	0	0
80	80	0	0	0	0	0	0	0	0
81	81	0	0	0	0	0	0	0	0
82	82	0	0	0	0	0	0	0	0
83	83	0	0	0	0	0	0	0	0
84	84	0	0	0	0	0	0	0	0
85	85	0	0	0	0	0	0	0	0
86	86	0	0	0	0	0	0	0	0
87	87	0	0	0	0	0	0	0	0
88	88	0	0	0	0	0	0	0	0
89	89	0	0	0	0	0	0	0	0
90	90	0	0	0	0	0	0	0	0
91	91	0	0	0	0	0	0	0	0
92	92	0	0	0	0	0	0	0	0
93	93	0	0	0	0	0	0	0	0
94	94	0	0	0	0	0	0	0	0
95	95	0	0	0	0	0	0	0	0
96	96	0	0	0	0	0	0	0	0
97	97	0	0	0	0	0	0	0	0
98	98	0	0	0	0	0	0	0	0
99	99	0	0	0	0	0	0	0	0
100	100	0	0	0	0	0	0	0	0

Where a physical problem was present, fees affected planned closings in some different ways than it affected unplanned closings in the active sample. In the unplanned non-fee group the proportion of unplanned closings in each interview category appeared to decrease to a meaningful extent from the first interview category (17 per cent) to the six-plus interview category (17 per cent). In the active sample the proportion of unplanned closings in each interview category remained almost stable. Also here, a lesser proportion of cases closed in the two-time interview group in the unplanned non-fee group in the two-time interview

category (22 per cent) than in the unplanned fee group (11 per cent). This difference was not observed in the entire sample. In both the unplanned fee group and the unplanned non-fee group a greater proportion of cases closed on an unplanned basis (82 and 61 per cent respectively), in the first interview category, than in the unplanned fee and unplanned non-fee groups in the first interview category in the entire sample (55 and 38 per cent respectively). Also in both the unplanned fee group and the unplanned non-fee group, a smaller proportion of cases closed on an unplanned basis in both the two-five interview category (17 and 22 per cent respectively) and the six-plus (6 and 17 per cent respectively) interview category, than in the unplanned fee group and the unplanned non-fee group in the two-five interview category (27 and 32 per cent respectively) and the six-plus interview category (17 and 30 per cent respectively) in the entire sample.

Where fees were not controlled for, and where a physical problem was present, the proportion of planned closings in each interview category was quite similar to the proportion of planned closings in each interview category in the entire sample. However there were some differences from the entire sample among the unplanned closers where a physical problem was present. With these there appeared to be a greater decrease in the proportion of unplanned closings from the first interview category (71 per cent) to the six-plus interview category (17 per cent), than in the entire

category (15 per cent) than in the unplanned fee group (11 per cent). This difference was not observed in the entire sample. In both the unplanned fee group and the unplanned non-fee group a greater proportion of cases closed on an unplanned basis (82 and 81 per cent respectively) than in the first interview category, than in the unplanned fee group in the first interview category (55 and 56 per cent respectively) and in the entire sample (55 and 56 per cent respectively). In both the unplanned fee group and the unplanned non-fee group, a smaller proportion of cases closed on an unplanned basis in both the two-five interview category (17 and 22 per cent respectively) and the six-plus (8 and 17 per cent respectively) interview category, than in the unplanned fee group and the unplanned non-fee group in the two-five interview category (37 and 32 per cent respectively) and the six-plus interview category (17 and 30 per cent respectively) in the entire sample.

Where fees were not collected for, and where a problem was present, the proportion of planned closings in each interview category was quite similar to the proportion of planned closings in each interview category in the entire sample. However there were some differences from the entire sample among the unplanned closings where a problem was present. With these differences considered to be a lesser decrease in the proportion of unplanned closings from the first interview category (17 per cent) to the six-plus interview category (17 per cent) than in the entire



sample from the first interview category (49 per cent) to the six plus interview category (22 per cent). A smaller proportion of cases closed on an unplanned basis in the two-five interview category (17 per cent) and the six-plus interview category (11 per cent), than in the two-five interview category (29 per cent) and six-plus interview category (22 per cent) in the entire sample. Also a greater proportion of cases closed on an unplanned basis in the first interview category (71 per cent), than in the first interview category of the entire sample (49 per cent).

There were no other differences found when comparing the cases where a physical problem was present to the entire sample.

The differences found in Table 8 were significant to the .001 level as shown through the chi square test.

