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A STUDY OF SELECTED INTAKE IN THE
SALVATION ARMY FAMILY
SERVICE DIVISION

by

M. Rosalie Farwell

A Thesis Submitted to the Faculty of the School of Social Work
of Loyola University in Partial Fulfillment of
the Requirements for the Degree of
Master of Social Work

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INTRODUCTION

This study is concerned with applications for service made to the Salvation Army Family Service Division, Chicago, Illinois, during a part of 1953. The applications include those made by clients who came to the agency for the first time in the months studied and by clients previously known to the agency who reapplied for some type of service in the specified months.

The Salvation Army Family Service Division is a private, non-sectarian welfare agency which gives service to families and individuals presenting problems of an emotional, economic, or social nature with which they require the services of case workers to assist them in making satisfactory adjustments. The agency respects the integrity of individual personality and believes that the fundamental objective of good case work is that of "helping people to help themselves." The Salvation Army Family Service Division attempts to govern its case work by this aim. In the accomplishment of this purpose, the agency seeks to help the client gain increased insight into his problems, encourages him to assume responsibility for their solution, suggests other resources where necessary, and provides financial assistance when indicated by the treatment plan. In general, the Division accepts cases for treatment where there is some indication that the applicant can respond constructively to case-work services.¹

The study was made because the agency has been interested in its intake problems and in trying to improve its methods of handling intake. It was made with the permission and cooperation of the agency.

Another study of the agency occurred in October, 1953, when a special committee of the agency made an intake study of the applicants who came to the agency by personal application during August, 1953. This study, which included 129 cases, was made to determine what kinds of cases were coming to

1 Intake Policy, Salvation Army Family Service Division, June, 1949, 1.

the Salvation Army Family Service Division through personal application and how they were being handled. The purpose of it was to try to determine whether a receptionist, rather than a fully-trained caseworker, could do the initial intake screening and thus relieve some of the pressure from the regular caseworkers, who were spending considerable time on intake. The above-mentioned special committee, made up of regular staff members, and the agency were interested in further study of the intake situation but had no time to do a more extensive survey so they welcomed having the present study made and provided their own findings and other suggestions to implement it.

The purpose of the study is to examine social data such as residence, age, economic and marital status of the persons applying for service; the requests which they made, whether material or service; and the disposition of the requests by the agency. The findings of the study may help the agency to better understand its intake practice toward the end of improving its methods of handling this aspect of its service.

The study includes 295 cases which came to the agency by telephone and by personal application during January, April, July, and October, 1953. These months were chosen as a sample of the year, which would give a seasonal picture of intake. Every third month was chosen. December was avoided because the requests connected with the holidays might give a distorted picture. According to agency statistics, 1204 cases were opened or reopened during these months; since this number was too large to be handled in the study, one-fourth of the number was selected. "Not-made" cases (cases in which there was no casework consideration) were excluded because there was not enough information on them. There were relatively few "not-made" cases in the four months; agency statistics showed a total of 89. It was found, however, that there

were a few others which were misclassified as cases but which were really "not-made." These are not properly counted as cases and are not included in the 1204 cases mentioned above. One-fourth of the 1204 cases would be 301; one case could not be located and five others were found to be "not-made" contacts. All five of these were contacts, either with the applicant or with someone else regarding the applicant, which were so brief and superficial as not to involve casework consideration and thus not to cause the case to be reopened but to be entered in the record as "Additional information only." For example, another agency might use the Social Service Exchange and find the Salvation Army registered on the case; they would probably call then to inquire as to what the agency's association with the client had been and they would probably indicate what request the client was making of them. This contact would be entered in the record as "Additional information only," and the case would not be reopened, since the client was not asking further service from the agency. This accounts for the fact that there were 295 rather than 301 cases in the study group.

Through the alphabetical master file of the agency, all cases which were new or reopened in January, April, July, and October, 1953, were located and were listed on cards. These cards were separated according to the study months, still being kept in alphabetical order. Every fourth case opened in each of the above months was then selected and read. From the case records of the agency certain material was taken and was entered on mimeographed schedules (see Appendix.) The information on the schedules was then mechanically tabulated and correlated so as to furnish data for the study.

CHAPTER I

THE SOURCE OF THE APPLICATIONS¹

This study is based on an analysis of selected applications for service made to the Salvation Army Family Service Division, Chicago, Illinois, in January, April, July, and October, 1953. The study includes 295 new and reopened cases.

This chapter will consider when the application was made, the type of initial contact the applicant had with the agency, and the referral source. The aim of examining these items is to determine when people came to this particular agency, what their approach was to the agency, and whether they were referred or came on their own initiative.

TABLE I
NUMBER OF APPLICATIONS TO S.A.F.S.D. BY MONTH, 1953

Month	Total	Number in Study Group
January	267	65
February	285	
March	313	
April	259	63
May	244	
June	284	
July	325	81
August	274	
September	290	
October	353	86
November	362	
December	479	
	<u>3735</u>	<u>295</u>

1 The term application is used to mean also intake contact or initial contact, that is, the first interview with a caseworker in the agency.

It is found in Table I that most of the applications in the study months were made in an autumn and in a summer month rather than during the winter month. In fact, with the exceptions of November and December, which were probably larger because of their respective holiday requests, October and July were the months having heaviest intake. This point was studied in order to determine which seasons had the heaviest intake and whether there was a relation between season, number of applications, and type of request. In a later chapter, the correlation between month and request will be considered.

TABLE II

TYPE OF INITIAL CONTACT BY REFERRAL SOURCE OF APPLICANT

Source of Referral	Type of Initial Contact				
	Telephone	Letter	Personal: applicant	Other	Total
Acquaintance	9	0	2	0	11
Agency	48	0	1	0	49
Relative	13	0	1	0	14
Reopened					
Last closed within year	4	0	5	0	9
Last closed in prior yr.	14	1	23	1	39
Salvation Army	10	0	5	0	15
Self	41	2	113	0	156
Other	1	0	1	0	2
Total	140	3	151	1	295

Table II indicates that the intake was divided almost equally between telephone and personal applications, with a few more coming through the latter method. Most (89 per cent) of the applicants who came to the office were self-referred or had been known to the agency previously. One personal application was made (see "other" under "type of initial contact") not by the client himself but by a friend who sought service for a client previously known to the agency. Of those whose initial contact with the agency was by

telephone, 58 were referred by another agency or by another department of the Salvation Army, which called to refer them, while approximately as many (59) made the initial, telephone contact themselves. This includes reopened cases, in all of which the applicant himself made the initial contact. Of the 140 telephone contacts at intake, less than half (42 per cent) of the applicants called for themselves. In considering the initial contacts by telephone, it must be understood that it is the first contact which is meant and that in cases in which an agency or another person called, the applicant did not call, until later perhaps and in some instances not at all, while in cases in which the applicant called, no one else contacted the agency for him at intake. Of the two whose referral source was "other," one was referred by a psychiatrist and the other, an unmarried mother, was referred by a physician.

