STATISTICS OF FAMILY CASEWORK OPERATIONS 1937

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STATISTICS OF FAMILY CASEWORK OPERATIONS: 1937

THIS bulletin summarizes statistics of casework operations during the year 1937 reported monthly to the Department of Statistics of the Russell Sage Foundation by a selected group of private family welfare agencies.

The collection of these data was begun as an experiment in 1926. It has been continued beyond the experimental period, at the request of the participating agencies, because of the administrative use which is made of the data. From the outset the statistics have been tabulated each month and the resulting comparative tables have been returned regularly to the reporting agencies. For a time the statistics were compiled with the condition that they would be distributed only to the reporting agencies. Later they were made available more widely as confidential data. At the end of the year 1937 the restriction as to confidential use of the data was removed entirely.

In this connection it should be emphasized that, although the agencies whose figures are here presented are alike in that casework with families represents their primary function, they nevertheless operate in varying situations and with differences in policies and programs which affect their statistics. Thus, variation in the adequacy with which the relief needs of their communities are met by public agencies, or in the extent to which public or other private agencies are prepared to give casework services, will affect the type of service of the reporting agency, its use of relief, and the length of time its cases are under care. Because of these variations, the interpretation of an individual agency's figures can be made adequately only in the light of its individual circumstances.

In this bulletin no attempt is made to present the facts concerning differences in the situations of the agencies. Its primary purpose is to make the comparative data for the year available to the reporting agencies. The summary figures, however, present a useful statistical description of family casework procedures, which, it is

believed, will be of interest to other agencies in this and other fields of social work. The detailed figures also may have value to other agencies for comparison with their own statistics and may be found useful in statistical courses in schools of social work.

The Reporting Agencies

Fifty-nine agencies were included in the reporting group in 1937. They included all the large private family casework agencies in the United States and Canada and some of intermediate size. The group was entirely unrepresentative of the small agencies, of one to three workers, which are much more frequent than the larger agencies.

Forty-eight of the agencies are non-sectarian, nine are Jewish, two are Catholic. They are located chiefly in large cities, two of which are in Canada. New York City (which includes Brooklyn) is represented by eight agencies, while Chicago, Philadelphia, Cleveland, Boston, Baltimore, Pittsburgh, and St. Louis are represented by two agencies each. All but four of the agencies are members of the Family Welfare Association of America. Of the 59 agencies, 37 were members of the reporting group in 1926 and 51 have reported since 1930.

The criteria used in selecting the agencies co-operating in the project have been, first, interest in standardized statistics and willingness to make reports regularly and promptly, and, second, a volume of work large enough to avoid great instability in the statistics. For purposes of economy and convenience in use of the tabulations, it has seemed desirable not to expand the collection beyond a size which would indicate general tendencies in the field.

Quality of the Data

The standard plan underlying these statistics has undergone only relatively minor modifications since the project was initiated. During the period some changes in items of the report have been made and the definitions of terms have been improved from time to time, with the result that the comparability of the data has probably increased materially. It is recognized, however, that differences in interpretation of the definitions and in statistical practices still affect the figures, and this should be taken into account, particularly in making comparisons of individual agencies.

The definitions of terms are not presented herewith but are

available upon request. The standard report form is reproduced on page 31.

Plan of the Summary Tables

The year's figures for each agency are presented in the accompanying ten summary tables. Although some absolute figures are presented, in order to indicate differences in the size of the operations of the agencies, the emphasis in the tables is chiefly upon derived figures—averages and other ratios—which permit comparisons of practice irrespective of the size factor.

For convenience in locating individual agencies, the order of the agencies is the same in each table. It is that of the number of active cases per month, as shown in Table 4, this being taken as perhaps the best single measure of the size of an agency's casework activities. Although, with this exception, the order of the agencies does not reflect the variation in the data presented, the variation is summarized by the extreme, quartile, and median items, which are given, in each case, at the bottom of the table. Thus, any agency's relation to the rest of the group, with respect to any of the ratios in the tables, may be determined approximately by reference to these summary figures.[1]

Except in Table 6, the term "case" has been used in the tables as meaning "direct-service case." Table 6 alone is concerned with three types of service for other agencies, namely, reports on closed cases, inquiries related to their cases made for agencies in other cities, and the forwarding of requests for such inquiries to appropriate agencies.