Where a mental problem was presented, fees did not have any affect on planned closings, as the proportion of planned closings in each interview category were quite similar when comparing the planned fee group and the planned non-fee group. This differed from the entire sample.

Also where a mental problem is present, fees did not have any affect on the unplanned closers, as the proportion of unplanned closings in each interview category for both the unplanned fee group and the unplanned non-fee group were quite similar. This also differed from the entire sample.

...the first interview category (45 per cent) ...  
...the first interview category (35 per cent) ...  
...on an unplanned basis in the two-  
...interview category (17 per cent) and the six-  
...interview category (11 per cent), than in the two-  
...interview category (25 per cent) and six-  
...category (25 per cent) in the entire sample. ...  
...on an unplanned basis in the  
...interview category (11 per cent), than in the first  
...interview category of the entire sample (17 per cent).

There were no other differences found when comparing  
...where a physical problem was present to the  
...sample.

The differences found in Table 8 were attributed to  
...the .001 level as shown through the chi-square test.  
...where a mental problem was present, less did not  
...any effect on planned closings, as the proportion of  
...closings in each interview category were quite similar  
...comparing the planned for group and the planned  
...This differed from the entire sample.  
...less did not  
...also where a mental problem was present, less did not  
...any effect on the unplanned closings, as the proportion  
...closings in each interview category for both  
...planned for group and the unplanned for group  
...quite similar. This also differed from the entire

TABLE 8.--Frequency and percentage of planned and unplanned closings by fees and number of in-person interviews.

		Mental							
		1		2-5		6+			
		Freq.	%	Freq.	%	Freq.	%	Total	%
Planned									
	Fee	1	4	3	13	19	82	23	100
	No Fee	1	5	1	5	17	89	19	100
Total planned closers per interview category		2	5	4	10	36	85	42	100
Unplanned									
	Fee	13	37	10	29	12	34	35	100
	No Fee	6	29	7	33	8	38	21	100
Total unplanned closers per interview category		19	34	17	30	20	36	56	
TOTAL		21		21		56			

Where fees were not controlled for and where a mental problem was not present, there appears to be a greater increase in the proportion of planned closings from the first interview category (5 per cent) to the six-plus interview category (85 per cent) than in the entire sample from the first interview category (6 per cent) to the six-plus interview category (70 per cent). The proportion of planned closings in the two-five interview category (10 per cent) appeared to be less than in the two-five interview category in the entire sample (24 per cent), and the proportion of planned closings in the six-plus interview category (85 per cent)





appeared to be greater than in the six-plus interview category in the entire sample (72 per cent).

Also, where a mental problem was present and where fees were not considered there appeared to be no meaningful difference regarding the proportion of unplanned closings in each interview category (34, 30, and 36 per cent). This differed from the entire sample where the proportion of unplanned closings appeared to decrease to a meaningful extent from the first interview category to the six-plus interview category.

There were no other differences found, when comparing the cases where a mental problem was present, to the entire sample.

found to be greater than in the six-plus interview category in the entire sample (75 per cent).

Also, where a mental problem was present and where there were not considered there appeared to be no real difference regarding the proportion of explained findings in each interview category (34, 38, and 46 per cent). This differed from the entire sample where the proportion of explained findings appeared to decrease as a result of moving from the first interview category to the six-plus interview category.

There were no other differences found when comparing the cases where a mental problem was present, to the entire sample.

## CHAPTER IV

### DISCUSSION AND CONCLUSIONS

Our first hypothesis, that fees will affect continuance and discontinuance was confirmed where unplanned closings were considered.

Among unplanned closings the trends may be indicative of a number of things. The fact that in the first interview a client is told he will have to pay a fee, if he continues beyond the first interview, seems to cause a greater number of these cases to discontinue, than where the client is not told he will have to pay fees after the first interview. This may be due to the fee factor where clients would rather not continue in treatment if they have to pay fees. The fee may be representative of various factors. One of the factors may be the clients motivation to continue. This may be, as the clients who are requested to pay fees are those who can afford them, and if they decide not to continue because a fee will be charged, then their motivation to participate in casework services may be quite minimal. The higher discontinuance in the first interview among the fee paying cases may also be indicative of another factor. As fees were only charged to those who could afford them a considerable number of these persons may be representative of the middle-economic class. The fee charging

