

McGill University

Non-Relief Services in a Family Agency

A Thesis Submitted to

The Faculty of Graduate Studies and Research

In Partial Fulfilment of the Requirements

for

The Master's Degree in Social Work

by

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Montreal, October, 1951.

PREFACE

The writer would like to express appreciation to the staff of the Family Welfare Association of Montreal for placing agency material at her disposal. Particular thanks are due to Miss E.G. Barnstead, Supervisor of Casework, Miss J.M. Smith, District Secretary, and Miss Adams, Clerk at Head Office.

Recognition is specially given to Dr. John J.O. Moore, Director, McGill University School of Social Work, for his patient assistance and to Miss Eva R. Young, Professor of Social Research for her helpful suggestions.

Miss Dorothy I. Duitman and Mr. Clarence Thompson made it possible for the writer to complete the study during her term at McGill University.

Gratitude is expressed to the National Council of Jewish Women under whose auspices the student was able to attend the McGill University School of Social Work.

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CHAPTER I

INTRODUCTION

Clients tend to bring all their personal, familial and financial problems to a family agency. At the agency they are interviewed by professional social workers with a view to giving help in the area of the client's need.¹ This professional help is called social casework.

Family agencies are set up in order to make this professional help available to the general community. In the past they endeavored to fulfill all the needs clients brought to them. However, with increasing industrialization, the problem of providing material security has assumed such magnitude that private agencies are no longer able to deal adequately with it; therefore in the United States and in some parts of Canada, Public Welfare Departments have taken over most of the relief-giving aspects of social work. Family agencies today tend to help with personal, familial and social problems of their clients. These problems are called service problems and cases in family agencies in which no relief whatever is granted are called service cases. This study

¹ John J. Kessler, "Readers' Comments", Social Casework, Vol. XXXII, No. 5(May, 1951), p. 214.

is concerned with such cases.

Sixty-two non-relief cases from the Verdun District of the Family Welfare Association of Montreal are being examined with the intention of determining what is involved in these service cases. A more detailed account of the writer's aim and of the extent of this undertaking is given in the second chapter of this report.

In order better to understand what is involved in the giving of service in relation to problems, the writer will review hereafter the development of the method of providing such help and the development of the setting in which this help is given.

Social Casework

The device whereby professional social case workers help their clients with a variety of problems is called social casework.

Throughout the course of history distressed members of society have been helped by their fellow men. Religious orders and lay volunteers first had the monopoly of relieving all sufferings. The means at their disposal, apart from religious concepts and the scientific knowledge of their time, were their personal good feelings for their neighbours and what amount of

common sense they might possess. Social work as a professional way of meeting the social welfare needs of people grew out of these early endeavors.

An increasingly complex economic structure brought about by the nineteenth century industrialization and scientific discoveries, required a specialization of professions. The first social workers' experience in dealing with the problems of relief-giving and with the problems of dependent children made them realize that a new body of knowledge had to be developed.¹ This was to be "the art of doing different things for and with different people by cooperating with them to achieve at one and the same time their own and society's betterment".² Mary E. Richmond called it social casework.

Social casework was to integrate into a new profession the knowledge gained in various other fields such as medicine and law, sociology and anthropology. Psychiatry and psychoanalytic studies of human behaviour contributed heavily to the development of modern social casework. Today social casework is taught in universities. The profession has its own literature,

¹ Gordon Hamilton. Theory and Practice of Social Case Work. (New York, 1940) p. 20.

² Mary E. Richmond. The Long View. (New York, 1930) p. 374.

professional organizations and divergent schools of thought.

The purpose of casework is to offer a service; and help is extended on the basis of an individualized understanding of the client. The process by which the help is given is theoretically divided into three parts: the social study; the interpretation of the material gained by the social study or social diagnosis; and the planning and treatment. These three parts of the casework process often go on together like the strands of a rope.¹ The specific method by which the treatment goal is achieved is the conscious use of the worker-client relationship. A corrective emotional experience is thus provided for the client; and an increased ego capacity to deal with his problems should help the client to use resources inside himself or resources in the community to meet his present need.

Several techniques are used to achieve the treatment goal. Florence Hallis classified these techniques into four categories according to the means by which the change was brought about in the client's problem. These four terms are: "environmental modification", "psychological support", "clarification" and "insight development". These four techniques are often interwoven in the

¹ Dorothy Aiken. Lecture. Social Case Work I, McGill School of Social Work, Nov. 21, 1949.

treatment of any one case.¹ It has been said that

social casework attempts to afford the client a relationship flexibly oriented to his need and of minimum intensity to serve his purpose in the solution of his present problem.²

When social casework is practiced in a family agency, it is called family casework.

The Family Agency

Helping people with problems which affect the unity and stability of the entire family is the broad domain of the family agency.³

The forerunners of our modern family agencies were the Charity Organization Societies. These societies had their beginning in England in 1869 and in the United States in 1877. Annette Garrett stated that their work was "motivated by philanthropy and the pressing economic needs of the under-privileged."⁴ But here, too, it was felt that uncoordinated and unintelligent relief giving must give way to a more professional approach.⁵ Therefore training courses for

¹ Florence Hellis. "The Techniques of Casework". Journal of Social Casework, Vol. XXX, No. 6 (June, 1949) p. 236

² Charlotte Towle. "Social Casework". Social Work Yearbook, 1947 (New York, 1947) p. 477.

³ Frank J. Hertel, "Family Social Work", Social Work Yearbook, 1951, p. 183.

⁴ Annette Garrett, "Historical Survey of the Evolution of Casework", Journal of Social Casework, Vol. XXX, No. 6 (June, 1949), p. 219.

⁵ Florence Sytz, "Social Casework", Social Work Yearbook, 1951, p. 460.

workers were established, the first one being the New York School for Philanthropy (now New York School of Social Work, Columbia University) by the New York Charity Organization Society in 1903.

After Mary E. Richmond's contribution to the field and concurrent with the social reform activities of the first decade of the twentieth century, more and more social work agencies were set up in the United States and in Canada on the pattern of the Charity Organization Society. These agencies united in 1911 to form the Family Welfare Association of America. This nation-wide organization from then on took the lead in all family social work matters in the United States. Study committees were set up to keep abreast with the current developments in the field. In 1929 a conference was held in Milford, Pennsylvania. The professional development of social casework was stressed at this conference and it was affirmed that "there is a common body of knowledge and skill used in all so-called specializations and agencies".¹ The family agencies were handling certain problems related to family life but the social casework method in practice in these agencies should be valid in any other social agency setting.

At the time of the Milford Conference, the impact of the new psychiatric and psychoanalytic findings were important. Caseworkers

¹ Florence Sytz. op. cit. p. 462.

were not seeking what effect the social factors had on the individual but in which way the individual was accommodating himself to these factors. The "uncooperative client" was often mentioned in case records. It was the depression of the 'thirties that brought back "the appreciation of the importance of social stresses in the production of physical, mental and emotional ills".¹ The discovery that these stresses were man-made led to a renewed integration of the findings of social scientists and psychiatrists, and contributed to the Social Security legislation passed in the United States in 1935. The notion that economic dependency was a proof of the inadequacy of the recipient had to be dropped overnight since many adequate people found themselves in need of help from social agencies.

Public Welfare Departments were set up in the United States and in several parts of Canada. They are to deal with meeting the basic relief needs of people as one of the rights of the citizen. The family agency's function is thus often differentiated from that of the Public Welfare Department's inasmuch as the latter now takes care of the financial assistance to the needy while the family agency strives to help with familial and social problems of their clients. It was found that while the needs of applicants to social agencies or Public Welfare Departments usually had an economic

¹ Florence Sytz. op. cit. p. 462

reason, each applicant also presented a different set of physical or emotional symptoms.

The impact of World War II military psychiatry "showed that under sufficient stress, any individual may show failure of adaptation, evidenced in symptoms characteristic of mental and emotional disorders".¹ This means that any individual may for one reason or another be in need of help from a social agency. The caseworker's concern with promoting more satisfying social relationships and helping with problems of personal adjustment thus becomes all important. This trend has been fully recognized by the Family Welfare Association of America which symbolically changed its name in 1946 to Family Service Association of America. Most family agencies in the United States and in Canada are members of the Family Service Association of America.

The emphasis in the modern family agency is now on prevention and on rehabilitation measures concerning every phase of family life. The Family Service Association of America found that all-inclusive help to families requires caseworkers to draw upon the special knowledge of several fields including psychiatry, vocational guidance, home economics, legal aid, etc. Some agencies have specialists from these varied disciplines on their staff. Many family agencies also

¹ Florence Sytz, op. cit., p. 463.

operate homemaker services. Homemakers or visiting housekeepers take care of children in their own homes when the mother is temporarily incapacitated or absent. Other current developments in the family field are (1) multi-service agencies mostly constituted by merging with child care agencies; (2) group counseling and the promotion of family life education and (3) a movement towards charging fees for professional services in casework agencies.¹

To what extent did these new technical developments implement services to families? From certain surveys and studies recently completed in the family field we secure a statistical picture of the services rendered by these agencies, as well as an idea of the kinds of help now given by them.

The Russell Sage Foundation published in 1946 operation statistics compiled over a period of ten years from annual reports of 54 member agencies of the Family Service Association of America.² This showed a steady increase of service cases over relief cases in private family agencies.

¹ Frank G. Hertel, "Family Social Work", op. cit. p. 183.

² Ralph G. Hurlin, Operation Statistics of Selected Family Casework Agencies, 1945, (New York, 1946).

TABLE I
SERVICE TRENDS OF 54 AGENCIES, 1936 TO 1945,
IN TERMS OF ANNUAL RELATIVE NUMBERS ^{a)}
OF RELIEF AND NON-RELIEF CASES

Year	Active cases	Cases not receiving relief	Relief Cases
1936	100	100	100
1940	105	124	85
1945	94	127	44

a) Ralph G. Hurlin, Operation Statistics of Selected
Family Casework Agencies, 1945, (New York, 1946)
p. 9.

The growing number of non-relief cases, as shown in the above table, becomes more significant if one notes that even though the number of active cases declined with the years, the number of non-relief cases maintained a steady rise.

More recent statistics show that in 1949, the average family being helped by an agency received casework services in relation to between two and three types of problems.¹ The problems treated on a social casework basis occurred with the following frequency in 40 agencies in 1949.

¹ "Increasing Use of Family Service in 1949", Highlights, Vol. XI (1950), p. 89.

