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## A Statistical Study of the 514 Local Residents Served by Chicago Travelers Aid

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A STATISTICAL STUDY OF THE 514 LOCAL RESIDENTS SERVED  
BY CHICAGO TRAVELERS AID

by

Patricia Dolores Leonard

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

June

1952

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## CHAPTER I

### INTRODUCTION

The purpose of this study is to gather factual data on the nature and extent of services rendered by the Chicago Travelers Aid Society to local residents. This information should indicate the reasons why it has been necessary for Chicago Travelers Aid, which was established to give service primarily to travelers and transients, to give service to local residents.

The study group consists of 514 local residents. This is the total number of local residents known to the Chicago Travelers Aid Society in the twelve month period from October, 1950 through September, 1951. By the term "local resident" is meant an individual who has lived in the Metropolitan Chicago area one year or longer. By the term "known" is meant that an exploration into the person's problems was made by the agency. The study inquired into the identifying data, the source of referral, and the location of referral; the problems and actual requests of the clients; the length of time the client was known to the agency and the subsequent applications; and applications to other Chicago welfare agencies.

The study attempts to clarify the final disposition of the cases. In some instances relief was given and housing arranged. Often travel service was initiated. Relatives of clients stranded in other communities were seen and in some cases deposits for transportation were obtained. In many cases referral to other agencies was suggested; frequently this was met with refusal but occasionally was accepted.

In order to obtain the data for this analysis, the statistical cards of the individuals were drawn from the master file by the "ice pick" method. This was possible because the statistical card indicates whether or not an individual was a local resident. The statistical cards were then used as a guide in drawing the case histories from the files. The case histories were read and the pertinent information tallied on individual schedules. The individual schedules were tallied on a master tabulation sheet for the purpose of review and analysis. The tables were made on the basis of the analysis of the master tabulation sheet.

From tests made of case loads in the Travelers Aid Societies of varying size and location, it was indicated that the total constituency of Travelers Aid is made up of six major categories: Travelers, Runaways, Newcomers, Migrants, Residents Stranded Elsewhere, and Unclassified.<sup>1</sup> The Travelers Aid Societ-

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<sup>1</sup> Casework Manual on Statistical Recording, (Unpublished Manual), Chicago Travelers Aid Society, Chicago, 9.

ies for further clarification have refined the category of travelers into: Children Under 16 Traveling Alone, Aged, Handicapped, Inexperienced and Other Travelers.

These categories have been defined by the Chicago Travelers Aid Society. A traveler is considered to be a person who is traveling by train, bus, or car with an objective, a destination, and a legitimate means of travel, paid for by himself.<sup>2</sup> In arranging for travel service on an individual basis the agency attempts to plan in accordance with casework principles. In exploring the travel plan an attempt is also made to determine whether or not this is a flight from a traumatic situation; if it is, casework help is offered. If the plan seems sound, travel service is initiated; this consists of placing the person enroute, wiring another Travelers Aid Society to assist at change points enroute and/or meeting the person at his destination and discharging him to the responsible person.

Solitary travelers who are under sixteen years of age fall into a group which determines the service given. They are considered by the agency to be the group termed Under 16 Alone. These are children who are traveling during a vacation, or to and from school, whose parents wish to give them the fullest protection during the journey. In these situations Chicago Travelers

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<sup>2</sup> Manual of Casework Procedures, (Unpublished Manual), Chicago Travelers Aid Society, Chicago, April, 1946, 10.

Aid gives travel service in cooperation with other Travelers Aid Societies. The caseworker sees the parent or responsible person and the child to work out an acceptable plan. A wire or letter is then sent to another Travelers Aid Society to verify acceptance of the child at his destination and, if indicated, to explore the social situation to avoid having the child enter an undesirable environment.

If a parent refuses to allow the worker to clarify the situation and determine the nature of the plan, the child is given travel service in order to protect him. The Travelers Aid Society in the community where the child is destined is notified and the information is given the agency in the hope that they may be able to explore the situation with the responsible person at the point of destination.

When the situation is more complicated and the family is considering a permanent placement of the child with a relative or a friend in another community, independent of another social agency, the caseworker initiates a discussion about the purpose of the travel plan and the preparations which have been made to carry it out. Most often there is an underlying problem in the family that precipitates this plan and the caseworker offers further casework service to the family. Referral to a community agency may be an



alternate plan to the placement. In the event the parents are insistent on the plan, or the plan seems to be an adequate one, verification of acceptance and a study of the resources in the community are obtained before travel service is given.

It is the policy of Chicago Travelers Aid that all cases involving children are registered with the Social Service Exchange. This permits the agency to learn whether or not another agency has assumed responsibility for the child and should be consulted in regard to any plans which concern him.

As has been mentioned before, there are four other groups which make up the broad constituency "Travelers". For purposes of definition the Aged person is considered to be a person who needs help in traveling because of advanced age. A Handicapped person is one requiring help in relation to travel because of temporary or permanent physical or mental handicap. An Inexperienced person is a person lacking travel experience and in need of assistance with travel or travel planning. Other Travelers are persons, not falling into any of the above defined categories, who are in need of assistance because of an emergency situation.<sup>3</sup>

Another large group of individuals served by Chicago Travelers Aid are the Runaways. Chicago Travelers Aid has set up certain definite practices regarding Chicago runaways.

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<sup>3</sup> Casework Manual on Statistical Recording, (Unpublished Manual), Chicago Travelers Aid Society, Chicago, 16.

When we receive an OTI concerning a Chicago child who had run away from his home and is under care elsewhere, we are safe in assuming that the child's home situation is not adequately meeting his needs, and we are interested in securing follow-up service for him here. S.S.E. should be consulted and registrations cleared to learn whether a local agency is active. Where a local children's agency has custody, we would expect it to take a parental responsibility in planning with us for the return of the child. If the court or police are active we would inform our cooperating agency, so that return could be worked out by the authoritative agencies in the two communities. If a family agency is active they may wish to have an interview with the parent to supplement the parents capacity to plan for the child's return, reception and follow up service. We would remain active to give service to the parent and/or agency as asked by the agency, and to cooperate with our cooperating agency in caring for the child pending his discharge to his parents.<sup>4</sup>

It has been found that often parents do not wish the service of another agency and will wish to plan with Chicago Travelers Aid for the return of the child. In this event, it has then been the accepted responsibility of Chicago Travelers Aid to help the parent plan for the child's return and work with him to accept follow up service from a community agency.

Another specific group of people served are the Newcomers. Newcomers are considered to be persons already in the community but not established who need help with problems related to establishing here.<sup>5</sup> There were a few local residents who fell

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<sup>4</sup> Manual Casework Procedures (Unpublished Manual), Chicago Travelers Aid Society, Chicago, 24.

