1947

A study of social case work treatments utilized to help a client formulate a solution to his problem based on intake interviews.

BOSTON UNIVERSITY
SCHOOL OF SOCIAL WORK

A STUDY OF SOCIAL CASE WORK TREATMENTS UTILIZED TO HELP A CLIENT FORMULATE A SOLUTION TO HIS PROBLEM BASED ON INTAKE INTERVIEWS

A Thesis

Submitted by

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(A.B., Juniata College, 1942)

In Partial Fulfillment of Requirements for

the Degree of Master of Science in Social Service

1947

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CHAPTER I

INTRODUCTION

The Lancaster, Pennsylvania Chapter of the American Red Cross, where this study was undertaken, was organized with the same purpose in mind as the other Chapters of this organization, namely

> ...Furnishing volunteer aid to the sick and the wounded of the armed forces and acting in the matters of voluntary relief and as a medium for communication between the people of the United States and their Army and Navy.[1]

A substantial and important part of this total program is carried on by the Home Service Department of the American Red Cross. Upon the Intake Division of this Department falls the responsibility of determining which requests can be accepted for service by the Department.

Purpose

The writer has been curious about the possibilities of case work in an agency which is so closely related to the military and to which so many people come for a very tangible service. The purpose of this study is to determine, if possible, how clients accept case work from the American Red Cross; exactly what the social worker does to formulate a plan with the client to help solve his problem; what essentials are common to all intake interviews in the Home Service Department of the American Red Cross; and what are the general characteristics which are found in intake interviews. This study is to crystallize and

1. American Red Cross, publication, The American Red Cross, Home Service, 1214, p.3.

clarify the type of case work treatment which is used to satisfy the needs of the client and the agency in the initial interview. Specific points which are considered, within the above mentioned scope, are: is the client's request within the function of the Home Service Department; does the client request that specific action be taken by the Home Service Department or does he ask for the social worker's support to help him work out his problem; would the client's plan as stated in his request alleviate his situation; will the client participate with the American Red Cross to help solve his problem or does he try to evade all responsibility.

Method and Scope

In choosing the cases that were to be used in this study, the writer felt it advisable to limit the amount of cases surveyed to the office intake for one month. The month chosen was October, 1945, since it was the policy of the Lancaster, Pennsylvania Chapter of the American Red Cross to make a semi-annual statistical study of the total intake for a period of one month, (each April and October). The agency statistical study covered all the requests which came to the Home Service Department on cases which were not active with a worker. Those requests were received by mail, telegram, telephone, and office interview. It is evident that because the telegram and mail requests were often from Red Cross Field Directors these could not be considered in terms of the purpose of this study. Telephone intake requests were eliminated from consideration because reports from previous statistical studies, completed by the Chapter, indicated

that these were merely for information in more than fifty per cent of the instances.

In choosing the cases to be examined, the writer referred to the case registration book which is kept by the Home Service Department. This book contains a chronological list of all cases which were accepted for service. Included are both new and reopened cases. Information recorded here includes the date of opening or reopening, the method of application (mail, telegram, telephone, office interview), and the name of the worker to whom the case was assigned. Only those new or reopened cases which came to the attention of the agency through an interview were considered.

On the Home Service Intake sheet (see Appendix) all the identifying information about the serviceman or veteran and the specific request of the client was recorded. The daily Intake Reports (see Appendix) contain a record of the clients who came to the agency and the specific problem which they faced as well as the action which was taken to alleviate the situation.

During the month designated for study, there were 340 intake interviews, of which twenty were chosen as a sample. The method used in making the sample of cases, which would be presented in detail and analyzed in terms of the purpose of this study, was to choose every fifteenth case which was tabulated in the intake study.

Material for case presentation was obtained through the use of the Home Service Intake sheets and the daily Intake Reports. These

gave information concerning the client's eligibility for service from the Home Service Department of the American Red Cross, the specific request of the client, the actual problem, and the action taken by the client and the social worker. Although the sources mentioned above did not provide a separate category for the first point mentioned, this could be determined by the specific request of the client in terms of the function of the agency. The supplementing material, such as the client's willingness to participate in a plan, was secured from the initial interview as recorded in the case record.

Limitations

Because of the relatively few cases, this study is necessarily limited. Any conclusions that are drawn are applicable only insofar as the cases studied are concerned. Because of the unique characteristics of any given community, it would be evident that the types of requests and the clients' attitudes toward their problems could not be considered typical of intake in the Home Service Departments over all these United States.

CHAPTER II

HOME SERVICE DEPARTMENTS OF THE AMERICAN RED CROSS AND THE LANCASTER, PENNSYLVANIA CHAPTER

Home Service Departments

As outlined by the National Headquarters of the American Red Cross, the Home Service Department responsibilities fall into four categories. One area of service has been designated as communications and information. This includes the delivery of messages to the military or members of the armed forces. At the request of the military, messages are delivered to the members of the family of some one in the armed services. Another type of service included in this sphere was the delivery of messages to or from civilians in occupied countries during the periods of actual combat between countries. This service was handled through the International Red Cross rather than military channels.

A second sphere of service was specified as reporting. This embodied all the reports which were requested by the military about servicemen, their families, or their affairs. These reports were utilized by the military at their own disgression.

The third category was classified as assistance with government benefits. This covered the interpretation of government benefits, explanation of eligibility, assistance in the completion of the forms, and the necessary pursuing of the individual's claim to see that he received that to which he was entitled. In many instances,

it was necessary to give assistance to those people who felt that they were entitled to some benefit although experience and knowledge of the provisions would indicate to the social worker that no benefits would be forthcoming.

The fourth classification of service was financial assistance. This included giving financial assistance on the basis of need to servicemen, veterans, or their families who would be eligible for financial benefits from the government. When an individual was awaiting a government decision about his claim for benefits, he was considered eligible for financial assistance by the Home Service Department according to the national policy.

The responsibility of interpreting to the public the military rules and regulations fell upon the Home Service Departments of the American Red Cross Chapters, although there was no direct national ruling to cover this service.

The Social Worker in the Home Service Department Setting

It is evident from considering the responsibilities of the Home Service Department in the American Red Cross, that a worker in that agency would, of necessity, need to be familiar with the military rules and regulations, the government benefits due servicemen, veterans, and the families of both, the government forms involved in administrating these benefits, and a knowledge of community resources.

The social worker must have a knowledge of the hardship, emotion-

al and otherwise, which a serviceman, veteran or family members may feel. For the family who is trying to function with the husband or father away, there is the problem of additional responsibility for the other members of the family. In many cases, there is the problem of a reduced income; in others, the problem is one of having the disciplining and authoritative person removed. There are many implications of problems created by the induction of a man into the armed services. The purpose and scope of this study excludes a discussion of these implications.

The problems of a veteran and his family are somewhat similar to those of the serviceman. There are also situations created by the injured man returning to his family and facing the necessity of a change of occupation, a limitation of activities, and so forth. This gives one a picture of the various situations which the social worker in the Home Service Departments is called upon to comprehend.

Within this scope, the social worker must be able to help the client recognize his situation for what it is, to adjust to it, and to work out the best possible emotional acceptance of the situation. The techniques and skills required to do this are as varied as the situations themselves. Some of the more common techniques of the social worker in the Home Service Department in relation to the client will be examined.

First, there is the interpretative approach. This involves clarifying for the client the actual situation. For example, many

people are confused about the status of a serviceman who is sent to a relocation center. This was the cause of much anxiety on the part of families. Some clients expressed the fear that the serviceman had shown unusual behavior symptoms which would necessitate closer observation of him by army personnel. As well as alleviating anxiety by interpreting the exact nature of military procedure and regulations, there is the problem of clarifying exactly what the agency can do to help a certain situation and assuring the client that the agency is not going to take measures to punish or report certain legal discrepancies which are disclosed in the process of the interview.

Secondly, there is supportive case work in which the case worker gives the client reassurance, understanding, acceptance, and encouragement. Supportive techniques are especially indicated when clients are very upset and need an emotional outlet for their anxiety within a warm and sympathetic relationship.

The third type of treatment involves the direct handling of attitudes. This should be used only when the two other approaches would not be advisable. The psychiatric implications of this approach limit its use in the average agency where expert supervision and guidance are not always available. The handling of the attitudes of the client should be attempted only when the milder personality deviations are present.

In the intake interviews, the interpretative approach is more

common because of the very nature of the interview. Supportive case work often finds its way into intake interviews and is very important to the client who has tried all ways he knows to solve his problem and comes to the agency in desperation. The anxiety in this kind of situation generally is very great and needs to be handled in the intake interview. The direct handling of attitudes in intake interviews is used upon occasion when financial assistance is involved. Otherwise, this tool is better employed by the district worker who learns to know and understand the client better.

The Home Service Department of Lancaster, Pennsylvania During World War II

In order to get a picture of the Home Service Department as it functioned during World War II, one must review the important developments within the Chapter during the years preceding this war.

