

1947

A study of the Family Service
Department of the Wellesley Friendly
Aid Association, Wellesley,
Massachusetts, in the year 1946.

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A STUDY OF THE FAMILY SERVICE DEPARTMENT
OF THE
WELLESLEY FRIENDLY AID ASSOCIATION
WELLESLEY, MASSACHUSETTS
IN THE YEAR--1946

A Thesis

Submitted by

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In Partial Fulfilment of Requirements for
the Degree of Master of Science in Social Service

1947

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CHAPTER I

Purpose and Scope of the Thesis

This thesis is a study of the Family Service Department of the Wellesley Friendly Aid Association in Wellesley, Massachusetts, and its casework service during the year 1946. In its broader aspects, it is a study of the role of a family agency and its social casework in a suburban town; a study of the needs of such a community and of the services which a family society gives to meet such needs for social casework.

This study was undertaken to learn the use this specific town of Wellesley made of the Friendly Aid's casework service and, in turn, the services which this particular agency gave to the town during the course of one year, the year 1946. The problems under study were the very simple questions of who used the agency, why these men and women came to the agency, and by what route they found their way to the agency. The final consideration of the study was the question of how the agency served these members of the community who came to it for help.

The period chosen for study marked the fifth year that this agency had offered professional social casework. Following forty-two years of volunteer activity, the year 1946 was thought to offer a measure of the agency's transi-

tion from a volunteer charitable service to an organization offering professional service. The year also afforded the last complete year's records for study and represented the most current information that could be used in study.

Since the agency had had no such study before, this study was set up as a base evaluation for future comparative studies of trends and growth. It was held not impossible that some of the findings of the project might be used later in making plans for future program and future interpretation.

Since it is necessary to set the study within a frame of reference, three chapters are devoted to background material. The second chapter brings together certain facts and information showing the character of the town of Wellesley. The third chapter sketches the history and growth of the Association and the fourth chapter sets forth the present day structure and working relationships of the Family Service Department. Chapter five analyzes the composition of the client group. Chapter six studies the requests for service during 1946 and chapter seven, the source of applications.

For the purposes of the study proper, the 118 cases of the year's case load were read and a schedule was used to take off data in answer to the questions set by the study. These same 118 cases were checked against the records kept of the distribution of used clothing and again

against the bookkeeping records of the distribution of financial aid and the information was drawn off and tabulated. The classification of jobs was checked with a local United States Employment Office. Mr. John T. Griffin, Welfare Agent of Wellesley, and Mr. John T. Ryan, Town Clerk, gave both information and counsel on the background material of the town of Wellesley.

The study of the services given by the agency was made through the study and presentation of case material from the year's case records and is given in the seventh chapter.

The last chapter is devoted to the summary and conclusions drawn from the study.

CHAPTER II

The Town of Wellesley

Wellesley is a town in the Metropolitan area fifteen miles west of Boston in Norfolk County, Massachusetts. It is bounded on the south by Needham and Dover; on the east, by Newton; on the north, by Weston; and on the west, by Natick. Its entire eastern boundary is the Charles River. The town is rectangular in shape, about four and one half miles long and two and one quarter miles wide, and it covers about 6,650 acres.

Previously part of Needham, the town of Wellesley was incorporated April 6, 1881. At this time it had a population of very nearly two thousand six hundred persons and it had three hundred and thirty-one pupils in the schools. The valuation of the town in May, 1881, was about \$2,500,000.¹

The town grew in population to 5,072 in 1900; to 6,439 in 1915; to 9,049 in 1925; and to 13,376 in 1935.² The population increased forty percent between 1915 and 1925 and increased during the following decade by forty-seven percent.

Joseph E. Fiske wrote in 1899: "The curious reat-

¹ Joseph E. Fiske, History of the Town of Wellesley, Boston: Pilgrim Press, 1917. p. 89.

² Sixty-sixth Annual Report of the Town Officers of Wellesley, Mass. and the Town Records--For the year ending December 31, 1946. p. 2.

ure in our early history was the aversion to accession from without, and quite early steps were taken to discourage immigration and until comparative recent years the population was confined in the main to the descendants of the early settlers."³ Much of this early homogeneity of population is preserved today. By the Federal census of 1940, the population of Wellesley was 15,127. Of this number, 2,207 persons were counted as foreign-born white. Of these foreign-born white persons in the population, 1383, or 63 percent, were born in English-speaking countries. They came from the British Isles including Eire, English-speaking Canada and Newfoundland, and from Australia. The largest single group of foreign-born, 724 persons, came from English-speaking Canada. The group next in size were 433 Italian-born men and women. The Italian-born persons made fifteen percent of the foreign-born. Eleven percent came from Northern and Western Europe exclusive of the British Isles. The remaining eleven per cent represented a wide scatter of nationalities.⁴

3 Fiske, op. cit., p. 78.

4 Bureau of the Census. Department of Commerce. Taken from a second series population bulletin for Massachusetts: 1940.

5 Research Bureau--Boston Council of Social Agencies. Study of the Social and Health Agencies in Wellesley. August, 1940, p. 20.

During the rapid growth of the town, the trend was toward building single homes. In the period from 1930 to 1939, 1179 new family accommodations were added, almost all in single residences.⁵

In 1946, Wellesley had grown to a population of over eighteen thousand, with 10,225 registered voters⁶ and 4,175 households.⁷ The total day school enrollment was 2,750.⁸ The total value of taxable property was \$46,257,440.00.⁹ The tax rate was twenty-seven dollars per one thousand dollars. Large non-taxable properties were held by educational institutions in the town: Wellesley College, Babson Institute, Academy of the Assumption, and the Dana Hall Schools.

The appropriations from the tax levy for the year 1946, totalling \$1,320,081.88, were classified as follows:¹⁰

General Government	7.18 per cent
Protection of Life and Property	18.70
Public Health	2.56
Highways	13.80
Parks and Playgrounds	3.78
Public Welfare	5.48
Education	36.66
Libraries	1.53
Pensions	1.77
Public Utilities	4.55
Miscellaneous	3.99

6 Town Report, op. cit., p. 2.

7 The Townsman, February 6, 1947, p. 11.

8 Town Report, op. cit., p. 219. 9. Ibid., p. 192.

10 The Townsman, op. cit., p. 11.

Wellesley has only two small areas zoned for industrial use; one of these areas is the land on the Wellesley bank of the Charles River at Wellesley Lower Falls. The other area so zoned lies north of Wellesley Square and while zoned to permit industrial use, has in fact always been used for distribution.

A summary of the case loads of Public Welfare and Veteran's Benefits and the expenditures for Public Welfare and Veteran's Benefits, December 31, 1946, is as follows:¹¹

	No. Cases	No. Persons	Expenditure
General Relief	9	20	\$15,125.70
Old Age Assistance	99	99	63,491.83
A.D.C.	8	27	9,404.20
Veteran's Benefits	6	9	3,457.40
Children	10	10	
Tewksbury	4	4	
	<u>136</u>	<u>169</u>	
Administration			6,762.75
Total			<u>\$98,241.88</u>

Ready access to Boston is afforded by the Boston and Albany railroad and by bus services. A large per cent of Wellesley residents derive their livelihood outside of the town and in the city of Boston.

In summary, Wellesley, a small town of six thousand in 1915, grew rapidly in the ensuing thirty years and today is a town of eighteen thousand. In 1946, it is a

¹¹ Town Report, op. cit., p. 26.

wealthy, suburban, residential community. Its residents are predominantly native-born white persons, with but one notable exception, a group of Italian-born. Manufacture is negligible. Wellesley is the home of several private educational institutions known and recognized nationally. The expenditure of ninety-eight thousand dollars through the Public Welfare Department for public assistance attests the inevitable need to be found in a population unit of eighteen thousand.

CHAPTER III

The Development of the Family Service Department from 1899 to 1946.

An understanding of the character of the town of Wellesley is important background for this study of the Family Service Department of the Wellesley Friendly Aid Association. Equally important is an understanding of the development of this service during the long period of volunteer activity. For this purpose, this study of the Family Service Department from the inception of the Association in 1899 to the year 1946 has been made. The major interest of this chapter is the study of the family service from 1899 to the year 1941, when the first professional social worker was appointed Executive Director of the Association.

The Wellesley Friendly Aid Association was originally a committee of the Woman's Club appointed in 1899 specifically to aid a family whose home had been burned, but also generally instructed to "investigate cases of need, give relief and counsel, and cooperate with town and church officers." Its interest was mainly in helping families and in this work it assembled and distributed food and clothing, compiled a list of persons ready to work by the day or hour, established cooking, sewing and playground groups and lent its aid to every movement for community betterment. The Friendly Aid Committee assumed an existence separate and apart from the Woman's Club in 1902. In 1909, it was incorporated under its present name and its first Constitution adopted.¹

¹ Wellesley Friendly Aid, Outline for Self-Evaluation, 1944, p. 1.

In 1924, the Association built its own building at One Grantland Road, Wellesley Hills, to house not only its own activities but also to serve as a center for civic projects for community welfare.

The town of Wellesley grew in population from 6,000 in 1899. . . to 15,000 in 1940. During these years the activities of the Friendly Aid grew in much the same proportion. The work was carried on by volunteers, all of whom had some direct committee responsibility. There were the Case, District Nursing, Dental, Eye Clinic, Pre-School, Child-Welfare, Thrift, House, Food, Driving, Sick Room Supplies, Surgical Dressings and Auxiliary Committees.²

The work early developed into two related but distinct services; namely, the nursing and health and the family service. Under the Nursing and Health Department, the first District Nursing service was established by the Friendly Aid in 1908 with professional staff. The Family Service work was carried on under the direct supervision of Miss Mary C. Sawyer, a volunteer. Miss Sawyer, a charter member of the Friendly Aid, served as President from 1921 to 1942. She was assisted by a volunteer Case Committee and by the Friendly Aid nurse. Home visiting was done by this nurse with the help of a committee of friendly visitors.

Miss Sawyer's years of service, from 1899 to 1941, gave continuity to the work. With her co-workers, she built up great respect in the community and confidence in the work of the Friendly Aid. The declared purpose, at that time, of the Department was to

² Ibid., p. 1.

establish and maintain a high standard of living and health, especially for children, to obtain relief from the proper sources and by prompt and friendly investigation place responsibility where it belonged, and to afford means of friendly cooperation between benevolent societies, individuals, and churches and the Town for industrial, educational and health purposes.³

The funds for the work of the Association were first raised by solicitation from members and later from the community as a whole by letters of appeal and by benefits. Its members took the initiative in organizing the Wellesley Community Chest in 1938 and two years later this local chest joined the chest of the Greater Boston Community Fund.

In 1939 a small group of Wellesley men and women, the beginnings of a Wellesley Community Council, recognized the need for planning better coordination of the social resources of the town. They asked the Boston Council of Social Agencies to make a survey of the social agencies in the town, to provide a background for community planning particularly with reference to the program and relationships of the Friendly Aid Association. This survey was made and compiled August, 1940, by the Research Bureau of the Boston Council of Social Agencies. It states that the family welfare program of the Association was conducted under the

³ Ibid., p. 1.

direct supervision of the President, Miss Sawyer, and gives the following sketch of the service in 1940.

Miss Sawyer is on call at her home at all times and keeps office hours on Friday mornings at the Association rooms. . . . There is no running case history sheets. The Case Committee assumes responsibility for visiting the families under care at least once a month. Reports are made on the individual families at monthly meetings. . . . Relief is given in kind, from 6 to 12 baskets of food being sent out each week. . . . Both new and donated clothing are furnished, as are fuel and milk. . . . The agency acts as a clearing house for Christmas and Thanksgiving baskets for the town. Our effort to analyze the records of families given assistance in 1939 was hampered by the fact that there was so little social information on the cards to identify problems needing service rather than relief and still less to show the individual service given. From the information available, however, it appeared that 42 out of 101 families were receiving some form of public assistance. Ill health, insufficient income, and unemployment were the factors which were most often mentioned at the time of referral. Among these families the wage earners were most often American born, unskilled workers, gardeners or carpenters. While there were notable examples of large families with inadequate income, over two-thirds of the families were those with three children or less. Only two fifths of the families were at the same time receiving public relief.⁴

The Wellesley Public Welfare Department and the Friendly Aid Family Service have always worked in close cooperation. The Selectmen have constituted the Board of

⁴ Research Bureau--Boston Council of Social Agencies, Study of the Social and Health Agencies in Wellesley, August, 1940, p. 47.