Comparison with 1936

The plan of the tables in this bulletin follows that of the corresponding report for 1936,[2] making it possible to compare readily the data for the two years. In general, the median and quartile figures of the two reports correspond very closely, as do particular ratios for many of the agencies.

[1] The median is the value above and below which an equal number of the items in the group in question fall. It is, thus, the middle value and, to the extent that the individual items cluster about it, may be regarded as typical of the group. The quartiles similarly mark off the upper and lower quarters of the group. Individual agencies will find it instructive to plot, with a dot or check mark, in the summary tabulations at the foot of the tables, their position with respect to each of the ratios given.

[2] Statistics of Family Casework Operations of 56 Private Organizations: 1936.

The median figures for the more important ratios in the two years compare as follows:

	1936	1937
Of applications, per cent made cases	68	69
Of intake:		
Per cent new to agency	55	54
Per cent made incidental-service cases	58	65
Average number of months cases were active during year	4.3	3.9
Of active cases monthly:		
Per cent relief cases	48	48
Per cent intake	17	19
Active cases per month per member of casework staff	31	29
Inactive cases per 100 active cases	16	17
Reports on closed cases per 100 active cases	5	4
Investigations for out-of-town agencies per 100 active cases	3	3
Casework interviews per active case per month	2.8	2.7
Client interviews per collateral interview	3.4	3.3
Visit interviews per office interview	1.0	0.9
Of total relief, per cent supplementing relief from public agency	13	15
Of total relief cases monthly, per cent receiving relief supplementary to public relief	27	24
Average amount of relief per case per month:		
Supplementing public relief	$16	$17
Not supplementing public relief	$27	$27

The close correspondence of these median figures indicates much stability in the practices of the agencies as a group. The number of agencies in the reporting groups in the two years differed by three and in each year for certain items figures for one or more agencies were lacking. These differences, however, have little effect on the medians.

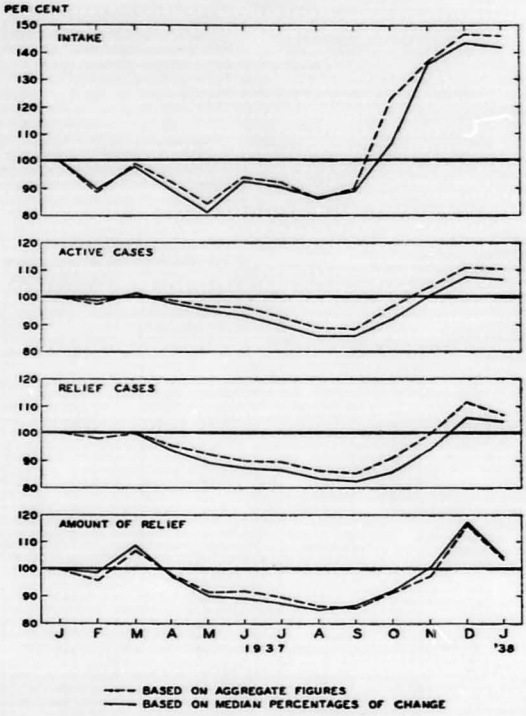
Month-to-Month Changes in 1937

In Diagram 1 the monthly changes during the year in intake, active cases, relief cases, and amount of relief, respectively, are recorded. In each case two indexes have been plotted, one based on the aggregate figures for each month and the other computed from the median percentages of change from month to month as shown on the successive monthly tables. It is of interest that the two indexes follow almost the same course in each case.

These seasonal curves resemble closely those for last year, with relatively slight drops in the summer months and relatively small increase, except in intake, in the fall and winter. As in previous years, both relief cases and amount of relief rise to a higher level in December than in January.