<sup>5</sup> Casework Manual on Statistical Recording, (Unpublished Manual), Chicago Travelers Aid Society, Chicago, 16.

into this category, having left the community for several months, and were again in the process of establishing here. Still another specific group are the Migrants. Migrants are considered to be a person, or a family moving from one location to another to connect with seasonal work, or in search of more satisfactory employment or living conditions.<sup>6</sup>

A very large group of individuals served by Chicago Travelers Aid Society are the Residents Stranded Elsewhere. These are individuals, whose home is in the local community, who are in need of help because they are without resources in another community. Upon receiving a wire from another Travelers Aid Society concerning a resident or family stranded elsewhere the agency attempts to interview the relative listed by the individual as willing to help or to contact whatever other resource the client may have mentioned. Often the relatives are financially unable to assist, such cases are referred to the Chicago Welfare Department, which attempts to verify the residence in this community, authorize return, and then communicate with the Public Welfare Department where the client is stranded. In the United States there is no consistent rule for the return of residents without funds to their home communities. In some areas there is no provision for them. In other places public funds are allotted to the local

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6 Ibid., 16.

Public Welfare agency which is responsible for disbursing them.

The final group of individuals served by Chicago Travelers Aid is the group that falls into the category Unclassified. These are the individuals whose problems do not meet the specifications of the above mentioned groups. In the Chicago Travelers Aid this constitutes a large group of individuals who are usually stranded or without sufficient funds to make plans for themselves. Their problems usually include need for housing and employment. Most often there is no available resource that the client can call upon. As a result the agency is required to utilize resources in this community and on an emergency basis give assistance.

It must be noted that there is some overlapping in two of the categories. These are the problems that fall into the category of Other Travelers which also occur in the Unclassified group. The agency is aware of this similarity but the categories were set up for statistical purposes and the workers are instructed to check only one category. That is, to classify the case by selecting the attribute that is most significant in the immediate situation.<sup>7</sup>

Although this study deals primarily with local residents an explanation of the total function of Chicago Travelers Aid is necessary here. The Chicago Travelers Aid Directors Manual states

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7 Ibid., 9.

that the "object of this Society is to render assistance to travelers or non-residents in difficulty, meeting their emergent needs through its own resources, and in cooperation with other agencies in this and other communities."<sup>8</sup> Clearly, the agency's primary function is aiding moving people. Since the agency assists moving people primarily, this limits the agency function to giving case-work help on a short term basis. The worker is then faced with a realization that the client most likely is separated from his family ties, and is in a strange community without funds, friends, and knowledge of the community. This includes an extremely diversified group of individuals whose problems are many and varied. In one day a worker may deal with a runaway child, a small child traveling alone, a stranded man, a woman or family, an alcoholic, or a mentally disturbed person.

Obviously, this calls for the utilization of many case-work techniques and skills. The agency attempts to see the client in the light of his particular personality and needs. It also attempts to work out a satisfactory and socially helpful plan. In doing this the agency uses community resources whenever possible.

In planning for the individual it is important to have social information about the client and his situation from his

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<sup>8</sup> Chicago Travelers Aid Society Directors' Manual, (Unpublished Manual), Chicago Travelers Aid Society, Chicago, May, 1948, 3.

home community and relatives. This knowledge is essential in planning with him. These inquiries are directed to other Travelers Aid Agencies or cooperating agencies with whom National Travelers Aid Organization has a working agreement. The Chicago Travelers Aid worker is dependent on the cooperation of a worker in another agency who shares responsibility and assumes an equal interest in the situation.

Chapter II of this study is comprised of the identifying information, the source of referral, the time of referral, the problems of the total group and the requests of the clients. Chapter III indicates the disposition of the total group of cases and the subsequent applications in the group. Chapter IV presents the conclusions of the study.

## CHAPTER II

### THE STUDY GROUP

This chapter deals with the identifying information of the study group including age, race, sex and marital status; the source of referral, length of residence in Chicago and the Social Service registrations; the day, month and time of referral; and the problems and requests of the client are studied.

The number of individuals in each of the categories varies greatly. The following table gives the breakdown.

TABLE I

#### NUMBER OF INDIVIDUALS IN EACH CATEGORY

<u>Category*</u>	<u>Total</u>
Aged	24
Newcomers	3
Inexperienced	6
Migrants	2
Handicapped	7
Residents Stranded Elsewhere	100
Runaways	61
Other Travelers	57
Under 16 Alone	107
Unclassified	147
Total	514

\*The order of the items under Category, though arbitrary, will be followed in all the tables.

Comments on Table I:

1 The largest number of individuals in any one category are the 147 persons in the Unclassified category. This category is made up almost entirely of problem situations and constitutes almost twenty-seven percent of the entire study group.

2 The other category which is almost entirely made up of problem situations is the Other Travelers group of 57 individuals which constitutes eleven percent of the total group.

In considering the information regarding the age of the group served it is seen that the age range is extremely broad. The Aged group, the Under 16 Alone group and the Runaway group are limited in age range by nature of the category. Table II gives the age range.



TABL  
DISTRIBUTION ACCORDIN  
GROUP OF 514 L

									AG
Category	1-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	41-45
Aged									
Newcomers				1		1		1	
Inexperienced				3	1				
Migrants									
Handicapped					2	1		1	
Residents									
Stranded	8	4		15	17	16	8	5	5
Elsewhere									
Runaways		6	30	25					
Other Travelers	8	4	1	9	4	5	7	2	5
Under 16 Alone	16	59	32						
Unclassified	9	5		6	22	22	12	15	9
Totals	41	78	63	59	46	45	27	24	19

E II

G TO AGE OF THE TOTAL

LOCAL RESIDENTS

ES

46-50	51-55	56-60	61-65	66-70	71-75	76-80	81-85	No Infor- mation	Totals
			1	6	8	2	7		24
									3
	2								6
		1		1					2
1	1	1							7
3	2	2	1	1	1			12	100
									61
6	2	3		1					57
									107
16	13	6	8	1				3	147
26	20	13	10	10	9	2	7	15	514

Comments on Table II:

1 It is interesting to note that 419 individuals ranged in ages between 1 month through 40 years while the ninety-five remaining individuals ranged in age from 41 through 85 years. There was no information regarding the age of fifteen individuals.

2 There were 182 children or thirty-four percent of the total group in the age range from 1 month through 15 years of age.

3 In the age range from 6 years through 30 years there were 291 individuals or almost fifty-seven percent of the total group.

4 The fact that there were only sixteen children between the ages of 1 month through 5 years in the Under 16 Alone category seems to bear out the agency policy of refusing travel service for very young children.

In the Under 16 Alone category fifty-nine children were from the ages of 6 through 10 and only 32 children between the ages of 11 through 15.

5 It has been concluded in studies concerning runaways that the greatest number of children run away during adolescence. This is again borne out in the Runaway group studied here since all but six children fall in the adolescent age range.