Public Welfare and Mr. John T. Ryan administered public assistance from 1904 until 1941 as Secretary to the Board of Selectmen. Miss Sawyer and Mr. Ryan during their many years of service conferred frequently on their mutual problems.

From 1934 to 1941, the Friendly Aid and the Board of Public Welfare practised the following policy:

The Board of Public Welfare gave relief to all long time cases and provided for the most part fuel, food, and shelter, while the Friendly Aid gave clothing, household equipment and milk. This policy was flexible and arrangements were made case by case. The Friendly Aid often gave fuel, food and medicine but not cash.⁵

In July, 1941, the Association appointed Mrs. Louella Bartlett, a professional social worker, Executive Director. This marked the transition of the Family Service Department from a volunteer service to an agency offering professional case work. Mrs. Lindsey K. Foster succeeded Mrs. Bartlett and served the Association from October, 1942 to January, 1946, as Executive Director and Director of Family Service. Miss Doris Sylvester followed Mrs. Foster in January, 1946.

The Wellesley Community Council delegated to the Family Service Department of the Wellesley Friendly Aid two definite community responsibilities; namely, responsibility for the Camp program for town children and for the Mental

5 Self-Evaluation, op. cit., p. 11.

Health program for the town. In May, 1943, the Community Council asked the Friendly Aid to assume the responsibility for a "Camp Information Service." The caseworker, Mrs. Foster, was asked "to secure information about the various camp opportunities for children, including cost, age range, location, specialized programs and any other information which would help in placing children in the camp where they would profit the most from their stay."⁶ The Friendly Aid was also asked to keep a file of children who were sent to camp by local organizations so that duplication might be avoided and it would be more possible to spread the camp opportunities among children who most needed them.

In the same year the Community Council offered to the local clergy and social workers a Mental Health Consultation Service for adults whereby they might have at no cost consultation with a psychiatrist regarding any client or parishioner. Later this service was broadened to include children and Junior and Senior High School students presenting emotional and mental states needing expert assistance. Mrs. Foster of the Friendly Aid Association was designated the liason agent between these local workers and the consulting psychiatrist. Clergymen and social workers were directed to make appointments with Mrs. Foster who in

⁶ Letter from Wellesley Community Council, May 10, 1943 sent to selected list of ministers, nurses and persons interested in welfare work.

turn would assume responsibility for making referrals to the proper source for treatment.

In December, 1944, a special committee of the Wellesley Community Council

Voted: That this program be carried out under the direction of a private agency for the time being and that a request should be made of the Friendly Aid asking them to consider making an appeal for \$1500 from the Wellesley Community Chest for the purpose of demonstrating the value of such a program.⁷

In April 1945, the Wellesley Community Council requested the Greater Boston Community Fund for an allotment of \$1000 to be used for mental hygiene and the Boston Central Budget Committee approved an expenditure of \$1000 for the mental health program in Wellesley. The Council turned over this sum directly to the Friendly Aid. An allotment of \$1000 for this work has been included in the Budget of the Friendly Aid from the Chest in subsequent years.

In 1944, the Association became a member agency of the Family Service Association of America, then the Family Welfare Association of America. Membership in this national association is open to agencies having a well-defined program of family casework, focussed on family life

⁷ Wellesley Community Council, Special Committee to Study Procedure for Financing Program of Mental Health Committee. December, 1944.

and family relationships and offering social casework treatment to persons needing help in utilizing strengths and in dealing with handicaps within themselves, in their family relationships and in the environment.

In summary, for forty-two years, from 1899 to 1941, the Friendly Aid Association grew in scope and activity with the growth of the town of Wellesley, giving its leadership and support to movements for community betterment. It early developed two distinct services, Nursing and Health Service and Family service. From its beginning in 1908, the former employed professional staff while the latter continued through this period as a volunteer service assisted by the Visiting Nurse who made the home visits. However, the Family Service had through this period the continuous guidance, support and service of a most devoted and gifted woman, Miss Sawyer. Miss Sawyer and her directors were working volunteers who established the Association's character as the private family agency of the town. They earned great respect and confidence in the community for the work of the Friendly Aid. In 1941, the Association placed the responsibility for its direction and family service in the hands of a professional social worker, making the transition from a volunteer to a professionally staffed agency. In 1944, it joined the national organization of family service agencies, the Family Service Association of America.

CHAPTER IV

The Family Service Department in 1946

The Wellesley Friendly Aid Association continued to sponsor two distinct departments; namely, the Nursing and Health Department giving Visiting Nurse service to Wellesley, and the Family Service Department giving professional family social case work service. For a more complete understanding of the agency it is necessary to state briefly in this chapter the organization and philosophy of the Association and of the Family Service Department in particular, in the year under study, 1946.

The purpose of the Association is stated in the Constitution as follows:

The object of this Corporation shall be to serve the community of Wellesley by offering to all residents friendly assistance for the maintenance of good health, social adjustment and wholesome family living; particularly by providing district nursing service, infant and well child conferences for individuals and families, and material assistance when otherwise unavailable; co-operating with all other associations and Town departments for these purposes.¹

The Association was sponsored by a membership group of Wellesley men and women. Such membership was open to all persons showing continuous interest in the work of

¹ Wellesley Friendly Aid Association, Constitution, (Adopted January 29, 1945), p. 1.

the agency by contributions of money or service.

The policies of the agency were determined by a governing board of twenty-six Wellesley men and women, the officers and directors of the Association, who were chosen because of their demonstrated concern for people, their interest in the program of the agency, and their understanding of community needs. The Board carried the responsibility for the agency in the community and assured its support.

The policies of the Board were executed through their appointed Executive Director. The Executive Director, a professional social worker, was given full charge, subject to the supervision of the Board, of all the agency's activities except nursing and health. She directed the family casework, dispensed such funds as were allotted to her by the Board, and coordinated the various activities of the Corporation and participated in community planning.

The Board has defined the aim of the Family Service Department in the following statement:

The aim of the Family Service Department is to help families and individuals help themselves when through temporary personal or environmental handicaps, the burden of maintaining wholesome self-sufficiency is too great for them to carry, but there is every reason to believe such self-sufficiency can be restored.

This purpose is based upon faith in the innate desire and capacity of human beings to utilize the opportunities offered them in

building or reconstructing their lives, and it is for us to help strengthen and release the individual capacities and remove the social obstacles which block their path. To accomplish this, we are conscious of the need of our Board as well as our staff to be conversant at all times with the thinking of our community, to participate in its social aims and projects, and to take initiative in helping to improve social conditions.²

In carrying out these aims, the Executive Director, as director of family casework, was assisted by the Family Service Committee. This was a standing committee of the Association. It was composed of ten women and the President of the Association, member ex-officio, appointed for one year tenure by the Executive Committee. This committee met with the staff of the Family Service Department once each month from September through June. The members brought to the staff their interpretation of the needs and thinking of the community, their support of the work of the department and their assistance with casework problems. The committee, in turn, gained a better understanding of the work of the department and were enabled to interpret better to the community the department's services.

The scope and function of the department has been stated in the following way:

Every resident of the town, regardless of race, religion or social status, is eligible for our aid, subject to the limitation

2 Self-Evaluation, op. cit., p. 4.



The first part of the document is a letter from the Secretary of the
Board of Directors to the Shareholders. It is dated the 1st of January
1880. The letter is addressed to the Shareholders of the
Company and is signed by the Secretary. The letter contains
information about the business of the Company during the year
1879. It mentions the profits of the Company and the dividends
paid to the Shareholders. It also mentions the expenses of the
Company and the assets of the Company. The letter is written in a
formal and business-like style. It is a typical example of a
corporate letter from that time.

Very respectfully,
Your obedient servant,
[Signature]

that we do not attempt service where the applicant is already being aided by other agencies or can be better served by an agency specifically constituted to supply the particular need in question. It is our policy to give a cordial impartial interview to every applicant and to make a sufficient study of the problem presented to enable the worker to determine whether our equipment and what we can offer will give the applicant the help he wants more fully and effectively than he already is receiving it or can obtain it from other sources. Whenever we can help, either directly with the applicant or indirectly by the creation or enlargement of the resources available in the community for helping, it is our policy to accept this responsibility.³

The Department operated with funds allotted by the Community Fund, special designated gifts, money from the sale of used clothing turned into the Thrift shop by Friendly Aid, and a very small sum from interest and dividends. The Wellesley Friendly Aid, the Newton-Wellesley Hospital, the Boy Scouts and the Girl Scouts, and the Wellesley Community Council were the five member agencies of the Wellesley Community Chest, Inc.

Early in 1946, the Executive Director secured the services of a trained secretary on an hourly basis. This secretarial service was used to maintain records in a routine office method, where previously the case records had been maintained by volunteers. In July, 1946, a second

³ Self-Evaluation, op. cit., p. 8.

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year student at the Boston University School of Social Work, the writer, was added to the staff as a part-time caseworker on a work-study program.

During the course of the year improvements were carried out on the Friendly Aid building, which converted second floor storeroom space into office and closet space for the use of the Family Service Department.

As a Red Feather agency, the social resources, the clinics and hospitals of metropolitan Boston were available to the Friendly Aid.

Close working arrangements and understanding existed between the agency and town resources. Such cooperation existed between the Social Service Department of the Newton-Wellesley Hospital and the Family Service Department. The hospital turned to the agency as a social resource for Wellesley patients not on public assistance, who needed financial assistance for their medical care or who needed casework in planning for maintenance and care after discharge from the hospital. In turn, the hospital Social Service Department assisted the agency by interpreting the medical history of the agency client.

The Wellesley Red Cross furnished invaluable assistance in providing transportation to clinics and hospitals for agency clients.

The Junior Service League had always considered

the Friendly Aid its parent organization and stood loyally ready to assist the work of the agency in any way requested. In addition to its work for the Nursing and Health Department, it made valuable contributions to the Family Service Department. The League continued its service of sorting the contents of bags of used clothing, accessories, toys and household equipment donated to the agency by the townspeople. All garments and equipment which could be used by the clients were stored for distribution in the second floor room of the agency. Donations more suitable for sale were sent to the Wellesley Thrift Shop. Profits from the sale of these donations were shared by the Thrift Shop and the Friendly Aid, and this return from the Thrift Shop was used by the agency as a clothing fund for the purchase of new clothing. League members sent the remaining contents of the clothing bags to the Morgan Memorial. During the year, League members collected and restored toys which they sold at very nominal purchase prices to the agency clients at Christmas time.

The Wellesley Friendly Aid was one of the forty-seven agencies, groups and interests joined in the Community Council for the purpose of stimulating action to meet needs and to coordinate the work of existing agencies in the town. In his annual report for the year ending May 20, 1946, Mr. Curtis M. Hilliard, chairman of the Health Division of the Council, wrote:

Because of the broadening scope of its work, the name of the Committee on Mental Health has been changed to the Committee on Family and Child Guidance. The program to provide direct service to families and individuals by referral to the professional worker through the Friendly Aid has worked smoothly and effectively. There is a growing awareness of the purpose and value of this service on the part of lay citizens, as well as physicians, nurses and others who are in a position to detect and refer minor as well as major behavior deviations.⁴

The work of the Family Service Department was further integrated with the community as a whole through the participation of the staff in meetings of a group of town professional workers in social service and allied fields. This group was composed of the agent of the Department of Public Welfare, the Public Health Nurse, the Wellesley Health Department technician and nutritionist, school and visiting nurses. They met at regular monthly luncheon meetings to share information regarding their respective activities and emphases in program and developments in techniques and practice in their fields.

Association staff conferences were called through the year at the discretion of the Executive Director. At these meetings, policies and procedures of administration were cleared. These staff conferences were also used to effect an exchange of thinking about families and indivi-

⁴ Wellesley Community Council, Annual report, 1945-1946.

duals using the two services, Nursing and Health and the Family Service.

In 1946, the Family Service Department continued to expand, taking on additional staff and opening new office space in the Center. It rostered every opportunity to integrate its work with the spirit as well as the resources of the town. Board and staff, staff and resources, Association and Community were brought closer together in joint endeavors.

CHAPTER V

The Composition of the Client Group

Agencies such as the Wellesley Friendly Aid are living institutions. They have their infancy in simple and limited beginnings. They struggle through a growing-up period or change to find their niche in the social structure of the community. They reach maturity when they are accepted as vital social instruments in the community, sharing the social problems of the community with other established resources.