## CHAPTER IV

### DISCUSSION AND CONCLUSIONS

Our first hypothesis, that fees will affect continuance of the relationship was confirmed where unexplained discontinuances were considered. Among unexplained discontinuances the trends may be indicative of a number of things. The fact that in the first interview a client is told he will have to pay a fee, if he continues beyond the first interview, seems to cause a greater number of these cases to discontinue, even where the client is not told he will have to pay fees after the first interview. This may be due to the fact that where clients would rather not continue in treatment at they have to pay fees. The fee may be representative of various factors. One of the factors may be the client's motivation to continue. This may be, as the clients who are requested to pay fees are those who can afford them, and if they decide not to continue because a fee will be charged, then their motivation to participate in casework services may be quite minimal. The higher discontinuances in the first interview among the fee paying cases may also be indicative of another factor. As fees were only charged to those who could afford them a considerable number of these persons may be representative of the middle-economic class. The fee charging



policy, at the Lansing Family Service Agency, where the worker and client reach a decision on fees in the first interview, may be a foreign and confusing experience to the middle class client. Since in America fees denote certain value concepts, and as the client is charged a fee according to his financial background rather than according to the worth of the service (casework services in this case), he may wonder about the quality of service he is getting. Not sure of what he is getting, a large proportion of these clients may discontinue after the first interview. On the other hand, those clients who are not requested to pay fees are those who can't afford fee payment. They would probably be more representative of lower economic class persons. The fact that they are not requested to pay fees may not cause them concern as they cannot afford to pay anyway and because a number of these persons have come into contact with social services, where fees are not charged. As a result, where there was no fee charged, the unplanned closings were considerably less in the first interview than in the first interview for the unplanned fee closers, and the number of unplanned closings remained rather stable from the first interview category to the six-plus interview category for this group (unplanned non-fee group).

After the first interview the number of unplanned closings among the fee paying cases decreased to a meaningful extent, whereas the number of unplanned closings for the non-fee paying cases remained almost stable after the first

...at the Lansing Family Service Agency, where the  
...and clients reach a decision on how in the first  
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...worth of the service (casework services in this case).  
...wonder about the quality of service he is getting.  
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...clients may discontinue after the first interview.  
...hand, those clients who are not requested to  
...are those who can't afford to pay. They would  
...be more representative of lower economic class  
...The fact that they are not requested to pay fees  
...that concern as they cannot afford to pay  
...and because a number of these persons have some inter-  
...with social services, where fees are not charged.  
...where there was no fee charged, the un-  
...were considerably less in the first interview than  
...for the un-  
...the number of un-  
...the first interview category to the six-  
...for this group (un-  
...After the first interview the number of un-  
...among the fee paying cases responded to a significant  
...the number of un-  
...whereas the number of un-  
...fee paying cases remained about the same after the first

interview. Thus, those fee paying clients who stay on after the first interview may be less prone to discontinue after the first interview, indicating that the fee may become a positive influence after the first interview. In this case the fee may be representative of the following factors. The fee may be separating the motivated client from the unmotivated client, among those clients who are requested to pay fees and can afford them as mentioned. Also, the fee to the client who can afford it, may represent that he is getting something valuable and worthwhile (casework services) in return for his fee payment (no matter what the charge is). Fees, as the literature states, may also be symbolic of other factors such as independence and self-esteem.

Our first hypothesis, that fees will affect continuance and discontinuance was weakly confirmed in relation to planned closings. Fees and non-fee payment did not appear to exert a strong affect on the planned closers, as the number of planned closings appeared to increase at the same rate in both the planned fee group and the planned non-fee group from the first interview to at least the sixth interview. However, there were a few differences between the planned fee group and the planned non-fee group as discussed in the previous section. As a result it may be necessary to conduct further research in this area to determine whether this finding is valid or if fees may have an affect on planned closings.

Thus, those fee paying clients who stay on after  
first interview may be less prone to discontinue after  
second interview, indicating that the fee may become a  
positive influence after the first interview. In this case  
it may be representative of the following factors. The  
may be separating the motivated client from the unmotivated  
client, among those clients who are requested to pay  
and can afford them as mentioned. Also, the fee is  
the client who can afford it, may represent that he is  
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view. However, there were a few differences between the  
planned fee group and the planned non-fee group as discussed  
in the previous section. As a result it may be necessary to  
conduct further research in this area to determine whether  
this finding is valid or if fees may have an effect on  
planned closings.



Our second hypothesis, that the type of problem presented will influence how fees and non-fee payment affect continuance and discontinuance was confirmed, as a number of problems caused fees to affect continuance and discontinuance in different ways, than the way fees and non-fee payment affected continuance and discontinuance in the entire sample.