TABLE II

PROPORTION OF CASES IN 40 AGENCIES GIVEN
CASEWORK CONSIDERATION IN RELATION TO
VARIOUS CATEGORIES OF PROBLEMS ^{a)}

PROBLEM AREA	Per cent of total case- load
Family relations	48.0
Economic	39.1
Personal adjustment	25.0
Physical illness	22.6
Planning substitute care for children	18.5
Employment	16.9
Housing	10.8
Mental illness	7.8
Education and Vocational adjustment	5.0
Old age	3.6
Intellectual retardation	3.5
Recreation	3.3
Other	6.6

a) "Increasing Use of Family Service in 1949, "Highlights Vol. XI (1950), p. 89.

The figures in this table are also indicative of the variety of problems in relation to which help is given by family agencies. It is learned from the same source that help with marital problems was needed in 30 per cent of all cases handled by the 40 family agencies and that 18 per cent of all cases involved problems pertaining to

~~disturbed~~ parent-child relationships.

A survey recently completed by the Community Research Associates of New York in St. Paul, Minnesota and Ramsey County included all 108 social, health and welfare agencies in that area. The aim of this project was "to ascertain the scope and nature of the health and welfare problems affecting family life and the family as a basic unit of society."¹ The number and kinds of problems faced by any one of the client families were studied. It was found that 17.6 per cent of all families were in economic need. Fourteen and seven-tenths per cent of all families showed problems of ill health; and 25.9 per cent of all families received help in relation to personality maladjustments. Eighty and three-tenths per cent of all families presented more than one type of problem. The cross relationship of problems showed, for example, that 14.7 per cent of all families presented a problem of ill health; ill health was present in 47 per cent of the families presenting a problem of maladjustment due to personality factors; and ill health was present in 53 per cent of all families which were economically dependent. The conclusions of this survey showed the complexity of problems and it was thought that there might well be a cause and effect relationship between problems for which families sought help.

It appears further from the above mentioned surveys that the

1 A.A. Heckman, "The Role of the Family Agency in a Community Program", Social Casework, Vol. XXXI, No. 7, (July, 1950), p. 277.

outstanding feature in the field is the constant reassessment of the work done by the agencies and the progress accomplished towards better service for the well-being of the whole community. New services are being offered and the best ways to fulfill unmet needs are being sought. One of the salient trends in the family field has been the acceptance of casework as the technique best suited to help families in need. Casework services to clients have become the primary function of the modern family agency.

The writer has been much interested in the developments in the whole of the family field just described. Motivation for this study has arisen from curiosity regarding similar developments in one community. Such developments are of basic importance; a given community must take cognizance of them in developing the program of the family agency.

The Family Welfare Association of Montreal ¹ in which this study is undertaken, is a full member of the Family Service Association of America. The F.W.A. assumes a dual function in the community. Since there is no local public welfare agency to provide direct financial assistance to Protestant families and individuals, the F.W.A. carries this responsibility; it also provides skilled casework service such as is usually given by family agencies elsewhere. This dual role

¹ Hereafter referred to as the F.W.A.

necessitates that agency reports stress the financial needs of the agency's clients.¹ Therefore the agency is known in the community as a relief giving agency. Yet an important part of the agency caseload is constituted by cases receiving only casework service.

Some of these service cases will be analyzed in an attempt to see whether in this particular administrative set-up casework service given to families and individuals show the same developments as those mentioned above in the family field on the North American continent. More specific details about the particular setting of the study will be discussed in the next chapter. The methodology followed in collecting data and the way in which the materials collected have been analyzed will also be presented in Chapter II.

1. Family Welfare Association of Montreal, Fiftieth Annual Report, 1950, p. 25.

CHAPTER II

THE STUDY, PURPOSE, SCOPE AND METHOD

This study is an analysis of 62 cases from the Verdun District of the F.W.A. Cases closed in 1950 in which no financial help was given have been selected in order to examine certain aspects of the service given.

The reasons for undertaking the project, the scope of the study, the methodology followed and the way in which the material will be presented will be exposed in the present chapter. As has been said previously, the agency setting from which material for this study was drawn exists practically nowhere outside of the Province of Quebec. Therefore a section of this chapter is devoted to the description of this particular setting.

A. Setting

Montreal has four different community chest organizations; one for each of the major ethnic groups; (1) French Catholic; (2) Protestant; (3) Jewish and (4) English Catholic. The F.W.A. is a member of the Protestant community chest, namely the Welfare Federation which serves all non-Catholic and all non-Jewish persons residing in greater Montreal. Since in the Province of Quebec there is no direct public assistance, the F.W.A. still carries considerable responsibility for maintenance relief giving. Nevertheless, the

agency's focus is on casework service. T

The great majority of F.W.A. workers are professional caseworkers trained in recognized schools of social work. Therefore a great variety of problems are discovered and treated by the F.W.A. in relation to an application for financial help. But the agency's statistics show that concurrently with the development elsewhere in the family field, the number of non-relief cases over the number of relief cases is steadily increasing. In 1940 the total number of cases served by the F.W.A. was 2,111. The number of relief cases was 1,648 and the number of cases receiving casework service without relief was 463, or 21.9 per cent. In 1950 the situation was as follows: 2,331 cases were given agency service; out of these 2,331 cases 1,637 were in receipt of financial assistance while 694, or 27.2 per cent received service without relief. Non-relief cases thus constituted over one quarter of the agency's total caseload.

The writer was interested in knowing more about this major aspect of the agency's program. Analysis of it seems to be particularly important in view of the fact that it is the least known and accepted by the public, and in view of the hiatus between public expectation and agency philosophy, practice, and responsibility in terms of needs presented.

B. Purpose

The objective of the study is to try to determine whether the casework service given to 27.2 per cent of the agency's caseload shows that the F.W.A., in spite of local obstacles, is developing in the direction of the overall trends followed by family agencies elsewhere on the North American continent. In order to fulfill this purpose and to confirm that non-relief services are requested by clients and that the F.W.A. does give service in relation to non-relief cases, 62 cases will be analyzed in terms of the kinds of help sought, the people who sought it and the kinds of help given.

The agency felt that a study of this kind would not only fulfill public relation purposes but could serve as a limited survey of services rendered by the agency to cases which come under the classification of service cases. Apart from the agency's interest in having this study done, several personal reasons prompted the writer to undertake such a project.

The writer's interest in family agency work stems from several years back. During field work placements in private family casework agencies in France, the United States and Canada, the writer familiarized herself with these agencies' work. Impressed by the increasing number of non-relief cases member agencies of the Family

Service Association of America are carrying, the writer who is planning to work outside of the North American continent after completion of this project, thought it would be beneficial to know more of the services rendered by family agencies under the classification of service cases. She felt that such a project could demonstrate in a more concrete way than has hitherto been done in this community what help was given through the application of the method called casework.

The reasons for the study thus suggest which areas are to be emphasized in it.

C. Scope and Limitations

This study on non-relief services in a family agency will be focused in three areas.

First, who were these clients? The general characteristics of the sample group and the sources of referral to the agency will be analyzed. This will include information as to the sex and the number of individuals in the sample group, their employment status as well as an examination of the types of agencies who referred them to the F.W.A. The occupational status of individuals in the sample cases should give some indication of the economic group to which they belong. It is hoped that the number of personal applications will

show the extent to which the agency is known by members of the general community.

Secondly, the kinds of problems these clients brought to the agency and the problems around which service was given will be considered. For the purpose of this study and in order to interpret their frequency, the problems families bring to the F.W.A. will be examined to see if they fall into four generally accepted categories. The following four kinds of problems have been found to permit a sorting of all casework service given in a family agency. The four categories of problems are: a) Problems related to environmental difficulties; b) Problems related to physical illness and/or handicap; c) Problems primarily related to emotional conflicts and d) Problems related to difficulties in interpersonal relationships. Each case might involve several problems in one or more of these categories. It should be interesting to investigate the correlation between services requested and services rendered during the period of contact. It is assumed that service is often given in relation to problems which were not apparent at intake. The number of problems presented by each case should give a panoramic view of the complex situations which are handled in a family agency.

The reasons for closing the case and the outcome of the case will be studied last. Workers at the F.W.A. classify the outcome of a case as to whether the client was able to handle the situation better, was unable to handle the situation

better, or whether or not it was possible to evaluate the improvement of the situation at the time of closing. This classification will be used. An attempt will also be made to review the reasons for closing the case. Although F.W.A. does not use the Family Service Association of America's method of evaluation at closing, the writer will try to do this with the classification given by this organization in mind.¹ This should indicate more clearly the disposition of the case, and it should help to clarify the disposition of the case, and it should help to clarify the disposition of the case.

The actual evaluation of the casework service given will be omitted from this study. The research has been limited to the reading of the records of the cases and to treatment of the data secured from the case records.

The number of cases from which material has been selected for this study is 62. As the F.W.A. is an agency which has divided the area it serves into districts, all cases have been selected from the Verdun District Office. Among the reasons for this choice were the necessity for limiting the scope of the investigation as stated above; and the fact that the Verdun District Office was one recognized by the agency as a possible center for this research because of the high proportion of non-relief cases.

1 Ann W. Shayne, Handbook on Statistical Recording and Reporting in Family Service Agencies. (New York, 1949) p. 21.

The focus and the center of research having been determined, the writer proceeded to collect the material for the study,

D. Method

The cases for study were selected in the following way. The writer was given permission to utilize the Verdun District statistics and files. It was learned that the district had carried 242 cases in 1950. Of these 242 cases 113 have been closed during the calendar year 1950. Out of these 113 closed cases the writer eliminated all those in which any assistance in cash or in kind had been given. The remaining 62 cases made up the sample group for the study. Thus the cases retained for the project were 62 cases from the F.W.A. Verdun District which were closed in 1950 and in which no financial help whatever was given.

In order to extract material from the 62 records of the selected cases, two schedules were used.¹ The first schedule was identical to the Canadian Welfare Council's Statistical Card number 3B. This card is in current use at the F.W.A. The face of the card was used in this project, and it provided the writer with a suitable schedule to collect factual data on the cases. The only change made on the card was the replacement of the heading "Military Number" by

1 See appendix A and B, respectively.

the heading "Wages", as the latter was more relevant to the study than the former. All other questions the writer was interested in answering from the records were asked on a second schedule. For case analyses, suitable parts of records have been extracted and summarized. The identity of the persons in the sample group has been carefully disguised.

The material thus collected will be presented in the four chapters following. A chapter will be devoted to each of the three areas of focus of the study.

Chapter III will give a general description of the sample. The number of individuals involved, their age and sex, the size of families, as well as their occupational status will be examined. The way the case was brought to the agency will be discussed in relation to the following four referral sources: social and health agencies; other community organizations; individuals; and self-applications.

Chapter IV will deal with the problems which brought the clients to the agency and the problems around which service was given. As stated above, for the purpose of this project, these problems will be classified into four categories.

In a fifth chapter the outcome of the cases and the reasons for closing the cases will be studied.

Finally, in Chapter VI findings regarding the sample group will

be summarized and an attempt will be made to draw necessary conclusions.