6 In the Other Travelers category there were seven families. Within the family groups there were thirteen children.

7 In the Residents Stranded Elsewhere category there were thirteen families. Within the family groups there were twelve children.

The greatest number of Residents Stranded Elsewhere were people from the age of 16 through 30 and equalled slightly less than one-half of the entire group of one hundred individuals.

8 In the Unclassified category there were twelve families and within these family groups there were fourteen children.

The data regarding the sex and race of the individuals in the group are presented in Table III.

TABLE III  
DISTRIBUTION ACCORDING TO SEX AND RACE  
OF THE TOTAL GROUP OF 514 LOCAL RESIDENTS

Category	Sex			Race				No In-formation	Total
	Male	Fe- male	No In- forma- tion	Total	White	Negro	Other		
Aged	14	10		24	22	2			24
Newcomers	2	1		3	3				3
Inexperienced		6		6	4	1	1		6
Migrants	2			2	2				2
Handicapped	4	3		7	6	1			7
Residents Stranded Elsewhere	55	42	3	100	69	26		5	100
Runaways	45	16		61	50	8	3		61
Other Travelers	31	24	2	57	38	13		6	57
Under 16 Alone	59	48		107	40	62	1	4	107
Unclassified	82	62	3	147	101	41	1	4	147
Totals	294	212	8	514	335	154	6	19	514

Comments on Table III:

1 There does not seem to be any significant deviation in the categories with the exception of the Runaway group where there were about three times as many males as females.

2 Thirty percent of the entire group were Negroes which is interesting in view of the fact that only seventeen percent of the total population in the Chicago area are Negroes.

3 The only individual category where there were more Negro than White clients was the Under 16 Alone classification with one and one-half times as many Negroes as White children or 62 Negroes and forty White children. This difference can probably be explained by the large migration of Negro children to the South for the vacation period.

4 There were only two aged Negroes in a total of 24 aged persons.

5 There were only eight Negroes in the total group of 61 runaways.

6 The other races served included four American Indians, one Mexican and one Nisei.

Table IV illustrates the marital status of the clients.

TABLE IV  
MARITAL STATUS OF THE INDIVIDUALS  
IN THE TOTAL GROUP OF 514 LOCAL RESIDENTS

Category	Marital Status							Totals
	Children Through 15 Years	Single	Married	Separated	Divorced	Widowed	No In- forma- tion	
Aged		1			3	14	6	24
Newcomers		1		1			1	3
Inexperienced		4	1		1			6
Migrants		1			1			2
Handicapped		2	1	2	1		1	7
Residents Stranded Elsewhere	12	21	26	10	6	3	22	100
Runaways	36	25						61
Other Travelers	13	17	9	6	4	1	7	57
Under 16 Alone	107							107
Unclassified	14	33	34	20	11	11	25	147
Totals	182	80	71	39	27	29	61	514

Comments on Table IV:

1 This table contains a column entitled Children through 15 years of age which includes one hundred and eighty-two individuals of the total 514 persons in the selected sample.

2 As would be expected the largest number of widowed persons were the fourteen persons in the Aged group. However, in the Unclassified group where only one person was listed over the age of sixty-five there were 11 persons widowed.

3 Only seventy-one persons or fourteen percent of the 514 individuals in the total group were married. The 71 married persons were in the Other Travelers group, the Residents Stranded Elsewhere group, and the Unclassified group; the three categories which make up the largest number of problem cases. While this is a very low percentage of the entire group, the fact that there was no information available regarding marital status for sixty-one individuals makes this figure unreliable.

4 The combined number of separated and divorced persons equals 66 people. This indicates that there is only a slight difference in the number of single, married, and estranged persons who were seen by the Agency.

There was little information regarding the length of residence of the clients in Chicago. The available data is presented in Table V.

TABLE V  
 LENGTH OF RESIDENCE OF THE INDIVIDUALS  
 WHERE THIS INFORMATION WAS AVAILABLE

Category	Length of Stay in Chicago											25 to 30	Life	No In- forma- tion	Totals
	1 yr.	2 yrs.	3 yrs.	4 yrs.	5 yrs.	6 yrs.	7 yrs.	8 yrs.	9 yrs.	10 yrs.	11 yrs.				
Aged												1	4	19	24
Newcomers														3	3
Inexperienced														4	6
Migrants														2	2
Handicapped													2	5	7
Residents Stranded Elsewhere		1										1	4	94	100
Runaways						2							3	56	61
Other Travelers														57	57
Under 16 Alone														107	107
Unclassified		2	5	2	1		2	1		1	2	8	123	147	
Totals		4	6	2	1	2	2	1		1	4	21	470	514	



Comments on Table V:

1 In each case where there was information on the length of residence in the community the individual had been here for at least two years.

2 There was information on only forty-four clients of the 514 in the total group. This included less than two percent of the group.

3 Slightly less than half of the forty-four clients were life long residents of Metropolitan Chicago.

The Social Service registrations for the study group indicates that slightly over fifty percent were known to social agencies prior to application at Chicago Travelers Aid Society.

Table VI indicates the diversity of the agency registrations.

TABLE VI

## SOCIAL SERVICE REGISTRATIONS WITH OTHER COMMUNITY AGENCIES

Category	Social Service Registrations												TAS but not Cleared	Other
	No Rec- ord	Cleared	ARC	VC	Psy- cho- path- ic Hos- pital	CWD	CPW	State Hos- pital	Juv. Crt.	Legal Aid	Salva- tion Army	TAS		
Aged	3	5		2		4	5	1			2	1		1
Newcomers		2				1	1		1					1
Inexperienced		5	1									1		1
Migrants		2												
Handicapped	4	2												
Residents														
Stranded														
Elsewhere	23	16	6	11	5	18	12	1	12	1			3	28
Runaways	16	12	2	7	1	14	8		22			3	1	34
Other														
Travelers	6	15	4	4	1	7	2	4	3	2		7	3	7
Under 16														
Alone	10	50	3	2	1	9	3		3			2	1	16
Unclassified	21	50	14	10	8	25	10	8	5	2	6	8	7	23
Totals	83	169	30	36	16	78	42	8	46	5	8	22	15	111

Comments on Table VI:

1 Slightly under fifty percent or 252 cases of the group either had not been cleared with the Social Service Exchange (169) or had no previous record of agency activity (83).

2 Fifteen persons were known to Chicago Travelers Aid Society before but had not been cleared with the Social Service Exchange. Twenty-two persons were known to Chicago Travelers Aid Society previously as well as to other agencies. This makes a total of thirty-seven individuals or slightly over seven percent of the total group known to Chicago Travelers Aid Society during previous years.

3 There were 380 registrations with other Social Agencies for the 262 individuals known to Chicago agencies prior to application at Chicago Travelers Aid.