The conclusions which can be drawn in this chapter are that the largest number of applicants in the study group came to the agency in October and the next largest number came in July, which seems to indicate that the hardships of the winter season had little to do with intake. In the study group, about half of the applicants made their first approach to the agency by personal application and half by telephone. However, it must be noted that of those whose first contact was by telephone, 42 per cent of the calls were made by applicants themselves. This does not mean, of course, that in the others the applicant did not have contact with the agency later.

CHAPTER II

SOCIAL STATUS OF APPLICANTS

The consideration in this chapter will be the social status of the people studied, which will include such factors as family status, number of children, age, economic status, residence, and address. These data will provide some pertinent social information about the kinds of persons who sought help from the agency.

TABLE III
FAMILY STATUS AND NUMBER OF CHILDREN OF APPLICANTS

Family Status	Number of Children								Total
	None	One	Two	Three	Four	Five	Six or more	Un-known	
Married couple	26	16	17	13	12	0	8	0	94
Common law couple	0	0	0	0	0	0	0	1	1
Single man	57	0	0	0	0	0	0	0	57
Single woman	11	0	0	0	0	0	0	2	13
Deserted female	2	3	2	3	0	0	0	0	10
Divorced									
male	10	1	0	0	0	0	0	1	12
female	6	4	3	0	0	0	0	0	13
Separated									
male	12	0	2	0	0	0	1	1	16
female	3	3	1	4	1	0	4	0	16
Widow	12	1	1	3	2	0	0	0	19
Widower	7	0	0	0	0	1	0	0	8
Unmarried mother	18	1	3	1	1	0	0	0	24
Adolescent ^a	3	0	0	0	0	0	0	0	3
Unknown	6	0	1	0	0	0	0	2	9
Total	173	29	30	24	16	3	13	7	295

a Two twelve-year-olds were included in this category.

In Table III it may be noted that the largest category of the applicants was married couples, who comprised 32 per cent; the next largest group,

19 per cent, was single men; and the third largest group, eight per cent, was unmarried mothers. Of the 94 married couples, 26 had no children and the other 68 had a total of 195 children. Most of the couples with children had one or two children each. Only eight couples had six or more children. Thirty-two per cent of the entire group were married couples; 22.7 per cent had been married and were either divorced, deserted, or separated; and approximately thirty-three per cent had never been married.

The agency has no stated definition of "family," but for the purposes of this study, a definition by Nimkoff, a sociologist, is being used. His definition is, "A family is a more or less durable association of husband and wife, with or without children, or of a man or a woman alone, with children."¹ According to Nimkoff's definition, Table III shows that the study group included 148 family units (fifty per cent) and 147 applicants (fifty per cent) who were not members of a family unit. Eighteen per cent of those in family units were in a broken unit as one in which there was only one parent or parent figure.

¹ Nimkoff, Meyer F., Marriage and the Family, Houghton Mifflin Company, Boston, 1947, 6.

TABLE IV
FAMILY STATUS OF APPLICANTS BY AGE^a

Family Status	Years of Age							Total
	16-25	26-35	36-45	46-55	56-65	65 & over	Un- known	
Married couple	4	32	20	11	4	4	19	94
Common law couple	0	0	0	0	0	0	1	1
Single man	10	13	8	15	5	6	1	58
Single woman	1	5	0	1	2	3	1	13
Deserted female	2	2	4	0	2	0	0	10
Divorced								
male	0	0	7	4	0	1	0	12
female	4	3	2	1	0	0	4	14
Separated								
male	0	2	6	5	1	0	1	15
female	3	4	7	1	0	0	1	16
Widow	0	3	4	4	3	4	1	19
Widower	0	1	0	1	3	2	0	7
Unmarried mother	17	3	1	0	0	0	3	24
Adolescent	3	0	0	0	0	0	0	3
Unknown	0	0	1	1	0	2	5	9
Total	44	68	60	44	20	22	37	295

a When the ages of both marital partners were given, the age of the head of the household was the one included in the study; in the cases of married couples, this was the man, but with broken families the age used was that of the person applying for service.

Table IV shows that most of the applicants were between 26 and 35 years of age; this was true of the married couples also but did not follow with the single men, most of whom were between 46 and 55 years of age. However, only two more single men were in the latter category than in the former one. The second largest group of people was between 36 and 45 years of age. The two groups together (26 through 45 years of age) comprised 43 per cent of the entire study group. The number of applicants between 16 and 25 was exactly the same as the number between 46 and 55 years of age.

The average age of unmarried mothers was 22 years; of divorced women,

30 years; of separated women, 34 years; of deserted women, 38 years; of married couples, 39 years; of single men, 42 years; of separated men, 44 years; of single women, 46 years; of divorced men, 46 years; of widows, 50 years; and of widowers, 57 years.

Source of Income

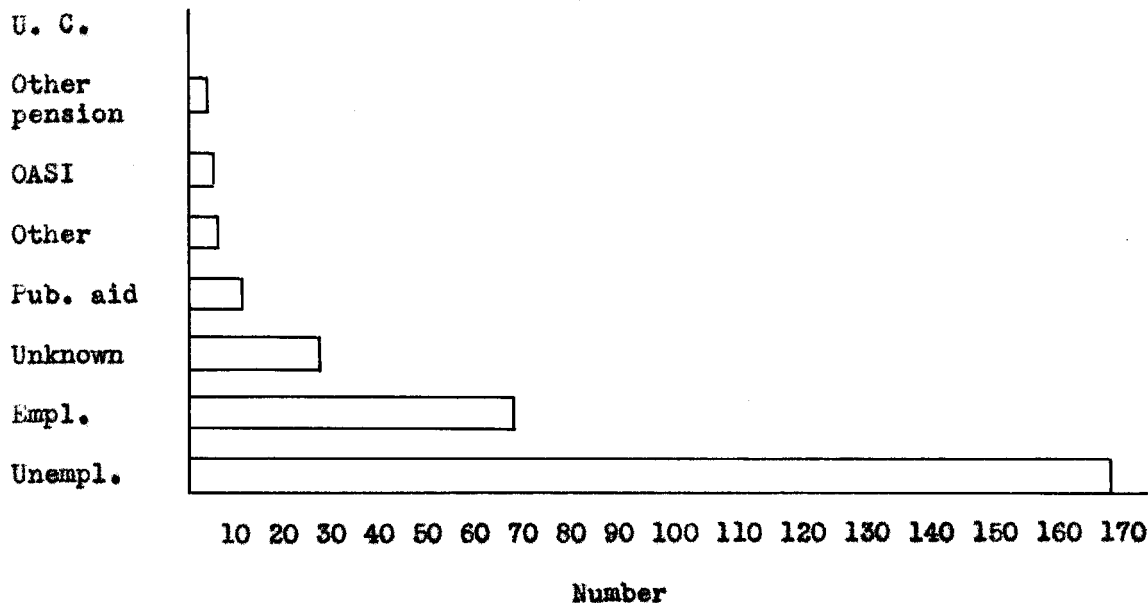


FIGURE 1

ECONOMIC STATUS (SOURCE OF INCOME) OF APPLICANTS TO S.A.F.S.D.