One of the purposes of this thesis has been to show the service which this Wellesley family society gave the community in meeting social needs through family social casework in the year 1946. As has been stated in Chapter II, this year marked the fifth year of professional organization and service following a long tradition of forty-two years as a volunteer group of community women. Even as late as 1940, the Research Bureau of the Boston Council of Social Agencies found no running case history sheets and little social history identifying problems needing service rather than relief and the individual service given. In 1946, the agency might well be considered in a transition phase, still finding its place within the community with its newly acquired professional strength.

A study of the role of this agency in the community during such a phase of development required an analysis of some of the most elementary or basic data. It first seemed important to understand the composition of the client group, or to learn in a brief survey who used the casework service of the Association during this year. For this purpose a statistical analysis was first made of the total case load of 118 cases and the more important findings are given in this chapter.

With an agency long identified in the minds of the townspeople with neighborly kindness and helpfulness, it was not surprising to find that many of the cases active in 1946 had been known to the agency intermittently through many years. Twenty-five cases had been known five years and ten cases had been known ten years or longer. In fact, over one half the cases had been known to the agency at least two years.

In one of the cases, a woman of sixty-seven, had been turning to the agency for help through the long period of thirty-five years. She is first remembered as a young mother with two small boys. The years have added problems. She is now a widow and diabetic. The older son has been committed to Medfield during the past seventeen years. The younger son is limited but able to support his mother and himself. This sick and aging woman turns now, as she did

years ago, to the agency for help with the problems of a difficult and complex life situation.

Forty-five cases used the agency for the first time in 1946. This intake of one third new cases represents a healthy proportion of new cases to sustained contacts. Not only does the agency serve its friends and neighbors of the years past, but as a professional agency is used to meet needs in a widening circle in the community.

A table showing the length of time each case was known to the agency is presented in Table I.

Another study was made of the marital status and family constellations of the clients in the year's caseload. Ninety of the cases were found to be living in family units with children in the family eighteen years old and under. The core of the work of the Family Service Department in 1946 was veritably "family case work, which is a form of social case work focusing on family life and family relationships."¹ Table 2 and Table 3 show in detail the size of the families and the marital status of the adults in these ninety family cases. The families, in the main, were small families of three or less children and had both father and mother in the home. Some notable exceptions were present and some of the most serious problems of the

¹ Committee on Current and Future Planning, Report, June, 1946. Family Service Association of America. p. 1.

TABLE 1

LENGTH OF TIME CASES KNOWN TO AGENCY
FAMILY SERVICE DEPARTMENT-1946
WELLESLEY FRIENDLY AID ASSOCIATION

Number of Years Prior to 1946	Number of Cases	Per Cent of Case Load
25	1	1
24	-	-
18	1	1
17	-	-
16	2	2
15	-	-
14	2	2
13	1	1
12	2	2
11	1	1
10	-	-
9	2	2
8	5	4
7	3	3
6	-	-
5	5	4
4	10	8
3	15	12
2	14	11
1	9	8
0	<u>42</u>	<u>38</u>
Total	118	100

TABLE 2

SIZE OF FAMILIES
FAMILY UNITS-CASE LOAD
FAMILY SERVICE DEPARTMENT-1946
WELLESLEY FRIENDLY AID ASSOCIATION

Number of Children Eighteen Years old and Under	Number of Families
9	5
8	2
7	1
6	4
5	9
4	9
3	15
2	18
1	<u>21</u>
Total	90

TABLE 5

MARITAL STATUS
CASES WITH CHILDREN EIGHTEEN AND UNDER
FAMILY SERVICE DEPARTMENT-1946
WELLESLEY FRIENDLY AID ASSOCIATION

Marital Status	Number of Cases
Married couple	63
Widow	9
Widower	3
Divorced	8
Separated	5
Unmarried Mother	<u>2</u>
Total	90

year occurred in the cases with very large families or seven, eight, or nine children and in the broken homes where the children were without one parent through death, separation, or illegitimacy.

This large group of parent-clients were men and women between thirty and fifty. Only six of the married couples with children were young people in their twenties. The most ready interpretation suggesting itself for this situation is that many of the younger group of parents may be served by service-connected resources.

The remaining group of twenty-eight cases were clients not living in family units with children. They showed a very wide scatter in age. While one third were men and women over sixty years of age, the group as a whole showed a range from eighteen through eightyseven years of age. In serving this group, the Family Service Department fulfilled a second primary function of such an agency; namely, "casework service to unattached individuals, whose family relationships are not immediately involved."²

The records were studied for information regarding the occupations of the men and women who used the Association's casework service during 1946. Such information was available for sixty-seven of the men who were served either

2 Ibid., p. 1.

as individuals or as heads of families. This information has been classified and tabulated as shown in table 4. While a significant group were engaged in professional, office, or sales work, three fourths of these men were wage earners.

Very little information was available regarding the employment of the women using the Association service and no attempt has been made to classify their jobs. The large proportion were housewives unemployed outside of their own homes. Three women were engaged in professional work as teachers and as a nurse. One woman operated a rooming house. Three women were employed as clerks; one, as a stenographer. Fourteen other women were known to be gainfully employed in domestic and personal service.

Of the total case load of 113 cases, eighteen cases were known to be receiving some form of public assistance and in five other cases some member of the household was known to be receiving some form of public assistance.

Any generalizations from these findings must be very limited. During this period of transition in the life of the agency, clients who had known its earlier, friendly, earnest service returned with confidence in the organization and many clients turned to the agency as the resource to meet their need for the first time during the year under study. While the core of the work was service to family

TABLE 4

OCCUPATIONS OF SIXTY-SEVEN MALE CLIENTS
FAMILY SERVICE DEPARTMENT-1946
WELLESLEY FRIENDLY AID ASSOCIATION

Occupation		Number of Men
Professional		5
Engineer	2	
Personnel Manager	1	
Office Work and Sales		11
Salesman	3	
Assistant Treasurer	2	
Station Master	2	
Accountant	1	
Statistician	1	
Secretary	1	
Supervisor	1	
Skilled Labor		25
Carpenter-Painter	7	
Mechanic	4	
Machinist	2	
Plasterer	1	
Dairy Man	1	
Welder	1	
Electrician	1	
Maintenance	1	
Foreman	1	
Mason	1	
Crossing Tender	1	
Cook	1	
Engineer	1	
Semi-Skilled Labor		10
Truck-Driver	6	
Tree Man	1	
Chauffeur	1	
Gardener	1	
Teamster	1	

TABLE 4 (Cont.)

Occupation		Number of Men
Unskilled Labor		15
Laborer	12	
Gas Station Attendant	1	
Janitor	1	
Kitchen Man	1	
Public Service Employees		4
Postman	2	
Policeman	1	
Fireman	1	
Armed Services		1
Officer--U.S. Navy	1	
Total		67

units with children, to parents in their fourth and fifth decades, more important is the wide range of clients served. Clients old and young, unattached men and women, as well as married couples, used the service. Many of the men of the cases were wage earners in the trades and services. A small group of cases were interrelated with the work of the Department of Public Welfare. One generalization that may be made is that the study of the composition of the client group, indicating this inclusive range, attested a healthy normal service by the Family Service Department to the townspeople.

CHAPTER VI

A Study of the Requests for Service in 1946

This chapter is an attempt to analyze the nature and range of the expressed requests for service which the clients brought to the agency during 1946. The purpose of this study was to learn not only for what explicit purpose the client turned to the Association for help but, by so doing, to evaluate also how the available casework services of the Family Service Department were known and understood by the clients, other social resources and the community. In other words, it was an effort to see the agency as the clients and the community saw the agency as a social resource.

The records were studied carefully for the client's request for service in each of the 118 cases of the total case load in 1946. Since many of the cases had been known to the agency over a period of years, these records were transcripts of living events with an interplay through the years of "economic, physical, mental and emotional factors in varying proportions."¹ For this study, care was taken to extract the request of the year 1946. Care was also taken to extract the direct need expressed, or service requested,

¹ Gordon Hamilton, Theory and Practice of Social Case Work. New York: Columbia University Press, 1940. p. 34.

by the client rather than any more significant problem seen and explored at the same time by the caseworker. Of two or more stated needs, the need felt to have most meaning to the client was considered his request for service. The requests for service were classified and tabulated in Table 5.

Under the category of requests for financial assistance were listed requests for sustained supplemental aid; for financial aid in some crisis or emergency; and for financial aid to provide basic maintenance. Still other requests have been classified and listed under this category. These requests were for financial assistance to meet specific needs which the client could have met without recourse to the agency had he been able to pay for the specific service.

Supplemental financial aid was asked by fourteen clients. These families had some situation in their social, medical, or economic life which caused them to feel the need of continued contact and support by the agency. Seven of these cases were married couples with large families of young children where a low income quickly became inadequate through illness, periods of intermittent employment, and by stresses of economic pressure. Such situations quickly overwhelmed these parents with accumulated indebtedness. Two of these families had nine children; one family, eight children; one family, seven children; another, six children;

TABLE 5
REQUESTS FOR SERVICE DURING 1946
FAMILY SERVICE DEPARTMENT
WELLESLEY FRIENDLY AID ASSOCIATION

Service Requested		Number of Cases	Per cent of Case Load
Financial Assistance		39	33
Supplemental Aid	14		
Eye Clinic	8		
Temporary Aid	6		
Dentistry	4		
School Milk	2		
Medical Care and Supplies	2		
Hearing Aid	1		
Basic Maintenance	1		
Housing	1		
Camp Placement		19	16
Psychotherapy		14	12
Environmental Manipulation		14	12
Home and Care for Aged Clients	5		
Foster Home for Children	2		
Placement for Imbecile Child	2		
Care and Maintenance mentally ill Client	2		
Rest Home Care for Mother	2		
Home for Mother and Child Prior to confinement	1		
Counseling		13	11
Vocation and Job	5		
Guidance--Adolescent Girl	4		
Legal Advice	2		
Marital	1		
Adoption	1		
Social Study		10	8
Friendly Visiting		5	4
Miscellaneous		4	4
Total		118	100

and two families had five children. Two were self-supporting widows with families. Another case was an unmarried mother attempting to support her child, her aging father and herself. Sickness was a factor in the remaining four cases.

In six cases short-term financial assistance was requested. In several instances, these requests were for very minor sums of money.

The request for camp placement was set up arbitrarily as a single category. Although financial assistance was commonly concurrent with the plan for camp placement, financial assistance was considered subordinate to the major aspects of this request for service on the part of the client.

Requests for service were classified in the category of psychotherapy where the services requested were the study and treatment of problems of personal and social maladjustment at home, school or work; problems of behavior at home or school; and problems of failure at school incompatible with mental ability and past performance. This group of clients included one woman of thirty-nine referred for help with her relationships with her fellow employees. The remaining cases were young people or children of school age. Ten were boys and three were girls. They presented such problems as running away from home, setting fires, temper tantrums, alleged sex delinquency, anxiety and discouragement.

ment during rehabilitation, failure to make adequate social adjustment to school mates, and school failure. In all, fourteen cases brought requests classified under need for psychotherapy.

Fourteen cases turned to the agency for help in finding placement with or without care and maintenance. These requests have been listed under a category of environmental manipulation.

In thirteen cases the request was for counseling. Five clients brought work problems; work problems focussed either directly about job placement or about the larger area of vocational guidance. Four young adolescent girls presented problems for guidance and supplemental supervision with a variety of concomitant social factors. Marital counseling was requested in one case. In another case, a married couple requested the agency's help in finding a baby to adopt. Two clients requested advice entailing legal knowledge. One of these cases requested aid in securing the guardianship of one adult brother, hospitalized seventeen years in a state mental hospital, by another adult brother. The second case requested legal advice regarding a change in alimony.

Ten requests for social histories were made in 1946. Four were follow-up studies of former clients of the agency made at the request of the consultant, Mr. Henry C.

Patey, clinical psychologist. Two were for other social agencies outside of Wellesley. One each was made for a court probation officer, a state mental hospital, a state school for the feeble-minded, and one for the schools. These requests were all classified under social study.

The service asked for in five cases was friendly visiting. The clients in these cases were either sick or aged people. The visiting was requested by the Department of Public Welfare as a means of strengthening and building morale in such cases where the Department considered such a friendly relationship by the agency to be of supportive value. In these cases the Department of Public Welfare carried the major casework responsibility.

Four cases have been grouped as miscellaneous requests. One of the presenting problems was a request for used clothing. In another case, the request was for sick room supplies. In the third case, visiting was done with a mental patient home "on visit." The last case in this group was a request for the agency to act as the liason agent for another community individual in giving Christmas presents to a needy family.

"Private family agencies came into being because of community concern about poverty and dependence;"¹ and from their inception have led the way in furthering the

¹ Cora Kasius, Editor, Relief Practices in a Family Agency, New York: Family Welfare Association of America. p.4.