In considering the Sources of Referral it is seen that they are varied. Table VII indicates the disbursement.

TABLE VII

## SOURCE OF REFERRAL FOR THE TOTAL GROUP OF 514 LOCAL RESIDENTS

Category	Sources of Referral								Total
	Personal	Other TA Agencies	City Agen- cies	Rail- road Per- sonnel	Spouse	Parent	Other Rela- tive	Other Indi- vidual	
Aged	8	1	1	8			4	2	24
Newcomers	2							1	3
Inexperienced	4						2		6
Migrants	2								2
Handicapped	3	2			1			1	7
Residents Stranded Elsewhere		94				5		1	100
Runaways	6	17	3	8		17	4	6	61
Other Travelers	42			11			1	3	57
Under 16 Alone		6		8		83	7	3	107
Unclassified	110		1	16	3	1	1	15	147
Totals	177	120	5	51	4	107	18	32	514

Comments on Table VII:

1 One hundred and seventy-seven or thirty-four percent of the applications were personal applications from the individual client; one hundred and twenty or twenty-three percent were requests from other Travelers Aid Societies and Cooperative Societies; one hundred and seven referrals or twenty-one percent of the sample group were from parents.

2 The largest number of personal applications occurred in the Unclassified group with 110 applications or about three-fourths of the entire group.

3 City agencies were responsible for the referral of five persons with two referrals from the Chicago Welfare Department; two from the Juvenile Court and one from the Jewish Family and Community Service.

Chicago Travelers Aid Society gives service in each of the Railroad Terminals and in the Bus Terminal and Midway Airport on call. There is also a Central Office which acts as a coordinating force and a central intake office. As a result the location of referrals are scattered. This is seen in Table VIII.

TABLE VIII

## LOCATION OF REFERRAL FOR THE TOTAL GROUP OF 514 LOCAL RESIDENTS

Category	Location of Referral							Totals
	IC	CNW	LaSalle	Union	Dearborn	Bus	Central Office	
Aged	3	4	7	3	1	2	4	24
Newcomers	2	1						3
Inexperienced				1	4		1	6
Migrants	1		1					2
Handicapped	1	1		1	1		3	7
Residents Stranded Elsewhere			1			1	98	100
Runaways	4	8	3	5	3	7	31	61
Other Travelers	9	8	6	6	9	8	11	57
Under 16 Alone	26	5	3	13	32	3	25	107
Unclassified	21	20	27	28	7	18	27	147
Totals	66	47	48	57	57	39	200	514

Comments on Table VIII:

1 As would be expected the Central Office had the largest number of referrals (slightly over thirty-eight percent of the total group or 200 referrals), since most of the wires from out-of-town agencies are directed there as well as those referrals which are initiated by telephone.

2 The highest number of referrals at any one station for any one classification was the Dearborn Station with thirty-two referrals in the Under 16 Alone category which is primarily made up of travel service.

3 The highest number of referrals in the Unclassified group was at the Union Station with 28 referrals.

It is important to note the month of referral. Table IX shows that the referrals are distributed rather consistently throughout the year.

TABLE IX

## DISTRIBUTION OF THE TOTAL GROUP ACCORDING TO THE MONTH OF REFERRAL

Category	Month of Referral												Totals
	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	
Aged	1	1	5	1	1		1	4	3	3	2	2	24
Newcomers			1	1						1			3
Inexperienced							1	2	2			1	6
Migrants		1			1								2
Handicapped		1	2				1	2	1	.			7
Residents Stranded Elsewhere	6	5	5	4	12	9	13	10	10	10	8	8	100
Runaways	9	6	4	3	4	3	9	6	4	5	2	6	61
Other Travelers	13	9	8	2	1	4	3	10	5	2			57
Under 16 Alone	1	1	6	2	5	18	22	19	16	1	5	11	107
Unclassified	19	16	11	6	9	9	10	9	7	22	15	14	147
Total	49	40	41	19	34	43	60	62	48	44	32	42	514



Comments on Table IX:

1 Almost sixty-five percent of the entire Under 16 Alone group were given service during the vacation months of June, July and August.

2 About sixty-six percent of the Unclassified group applied during the six month period from October through March as against the remaining six month period when only slightly more than thirty-three percent of the total group applied.

3 In the Other Travelers category fifty-three percent of the applications occurred in the winter months of January through March, while there were no applications in the months of November and December.

4 In the Runaway group the same number of children ran away during the first three months of the year as during the months of July, August and September.

In doing this study it was thought that the day of referral would be a significant contributing factor in determining the extent of service given local residents. Table X gives the breakdown.

TABLE X

## DAY OF WEEK OF REGISTRATION

Category	Day of Registration							Total
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Aged	6	2	6	2	4	3	1	24
Newcomers	2		1					3
Inexperienced		2		1	1		2	6
Migrants	1						1	2
Handicapped	1	4	1		1			7
Residents Stranded Elsewhere	16	19	12	15	15	6	17	100
Runaways	13	17	11	10	6		4	61
Other Travelers		10	12	15	5		15	57
Under 16 Alone	18	12	15	15	15	12	20	107
Unclassified	16	21	25	19	11	21	34	147
Totals	73	87	83	77	58	42	94	514

Comments on Table X:

1 The greatest number of applications (20) in the Under 16 Alone group occurred on Sunday when it was most difficult to explore these plans thoroughly unless the parents were willing to delay the trip.

2 Almost forty-five percent of the applications in the Unclassified category (the problem situations) occurred on Friday, Saturday and Sunday.

3 Over the weekend there were the least number of Run-aways.

4 Almost thirty-eight percent of the total group of applications occurred on Friday, Saturday and Sunday.

Since Travelers Aid Society gives service from 7:00 A.M. to 11:00 P.M. daily it was thought that it would be pertinent to determine when local residents applied. The data was obtained by comparing the individual worker's name with the weekly schedule and tallying in accordance with whether or not the worker was employed on the A.M. or P.M. shift.

It was not possible to determine the time of those referrals that concerned Residents Stranded Elsewhere since the original request was usually a wire from the initiating agency which in turn was assigned to a worker in the Central Office or a terminal worker. If the wire arrived late at night it may not have been assigned until the following day. As a result there was not

any way of determining the actual time of referral. Table XI shows the division of applications according to the A.M. or P.M. interval.

TABLE XI  
DISTRIBUTION OF THE TOTAL GROUP  
ACCORDING TO THE HOUR OF REFERRAL

Category	A.M.	P.M.	No Information	Totals
Aged	9	14	1	24
Newcomers	2	1		3
Inexperienced	4	2		6
Migrants		2		2
Handicapped	4	3		7
Residents Stranded Elsewhere			100	100
Runaways	26	18	17	61
Other Travelers	25	32		57
Under 16 Alone	39	62	6	107
Unclassified	67	80		147
Totals	176	214	124	514

Comments on Table XI:

1 Fifty-seven percent of the requests for travel service in the Under 16 Alone category occurred in the evening hours.

2 In the Unclassified group there were 80 applications in the evening and only sixty-seven in the day; and in the Other Travelers group there were 32 applications in the evening and only twenty-five applications during the day.