DIAGRAM 1.—SEASONAL CHANGES IN 1937

January 1937 equals 100 per cent



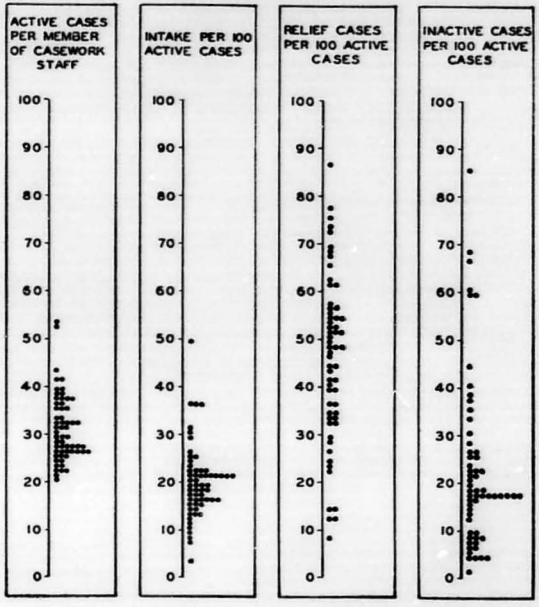
Variations in Four Ratios

Diagram 2 has been included for the purpose of illustrating the full variation among the 59 agencies with respect to four ratios. It indicates the tendency of the agencies to similarity in the ratio

of active cases to workers and in that of intake to total active cases. On the other hand, the ratio of relief cases to total active cases shows no such tendency. This part of the diagram reflects the wide differences in the use of relief which now characterize private family casework agencies. Much variation is also shown with respect to the relative number of inactive cases, but in the case of this ratio, a majority of the agencies are clustered toward the bottom of the scale.

DIAGRAM 2.—VARIATION AMONG 59 AGENCIES IN RESPECT TO FOUR CASEWORK RATIOS

Each dot represents one agency



In the following sections brief explanatory statements are made concerning the summary tables, either by way of qualification of the data or to supplement information given in the tables.

Applications (Table 1)

The count of applications is intended to represent the number of instances in which families or individual persons not living in families have sought service from the agencies concerning family or personal problems. It should include all instances in which an applicant requested service, even though the service was not given, whether because other agencies were available to provide the service or for other reason. It should, however, omit instances of requests for incidental information.

Applications should be made cases provided a significant, even though brief, service is rendered by a member of the casework staff. It is probable that the practices of the agencies differ somewhat with respect to the recording of cases in instances of very brief casework advice at the time of the request for service, but it may, perhaps, be assumed that differences in intake policies account principally for the differences shown in the proportion of applications which are made cases.

Applications when opened as cases constitute intake. With six exceptions, the agencies classify cases upon opening as either "incidental-service" or "under-care," according to the service rendered or the responsibility accepted for further service. The designation "under-care" indicates that the case has been accepted for investigation and treatment. On the other hand, classification as an incidental-service case indicates that casework advice only, or advice accompanied by other minor service, is given, without expectation of further study of the situation. Subjective judgments are involved in making this distinction in many instances, so that the proportions shown in the table should be accepted with caution. Even though it cannot be made with great exactness, this distinction is useful in indicating approximate differences in the importance of incidental services in the activities of the agencies. These differences may have considerable effect on some of the other ratios presented. The median ratio would indicate that generally nearly two-thirds of cases opened were classified as incidental-service cases. The larger agencies tend to have a larger proportion of incidental-service cases than the smaller ones, and the Jewish agencies