From Figure 1 it can be seen that the majority of applicants were unemployed; this group constituted 57 per cent of the total as against 23 per cent who were employed. Only four per cent of the applicants were receiving financial assistance from the general or one of the categorical assistance programs, and only two per cent were receiving OASI.

TABLE V
RESIDENCE OF APPLICANTS TO S.A.F.S.D.

<u>Residence in Chicago</u>	<u>Number</u>
Resident	148
Non-resident	131
Unknown	16

According to Table V, applications for service were made by only a few more residents than non-residents, the number of each being divided almost equally. It seems significant that the number of non-residents was so high. Some elements which might account for this are the facts that this agency is well-known because it is part of a world-wide organization, it is thought of as being able to give a wide variety of service, and it can give financial aid to non-residents, while most other agencies do not.

Locale^a

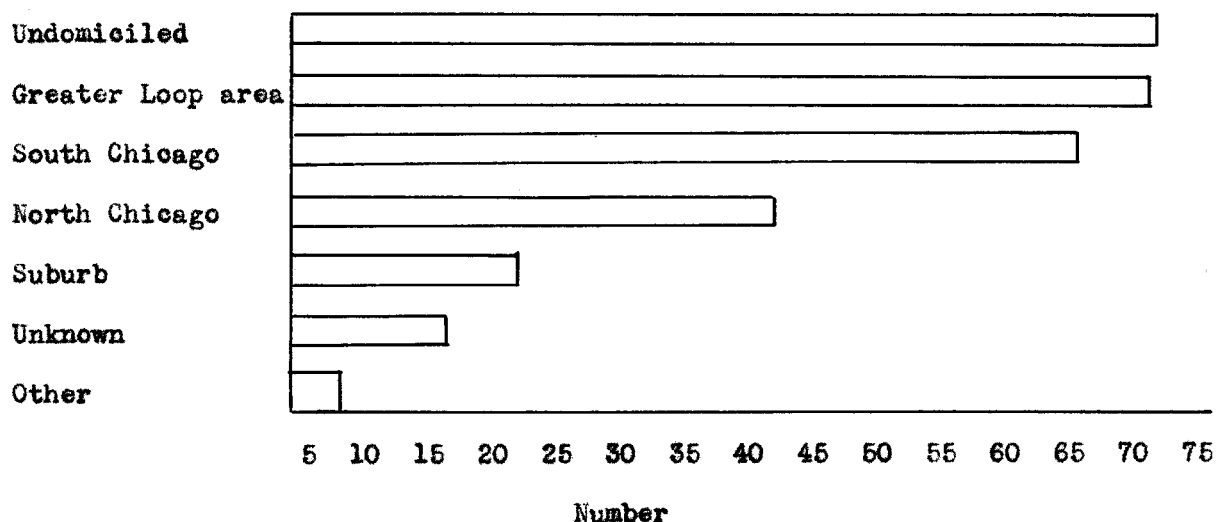


FIGURE 2

LOCALE FROM WHICH APPLICANTS CAME

^a See Appendix on Description of Abbreviations

It may be noted from Figure 2 that almost fifty per cent of the applicants fell in the undomiciled group and in the group living in the Loop area, where the agency is located. Almost as many people (22 per cent) came from the south side of Chicago as from the Loop area. The group from the north side was somewhat less than that from the south side. Only seven per cent of the applicants were from suburbs. The Salvation Army Family Service Division is the designated agency to serve unmarried mothers who live in a suburb where there is no agency or who do not wish to seek help in their own towns. Only seven persons (two per cent) had out-of-town addresses.

From this chapter several facts can be learned about the study group. In regard to family status, the largest group of applicants was married couples, the next largest was single men, and the third largest was unmarried mothers. Sixty-eight of the married couples had a total of 195 children, the majority of them having one or two, while very few couples had more than five children. A little less than half of all the applicants were between 26 and 45. The majority of the study group was unemployed, and this group was more than twice as large as the employed group. There was a high number of non-residents, the proportion between them and residents being nearly equal, with the number of residents a little higher. More of the applicants were in the undomiciled group than in any other single category in regard to locale. Almost as many people came from south Chicago as from the Loop, with somewhat fewer from the north side. A small percentage (seven) were from suburbs.

Married couples comprised 32 per cent of the entire group served by this family agency and there were few children in the group; family units comprised fifty per cent of the group and the other fifty per cent were unattached people, mostly single men.

CHAPTER III

TYPES OF REQUESTS AND PROBLEMS

"Intake represents the concerns and needs that people from all walks of life bring to a social agency."¹ In this chapter some of the concerns and needs of the study group as seen in their requests and problems will be examined.

TABLE VI
MONTH IN WHICH APPLICATION WAS MADE BY TYPE OF REQUEST FOR SERVICE

Request for Service by Applicant	Month				
	January	April	July	October	Total
Adoption	0	0	1	1	2
Child placing	0	0	1	0	1
Clothing	2	2	1	4	9
Commitment	0	0	0	1	1
Domestic help	1	0	2	2	5
Employment	7	7	7	14	35
Financial	22	20	35	32	109
Food	0	0	1	1	2
Homemaker service	4	9	7	6	26
Housing	4	6	6	4	20
Legal service	0	0	0	1	1
Marital counseling	3	1	1	0	5
Maternity care (UM)	2	2	1	12	17
Medical service	3	2	3	1	9
Personality problem	6	4	3	5	18
Referral	0	1	0	0	1
Return to residence	2	1	2	0	5
Social & environmental	5	3	3	0	11
Transportation	1	2	4	2	9
Other	3	3	3	0	9
Total	65	63	81	86	295

¹ Frances H. Soherz, "Intake: Concept and Process," Social Casework, Albany, New York, June, 1952, 233.

Table VI indicates that the request made most often was for financial help, and that 37 per cent of the applicants made this request. Employment was the request made second in order of frequency; homemaker service was third; housing was fourth; help with a personality problem, fifth; and maternity care for unmarried mothers, sixth. The requests made least often were for child placing, commitment, legal service, and referral.

Sixty-two per cent of all the applicants at the point of intake requested help such as clothing, employment, financial, food, housing, or transportation. The picture in regard to requests for food in itself is not accurate because often the applicants asked for money which was for food.

It may be seen that the financial requests were fairly consistent throughout the year; 34 per cent of the January applicants requested financial aid, 32 per cent of the April group made this request, 43 per cent of the July group, and 37 per cent of the October number. There were many more requests for employment in October than in the other months. In October also there were twelve requests for maternity care by unmarried mothers as opposed to only one or two of such requests in other months.