42

understanding and treatment of dependency. It is understandable that this function of the agency was recognized and that one third of the presenting problems fell within the category of requests for financial assistance. Environmental manipulation has traditionally been a basic service of professional casework. Problems of the care of the sick and the aged, the defective and bereft child, care of the pregnant woman and the worn mother were, as they are always, present within the community. They were recognized as needs requiring social treatment and were brought to the agency for professional casework.

The social history is a professional instrument of social resources aiding diagnosis and treatment of individual clients and patients. The ten social studies requested by hospital and agencies indicate the integration of the agency with other social resources at a professional level.

Psychotherapy and counseling represent the more recent trend and emphases of family social casework. Over one-fifth of the cases were requests for social casework in these areas.

In conclusion, clients, other social resources, and the community turned to the agency for help with problems covering a wide range of the area of family casework. The function of the agency and its casework service were understood by the members of the community who made requests for service.

CHAPTER VII

A Study of the Source of Applications

Another facet of the relationship of the agency to the community was studied by an analysis of the source of application of the forty-five cases new to the agency in 1946. Since the casework services of 1946 were under scrutiny in this thesis, the sources of application during 1946 were considered most pertinent in answering the more general question of how the client found his way to the agency. The findings are classified and tabulated in Table 6. Table 7 tabulated the source of applications, the problem and the request of each new case in 1946.

The largest single group of applicants came without intermediary agents. To them the agency function was felt to be a source of help with their specific social problem and they turned directly to the agency.

The second largest source of referrals was the Wellesley School Department. Parents as well as school children were referred by this Department. The School Department understood and used the private family agency as a social resource and their referrals indicated a broad concept of their own social role in the community.

Only two referrals were made by the Department of Public Welfare to the Family Service Department. Friendly visiting on a cooperative casework plan was asked for two

aging clients of the Department, a man seventy-five and a woman seventy-four.

Two cases were referred by the Wellesley Health Department.

Four social resources of Wellesley, namely, the Visiting Nurses, the Social Service Department of the Newton-Wellesley Hospital, the Red Cross and the Community Council, referred nine of the forty-five new cases. In the past, the Visiting Nurses, as one of the departments of the Friendly Aid Association, have been held an important if not the most important source of referrals to the Family Service Department. However, in the year 1946, only three referrals of new cases came through this channel. Four new cases came to the agency through social resources outside of Wellesley.

Employees and friends, a landlady, a foster-mother, and a clergyman, all in the capacity of community individuals, were sources of referral for eleven cases.

To summarize briefly, individuals, town departments, notably the School Department, and social agencies in Wellesley and outside of Wellesley, were the source of applications for casework services on the part of new cases in 1946.

TABLE 6

SOURCE OF APPLICATIONS--NEW CASES 1946
FAMILY SERVICE DEPARTMENT--WELLESLEY FRIENDLY AID

Source	Number of Cases
Own application	9
School department	8
School Nurses	3
Guidance director	2
Superintendent	2
Principal	1
Department of Public Welfare	2
Health Department	2
Superintendent	1
Public Health nurse	1
Social Resources--Wellesley	9
Visiting nurses	3
Social worker--Newton-Wellesley Hospital	3
Red Cross Home Service	2
Community Council	1
Social Resources--Outside Wellesley	4
Vocational Counselor--Boston Y.W.C.A.	1
Boston Community Council	1
Children's Aid	1
Teacher--Lancaster Industrial School	1
Employer	4
Friend	4
Clergyman	1
Landlady	1
Foster-mother	<u>1</u>
Total	45

TABLE 7

SOURCE OF APPLICATION, PROBLEM AND REQUEST FOR SERVICE--
NEW CASES OF 1946

Own Application			
By	For	Problem	Request
Self	Woman 22	Husband ill and unemployed. Needed glasses for job.	Financial assistance for Eye Clinic
	Woman 32	Needy Widow, Needed glasses	Financial assistance for Eye Clinic
	Woman 75	Aged woman becoming blind	Boarding home for self
	Married couple 35	Childless	Help in proceeding to adopt child
	Woman 28	Limited woman indebted	Financial assistance
	Woman 31	Unmarried mother in poor health attempting to support her child, her father and self	Financial assistance
	Man 50	Starting on job in Wellesley Needed car-fare	Financial assistance
	Woman 39	Son 16 emotionally unstable	Study and treatment for son
	Woman 27	Needy mother. Son needs glasses	Financial assistance for Eye Clinic for son

TABLE 7 (Continued)

School Department			
By	For	Problem	Request
Principal	Boy 12	Unsatisfactory School Work	Suitable foster home placement
Guidance Director	Boy 7	Setting fires	Study and treatment
	Boy 7	Setting fires	Study and treatment
Supt. of Schools	Girl 13	Withdrawn child Anxiety about going to school Somatic symptoms	Study and treatment
	Woman 30	Mother with work and home problem	Employment counseling
School Nurse	Boy 12	Behavior problem at home	Study and treatment
	Girl 9	Behavior problem at home and school Adopted child	Study and treatment
	Boy 7	Unsatisfactory school work Had lost time in accident	Testing and tutoring

TABLE 7 (Continued)

Town Departments--Health and Public Welfare			
By	For	Problem	Request
Supervisor Man 30 Health Dept.		Father employed out of town Mother ill Two young children needed foster home for indefinite period	Foster home place- ment
Public Health Nurse	Boy 14	Alleged sex delin- quency	Study and treat- ment
Social worker Dept. of Public Welfare	Man 75	Man in poor health living alone becomes depressed	Friendly visiting
	Woman 74	Woman in nursing home--health is poor Has difficulty in ac- cepting present de- pendence	Friendly visiting

TABLE 7 (Continued)

Social Resources--Wellesley			
By	For	Problem	Request
Visiting Nurses	Woman 51	Depression following death of mother	Psychiatric care of mental illness
	Woman 23	Needed financial assistance for hospitalization Already in debt to hospital	Financial assistance for hospital care
	Boys 10 12	Needed health benefits and group experience away from home	Camp
Social Service Dept. Newton-Wellesley Hospital	Woman 34	Patient needed extensive dentistry	Financial assistance for dentistry
	Woman 25	Pre-natal clinic advised dentistry for patient	Financial assistance for dentistry
	Boy 10	Doctor recommended camp for child under care in clinic for rheumatic heart disease	Camp
Red Cross	Woman 59	Became mentally ill shortly after coming into state. No responsible relatives or friends	Arrange for care through responsible resources
	Man 39	Without funds Laid off job Question of mental health	Fuel
Community Council	Sisters 65 69	Elderly women thought to be ill and impoverished without care	Study of need for care and support

TABLE 7 (Continued)

Social Agencies--Outside Wellesley			
By	For	Problem	Request
Children's Aid, Boston	Woman 35	Had applied to C.A. to take boarding children. C.A. questioned emotional and financial problems in home	Social study of home as possible foster home
Y.W.C.A.	Woman 50	Widow in need of suitable employment	Vocational counseling
Teacher, Lancaster Industrial School	Woman 30	Divorced mother of two small children needed employment	Job placement
Community Council, Boston	Woman 70	Employer had asked help in planning retirement care for domestic in poor health	Plan for placement and maintenance

TABLE 7 (Continued)

Employer and Community Individuals			
By	For	Problem	Request
Employer	Woman 39	Emotional instability Difficulty in working with fellow employees	Study and treatment
	Married couple 30	Mother ill--unable to continue home care of imbecile child	Placement imbecile child 3 years old
	Woman 50	Needed service of Eye Clinic	Referral to Eye Clinic Agency to assume financial liability temporarily
	Woman 20	Emotionally disturbed possibly paranoid	Study and treatment
Clergy-man	Woman 18	Emotionally immature Limited intelligence Marital problem	Counsel--emotional and marital
Landlady	Woman 20	Unemployed Wants suitable job and possibly training	Vocational counseling
Foster Mother	Girl 4	Boarding fee does not cover as much clothing as foster mother needs. Mother, limited, unmarried, recently released from Sherborn employed in Wellesley	Used Clothing

TABLE 7 (Continued)

Friend			
By	For	Problem	Request
Friend	Woman 33	Mentally and physically sick	Sick room supplies
	Man 46	Without funds or job after release from long hospitalization	Assistance in getting work and temporary financial assistance
	Woman 25	Pregnant mother with two year old child needed lodging for two months prior to confinement	Lodgings
	Woman 38	Severe health disability Unable to continue household duties	Rest period in Chickering House

CHAPTER VIII

Casework Services Given by the Department in 1946

With this chapter, the study shifts from the townspeople and their use of the agency to a study of the casework services given these same client townspeople by the Family Service Department during the year 1946. Any attempt to classify each case, in such a family case load, by its presenting problem results in over-simplification. Not one but several individuals, young and old, make up the family circle and through the twelve months of the year the pattern of the family's life shifts and changes. But for the purposes of this study, the 118 cases have been classified according to the service which had most importance and meaning to the family as a whole during the year. The results of this classification are presented in Table 8.

These services indicated in Table 8 are best studied through case material and this chapter is used for the presentation of case histories. The multiplicity of services and the shifting emphases during the year within each case are clearly indicated in the studies.

In twenty-two of the cases the major service during the year was the treatment of emotional problems within the client's personality and life situation. All of the problems were studied by the agency. Upon diagnosis, some cases were referred to clinics and specialists and some were

TABLE 8

MAJOR AREA OF SERVICE IN 118 CASES DURING 1946
FAMILY SERVICE DEPARTMENT--WELLESLEY FRIENDLY AID

Major Area of Casework Service	Number of Cases
Treatment of Emotional problems	22
By agency	12
By clinic or specialist	10
Financial assistance	21
Supplemental Aid	13
Temporary Relief	6
Basic Maintenance	2
Health Care	20
Glasses	7
Medical	5
Dentistry	4
Mental Illness	3
Hearing Aid	1
Camp Placement	17
Social Study	12
Counseling	9
Vocational and job	4
Guidance--Adolescent girls	3
Adoption	1
Legal Advice	1
Placement and Care	9
Aged	4
Imbecile child	2
Foster home for children	2
Lodgings--pregnant woman and child	1
Friendly Visiting to the aged	4
Housing	1
Miscellaneous	<u>3</u>
Total	118

accepted for treatment in the agency. The emotional problem has been considered the major area of service in the case of Mrs. Baldwin.

Case A

Mrs. Baldwin, a widow sixty-one years old, was first referred to the Friendly Aid by the Social Service Department of the Newton-Wellesley Hospital in October, 1943. Mrs. B. as a diabetic patient had special need for dentures and required financial aid for their purchase. Mrs. B. had been under the care of the hospital for pain and lameness from foot trouble. She lived with her son and wife and their one child, a boy of twelve, and was completely dependent upon them. The hospital hoped that with the dentures Mrs. B. might be able to find some light employment. The agency provided the dentures. The following year, the hospital asked the agency to assist in securing an artificial limb for Mrs. B. as it had been necessary to amputate one leg. At this time, the Red Cross assumed the major responsibility for rest home care and the artificial limb.

In January, 1946, Mrs. Baldwin asked the agency to help her buy insulin and clothing. She had come back to Wellesley and was again making her home with her son and his family. While her son could provide for her maintenance, she felt that she did need financial help for special needs. Worker found Mrs. Baldwin a woman of vigorous, optimistic spirit but greatly handicapped physically. She used crutches to move about and she had grown heavy and awkward. The dentures provided in 1943 had never been satisfactory and she was again without dental plates. At suggestion of the worker, the district nurse visited and placed the client under a doctor's care. Nutritionist undertook work with Mrs. B. to bring down excessive weight. The Red Cross agreed to share the expense of new dentures and the plates were made during the summer to the client's gratification. The family, caught in the housing shortage, built a four room cottage on land given them by the wife's father during 1946. The son, a salesman, felt that he was able and would support his mother but that he had been under very great strain building his house. Worker agreed to help with medicine and to continue to visit. Later in the year agency provided upkeep of artificial limb.