In summary, an important part of the F.W.A.'s caseload consists of non-relief cases. The agency employs skilled caseworkers to handle these cases. One of the purposes of this study will be to find out what service has been given to families and individuals who constitute the sample group. The following chapter will be concerned with a general description of the persons who used the service in 1950.

CHAPTER III

THE RECIPIENTS OF THE SERVICE - WHO WERE THEY AND HOW DID THEY COME TO THE AGENCY?

Before considering the services with which the study is concerned, the writer will describe the general characteristics of the families to whom the service was given.

In this chapter the size and the composition of the family groups are analyzed, because this shows how the sample is constituted and may have a bearing on whether or not the family is in economic need. The occupation of the heads of the households is shown because this too is a probable indication of the families' economic status and of their status in the community. Thus knowing more about the families who constitute the sample, one wonders how they happened to apply to the agency. In the past, as previously stated, the F.W.A. has been most widely known as a relief giving agency. An analysis of the persons and organizations which referred these families to the agency might indicate whether this is still true.

The type of persons who use the service of the agency in connection with problems not involving relief suggests how the agency is known. Therefore, the following general description of the families and individuals which constitute the sample should be helpful.

The 62 cases which make up the sample for this study involve 256 individuals. In each case only the members of the immediate family who were living under the same roof have been counted as part of the family unit. Married children who were not living with their parents and single children who were out of the home for reasons of employment or education were not counted. Hospitalized members of the family or members of the family who did not live under the same roof because of a divorce or a separation were counted only if the casework service given to the family involved them directly. Two hundred and fifty-six persons were thus counted as members of the 62 families.

This shows that for the sample the arithmetic mean is 4.13 persons per family. The mean size of families living in the territory covered by the F.W.A. Verdun District, that is the City of Verdun and the Town of Ville LaSalle, is 4.04 persons per family.¹ This seems to indicate that the size of the families who receive non-relief services from the Verdun District Office of the F.W.A. is slightly higher than the size of the average family living in that district. The assumption that smaller families are less apt to find themselves in financial need is not verified by the examination of this sample group of families.

1 City of Verdun, Annual Financial Statement, 1950; and
Town of Ville La Salle, Annual Financial Statement, 1950.

The size of the 62 families in the sample group varies from two to ten persons per family. The sample did not include any unattached person since the F.W.A. has two departments¹ which give service to unattached persons on a city-wide basis, covering the entire area served by the Association.

The following table shows the groupings of individuals in families:

TABLE III

NUMBER OF PERSONS PER FAMILY IN 62 CASES,
FAMILY WELFARE ASSOCIATION OF MONTREAL,
VERDUN DISTRICT, 1950 a)

Number of persons per family	Total number of persons	Number of cases
TOTAL	256	62
2	20	10
3	45	15
4	64	16
5	45	9
6	42	7
7	14	2
8	16	2
9	0	0
10	10	1

a) Hereafter all data given refers to the Family Welfare Association of Montreal, Verdun District, 1950 sample, unless otherwise stated.

1 The Elderly Persons' Department and the Single Men's Department.

One half of the cases involved 151, or 59.0 per cent of the persons, with from four to six members each. Five families had seven or more members. Only one family counted ten members present under the same roof. This family, case No. 5, was composed of the parents and eight children.

All families had at least one parent present and in most families the two parents were in the home. Nevertheless, 12 families out of the 62 showed the absence of one of the parents. The following table gives the reasons for one of the parent's absence from the home.

TABLE IV
REASONS FOR 12 PARENTS' ABSENCE
FROM THE HOME

Reasons for absence	Number of families	Father	Mother
TOTAL	12	10	2
Death	6	4	2
Separation	4	4	-
Illness	1	1	-
Employment	1	1	-

This table shows that in six cases the reason for one of the parent's absence from the home was death. In two cases the mother was deceased. None of the 62 cases showed separation as the reason for the mother's absence from the home, while in four cases this was the reason for the father's absence. In case No. 11 the father was hospitalized in a tuberculosis sanatorium. One father was away in another city for reasons of employment.

Since their request for service might be related to the absence from the home of one of the parents, the reasons for these families' application to the agency is examined in the following chapter.

While in 12 homes one parent was absent, in six there were single children over 21 years of age living in the home. These six families include none of the 12 families who had only one parent, and none of the six children lived at home in order to supplement the family income with their earnings.

All six single adult children were under 30 years of age. Only two out of the six children were still living at home because they had not yet married. The four others suffered from intellectual retardation or mental illness. Therefore the presence of adult children in the homes of their parents was rather an economic

liability than an economic asset and was of itself justification for seeking the services of the agency.

The 256 individuals in this study numbered 121 adults and 135 children. The various age groups of the adults and of the children are given below as a further description of the sample.

Of the 121 adults, six were single children living with their parents and two were persons who were not members of the immediate family but to whom casework service had been given. The remaining 113 adults were fathers and mothers of the home. Their respective ages were as follows:

TABLE I

AGE AND SEX DISTRIBUTION OF 113 ADULTS

Age in years	Number of adults	Men	Women
TOTAL	113	53	60
Under 21	2	0	2
22 - 30	12	5	7
31 - 45	51	20	31
46 - 60	29	15	14
61 and over	2	2	0
Unknown	17	11	6

It is seen that only a small number of adults were below the age of 30 years. Thus the parents who came to the agency with a variety of problems were a rather middle-aged group. Two fathers were over 61 years of age. The sample group did not include more persons over the age of 60 because the F.W.A. has a special department¹ which helps elderly persons in the entire area covered by the Association. The ages of 17 adults were not stated.

The ages of the children ranged from infancy to 21 years of age. The following table gives the ages of these children and the number of children per family.

TABLE VI
NUMBER PER FAMILY AND AGES OF 135
CHILDREN

Number of children per family	Number of children	Age in years					Number of families
		0-1	2-5	6-12	13-16	17-21	
TOTAL	135	12	19	50	30	24	55
1	14	3	3	4	2	2	14
2	46	6	6	25	4	5	23
3	21	1	6	8	3	3	7
4	24	1	1	7	10	5	6
5	10	1	1	2	3	3	2
6	12	0	2	4	4	2	2
7	0	0	0	0	0	0	0
8	8	0	0	0	4	4	1

¹ The Elderly Persons Department.

This table shows that 55 out of the 62 families, or 88.5 per cent had children under 21 years of age and living under the same roof. Thirty seven families had only one or two children. Eighty-one of the 135 children, or 31.6 per cent of the total sample were under 12 years and 30 were between 13 and 16 years of age.

The cases represent people from various trades and professions. As an attempt to see from which walks of life the cases came, the income and the occupations of the heads of the households are examined below.

Family Allowances are not included into the monthly income figures but the amount of family allowances each family drew was computed by the writer. This showed that only six families received \$20.00 or more a month.

In the 62 records, information about income was found in only 28 cases. In 19 cases the wages of the man were stated and in nine cases the wages of the woman were stated.

The wages for men ranged from \$75.00 a month (plus meals) for a hospital orderly to \$400.00 a month for an office manager and a cabinet-maker. In 12 cases the wages were between \$125.00 and \$199.00 a month and in four cases they were between \$200.00 and \$220.00 a month.

Although it is difficult to draw any conclusions from such

limited information, it can be seen from the foregoing that the prevailing monthly wages were probably between \$125.00 and \$199.00. With the number of dependents we know of existing in these families, it may be assumed that most families had an income which was below the one fixed as taxable income for Income Tax purposes by the Canadian Government.

The nine cases in which the income of the woman is stated, show earnings ranging from \$40.00 to \$130.00 a month, with only two women earning over \$100.00 a month. All nine women were self-supporting and/or supporting dependents at the time these figures were given. In the total sample, five more women were working outside of the home, doing factory or day work. Only one of the women was working at a trade (In Case No. 35 Mrs. Y. was a hair-dresser.)

This shows that in 14 cases in which the woman was in need of earning a living for herself and her children at the time the case was opened at the F.W.A., the low income she would earn would sooner or later oblige her to apply for help at a family agency. Two of the 14 women were widows and drew Needy Mother's Allowance. In the sample no woman was working outside of the home when she had a husband to support her.

The professions of the men are indicated more often than the amount of their earnings. The occupations of 35 men were learned

from the records. Two of these men were unemployed and three were pensioned, while for 30 the exact profession was given.

TABLE VII
PROFESSIONS OF 30 MEN

PROFESSIONS	Number of men
TOTAL	30
Unskilled worker	7
Semi-skilled worker	9
Skilled worker	6
Salesman and White collar	4
Manager and Professional	4

This table indicates that a wide range of professions was represented in the sample, with a predominance of unskilled and semi-skilled workers. The managers and professional workers included one electrical engineer, one commercial artist, one store owner and one office manager.

It is to be regretted that in the other cases information about

professions was not more clearly recorded. Workers in the agency were of the belief that the occupation of the head of the household was often not significant because it had no relevance to the problem. Although the writer does not favor asking information from the client for information's sake, she believes that the knowledge of the exact way in which a person spends a major and important part of his life is one of the most significant characteristics of this person.

The examination of the walks of life from which the 62 families came showed that the sample comprised a fair cross-section of occupations. This indicates that the services of the agency are generally known in the community. Another way in which it can be learned whether the agency is sufficiently known by the community is examining how the families applied to the agency. Are most of the families referred for service from other agencies or organizations in the community, and which such persons or organizations use the agency for referral? The following table affords some of the answers to the questions.

TABLE VIII
SOURCES OF REFERRAL

Sources of referral	Number of cases	Families known to F.W.A.	Families not known to F.W.A.
<u>SOCIAL AND HEALTH AGENCIES</u>	<u>9</u>	<u>6</u>	<u>3</u>
a) social agencies	3	2	1
b) health agencies	5	3	2
c) other	1	1	-
<u>OTHER COMMUNITY ORGANIZATIONS</u>	<u>4</u>	<u>2</u>	<u>2</u>
a) church	-	-	-
b) school	2	1	1
c) other	2	1	1
<u>INDIVIDUALS</u>	<u>11</u>	<u>5</u>	<u>6</u>
a) former clients	4	-	4
b) neighbour, friend	3	2	1
c) neighbour, soc. worker	-	-	-
d) board member	-	-	-
e) employer	-	-	-
f) physician	-	-	-
g) member of family not living in home	4	3	1
<u>SELF-APPLICATIONS</u>	<u>38</u>	<u>25</u>	<u>13</u>
a) former client F.W.A.	25	25	-
b) former client other agency	5	-	5
c) first contact soc. agency	8	-	8
<u>TOTAL</u>	<u>62</u>	<u>38</u>	<u>24</u>

It is seen that in proportion to the number of reapplications, the number of cases referred by other social agencies and community organizations was small. Thirteen out of 62 cases or 20.9 per cent of the cases came to the agency after formal referral from organized bodies in the community. The number of personal applications was significant. Thirty-eight out of 62 cases, or 61.3 per cent of the applications were self-applications. This suggests that the agency is sufficiently known in the general community for individual citizens to ask for an appointment when they feel a need for it. This is especially shown by the fact that 13 persons who had had no previous contact with the agency felt free to apply in person.