TABLE VII
SOURCE OF REFERRAL BY REQUEST FOR SERVICE

Request for Service	Source of Referral								
	Ac- quain- tance	Agency	Rel- ative	Last closed within year	Last closed in prior year	SA	Self	Other	Total
Adoption	0	1	0	0	0	0	1	0	2
Child placing	0	1	0	0	0	0	0	0	1
Clothing	1	0	0	0	1	0	7	0	9
Commitment	1	0	0	0	0	0	0	0	1
Domestic help	0	0	1	0	0	0	4	0	5
Employment	0	0	0	0	2	1	32	0	35
Financial	3	12	4	6	20	4	60	0	109
Food	0	0	0	0	0	0	2	0	2
Homemaker serv.	1	14	2	0	3	0	6	0	26
Housing	0	3	0	1	3	0	13	0	20
Legal service	0	0	0	0	0	0	1	0	1
Marital couns.	0	3	0	0	0	0	2	0	5
Maternity care	3	5	3	0	1	2	2	1	17
Medical service	1	0	1	0	2	2	3	0	9
Personality	1	6	3	0	3	1	3	1	18
Referral	0	0	0	0	0	0	1	0	1
Return to res.	0	0	0	0	1	0	4	0	5
Soc. & env.	0	3	0	1	2	2	3	0	11
Transportation	0	0	0	1	1	2	5	0	9
Other	0	1	0	0	0	1	7	0	9
Total	11	49	14	9	39	15	156	2	295

Table VII reveals that most of the applicants who were self-referred asked for tangible services and only four per cent of this group asked for marital counseling or help with a personality problem, while eighteen per cent of those referred by agencies were sent for help with marital counseling or emotional difficulties. The self-referred asked for nearly every type of help while those referred by agencies were asking for help in only one-half of the categories. It is to be expected that the agency referrals would be more selective because other agencies should know the function of the Salvation Army Family Service Division better than applicants would; also, another

agency would probably have some impression about the applicant's needs. It seems that, in most instances, other agencies made valid referrals to the Salvation Army. In two instances, however, one for adoption and one for child placement, they made referrals not within the function of the agency. Financial referrals were probably invalid in some instances although this agency does give some financial aid.

Acquaintances and relatives who referred applicants asked for financial aid for them in very few instances, their requests being for such things as homemakers, maternity home care for unmarried mothers, medical care, and help with personality problems. Maternity care for unmarried mothers was requested by relatives and friends more than by the applicants themselves.

TABLE VIII

TYPE OF INITIAL CONTACT AT INTAKE BY REQUEST FOR SERVICE

Request for Service	Type of Contact				
	Telephone	Letter	Applicant	Other	Total
Adoption	2	0	0	0	2
Child placing	1	0	0	0	1
Clothing	3	0	6	0	9
Commitment	0	0	1	0	1
Domestic help	5	0	0	0	5
Employment	1	1	33	0	35
Financial	32	1	75	1	109
Food	0	0	2	0	2
Homemaker service	25	0	1	0	26
Housing	7	0	13	0	20
Legal service	0	0	1	0	1
Marital counseling	5	0	0	0	5
Maternity care (UM)	15	0	2	0	17
Medical service	6	0	3	0	9
Personality problem	18	0	0	0	18
Referral	0	0	1	0	1
Return to residence	1	0	4	0	5
Social & environmental	10	0	1	0	11
Transportation	3	0	6	0	9
Other	6	1	2	0	9
Total	140	3	151	1	295

According to Table VIII, most of the requests made by personal application by the applicant were for financial help, employment, and housing, in that order, while the requests made by telephone by applicants, agencies, and others were for financial help, but only half as many as by personal application, homemaker service, and help with personality problems. This would seem to indicate that fewer tangible services are sought by telephone, even when the call comes from the applicant. Only two of the seventeen unmarried mothers requesting maternity home care came to the office at the point of intake rather than having someone refer them by telephone first. Table VII shows that only two with this request were self-referred and these were the

two who came into the office without a prior telephone contact.

TABLE IX
REQUEST FOR SERVICE BY AGE GROUP

Request for Service	Age Group							Total
	16-25	26-35	36-45	46-55	56-65	66 & over	Un- known	
Adoption	1	0	0	0	0	0	1	2
Child placing	0	0	1	0	0	0	0	1
Clothing	2	0	3	1	1	1	1	9
Commitment	0	1	0	0	0	0	0	1
Domestic help	0	0	0	1	0	1	3	5
Employment	2	3	7	11	6	6	0	35
Financial	15	33	30	17	2	4	8	109
Food	0	0	1	1	0	0	0	2
Homemaker serv.	2	10	4	0	3	0	7	26
Housing	2	2	3	4	2	5	2	20
Legal service	0	0	0	0	1	0	0	1
Marital couns.	1	1	1	1	0	0	1	5
Matern. care	11	2	1	0	0	0	3	17
Medical serv.	1	2	0	2	2	1	1	9
Personality	3	5	5	2	1	1	1	18
Referral	0	0	0	0	0	1	0	1
Return to res.	0	1	3	0	0	1	0	5
Soc. & env.	2	5	1	0	0	1	2	11
Transportation	2	2	0	3	1	0	1	9
Other	0	1	0	1	1	0	6	9
Total	44	68	60	44	20	22	37	295

Aside from financial requests, which were high in all age groups, the youngest applicants' next highest number of requests, as seen in Table IX, was for maternity care; it was in this group (16-25) that 65 per cent of the unmarried mothers making request for maternity care were found. Homemakers were most requested by the 26-35 age group, which was where most of the married couples fell. Requests for homemakers are usually made by families in which there are small children and in which the mother is ill or is about to be confined for delivery. Employment came to be a prominent request in the

age groups above 36, with the highest number of employment requests being in the 46-55 age group and then decreasing again in the next two age groups. In addition to financial requests, employment, housing, and help with a personality problem were the only requests made by every age group. The youngest group (16-25) requested mainly financial aid, unmarried mother services, and help with a personality problem, in that order, while the oldest group (65 and over) asked for mainly employment, housing, and financial help, in that order. One-half of the 26-35 and 36-45 age groups requested financial aid, while only one-tenth of the 56-65 age group and a little over one-fifth of the 65 and over group made this request.