Marriage or parent-child problems, when present, did not have any influence on how fees and non-fee payment affected unplanned closings, as the trends for unplanned closings in both the unplanned fee group and the unplanned non-fee group, where these problems were present, were quite similar to the trends for the entire sample. Also, a parent-child problem, when present, did not have any influence on how fees affected planned closings, among the fee paying cases, as the trends for planned closings in the planned fee group, when this problem was presented, were no different from the entire sample.

Whereas there were some differences in the entire sample regarding how fees affected planned closings, when compared to those planned closings where fees were not assessed, fees did not have any affect on planned closings when the following problems were present: marriage, individual, family, physical and mental. Also, where a mental problem was presented fees did not have any affect on unplanned closings, when compared to those unplanned closers where fees were not assessed. As a result, these

For second hypothesis, that the type of problem  
negated will influence how fees and non-fee payment affect  
attitudes and dissonance was considered, as a factor  
caused fees to affect dissonance and attitudes  
in different ways, than the way fees and non-fee pay-  
ment affected dissonance and dissonance in the entire  
sample.  
Hypothesis of parent-child problems, when presented, did  
not have any influence on how fees and non-fee payment  
affected unplanned closings, as the trends for unplanned  
closings in both the unplanned fee group and the unplanned  
fee group, where these problems were present, were quite  
similar to the trends for the entire sample. Also, a  
parent-child problem, when present, did not have any influ-  
ence on how fees affected planned closings, among the fee  
group cases, as the trends for planned closings in the  
unplanned fee group, when this problem was presented, were no  
different from the entire sample.  
However there were some differences in the entire  
sample regarding how fees affected planned closings, when  
compared to those planned closings where fees were not  
present, fees did not have any effect on planned closings  
and the following problems were present: physical, mental,  
social, family, physical and mental. Also, where a mental  
problem was presented fees did not have any effect on  
planned closings, when compared to those unplanned  
cases where fees were not assessed. As a result, fees

problem areas, when at least one is present, may exert some influence on how fees affect planned and/or unplanned closings. It may be concluded that where at least one of these problem areas is present, what affect fees has on planned closings, and on unplanned closings, where a mental problem is present, may be nullified.

Where a financial problem was present fees and non-fee payment affected planned and unplanned closings differently than it did in the entire sample and from the other problem areas as discussed in the previous section. Also where at least one of the following problems was present, individual, family or physical, fees and non-fee payment affected unplanned closings, differently than it did in the entire sample, from each other and from the other problem areas. In addition, where a parent-child problem was present, non-fee payment affected planned closings differently than it did in the entire sample and from other problem areas. The problem areas mentioned above definitely influenced how fees and/or non-fee payment affected planned and/or unplanned closings. From this it may be concluded that fees and/or non-fee payment affected planned and/or unplanned closings in specific ways when one of the above problems was presented, but had a different affect (or no affect), when this specific problem was not presented, and where another problem or the entire sample was presented.

time areas, when at least one is present, may exert some effects on how fees affect planned and/or unplanned closings. It may be concluded that where at least one of these areas is present, what effect fees has on planned closings, and on unplanned closings, where a mental problem present, may be nullified.

Where a financial problem was present fees and non-payment affected planned and unplanned closings differently than is did in the entire sample and from the problem areas as discussed in the previous section. Where at least one of the following problems was present, individual, family or physical, fees and non-payment affected unplanned closings, differently than is did in the entire sample, from each other and from the other problem areas. In addition, where a child problem was present, non-fee payment affected planned closings differently than is did in the entire sample and from other problem areas. The problem areas mentioned above definitely influenced how fees and non-payment affected planned and/or unplanned closings. It may be concluded that fees and/or non-fee payment affected planned and/or unplanned closings in specific ways when one of the above problems was present. For instance, different affect (or no affect), when this specific problem is not present, and where another problem is present, was present.



The third hypothesis was also confirmed as some specific problem areas uniquely affected continuance and discontinuance. Discussion will now focus on the results where fees were not controlled for, and where the affect that a specific problem had on planned and unplanned closings was considered. A marriage or financial problem, when present, did not have any affect on planned or unplanned closings as the trends for planned and unplanned closings were quite similar to the trends for the entire sample. Also, where a parent-child or individual problem was present the trends for unplanned closings in each interview category were also quite similar to the trends for the entire sample, as it was for planned closings when a physical problem was present. Thus it may be concluded that the above problems individually had no affect on planned and/or unplanned closings.