> In January, 1927, a special meeting of the Executive Committee was called to consider plans for the reorganization of the Chapter. A survey had been made by the National Headquarters and a trained Red Cross worker was sent in to put the Chapter on a sound working basis. The Home Service Bureau and the Disaster Relief Bureau were the two principal activities of the Chapter at this time.
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> 1928 saw another forward step in the Lancaster Chapter. In August, the first full time Executive Secretary was employed.[1]

The Chapter expanded and developed status within the community from this point forward. Although, until the outbreak of World War

1. Lancaster, Pennsylvania Chapter of the American Red Cross, The Story of Lancaster Chapter American Red Cross, p.5.

II, almost all of the work was done in the realm of disaster.

> In July, 1943, Mrs. Lela C. Durand was employed as Home Service Director and under her leadership the work of the Department was reorganized. By the end of September, 1943, there were five full time staff workers and three full time clerical workers in the Department besides the many volunteers who served as receptionists, assisted with allowance applications, Civilian Inquiry service and so forth.
>
> At the beginning of the fiscal year 1944-45, after the resignation of Mr. Gansman, the Home Service Committee was reorganized with Mrs. Cameron Hawley as Chairman.
>
> In the fall of 1945, the Chapter's financial assistance policy, in line with American National Red Cross recommendations, was revised and broadened. This plan included financial help not only for veterans awaiting disability pensions but help if needed while claim applications for educational and other governmental benefits were pending.
>
> The Department's statistical record indicates that over a quarter of all services rendered by Home Service is assistance given in applying for governmental benefits.[2]

The actual types of general services rendered by this Chapter are in complete accordance with the National American Red Cross directives covering all function and procedure. This has been discussed in the first part of this chapter.

The philosophy of the individual Chapter in administering the National American Red Cross policy is a very intangible thing and, therefore, it is almost impossible for the writer to evaluate this objectively. One can appreciate the general difference in philosophy which would be found between a volunteer staff and a trained staff

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2. Lancaster, Pennsylvania Chapter of the American Red Cross, The Story of Lancaster Chapter American Red Cross, pp.14, 15.

in the social agency of the American Red Cross, the Home Service Department. With the reorganization of the Department by Mrs. Lela C. Durand, the Home Service Department was staffed by trained workers and the change in philosophy was apparent.

CHAPTER III

DESCRIPTION OF THE GROUP

The status distribution of the group studied includes the active serviceman, the serviceman killed in action, and the veteran. The distribution is illustrated in the following table.

TABLE I

STATUS OF CASES REFERRED

Status	No. of cases
Active serviceman	13
Killed in action	1
Veteran	6
Total	20

It can be seen that the largest group is the active serviceman cases. This correlates with the statistics of the Lancaster, Pennsylvania Chapter of the American Red Cross for the month of October, 1945. The annual report of the Chapter indicates that the majority of cases for the year fell within this category also. It is worthwhile to mention here the absence of any cases classified as "civilian inquiry". This is due to the fact that this kind of problem was not handled through the regular intake department of the office, but was channeled to a department which took care of that type of request. One should recognize, however, that twenty is too small a number to be considered statistically reliable.

The clients' life experiences which precipitated their requests

to the agency were varied. In each instance, however, the client sensed some degree of feeling inadequate to cope with this situation alone. The following table shows what the precipitating social situations in the twenty cases studied were.

TABLE II

SOCIAL SITUATIONS PRECIPITATING REQUESTS TO THE AGENCY

Social situations	No. of cases
Broken home	1
Death of a relative	2
Financial hardship	6
Illegitimate conception	1
Illness	5
Marital problems	3
Mental disturbances	
neuroses	3
psychoses	1
Total	22

In two instances, as the above table indicates, there were more than one precipitating social situations which brought the client to the American Red Cross, Home Service. Many times these same experiences would be met and handled by servicemen, veterans, or their families without the assistance of a social worker. In the cases studied, however, the situation was too overwhelming for the individual to face without the social worker's support.

Sources of referral of these cases correspond, in general, with the total agency referrals as seen in the monthly statistical reports.

TABLE III

SOURCES OF REFERRAL

Sources	Types of Cases		
	Active Serviceman	Killed in Action	Veteran
Brother	2		
Father	3		
Mother	2	1	
Self	2		5
Son	1		
Wife	3		1
Total	13	1	6

The length of time these cases were active with the agency varies considerably. The minimum period of time which any of these cases were active was one month. Six of the cases were carried for a period of eight months. Some were still active when this study was completed.

The group is unevenly divided as to sex. All of the cases pertained to males who were either in the service or discharged. The killed in action situation also involved a man. This did not correspond with the annual report of the Chapter, but it was in accordance with the October, 1945, monthly report. The above table indicates very clearly the number of females and males who made application to the Home Service Department within the group studied.

The actual services requested in relation to the specific problem which had arisen can be seen in the chart on the following page.

TABLE IV

IMMEDIATE PROBLEM AND REQUEST TO THE AGENCY

Type of Problem	Client's Request
Active serviceman	
Birth of son	File change of status form
Brother killed in action and no mail from serviceman	Health-welfare report about serviceman
Brothers (two) mentally ill	Dependency discharge
Death of grandfather	Emergency furlough for serviceman
Family scattered; mother hoped to reunite them	Procedure to cash bonds
Father wishes to divorce mother	Emergency furlough for serviceman
Girl-friend illegitimately pregnant by serviceman	Loan
Mother chronically ill	Station serviceman in U. S.
Wife ill (2)	Emergency furlough for serviceman (2)
Wife ill; unable to work or manage financially	Dependency discharge
Wife under great emotional strain	Dependency discharge
Wife wishes to divorce serviceman	Emergency furlough for serviceman
Killed in action	
Widow's only child killed; federal investigation of sinking of ship	Wanted investigation proceedings
Veteran	
Delay in pension payments; salary in arrears	Loan
Desires more education	File claim for educational benefits
Desires vocational training; unable to live on allowance	File claim for vocational training
Lost wallet in strange city	Loan
Pending divorce between veteran and wife	Locate bonds veteran purchased while in service
Unable to hold job or adjust to family	File disability compensation claim

In Table IV, no allowance is made for the degree of severity of the problem since it is almost impossible to evaluate this with objectivity. No consideration is given here to the validity of the request in relation to the problem and its solution. This will be considered in the next chapter when these situations are discussed in detail. The writer feels that the terms used in classifying the problems and requests of the clients in this group are self-explanatory and therefore, no further explanation is necessary.

The role of the social worker in these situations is to evaluate the request of the client in terms of the agency function. A clear understanding of the exact request of the client is necessary as well. Together, the client and the social worker discuss the nature of the problem, the desired and possible solutions (these are often different), and how such solutions may be worked out. Upon the social worker falls the responsibility of evaluating the strengths and weaknesses of the client, the use of community resources, and helping the client to gain a mature perspective of the situation and develop a feasible plan to alleviate the predicament.

CHAPTER IV

SOCIAL WORK TREATMENT USED IN INTAKE INTERVIEWS

Case Studies with Analysis of Social Work Treatment

It is hoped that these summaries of case material will bring into focus the problems presented by this group of intake interviews, as well as certain pertinent background information, and the role of the social worker in helping the client develop a feasible plan for alleviating his situation.

A Case of a Broken Home

Case 1

Mrs. Russell Starr, mother of the serviceman, came to the office. She asked how she could cash the bonds which the serviceman had bought. He had had the bonds in his name alone. Mrs. Starr felt that she was entitled to the money and indicated that the serviceman, Edward, had expressed his willingness for her to cash the bonds. The worker explained to Mrs. Starr that the bonds could be cashed only by the owner and since Edward was the sole owner, he was the only one who could cash them.

Mrs. Starr explained that her family was quite scattered. Years ago, Mr. Starr had gone to Oregon to work. He sent Mrs. Starr money periodically, but with no regularity. At different times, three of the children had been sent to the father who had supported them. They were all married now and had their own responsibilities. Edward, the oldest son, had always helped his mother and had taken the responsibility for aiding financially with the three youngest children. Now Mrs. Starr is unable to work and the family allowance is too small to meet the family expenses. Mrs. Starr feels the bonds could be converted and would meet this emergency.

The worker and the client discussed the situation and the worker pointed out that the bonds could not be cashed without Edward's participation. Mrs. Starr then asked

> if the American Red Cross would take the necessary measures to get the serviceman home. Again the procedure was explained and Mrs. Starr planned to write to Edward and tell him to request an emergency furlough. The worker would then participate in getting the necessary evidence to show the necessity for an emergency furlough.

The worker realized that the serviceman probably was trying to break away from his premature family responsibilities. He gave evidence of this in getting the bonds in his name only. However, the worker was not in the position to interpret this to the mother. If the serviceman would request an emergency furlough, he could talk with some one and clarify his own feelings. After that he could talk with his mother and let her know what his position would be. His mother also needed to be helped to recognize the premature responsibility which this boy had had. If he requested the emergency furlough, this would pave the way for working with the mother. This could not be done until the boy definitely clarified his position.

Interpretative and supportive case work treatment was employed in this case. The military and government procedures were explained to the client as well as agency function. The mother was given the support and reassurance necessary to express her anxieties and fears about the future. The setting was provided for more intensive case work.