TABLE X

LOCALE FROM WHICH APPLICANT CAME BY REQUEST FOR SERVICE

Request for Service	Locale of Applicant							Total
	Greater Loop area	North Chicago	South Chicago	Suburb	Other	Un- known	None	
Adoption	0	0	0	1	0	1	0	2
Child placing	0	0	0	1	0	0	0	1
Clothing	3	0	4	0	0	0	2	9
Commitment	0	1	0	0	0	0	0	1
Domestic help	0	4	0	0	0	1	0	5
Employment	14	1	4	0	0	1	15	35
Financial	33	13	27	2	1	4	29	109
Food	0	0	0	0	0	0	2	2
Homemaker serv.	6	4	12	1	1	2	0	26
Housing	3	2	1	0	0	3	11	20
Legal service	0	1	0	0	0	0	0	1
Marital couns.	0	1	0	4	0	0	0	5
Matern. care	0	1	5	5	3	1	2	17
Medical serv.	1	3	3	1	0	0	1	9
Personality	1	7	5	4	1	0	0	18
Referral	1	0	0	0	0	0	0	1
Return to res.	0	0	1	1	0	0	3	5
Soc. & env.	4	1	2	1	0	1	2	11
Transportation	3	0	1	0	0	0	5	9
Other	2	3	0	1	1	2	0	9
Total	71	42	65	22	7	16	72	295

Table X indicates that the applicants living in the Loop area and the undomiciled applicants were the ones who most requested employment, financial aid, and housing. This might be expected because many of the single men who came lived in cheap hotels in the Loop area if they had housing at all. Also, the people who lived near the office might be more likely to "drop in" and request material aid of these types. The applicants who lived in suburbs made, proportionately, more requests for marital counseling, unmarried mother services, and help with personality problems. In addition to financial help, those living on the north side requested help with a personality prob-

lem, domestic help, and homemakers; while the south siders asked for homemakers, unmarried mother services, and help with personality problems, respectively.

TABLE XI
REFERRAL SOURCE BY PROBLEM AS SEEN BY WORKER

Problem as Seen by Worker	Referral Source								
	Ac- quain- tance	Agency	Rel- ative	Last closed within year	Last closed in prior year	SA	Self	Other	Total
Aged	0	0	0	0	1	0	3	0	4
Alcoholic	1	3	2	0	2	1	8	0	17
Economic	3	6	3	2	10	0	17	0	41
Employment	0	0	0	0	3	0	22	0	25
Eviction	0	1	0	0	0	0	1	0	2
Illeg. preg.	3	7	3	0	1	2	2	1	19
Legal									0
Marital	0	3	0	0	0	0	4	0	7
Ment. ill	1	2	0	1	1	3	6	0	14
Non-residence	0	1	0	0	1	0	9	0	11
Parent-child	0	1	0	0	0	0	1	0	2
Personality	2	9	1	5	11	2	37	1	68
Phys. ill	1	13	5	0	6	3	14	0	42
Retarded child									0
Soc. & environ.	0	2	0	1	1	3	8	0	15
Other	0	0	0	0	0	1	2	0	3
Unknown	0	1	0	0	2	0	22	0	25
Total	11	49	14	9	39	15	156	2	295

From the data in Table XI it may be seen that the worker was of the opinion that the problems of the self-referred were mainly personality problems, with employment being second and economic difficulty third. Workers seemed to diagnose most of the agency-referred applicants as having problems due to physical illness, with personality problems second and illegitimate pregnancy third, followed by economic. It has been noted earlier that relatively few agency referrals were made where the applicant needed material help or had an economic problem.

TABLE XII

REQUEST FOR SERVICE BY PROBLEM AS SEEN BY APPLICANT

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Problem as Seen by Applicant	Request for Service															
	Adoption	Child placing	Clothing	Commitment	Domestic help	Employment	Financial	Food	Homemaker service	Housing	Legal service	Marital counseling	Maternity care (UM)	Medical service	Personality problem	Referral
Aged	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0
Alcoholic	0	0	0	0	0	1	2	0	0	1	0	1	0	0	1	0
Economic	0	0	5	0	0	11	57	0	0	5	0	0	0	1	1	1
Unemployment	0	0	0	0	0	15	13	2	0	2	0	0	0	0	0	1
Eviction	0	0	0	0	0	0	4	0	0	2	0	0	0	0	0	1
Illegit. preg.	1	0	0	0	0	0	1	0	0	0	0	0	14	1	0	0
Legal	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Marital	0	0	0	0	0	1	2	0	1	0	0	3	0	0	0	0
Mental illness	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Non-resident	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0
Parent-child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Personality	0	0	0	0	0	2	2	0	0	0	0	1	0	0	5	0
Physical illness	0	0	1	0	2	1	12	0	22	2	0	0	0	4	0	0
Retarded child	0	0	1	0	2	0	7	0	0	3	0	0	0	0	2	0
Social & env.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Other	1	1	2	0	1	1	9	0	3	4	0	0	3	3	9	1
Unknown	1	1	2	0	1	1	9	0	3	4	0	0	3	3	9	1
Total	2	1	9	1	5	35	109	2	26	20	1	5	17	9	18	1

TABLE XIII

REQUEST FOR SERVICE BY PROBLEM AS SEEN BY WORKER

Problem as Seen by Worker	Request for Service																				
	Adoption	Child placing	Clothing	Commitment	Domestic help	Employment	Financial	Food	Homemaker service	Housing	Legal service	Marital counseling	Maternity care (UM)	Medical service	Personality problem	Referral	Return to res.	Social & env.	Transportation	Other	Total
Aged	0	0	0	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	4
Alcoholic	0	0	1	0	0	4	6	0	0	1	0	1	0	0	4	0	0	0	0	0	17
Economic	0	0	5	0	0	3	28	0	0	3	0	0	0	0	0	0	1	1	0	0	41
Unemployment	0	0	0	0	0	13	9	1	0	1	0	0	0	0	0	0	1	0	0	0	25
Eviction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2
Illegit. preg.	1	0	0	0	0	0	1	0	0	0	0	0	17	0	0	0	0	0	0	0	19
Legal																					0
Marital	0	1	0	0	0	1	0	0	1	0	0	3	0	0	0	0	0	0	0	1	7
Mental illness	0	0	0	1	0	0	4	0	0	0	1	0	0	0	2	1	1	1	1	2	14
Non-resident	0	0	0	0	0	2	5	0	0	0	0	0	0	1	0	0	1	1	1	0	11
Parent-child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	2
Persqnalitty	1	0	0	0	1	4	33	1	3	6	0	1	0	1	10	0	0	3	3	1	68
Physical illness	0	0	0	0	2	1	9	0	22	2	0	0	0	6	0	0	0	0	0	0	42
Retarded child																					0
Social & env.	0	0	0	0	1	1	6	0	0	1	0	0	0	0	1	0	0	2	2	1	15
Other	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	3
Unknown	0	0	3	0	1	4	7	0	0	3	0	0	0	0	0	0	1	1	1	4	25
Total	2	1	9	1	5	35	109	2	26	20	1	5	17	9	18	1	5	11	9	9	295

It seems that more can be learned by comparing Tables XII and XIII than by considering them separately. The applicants seemed to feel that their problems fell into the following categories, the largest number being economic; the second, physical illness; third, unemployment; and fourth, social and environmental. These four categories comprised 62 per cent of the entire study group. Only ten people (three per cent) of the entire group felt that they had a personality problem. It is true that six people felt they were alcoholics, one knew he was mentally ill, and three realized that they had parent-child problems, but this does not mean that any of these ten recognized that they had a personality problem or that they had any responsibility for their own difficulty. The workers felt that the most applicant problems fell into these categories in order of number: personality, economic, physically ill, and unemployment. In the categories compared the workers thought that most problems were due to personality problems while applicants did not see this as entering in at all, and applicants saw social and environmental as one of the four main categories while workers did not see this as one of the important categories. The other three categories both applicants and workers agreed on and in the same relative order of importance.