Once Mrs. Baldwin was assured medical control and some of her health needs were met, Mrs. B. used casework

service to meet certain emotional needs. The small amount of money used to buy medicine was considered an integral part of casework. A dependency relationship was avoided and worker encouraged Mrs. B. to exercise initiative and independence in calling upon worker. Her situation afforded a comfortable home, a somewhat vicarious social life with daughter-in-law's friends, and a limited amount of purposeful activity. However, Mrs. B. used casework to ventilate a great deal of dissatisfaction. As she protested to the worker, she did not find it all pleasure, living in a family dominated by her daughter-in-law. The daughter-in-law, Irene, is a neurotic woman; driving and compulsive, she holds a job in the bank as well as her home duties. Her housework is carried to fantastic extremes. She was depressed at the death of her mother four years ago and continues to mourn her loss every day. She places fresh flowers before her mother's picture each day. This young woman is consciously ridden by fears of cancer and during the fall was reassured only by hospital care and examination. She has an enormous emotional involvement in saving and acquiring money. Such neurotic patterns threaten Mrs. Baldwin's own defenses, thwart her activities, and arouse her own aggressiveness. At the same time, Mrs. B. recognizes the suffering in these disturbances of her son's wife and is torn with ambivalent feeling. Worker felt that dependency upon the daughter-in-law aroused anxiety and fear and that this one contact beyond the family circle offered some security. Worker found that Mrs. Baldwin made use of clarification especially of problems related to the young grandson. Mrs. Baldwin continues to use casework in 1947.

Mrs. Baldwin, an elderly woman, diabetic and lame, was given health care through casework service. She was placed under medical control and under the supervision of the nutritionist. And she was provided with dentures, medicine and some appurtenances of her artificial limb. However casework treatment was planned about the amelioration of the emotional situation of the client. The emotional implications in this case are many, but perhaps it is enough to say that Mrs. Baldwin used her slight financial assistance from the agency as her medium of contact with the

worker. Casework relieves tensions and gives security. With the service and with her own ability to identify with the members of the family, she can accept with some satisfaction her passive role in the family and can enjoy vicariously the almost strident activities of her daughter-in-law, her grandson and her son.

Another aspect of the treatment of emotional problems within the agency is shown by the study of Case B.

Case B

Mrs. Olson was referred to the Friendly Aid in 1938 during illness in the family, for clothing. Mr. Olson, a gardener, and Mrs. O, a domestic, had one daughter, Sally, then two years old. The paternal grandmother also made her home with them. During the next three years, the father was known to the agency as a man given to violent displays of temper, who deserted his family and refused to work or support them. He died in 1941.

In 1946, the mother supported herself and her daughter now ten years old by part-time domestic work and the grandmother received Old Age Assistance. During the year the agency underwrote the expense for medical care for Mrs. Olson and also for her eye examination and glasses. Worker explored with Mrs. Olson opportunities for change of employment at lighter work. In the end, Mrs. O was quite satisfied that her present work best met her needs.

When Sally was eight years old, the caseworker had felt that every opportunity should be made to give her an opportunity to mingle with other girls her own age in a natural way, to live her own life, and to be trained for something that she could do well and with interest. Casework continued much along these same plans for treatment in 1946. The mother is a resourceful, determined, ambitious woman who lives her life through Sally's. The grandmother is over-protective. Worker fostered independence for Sally by encouraging Scout activities and by providing Scout uniforms and equipment. The agency made it possible for her to have eight weeks in a day camp during the summer. Mother's exaggerated and unrealistic appraisal of perfect deportment

and attendance were met with as much realism as mother could tolerate. Worker accepted mother's hostility toward a world so demanding and met some of the mother's own dependency needs. At the end of the year, while worker felt very little had been done to relax standards of perfection, it seemed evident that Sally had a wider program of activity and associates. Mrs. O. continues to use the agency in 1947.

In this case, the goal of treatment was the future emotional health of the ten-year-old daughter and treatment was focussed upon relaxing a hazardous mother-daughter relationship. The mother was accepted in casework as an individual woman with frustrations and anxieties of her own apart from her role as a mother and daughter-in-law. Casework attempted to help her accept her own weaknesses as well as strengths and to relax her own standards of perfection. Mrs. Olson needs more gratifications for herself and while some efforts were made in 1946, plans for the future increase these efforts. All study of the family indicates the need for intensive preventive work for Sally, for emotional health. Her volcanic rebellion and frustration are patent to the caseworker and they find little overt, normal expression. While casework has been done through the mother, Sally for her part has been helped to make new friends through camp and activities and to enter outside activities.

Case C

Miss Lambert, a young unmarried woman thirty-one years old, requested fuel oil. Without funds or credit, she would be without heat over a cold November weekend unless agency would underwrite a delivery. The visiting nurses at-

tested to the financial need in the household and agency provided prompt delivery of fuel.

Later Miss L. came to office. An intelligent woman, she appeared grossly overweight, bedraggled and unkempt. She was supporting her invalid father, sixty-four, and her daughter, two years old, by working three days a week as a domestic. With added earnings from fine laundering, her weekly income averaged about eighteen dollars. Not only did the care of the baby and father prevent her taking more work, but she found her health poor and a handicap. She complained of overweight, arthritis and dental pain.

Her mother had died when she was fourteen. Her father had tried to make up for the loss of the mother by private school supervision and by devoting much attention to her himself. She felt that their relationship had been unusually deep and happy. After graduating from High School, she had worked seven years as a practical nurse under excellent supervision in a number of specialities. During the war she left home and took a nursing job out of state. There she fell in love with a British sailor and entered an irregular union. They lived together over a period of fourteen months whenever he came to this side. He told her that he was separated from his wife and promised to marry her after he secured a divorce. He was lost with his ship at sea late in the war.

After his death, Miss L. returned to her father. Her baby was born shortly after her return home. For two years she had been house-bound without normal social outlets, barely able to make both ends meet by work she considered demeaning to an experienced nurse.

Agency met immediate needs of clothing, blankets and fuel. Miss L. continued to use case work service. Relationship was used to work through latent grief at loss of child's father, anxiety and guilt. It offered some security and support. With worker she undertook plans to move from her present unacceptable mode of living. Agency explained Aid to Dependent Children as available for mothers of children without legal name of father. But Miss L. felt that with a little help she could be back part time at her former work and remain independent. Worker accepted her inability to move from the agency at that time and plans were made for working together. Goal of plan was the return of Miss L. to her former work level. Her return to nursing was seen as predicated upon better health. Miss L. agreed to accept medical control and agency held out promise of help with extractions and dentures if needed. She continued to work with caseworker on her plan. While movement on her

part was very slow and interrupted by illness, caseworker at end of year noted some improvement in appearance and spirits.

This unmarried mother applied to the agency for direct financial assistance. She found assistance in working through a complex emotional situation as well. While the caseworker worked with a plan in the reality situation of health and maintenance for this young woman who had assumed such heavy responsibilities, the worker recognized that any success with these factors would only follow success in the emotional area. Casework service offered acceptance and reassurance and the release of feeling. Certain larger areas, such as the child's adjustment to school and to playmates and the mother's position in the community, were left for later treatment. While some financial assistance was given, the important casework instrument was the relationship of Miss Lambert and the worker. Worker felt that it was imperative that the relationship should not take a mother-and-daughter significance and attempted to hold dependency at a minimum. The slow movement in this case was held to be necessary for the client.

In the two following cases, the emotional problems were referred to a specialist for treatment. The first case, Case D, indicates the use the schools made of the agency in such problems. The second case, Case E, studies more intensively the casework services given by the agency in making such referrals to clinic, psychiatrist, or psych-

ologist.

Case D

The guidance Director of the Wellesley schools referred Mark, a seven-year-old boy in the first grade, to the caseworker for psychological help. With another boy in the same grade, Mark had set a number of fires over a period of time and neither boy had responded to ordinary school controls.

Worker found that his teacher considered Mark a responsive child, interested in his work, and no problem in the classroom. At home, parents had found Mark difficult, over-active and willful. The parents were understanding and the family enjoyed a happy life together. The father had cultivated many interests in common with his son. During the study of the case, Mark set another fire of serious nature.

Family readily placed child under treatment with psychologist and asked that agency underwrite the expense during a period of financial strain. Psychologist worked with child and parents with successful response and case was terminated. Within the year, family made total repayment of all fees incurred by agency.

In this case, the schools referred a young child presenting a behavior problem for psychological help. After a study of the case, agency made a referral to the psychologist. The expense of treatment was carried by the agency only as a temporary loan.

Case E

Mrs. Morton, aged thirty-nine, applied directly to agency for help with the emotional and behavior problems of the oldest of her three sons, Hugh, aged sixteen. Mrs. Morton and her husband, employed as a chauffeur, felt need of both guidance and financial assistance in any treatment plan for Hugh with a specialist.

The mother, an intelligent and educated woman, was able with worker to furnish history as well as some con-

cent of present psychological stresses within the family as a whole. During his first years, mother, struggling to make a go of running a summer camp and in poor health, had been unable to give Hugh much attention or evidence of affection. From infancy, he had been a difficult child, aggressive and given to temper tantrums. His jealousy and hostility were marked toward his nearer brother, five years younger.

Although his rebellious attitude toward his parents was not carried into the school room, from the beginning Hugh had been dissatisfied with school. He found reading difficult and later, all subjects involving reading. Always interested and good in sports, he never excelled although he was under great pressure from his father to excel and make the first team. His difficulties increased as he grew older. He frequently became violently angry, resisted all direction and had been involved in stealing episodes. In 1945, at great sacrifice, parents sent Hugh to a military school where he was happy, did good work, and made an excellent adjustment. Family were unable to finance a second year and although disappointed he accepted the reality situation and returned to the Wellesley High School in 1946. Here his achievement was poor and he truanted. A few weeks before Mrs. Morton came to the office, he ran away from home without warning with another schoolmate. He communicated first with mother from Saratoga and later sent cards from Louisville, St. Louis, and New Orleans. Eventually he telephoned parents that he wanted to come home and return fare was sent through the Traveler's Aid.

Mrs. Morton's immediate problem was the family impasse. Hugh refused to return to High School while father was equally determined that boy return to High School. Both father and mother realized that son needed psychological help. But they felt it a serious problem to enlist Hugh's cooperation in accepting such help. He admitted to no trouble, liked to carry out his own plans, and was wary of psychiatrists and psychologists.

Worker felt that under boy's bravado, he had shown great attachment to mother. To this mother agreed. Worker also felt that Hugh might even welcome opportunity to talk over specific problem of choice of school and work with counselor. Mother felt that this might be the one successful approach and undertook to interest boy herself in vocational counseling with Mr. Patey, clinical psychologist. The boy accepted vocational counseling readily and showed considerable interest in tests. At the end of the year he was continuing in treatment and showing positive response. Worker presented case in conference with psychologist be-

fore Hugh's first appointment. Agency carried expense for treatment.

In this case, the emotional problems with their serious pre-delinquent "run-away" symptoms required intensive specialized treatment beyond the function of the agency. The case is presented as a study of the casework service given by the family agency in making such a referral to a specialist. To elicit diagnostic material from the distressed mother required the skill and knowledge of the worker. Once the problem was appraised by the worker, it became necessary either to give or provide preparation for psychological treatment to enable the client to accept such care. In this case, preparation was not undertaken by the caseworker directly with Hugh, but the mother was chosen as the best agent and given help in her method of approach.

The problem and the material of the interview were presented in conference with the psychologist. The case was accepted for treatment and the history became background for his study and diagnosis.

Casework service gave reassurance to the mother. Continued contacts with Mrs. Morton, following the first interview, gave support and guidance while she worked directly with Hugh to bring him into treatment.

The agency provided treatment by using agency funds to meet the cost of specialist.

Three cases are presented as studies of casework

service with the client's problems of health. Although all three of the patients had very serious maladjustments of personality, the services of the agency were directed toward providing specialized medical and dental services.

Case F

The Daltons, a young couple in their early twenties, were first referred to the Friendly Aid in 1944 by the Nurse Director for financial assistance. The father, about to be drafted into the Service, was greatly disturbed at the prospect of leaving his family, Mrs. D, their three-months-old baby, and adopted daughter eighteen months old, with an accumulated indebtedness of three hundred dollars. At this time, the Red Cross and the Public Welfare Department's Soldiers Relief carried the family through the emergency and arranged to meet their obligations incurred for gas, electricity, hospital service, furniture and clothing.

In March, 1946, a Visiting Nurse, giving Mrs. D pre-natal care, referred the family again to the agency. Again this unstable young couple was so deeply in debt that the mother was unable to pay for much needed dental care. Their bills had accumulated and they owed about five hundred dollars. As the caseworker reported, the discouraging thing was that some of the things for which they still owed were now worn out. The father home from service was employed steadily in a garage. The mother in childhood had known only institutional and foster home care and had grown up an unhappy and unruly girl. However, she was felt to have an intuitive understanding of children and to show real affection equally to both her adopted and own daughter. The agency assumed the financial responsibility and the much needed dentistry was carried out.