In this instance, the client was given some help in her immediate problem. The situation gave evidence of the need for more case work around this woman's feeling about her son's responsibility. Mrs. Starr had never resolved the separation from her husband. She had

not taken steps to get support from him, nor to completely break relations with him. Edward was the person upon whom she had placed partnership responsibilities. Naturally, he was rebelling. Case work was indicated to permit this woman to work out her feelings about her husband and to resolve the situation. Secondly, she had to face the situation of her own dependence and make the necessary adjustment. This work could be done by the Home Service Department of the American Red Cross, but it could not be handled in the Intake Division.

Some Cases of Deaths of Relatives

Case 2

Joseph Bronner, a veteran and brother of the serviceman, Albert, came to the office requesting that "American Red Cross immediately arrange for the serviceman to come home for his grandfather's funeral". In talking with Joseph, the worker learned that there had been no unusually close relationship between the serviceman and his grandfather, but the family had not seen Albert for nine months and feared that he might soon be sent overseas. Joseph said he knew if the American Red Cross said that the serviceman's presence was necessary, Albert would get home. Joseph had known of several situations in which the American Red Cross statement had been the deciding factor.

The military regulations and the agency limitations were explained to Joseph who received them with an air of condescension, suspicion, and disbelief. The worker talked with Joseph about the many misunderstandings which arise around Red Cross procedure and accepted his hostility. It was also explained to him that in all cases the family must notify the serviceman of the emergent situation and he must make his own application for an emergency furlough. Belligerently, Joseph said that he knew the local Chapter was not fulfilling its responsibility and that the family would not notify Albert of his grandfather's death. Accusingly, Joseph said that the American Red Cross would always be guilty of purposely making Albert go overseas without

seeing his family and not getting home for his grandfather's funeral.

The worker accepted this aggression from Joseph and pointed out the realistic situation to him. The evidence which would be necessary for verification from the American Red Cross was compiled and filed in the office. The worker assured Joseph that when the Field Director requested this verification it would be sent immediately. First, however, the family had the responsibility to notify the serviceman.

The worker in this situation realized that the aggression which Joseph was displaying toward the agency at this time was out of proportion to the situation. It was evident that the expressed hostility was misplaced. Possibly Joseph bore a grudge toward American Red Cross for some other matter or he resented the military and anything connected with it. Since the situation here was centered around the request for an emergency furlough for Albert and the veteran kept the interview focused on this request by refusing several opportunities to discuss his feeling, nothing was done to handle the latter.

Interpretative case work was utilized in this situation. The need for helping the veteran to adjust to his present environment was evident, but the necessary background information was lacking. Supportive case work gave the veteran the opening to express some of his hostility.

More intensive therapy was needed with this veteran. It is questionable whether or not case work services would be adequate in this case. The serviceman appeared so very resistive and hostile that possibly psychiatric treatment was indicated. This problem was too deeply seated to be handled in the intake process. If a working

relationship could be established on some practical and tangible basis, further treatment could be given to this veteran in the American Red Cross and referral to a psychiatrist could be made if necessary.

Case 3

Mr. Jack Harris, father of Sergeant Emery Harris, came to the office to request that an inquiry be made to determine the present health of the serviceman. The father said that the family had not heard from Emery for three weeks. Without giving the worker a chance to say a word, Mr. Harris launched upon a discussion of his son, Earl, who was recently reported killed in action. Almost all of the interview was devoted to an eulogy of Earl. Mr. Harris abreacted his feeling about his son, Earl's, induction. Carefully he told about this boy's training and the campaigns he had participated in. With an intense grief reaction, Mr. Harris related how the message of his son's death had come to the family. He told of the feeling of different members of the family and the friends. In all of this, the worker felt that Mr. Harris was utilizing the mechanisms of projection. At the end of this expression of overwhelming grief, Mr. Harris straightened his shoulders and again returned to the topic of concern about Emery.

The worker explained to Mr. Harris that it would be necessary to have the boy's address in order to make an inquiry. Mr. Harris did not have this with him today. He decided to come in again to bring this information, rather than get in touch with the worker by telephone.

The worker told Mr. Harris that the American Red Cross would be glad to make an inquiry about Emery and assured him of cooperation. The worker accepted the man's need to express his grief in a setting which would not be threatening to his status.

This client came to the agency with a need which was not the one which he verbalized directly. The worker recognized the reason for anxiety about Emery on the part of Mr. Harris. The real problem which Mr. Harris brought to the agency was a need to express

his feeling about Earl's death. This could not be done by him in his social setting without a loss of status. His wife leaned so heavily upon him in this crisis that he felt he had to "be strong". Within the case work setting, the client did not feel the need to shield himself with a front of unperturbed feeling.

The case work treatment utilized in this interview was mainly supportive. Mr. Harris found acceptance and understanding of his grief. In the family group, he was the strong one and did not feel that he could express his grief there because it might be mistaken for weakness. The worker also was aware that Mr. Harris was more comfortable in expressing his need in terms of a tangible request. Both the client and the social worker knew what the real problem was and treated it as such.

This client had a very real need to express grief. This was handled for the time being by the intake worker. No further services were necessary at this point. The way was paved for further case work with this client when he felt the need for it. A very indefinite appointment was scheduled for Mr. Harris to bring in Emery's address. This could be done by telephone if Mr. Harris wished to handle it this way. If he wished to see the worker again soon, he was free to do so. The American Red Cross was equipped to give this client the help which he needed either in the intake process or with long time service.

Some Cases of Financial Hardship

Case 4*

Ann Douglas, wife of Private Douglas, came to the office to request help in getting the serviceman a dependency discharge. Mrs. Douglas said that she is living on a sixty acre farm which had been the family's source of income when her husband was home. Since his induction, she has been unable to get the necessary help to farm their land. Mrs. Douglas has been trying to harvest the tobacco crop by herself and is ruining her health. She has no relatives in this vicinity and the serviceman's family are not able to help her. Private Charles Douglas is an only child. His father is a farmer, also. Due to the scarcity of labor, Mr. Douglas, Sr. has had to let part of his farm land be idle. Mrs. Douglas is under the care of a physician because of an abdominal ailment. Mrs. Douglas does not see how she can continue the payments on the farm if the serviceman is not released from service.

The worker explained to Mrs. Douglas what the procedure for obtaining a dependency discharge is. Mrs. Douglas became resistive when the matter of the non-relatives' affidavits was mentioned. She insisted that they did not discuss financial matters with anyone and that no one was in the position to submit an affidavit to the effect that there was any financial hardship in the home. The matters of her poor health and the inability to get help to run the farm could be easily verified by the physician and the neighbors, who were also faced with the same problem of scarcity of labor. Inasmuch as the military regulations along this line were very strict, the worker explained that the local Chapter would be glad to help Mrs. Douglas present the evidence which she felt could be submitted. Mrs. Douglas cooperated with the worker in getting the evidence needed with the exception of the non-relatives' affidavits. As the situation was worked upon, Mrs. Douglas became more pliable and finally consented to give the names of persons who could submit the required evidence.

When Mrs. Douglas gave this information, the worker helped her to make plans to get the necessary evidence to submit to the military authorities. Mrs. Douglas planned to talk with the persons who would submit affidavits and an appointment was made with a district worker to compile the evidence with

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* This case also involves illness of a member of a serviceman's family.

Mrs. Douglas and send it to the authorities at Private Douglas's military station.

The worker recognized Mrs. Douglas's resistance to admitting even to herself that others may know about the situation which she felt implied failure. The supportive relationship with the worker permitted her to get a more objective outlook on her own situation. The acceptance of the worker and the reassurance that hers was not the only case in which financial insecurity was presented, relieved Mrs. Douglas enough to permit her to accept the military regulations and to receive help within those limits.

Supportive and interpretative case work treatment was used in this situation. The worker recognized that Mrs. Douglas felt that the necessity of asking for a dependency discharge was a reflection of her own weakness. The lengths to which she went in order to make the farm a paying investment show how she felt the entire responsibility was hers to bear. Receiving support from the worker, Mrs. Douglas was able to comply with the military regulations which she had not understood before the worker explained them to her.

Mrs. Douglas had accepted and used the case work help which had been given to her in the intake process. She was more cooperative and willing to accept the agency. An appointment was made for her to see another worker and the reason for this was clarified for her. More case work services were necessary than could be given in the intake interview, but this could be done in the Home Service Department and arrangements were made for this.

Case 5

Private Harold Abbott came to the office with the notification of birth registration of his ten day old son, Harold, Junior. Proudly Private Abbott discussed with the worker how wonderful this baby was. The serviceman continued talking about this for some time, and it wasn't until the worker asked him what he wanted that Private Abbott gave his reason for coming to the American Red Cross. The serviceman wished to have the family allowance increased to cover the new member in the family. Private Abbott was under the impression that the Office of Dependency Benefits would accept the notification of birth registration as sufficient evidence for increasing the family allowance. The worker explained that other arrangements would be necessary.