The differences between the way workers and applicants viewed problems can be seen by looking at the tables in another way. First, however, the distinction between the use of "request" and "problem" should be made. By "request" is meant what the applicant, or the source referring him, asked for. By "problem" is meant the difficulty or situation with or for which help was being sought, the trouble which the receipt of the service or material asked for would supposedly remedy or better. For example, an applicant's request may have been housing and the problem as he saw it may have been eviction; or,

the request may have been for maternity care, or referral to a maternity home, because the applicant's problem was that of illegitimate pregnancy. Of course, the applicant's request is not always the one which would solve his problem; probably this is because the applicant may be afraid, unwilling, or too lacking in insight to face or to reveal his real problem or he may be unable to work toward a solution of it even when he knows what it is. Some unmarried mothers come asking for legal service so they can bring bastardy action against the alleged fathers of their children, thinking that the whole problem would be solved if they could get financial help from the men, rather than asking for help with the personality problems which led them to become unmarried mothers, since they usually have no awareness of these, or even for maternity home care or medical care. The five main types of requests were financial, employment, homemaker, housing, and help with a personality problem. In the cases in which financial aid was requested, most of the applicants felt that the problem was economic and most of the workers thought it was personality. Where employment was asked for, the applicants and workers both seemed to agree that this was the difficulty. Likewise, they agreed that with homemaker requests, the problem was physical illness. With requests for housing, the applicants saw the problem mainly as economic while even here the workers felt it was most often a personality difficulty.

In this chapter, by looking at the requests and problems of the applicants, it is found that the requests made most often were for financial help, employment, homemaker service, housing, assistance with a personality problem, and services for unmarried mothers, respectively. Sixty-two per cent of all applicants asked for material help at the point of intake. The percentage of requests for financial help was approximately the same for the four

CHAPTER IV

INTAKE SERVICE GIVEN BY AGENCY

The intake interview may be defined as the introduction of the client to the case worker and the case work process. Its prime purpose is case work consideration, diagnosis, classification of the person and his problem, decision as to acceptance for further service, referral to another agency or service, other case work disposition, or rejection after brief service. The intake interview, therefore, is the initial case work service. In some instances it constitutes the total case work service (needed.)¹

In this chapter the agency's methods of meeting intake requests will be considered.

¹ LeRoy M. A. Maeder, "Generic Aspects of the Intake Interview," Intake Policies and Practices, Family Welfare Association of America, New York, New York, 1940, 47.

TABLE XIV

INTAKE SERVICE GIVEN IN RELATION TO
USE OF SOCIAL SERVICE EXCHANGE

Intake Service	Social Service Exchange ^a		
	Registered or queried	Not registered or queried	Total
Financial aid given ^b	20	41	61
Accepted ^c	13	19	32
Referred ^d	10	116	126
Rejected ^e	5	42	47
Applicant refused service ^f	6	24	30
Total	54	241	295

a "The Chicago Social Service Exchange is a department of the Welfare Council of Metropolitan Chicago serving social and health agencies who are its members. Its purpose is to enable member agencies to share their knowledge of a given family or person as an aid to careful and intelligent planning for that family or individual by maintaining a central index of the case records. Exchange service is confidential and is available only to member agencies."--Social Service Exchange Guide, 1952, 3.

b Financial aid given - money was given at intake.

c Accepted - the agency expressed willingness to accept the applicant for service.

d Referred - the agency could not help the applicant and informed him of and prepared him for following through to the proper agency.

e Rejected - not accepted for service by this agency and no indication of referral.

f Applicant refused service - applicant did not wish the service offered or failed to follow through on referral or application after he found out what help was available and what the obtaining of help would involve for him.

From Table XIV it may be noted that the agency registered or queried in eighteen per cent of the cases. A register or query more than five years old was not counted. However, there would probably be no reason for them to

use the Exchange in cases which were rejected or which were referred by telephone. The agency registered or queried on one-third of the cases which were given financial help and seventeen per cent of the cases which were not cleared with the Social Service Exchange received financial aid. Six per cent of the study group were accepted for casework service (other than financial) without being queried or registered at the point of intake, and 39 per cent of the group were referred elsewhere without being cleared in the Exchange.

TABLE XV
INTAKE SERVICE GIVEN BY AGE GROUP

Intake Service	Age Group							Total
	16-25	26-35	36-45	46-55	56-65	65 & over	Un-known	
Financial aid given	9	17	17	10	4	3	1	61
Accepted	8	11	6	3	2	0	2	32
Referred	20	23	24	21	7	12	18	125
Rejected	4	7	7	5	6	6	12	47
Appl. refused service	3	10	6	5	1	1	4	30
Total	44	68	60	44	20	22	37	295

As can be seen in Table XV, financial aid,² which was given in 20 per cent of the cases studied, was rather evenly distributed among the age groups between 16 and 65, with relatively less being given to applicants over 65. This may have been due to the fact that those over 65 who needed financial aid could get it from Old Age Assistance. Most of the cases accepted for service, eleven per cent of the study group, were in the age groups between 16

2 Financial aid may be any amount beginning with \$.17, or a car token. In collecting data, no note was made of the amount of help given.

and 35. The applicants referred to other agencies, 42 per cent, were fairly well distributed among all age groups. More of the applicants who refused to accept service from the agency were in the 26-35 age group than in any other.

TABLE XVI

INTAKE SERVICE GIVEN BY RESIDENCE STATUS OF APPLICANT

Intake Service	Residence			
	Resident	Non-resident	Unknown	Total
Financial aid given	28	32	1	61
Accepted	19	13	0	32
Referred	62	55	8	125
Rejected	29	13	5	47
Applicant refused service	10	18	2	30
Total	148	131	16	295

Financial aid was given to a larger percentage of non-residents (24 per cent) than to residents (19 per cent) according to Table XVI. This was probably because residents could get financial help from public agencies, while non-residents could not. Twelve per cent of the residents and ten per cent of the non-residents were accepted for service.