Table XII illustrates the problems of the individuals as the caseworker saw them. The two exceptions are the Residents Stranded Elsewhere and the Runaway group where the problem is the same as the term used to designate the group.

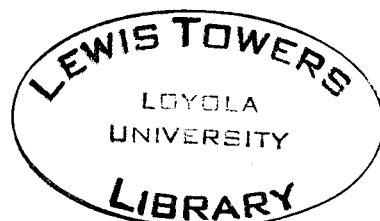


TABLE XII

## THE PROBLEMS OF THE TOTAL GROUP OF LOCAL RESIDENTS

Category	Stranded	Residents Run- away	Stranded Elsewhere	Ill	Con- fused	Travel Service	Child Place- ment	Locate Rela- tives	Other	Totals
Aged	8		2	1	5	4			4	24
Newcomers	3									3
Inexperienced	2					1				3
Migrants	1								1	2
Handicapped	2		2			3				7
Residents Stranded Elsewhere			100							100
Runaway		61								61
Other Travelers	39			1	2	3	6		6	57
Under 16 Alone						87	9	7	4	107
Unclassified	104			6	6	4	7	15	5	147
Totals	159	61	104	8	13	102	22	22	20	514

Comments on Table XII:

1 The 159 stranded persons equalled almost thirty percent of the total group. These included those individuals whose problem was insufficient funds; those individuals who were without funds; and those individuals without housing.

2 In the total group of stranded persons 114 or sixty-two percent were in the Unclassified group and 39 or slightly over twenty-four percent in the Other Travelers category.

3 Of the 103 applications for travel service ninety percent fell in the Under 16 Alone category which indicates that ninety percent of the requests for travel service were requested for children.

4 In the 22 cases where the problem was to locate relatives seven of these cases concerned children who were not met in the station by relatives. Fifteen were those cases where an adult requested that the worker locate a relative in Chicago. In the latter cases the adult usually had been estranged from his relatives.

5 There were twenty-two cases where the problem was placement of children. Usually this placement was with a relative or friend in another community but occasionally a family requested that the agency assist them in arranging placement for their children here.

6 It should be stated that a confused person was considered to be a person who showed signs of senility. Only 5 of those persons classified as confused were in the Aged category; 6 were in the Unclassified category and 2 were classified as Other Travelers.

7 Six of the 26 problems in the division called other problems were in the Other Travelers category and consisted of a mother who requested help with a daughter who was a behavior problem; an agency worker requesting transportation for herself and a disturbed client; the third was a disturbed woman who wished to discuss her problems with someone; the fourth, a young man referred by the bus personnel to verify his age before they would sell a ticket; the fifth, an AWOL soldier with personality problems; and the sixth was a man released from Chicago State Hospital in need of employment.

8 There were five other problems in the Unclassified category. One was a request for help with a marital problem. The second was a mother concerned because her daughter failed to write from France. The third was a person requesting hospitalization at Psychopathic Hospital. The fourth was a person who needed housing. The fifth was a request from a woman for transportation to find her husband.

9 Of the four other problems in the Aged group one was a request for social investigation from another Travelers Aid So-



ciety; the second was the request of a son for clarification of the situation of his father who was held by the police in another community; the third was enroute to the Oak Forest Infirmary but actually had not arranged for admission there. The last person had a language handicap.

10 In the Inexperienced group there were three persons with other problems. Two were young women who planned to establish residence in other communities. The third was a request that the agency have another Travelers Aid Society assist her adolescent brother who would not be met at his destination.

11 In the Under 16 Alone category there were four other problems. The first was a child returning to her mother referred by another Travelers Aid Society because the mother's manner of living was questionable. The second was a pregnant unmarried girl returning home from school. The third was a child who was not met by his parents at the destination in another city. The fourth was a request from a mother to locate her children who were traveling.

Table XIII illustrates the client's actual requests. One hundred and twelve persons made requests and 138 persons presented themselves without making actual requests. From the records it would seem that this group expected the agency to take over their problems.

TABLE XIII

## DISTRIBUTION OF THE CLIENTS' SPECIFIC REQUESTS

Category	Clients' Requests			
	Request for Transportation	Housing	Financial Assistance	Other
Aged	1	1	1	
Newcomers			1	
Inexperienced	1			2
Migrants			1	
Handicapped	2		1	
Residents Stranded Elsewhere				
Runaways	1		2	
Other Travelers	11	6	6	1
Under 16 Alone				
Unclassified	31	11	23	8
Totals	47	18	33	14

The requests of the Residents Stranded Elsewhere, fifty-nine of 61 Runaways and the Under 16 Alone (travel service) groups are not included since a request is implicit in the title of the categories.

Comments on Table XIII:

1 The reasons given for traveling included job opportunities, visits to relatives, return to parents, and marital conflict. Some requested transportation to homes in suburban communities and a few requested carfare home.

2 In the group listed as Other Requests one asked for help with baggage, two requested advice about living in another community; one requested hospitalization; four requested help to obtain employment and two wanted help with marital problems.

It was thought advisable to determine the length of time it took to work out plans for the individual clients. Table XIV indicated the result of this tally.

TABLE XIV  
LENGTH OF TIME THE 514 LOCAL RESIDENTS  
WERE KNOWN TO THE AGENCY

Category	Length of Contact								Total
	1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days	8 Days and Over	
Aged	16	5	3						24
Newcomers	1	1			1				3
Inexperienced	5	1							6
Migrants	1	1							2
Handicapped	4							3	7
Residents									
Stranded									
Elsewhere	28	25	3	5	8		2	29	100
Runaways	30	11	2	3	6	4		5	61
Other									
Travelers	48	5	3						57
Under									
16 Alone	66	15	7	4	4	2	5	4	107
Unclassified	103	19	7	6	9	1	2	2	147
Totals	302	84	25	18	27	7	9	44	514

Comments on Table XIV:

1 Slightly over fifty-eight percent of the sample group or 302 residents were known to the agency for only one day.

2 There is a marked decrease in the length of time the clients were known with the second largest group, eighty-four in number, known to the Agency for a two day period. Some of these were handled for two days because the request was made on a week-end when it was not possible to make a referral to a local agency.

3 The forty-four clients known to the agency for eight days or longer were less than nine percent of the entire sample group. In only two of these were there more than three interviews. One family was seen six times at the advice of the United Charities which suggested that the agency work with the mother until she was able to accept placement for her mentally retarded daughter in a State Institution. The other person after a week of daily interviews came in frequently to report on her situation.