The procedure was explained to the serviceman who accepted this as incidental. The worker also pointed out that the increase in the benefits would not be effective for two months, but that a check making up the deficit would be sent to the family.

The worker completed the necessary forms which the serviceman signed. Arrangements were made for the official birth certificate for Harold Abbott, Junior, to be sent to the proper office. Notarized documents were prepared and submitted to the Office of Dependency Benefits in order to have the family allowance increased.

The worker recognized that the serviceman was so overjoyed with his new experience of being a father, that he could not assume the responsibility for completing the complicated forms which were necessary to get the government benefits to which he was entitled. This did not present any serious financial hardships at the present time, but if the worker did not help the serviceman at this time, financial hardship would be felt by his wife.

Interpretative case work was employed in this situation, but it obviously was not intensive. Inasmuch as the client was unable to assume the responsibility which he should have in this situation,

the worker overstepped the strictest interpretation of the agency function and filed the necessary forms for the serviceman. This did not in any way draw the client into an undesirable pattern of behavior as can readily be seen.

This problem was handled in the intake interview and no further services from the American Red Cross or any other agency were needed at this time.

Case 6

Ben Waltz, a veteran, came to the office at four-thirty one afternoon. He stated that he had come to the American Red Cross because the worker at U.S.E.S. had recommended it. The veteran immediately expressed his shame in coming to an agency which was set up to "give charity". Mr. Waltz explained that the reason he had come here was because he had lost his wallet earlier in the day. He now wanted a loan. The veteran wept bitterly about his position and the humility which he felt. The worker explained the broader function of the agency and gave Mr. Waltz much reassurance which he accepted.

Mr. Waltz had no place to stay as he had been just passing through the city. He had no job, but he did have a referral for one from U.S.E.S. He showed the worker his discharge certificate from the Army. The worker explained that Mr. Waltz should have a job or some indication that he would be staying in the city. Mr. Waltz immediately expressed his desire to see his employer and return to the office before five o'clock rather than "have another worker know me as a fellow who must ask for money". Within the alloted time, Mr. Waltz had returned and proudly told the worker the name of his employer. The job was verified. Arrangements were completed for Mr. Waltz to stay in one of the local hotels temporarily.

The worker then gave Mr. Waltz the loan for which he had asked. This was given in the form of cash (agency policy to give checks) since Mr. Waltz had such a fear of any one knowing that he had to accept "charity".

In this instance, the request of the client was within the

general function of the agency. The individual Chapter's policy had to be considered. When the client understood this, he was more than willing to comply. He immediately met the individual Chapter requirements. The loan was then granted. This was apparently very embarrassing for the client. The worker handled his attitudes to some extent in the intake process. The situation was made as easy as possible for him and gave him reassurance about accepting the money.

Supportive case work was employed here. Interpretation of the agency function was given. The worker recognized the client's need and gave him acceptance and reassurance. The opportunity for more intensive case work along this line was not possible in the intake process.

This client needed to be helped to face his state of dependency and to be less self-devaluating. This could not be done in the intake process, but the setting was provided for the district worker who would see Mr. Waltz the next time to do more intensive case work. The American Red Cross is equipped to offer this kind of service.

Case 7

Kenneth Coleman, a veteran, came to the office to request a loan. He is a pensioned veteran and is working. Mr. Coleman explained that his employment pay is in arrears. He does not have enough money to meet his current living expenses. In talking with the veteran, the worker learned that although the pension had been awarded, no payments had been received.

In meeting the requirements of the individual Chapter of the American Red Cross, it was necessary to verify the fact that the veteran's family could not help him financially. When this was explained to Mr. Coleman, he objected strenuously. The worker said that this would be a prerequisite to granting

any financial assistance. Mr. Coleman refused to give permission for this.

The worker told Mr. Coleman that no financial assistance could be given without first knowing that his family could not help. Mr. Coleman refused to give permission for this verification and also refused any information about his reasons for this decision. The worker then told Mr. Coleman that he could not be given any financial assistance.

The worker in this instance was handicapped by the client's refusal to meet the agency requirements. The client had every right to refuse the information desired in order to help him. The agency, by the same token, had the right to refuse aid. The client had a clear understanding of the reason for the refusal on the part of the worker as a representative of the agency.

Case work here was interpretative. The client was given an interpretation of the agency rules. He recognized this and made his choice about receiving assistance on those terms.

More intensive case work was needed here. The worker was aware of problem existing between this boy and his family. If they were able to assist him financially, why did he come to an agency for this aid? If the family could not help him, why was the boy so resistive to having them know he had to come to an agency for help? The client's feeling about the meaning of relief should have been handled. It is questionable whether or not this could have been done in the intake process. Perhaps if relief could have been given on an exploratory basis all of this could have been worked through. Another agency would have had the same difficulty in meeting this person on

a working basis. More case work services were indicated, but it is questionable whether the client would have been able to accept them.

Case 8

Clayton Jones, a veteran, came to the office to request a loan. He explained that he was unable to live upon the government allowance which he was receiving. He referred to the vocational training maintenance allowance due him under G.I. Bill of Rights as a veteran with a service connected disability. The allowance check had been coming to him with regularity. The check was for the full amount to which he was entitled. Because of his expenses, which he felt he was unable to reduce, he could not live on the amount of the allowance and needed to have additional help.

The veteran said that he had gone into the service after completing his high school education. He feels that he should learn a trade in order to be self-supporting. The present income which he has does not justify his attending trade school. The worker explained that the American Red Cross could not participate in giving any financial aid if the full amount of the government allowance was received.

The worker suggested that the veteran go to the U.S.E.S. and try to get a job as an apprentice. In that way there would be the same opportunity to learn a trade and his income possibly could be increased. The veteran had not thought of this possibility and was willing to go to U.S.E.S. The referral was made.

The client in this case was not certain of the function of the American Red Cross. He also needed to make some other arrangement about his economic situation. The knowledge of resources which he had was not adequate to help him solve his problem. The worker offered to him the broader knowledge of resources which he utilized.

The case work here was interpretative. The limits of the American Red Cross were explained and the function and the use of the U.S.E.S. was clarified.

No personality difficulties were evident in this client. He

had a problem of an inadequate income and recognized it for what it was. The intake worker was able to help him get to the proper agency to handle this situation. No further services were needed of the American Red Cross worker. The client did need the services of a worker in another agency. The necessary referral was made and the client understood and accepted the referral.

A Case of Illegitimate Conception

Case 9

Private Robert Page came to the office requesting a loan of seventy-five dollars. At first the serviceman was hesitant to give the reason why he needed this money. When he realized that the agency would need to have this information, he uneasily told his story. He had been inducted into the service in June of this year. A week ago, he received his first furlough. Upon his arrival home, he discovered that his girl-friend was pregnant. He knew that he was the father of the expected child. Inasmuch as he expected to be shipped overseas when he reported back to his base, he wanted to marry his girl-friend, Jean Hollis. His parents were not in a position to help him financially because his mother had just returned home after five months of hospitalization. His father was already deep in debt and the serviceman felt this was his own responsibility. The Hollis family had been on public welfare for a number of years and felt so hostile toward the serviceman that he was sure they could not be counted upon for any assistance.

The worker felt that the amount of money which the serviceman requested was high in relation to the reason for which he wanted it. This was talked over with him and discussed in an accepting manner. Private Page responded to this feeling of acceptance and cooperative attitude on the part of the worker by considering his situation more objectively. He considered the various items which he had originally felt essential and decided that they could be modified. In the end, he requested twenty-five dollars.

The procedure by which servicemen are given loans through the American Red Cross was explained and the necessary information which would be forwarded to the military was willingly

given by the serviceman. The worker recommended that Private Page get in touch with her tomorrow to learn the outcome of the military decision along this line. He was given a definite appointment.

In this case, the serviceman was the client. He had considered his problem and made his decision. His use of the agency was to get assistance in carrying out a plan which he had made. Because of his insecurity, his request was aggressive. When the need for aggression on his part was not necessary, he immediately adjusted his attitude. At this point, the client and worker were able to work out a feasible plan.

The case work in this situation was supportive. It was necessary to reassure the serviceman and give him a feeling of acceptance before he was free enough to assume his responsibility and treat the matter with some objectivity. Interpretation of the procedure was given to this client and he was able and willing to use this service.

The immediate need of this client was met in the intake process but the deeper problems were not handled. It would be evident that some of client's aggression would be rooted in his feelings of guilt over his participation in conceiving a child out of wedlock. The girl who was involved would have problems which could be helped within a case work setting. There was no apparent way to open treatment with the girl. The serviceman was returning to camp shortly and no more intensive case work could be done with him. If he expressed a desire for more help, he could go to the Field Director or the Chaplain at camp. It is possible that Miss Hollis might come

to the American Red Cross later with some problem which would open the way to give her case work services. The American Red Cross could give the services which would be needed.