However the number of clients who were already known to the F.W.A., as shown in Table VIII, is impressive. Thirty-eight out of 62, or 61.3 per cent of the applicants for service were clients whose cases were re-opened. No attempt has been made here to discover why this should be so. A subsequent study on use of the agency by client families might well be undertaken to determine whether the greatest proportion of re-opened cases is due to the fact that clients seek help now with problems which are different from those for which they sought help in previous years, or whether the preceding closing of the case was due to purely casework reasons.

An agency becomes known by the service it gives to clients. In this sample group, four clients were referred by neighbours who had

received service from the agency. Members of the family not living in the same home and friends referred seven more persons to the agency. Eleven clients were thus referred to F.W.A. by individuals in the community at large.

The study of the ways in which the 62 clients applied to the agency shows that individuals in the community, social and health agencies are aware of the service given by the F.W.A. Other organized bodies like the schools, the police, or clubs, etc. do not seem to recommend the use of the agency to the same degree as social and health agencies. The writer also notes in this sample the absence of referrals from churches. A large number are self-referrals, although a high percentage of these were previously known to the agency. This indication that individuals in distress seek out sources of help where known, corroborates a fact of common knowledge in this field.

An attempt has been made in this chapter to acquaint the reader with the families who compose the 62 cases of the sample, and the way in which the cases were referred to the agency.

In the following chapter, we shall see the reasons for the application to the F.W.A. as well as the results of the application.

CHAPTER IV

SERVICES REQUESTED AND SERVICES GIVEN

Now that some of the characteristics of the sample group have been examined, the help which was requested by the client and the help which was given by the agency are analyzed.

The client applies to the agency with a request for help in some area in which he experiences difficulty at that given moment. The requests have been classified for the purpose of this study by areas of difficulty. The writer found that most requests for help made to a family agency center around:

a) problems related to environmental difficulties; b) problems related to physical ill health or handicap; c) problems primarily related to emotional conflicts and d) problems primarily related to difficulties in interpersonal relationships. Each of those four categories of areas of difficulty included several sub-categories. The list of the sub-categories is given below. In order to define the content of the different sub-categories, the writer borrowed heavily from definitions given in the Handbook on Statistical Recording and Reporting in Family Service Agencies.¹

The problems related to environmental difficulties are divided into six sub-categories.

¹ Ann W. Shyne. op. cit.

1. Economic. Problems included here are those "having to do with earning a living and supporting self and dependents, such as insufficient income, difficulty in management of income, debts, need of financial assistance,"¹ requests for clothing and budgeting service.
2. Educational and vocational adjustment. Falling into this category are "problems such as lack of knowledge of training facilities; need for special education or retraining; unemployability because of lack of training, physical handicap, attitude toward work; dissatisfaction with school or work situation,"² as well as help with nutritional standards.
3. Employment. This included only requests for help in finding employment, "problems of unemployment and underemployment."³
4. Housing and residence. "Inability to obtain housing sub-standard housing, over-crowding that constitutes

1 Ann W. Shyne. op. cit. p. 19.

2 Ibid. p. 20.

3 Ibid. p. 19.

a hazard to health, decency and family relations"¹
and difficulties created by non-residence, are included here.

5. Recreation. This sub-category covers "problems arising out of lack of defined recreational interests as well as absence of recreational facilities or lack of knowledge of available resources"². Requests for summer camp placements are also included.

6. Substitute care for children and Homemaker Service.
Planning substitute care for children, other than routine camp placements, and requests for homemaker service whether for the care of children or not, are included in this sub-category.

Problems related to physical illness or handicap are divided into two sub-categories as follows:

1. When the "present problem is mainly constituted by physical illness of handicap or when convalescent

1 Anne W. Shyne. op. cit. p. 20.

2 Ibid, p. 20.

care of the follow-up of a tuberculosis contact is requested¹ the problem is classified into this sub-category.

2. Procurement of medical services. Requests for help in securing different medical or auxiliary services are covered here. The different services are medical, surgical, psychiatric, dental, optical, nursing, speech clinic and occupational therapy.

The writer found three sub-categories existed in connection with problems primarily related to emotional conflicts.

1. Individual personality adjustment. This sub-category includes "problems related to personal difficulties of neurotic origin, emotional instability or immaturity which manifest itself on a consistent basis in inability to make the usual social adjustments, and inner conflicts which constitute a problem disturbing to the individual",²

2. Problems related to mental illness, to a psychosomatic

1 Anne W. Shyne, op. cit., p. 19.

2 Ibid., p. 19.

condition or to intellectual retardation make up this sub-category.

3. Behaviour problems of children.

Problems primarily related to difficulties in inter-personal relationships constitute the last category and have been divided into three sub-categories as follows:

1. Marital difficulty. This sub-category covers "conflict or maladjustment between husband and wife recognized by one or both as disturbing, growing out of environmental pressure and/or fundamental attitudes."¹

When relations between husband and wife are still an issue although there is separation, desertion or divorce in the picture, the request is said to be one of help around marital difficulties."²

2. Difficulty in parent-child relationship. This heading includes "conflict or maladjustment between parents or step-parents and minor children (under 21 years of age) as well as any unhealthy parent-child relationships such as over-protection and over-dependency and

1 Anne W. Shyne. op. cit. p. 18.

2 Ibid. p. 18.

neglect of children."¹

3. Other family relationships. "Conflict or maladjustment in relations between adults and their parents, with siblings, parent substitutes or other relatives"² are included in this sub-category.

The requests for service made by the 62 families are classified according to the above defined categories and sub-categories. Only the actual requests made by the client at intake are counted here. Other problems brought up by the client in the course of treatment usually come about because the worker enabled the client to formulate them and therefore constitute a part of the service given. This will be analyzed in the second part of this chapter.

It was found that many clients requested service in relation to more than one problem. This was the case with the O. family.

Case No. 44 A friend of Mrs. O. applied to the agency. Mrs. O. had just had a stroke and as she lived alone with her 18 year old son, the friend enquired whether the F.W.A. would send a homemaker. Nursing care for Mrs. O. was also needed.

Thus in Case No. 44, service was requested in two areas of difficulty; first environmental difficulty (homemaker service) and

1 Anne W. Shyne. op. cit. p. 18.

2 Ibid. p. 19.

secondly, physical ill health and the request for nursing service.

Other applications involved requests in as many as three areas of difficulty.

Case No. 22. Mrs. D. requested help in finding a boarding home for her 15 year old retarded son, because "she was unable to handle him". She had arranged work for him and he had refused to go.

Mrs. D's application is found to involve: (1) substitute care of a child, (2) casework in relation to intellectual retardation and (3) parent-child relationship.

In certain cases the request for help was in one area of difficulty but involved several problems.

Case No. 54. This case was opened when a school nurse referred Mrs. W. to the agency. Mrs. W. was a widow with two small children. She was in receipt of Needy Mother's Allowance. But as this allowance was insufficient to meet the family's need, the school nurse sent Mrs. W. to the agency in order to request help with finding some suitable employment.

The following table gives the number and kinds of requests for service brought to the agency by the 62 families of the sample.

TABLE IX
NUMBER AND KINDS OF REQUESTS FOR SERVICE

Problems	Number of requests	Number of cases a)	Per cent of total cases a)
TOTAL	100	62	100
a) <u>Environmental difficulties</u>	<u>47</u>	35	56.4
Economic	17		
Educational and vocational	7		
Employment	4		
Housing and residence	3		
Recreation	4		
Substitute care for children and homemaker service.	12		
b) <u>Physical illness</u>	<u>10</u>	8	12.9
Ill health	9		
Procurement of med. service	1		
c) <u>Emotional conflicts</u>	<u>20</u>	20	32.2
Indiv. personality adjust.	5		
Mental illness	4		
Behaviour problems of children	11		
d) <u>Difficulties in interpersonal relationships</u>	<u>23</u>	22	35.5
Marital difficulties	17		
Parent-child relationship	3		
Family relationships	3		

a) In some cases help was requested with more than one problem, therefore the number of cases appearing under separate categories exceeds 62 and 100 per cent.

Since 62 families requested help with 100 different problems, the arithmetic mean is 1.6 problems with which help was sought per case.

Requests for help with problems primarily related to emotional conflicts and difficulties in interpersonal relationships occurred in 32.2 and in 35.5 per cent of the cases. This high proportion of requests in these two areas of difficulty shows that the clients in this sample group were aware of the service the agency was willing to give.

The small proportion of requests for service in relation to physical ill health (12.9 per cent) might well be due to the fact that most Montreal hospitals have social service departments which help patients with problems arising out of their physical condition.

In this connection it is interesting to note the kinds of requests for help that were made in the five cases referred to the F.W.A. by health agencies.

Case No. 20. Mrs. C. was referred by a hospital social service department for casework service in relation to a psychosomatic condition. She was 58 years old and suffered from angina pectoris and high blood pressure. The referral read: "The cause of her illness is thought to be almost entirely functional. Because of the close relationship between this patient's physical symptoms and need for understanding and acceptance, service from your agency may enable her to manage without turning to illness."

Case No. 21. This case was referred by a visiting nurse's association for help with the behaviour problem of a 9 year old girl.

Case No. 49. Mrs. S. was referred by Doctor X, psychiatrist, for help with marital difficulties. Mrs. S's daughter was Dr. X's patient. Dr. X felt that Mrs. S's difficulties were upsetting to his patient and jeopardizing the treatment he was giving her. He also knew that Mrs. S. was not receiving help for her marital difficulties from any source.

Case No. 23. Mr. K. telephoned upon referral from the tuberculosis hospital. His wife had just been told that she was suspected of having tuberculosis and that while awaiting the results of further tests she should take a complete rest. Mr. K. requested Homemaker Service to care for his two pre-school children and his wife.

Case No. 55. This case was referred from a hospital Social Service Department for financial assistance. Mr. I. was suffering from a crippling illness and would be incapable in the future of supporting his family as he had been doing in the past.

These five examples show the variety of problems presented by clients referred to the F.W.A. by community agencies. The examples from case records given above ¹ show that clients who were referred to the agency by individuals also applied for a variety of reasons. Community agencies and individuals who referred clients to the F.W.A. were aware of the service the agency had to offer. They knew that the F.W.A. was not solely engaged in relief-giving.