TABLE 1.—APPLICATIONS, 1937

Organization	Total applications recorded during year	Of total applications, per cent made cases	Of total intake, per cent made incidental-service cases
Chicago, UC	11,110	87	83
Boston, FWS	9,046	53	73
New York, AICP	6,006	51	—
New York, CC	12,849	49	62
New York, COS	8,591	74	73
New York, JSSA	8,065	59	83
Montreal, FWA	7,293	42	—
Philadelphia, FS	6,255	58	77
Pittsburgh, FSAC	2,845	75	35
Toronto, NWA	1,996	62	76
Brooklyn, CC	6,997	30	28
Cleveland, AC	4,154	74	63
Chicago, JSSB	4,158	88	62
Cincinnati, AC	5,489	53	68
Brooklyn, BC	4,163	70	75
Milwaukee, FWA	2,207	75	54
Philadelphia, JWS	2,790	61	72
Minneapolis, FWA	1,786	100	88
Baltimore, FWA	3,591	38	36
Brooklyn, UJAS	4,050	77	82
Cleveland, JSSB	1,715	89	77
Boston, JFWA	1,364	54	73
St. Louis, PA	2,300	62	38
Pittsburgh, JSSB	1,414	85	80
Louisville, FSO	2,625	100	85
Baltimore, JSSB	1,828	96	88
St. Paul, FS	1,811	76	—
Washington, FSA	4,935	63	71
Providence, FWS	2,154	33	50
Seattle, FS	1,199	78	59
Richmond, FSS	700	81	11
Scranton, FWA	1,672	75	79
Atlanta, FWS	1,840	33	—
Newark, SSB	1,116	62	46
New Haven, FS	750	75	45
Indianapolis, FWS	1,622	80	72
Buffalo, FSS	1,208	81	65
Kansas City, PA	904	100	10
Brooklyn, AICP	1,166	53	76
Hartford, COS	820	88	86
Harrisburg, AAS	1,438	53	68
New Orleans, FSS	1,040	67	63
Worcester, AC	797	73	48
Omaha, FWA	2,039	31	68
Rochester, FWS	257	42	—
New Bedford, FWS	585	89	48
Yonkers, FSS	714	72	77
Memphis, FWA	1,274	54	45
St. Louis, JSSB	961	45	59
Akron, FSS	567	87	—
St. Louis Co., WA	1,147	38	60
Lansing, SSB	549	69	47
Duluth, FWS	217	65	68
Dallas, FCB	914	38	33
Houston, FSB	575	68	36
Syracuse, FS	493	80	75
Bridgeport, FS	333	74	45
Salt Lake City, FSS	704	69	14
Toledo, CFA	804	28	19
Total	161,992	—	—
Highest	12,849	100	88
Upper quartile	3,935	79	76
Median	1,672	69	65
Lower quartile	841	53	46
Lowest	217	28	10

tend to have a larger proportion of such cases than other agencies of similar size.

Intake (Table 2)

Table 2 shows the percentage distribution of intake into: (a) cases new to the agencies; (b) cases reopened for service after closing in a previous year; and (c) those closed and reopened within the current year. Obviously the age of the agency will have some influence on these proportions, and the fact that several of the agencies have recently established new sets of records after having transferred their earlier responsibilities to public relief agencies, will explain several of the largest proportions of new cases. See, for example, the figures of the Akron, St. Paul, and Toledo agencies.

The final column of this table provides an index of short-interval recurrence of cases. This ratio is affected materially by an agency's policy respecting closing of cases. If the practice is to close cases promptly when active work stops, more cases are likely to recur within a short time than if cases are held inactive for some time before closing in order to test the practicability of closing. Too rapid closing leads to waste effort in closing and reopening cases. Too slow closing, on the other hand, may clog the flow of work with inactive cases that require consideration even though effective care has ceased. The variation in this proportion, it will be noticed, is wide—from only 2 per cent in two instances to nearly a third of intake in another. The larger agencies tend to have relatively high proportions of cases recurring within the year.

Different Cases Served During Year (Table 3)

The number of different cases open during the year differs from the intake figure both because of cases carried over from the preceding year and because of reopened cases which have previously been open within the year. For some agencies the difference is relatively large, for others it is very slight.

An approximate index of length of service given to cases is provided in the final column of this table by the average number of months in the year in which the different cases served during the year received some active service. This average is obtained by dividing the total number of active cases reported in the twelve monthly reports during the year (aggregate case-months), by the number of different cases for the year. This is not equivalent, it