Some Cases of Illness of Servicemen's Families or Veterans

Case 10

Martha, wife of Private Alexander Kitlow, came to the American Red Cross at the suggestion of her physician. Mrs. Kitlow was apparently in great pain as she was unable to sit at any time during the interview. Mrs. Kitlow said that early that morning she had been giving her son, two and one-half years old, his bath and evidently strained her back. As soon as she had been able to arrange for some one to care for her son, she had gone to the physician. Dr. Anderson had given her a treatment and put a support on Mrs. Kitlow's back. The physician told Mrs. Kitlow not to do any work of any kind for at least one month. Neither Private Kitlow nor his wife had any relatives living close enough to be of any help in this emergency. Mrs. Kitlow did not feel that the family allowance which she received was adequate to pay for housekeeping services. Mrs. Kitlow felt that her only solution would be to try and get Private Kitlow, who was stationed in the United States, an emergency furlough.

Mrs. Kitlow was obviously unable to take care of her home or her small son. The report from the physician to the American Red Cross substantiated Mrs. Kitlow's statement. A reliable person in the community who knew Mrs. Kitlow very well verified the fact that there were no relatives living near enough to be of any help in this emergency. It became evident that the plan which Mrs. Kitlow suggested to alleviate her predicament was the wisest.

Due to the emergent nature of the situation, American Red Cross assumed the responsibility for sending Private Kitlow a telegram over his wife's signature and forwarding the verification to the proper office. The local Chapter also requested a report on the decision of the military and notification of the expected time of the serviceman's arrival in his home city.

Mrs. Kitlow had been so upset when she came to the agency that she had not planned beyond her immediate need to have her husband

with her. She had not considered the possibility of his request for an emergency furlough being denied. Since Private Kitlow was not stationed near his home, some arrangement had to be made to take care of the immediate situation. The worker talked with Mrs. Kitlow about this. This approach opened the way for Mrs. Kitlow to express her anxiety about her situation. Given the assurance that the worker would help her, Mrs. Kitlow was free enough to view her problem with more objectivity. She could work out with the worker a plan for taking care of her son until her husband would come home.

Supportive case work was utilized in this situation. The client had a clear understanding of her problem and had worked out a feasible situation. She did not need any interpretation of function or military rules. Mrs. Kitlow had been able to mobilize her strengths to meet the present crisis in her life.

The immediate need of the client was to complete the necessary arrangements to try to get her husband home for an indefinite time. This need was met in the intake process. The American Red Cross was equipped to meet the needs of this client and they did so. It is possible that the problem of facing the incapacitating effect of her physical condition would have to be worked through with the client. This could not have been done in the intake process because the client was not aware of the full impact of it. Secondly, she had been able to do a great deal of planning and had taken the necessary action to meet the immediate crisis. It was felt that the client had done well in the present problem and no more concern

should be put upon her at this time.

Case 11

Peter, the twelve year old son of Seaman 1/c Michael Harrison, came to the office upon the recommendation of the Western Union worker. Peter had a hard time to keep from giving away to tears. He handed the worker a copy of the telegram which he had sent to his father. The message said that the sailor's wife was critically ill and was presently in a local hospital. The lad explained that his mother was very sick and he felt that his father should come home. Peter cooperatively gave the worker the name of the doctor who was attending his mother. Peter said that his family had come to the city from the mid-west two years ago. Seaman Harrison had been drafted two months ago. He was now in boot training in this country. Mrs. Harrison was too ill to take the initiative to request her husband's presence.

Peter expressed a great loneliness and fright at the situation. He told the worker of the home the family had left in the mid-west. Peter indicated that he had a great need to share his burden of anxiety. He was hesitant to turn to anyone in his neighborhood because of the independence which had been characteristic of his family.

The worker explained to Peter that the necessary verification would be obtained and sent to the proper office at his father's base. This explanation of what would be done seemed very reassuring to the boy. Peter suggested that he would come to the office tomorrow after his mother's operation to see what report had been received about his father's request for an emergency furlough. The worker recognized the boy's need to have some one to talk with about his mother's condition. An appointment was given for the next day and the boy was given the opportunity to come in any time to discuss his situation.

The social worker in this situation focused the problem as being two-fold. The sailor's presence was desirable due to his wife's illness. The son, however, had the need to share with some one the fear and anxiety which he suffered. The independence and authority which the boy assumed implied that he was having struggle

to fulfill the manly role to which he aspired. Conflict was evident in his hesitancy to admit his fears. The boy was given the reassurance of having the worker cooperate with him on a peerlike basis. This fulfilled his need and did not threaten his status.

Supportive case work was given in this case. Peter needed and received the feeling that he would receive the help of the American Red Cross. His right to act in an authoritative manner was not questioned. It was not felt that there was any necessity for doing any case work around his conflicts which he faced in entering adolescence.

The American Red Cross was equipped to meet the need of this client. The crisis in the home situation necessitated the serviceman's presence. The steps which should have been taken for this were carried out. The client was given reassurance in the present situation. The needs of Peter would probably be greater than those which were expressed in the intake interview. More intensive case work should be done by the district worker with Peter along this line and he should be given the support and possible interpretation which would be necessary to help him in other areas.

Case 12

Sergeant John Byers came to the office. He said that he would like to arrange for his brother, Captain William Byers, to be stationed in the United States. According to John, William had been overseas for two years and now was stationed in the United States, but would be sent overseas again in a few months. John had never been overseas as he had been in the service only eight months. John would go

overseas when his furlough ended.

> Mechanically giving the reasons why William should remain in the United States, John became quite shaky and his voice broke. Sobbing bitterly, he said that the week after his induction, his widowed mother had had a stroke. By the time the doctor's report had been secured, he felt that the danger was over and there was no necessity for the sons to come home. Sergeant Byers had been told that his mother had had a stroke, but that his presence was not necessary. He had come home for the first time after his induction one week ago. He discovered that his mother was a helpless cripple and quite deformed because of the stroke. The shock had been terrific and he had not had any emotional reaction until he came to the office.
>
> After crying a long time, Sergeant Byers regained control of himself and told the worker that because of his mother's condition, he felt that William should be stationed in the United States. The procedure was explained and Sergeant Byers started making arrangements to get the documentary evidence to submit to the military authorities.

In this case, the client knew what he wanted. He was blocked by an unresolved grief reaction to his mother's illness, however. In the case work setting, he was not threatened by loss of status in expressing his grief. After this emotional release, he was able to make definite arrangements to carry out his plan which was very plausible.

Supportive case work was employed in this instance. The serviceman needed reassurance and the acceptance by the worker to express what he felt before he was free to participate in any plan. He had complete understanding of the regulations and the evidence which would be necessary. Emotionally freed, he could take part in his plan.

The need of this client was to express his grief about his

mother's condition. He did this in the intake interview. The plan for getting the evidence was made and the client had a full understanding of his responsibility in it. It would be necessary for more services to be offered to him both in getting the evidence properly compiled and in giving this man an opportunity to express more of his anxiety about his mother. This could be done in the Home Service Department of the American Red Cross.

Case 13*

> John McCarthy, veteran, came to the office requesting a loan. He said that he was enrolled in a local college and the basic maintenance check from the government which was due him under the G.I. Bill of Rights had not come yet. This was verified through the regular channels.
>
> While the worker was completing the necessary forms in order to issue the money, the veteran conversationally mentioned that he had been suffering from recurrent attacks of malaria. The worker asked him if he felt this was connected with his experiences in service. The veteran said that it was as he had had his first attack while in the Army and was in the South Pacific.
>
> The worker pointed out that certain government benefits would be due him if he had a service connected disability. Mr. McCarthy seemed surprised to hear about this. The procedure was explained and Mr. McCarthy indicated that he would like to file a claim for disability compensation. The veteran received the loan for which he asked today and arrangements were made for him to file a claim for disability compensation.

The veteran in this instance came to the office to request a loan which would take care of his present emergency. He was not aware of all of the government benefits to which he was entitled. The worker had opened the door for the veteran and told him of the

*This is also a case of financial hardship.

opportunity to get free medical care for his service connected illness and also of the greater benefits to which he was entitled in connection with his education.

Interpretative case work was used in this case. The worker interpreted to the client the rights to which he was entitled and offered him the chance to make application for these. The client was already aware of some of his benefits and was using these. He had worked out a plan which would meet his present needs and was capable of carrying this out.

The immediate needs of the client were met in the intake interview. The plan was made for further assistance with financial matters. The client was told of more assistance which the Home Service Department of the American Red Cross could offer and arrangements were made for him to get the necessary help in securing these benefits. The American Red Cross was equipped to meet the needs of this client.

Some Cases of Marital Problems

Case 14

John Stone, father of Marine Sergeant Richard Stone, came to the office to request an emergency furlough for his son. He emphasized that an emergent situation had arisen in the family since his son's induction into the service and he did not know the procedure to get his son an emergency furlough. The worker explained how such a request was instigated and the responsibility of both the family and the agency in this situation. Mr. Stone seemed surprised that the American Red Cross had to know the details of the emergency. This information seemed to make Mr. Stone very hesitant. After a thoughtful pause, he expressed his willingness to share the facts prompt-

ing his feeling that his son should have an emergency furlough.