Nevertheless there were 17 requests for help in relation to economic problems. The requests involved 12 cases. Although some

¹ See supra p. 43.

of these clients' situations are complex, with help requested in other areas of difficulty, it appears from the records that in nine cases (or 14.5 per cent of the sample) the clients applied because they knew the agency gave material relief.

In three of these cases the request was clearly for financial assistance. Two out of the three became known to the agency through referral. In one, Case No. 55 cited above ¹ the financial need was due to illness. In Case No. 47 referred by the Department of Veterans Affairs, the request was for financial help pending the receipt of War Veterans Allowance. Mr. Q., a musician, applied for financial assistance during a period of unemployment. In a fourth case, the request was for clothing.

As the cases in the sample have been chosen because no amount of assistance in cash or in kind had been given, the service which was extended in cases in which this was the request will be particularly stressed in the section on service given.

Table IX ² shows that 35 persons applied for help with problems related to environmental difficulties. In 21 cases conflict was present in several areas and in 14 cases help was sought around environmental difficulties only.

1 See supra p. 47.

2 See supra p. 45.

The writer found that the reasons for application of the 14 clients who requested help in relation to environmental difficulties alone were significant. Three applications were for financial assistance or assistance in kind. In five cases, while the request for help was for camp placement of children or help in finding employment, the requests came from families in which one of the parents was absent and the remaining parent was quite dependent on the agency. In two other cases in which the requests were help in finding housing and camp placement for a child, the underlying motive was marital difficulty the parents were undergoing at that moment. The four remaining cases were two applications for homemaker service during confinement and two requests for help in finding a job and vocational guidance.

Although at first glance the number and the proportions of requests for service around problems related to environmental difficulties seemed great, a more detailed study revealed that only in seven cases out of 62 was the request solely in connection with problems classified in that category. All other applications either requested help in several areas of difficulty or the request was focused on difficulties in the environment as a substitute expression of more basic needs.

This is further evidence that human problems are complex and

that there is a close inter-relatedness between areas of difficulty. Because of this inter-dependence a family agency should always stress that all kinds of requests are accepted for service. Many clients are unaware of the deeper meaning of their problems but after some interviews with a caseworker are able to accept help in the area of their real difficulties. Other persons can only accept help on a supportive level in the area in which they focus their need.

A caseworker thus needs particular skills in casework techniques and diagnostic evaluation to help clients. But the evaluation of casework is not the focus of this project; therefore, the writer will now proceed with a study of what services were given.

B. Services given

In order to discover the number and the kinds of services given, the writer examined each record. The same categories and sub-categories of areas of difficulty are found to be appropriate in classifying the problems around which service was given, as were used for services requested. A service was counted as given only when the recording indicated that the problem had actually been discussed between client and worker, that is, if casework consideration had been given to that particular problem "for the purpose of assisting in

solving it."¹

This discussion between client and worker was usually carried out in the interview situation either in the office, or at the occasion of a home visit. Discussions over the telephone or by letter were also counted if their content was "individualized consideration of treatment of a problem."²

With this definition of service in view, 61 out of the 62 cases received casework service. The one exception is Case No. 55 ³.

Case No. 55. This case was referred by a hospital social service department for financial assistance because of illness. The worker's efforts to locate the client by letter or by telephone were fruitless and the client was never contacted. Nevertheless because of the nature and the urgency of the referral, this case has been kept open for a period of three months. The hospital social service worker's cooperation was enlisted but in vain to interpret to the client the agency's willingness to help. When all efforts did fail, the case was closed.

Because there is no evidence in the record of any problem discussed between this client and an F.W.A. worker and because the letter written to the client was an offer of service and had no casework content, the writer classified this case as no service given.

The 62 families of the sample received help with 202 different problems. This is a mean number of 3.2 problems given casework

1 Russell Sage Foundation, Department of Statistics, Definition of Terms and Instructions for Reporting Monthly Statistics of Family Casework, (New York, 1946) p. 7.

2 Russell Sage Foundation, op. cit., p. 7.

3 See supra p. 47.

consideration per case. The following table indicates the number and kinds of service given.

TABLE X
NUMBER AND KINDS OF SERVICES GIVEN

Problems	Number of problems with which help was given	Number of cases a)	Per cent of total cases a)
TOTAL	202	62	100
a) <u>Environmental difficulties</u>	79	42	67.7
Economic	25		
Educational and vocational	18		
Employment	4		
Housing and residence	6		
Recreation	10		
Substitute care for children and homemaker service	16		
b) <u>Physical illness</u>	30	24	38.7
Ill health	8		
Procurement of med. service	22		
c) <u>Emotional conflicts</u>	32	27	43.5
Indiv. personality adjust.	22		
Mental illness	6		
Behaviour problems of children	5		
d) <u>Difficulties in interpersonal relationships</u>	61	47	75.6
Marital difficulties	23		
Parent-child relationship	22		
Family relationships	16		
No service given		1	

a) In some cases help was given with more than one problem, therefore the number of cases appearing under separate categories exceeds 62 and 100 per cent.

It should be pointed out again that a service in relation to a problem was counted as given when discussion had taken place between the client and the worker. This study in no way attempts to indicate the quality of the casework service given, the level of treatment, or whether the service had been beneficial or not to the client.

In this sample 37.1 per cent of the cases received help with marital problems, 35.5 per cent received help with strained parent-child relationships and in 20.9 per cent of the cases substitute care for children was discussed. This corresponds closely to the recent statistics in the family quoted in the introductory chapter.¹

The significant fact to be seen from Table X is that in three quarters of the cases, casework consideration was given in relation to problems in various areas of family relationships. This corroborates the writer's findings of inter-relatedness of areas of difficulty² and also indicates that casework needs to be client-and-his-situation centered.

There was an appreciable increase in the number of problems given casework consideration over the number of problems with which help was requested. In order to find out in which area of difficulty

1 See supra pages 11 and 12.

2 See supra page 50.

this increase was highest, a comparison between findings of Table IX and Table X is given below.

TABLE XI
DIFFERENCE BETWEEN INCREASE OF PERCENTAGE OF
REQUESTS AND OF PERCENTAGE OF SERVICES GIVEN
IN RELATION TO PROBLEMS

PROBLEMS	Help requested (in per cent of total cases)	Help given (in per cent of total cases)	Increase (in per cent of total cases)
a) Environmental difficulties	56.4	67.7	11.3
b) Physical illness	12.9	38.7	25.8
c) Emotional conflicts	32.2	43.5	11.3
d) Difficulties in interpersonal relationships	35.5	75.8	40.3

This table shows that in 40.3 per cent of the cases in which the client had not requested help with problems primarily related to difficulties in interpersonal relationships, the latter emerged as one of the concerns in the casework relationship. The following case illustrates this point.

Case No. 18. "Case opened when Mrs. H. came to the office requesting information about camps for Anna, 8, and Johnny, 6.

The problem was quickly revealed by Mrs. H. to be a more complicated one of future family planning. She said several times "I've been having a great many difficulties" but was not able to enlarge on this until worker had talked a little about the limitations of camps for such young children and was then able to redirect the discussion to the need behind the request. Mrs. H. then gradually told of her marital difficulties."

Table XI also shows that in 25.8 per cent of the cases in which this had not been requested, the worker gave help with problems related to physical ill health. The cases involved here are those in which the worker helped clients to secure medical services. It is a fact that many persons have unfavourable attitudes toward securing medical advice, either because of the cost involved, because of unawareness of the resources or because of unawareness of the need.

In this connection it is significant to examine the number of referrals made to health agencies for service in the 62 cases and the number of other contacts between health agencies and F.W.A. workers. This will be done in Table XIV.

We have thus far analyzed the number and the kinds of requests, as well as the number and the kinds of services given. Let us now see whether the service given was in the same area as the service requested.

TABLE XII
SERVICES REQUESTED AND SERVICES GIVEN

SERVICES REQUESTED	SERVICES GIVEN				Number of services	Number of cases
	a)(a)	b)(a)	c)(a)	d)(a)		
TOTAL	42	24	27	47	140	62
a)	14	7	8	9	38	14
b)	-	1	-	-	1	1
c)	7	6	7	12	32	12
d)	2	1	5	12	20	12
a) and b)	6	5	-	1	12	7
a) and c)	6	1	4	3	14	6
a) and d)	6	1	1	6	14	6
b) and c)	-	-	-	-	-	-
b) and d)	-	1	1	1	3	1
d) and d)	-	-	-	1	1	1
a), b) and d)	1	1	1	1	4	1
a), c) and d)	-	-	-	1	1	1

a) Due to lack of space in the table, the four areas of difficulty are represented by four letters as follows:

- a) problems related to environmental difficulties,
- b) problems related to physical ill health or handicap,
- c) problems primarily related to emotional conflicts,
- d) problems primarily related to difficulties in inter-personal relationships.

There we see a high degree of correlation between services requested and services given. The main difference which does exist

results - as previously indicated - from the fact that help was extended in more areas than was apparent from the requests. This is shown in Case No. 56 for example.

Case No. 56. Mrs. F. was known to the agency for several years. Her husband had deserted her and she struggled to bring up her two daughters. The case had been closed for several months when Mrs. F. applied again to the agency for help in making arrangements for her eldest daughter, 14 year old Elizabeth, to go to a summer camp. A suitable camp was found for Elizabeth.

In the course of her interview with the worker, Mrs. F. remarked that Elizabeth was complaining of enlarged and painful axillary glands. Mrs. F. also spoke a great deal about her own ill health. A referral to a surgical clinic was made for both Mrs. F. and Elizabeth. A week after her appointment at the clinic Mrs. F. was seen again by the caseworker. Mrs. F.'s feelings about her physical condition as well as her feelings about Elizabeth's health were discussed with her. Elizabeth's condition had been found to be benign and Mrs. F. was given help in how to handle her complaints. Nevertheless, Mrs. F. was more concerned with her daughter's ill health than her own, more serious condition.

The worker recognized that Mrs. F. was projecting her anxiety about her own ill health on to Elizabeth's condition and that she was trying to prolong the contact with the agency by turning to discussions of ill health. The worker had several more interviews with Mrs. F. and she was helped to reveal her true feelings. Gradually Mrs. F. gained some insight into her situation.

After Elizabeth's return from camp, Mrs. F. had experienced again that the agency was always available when she was in need of help and as there was no further service needed at this time, the case was closed again.

In this case, the request for service was an application for summer camp placement, or help with a problem in one area of difficulty,

the environmental. The service given involved all four areas of difficulty. (1) Service around camp placement, (2) referral to medical sources and Mrs. F's ill health, (3) Mrs. F's problem of personal adjustment and (4) help in parent-child relationships.

As stated previously ¹ there had been three requests for financial assistance among the 62 cases which received non-relief services. In one of the cases the client was never contacted and no service was given. ² The two other cases were as follows.