TABLE 2.—INTAKE, 1937

Organization	Total intake during year	Of total intake, per cent: New to organization	Last closed in prior year	Closed and reopened during this year
Chicago, UC	9,673	55	23	23
Boston, FWS	4,830	34	40	26
New York, AICP	3,079	55	32	13
New York, CC	6,228	61	30	10
New York, COS	6,329	47	32	22
New York, JSSA	4,.73	34	41	26
Montreal, FWA	3,063	42	37	21
Philadelphia, FS	3,632	63	21	16
Pittsburgh, FSAC	1,398	31[a]	52[a]	17[a]
Toronto, NWA	1,240	42	43	16
Brooklyn, CC	2,119	90	9	2
Cleveland, AC	3,081	73	21	6
Chicago, JSSB	3,611	46	36	18
Cincinnati, AC	2,908	64	31	6
Brooklyn, BC	2,887	51	34	16
Milwaukee, FWA	1,660	44	48	8
Philadelphia, JWS	1,699	56	29	15
Minneapolis, FWA	1,786	51	34	15
Baltimore, FWA	1,356	50	38	12
Brooklyn, UJAS	3,118	53	30	17
Cleveland, JSSB	1,517	42	41	17
Boston, JFWA	742	40	49	12
St. Louis, PA	1,402	60	34	7
Pittsburgh, JSSB	1,203	60	26	14
Louisville, FSO	2,625	—	—	—
Baltimore, JSSB	1,757	44	39	18
St. Paul, FS	1,370	79	11	11
Washington, FSA	3,112	54	22	24
Providence, FWS	700	53	33	13
Seattle, FS	937	71	18	11
Richmond, FSS	570	65	27	8
Scranton, FWA	1,253	38	40	22
Atlanta, FWS	610	70	28	2
Newark, SSB	691	70	24	6
New Haven, FS	502	49	40	11
Indianapolis, FWS	1,299	42	46	12
Buffalo, FSS	982	67	26	7
Kansas City, PA	904	75	19	6
Brooklyn, AICP	621	34	47	19
Hartford, COS	721	51	33	17
Harrisburg, AAS	764	54	36	9
New Orleans, FSS	694	57	32	11
Worcester, AC	583	57	38	5
Omaha, FWA	634	42	26	33
Rochester, FWS	109	53	42	5
New Bedford, FWS	520	45	48	8
Yonkers, FSS	514	64	28	8
Memphis, FWA	683	40	49	11
St. Louis, JSSB	414	39	46	15
Akron, FSS	492	93	4	3
St. Louis Co., WA	438	57	32	11
Lansing, SSB	378	37	52	11
Duluth, FWS	141	53	34	14
Dallas, FCB	345	85	12	4
Houston, FSB	391	86	3	12
Syracuse, FS	392	58	36	5
Bridgeport, FS	247	60	29	11
Salt Lake City, FSS	484	66	24	10
Toledo, CFA	227	94	2	4
Total	100,438	—	—	—
Highest	—	94	52	33
Upper quartile	—	64	40	17
Median	—	54	32	12
Lower quartile	—	44	26	8
Lowest	—	31	2	2

[a] Based on data for 7 months.

TABLE 3.—TOTAL DIFFERENT CASES, 1937

Organization	Total different cases during year	Average number of months cases were active during year
Chicago, UC	9,024	3.0
Boston, FWS	5,527	4.4
New York, AICP	4,753	4.9
New York, CC	6,905	3.2
New York, COS	6,370	3.2
New York, JSSA	5,166	3.8
Montreal, FWA	3,740	4.7
Philadelphia, FS	4,247	3.9
Pittsburgh, FSAC	—	—
Toronto, NWA	2,613	5.9
Brooklyn, CC	3,800	4.0
Cleveland, AC	4,032	3.6
Chicago, JSSB	3,792	3.8
Cincinnati, AC	4,036	3.4
Brooklyn, BC	3,513	3.8
Milwaukee, FWA	2,470	4.1
Philadelphia, JWS	2,189	4.6
Minneapolis, FWA	2,436	4.0
Baltimore, FWA	1,911	4.6
Brooklyn, UJAS	3,207	2.7
Cleveland, JSSB	1,962	4.4
Boston, JFWA	1,699	4.7
St. Louis, PA	1,913	3.9
Pittsburgh, JSSB	1,599	4.7
Louisville, FSO	—	—
Baltimore, JSSB	2,010	3.7
St. Paul, FS	1,924	3.4
Washington, FSA	2,717	2.3
Providence, FWS	1,188	4.6
Seattle, FS	1,253	4.4
Richmond, FSS	1,069	5.1
Scranton, FWA	1,439	3.7
Atlanta, FWS	1,193	4.5
Newark, SSB	1,329	3.8
New Haven, FS	910	5.6
Indianapolis, FWS	1,577	3.2
Buffalo, FSS	1,311	3.7
Kansas City, PA	1,293	3.4
Brooklyn, AICP	952	4.3
Hartford, COS	921	4.2
Harrisburg, AAS	1,063	3.5
New Orleans, FSS	907	4.0
Worcester, AC	940	3.8
Omaha, FWA	735	4.7
Rochester, FWS	447	7.7
New Bedford, FWS	712	4.5
Yonkers, FSS	772	4.0
Memphis, FWA	816	3.8
St. Louis, JSSB	563	4.5
Akron, FSS	712	3.2
St. Louis Co., WA	595	3.5
Lansing, SSB	638	3.3
Duluth, FWS	308	6.6
Dallas, FCB	469	4.1
Houston, FSB	554	3.4
Syracuse, FS	491	3.8
Bridgeport, FS	371	4.5
Salt Lake City, FSS	572	2.8
Toledo, CFA	328	3.3
Total (57 agencies)	119,983	—
Highest	—	7.7
Upper quartile	—	4.5
Median	—	3.9
Lower quartile	—	3.5
Lowest	—	2.3