TABLE XVII

REQUEST FOR SERVICE BY INTAKE SERVICE GIVEN

Request for Service	Intake Service					
	Fin. aid	Accepted	Referred	Rejected	Appl. refused serv.	Total
Adoption	0	0	2	0	0	2
Child placing	0	0	0	0	1	1
Clothing	5	0	4	0	0	9
Commitment	0	0	1	0	0	1
Domestic help	0	0	1	4	0	5
Employment	6	1	24	3	1	35
Financial	40	2	46	12	9	109
Food	1	0	1	0	0	2
Homemaker service	0	7	5	10	4	26
Housing	1	1	13	3	2	20
Legal service	0	0	1	0	0	1
Marital counseling	0	1	0	1	3	5
Maternity care (UM)	2	4	8	1	2	17
Medical service	0	0	6	2	1	9
Personality problem	0	7	2	5	4	18
Referral	0	0	0	1	0	1
Return to res.	2	1	1	1	0	5
Social & environmental	1	5	3	1	1	11
Transportation	2	0	4	2	1	9
Other	1	3	3	1	1	9
Total	61	32	125	47	30	295

In Table XVII is shown the type of service that was given in relation to the service requested. Forty-two per cent of all the cases in the study group should have applied to some other agency for the particular service and were referred elsewhere; this included 42 per cent of those asking for financial aid, 68 per cent of those asking for employment, 20 per cent of those requesting homemakers, and 11 per cent of those asking help with personality problems. Financial aid was given in 20 per cent of all cases; this included 37 per cent of the cases asking for financial assistance and 16 per cent of those asking for employment. No financial aid was given in half of

the categories; these categories were all specialized services, marital counseling, and help with personality problems. Sixteen per cent of all applicants were rejected; 38 per cent of the homemaker applications were rejected, 80 per cent of the requests for domestic help were rejected, and 28 per cent of the persons asking help with personality problems. The main reasons, as shown in the records, for the agency's rejecting the cases were: the applicant asked for a service outside the function of the agency and for which no facility was available, such as a foster home for an adult; the applicant was thought to be not amenable to help; or there was a shortage of staff or budget. About one-tenth of the applicants refused service from the agency, and the largest percentages of these were in the groups which requested marital counseling and help with personality problems, respectively.

TABLE XVIII
CONTACTS AT INTAKE BY REFERRAL SOURCE

Contacts	Referral Source								
	Ac- quain- tance	Agency	Rel- ative	Last closed within year	Last closed in prior year	SA	Self	Other	Total
At intake; ^b									
No contact ^c	6	31	12	0	3	5	1 ^a	0	58
One contact	3	2	1	3	18	4	120	0	151
Two or more	1	5	1	3	10	1	12	0	33
After intake; ^d									
One contact	1	2	0	1	1	1	11	0	17
Two or more	0	9	0	2	7	4	12	2	36
Total	11	49	14	9	39	15	156	2	295

a This error was traced back to an incorrectly marked schedule but was left because correcting it would make other totals inaccurate. This person did not call for himself but apparently an acquaintance or relative called for him.

b At intake - the initial contact or contacts with the applicant in which either the service requested can be completed or a decision is arrived at in reference to the client's entering into a continued association with the agency toward meeting his needs.

c No contact - no contact with the applicant at any time, either by telephone or by personal application.

d After intake - interviews (personal or telephone) with client after the intake interview.

In Table XVIII it is noted that in twenty per cent of the cases there was no contact with the applicant. These were referrals made mostly by telephone by agencies, acquaintances, or relatives of people who did not follow through and who, in some instances, did not even know that anyone was calling about them. About half of these referrals were by agencies who seem to have been more concerned about the applicant's problem than he was.

Of the applicants with whom the agency had two or more contacts

after intake, the majority were referred by other agencies. This might indicate that cases which were continued for service and carried over a period of time were often referred by agencies. There was only one contact with 51 per cent of the applicants, and most (93 per cent) of these were self-referred.

TABLE XIX

REQUEST FOR SERVICE BY CONTACTS AT INTAKE

Request for Service	Contacts					
	At intake			After intake		
	No contact	One	Two or more	One	Two or more	Total
Adoption	1	1	0	0	0	2
Child placing	1	0	0	0	0	1
Clothing	0	7	0	2	0	9
Commitment	0	1	0	0	0	1
Domestic help	1	4	0	0	0	5
Employment	0	29	1	3	2	35
Financial	16	66	15	4	8	109
Food	0	2	0	0	0	2
Homemaker service	8	7	2	2	7	26
Housing	3	11	4	0	2	20
Legal service	0	0	0	0	1	1
Marital counseling	2	1	0	2	0	5
Maternity care (UM)	9	1	1	0	6	17
Medical service	4	4	1	0	0	9
Personality problem	10	1	1	1	5	18
Referral	0	0	1	0	0	1
Return to residence	0	3	2	0	0	5
Social & environmental	2	3	2	0	4	11
Transportation	0	7	1	0	1	9
Other	1	3	2	3	0	9
Total	58	151	33	17	36	295

According to Table XIX, of the applicants requesting financial assistance, 61 per cent had only one contact with the agency while just seven per cent had more than one contact following intake. The case was approximately the same with those asking for employment and housing. Of the group requesting homemaker service, about 30 per cent had more than one contact with the agency after intake, and the same percentage of those requesting help with personality problems continued after intake.

Probably a better picture of the significance of "contacts after intake" could have been obtained if "contacts at intake" had been correlated

with "problem" as seen by applicant" rather than with "request made by applicant" since the request often does not give an accurate indication of the problem or the need, which is really what would be the basis for future work with the applicant.

TABLE XX

INTAKE SERVICE BY NUMBER OF CONTACTS AT INTAKE

Contacts	Intake Service					
	Financial aid given	Accepted	Referred	Rejected	Applicant refused service	Total
At intake:						
No contact	2	1	23	21	11	58
One contact	33	8	82	17	11	151
Two or more	9	3	10	6	5	33
After intake:						
One contact	5	2	6	2	2	17
Two or more	12	18	4	1	1	36
Total	61	32	125	47	30	295

Table XX indicates that about half of the applicants who received financial aid were helped in the first interview and were not seen again, while less than five per cent of those given money had two or more agency contacts after intake. Of the applicants who were referred elsewhere, 66 per cent were referred on at the point of first contact. Of the applicants who were accepted for continued service, over half (18) of them remained active with the agency for at least two or more contacts after intake. Although about ten per cent (30) of the applicants refused help from the agency, eleven of these had no contact at all with the agency; this means that nineteen of them contacted the agency and then refused the help which was offered, while someone else called for the others and then they did not follow through.

TABLE XXI
STATUS OF CASE AT TIME OF STUDY

<u>Status</u>	<u>Number</u>
Open	16
Closed	279

From Table XXI it may be noted that five per cent of the cases studied were still open at the time the study was made, February, 1954, while 95 per cent were closed. This would mean that the case might have been open between two months (if the case was opened in December) or fourteen months (if the case was opened in January) since the entire study group consisted of cases opened in 1953.