Case No. 27. This was the case of Mr. Q., a musician who requested financial assistance during a period of unemployment. As it is not a policy of the agency to give relief in cases of unemployment uncomplicated by other factors, Mr. Q. was referred to the Salvation Army.

In the course of his interview with the worker, Mr. Q. told of a bus accident his wife had recently and of her strange behaviour since this accident. Mr. Q's feelings about his wife were discussed with him and the worker offered continued service to both Mr. and Mrs. Q. in this area, as well as medical help for Mrs. Q. However, as efforts to locate Mrs. Q. failed and as nothing further was heard of the Q's, the case was closed.

Case No. 47. Mr. L. was referred to the agency by the Department of Veterans Affairs for financial assistance pending receipt of War Veteran's Allowance. This was offered as an advance if Mr. L. would make his first cheque payable to the F.W.A. At first Mr. L. accepted this offer but later telephoned to say that he had changed his mind and the case was closed.

¹ See supra p. 48

² See supra p. 51

Another difference between the services requested and the services given stems chiefly from the way in which the writer computed her tables and is related to the definition of casework consideration of a problem which was used.¹ This affected the outcome of requests for help with problems related to emotional conflicts in general and behaviour problems of children in particular. An example from a case record illustrates this point.

Case No. 39. Mrs. B. applied to the agency for help with her 11 year old boy Paul who was still soiling and wetting. Over a period of six months, Paul's behaviour problems as well as Mrs. B's feelings about her children were discussed between Mrs. B. and the worker. Arrangements were also made by Mrs. B. and the worker for Paul to go to a camp but as Paul was never actually seen by the worker, that is, as Paul was not in receipt of direct help with his emotional problems, the service given was counted as help in parent-child relationship given to Mrs. B.

This shows that when the person who manifested the behaviour problem was not given any direct casework treatment, usually a member of his family was given help in family relationships.

In this connection it seems interesting to see how many persons received the benefit of direct casework treatment in the 62 cases. This is shown in the following table.

1 See supra p. 50 and p. 51.

TABLE XIII
NUMBER OF PERSONS INTERVIEWED

Number of persons interviewed per case	Number of persons interviewed	Number of cases
TOTAL	92	62
0	0	1
1	38	38
2	38	19
3	3	1
4	8	2
5	5	1

There was a mean number of 1.5 persons interviewed per case. The interviews were held with one person in 61.2 per cent of the cases and with two persons in 30.6 per cent of the cases. In one case, No. 24, interviews were held with five different persons.

Case No. 24. This was the case of an adolescent girl, Sadie. She was the last of a family of four and was the only one not married. Her mother was deceased and her father was living with a new family. Sadie was living part of the time with one or the other of her married siblings. She was a difficult adolescent to get along with and during the time her case was open at the agency, interviews were held with Sadie, as well as with her father and her married brothers and sister.

Referrals to other agencies for service to the client were

not counted as casework interviews. Contacts other than formal referrals, that is discussions with caseworkers in other agencies or persons in the community were also omitted from the enumeration of persons having benefitted from casework interviews. These contacts had no casework content as defined above (see pages 13 and 20) and mostly involved getting information which was helpful to the worker on the case. The following table indicates the number and the kinds of referrals and contacts with collaterals made on behalf of the 62 cases.

TABLE XIV

NUMBER OF REFERRALS MADE FOR SERVICE TO CLIENTS
AND NUMBER OF COLLATERALS CONTACTED a)

Referrals made and contacts with collaterals	Referrals made	Contacts with collaterals
TOTAL	59	68
<u>Social and health agencies</u>	<u>35</u>	<u>40</u>
a) social agencies	18	21
b) health agencies	17	19
<u>Other community organizations and associations</u>	<u>18</u>	<u>8</u>
a) church	-	-
b) school	-	6
c) employment and vocation	11	2
d) institutions and associations	7	-
<u>Individuals</u>	<u>6</u>	<u>20</u>
a) employers	4	2
b) professionals	-	5
c) members of family	-	5
d) persons in community	2	8

a) Routine Social Service Exchange inquiries which were made on all cases are omitted.

This service of referral to another agency or contact with organizations or individuals in the community involved 42 of the 62 cases. The total number of referrals and contacts is 127. This is a

mean number of two contacts per case with the outside community.

This shows that service to a family did involve skilled casework not only in interviews with the client, but in contacts with the community. The following case illustrates this point.

Case No. 21. Mrs. P. had been referred to the agency by a visiting nurse for help in handling Mary, the eldest of her three children. This eight year old girl presented several behaviour problems. In the period of 26 months during which this family was given service, 27 casework interviews were held with either the mother, the father or Mary herself. The family was referred for service to four different health agencies and three community social services including the Diet Dispensary. In order to give a better service to this family, the worker also contacted three other social organizations and Mary's progress was discussed with her teacher.

In giving service to the 62 families, 56 different agencies or individuals in the community were contacted. It is apparent that the F.W.A. workers made extensive use of community facilities on behalf of their clients.

It has been shown that service was given in relation to a variety of problems and that the giving of service involved contacts with many agencies in the community and interviews with many clients. In order to have a more complete picture of the service given to the 62 families, we shall now examine the number of casework interviews with clients and the time span required for the giving of the service.

The number of casework interviews held in the 62 cases is 319. This is a mean number of 5.1 interviews per case. But in view of the scatter, the distribution is as important as the average. While in 41 cases the number of interviews per case was below 5, in 7 cases the number of interviews was over 10 per case. Twenty-seven interviews were held in Case No. 21 quoted above.¹

The number of interviews per case assumes further significance if compared to the time span in which these interviews were held. This should in a measure indicate the intensity of the service given. The writer therefore computed the number of months each case was open for service. This was done by counting the number of months elapsed between the date of opening and the date of closing of each of the 62 cases. For the cases which were re-opened, only the period between the opening prior to the closing in 1950 was counted. No note was taken of the fact that some cases had been inactive during certain months. In contrast to the prevailing practice of the F.W.A., cases opened the 28th of a month - or after, were still counted as having received service in that month. Therefore, if a case was opened on 30.1.1950 and closed on 30.6.1950, the case was counted as having received service during six months, even though on the statistical card

1 See supra p. 63.

this case had been classified as "inactive" during March and April and the date of opening was the 30th of January.

It is agency practice to close all cases at the end of a month. Thus if contact between a client and the agency is severed on the second of a month, the case is marked as closed on the 31st only. This writer followed this practice but was aware of the fact that when contact with a client was terminated on the 30th of May, for example, the case was often classified as closed at the end of June. Because the period the case was open does not always correspond to the period in which the case was actually active, it is to be expected that the frequency of interviews will show a certain degree of error.

The total number of months the 62 cases have been open for service is 426. This is a mean number of 6.9 months per case. Here too the distribution is as important as the average because of the scatter. Thirty-nine cases, or 62.9 per cent of the cases were open less than six months. The fact that such an important part of the cases received service in a relatively short time span, increases the degree of error discussed above. Six cases were open for over 20 months. An example of one of the long term cases is Case No. 21.¹

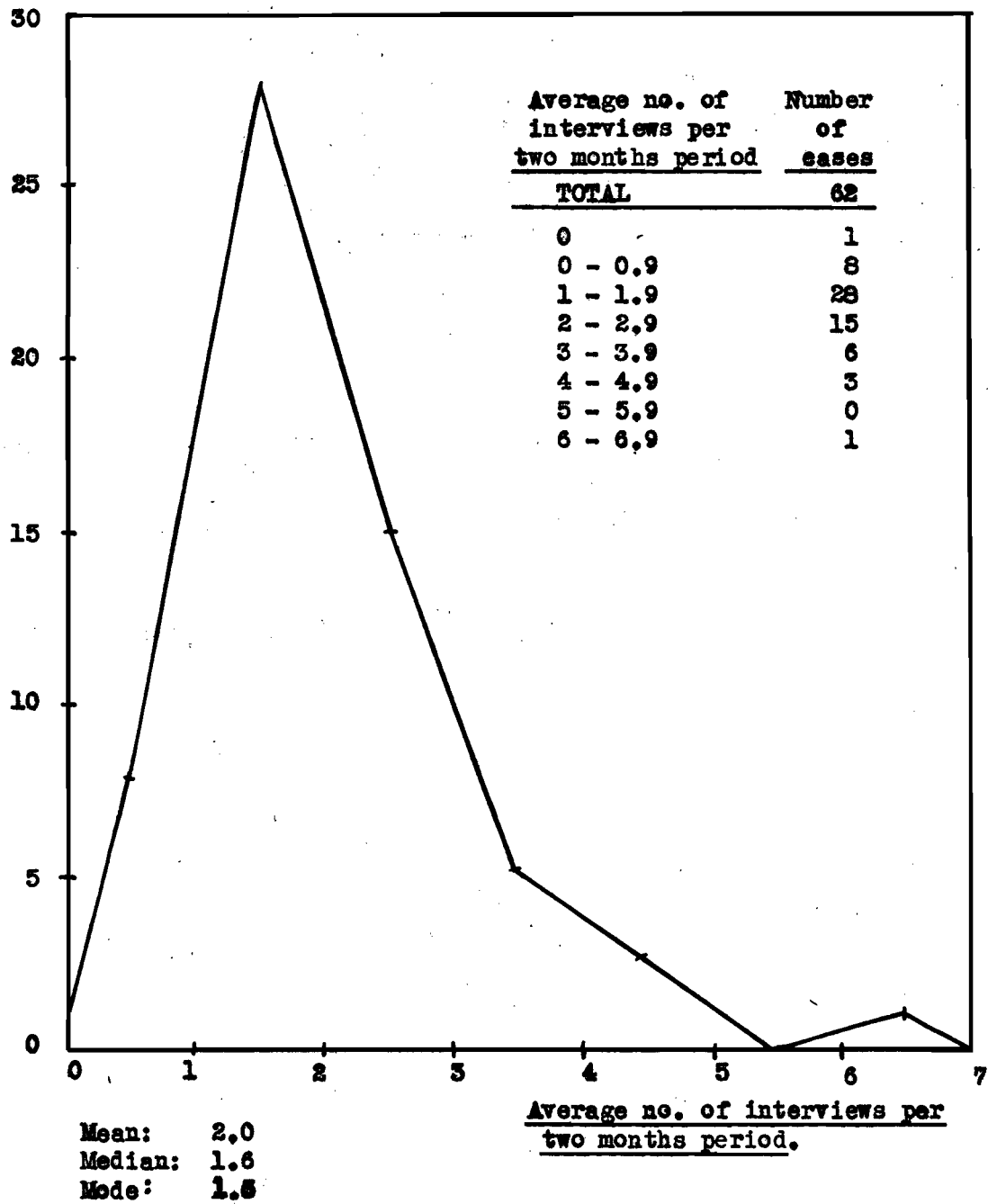
In the following graph an effort is made to show the relation between the number of interviews and the time span in which the interviews were held.