4 Twenty-nine of the 44 clients known to the Agency for longer than one week fell in the Resident Stranded Elsewhere category. This would be expected since the Agency must contact relatives, interview them at their convenience, work out a suitable plan and report back to the initiating Agency.

### CHAPTER III

#### THE DISPOSITIONS OF THE CASES

This chapter is concerned with the disposition of the total group of cases. It also includes the month of application, location of referral, length of time the individuals were known to the agency, the problems and the dispositions of those cases where the client made subsequent applications.

More than one service was often given the individual. Agency funds were disbursed to destitute clients usually for food, carfare to other agencies, or carfare to places of employment. The clients in need of shelter were housed at missions or hotels. The selection of a hotel or mission was based on the worker's evaluation of the client's usual standard of living from the history he revealed. In some cases the service given was arranging for employment through the employment agencies known to the agency.

In order to give service to the Residents Stranded Elsewhere relatives were interviewed to determine the social situation, the interest of the family in the stranded person, to obtain a deposit for return transportation, and for any other infor-

mation that would be helpful in planning for the individual. If the relatives could not pay for transportation, the case was referred to the Chicago Welfare Department for verification of residence. This was also done so that the Chicago Welfare Department could arrange for the return of the person, through the local Public Welfare agency, in the community where the client was stranded, if this community had such a provision. In some instances other Travelers Aid Societies were requesting social information only, in order to plan more effectively for the resident stranded in their community.

TABL  
DISPOSITIONS OF T  
IN THE SA

Dispositions of the Total Group of Ca

Category	Re- lief	Loans	Miss- ion Hous- ing	Em- ploy ment	Tra- vel Ser- vice	Inter- viewed Rela- tion	Obtain- ed De- posit	Referr- ed CWD for Return
Aged	4	1	1		9	2		
Newcomers			1					
Inexperi- enced				1	4			
Migrants			1					
Handi- capped	2		1		1	1		
Residents Stranded Elsewhere		1			4	90	14	30
Runaways					14	61	14	2
Other Travelers	9	3	5	3	3	1		
Under 16 Alone					66	90	1	
Unclassi- fied	32	4	23	10	2			
Totals	47	9	32	14	103	245	29	32

E XV

OTAL 514 CASES

MPLE GROUP

ses

Hotel Hous- ing	Se- cured Social Infor- mation Only	Trav- elers Aid Re- fused Ser- vice	Cli- ent broke con- tact	Cli- ent's own re- sour- ces	Client Re- ferred local agen- cies	Cli- ents re- fused other agency help	Loca- ted Rela- tives	Veri- fied plan then TA coop	Other
		2	2		6	1	4	1	
					1	2			
		1		1					
				1					
					5				
	17		7	14	2	14			26
				15	18	15	10		10
5		7	7	2	22		1		2
		12	5	6	5	5	7	10	
	1	14	16	11	49	14	7		6
22	18	36	37	48	108	51	29	11	44



In a few instances the Chicago Travelers Aid refused service. In other cases the client broke contact with the agency after the plan had been initiated. In some cases the client refused the service offered. Referral to local agencies for case work help and financial assistance was arranged in other cases. Some individuals refused to accept referral to local agencies.

Table XV illustrates the varied dispositions within each category. It will be seen that the dispositions are numerous.

Comments on Table XV:

1. Total relief disbursed to the forty-seven individuals amounted to \$50.96.

2 The largest loan given was ten dollars. Six of the nine loans were fully repaid. Two were not repaid and one only partially repaid.

3 Almost forty-four percent or 245 relatives of the individuals in the total group were interviewed.

4 It seems pertinent to indicate that seven percent or thirty-six individuals were refused service; seven percent or thirty-seven individuals broke contact; and nine percent or forty-eight clients or relatives of clients decided not to plan with the agency but rather to work out their own plan. This shows that

twenty-three percent of the total group received no help either because of the applicant's or the agency's mobility or lack of disposition to work together.

5 Equally interesting is the fact that almost ten percent of the total group or fifty-one individuals refused referral to local agencies.

6 The 108 individuals referred to local agencies made up twenty percent of the total group. The fifty-one individuals who refused referral to local agencies made up ten percent of the total group.

#### Comments on the Dispositions Within the Aged Group:

1 The total relief received by the four persons in this category equalled \$3.50.

2 The one person given a loan repaid the agency.

3 Of the six persons referred to local agencies two were referred to the Chicago Welfare Department; one to the Family Service Bureau of United Charities; one to Catholic Charity Bureau; and two were active recipients of Cook County Bureau of Public Welfare.

4 In the four cases where relatives were located the individuals were confused persons found wandering in the station. An exploratory interview was held with a relative and in each case

referral to a local agency was offered.

Comments on the Dispositions Within the Handicapped Group:

1 The relief disbursed to the two persons in the Handicapped group equalled \$1.50.

2 Five Handicapped persons referred to local agencies were referred to Chicago Welfare Department (3), Veterans Administration (1), and the Cicero Public Welfare Agency (1).

Comments on the Dispositions Within the Residents Stranded Elsewhere Group:

1 The one loan given to the individual in this category was not repaid. This loan was given to the resident when he arrived in Chicago.

2 The seven clients who broke contact discontinued planning with the out-of-town agency after the Chicago Travelers Aid began to plan with relatives for their return.

3 In those cases where the resources of the clients were utilized the relatives sent money directly to the individuals.

4 In the two cases where individuals were referred to local agencies they were active cases of these agencies. One received assistance from the Cook County Bureau of Public Welfare and the other received assistance from the Chicago Welfare Department.

5 None of the individuals offered referral to another agency for casework help accepted the referral. Usually this service was offered to a relative who indicated disturbances in the inter-personal relationship between himself and the client. (This excludes the thirty persons referred to the Chicago Welfare Department to work out plans for the return of the resident.)

6 The twenty-six other dispositions included five cases where the out-of-town agencies returned the clients at their own expense because there were no resources here and their community did not provide public funds for this expense. There were ten cases or one-tenth of the total group of 100 Residents Stranded Elsewhere in which the Agency was unable to locate resources. Usually in those instances the relatives could not be located at the address given. One relative of three individuals broke contact with the Chicago Travelers Aid. In three instances relatives refused to provide transportation because the individuals had a long history of wandering. In five cases relatives were unable to provide transportation and the client was required to find another plan.

#### Comments on the Dispositions Within the Runaway Group:

1 Travel service for Runaways consisted of meeting the child when he returned.

2 The two runaways referred to the Chicago Welfare Department were referred to verify the residence of the family in Chicago for one year.

3 In those cases where the client utilized his own resources the family usually decided to go to the other community to get the child. In a few instances the parents sent money directly to the child.