Within a few weeks, the family bought a small home on a G.I. loan in a nearby town. Mrs. D had been having pre-natal care at the Newton-Wellesley Hospital clinic and arrangements had been made for her confinement. But when Mrs. D moved from Wellesley to her new home, she became ineligible for care at the Newton-Wellesley Hospital. Worker made arrangements for mother to be admitted to the pre-natal clinic in Framingham from which she could be referred for her imminent confinement to the Framingham-Union Hospital. Worker conferred with the Wellesley Red Cross who agreed to share equally with the agency the cost for confinement.

Since the worker felt that this young woman needed and could use further family casework, she referred the family to the Wayland Red Cross for continued service.

In this case, the worker provided the pregnant wife of this unstable, inadequate couple, with the dental care which the doctor had recommended as essential without delay for her health. The worker later resolved the problem of medical care for Mrs. Dalton during her confinement by taking over the financial responsibility and arranging for her hospitalization. The agency, in this case as in Case A, had the cooperation of the Wellesley Red Cross. Since the couple had demonstrated such need for family casework, the case was transferred to a neighboring service when they moved from Wellesley.

Case G

Mrs. Forest, a woman thirty-four years old and the mother of three young daughters, applied early in 1946 to the Family Service Department for a period of rest in Chickering House.

Mrs. F had first been referred to the agency by the Visiting Nurses in 1943 for a few weeks in Chickering House in preparation for an operation. Agency had arranged this care and Mrs. F had later had fusion of the lumbar-sacral spine. Although operation was considered successful, Mrs. F continued to have pain, loss of appetite and weight. Agency had arranged for a second rest at Chickering House in 1944, but her symptoms increased and doctor placed Mrs. F in a cast and ordered bed care for six months. Mrs. F was cared for at this time by her mother and the children were separated and placed with relatives. During this agency contact, mother was felt to be a lonely, dissatisfied and disappointed woman.

When Mrs. F reapplied to the agency in 1946, she had pain, felt unable to do her housework and care for the

children. She was tense and worried and complained of loss of weight. The father was employed as a laborer and was under great strain reducing the large debt incurred for his wife's medical care. The agency arranged to have mother cared for at a rest home for a month and the three children were again placed with relatives. As mother's month away from her home cares brought no relief from pain, worker consulted with doctor, an orthopedic specialist, who advised that patient be treated by a medical doctor. Worker discussed this possibility with Mrs. F and found her glad to have worker arrange a complete medical check-up at the Massachusetts General Hospital. Caseworker thought that it was possible that a large emotional component might be found in the client's condition and made the referral to the MGH knowing that, if indicated, Medical Clinic would refer her to Psychiatry Clinic.

Mrs. F had care in Medical, Orthopedic, Nerve and Physiotherapy clinics at the MGH and was seen by a psychiatrist. She was found by the hospital to have a mild arthritis which was not severe enough to account for her degree of pain. She cooperated willingly with procedures of heat, massage and exercise but did not accept the possibility of any emotional problem. With but one relapse, she continued to feel improvement and at the end of the year, she was going without her supporting brace during part of each day, and was suffering from neither pain nor fatigue. She was continuing with the clinics of the hospital and with agency casework services at the beginning of the year 1947.

Service during the year resulted in very definite movement in a long and static case. Through casework service Mrs. Forest was able to take some steps toward leaving her invalidism and undertaking activity to relieve her condition. The caseworker in this instance gave direct service to this young mother who had been in pain and invalidic for three years following a spinal operation, by placing her under medical care in the clinics of the Massachusetts General Hospital. Both caseworker and hospital felt that the patient's condition included important emotional factors. The need for deep therapy would seem indicated, ther-

apy beyond the scope of the agency to secure for Mrs. Forrest. Although the patient showed no insight and blocked at psychiatric treatment, she did respond to hospital care and at the end of the year her condition had improved and she was continuing to use both agency and hospital services.

Case H

Miss Buston, registered nurse, fifty-one years old, with symptoms of depression following loss of mother, was referred by Nurse Director of Friendly Aid for psychiatric care. Miss B had grown progressively less able to work at her profession and worker considered her condition serious. Her reactions were slow and confused and she talked a great deal in initial interview about her mother in a dependent child-like way. Although out of contact with her environment and with little interest in anything, she was willing in a submissive, dependent way to accept suggestion that she consult a psychiatrist. Worker made appointment and went with her to doctor who advised hospitalization with electric shock treatment. Patient was too confused to undertake financial arrangements and worker consulted Family Service Committee who agreed to underwrite expense. Patient was hospitalized three weeks and given about eight electric shocks in treatment. Improvement was slow.

Worker continued to meet Miss B's dependency needs and carried supporting role. Miss B turned to agency in mood swings and for help in countless minor day by day decisions. Miss B relied heavily upon worker during negotiations for sale of her house and the disposition of the return from sale.

At the end of the year, Miss B had repaid the agency for expense incurred for hospital and psychiatrist and had resumed nursing.

Here the worker carried the major responsibility for placing this unattached professional woman, mentally ill, under the care of a psychiatrist. After Miss Buston's discharge from the hospital, the worker continued in a support-

ing and supervisory role during the patient's slow recovery from depression. During the emergency when it was necessary to make financial arrangements for hospitalization, the worker secured the guarantee to underwrite the hospital expense from the Association board.

The camp project is an important part of the year's service. It is a service which the community sponsors with enthusiasm and generosity. The agency selects for camp the boys and girls who will benefit most from a change in environment or from special phases of camp program. The most suitable camp for the needs of each individual child is selected with equal care. Two cases are presented as studies showing the use of camp as casework treatment. Camp placements are also to be found in Cases B, K, O, and in Case P.

Case I

Mary, eight years old, and her family have been known to the Friendly Aid since 1941. In that year she was referred by the Newton Hospital to the Convalescent Home because of malnutrition and poor food habits due to poor home conditions. After two months she was discharged by the Home with a diagnosis of under-nutrition and schizoid reactions and referred to the Friendly Aid for continued service.

The family live in a tenement situated at the junction of two main arteries of through traffic with the front yard space used as a taxi stand and filling station. Her father is self-employed and works in a spasmodic way as a painter. The mother has always been considered openly rejecting of M and equally openly favoring the one other child in the family, a brother of five. During 1943 and 1944, the mother three times asked the agency to arrange long term placement for M. The agency did send M to camp for the summers of 1943, 1944, and 1945, but neither agency nor doctor ever considered foster home placement advisable although M

continued a maladjusted and malnourished child.

Casework with the family was reopened in 1940 when the mother again requested the agency to arrange a long summer camp placement. Worker found Mary a pale child extremely underweight with definite feeding problems. She had recently had a tonsilectomy which was followed by complications which required a few days further hospitalization. But the mother reported that she could not follow hospital directions for home care as she could not control M who insisted on getting out of bed and playing underfoot. Mother felt child demanded attention all the time and was a "whining, pestering child."

The agency was able to arrange for M to have four weeks in a summer camp operated by the Children's Mission to Children. This camp took twelve children, from seven to thirteen, all with medical problems, on a small farm in Ashby, Massachusetts. The children had supervised activity and a program of rest and good food in the atmosphere of a home. M returned from camp with good color, and a slight gain in weight. She talked with feeling about how much she enjoyed everything; the swimming, playing on the farm, the hours of stories and music. She felt warmly toward her camp leaders and counselors and she got along splendidly with all the girls her own age. The camp counselor reported that her food habits improved. They found her a very active, talkative child, showing much courage and assurance in sports. Her doctor felt that the time she spent at camp helped her a great deal. In the fall she entered the second grade and had a very good year. She showed considerable interest and aptitude for handiwork. The school nurse reports that she was very well during the winter.

Beginning with the camp contact in 1946, the focal point of casework shifted from M and her health and emotional problems to more active casework with the mother. The major problem was considered to be the mother's anxiety and frustration, much of which was thought to spring from the extreme differences in culture between her own background and the father's. The mother was of Italian descent, thrifty and restless. The father was a Southern white, easy going and indulgent. The mother was helped to ventilate her negative feelings about M, from her earliest trying days of infancy, and helped to see more positive aspects in the present and especially in the next few years ahead when M will be finding more outside interests and activities. The mother was given gratifications through the meetings of the agency Mothers Group. She expressed great interest in the prospect of attending these meetings and welcomed them as a social outlet, saying that "she never went anywhere." She

attended three of the four meetings held in the evening during the months of November and December. She entered spiritedly into the discussions on the growing-up problems of young children led by Mrs. Hyde, then chief social worker at the Habit Clinic.

Mrs. G had a very difficult winter. She was in poor health much of the time herself. Her son was hospitalized for pneumonia, her mother and her sister were also hospitalized. During these episodes Mrs. G used the caseworker as support. At the end of the year, Mrs. G was felt to show great change in her attitude toward M. She was proud of her school and health record and took pleasure in her improved appearance and stamina. Mrs. G still retains much of her insecurity which stems from her discontent with her husband's attitude toward work and family support. The only financial assistance given was part payment of the camp fee. Work with the family is continuing.

In this case, a child with a long history of health and emotional problems was given the benefit of health supervision and group activity in a camp situation ideally suited to her needs. Her home situation had many unfavorable factors. The most serious problem has been the mother's rejection. Casework was undertaken to modify this attitude and some gains were felt to have been achieved for both Mary and her mother. In casework treatment, the mother was given support through an unusually difficult and anxious winter and she had gratification and insight through the group therapy of the social hours and discussions of the Agency's Mothers Group.

This agency's Mothers Group was an experiment in group meetings for clients conducted by the agency in the fall of 1946. About twenty women already using the agency, all mothers of pre-school children, were invited to attend

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a series of discussions of some problems of children as they grow up. Four of these discussions were led by Mrs. Alice Hyde, then chief social worker at the Habit Clinic, in the last months of the year. The women responded readily to Mrs. Hyde's leadership and shared their problems with spontaneity. The clients acknowledge the help with their problems and they also liked the social hour of the meetings. They felt that these meetings were the only social outlet which the town provided for them. The agency felt that the value of such group activities was established both as therapy and as education for mental health.

Case J

Gertrude G. is a fifteen-year-old High School girl whom agency sent to camp in 1945 and 1946. Her father is a retired insurance broker who has a limiting heart condition. Her mother supports the family by using the home as a foster home for eight young boys placed by a Boston social agency. Gertrude is the youngest of a large number of brothers and sisters and is the only dependent child left in the family. She carries perhaps more than her share of the household duties necessary to maintain this large group of foster boys. She earns a little money outside of the home which she uses to pay for her music lessons. She has very little time to share with girls her own age and the agency has never considered her robust. The parents, in their sixties, do indeed have an arduous life and it is not hard to understand their feeling that their living is hard earned and precarious and that they have little money to spend to make life easier for themselves or richer for Gertrude.

In 1946, Gertrude was sent for a month to the Boston Y.W.C.A. camp, Camp Gaywood. This camp was chosen for Gertrude as best suited to meet her needs for a developing program with girls her own age. She was delighted with her experience and made new friends whom she has kept through the winter. In turn camp found her a quiet, reserved girl with real leadership potentialities. Her special interests

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were dramatics and crafts and she showed real ability with wood carving and sculpturing. Both Gertrude and her mother felt that camp had had lasting health gains.

Gertrude's father and mother are far from rejecting parents. But they are tired and it is easier to dream of days just ahead when their parental responsibilities will be over and Gertrude will be on her own, than to face the problems of Gertrude's immediate needs. Camp for this adolescent girl was an emancipating move away from the parents. It offered a break in the year's taxing round of chores, and positive health gains. Camp uncovered aptitudes and opened up new activities and interests.

Both the camp studies show the agency's attempt to select the camp best suited to the individual child. The agency also attempts where it can to carry on from the summer experience and consolidate some of the gains in health and interests in the winter.

Nine of the year's cases were served through counseling. Two case histories are presented as studies; one case shows sustained work with a young adolescent girl and another case shows counseling with a young woman with problems of health and employment.

Case K

Marie L. is a dark-eyed, quick-moving twelve-year-old girl in the seventh grade. She lives with her mother, her brother who is ten years older, and her maternal grandmother in the same tenement as Mary of Case I, in the heart of a business and traffic center. For some years the agency

had shared responsibility with her mother for Marie's development and supervision. In 1946, the agency felt that the time had come to understand more clearly her adolescent emotional and educational needs and to make a longer term case-work plan.