1 See supra p. 63.

CHART I

AVERAGE NUMBER OF CASEWORK INTERVIEWS PER TWO MONTHS PERIOD

No. of cases



From this graph we see that in the average case, an average number of two interviews were held in a two months period. In 25 cases, or 40.3 per cent of the cases, more than two interviews were held in two months.

This graph gives a very rough approximation of the intensity of the service given, the graph being influenced by the way in which the number of interviews and the number of months of service were computed. In the next chapter the writer will attempt to further present what service was given in the 62 cases by examining their outcome and disposal.

CHAPTER V

REASONS FOR DISCONTINUING SERVICE AND OUTCOME OF THE CASES

There comes a moment when contact between the client and the agency is severed. At what point is the case closed? Again, casework treatment of problems is an intangible service so that one might well wonder what has been accomplished in a case. A question which must be asked is, did the client really benefit from the service? An attempt to answer these two questions will be made in this chapter.

In order to do this without evaluating the quality of the casework service given, two series of criteria have been used which are set forth below. The first deals with the reason for closing a case and the second deals with the worker's evaluation at closing. Both methods are used by member agencies of the Family Service Association of America and their definitions are given in the Handbook on Statistical Recording and Reporting in Family Service Agencies.¹ Only the second of these methods is printed on the Canadian Welfare Council Statistical card used by the F.W.A.

A. Reasons for closing a case.

1. Referred elsewhere. If case is referred elsewhere for service, and no further service from the agency is anticipated.

1 Anne W. Shyne. op. cit. p. 20 and 21.

2. Service completed. If case is closed because presenting need has been met by the agency. (This will be checked if the client or referring person and the caseworker decide, on the basis of discussion of the situation, that no further service is needed or desired at the moment.)
3. Client unwilling to continue. If the caseworker considers further service desirable but the client is unwilling to continue with the agency.
4. Modification unlikely. If no plan for further contact was made because it seemed unlikely that the problem would be modified.
5. Client did not continue despite plan. If plan was made with client or referring person for further contact with agency, but client did not follow through on the plan.
6. No community resource. If service needed is unavailable in the community.

B. Evaluation at closing.

This refers to the family's or individual's ability to handle the situation. It should be checked "yes", "no", or "unable to evaluate". If casework service has been helpful with respect to any of the problems checked, through clarification or treatment of the problem, or referral to an appropriate source of service, this section should be checked "yes". Factors which may be considered in determining whether the service has been helpful are improvement in the client's understanding, in his disabling conditions or habits, his adaptability or his environmental circumstances.¹

After careful reading of each of the 62 case records, the writer attempted a strict application of these criteria. This task

1 Anne W. Shyne, op. cit., p. 20 and 21.

was greatly facilitated by the way in which the records are kept. After the last interview, in which the decision to close the case is taken, a very comprehensive closing summary is entered in each record. This closing summary covers in an abbreviated form "the situation at the point of intake, the services offered and the treatment given as well as the progress of the case whilst under care and the apparent reasons for any failure in treatment".¹

The following table shows the relation between the evaluation at closing and the reason for closing.

1 Family Welfare Association of Montreal. Office Manual. p. 31.

TABLE XV
EVALUATION AT CLOSING AND REASON FOR CLOSING

REASON FOR CLOSING			EVALUATION AT CLOSING		
	Total		Families enabled to handle situation better		
	Num- ber	Per cent	Yes	No	Unable to evaluate
TOTAL: Number	62	100	23	12	27
Per cent	100		37.1	19.3	43.5
1) Referred elsewhere	3	4.8	1	-	2
2) Service completed	26	41.9	16	4	6
3) Client unwilling to continue	11	17.7	2	4	5
4) Modification unlikely	7	11.3	1	2	4
5) Client did not continue despite plan	12	19.3	2	1	9
6) No community resource	3	4.8	1	1	1

Case No. 55¹ in which no service was given was classified in this table as closed because the client did not continue despite

1 See supra p. 51

plan and the worker was unable to evaluate whether the client was able to handle the situation better or not.

Only in four other cases did the writer find some difficulty in applying the criteria. There either seemed to be no further plan of treatment made with the client or the agency did not continue its service despite a plan made because of staff turnover. These seem to be the extremely few examples of what appears to be unfortunate handling of cases.

In twelve cases it seemed that the casework service did not contribute to the family's ability to handle the situation better. Case No. 40 illustrates this point.

Case No. 40. Mr. A. applied to the agency for homemaker service because Mrs. A. had been ordered bed rest at home.

Two months later when the decision was made to close the case, it appeared that no homemaker had been available and that the District's efforts to find a substitute housekeeper had failed. In the meantime Mrs. A. moved to her mother in the country. One of the children stayed with Mr. A., and the family placed the second child with relatives.

Because the criteria used to evaluate the closing of a case was very specific as to when a family was helped or not, it was found that a large proportion of the cases (43.5 per cent) had to be classified as "unable to evaluate". This in no way means that

very successful work had not been done while the case was open for service. The particulars dealt with here refer only to the decision made at closing time.

Case No. 9. When Mrs. T. came to the agency her situation was very precarious. Her husband had obtained a legal separation against her and she had just been put out of her own home and separated from her three children. Mrs. T. requested help with legal advice in her situation.

At first, Mrs. T. was helped with finding temporary boarding care for herself and with vocational advice. Her feelings about her marital problem and the effect the marital situation might have on the children was also discussed with Mrs. T.

In the 9 months during which this case was open, Mr. T. was also seen. As Mr. and Mrs. T. accused each other of drinking, their problem of alcoholism was discussed with them. Suddenly and to the worker's surprise, Mr. T. agreed to Mrs. T.'s coming back to live with him and the children.

At this point, the worker's plan, as evidenced in the recording, was to extend more intensive casework help to both Mr. and Mrs. T. But Mrs. T. told the worker that she wanted to sever the contact with the agency as she felt "she could cope with the situation now".

The decision to close the case was then reached by mutual agreement between client and worker. The worker felt that the "presenting need had been met" ¹ (2. Service completed) but it could not be decided whether there had been any "improvement in the client's understanding" ² and the worker expected this case to be re-opened in the near future.

1 Anne W. Shyne. op. cit. p. 20.

2 Ibid p. 21.

Although it clearly appears from the above example that service around several problems had been successful; at the time of closing even though Mrs. T. had said she could handle the situation better, the writer found herself unable to classify the case under the category in question.

In 37.1 per cent of the cases it was found that at the time of closing the client's ability to handle his situation was improved. Case No. 16 is an example of one of these cases.¹

Case No. 16. Mrs. H. came to the agency and requested camp placements for her two children. During an intake interview, she revealed that her real problem centered around marital difficulties.

After three months of service from the agency, the case was closed since Mrs. H. did not return despite plans made. But the closing summary revealed that Mrs. H. had made considerable progress toward coping with her problem herself.

"Mrs. H. finally made camp plans for the children. She also found new housing. She seemed able to use case-work service on a supportive level and was now able to proceed towards legal clarification of her marital situation."

In 16 cases in which the client showed increasing ability to handle his situation better, the service from the agency was discontinued because the service was considered completed by both the client and worker.

1 See supra p. 55.

Case No. 5. This case was opened when Mrs. R. came into the office and requested legal advice regarding annulment of her marriage. After a long intake interview, the worker recorded the following.

"There seemed to be a great deal more in the situation than a request for legal advice and there was a possibility that this family unit could be helped by casework service rather than dissolved immediately. It did not seem clear that either Mr. or Mrs. R. was ready to sever the relationship completely and it might be possible to establish the home on a more secure basis."

After four interviews with Mrs. R. and one with Mr. R. the case was closed. "Mr. and Mrs. R. were back together and were at her mother's house while awaiting a place of their own which they hoped to get in the near future."

Attempts were made but in vain, to secure findings from similar studies, in order to compare the percentage of cases in which the client was able to handle the situation better because of the casework service received. But the writer believes that 37.1 per cent is a high proportion of successful cases.

It must be remembered, furthermore, that human problems are intricate and complex. It is often difficult to decide which factor was most significant in bringing about change. Casework is not an exact science and discrimination has to be exercised in assessing its true effects. We are therefore under an additional caution to interpret the above evaluation of results conservatively. Nevertheless, in this sample, the improvement in the client's ability to handle his situation better often occurred in conjunction with casework service from the

agency. It seems logical to conclude that this improvement has some relationship to the casework service given and that this service is of unquestionable value.

This chapter has been an attempt at an objective evaluation after the closing of cases. In Chapter VI, the findings of this project are reviewed and certain conclusions are drawn.

CHAPTER VI

CONCLUSION

Frank J. Hertel stated that "family social work is a form of social casework focusing on family life and family relationships."¹ While both private and public family agencies have this goal, it is the private agency's special responsibility to promote preventive and rehabilitative measures.²

In Montreal where there is no public family agency, private family agencies assume the dual function of agencies in both fields.

This study was undertaken to determine whether, notwithstanding local differences, the cases classified as service cases at the F.W.A. of Montreal follow the same trend of service shown by other private family agencies on the North American continent. Twenty-seven and two tenths per cent of the agency's caseload are constituted by non-relief cases. Sixty-two of these cases - drawn from the Verdun District of the F.W.A. - have been examined for the purpose of this study. The people who sought the help, the kinds of help sought, as well as the kinds of help given, were analyzed in order further to confirm the fact that non-relief services were requested by clients and that the agency did give service in relation to non-relief cases.

1 Frank J. Hertel. "Family Social Work" op. cit. p. 183.

2 Ibid p. 185.

As a preliminary to the study of the requests brought to the agency in the 62 cases, the general characteristics of the sample group were analyzed.

It was found that the sample comprised 256 individuals of whom 121 were adults and 135 were children under 21 years of age. Fifty-five of the families had children under 21 years of age, and 31.6 per cent of the population of the sample were children under 12 years of age. The mean number per family was slightly higher than the mean number per family living in the district from which the sample was taken. This dissipated the common assumption that smaller families or childless families would be less apt to find themselves in financial need.

The composition of 15 of the families was in itself a justification in seeking the services of the agency. In 12 families one of the parents was absent from the home, either because of death, separation, illness or employment and four other families had the charge of a single adult child who was either mentally ill or retarded.

The walks of life from which the families came was then examined. Although the recording was rather meagre on this particular point, the information the writer could gather about the occupations of the 62 heads of households showed that a wide range of professions were represented. Two men were unemployed and two others were office managers

or self-employed persons earning as much as \$400.00 a month. The majority of the men were workers earning between \$125.00 and \$199.00 a month. Those in upper or upper middle class income brackets in Verdun apparently do not widely seek services from the agency. However, the preceding is evidence to substantiate the well-known fact that the need for such services does exist, and that they will be used, where available, by persons with means.