4 The eighteen referral to local agencies consisted of eight referrals to the Juvenile Court; two referrals to the Board of Education; two children to the Juvenile Home for temporary care until a permanent plan could be arranged; and two children were referred to the Chicago Home for The Friendless from which they ran away. Two children were referred with their parents to the Family Service Bureau of United Charities; one child to the Institute for Juvenile Research and one to the Crime Prevention Bureau.

5 The ten cases in which the agency located relatives were concerned with children found in the railroad stations. In these instances the relatives came to the station to claim the child. Each time an interview was held to explore the situation and further service offered if it seemed indicated.

6 The ten other services given included interviewing seven parents who hoped Chicago Travelers Aid could locate the runaway but who had no idea of his whereabouts. One parent had al-

ready arranged an adequate plan for the return of his child but seemed to need assurance that this was a good plan. In two instances the agency was unable to assist in an out-of-town inquiry because the information given regarding resources was too limited.

Comments on the Dispositions Within the Other Travelers Group:

1 Relief disbursed to the nine individuals in this group amounted to \$7.20.

2 Two of the three loans were repaid.

3 In the group of seven clients who broke contact there was a family of five.

4 The twenty-two clients referred to city agencies were referred to the Family Service Bureau of United Charities (8), Chicago Welfare Department (7), Cook County Hospital (2), Catholic Charity Bureau (2), Jewish Family and Community Service (1), Chicago Child Care Society (1) and the Glencoe Family Service (1).

5 In the one instance where the agency located a relative the case concerned an individual who became ill in the station.

6 There were two other services given. These were casework interviews with individuals who had personality problems.

Comments on the Dispositions Within the Under 16 Alone Category:

1 In 66 of the eighty-seven requests for travel service was the service given.

2 In the twelve cases the agency refused travel service because the child was under age or because this did not seem to be an advisable plan.

3 Five clients broke contact when the agency attempted to explore the travel plan they wished to make for their children.

4 In those cases where the clients utilized their own resources the family decided to take the child themselves after the agency pointed out that the plan they had been considering was not a protective one for the child.

5 The five individuals referred to local agencies were referred to the Family Service Bureau of United Charities (2), Catholic Charity Bureau (1), Salvation Army (1), and the Board of Education (1).

6 In the seven cases where the disposition was locating relatives the children concerned were not met at the station and the agency was required to locate the relatives and discharge the children to them.

#### Comments on the Dispositions Within the Unclassified Group:

1 The total cash relief given to this group equaled \$38.75.

2 Four of the 5 loans given were fully repaid. One was

only partially repaid.

3 The dispositions listed as client's own resources indicates that after the worker explored the situation either the client decided he would prefer to meet this situation through a resource he had not revealed before or he decided not to accept the kinds of service offered by Chicago Travelers Aid Society but would make his own plan.

4 Forty-nine individuals or thirty-three percent of the total 147 persons in the Unclassified group were referred to local agencies. This is significant since this category is made up entirely of problem situations. Seventeen persons were referred to the Chicago Welfare Department. Nine persons were referred to the Family Service Bureau of United Charities. The remainder were referred to Salvation Army (4), American Red Cross (3), Veterans Administration (2), Cook County Hospital (2), Juvenile Protective Association (1), Court of Domestic Relations (1), Municipal Tuberculosis Sanitarium (1), Oak Forest (1), Police (1), and the Missing Persons Bureau (1). Three persons were taken to the Psychopathic Hospital by the police at the suggestion of the social worker. The other two were taken to Psychopathic Hospital by the social workers.

5 In the seven cases where the individuals were served by locating relatives, four were confused persons; two were stran-



ded; and one, an alcoholic, requesting someone to sign him in at Psychopathic Hospital and a relative was located who agreed to perform this service.

6 The six other dispositions in this category included one person who could not be housed because mission housing was not available. The second person received help in having his baggage released. The third was a person referred to a hotel and paid for by himself. However, he was interviewed because the worker recognized that there were personality and emotional problems. He refused the offer of referral to a local agency. The fourth disposition was arranging hospitalization for a mentally ill girl through an out of town agency. The fifth was locating the family of an eighteen year old girl who ran away from home and arranging satisfactory plans. The girl returned home with her family but they refused referral to a local agency. The sixth service given was locating a woman at the request of her husband. The woman had left home because of marital conflict. Both were interviewed and refused further help from any agency.

The subsequent applications of the group show that some of the clients reapplied as often as four times. Thirty-two persons applied more than once, with 52 reapplications in all. The problems and dispositions of the reapplications were made are given in Table XVI, Table XVII and Table XVIII.

TABLE XVI  
PROBLEMS AND DISPOSITIONS OF THOSE CASES  
WHERE ONE SUBSEQUENT APPLICATION  
WAS MADE

Category	<u>Problems</u>					<u>Dispositions</u>							
	Tra- vel Ser- vice	Stran- ded	Resi- dents Stran- ded Else- where	Run- aways	Tra- vel Ser- vice Given	Miss- ion Hous- ing	Hotel Hous- ing	Inter- viewed Rela- tives	Ob- tained De- posits	Re- ferred Local Agen- cies	Cli- ent's Own Plan	Broke Con- tact	De- nied Ser- vice
Aged		2				1						1	
Newcomers													
Inexper- ienced													
Migrants													
Handi- capped		1				1				1			
Residents													
Stranded													
Else- where		1	4					4	3	1	1		
Runaways				2				2		1			
Other													
Travel- ers		5				1					2		2
Under 16													
Alone	1				1								
Unclass- ified		16				2	2			9	1	2	3
Totals	1	25	4	2	1	5	2	6	3	12	4	3	5

Comments on the Group Who Made One Reapplication:

1 Twenty-five of the 32 persons who applied more than once were stranded persons.

2 Sixteen persons, or ten percent of the total group of 147 persons in the Unclassified group, applied more than once.

3 The largest number of reapplications at any one station in the group were the nine who applied at the Chicago Northwestern Station. The second largest group were the eight reapplications at the Central office.

4 Twenty-five of the 32 first reapplications were known to the agency for only one day. There were three individuals known to the agency for two days. In two of the three cases the applications were made over the weekend and the individuals were referred to a local agency on Monday. The other client was seen twice to explore his situation. The four individuals in this group who were known to the agency for more than a week were Residents Stranded Elsewhere.

5 Seven of the 12 clients referred to local agencies were referred to the Chicago Welfare Department. Two were referred to the Veterans Administration; one to Cook County Hospital and one runaway was referred to the Juvenile Court where he had been known before.

6 Twelve of the 32 individuals in the group who made

at least one reapplication either made their own plan (4); broke contact (3); or were denied service (5).

Comments on the Group Who reapplied a Second Time:

1 It will be remembered that in the first group of re-applications the greatest number of people were stranded individuals. This is also true of the group of second reapplications with eleven stranded persons in a total of twelve individuals.