TABLE 4.—ACTIVE CASES PER MONTH, 1937

Organization	Number of active cases per month	Per cent of active cases monthly			Active cases monthly carried	
		Relief cases	Intake	Cases closed	Per member of case-work staff	Per case worker
Chicago, UC	2,244	51	36	36	30	34
Boston, FWS	2,032	72	20	20	41	41
New York, AICP	1,955	61	13	12	22	—
New York, CC	1,820	43	29	28	33	39
New York, COS	1,695	48	31	31	22	26
New York, JSSA	1,604	50	25	25	26	28
Montreal, FWA	1,469	54	17	18	52	—
Philadelphia, FS	1,383	54	22	22	39	39
Pittsburgh, FSAC	1,350	22	13	13	32	30
Toronto, NWA	1,279	36	8	8	35	41
Brooklyn, CC	1,269	8	14	10	41	44
Cleveland, AC	1,207	56	21	22	32	31
Chicago, JSSB	1,191	40	25	23	26	35
Cincinnati, AC	1,155	39	21	20	35	36
Brooklyn, BC	1,112	34	22	22	31	32
Milwaukee, FWA	846	32	16	15	26	31
Philadelphia, JWS	840	68	17	18	31	38
Minneapolis, FWA	806	57	19	20	27	37
Baltimore, FWA	732	51	15	15	23	27
Brooklyn, UJAS	718	46	36	35	25	31
Cleveland, JSSB	715	14	18	16	39	54
Boston, JFWA	669	56	9	12	38	—
St. Louis, PA	623	48	19	18	20	24
Pittsburgh, JSSB	621	52	16	15	27	29
Louisville, FSO	616	62	36	35	32	—
Baltimore, JSSB	612	32	24	24	32	35
St. Paul, FS	550	12	21	19	37	26
Washington, FSA	524	44	50	50	33	37
Providence, FWS	460	65	13	14	24	31
Seattle, FS	458	33	17	15	27	32
Richmond, FSS	452	54	11	13	28	31
Scranton, FWA	446	55	23	23	37	37
Atlanta, JWS	443	44	12	14	26	30
Newark, SSB	423	29	14	11	21	26
New Haven, FS	423	39	10	10	29	32
Indianapolis, FWS	418	61	26	25	27	32
Buffalo, FSS	402	48	20	20	27	29
Kansas City, PA	366	86	21	21	28	29
Brooklyn, AICP	338	41	15	22	29	—
Hartford, COS	321	73	19	19	22	29
Harrisburg, AAS	307	52	21	21	43	46
New Orleans, FSS	305	34	19	18	25	25
Worcester, AC	297	47	16	19	36	36
Omaha, FWA	288	67	18	21	38	42
Rochester, FWS	288	77	3	5	26	28
New Bedford, FWS	264	24	16	12	53	62
Yonkers, FSS	261	33	16	15	37	36
Memphis, FWA	258	69	22	23	26	38
St. Louis, JSSB	210	53	16	16	32	48
Akron, FSS	189	23	22	19	29	31
St. Louis Co., WA	175	49	21	23	24	27
Lansing, SSB	173	12	18	23	25	—
Duluth, FWS	170	28	7	7	35	39
Dallas, FCB	161	75	18	17	26	32
Houston, FSB	155	41	21	26	27	33
Syracuse, FS	154	51	21	21	31	37
Bridgeport, FS	139	26	15	15	23	27
Salt Lake City, FSS	136	36	30	28	37	43
Toledo, CFA	90	14	21	22	36	42
Total	40,607	—	—	—	—	—
Highest	2,244	86	50	50	53	62
Upper quartile	1,046	56	22	23	36	38
Median	458	48	19	19	29	32
Lower quartile	288	34	16	15	26	29
Lowest	90	8	3	5	20	24

will be noted, to the average duration of cases on which service is completed in the year, but it serves as an approximate indication of average duration of activity of cases (provided, as here, the usual duration is short and except when cases increase greatly at the end of the year). The middle agency gave its cases an average of just under four months of activity during the year. The highest average is nearly eight months, the lowest two and a third months.