Her mother was a Wellesley girl who grew up with many advantages of good education and associates. She made an unfortunate marriage with an irresponsible older man, a barber in the town, who was said to have gambled and to have been unfaithful and cruel. The agency worked with Mrs. L from 1934 until 1940 when she made unsuccessful efforts through the court to have him support the family, and eventually divorced him. Mrs. L then returned to her mother's home and from that time the maternal grandmother continued to exact full payment in emotional toll. During this period Marie was cared for at the Convalescent Home for malnutrition and her brother, a run-away boy, was studied at the Home for Little Wanderers and placed for a period at the Working Boys Home through the agency. Since the divorce, mother has supported the children and herself by full time office work in Boston.

In 1946, the brother had returned from service as a corporal in the Marines and was employed as a bus driver. The maternal grandmother, eighty-six, is on Old Age Assistance and is in poor health. The mother continues a very exhausting life, commuting to Boston, carrying a demanding supervisory job, and doing her housework.

Since 1942, the agency has placed Marie in camp each summer and has assumed part of the financial responsibility for tuition at the Academy where she can have day-long supervision. In 1946, her mother felt her to be immature and worker felt her to be insecure and frustrated and perhaps lonely. Her school grades were mediocre. Both mother and Marie were interested to accept worker's plan for consultation with a psychologist on the basis of having vocational counseling. This study was made through the fall and psychologist interpreted findings to both agency and mother.

The study found Marie a girl of average intelligence with no special aptitudes but with many valuable personality and character traits. She found security in an excellent relationship with her mother, her father-substitute brother, her school and in the town itself. She was felt to need some immediate gratifications to resolve some sense of deprivation and to need to have her horizons gradually extended beyond the Square to future resources. The agency was advised to avoid allowing Marie to grow dependent

upon agency. Both mother and Marie felt that study had been profitable. Mother reported that Marie's school work had improved and thought that work with psychologist "had built her up."

With direction and assistance from worker, Marie began first music and later art lessons which she had very much desired. At the end of the year agency was continuing to make plans on the basis of the fuller understanding of the problems and the mother was turning readily to the agency service with pleasure and satisfaction.

The agency has assumed for some years a mother-substitute role for this little girl. It has been able to supplement the mother's efforts and has placed Marie under day-long supervision both at camp in the summer and at the Academy during the winter. During 1946, the worker felt that Marie's training and guidance needed more direction. The time for choices in school courses and even in schools themselves was close at hand. Marie was given psychological testing and study which she thoroughly enjoyed. Mother and agency were both given interpretation of the findings and casework continued confident in current orientation. The mother, always anxious and self-deprecating about her ability to understand and guide her children, was given new support and reassurance about her relationship with her daughter.

Case L

Miss Sherman, a young woman twenty-one, was referred to the agency in 1946 by her landlady for vocational counseling. Miss S had graduated from High School and had had one year at a state university. Her college grades had not been satisfactory and her father had withdrawn support

at end of college year. She supported herself through defense jobs during the war. She had made application for Cadet Nursing training but had been advised, in spite of excellent manual dexterity, not to enter nursing because of her "personality." Although not robust and giving some evidence of emotional instability, Miss S was ambitious and earnest in her desire to plan with worker for training for a satisfying vocation. Worker explored her interest and feeling about semi-professional vocations. During this first interview, Miss S became interested in having tests. An appointment was made for her to have such test in the Vocational Counseling Department of the Boston Y.W.C.A. where tests would be followed up with counseling and some steering to an immediate job.

Within the next few days, before appointment date, Miss S was struck by an automobile while crossing the street and taken to the Newton-Wellesley Hospital. Worker was in contact through Social Service Department of the hospital and visited the patient. Agency stood ready to help with plans following discharge, but Miss S left hospital and town with father and did not return until two months later.

She turned again this time to agency for help in finding a job. She complained of staggering and dizziness, periods of amnesia and feelings of depression and detachment following accident. In view of her condition she wanted a job compatible with present health and thought domestic service with a simple, familiar routine of duties would offer security. Because of the severity of her symptoms, worker advised Miss S to discuss problems with her psychiatrist and to return to agency. Worker wrote psychiatrist for work limitations and secured interpretation of medical history from hospital. Miss S did not return.

Later in fall, social worker at the hospital requested worker to complete arrangements for Miss S to have electroencephalogram at Brain Wave Laboratory of the Massachusetts General. This reading was felt very important in diagnosis and treatment and social service feared the patient would not be able to carry through plan without support as her symptoms had increased in severity. Subject to dizzy and "fainting" spells she had become very much discouraged and bewildered. Worker completed arrangements and accompanied patient to MGH.

At end of year worker was still continuing work and arranging for Miss S to return to Newton-Wellesley Hospital for report on EEG findings considered very significant and important for her to know and understand.

Counseling was the service used by Miss Sherman. She turned to the agency for help in planning training for a satisfying occupation and later returned for help in finding a job within her limitations. Caseworker arranged for her to use a Boston resource for testing but this appointment was forestalled by her accident. The agency cooperated with the social service department of the Newton-Wellesley Hospital in helping her carry through hospital and clinic appointments. This supportive work was built on the relationship already established and a method of counseling and advice was continued.

Ameliorating the environment or radically altering the environment are basic methods of social case work. In nine of the cases such environmental manipulation, with or without care and maintenance factors, was the focus of the service given the client and his family. Four of these cases were aged people and four more were children. One deserted pregnant woman had service in finding shelter for herself and her two-year-old child for the two months prior to her confinement. The case of Mrs. Crosby and her son is presented as a study of such placement casework.

Case M

Mrs. Crosby was referred in 1945 by the agent of the Department of Public Welfare for help in placing her mentally retarded son then eleven years old. Doctor had recommended placement as necessary health measure for mother who was under constant severe nervous strain through boy's

behavior. The father was employed as a laborer and money available for boarding child was limited.

Six years earlier family had applied to have S. admitted to the Walter E. Fernald School. At that time examining doctors found psychotic as well as retarded condition and would make no prognosis. S. was also tested in 1939 at the Habit Clinic where doctors found a sub-psychotic condition and recommended placement. A later examination was made at Wrentham but child was not admitted. Mother had then been referred to the State Division of Mental Deficiency. The Department had sent out a worker on monthly home visits who taught mother how to train S. But in June 1945. last visit was made as worker felt she had done all that she could for mother and S.

Upon referral to agency, worker arranged for psychological testing by local consultant who confirmed earlier findings. Mother was advised to make re-application for admittance for S. to Waverley and Wrentham and to ask for resumed service from visitor from State Department of Mental Deficiency. Casework was undertaken to help accept findings and to dispel her feelings of guilt and disgrace at having this retarded son. Worker also worked on problem arising rapidly within family as younger son, four, a normal, handsome boy was found to be receiving disproportionate attention and display of affection from his parents. Worker herself wrote to the Department reviewing problem. In response, Department advised application to new ward for psychotic children at the Metropolitan State Hospital and Department requested agency to give mother intensive supportive help until S. could be placed in an institution.

Using the agency's casework service, Mother made application to Metropolitan where diagnosis was given as, "psychosis with mental deficiency--imbecile--regular commitment recommended."

Casework was continued with mother during months following placement. Mother was ready to accept placement both for S's own protection and for the best interest of the entire family. However, she was greatly disturbed by conditions at the hospital during this period of hospital organization. She displaced a great deal of guilt feeling upon many external shortcomings. In the fall, hospital plans for reorganization of supervision and program in S's ward materialized. Mother then found staff adequate and program of indoor and outdoor activities excellent. She appreciated the individual therapy done with S. Her worries were resolved. In turn, the hospital felt S. showed great

improvement and was emerging from his withdrawal. At the end of the year the case was closed.

The agency fulfilled two distinct services in working with this young, conflicted mother. She was given first, direct assistance in placing her psychotic, imbecile son in an institution. Following placement, casework supported the mother in her decision and sustained her through a period of great mental distress. It helped her accept her satisfaction at having the boy cared for away from home and helped her clarify her anxieties as stemming from certain genuine shortcomings and unavoidable external factors at that time in hospital administration. In the end, Mrs. Crosby could accept the placement as beneficial to both child and family.

Service in this case was classified under placement or environmental manipulation. It might as consistently have been classified with health care as both son and mother were in critical straits and benefited in this area. Or the case would be as well placed with the cases where the major service given was treatment of emotional problems. For several months treatment was directed at clarifying for the mother her feelings and helping her work through her guilt feelings which accrued to the difficulties in the reality situation.

Twelve cases were classified under social study. Ten of these cases were requests for social histories and

these cases and the use of the social history have been discussed in Chapter VI. In two other cases, the casework service consisted only of exploration of the social situation of the family in 1946.

Perhaps the greatest over-simplification occurs in classifying cases in the category of financial assistance. The caseworker is confronted only too patently and too frequently with the maladjustments and limitations that underlie such cases almost without exception. The Friendly Aid adheres to the policy of the national organization, the Family Service Association of America, granting financial assistance for special educational, recreational, or vocational purposes, for maintenance purposes during a brief emergency or during a period of exploration, and placing the responsibility for basic maintenance relief upon governmental agencies. Money is used as an integral part of casework. It buys weeks at camp, and medicine, clothing and fuel. The distribution of financial assistance given in 1946 is shown by Table 9. What the table cannot show are the emotional and health values purchased; self-respect and security, sturdier bodies and better vision, but begin the list of such values.

Agency funds were used in seventy-three of the 113 cases of the year 1946. The amount of money expended in these families is shown by Table 10.

TABLE 9

DISTRIBUTION OF FINANCIAL ASSISTANCE--1946
FAMILY SERVICE DEPARTMENT--WELLESLEY FRIENDLY AID

Relief given for	Per Cent of total relief expended	Number of cases
Camp	31	20
Psychologist	16	11
Clothing	12	19
Dentistry	7	7
School Milk	6	12
Medical Care	5	7
Food	4	8
Gifts--Thanksgiving and Christmas	4	21
Fuel	3	7
Glasses	3	12
Development	2	3
Rest Home	2	2
Housing	2	2
Rent	2	2
Tuition	<u>1</u>	1
Total	100	

TABLE 10

FINANCIAL ASSISTANCE GIVEN CASES DURING 1946
FAMILY SERVICE DEPARTMENT--WELLESLEY FRIENDLY AID

Relief money given	Number of cases
\$ 0- 24.99	29
25- 49.99	18
50- 74.99	7
75- 99.99	7
100-124.99	1
125-149.99	3
150-174.99	2
175-199.99	3
200-224.99	2
225-249.99	<u>1</u>
Total	73

In considering material assistance, the distribution of used clothing which has been a traditional service of the agency should be noted. The cases were checked against the records maintained of the outgo of such clothing from the store-room and thirty-two of the 113 cases were found recorded as receiving assistance in this form.

Case N is given as showing the service given a family in need of financial assistance for basic maintenance.

Case N

Mrs. Brown, a woman thirty-eight years old, asked financial assistance with problem of maintaining her family of ten comprised of father, mother and eight growing children, on her husband's weekly wage of thirty-five dollars. Her health had been poor and her doctor had insisted that she take her worries to some such agency as the Friendly Aid. Mrs. B. had used agency from time to time since 1941 for help with problems of budgeting and child-care. She was known as a compulsive housekeeper bound to a schedule of never-ending cleaning, cooking and washing; a woman often embittered and easily agitated. Her husband was respected as an industrious reliable husband and employee. A back injury limited his employment to his present job as a truck driver.

Worker directly gave cash to pay for most pressing food needs. Worker made budget with Mrs. B and during this period of exploration gave Mrs. B money to pay up back rent, put in fuel oil and buy food. Five of the children were immediately given milk at school, and clothing. Examination and glasses were provided for mother at Eye Clinic and agency assumed financial responsibility for mother's medical care and supplies. During this period, financial and health problems were overwhelming for Mrs. B. She became greatly agitated and used worker for relief during crises of anxiety.

Worker felt major problem was need for basic maintenance beyond the function of agency, and with supervisor conferred with agent of Department of Public Welfare. The Department agreed to accept family on general relief and worker was advised to have mother make application. After

some preparation, Mrs. B made application and DPW granted weekly subsidy, made needed capital investments in home and underwrote all medical care. Case was transferred to DPW.

This case indicating need for subsidy for basic maintenance was taken for a period of study. During the exploration immediate maintenance needs were met and medical care for the mother resumed. The relationship with the worker during this period was used by the mother to carry her through periods of intense anxiety which worker thought derived from fears of death. The agency conferred with the Department of Public Welfare regarding the need of this family and as a result the mother made application and was accepted by the department for general relief.