Where a mental problem was presented the number of unplanned closings in each interview category remained almost stable, contrasting to the entire sample and all other problems. Thus, the dropout rate (number of unplanned closings) did not decrease as the number of interviews increased as with other problem areas and in the entire sample. It may be concluded that where a mental problem was present more pathology and trauma may have been evident, than where other problems were presented, and that this may have prevented the dropout rate (number of unplanned closings) from decreasing as the number of interviews increased.



Differences from the entire sample were found where a total family problem was present. The trends for planned and unplanned closings in each interview category differed from the trends found in the entire sample and from those found among other problem areas, as discussed in the previous section. Also where a parent-child or individual problem was present, the trends for planned closings in each interview category differed from the trends in the entire sample and from the other problem areas, as did the trends for unplanned closings, where a physical problem was presented, as discussed in the previous section. Thus each of the above problems affected planned closings in specific ways. From this it may be concluded that some specific types of problems uniquely affected the continuance and discontinuance patterns of clients who received casework services at the Lansing Family Service Agency.

We must also consider that the affect that fees have on planned and unplanned closings may be contaminated by an economic class factor, as fees are charged on a sliding scale basis at the Lansing Family Service Agency as mentioned. As a result, fees and economic class may have interacted to some extent to cause the various results. To further test this we feel that a research design should be formulated where economic class may be controlled for and where fees would be a more pure variable not having any contamination from an economic class factor. Such a design will now be described.

Interviews from the entire sample were found where a family problem was present. The trends for planned and unplanned changes in each interview category differed as the trends found in the entire sample and from those of other problem areas, as discussed in the previous section. Also where a parent-child or individual problem present, the trends for planned changes in each interview category differed from the trends in the entire sample from the other problem areas, as did the trends for planned changes, where a physical problem was presented, as discussed in the previous section. Thus each of the four problems effected planned changes in specific ways. It may be concluded that some specific types of problems widely effected the continuance and discontinuance of clients who received ongoing services at the Lansing Family Service Agency.

We must also consider that the effect that these planned and unplanned changes may be contrasted by economic class factor, as less effect on a continuing basis at the Lansing Family Service Agency on non-economic class factor, less and economic class may have. As a result, less and economic class may have interested to some extent to cause the various results. Further, we feel that a research design should be developed where economic class may be controlled and where less would be a more pure variable not having any contribution from an economic class factor. Such a design may be described.



TABLE 9.--Proposed research design.

	U	1	P	U	2-5	P	U	6+	P*
Middle Class									
Fees									
No Fees									
Lower Class									
Fees									
No Fees									

\*U=Unplanned; P=Planned.

The subjects would be divided into middle and lower economic class groups. The criteria for selection into these groups could be: education, occupation, annual income, etc. Both middle class and lower class economic groups would further be separated into those who are charged a fee and those who are not charged a fee. Within each economic class group fees would be charged on a sliding scale basis in accordance with the client's financial situation.

As was noted in the procedures, a case presenting a marriage problem, for example, may also present one or more problems with the same applying for the other problem areas. As a result the affect that a problem has on fees and non-fee payment and/or continuance may have been contaminated by one or more other problem areas. Thus, two problem areas could have been interacting at the same time in some instances. However, we still feel that the affect that a

of a proposed revision design.

U P U I U P U I U P U I

No Fees  
Fees  
No Fees  
Fees  
No Fees

Explanations; P-planned.

The subjects would be divided into middle and lower  
middle class groups. The criteria for selection into  
the groups could be: education, occupation, annual income,  
both middle class and lower class economic groups  
together be separated into those who are charged a fee  
and those who are not charged a fee. Within each economic  
group fees would be charged on a sliding scale basis  
in accordance with the client's financial situation.  
As was noted in the proceedings, a case concerning a  
large problem, for example, may also involve the other  
cases with the same problem for the other middle class  
cases and the effect that a problem may be felt and hence  
a remedy and/or continuance may have been recommended  
and/or other problem areas. Thus, the problem  
of the other problem areas at the same time in some  
cases. However, we still feel that the effect that

specific problem area had on fees and/or continuance was a valid one. Furthermore, such problem area contamination may be difficult to correct as many cases usually present more than one problem. This could be corrected if we grouped the specific problem areas into broader problem categories. However, the feasibility of this might be questionable as there may still be some overlap and there would only be a minimal number of problem categories.

...problem size had on less and/or confidence was a  
...Furthermore, such problem size consideration  
...difficult to correct as many cases usually present  
...than one problem. This could be corrected if we  
...and the specific problem areas into broader problem  
...However, the feasibility of this might be  
...as there may still be some overlap and there  
...be a minimal number of problem categories.



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