Sergeant Stone had received a letter from his wife requesting that he get a divorce. The father of the serviceman firmly believed that his son had no reason to think that his wife did not love him until he received the letter which the father mentioned. Sergeant Stone had written to his father and asked him to talk with his daughter-in-law. Mr. Stone felt that he was not able to do this. He stated that when his son was home the two families had always been very close, but after his son's induction neither Mr. Stone nor his wife had seen their daughter-in-law very frequently. Mr. Stone's attitude at this point indicated that he felt some guilt.

It was explained that inasmuch as Mr. Stone feels that he is unable to discuss this matter with his daughter-in-law, no one is in the position to do so except his wife or the serviceman. Mr. Stone quickly stated that his wife would be more apprehensive of seeing the daughter-in-law than he was. The worker suggested to Mr. Stone that he write to his son and explain the parents' feelings about seeing the daughter-in-law. The son would then be free to make his own plans. If the serviceman felt that some one else should be called into the situation, he could do so. If he felt that he might get an emergency furlough to see his wife, he could apply for it. Mr. Stone seemed greatly relieved to have this understanding and clarification of his responsibility in this specific thing.

The role of the case worker in this situation was to clarify for the father exactly what the American Red Cross could offer and let him make his choice about using this service. It was evident that the father felt some responsibility for the existing situation and thus his hesitancy to talk with his daughter-in-law. The worker could not have offered anything but case work services in this instance as the father could not request an emergency furlough for his son, but rather that the son would wish this and make his own request. The father understood the procedure and made his decision about what

action he would take. Mr. Stone did not choose to use case work services at this time to clarify his own ambivalences. Therefore, the worker did not probe into this area. No effort was made to get in touch with the serviceman's wife as the serviceman had not indicated that he wished a non-relative going into this problem. The wife had not requested any services of the American Red Cross and therefore no opening for services to her existed.

Interpretative case work was used in this case. The interpretation of the agency function and limitations were given. The father was also helped to clarify his responsibilities and the area of his ambivalences. The father was given the support and the reassurance by the worker which was necessary for him to state that his son and daughter-in-law were having trouble and that he was not able to offer any positive help.

The immediate needs of this client were to know what the American Red Cross could do to get his son home. This was clarified in the intake interview. It was evident that this client had many other problems related to the break in his son's family. As yet the client did not appear willing to discuss these and no services were offered along this line. It is possible that the client could have used help along this line if it had been offered. The agency was equipped to handle this situation; however, it was more than an intake responsibility.

Case 15

Mrs. Molly Ryan, mother of the serviceman, Captain John

Ryan, came to the office of the American Red Cross requesting that the necessary steps be taken to get her son home on an emergency leave. (same as emergency furlough, but leave is the term applied to officers' time away from base). Mrs. Ryan was very uneasy, continually twisted her hands and exhibited great anxiety. After much difficulty, she explained that her husband had asked her to get a divorce. Mrs. Ryan felt that if her son were here, he could influence her husband to change his mind. Mrs. Ryan also indicated that when her husband saw the serviceman and what a fine person he was, Mr. Ryan would change his mind and want to stay with the family.

The worker discussed with Mrs. Ryan what events had lead up to Mr. Ryan's request for a divorce. Mrs. Ryan felt that their interests had been different for some time. Mrs. Ryan had heard rumors that Mr. Ryan had been going out with other women, but she had felt that this was "just a phase with him and that he would soon come to his senses". The request for a divorce had threatened Mrs. Ryan more than she felt possible. Mrs. Ryan had turned to every resource possible. She had talked with the minister and asked him to talk with Mr. Ryan. This had done no good. Mrs. Ryan had pleaded with him to stay with her, but he had refused. In turn, Mrs. Ryan had asked Mr. Ryan's employer to talk with him and had coached his children to plead with him to remain in the home. All these attempts had been unsuccessful. Mrs. Ryan now came to the American Red Cross as a last resort to be utilized to save her marriage.

The limitations of the American Red Cross in getting emergency leaves for servicemen were explained. The worker talked with Mrs. Ryan about her feelings and a more realistic picture of the situation. The way was opened for Mrs. Ryan to handle her feelings about breaking her home and an appointment was given to her to come and see the district worker to talk about her situation in more detail.

The worker clarified for Mrs. Ryan what the American Red Cross could and could not do in a situation of this kind. Mrs. Ryan was also helped to look at the problem in terms of the cause and the probable result. Mrs. Ryan began to consider her situation in terms of her own needs and her husband's reasons for leaving which she had

not done before. Mrs. Ryan was now facing the situation squarely which she had not done before.

This case involved the use of interpretative and supportive case work. The client was given the chance to imply that perhaps there were reasons why Mr. Ryan wished a divorce and that it would have to be accepted. Interpretation of the limitations of the American Red Cross and of Mrs. Ryan's responsibility were given.

The American Red Cross was equipped to help Mrs. Ryan at her present stage in her emotional situation. It was possible to arrange for Mrs. Ryan to see the district worker and to work through her ambivalent feelings. If further treatment would be necessary, a referral to a psychiatrist could be made. It is impossible to predict what might lie under this woman's anxiety about her husband getting a divorce.

Case 16

Mrs. Helen Kauffman, wife of the veteran, Wilfred Kauffman, came to the office to request that the American Red Cross locate some bonds which her husband had purchased while in service. In order to do this, the worker had to have more definite information about the purchase of the bonds. Mrs. Kauffman was unable to give this information.

Mrs. Kauffman reluctantly asked if she could tell the worker about the real situation. Once given this permission, she said that she and her husband were separated and a divorce was pending. They are trying to get a clear picture of their finances and holdings. Mrs. Kauffman said that her husband said that he had no government bonds. Mrs. Kauffman is certain that he purchased some while in service. She really was hoping that the American Red Cross could get that information.

> The worker explained to Mrs. Kauffman that we could try to locate bonds which had been purchased while in service and had never been delivered. The American Red Cross could not try to determine what bonds her husband had purchased while in service. Mrs. Kauffman accepted this interpretation of the agency limitations.

The worker in this instance recognized that the client was a disturbed person and some effort was made to clarify for her the policy of the agency. Mrs. Kauffman was given the feeling of assurance that the worker would help her in every way possible and the client could express what her anxieties were to some extent. The worker did not discuss the more complex and deep feelings which this woman had about the divorce. This was not the request of the client and she had the opportunity to get this service if she wished it.

Interpretative and supportive case work were employed in this situation. Interpretation of the agency function and support was given by the reassuring attitude of the worker.

In this case the woman received clarification of the problem which she voiced as needing help with. This was handled in the intake interview. It is questionable whether or not the client did not need some help with working through her feelings about her husband and her divorce. This service could not have been given in the intake process, but the Home Service Department of the American Red Cross was equipped to offer this type of service to a client.

Some Cases of Mental Disturbances

Case 17

Dorothy Hill, wife of Corporal Samuel Hill, came to

the office to see what the procedure for getting her husband a dependency discharge would be. Mrs. Hill stressed the fact that she could no longer manage to maintain the household and the gasoline station which is the family's only source of income. She does not have any one to whom she could turn in this situation.

Mrs. Hill briefly reviewed her problem for the worker. Mrs. Hill was an only child; her father died when she was very young. Dorothy and her mother went to live with the mother's parents. While growing up, Dorothy did not have any security in the home. Each of the adults tried to manage her. By the time she had graduated from high school, she had had two nervous breakdowns. She married her husband and found security and freedom from nervous strain. They had bought their own home. The gasoline station had been a profitable business and they had been comfortably situated. There was one child, Doris, to this marriage. While Corporal Hill was home, he helped take care of Doris and Mrs. Hill was free to help her mother and grandparents. Before his induction, Corporal Hill had hired a man to manage the gasoline station. This man had turned out to be unreliable and had to be dismissed. Mrs. Hill could find no one to replace him. She was no longer able to manage her home, her daughter, and her mother's home. Help was impossible to find. Mrs. Hill felt that the strain of all of this was making her very nervous and she feared another "nervous breakdown" was near.

The worker explained to Mrs. Hill what the procedure for getting dependency discharges was. Mrs. Hill was helped to gather the necessary evidence to submit to the military authorities. She was also told of the opportunity to talk with one of the Home Service workers at regular intervals about her situation. Mrs. Hill eagerly accepted this service and a definite appointment was given to her. The district worker would help Mrs. Hill compile and submit the necessary evidence to the proper authorities. Mrs. Hill would have the support of the worker in working out her problem.

Mrs. Hill came to the office with a definite request for information. She was given this information and she was helped to voice many of her other problems as well. The verbalizing of her situation was a therapeutic process for this client. Mrs. Hill

was able to clarify what the factors causing her emotional strain were and was able to see some ray of hope for sharing her troubles with an understanding person. The procedure for getting a dependency discharge was started and this was reassuring to her. The actual doing of something was helpful to the client.

Interpretation of military procedure was given to this client. Supportive case work was also employed in this case. The client received from the worker the feeling that she would no longer have to face her problem alone. She had the feeling that she could go to the American Red Cross and find an understanding and helpful person whenever she needed it.