It was learned that a large number of these clients applied in person for the services of the agency, thus suggesting that the services the agency had to offer were well known by these persons. Only 20.9 per cent of the cases applied to the agency after formal referral from organized bodies in the community; while comparatively, individuals in the community made a larger use of the agency. Seventeen and seven tenths per cent of the cases were referred by different individuals in the community. Professional workers appeared not to make use of the possibility to refer to the agency persons who were known to them. Former clients of the agency did not hesitate to bring their friends in need of service. A closer examination of the sample revealed that 61.3 per cent of the families were already known to the agency prior to this application or referral. It was felt that the reasons for repeated re-opening of cases

might well lend itself to further study. Are these clients seeking help with different problems than in previous years, or were the repeated case openings forseen as part of the casework plan? However, this may be, there seems to be a need for some way to make the services of the agency known to a wider group.

The problems which caused the clients to apply to the agency were as various as might be expected. For the purpose of the study, these problems have been classified into four areas of difficulty in which a person could find himself in need of help. These four categories were a) problems related to environmental difficulties; b) problems related to physical ill health or handicap; c) problems primarily related to emotional conflicts; and d) problems primarily related to difficulties in interpersonal relationships.

In several instances clients requested help with more than one problem, so that a total of 100 different requests were made in the 62 cases. This was a mean of 1.6 problems per case. Over half of the requests were for help with difficulties in the environment. In nine cases (or 14.5 per cent of the sample) the application to the agency was made because the client expected the F.W.A. to be relief-giving. The other requests for help with environmental difficulties were either for planning substitute care for children or were complex situations in which the client focused his difficulties in that area at the time of application.

In this connection the writer feels that over-stressing the fact - as is sometimes done now in the family field - that a family agency's main concern is help with problems of individual personality adjustment and/or help with problems of family relationships, may make clients hesitant about applying when they do not realize that their problems stem from deeper maladjustments. Still more important, it may prevent from applying to the agency those persons whose personal and interpersonal relationships are secure but who through no fault of their own find themselves in need of help with environmental difficulties. Are caseworkers thus creating a new stigma for their clients? An agency's public relations program has therefore to be extremely skillfully handled. By the very fact of the F.W.A.'s particular administrative setting, this agency seems to avoid the pitfall of over-stressing personality maladjustments.

Only a small proportion of requests for service (12.9 per cent) was made in relation to problems of physical ill health. It was assumed that this might be due to the fact that hospital social service departments in Montreal help patients with problems arising out of their physical condition.

Requests for help with problems primarily related to emotional conflicts and with problems primarily related to interpersonal relationships numbered 32.2 and 35.5 per cent respectively. This shows

that clients knew that the agency was not solely engaged in relief-giving and that the F.W.A. was willing to offer service around problems of personal or interpersonal maladjustments.

From the examination of requests made from clients who were referred to the agency, it appears that referral sources also were aware of the wide variety of services the agency was ready to give.

The number and the kinds of services given by the agency were then analyzed in relation to the same four areas of difficulty as used in regard to the requests made by the clients. It was found that help was given with a mean number of 3.2 problems per case.

The increase between the number of requests and the number of services given was due to the fact that in the casework relationship areas of need come to light on which the clients had not requested service. In 40.3 per cent of the cases such problems related to interpersonal relationships and in 25.8 per cent to problems related to physical ill health. The latter was chiefly due to referrals made by workers for clients to seek medical advice.

On the whole services were given in the same area as requested by the client. In the cases in which the client was faced with some economic difficulty, this was given casework consideration. In three of the cases in which this was the request, relief was not given because (1) the client did not contact the agency, or refused to accept money from the agency and (2) because the client was referred

elsewhere.

Because a casework service was defined as an individualized consideration of the problem between client and worker, advice given on how to handle a member of the family was usually classified as service given in relation to problems of interpersonal relationships. Therefore a disproportion existed between requests for help with behaviour problems of children and help given to this group in relation to problems primarily related to emotional conflicts.

There was a mean number of 1.5 persons interviewed per case but many more persons and organizations were contacted on behalf of the client. An average of two different organizations or collaterals were contacted per case. The workers of the agency thus helped a great many persons to make use of community facilities. The number of contacts with collaterals shows also that the workers themselves made extensive use of their knowledge of community resources.

The giving of the service required the agency's time and the caseworker's skill. It was found that a mean number of 5.1 casework interviews were held per case and that the average case was open for service during a period of 6.9 months. While the intensity of casework service is not necessarily determined by the number of interviews, nevertheless these averages suggest that the service given was less intensive than might have been expected. However, the writer believes

that these averages have been affected to a certain degree by the methods used for their computation. A more individualized consideration of the cases might give a more accurate picture of the intensity of the casework service given. Further research could be undertaken at this point. If the above finding is substantiated and casework service in non-relief cases was relatively superficial; it might be interesting to know whether this is due to staff turnover or to other factors.

As no attempt was made to evaluate the quality of the casework service given, the writer then tried to find out whether the service had been beneficial to the clients. This was done by an examination of the reasons for closing and the workers evaluation of the case at closing.

Although in 43.5 per cent of the cases the worker was unable to evaluate whether the client had been able to handle his situation better because of the casework service given, it is known that many valuable services had been rendered in these cases. It was found that in 37.1 per cent of the cases the client had definitely been enabled to handle his situation better because of the casework service he received from the agency. The writer believes that this proportion of successful outcomes of cases is rather high in the family field. However, no similar studies could be located with which to compare this finding.

This study of non-relief services in a family agency has been undertaken in order to determine whether the F.W.A. was developing in the direction of the overall trends seen in the family field. The writer found that an important part of the agency's cases were non-relief cases and in studying a group of them found that the service given corresponded closely to the help given elsewhere in the family field. Casework help with problems related to personal and interpersonal maladjustments was predominant in the group studied, as it is in agencies elsewhere.

But while elsewhere agencies started to charge fees for professional service, the F.W.A. was still burdened with relief-giving and was best known in the community for this service. This prevailing tendency of the community to consider the F.W.A. as a purely relief-giving agency is apparently not justified on the basis of the evidence revealed in this study.

It is the writer's belief that should the agency's responsibility toward the community be lightened in the area of the giving of material help, the professional staff of the agency would be prepared to devote itself largely to preventative and rehabilitative measures.

This would be beneficial to the community since it is common knowledge in Montreal that certain persons still refrain from applying to the agency because of the stigma attached to a relief giving agency

and since we know that a wider cross section of the population would use the services of the agency.

In anticipation of the time when the F.W.A. will be able to do more in the area of services to non-relief cases, the agency in the writer's opinion, should not forget to stress now both aspects of its work. For the staff of the agency the emphasis could be upon maintaining the present high quality of the service and striving towards still better performance. This would necessitate among other things, a continuing evaluation of all aspects of the work of the agency connected with non-relief services. The community would be helped towards a better understanding of the agency's service by continued interpretation of the agency's willingness and ability to help people in need of service.

It is the writer's impression that the F.W.A. is in a transition period between all-over responsibility for relief-giving and an expansion of service to a wider cross section of the population. In order to prepare for more service to non-relief cases in the future, further study of the general characteristics of the persons who make up the non-relief cases and of the needs of this group in terms of specific problems is necessary. It should also be interesting to know whether this section of the population would utilize the agency more readily if it could pay for the service received by payment of a fee.

In conclusion, the writer was impressed by the remarkable work

the F.W.A. was able to do, in view of the circumstances, in the area of service to non-relief cases. This performance augurs favourably for future developments.

APPENDIX

**A. Schedule 1. Canadian Welfare Council Statistical Card
No. 3B.**

B. Schedule 2.

Appendix 1										DISTRICT		WORKER		YEAR		CASE NO.					
ADDRESS				LOCATION OR TELEPHONE		No. OF ROOMS UNFUR. FURN.		WITH OTHER FAMILY		BOARDING		RENT		STATUS IN CURRENT MONTH							
REFERRED BY				DATE OF		DATE OF FIRST OPENING		DATE TRANSFERRED FROM TO		ACTIVE											
				LAST OPENING		CLOSING				A. SERVICE ONLY JFM AMJ JAS OND											
				B. RELIEF FROM AGENCY FUNDS																	
				1. EMERGENCY ASSISTANCE JFM AMJ JAS OND																	
				2. LOAN JFM AMJ JAS OND																	
FAMILY STATUS				DATE		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		C. SUPPLEMENTING PUBLIC ASSISTANCE JFM AMJ JAS OND									
				BIRTH		DEATH		MILITARY DUTY		4. RELATING TO CASE WORK PLAN JFM AMJ JAS OND											
				BIRTH		DEATH				5. DUE TO LACK OF PUBLIC RESOURCES JFM AMJ JAS OND											
				BIRTH		DEATH				C. RELIEF FROM OTHER FUNDS JFM AMJ JAS OND											
				BIRTH		DEATH				MILITARY DUTY		INACTIVE									
MEMBERS OF HOUSEHOLD				DATE		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		A. NEEDING ATTENTION JFM AMJ JAS OND									
MAN 1				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		B. ACCORDING TO PLAN JFM AMJ JAS OND							
WOMAN 2				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		C. WAITING CLOSING JFM AMJ JAS OND							
SINGLE CHN. 3				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		STATUS FOR FISCAL YEAR							
4				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		NEW OLD RECURRENT							
5				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		UNEMPLOYMENT INSURANCE No.							
6				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		RELIGION DATE CAME TO							
7				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		CITY PROV. CANADA NATURALIZED							
8				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		MAN							
9				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		WOMAN							
10				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		EVALUATION AT CLOSING							
OTHERS 11				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		FAMILY ENABLED TO HANDLE SITUATION BETTER							
				BIRTH		DEATH		BIRTHPLACE		OCCUPATION AND INDUSTRY SCHOOL OR GRADE WHEREABOUTS IF AWAY		MILITARY DUTY		YES NO UNABLE TO EVALUATE							

SCHEDULE NO. 2

CASE NO.:

Social Service Exchange, yes: no:

Number of casework interviews with: 1) husband
2) wife
3) first child
4) second 2
5) etc.

collateral

letters

What problem brought the client to the agency?

- a)
- b)
- c) (the four categories of areas of difficulty)
- d)

What problems had been given casework consideration during contact?

- a)
- b)
- c)
- d)

Reasons for closing:

- 1) Referred elsewhere
- 2) Service completed
- 3) Client unwilling to continue
- 4) Modification unlikely
- 5) Client did not continue despite plan
- 6) No community resource

Referrals made for service to client:

Contacts with collaterals:

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