Active Cases per Month (Table 4)

Cases are active in each month in which the agency has some contact with the case. The first of the percentage columns in this table shows the average proportion of active cases each month which received relief. Only a few of the agencies gave relief in this year to a very large proportion of cases and several gave relief to very small proportions of their cases. The variation in this ratio is illustrated in Diagram 2.

The relation of intake to active cases is also shown in Diagram 2. In the table intake and cases closed are shown in adjoining columns, each as a percentage of active cases, and it will be seen that the two figures for each agency tend to be nearly the same, reflecting the tendency of the agencies to maintain approximately constant caseloads. The rate of turnover, however, varies widely. The median agency tends to replace about a fifth of its cases each month. At one extreme the Washington agency's intake represents half of its active cases monthly, and at the other the Rochester agency's intake represents only 3 per cent of active cases monthly.

This table also contains two ratios of cases to workers. The first is the number of active cases per month, as shown in this table, divided by the number of paid workers on the casework staff, as shown in Table 10. It is the ratio of cases served monthly to persons engaged in the casework services. This assumes that not only the caseworkers but also their supervisors and consultants participate in the professional service received by cases.

The second ratio of cases to workers is the average number of cases carried by caseworkers. This ratio is available only where agencies count cases that are carried by caseworkers separately from those carried by supervisors, consultants, students, or volunteers. It is usually somewhat higher than the general ratio of cases to workers, but in four instances it is smaller. One of these

TABLE 5.—INACTIVE CASES PER MONTH, 1937

Organization	Number of inactive cases per month	Inactive cases per 100 active cases	Of inactive cases, per cent			
			Needing attention	Inactive according to plan	Waiting closing	Incidental-service cases
Chicago, UC	78	4	0	71	0	29
Boston, FWS	348	17	3	43	26	28
New York, AICP	380	19	—	—	—	—
New York, CC	81	5	21	51	10	18
New York, COS	206	12	3	51	16	30
New York, JSSA	280	17	1	36	41	23
Montreal, FWA	84	6	30	45	25	0
Philadelphia, FS	105	8	19	67	14	0
Pittsburgh, FSAC	381	28	34	16	40	11
Toronto, NWA	317	25	35	46	19	0
Brooklyn, CC	765	60	7	81	6	6
Cleveland, AC	155	13	6	28	66	0
Chicago, JSSB	45	4	34	34	21	11
Cincinnati, AC	381	33	12	73	0	15
Brooklyn, BC	197	18	13	26	29	31
Milwaukee, FWA	221	26	15	34	34	17
Philadelphia, JWS	32	4	4	36	37	24
Minneapolis, FWA	135	17	6	15	28	52
Baltimore, FWA	61	8	6	87	0	6
Brooklyn, UJAS	159	22	3	25	46	27
Cleveland, JSSB	122	17	8	48	44	0
Boston, JFWA	393	59	10	19	7	64
St. Louis, PA	127	20	12	24	65	0
Pittsburgh, JSSB	106	17	5	29	23	43
Louisville, FSO	58	9	7	67	26	0
Baltimore, JSSB	152	25	13	22	20	46
St. Paul, FS	326	59	1	60	39	0
Washington, FSA	35	7	8	48	39	6
Providence, FWS	121	26	6	29	39	27
Seattle, FS	69	15	14	35	26	25
Richmond, FSS	62	14	18	54	25	3
Scranton, FWA	79	18	19	36	18	28
Atlanta, FWS	177	40	10	47	43	0
Newark, SSB	358	85	19	36	28	18
New Haven, FS	88	21	28	36	22	14
Indianapolis, FWS	92	22	4	34	59	3
Buffalo, FSS	63	16	5	57	30	8
Kansas City, PA	77	21	—	—	—	9
Brooklyn, AICP	55	16	1	37	62	*
Hartford, COS	53	17	5	36	24	35
Harrisburg, AAS	116	38	36	32	18	14
New Orleans, FSS	51	17	10	58	32	*
Worcester, AC	89	30	1	74	19	6
Omaha, FWA	12	4	12	30	38	20
Rochester, FWS	48	17	26	30	43	0
New Bedford, FWS	47	18	1	86	13	1
Yonkers, FSS	95	37	17	26	37	21
Memphis, FWA	17	7	37	56	1	6
St. Louis, JSSB	13	6	—	—	—	37
Akron, FSS	124	66	5	52	42	0
St. Louis Co., WA	30	17	19	29	37	15
Lansing, SSB	118	68	11	28	30	31
Duluth, FWS	15	9	60	25	14	2
Dallas, FCB	1	1	0	67	11	22
Houston, FSB	68	44	*	43	41	16
Syracuse, FS	13	8	15	56	13	16
Bridgeport, FS	31	22	34	37	22	8
Salt Lake City, FSS	31	23	0	98	0	2
Toledo, CFA	32	35	9	59	30	2
Total	7,975	--	—	—	—	—
Highest	765	85	60	98	66	64
Upper quartile	158	26	19	56	39	25
Median	88	17	10	37	26	12
Lower quartile	49	10	5	30	17	2
Lowest	1	1	0	15	0	0