This case could not have been handled in the intake department. The immediate needs of the client, to learn about the procedure for dependency discharge and to share her anxiety with some one, were met in the intake interview. Referral to a district worker was necessary to give this client the continuous treatment which she needed. If the situation showed the necessity of it, the client could be referred to a psychiatrist at a later date.

Case 18

Mrs. Anna Marsh, mother of a serviceman who had been killed in action, came to the office requesting that we write to the President of the United States to get the report of the government investigation about the sinking of a ship. This ship was the one on which her only son, Phillip, had been an officer. Mrs. Marsh was certain that the American Red Cross could get this confidential information. The limitations of the American Red Cross were explained and Mrs. Marsh was told that the President nor any other official would not give the organization the information which she requested.

> Mrs. Marsh appeared relatively disinterested in the information which the worker gave to her. She talked at great length about her son. Mrs. Marsh had lost her husband shortly after her son was born. She told the worker many of the details of her son's life. She described him in detail and showed unusual interest in his physical appearance. In all of this Mrs. Marsh appeared to be reliving her life with her son. The client talked on and on about Phillip and did not give the appearance of experiencing a real grief reaction.
>
> The worker listened to Mrs. Marsh and gave her some acceptance. The limitations of the agency and of any organization were explained to the client.

The worker in this case told the client of the agency limitations and accepted the client's need to talk about her son. Even though the client utilized this opportunity to talk about Phillip, she did not appear to gain any real help in doing so. The endless chatter about him apparently answered some neurotic need of the client.

Interpretation of the agency limitations were given and the worker also gave Mrs. Marsh the support and understanding necessary to talk about Phillip. It is questionable whether or not anything beyond learning the limits of the American Red Cross was achieved in this interview.

The immediate need of the client to learn whether or not the American Red Cross could get for her the information which she wanted was met in the intake process. Inasmuch as the client did not appear able to relate to the worker or to regard her son's death within a realistic scope, no further services of the agencies could have helped this woman.

Case 19

Charles Doane, veteran, came to the office by appointment to file a claim for disability compensation. Upon entering the office, he said that he could spend only twenty minutes filing this form. He gave no reason for this rush. The worker pointed out that she felt that it would be impossible to complete the form in this time. Mr. Doane insisted that he could complete the form in twenty minutes and asked the worker to cooperate in doing this. The worker again pointed out that she felt that this would be impossible, but she would be willing to try.

In a rushing manner, Mr. Doane dictated the answers to the questions asked on the form. About thirty minutes later, he began to talk about the difficulty he was having to adjust to civilian life. From this topic, he turned to a discussion of his combat experiences. His mother had died and he received this message the night before the invasion of Anzio. He said that he had never realized what his mother's death meant until he returned home. Mr. Doane experienced an intense grief reaction to his mother's death. He also abreacted much of his feeling about his war experiences. Finally, after two hours, the form was completed.

Mr. Doane left the office smiling and saying that he felt better than he had since he had returned to the United States. Mr. Doane expressed a desire for more appointments "to talk over my problem". This arrangement was made and a plan completed to compile the supporting evidence for his claim for disability compensation.

The worker recognized that the veteran was a very disturbed person. She expressed the limitations which she felt existed and also a willingness to cooperate with the veteran. He utilized this opportunity and expressed to the worker his real problem. He had the chance to get help with his adjustment to civilian life, to accept his mother's death, to file a claim for financial aid to compensate for his physical disability, and to have the support of an understanding person to help him. The filing of the form was

incidental to his real difficulty and both the veteran and the worker recognized this.

Supportive therapy was used in this case. The worker gave the veteran the reassurance which he needed to express his anxieties and fears for the future. He felt secure in the relationship and did not lose status in telling about his situation. Direct handling of his attitude was done to some extent in discussing his war experiences in light of his present reaction. The worker gave the veteran some insight into his concern and much reassurance.

The immediate request of the client was met in the intake interview. That is, the claim for disability compensation was filed. The client's need for an understanding person with whom to talk was also met. There were greater needs for help than could be met in the intake process, however. The district worker of the American Red Cross would be able to do the necessary follow-up work on the veteran's claim. More case work services would be available to him to help him work out his adjustment within the Home Service Department. If referral to a psychiatrist would be necessary, it could be made.

Case 20

David Lawson, father of Private First Class George Lawson, came to the office to request a dependency discharge for his son. Mr. Lawson asked for the assistance of the American Red Cross in getting this. He did not know what he should do in gathering and submitting evidence to the military.

Mr. Lawson said that he lives on a farm with his wife

and two mentally ill sons. The sons who are at home are not dangerous, but need a great deal of supervision. They present innumerable difficulties for strangers who are not aware of the techniques of handling them. This makes it very hard to get help on the farm. The farm is the family's only source of livelihood and the father feels that without George's presence at home, the family cannot manage to keep the farm. Because of the strong feelings which the father and mother have about mental hospitals, they will not consider placing the ill sons in a mental hospital. The father's health is now declining and he isn't any longer able to manage the farm.

The worker interpreted the military procedure to this client and also recognized his inability to consider a possibility that his plan may not materialize. The worker explained how the evidence for the military should be compiled for the dependency discharge request. An appointment was made for the client to see the district worker to complete the gathering of the evidence.

The client in this case came to the office with a very realistic plan worked out for his problem. He gave the facts willingly and was able to express to the worker some of his fears about his two mentally ill sons. The client could also verbalize his anxiety about his family's financial security. He had thought over these things and had worked out his own solution. The American Red Cross was asked to participate to complete the procedure for the dependency discharge. This was done. It was not necessary at this time to consider with Mr. Lawson the possibility that his plan may not work out. This could be done when the client was willing to face this.

Interpretative and supportive case work processes were used in this case. The father was given the interpretation of the military procedures which he wished. He was given the strength of

an understanding person with whom he could express his fears and anxieties. The case worker was accepting of the father's inability to face the possibility of institutionalization for his sons. The way was opened for further case work along this line.

The immediate needs of the client were met in the intake process. There was more work to be done along this line in compiling the evidence and submitting it. The need of the client to work through some of his feelings about the condition of his sons and his present financial insecurity should be handled. This could be done in the Home Service Department, but it would involve more than could be handled in the intake process.

CHAPTER V

AN ANALYSIS OF SOCIAL CASE WORK TREATMENT

The cases just reviewed and interpreted show that a certain similarity of treatment which is utilized by the social worker is present in each case. The kinds of treatment which were used in this group of cases were interpretation, supportive case work and direct handling of attitudes. The following table will show the frequency with which these tools were utilized.

TABLE V

Social Case Work Treatment Utilized by the Social Worker

Type of Treatment	No. of Cases
Direct Handling of Attitudes	1
Interpretation	
Of American Red Cross Policy	6
Of Military and Government Regulations	9
Of Policy of Other Agencies	1
Supportive	13
Total	30

The question arises about the responsibility of the intake interview and what the worker should accomplish within it. The intake[1] interview is not the same as the application interview. The appli-

1. Leroy M. A. Maeder, "Generic Aspect of the Intake Interview", The Family, 19:36-41, March 1942.

cation interview is held between the receptionist and the client. The intake interview is held between the social worker and the client. The latter involves real case work treatment and is closely related to the total plan for the client in the agency. The intake interview, besides starting case work treatment, must be utilized by the client and the worker to get for the agency a clear picture of the situation and a clarification of the resources. The client should gain from this a clarification of his problem and feeling of what a satisfactory solution would involve. The social worker should try to gain a concept of the pattern of behavior of the client. A tentative diagnosis of the situation and the client should be obtained. The social worker must start a plan for the solution of the situation and prepare the client for transfer to another worker.

One responsibility of the intake interviewer is to be alert for unverbalized problems with which the client needs help.[2] Mostly the client's request is for a practical problem. Feelings of fear and shame are often causing a confusion on the part of the client. It is the responsibility of the social worker to clarify and handle these feelings in the intake interview. The entire handling of these feelings cannot be done in the initial interview, but the clarification of them sets the feeling tone for the client's relationship with the next worker.

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2. Francis H. Sherz, "Use of Relief During Early Contact", Relief Practice in a Family Agency, pp. 40-47.

A second responsibility for the intake interviewer is to be alert to indications of stunted development in the client. The normal development of a personality is often thwarted by anxiety and fear.[3] This backwardness of one or more phases of the personality is bound to cause problems. While this abnormal condition does not cause the application to a social agency, it is often one of the precipitating factors. The individual covers this inadequate growth by defense mechanisms. The failure of these defense mechanisms causes symptoms. The intake worker should be looking for both of these conditions and try to discover the basic problem.

As well as bringing to the interview an awareness of these more subtle factors of behavior, the intake interviewer must have a knowledge of resources and the skill with which to help the client to help himself. In the cases studied, this skill involved to a great extent the ability to free the client enough from his own emotional entanglements to work with his immediate problem.

In order to do this, several types of case work treatment were involved. One of these was supportive case work. This method is more advisable than any other.[4] The criteria for deciding which clients could use this approach hinge upon the social worker's feeling about their ability to respond to a warm relationship.