From this chapter a number of conclusions can be drawn about the service the agency gave at intake. The agency used the Social Service Exchange very little (in only eighteen per cent of all cases) at the point of intake. Financial aid was given in twenty per cent of the cases studied and it was rather evenly distributed among the age groups up to 65, with relatively less being given to clients over 65. Financial aid was given in twenty per cent of all cases, but none was given in half of the categories; these categories all involved intangible services. Financial aid was given to a larger percentage of non-residents than residents, while two per cent more residents were accepted for continued service. Forty-two per cent of all applicants were referred elsewhere; most of these were people asking for material help or homemakers and they were about equally divided between residents and non-residents. Sixteen per cent of all applications were rejected, the main reasons being that the clients asked for a service this agency or no agency could give, they were felt to be incapable of responding to help, or there was a shortage of staff or budget at the time. In twenty per cent of the cases studied,

there was no contact with the applicant; half of these were referrals by agencies, which called about an applicant who did not follow through. The other referrals were by friends or relatives. Of the clients with whom the agency had two or more contacts after intake, the majority were referred by other agencies. With 51 per cent of the applicants there was only one contact, and most (93 per cent) of this group were self-referred. About sixty per cent of the applicants requesting financial aid, employment, or housing had only one contact after intake, while seven per cent of them had more than one contact. About thirty per cent of the group asking for homemaker service or help with personality problems remained active with the agency following intake. About half of the applicants who received financial aid were seen only once and less than five per cent of those given relief were seen two or more times after intake. Sixty-six per cent of the applicants who were referred elsewhere were seen at this agency only once. Eighteen, more than fifty per cent, of the applicants who were accepted for continued service maintained contact with the agency for at least two or more contacts after intake. Five per cent of the cases studied were open at the time the study was made.

CHAPTER V

CONCLUSIONS

This is a study of 295 applications for service made to the Salvation Army Family Service Division, Chicago, Illinois, in January, April, July, and October, 1953. The major conclusions based on the factors studied in relation to these cases are as follows:

1. The largest number of applicants of the study group applied in October and the second largest in July.
2. The largest group of applicants was married couples and the second largest was single men, although combining all categories of unattached men makes that group equal to the number of married couples.
3. A little less than half of the applicants were between 26 and 45 years old.
4. The majority of the group was unemployed, there being more than twice as many unemployed as employed people.
5. There were almost as many non-residents as residents.
6. In regard to address of the applicants, the largest groups were the undomiciled and those living in the Loop area, with the same percentage in each category. Seven per cent of the applicants were from the suburbs.
7. Married couples comprised 32 per cent of the entire study group, and there were few children in these families.
8. Family units and unattached people each comprised fifty per cent of the study group.
9. The requests made most often were for financial help, employment, homemaker service, housing, assistance with a personality problem, and

services for unmarried mothers, respectively.

10. More applicants who were referred by agencies wanted intangible services than did those who were self-referred. Also, applicants who first called the agency made fewer requests for tangible help than did those who applied in person.

11. Only three per cent of the entire applicant group felt that they had a personality problem.

12. Workers saw personality difficulty as the basis of many of the problems but applicants attributed their problems to social and environmental factors.

13. The agency used the Social Service Exchange in eighteen per cent of all the cases at the point of intake.

14. Financial aid was given in twenty per cent of the cases studied and was given to a larger percentage of non-residents than residents.

15. In twenty per cent of the cases, there was no contact with the applicant; half of these were agency referrals.

16. Forty-two per cent of the applicants were referred elsewhere, and sixteen per cent were rejected.

17. Of the applicants who had two or more contacts with the agency after intake, the majority were referred by other agencies.

18. More than fifty per cent (18) of the applicants who were accepted for continued service (32) maintained contact with the agency for at least two or more contacts after intake.

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APPENDIX

Description of Schedule Abbreviations

2. SA - other departments of Salvation Army in Chicago
5. MC - married couple; CLC - common-law couple; SM - single man; SW - single woman; W - widow; Wr. - widower; UM - unmarried mother; Adol. - adolescent
8. Empl. - employed; unempl. - unemployed; UC - unemployment compensation; public aid - CWD, ADC, AB, APTD, or OAP
10. Greater Loop area - the area bounded by Fullerton, Damen, and Roosevelt Road. These three streets are about equidistant from the office of the Salvation Army Family Service Division, which is at 10 East Pearson. N. Chicago and S. Chicago - the rest of Chicago outside of the Greater Loop area and divided by Madison Street
12. Adopt. - adoption; dom. help - domestic help; empl. - employment; hmwkr. - homemaker; hous. - housing; marital couns. - marital counseling; mat. care (UM) - maternity care for unmarried mother; med. - medical; personality probl. - personality problem; ref. - referral; ret. to res. - return to residence; soc. & env. plan. - social and environmental planning; transp. - transportation
13. Alcoh. - alcoholism; econ. - economic; empl. - employment; illeg. preg. - illegitimate pregnancy; ment. ill - mentally ill; non-res. - non-resident; pt.-ch. - parent-child; phys. ill - physically ill; retard. ch. - retarded child; soc. & env. - social and environmental
14. Same as 13
16. S - "Stat" card case or statistical card case (brief service case in which any contacts are written up on the statistical card instead of having the case made into a folder record;) CS - continued service or folder case

Schedule

1. Month Application Was Made
January April July October
2. Referral Source
Acquaintance Agency (list) Relative Reopened: last closed within
year last closed in prior year SA Self Other Unknown
3. Type of Initial Contact at Intake
Telephone Letter Personal: client other (specify)
4. Type of Subsequent Contacts
Telephone Letter Personal: client other (specify)
5. Family Status
MC CLC SM SW Des. Div. Sep. W Wr. UM Adol.
6. Number of Children at Home
7. Age of Client
8. Economic Status
Empl. Unempl. UC Pub. asst. OASI Other pension Other Unknown
9. Residence in Chicago
Resident Non-resident Unknown
10. Address
Greater Loop area N. Chicago S. Chicago Suburb (list) Other
Unknown None
11. SSE
Query: yes no Register: yes no Known to other fam. agy. within yr.
Known to pub. agy. within year Active with other agy. How ascertained:
call to agency from client other (list)

12. Request

Adopt. Th. placing Clothing Commit. Dom. help Empl. Fin. Food
Hmkr. Hous. Leg. service Mar. couns. Mat. care (UM) Med. service
Personality problem Referral Ret. to res. Soc. & env. plan. Transp.
Other Unknown

13. Problem (as seen by client)

Aged Alcoh. Econ. Empl. Eviction Illeg. preg. Legal Marital
Ment. ill Non-res. Pt.-ch. Personality Phys. ill Retard. ch.
Soc. & env. Other Unknown

14. Problem (as seen by worker)

Aged Alcoh. Econ. Empl. Eviction Illeg. preg. Legal Marital
Ment. ill Non-res. Pt.-ch. Personality Phys. ill Retard. ch.
Soc. & env. Other Unknown

15. Intake Service

Fin. aid given C.w. serv. given: accept refer reject (reason)
cli. refused service

16. Kind of Case (per agency definition)

S CS

17. Contacts: at intake

1 2 or more

after intake

1 2 or more

18. Status of Case (at time of study)

Open Closed