2 The greatest number of second reapplications at any one station were the five at Chicago Northwestern Station.

3 Eleven of the 12 persons who reapplied a second time were known to the agency for only one day. In the other instance planning took fifteen days but there were only two interviews.

4 The five individuals referred to local agencies were referred to the Chicago Welfare Department (3), Hines Hospital (1), and the individual who requested Alcoholics Anonymous was assisted in contacting them.

TABLE XVII  
PROBLEMS AND DISPOSITIONS OF THOSE CASES WHERE TWO SUBSEQUENT  
APPLICATIONS WERE MADE  
SECOND REAPPLICATION

Category	<u>Problem</u>			<u>Dispositions</u>			Client's Own Plan	Other
	Stranded	Requested Alcoholics Anonymous	Housing	Referred Local Agencies	Denied			
Aged								
Newcomers								
Inexperienced								
Migrants								
Handicapped	1		1	1				
Residents Stranded Elsewhere								
Runaways								
Other Travelers	3						2	1
Under 16 Alone								
Unclassified	7	1	1	4	2		1	
Totals	11	1	2	5	2		3	1

TABLE XVIII  
PROBLEMS AND DISPOSITIONS OF THOSE CASES  
WHERE A THIRD AND FOURTH REAPPLICATION  
WAS MADE

Category	<u>Problems</u>	<u>Third Reapplication</u>				<u>Fourth Reapplication</u>			
		Housing	<u>Dispositions</u>			Stranded	<u>Dispositions</u>		
	Stranded		Referred Local Agencies	Denied	Other		Client's Own Plan	Agencies	Other
Aged									
Newcomers									
Inexperi- enced									
Migrants									
Handi- capped									
Residents									
Stranded									
Elsewhere									
Runaways									
Other Trav- elers	1	1			1				
Under 16									
Alone									
Unclassi- fied	5		4	1		4	1	2	1
Total	6	1	4	1	1	4	1	2	1

Comments on the Groups Where a Third and Fourth Reapplication Was Made:

1 As would be expected the third and fourth reapplications were distributed between the Other Travelers group and the Unclassified group which comprise the problem situations.

2 In the group which made a third reapplication the five in the Unclassified group were known to the agency for only one day. The one person in the Other Travelers group was known to the agency for two days while the agency arranged for assistance from a relative in another community in cooperation with another Travelers Aid Society.

3 In the group which made a fourth reapplication no one was known to the agency for longer than one day.

4 In the total group of third and fourth reapplications, all were stranded persons.

5 The referrals to local agencies in these cases consisted of a referral to Chicago Welfare Department, Salvation Army and the Veterans Administration.

## CHAPTER IV

### CONCLUSIONS

The purpose of this study has been to determine the reasons why it has been necessary for Chicago Travelers Aid Society, which was established to give service primarily to travelers and transients, to serve local residents and to determine something about the services rendered.

The material revealed some interesting and significant facts about the 514 local residents. It was found that the greatest number of individuals (419) given service were between the ages of 1 month through 40 years. In this group, there were 182 children ranging in age from 1 month through 14 years of age. The majority of local residents were men, with 294 men and 212 women.

One of the most significant facts in the study was that almost fifty percent of the group were known to social agencies prior to application at Chicago Travelers Aid Society.

In considering the day of the week the individuals applied it was found that the largest number of applications were made on Tuesday (97). The second largest number of applications



were made on Sunday (94). Thirty-eight percent of the total group of applications were made on Friday, Saturday and Sunday. In the Unclassified group or the problem situations forty-five percent of the applications were on Friday, Saturday and Sunday. The findings regarding the hour of referral showed that the largest number of referrals or 214 referrals occurred during the evening hours. This seems significant in view of the fact that Chicago Travelers Aid Society is almost the only social agency in the community giving service daily from Seven A.M. to Eleven P.M.

The study revealed that fifty-five percent of the services given local residents are services clearly within the policy of the agency. One of the primary functions of the agency is travel service. Since Chicago Travelers Aid is by nature of its program, the only agency equipped to give this service, the local residents in need of this apply to the agency. 103 individuals or twenty percent of the total group who applied requested this service.

Helping the local resident stranded in another community is also a legitimate service of the agency. Again 103 individuals or twenty percent of the individuals were in this category. The many Travelers Aid Societies throughout the country have established a quick intercity service in order to facilitate action in the cases of those clients stranded in strange communities.

The mobility of the individual and the emergency of his problems necessitates a rapid solution which the agency is set up to give.

Another valid service is helping the runaway child. Since the many Travelers Aid Societies are set up in the railroad terminals the runaway child comes to the attention of these agencies. The Chicago Travelers Aid is then required to plan positively with the child and his family to avoid further runaway attempts. There were sixty-one children in this group or eleven percent of the entire group.

Service to ill people constituted one percent of the entire group and again was a necessary function of the agency. This is also true of the confused person who made up slightly over two percent of the entire group. This service was not only a protective service but often an opening wedge in helping the family plan more constructively for the confused or ill individual.

Another legitimate service was assisting those children who arrived in Chicago by train or bus from a vacation or school and who were not met by their relatives. This constituted slightly over one percent of the entire group. This service was given as it would be unwise to allow a child to remain unprotected in a terminal where he might be subjected to many hazards.

The study also revealed that the other services given by the agency could hardly be avoided. The majority of these ser-

vices were given to the stranded person with 159 individuals in this group. 143 individuals of the 159 stranded persons were in the Other Travelers or the Unclassified groups. These same two categories had the largest number of personal applications or 153 of a total group of 177 personal applications. It must be remembered that if a person applies to an agency there must be sufficient exploration of his situation so that the caseworker is enabled to offer appropriate help by referral to a local agency or by determining the correct reason for the refusal of service. It may also be recognized that there is a small segment of the population whose social, economic and emotional problems make it impossible for them to function adequately in an emergency without access to a social agency. The fact that Chicago Travelers Aid is the only agency in the community giving service from Seven A.M. to Eleven P.M. daily in a conspicuous location with the offices in the various railroad terminals and the bus terminal makes the agency accessible to the local resident.

The fact that the largest number of individuals were known to the agency for only one day and just a few individuals were known to the agency for over a week indicates that the agency has endeavored to give only emergency services to local residents.

An interesting fact is that thirty-three percent of

the total group of local residents either refused the service offered or decided to work out their own plan, or broke contact with the agency or refused referral to another local agency. This shows that the individual caseworkers were discriminating in giving service. It also shows that some of the individuals were unable to accept help on a casework basis.

That twenty percent of the individuals in the total group were referred to local agencies is a real contribution to the community since most likely if the individuals were not seen in the height of the crisis, when they felt the situation was acute, they may not have been able to recognize the need for help and accept referral.

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