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3. Lucille Nickel Austin, "The Place of Relief in the Treatment", Relief Practice in a Family Agency, pp. 18-24.

4. Jeannette Axelrode, "Some Indications for Supportive Therapy", American Journal of Orthopsychiatry, 10:264-271, April 1940.

Some people do not have the ability to form a close attachment and they definitely could not use this type of therapy. The persons who can form a close relationship and use this to move to greater freedom and self-reliance are the clients for whom the supportive therapy is recommended.

Social interpretation was a second type of therapy used in the cases which were studied. Some clients need to know about themselves and the situations or organizations with which they must work.[5] This understanding is necessary before the client is free to move within the case work setting. The social worker, in this kind of situation, acts as a voluntary and rational agent. That is, the social worker offers the client the understanding of himself which is necessary for him to move within the case work setting, but the information is given on a voluntary basis. The client may accept or reject this. The feeling of freedom which the client has in regard to the information and self-understanding offered to him is essential. If the client feels that he must accept this which is given by the social worker, the value of the material is lost. The more subtle the social worker is in making suggestions of this kind to the client, the more successful is the treatment.

Direct handling of attitudes was done to any extent in only one case. This was when the veteran was disturbed and did not have any understanding of the feelings which he had. The social worker

5. Catherine M. Baschnagel, "Social Interpretation as a Treatment Method", News-Letter, A.A.P.S.W. 11:4. pp. 9-17, Spring, 1942.

helped the client to see his anxieties in terms of previous events. This approach was not used more often because of the very nature of this kind of treatment and the need for psychiatric supervision when this treatment is attempted.

The necessity for giving all services on an individual basis is evident. Psychological insight is necessary to understand what the request means to the client, how far the client has gone to solve his difficulty by himself, and what is he asking of the agency.[6]

In order to offer to clients more than a mechanical compliance with their requests, it is necessary to have a worker who is aware of these more subtle forms of behavior and who knows how to cope with them. A worker with this training, knowledge and skill makes an organization one which will offer a real service to the community rather than one which will merely be a stock-room for necessary forms and procedures. As has been shown by the cases reviewed, the value of the Home Service Department was in meeting the emotional needs of the clients as well as carrying out the military procedures.

The following table will show how many of the twenty cases studied had problems which would necessitate more than merely meeting the verbalized request of the client. It will also be shown whether or not the Home Service Department of the American Red Cross could offer to the community the resource of a valid social service.

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6. Anna Kempshall, "Introduction", Relief Practice in a Family Agency, pp. 1-9.

TABLE VI

CLIENTS' REQUESTS AND THE AMERICAN RED CROSS HOME SERVICE DEPARTMENT SERVICES

Requests and Services	No. of Cases
Clients needing help with unverbalized problems	14
Help needed beyond intake process	19
Plan completed for further treatment	12
No plan completed	7
Need met within intake process	1
Referral made to another agency	1
Referral made to district worker in the department	11

This indicates that the American Red Cross Home Service Department is equipped to meet the needs of almost all of the clients in terms of case work. Where it is necessary, a referral to a more specialized agency can be made. It is necessary to have workers who are aware of the implications of human behavior and attitudes and who can meet these in a helpful way.

CHAPTER VI

SUMMARY AND CONCLUSIONS

In this study, an attempt has been made to determine the nature of the social case work treatment which is utilized in the intake interviews in a Home Service Department of the American Red Cross. This study was based on twenty selected cases studied from the records of the Lancaster, Pennsylvania Chapter of the American Red Cross. The cases covered a one-month period which was October, 1945.

An analysis of these cases revealed that they were representative of the intake interviews of the month of October, 1945 according to the statistics for that month. There was some variation in the number of the servicemen in the Army and Navy in that the proportion of Navy men discussed in this paper was not in exact ratio with the number of applications about Navy men according to the monthly statistics for October. The same was true of the Army cases. It was felt by the writer that this would have no bearing upon this study, however.

The group studied presented five requests for emergency furloughs, three requests for dependency discharges, three requests for a loan, four requests to file government forms, one request to obtain a health-welfare report about a serviceman, one request to have a serviceman stationed in the United States, one request to have procedure interpreted, one request to get a report about a government investigation, and one request to locate bonds.

The social situations which precipitated these applications to the Home Service Department of the American Red Cross were--one case of a broken home, two cases of death of a relative of a serviceman, six cases of financial hardship, one case of illegitimacy, five cases of illness, three cases of marital problems, and four cases of mental disturbance.

The group was comprised of thirteen cases of active servicemen, one case of a serviceman killed in action and six cases of veterans. The problems which the clients expressed were as varied as the individual cases themselves.

In an effort to alleviate these problems the social worker used three types of treatment. These included supportive treatment, social interpretation, and the direct handling of attitudes. The use of community resources was also necessary in some of the cases which were studied. Supportive therapy included giving the client reassurance, understanding, and acceptance which he needed to express his feelings and get relief from fears and anxieties. Interpretative treatment consisted of giving the client the necessary understanding of the government and military regulations, a knowledge of the procedures and limitations of the American Red Cross, and some interpretation of the policies of other agencies. The direct handling of attitudes embodied giving the client some insight into his situation and thereby altering his behavior pattern.

Referral to another agency was used in one case. Utilizing

community resources to expedite the work of the agency was done in six instances.

The writer feels that the methods of treatment which have been reviewed and discussed in this paper can be applied to all intake situations which involve interviewing.

The initial requests which came to the Home Service Department of the American Red Cross all were within the function of the agency as the client had interpreted his need. In all of the cases which were studied, the clients came to the Home Service Department asking for some specific action to be taken by the agency. In seven of the cases studied, the client did not want anything more than a specific service of the agency and did not use the support which the case worker offered to work out his problem. In thirteen of the cases, the client used the support which the case worker offered to work out his problem. Not in any of the instances, did the client verbalize a need for the case worker's support. In eighteen of the cases, the clients' requests would have alleviated their problems as they saw them. In two of the cases, their plans would not have helped the situation which the clients described to the social worker. In terms of the social worker's interpretation of the actual problem, the client's plan would have helped alleviate his problem in eight of the cases. In twelve cases, the plan of the client would not have helped him with his basic problem. In all but three of the twenty cases, the clients were willing to cooperate with the worker

and to assume their responsibility.

The Home Service Department of the American Red Cross offers case work services to the clients. It is significant, however, that none of the clients in the cases studied came to the agency requesting case work services. In one of the cases, the client had so much resistance to anything more than a mere compliance with his request that treatment was impossible. The writer feels that the specific services of the American Red Cross are those which are publicized and therefore case work is not as successful as it could otherwise be within this agency. Another reason for resistance to the American Red Cross may be in the close identification of the military with this organization. In each case studied the client would accept case work only in conjunction with meeting the prerequisites for granting his specific request.

The writer feels that more publicity should be given to the intangible services and the case work which the Home Service Department of the American Red Cross offers. The popular idea about the Red Cross leads some people to be resistant to case work. The close relationship with the military also limits the case work possibilities which are inherent in a social service organization.

Further studies along this line might include research to see if veterans who were resistive to the Home Service worker were also resistive to the military. Another study might include research about

the client's willingness to continue treatment with the Home Service even though his tangible request has been met.

Approved,
Richard K. Conant
Richard K. Conant
Dean

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APPENDIX

Schedule

Name of Serviceman or Veteran

Status

Source of Referral (applicant)

Relationship to Serviceman or Veteran

Applicant's Request

Actual Problem

Applicant's Plan

Social Worker's Evaluation of Situation

Plan Developed between Applicant and Social Worker

Social Treatment

Need for Further Treatment

Could the American Red Cross offer the Needed Services

HOME SERVICE INTAKE SHEET

A (A-N) EX. C Worker_____ Date_____
S.M.D.Sep. Married _____
(Date and Place)

_____
(Name)

_____ _____
(Date and Place of Birth) (Color)

Rank or Rating_____ A.S.N. N.S.N._____
Military Address_____

_____

_____

Home Address_____ Tel.No._____

_____
(Enlistment-Date and Place) (Date,Place,Kind of Discharge)

_____
(Date, Place Original Claim Filed) (Claim Number) (P-22)

Wife_____
(First Name) (Maiden Name) (Date and Place of Birth)

Child_____
(Name) (Address) (Date and Place of Birth)

Child_____
(Name) (Address) (Date and Place of Birth)

More Children-------See Back of Sheet

M's Parents_____
(Father's First Name) (Mother's First Name)

_____
(Address) (Tel.No.)

W's Parents_____
(Father's First Name) (Mother's First Name)

_____
(Address) (Tel.No.)

Family Allowance No._____ Date_____ Class_____

Source of Referral_____ Relationship_____

_____
(Address) (Tel.No.)

REQUEST:

DAILY INTAKE REPORTS

INTAKE STUDY				WORKER		DATE	
CASE NAME	REFERRAL			EST.TIME INVOLVED	PROBLEM	ACTION TAKEN AND DISPOSITION	
	TEL.	WIRE	VISIT				