Case C

Mrs. Johnson, forty-one years old, has been known to the agency since 1938. Her husband, ten years older, is a janitor. The nine children in the family range from George, fourteen, to the baby of a year. In the past the family have used the agency for help in emergencies and for help with medical care, food and clothing. Workers have found them unwilling and unable to follow through on plans.

In 1946, the most serious problem in the family was their inadequate income. A budget made in the winter indicated that very nearly all of the father's weekly wage was required to provide minimum food needs alone. The goal of casework through the year was to help Mr. and Mrs. Johnson accept the reality of their present situation and to apply for general relief to see them through this period of greatest financial strain. While case worker felt that mother faced with immediate responsibility of feeding and clothing the children was ready to make such a move, the father was deeply threatened by the implications of dependency and at the end of the year they had not been able to make application. However, with the crowding pressure of her family, the mother was able to ask and take aid from the agency. Unable to provide basic maintenance, the agency

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gave some material assistance in clothing, school milk, and blankets. The two oldest boys were sent to camp for two weeks giving them a brief experience away from home and certain much needed health benefits. Camp placement brought some relief to the mother and to her budget.

The mother, born in Ireland, came to this country when she was twenty-two years old. The culture of her present environment is difficult for her to understand. She is often confused and bewildered. It is particularly difficult for her to see the boys growing away from her in a school system that seems to her so demanding and so complicated. In many of these situations, Mrs. Johnson turns to the caseworker for advice, and although it is true that she seems to make very little use of the advice, the relationship with the worker is palpable and colorful. During the winter Mrs. Johnson came to the Mothers Group meetings. She contributed much to the discussion all with a ready wit.

Mrs. Johnson was deeply troubled this year by her oldest son's attitude toward school. George, in the first year at Junior High School, disliked school and continued to protest that he would like to go to work or perhaps try trade school. His parents were adamant that he remain in high school. George countered with a great deal of resistance, vomiting at school time, complaining of back ache and headache. The school doctor gave him a thorough check-up and reported no findings. Principal and teacher felt boy had average intelligence and did not do as well as he could in school. They felt his problems came from stresses in his home situation. Worker offered mother vocational testing and counseling with Mr. Patey. Mother after deliberation thought this might be helpful but that any recommendations for trade school would not be acceptable. At the end of the year, plans for such service were made.

Quite inconsistent with these worries about George's school failure, mother was very much concerned when authorities found that George had been working in a bowling alley night after night keeping late hours. Mother never accepted the fact that George at fourteen needed long hours of sleep and a steady evening plan for school home work and she was never reconciled to the loss of income that George's loss of job meant to her. Work with the family continued in 1947.

In a perplexing, unreasonable world, Mrs. Johnson turns to the caseworker for counsel. Her defenses protecting her from her dependency needs give the relationship few

aspects of a supportive role, but the dependency demands underlie the entire relationship. Viewed in one way, casework with this mother is a long patient process by education, teaching such things as the role of the school, or the law, or of a fourteen-year-old boy in our economic structure. Mrs. Johnson can accept this because the agency is not threatening to her. It is a retreat from schools, and inspectors, and from other social agents hard to understand. She accepts casework because it shares with her not only frustration but some of the joys in life.

The need for material assistance is very urgent and casework is directed toward orienting the family toward a resource which can take the family out of its present substandard level of maintenance. As the one resource which the family is able to use at present, the agency "stands by" Mrs. Johnson.

Case P

Mrs. Austin, thirty-four years old, has been using agency since 1938. Her husband, thirty-eight, is employed as a gardener. His income is inadequate for his large family of nine children and in the past agency has given assistance in food, fuel, clothing and household equipment. Problems in the family derive not so much from their economic status as from some character deviation of the mother. A high school graduate, she has a pleasing address and could have a pleasing appearance. At best, agency has found her an inadequate home maker. The maternal grandfather keeps close contact with the family, is known to help them financially, and is a figure with whom the children have been able to make a good identification.

Much work in the past has been done with the moth-

er at a protective level with an authoritative approach without success. Agency felt that the adolescent years ahead for the children were full of hazards. In 1946 case work was planned to become acquainted with these children and to establish some direct relationship with them, while maintaining as positive a relationship as possible with the mother. School nurses and teachers reported that the children came to school unfed, dirty, and without warm clothing. Worker found the family affectionate and happy in gypsy fashion. Family loyalty was high. The oldest boy, Robert, is admired and liked by both his contemporaries and teachers. During the summer agency sent Robert to camp for a month and the two oldest girls to camp for two weeks. The major gains hoped from such placements were that the children could have contacts with more normal personalities and experience some of the amenities of living, such as adequate meals and cleanliness. School milk was given and some clothing. In the spring, mother appealed to agency for help to meet mortgage payment over-due on house. During mother's pregnancy agency gave layette, baby clothing, and at one time money to buy some additions to her diet recommended by doctor. At end of the year the family came into some wind-fall and paid their hospital expenses and bought furniture.

Mother remained detached from much responsibility for the family and seemingly indifferent to her environment. Caseworker had some success in making relationship with the children and the three oldest girls come to agency from time to time. At the end of 1946, agency feels even more concerned for these children so little prepared for normal living, and work is continued on same plan of service for 1947.

In many ways this family presents the attributes of poverty and it is quite true that the family income is wholly inadequate. The agency has given material assistance in the past and continued in 1946 to meet some special needs. In fact, contact with Mrs. Austin has been maintained much on this basis of need for material assistance. With the year under study, the casework goal was shifted to establishing relationships with the children. In part it was a study of the older children. The worker found Robert

more than adequate: the oldest girl, limited. One girl is taking over a masculine identification to the extent that the worker felt the problem serious enough to warrant what treatment the relationship could allow. The fourth girl worker found making a strong identification with her mother. At the end of the year a casework relationship had been initiated with the three oldest girls on very easy, natural terms. The agency considered the year's work a good foundation for meeting future problems and possibly a means of averting some of the difficulties that appear inevitable in the next few years.

This chapter has been an attempt to study the casework service of the Family Service Department through the presentation of sixteen case histories. The material was selected to study representative phases of service within each of the major areas of service. The very complexity of the cases defeats the purpose. Each case is itself a fabric of problems and service.

In the first five cases, service was focussed on emotional problems. In three, the service was given within the agency and in two, the agency made referral to a specialist. Service in the cases studied in this area included work with a lame and diabetic woman over sixty, an unmarried mother, a ten-year-old school girl, a seven-year-old boy in the first grade and with a pre-delinquent adolescent boy.

Services were given to meet problems of age and dependency, a stifling and over-protective mother-daughter relationship, behavior problems of a young child starting school, and a run-away.

Two cases were presented in which the agency used camp placement as casework treatment. In one study, camp was used for a ten-year-old girl from an unfavorable home situation with a long serious health history. The second study showed the use of camp in casework with a deprived adolescent girl in need of larger horizons. In four other cases in this chapter camp placements were used for seven more boys and girls.

In the study of cases within the area of health care, cases were presented in which the agency service provided dentures, hospitalization during confinement, treatment in medical and psychiatric clinics, and hospitalization and treatment for mental illness.

Counseling service, as used in the guidance and supervision of a young adolescent girl and with the vocational and job problems of a young woman client, were studied in two cases. Environmental manipulation, another major area of casework service, was studied through the case history of the placement of a psychotic, imbecile boy. Three cases were presented showing work with families needing financial assistance.

Much of the service was predicated upon an understanding of the emotional factors in each case and service in this area was given the individuals in these cases throughout the casework relationship. In these cases alone, the agency used many resources: hospitals, camps and private school, psychologist, doctor, dentist, nutritionist, school and visiting nurse, the Red Cross, the Department of Public Welfare, the Boston Y.W.C.A. and the state department of Mental Deficiency. The agency used its funds to carry out the casework process.

The goal of the service given in each case was the happier, more effective adjustment of the individual within his family group and to his larger world of school, work and community.

CHAPTER IX

Summary and Conclusions

This thesis has been an attempt to review and analyze objectively the casework service of the family agency in Wellesley, Massachusetts, during the year 1946. It studied first the use the town made of the agency: studied who used the agency, why they came and how they found their way to the caseworker. The second section of the thesis shifted perspective from the stream of demands coming into the agency to the services emanating from the agency.

The agency had its origins forty-seven years ago in the neighborly spirit of a group of townswomen when the town numbered but five thousand. For forty-two years, this same spirit of friendship and kindness found expression in the volunteer activity of the directors of the Association. They worked with both heart and mind under the gifted direction of Miss Sawyer, a fellow townswoman who devoted her energies and talents to the assistance of the sick and needy men and women of the community.

In 1941, the Board of the Association placed the responsibility for the direction of the agency and its casework with a professional social worker. The Association was offering two distinct services: Nursing and Health and Family Service. It was operating its own building as a health

center and opening the Center's doors to many a worthy community project. The Association was taking its place with other resources in the town's community organization. The town itself had grown to fifteen thousand and with this growth had assumed the definite character of a residential, suburban community. The time had come to engage a full-time paid director.

With this change, the Family Service Department of the Association became a social agency offering family casework. The study has shown that the transition was made in the same spirit of its earliest days, in a spirit of neighborly friendship and helpfulness to all members of the community. The work continued to enlist the support of men and women of many diverse interests and talents but all devoted to the welfare of others and to the welfare of the town as Board members. The transition gave the Department an organization with more clearly defined areas of responsibility for service and for community contacts and social action. With this organization, the agency continued to develop and continued to enlarge its sphere of influence among other social resources and in the town. It continued to increase the range and depth of its service to the townspeople.

Knowing the traditional kindness of the Association, it was not surprising to find that many a family had returned to the agency with their problems as they arose from year to year. Joining these sustained contacts were

many individuals unknown to the agency before 1946. A large part of the work of the agency was with families with young children, but men and women of all ages, with or without familial ties, used the service. While many of the breadwinners were wage earners in the trades and services, a fair number were professional and business men. These clients came to the agency with the expressed needs for a wide range of services. They understood well the more traditional services of financial assistance, care, and the placement and care of the sick and the aged, the limited or bereft child. The agency was also recognized as a social resource offering help with emotional problems and counseling and these more recent services of the family agency were also requested by the community.

How the men and women using the service found their way to the agency was studied through the applications of new cases in 1946. The largest number knew the services to be had well enough at least to come directly to the agency. The second largest source of referrals was the School Department. Two other town departments made referrals, the Department of Public Welfare and the Health Department. Social resources in Wellesley and outside of Wellesley also referred cases. Eleven people were directed to the Department through other individuals in the community. While the study of these sources of application shows a wide and de-

sirable range, it reveals a lack of referrals by such professional men in the town as doctors and ministers.

The study of the services given by the caseworker showed the multiplicity of problems and the changing pattern of problems in many cases during the period of the year. The problems were the problems men and women encountered in day by day living; problems of physical and emotional health, of growing-up from infancy through adolescence, of happier lives for older men and women, of earning a living, and of adjusting to school, and problems of budgeting to feed and clothe a family. Casework service used many tools. It used money. It used a multitude of specialized resources. It used a growing understanding of some of the emotional dynamics underlying many a situation. Casework used these tools and a method of work. Casework helped the individuals use his own strengths and resources in solving his problems.

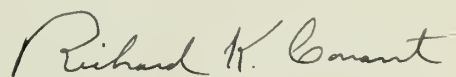
Little casework was done through this year with problems deriving from alcoholism and delinquency. One of the imponderables that could not be isolated was the enormous cultural pressure from the town itself to hold certain borderline individuals to the standards of the community.

To review the casework of 1946 has been a satisfying experience. In working day by day, the endless details overshadow larger patterns of movement. At best controlled movement within a case is slow. Often it is seemingly beset

with reversals and failure. Only by reading the records through a longer, twelve-month period, have some of the achievements and successes become apparent.

The Family Service Department has made the transition from a volunteer charitable organization and has taken its place as the agency offering family social casework. As a service organization sensitive to change it looks into the future. The fall experiment in group work with young mothers demonstrated the value of such social and discussion meetings and the agency hopes to enlarge this activity. The agency has many friends among the older men and women of the town and it hopes some day to see its plans materialize for a group work program with older people. It continues its study of the relief-giving function of such a private agency and of the division of responsibility for financial assistance between private and public agency. The Association today exists through the same spirit of friendly assistance that motivated its earliest endeavors. The agency continues to interpret that spirit to the community and to give that spirit tangible expression through its services.

Approved,

A handwritten signature in dark ink, reading "Richard K. Conant". The signature is written in a cursive style with a large, prominent "R" at the beginning.

Richard K. Conant, Dean

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