* Less than 0.5.

instances is explained by a statistical practice of omitting from the caseworker category caseworkers who are engaged in casework with specialized cases and who serve relatively large numbers of these cases.

Inactive Cases (Table 5)

Inactive cases represent a small proportion of the open cases of most agencies. Fifteen had fewer than 10 per 100 active cases monthly during the year. On the other hand, one agency had 85 inactive cases for each 100 active cases.

Inactive cases are classified into four groups: (a) incidental-service cases, for which responsibility for continued service has not been accepted; (b) under-care cases needing but not receiving attention; (c) under-care cases inactive according to plan, or continued for observation; and (d) under-care cases on which work is completed and which are waiting only for the closing process.

Service-to-Other-Agency Cases (Table 6)

Reports on closed cases include both formal statements submitted in response to a request from another agency, and instances in which an agency's record of a case is consulted by a worker of another agency.

Investigations for out-of-town agencies are inquiries made locally at the request of an agency in another city concerning a case under its care.

Inquiries forwarded are for the most part requests received by agencies designated as forwarding centers for particular areas and sent by them to other agencies within the assigned area.

Each of these services is counted in terms of the cases involved each month. These cases have not been combined with direct-service cases to register the volume of casework of the agencies, chiefly because they are of a different order of service. They are, however, important and deserve consideration in this respect. In most cases they are relatively few in proportion to direct-service cases.

Casework Interviews (Table 7)

Casework interviews are interviews by members of the casework staff with or concerning persons included in the cases served. Interviews with persons served are client interviews. Those with

TABLE 6.—SERVICE-TO-OTHER AGENCY CASES PER MONTH, 1937

Organization	Number per month			Per 100 active direct-service cases monthly		
	Reports on closed cases	Investigations for out-of-town agencies	Out-of-town inquiries forwarded	Reports on closed cases	Investigations for out-of-town agencies	Out-of-town inquiries forwarded
Chicago, UC	114	36	18	5	2	1
Boston, FWS	128	22	8	6	1	[b]
New York, AICP	272	8	0	14	[b]	0
New York, CC	267	17	4	15	1	[b]
New York, COS	436	72	2	26	4	[b]
New York, JSSA	285	45	0	18	3	0
Montreal, FWA	1	10	0	[b]	1	0
Philadelphia, FS	64	38	13	5	3	1
Pittsburgh, FSAC	283	27	10	21	2	1
Toronto, NWA	32	25	13	3	2	1
Brooklyn, CC	36	11	0	3	1	0
Cleveland, AC	122	10	8	10	1	1
Chicago, JSSB	13	60	0	1	5	0
Cincinnati, AC	55	12	8	5	1	1
Brooklyn, BC	310	14	0	28	1	0
Milwaukee, FWA	77	10	12	9	1	1
Philadelphia, JWS	14	11	0	2	1	0
Minneapolis, FWA	19	28	5	2	4	1
Baltimore, FWA	3	11	2	[b]	2	[b]
Brooklyn, UJAS	155	24	1	22	3	[b]
Cleveland, JSSB	31	31	0	4	4	0
Boston, JFWA	16	28	3	3	4	[b]
St. Louis, PA	17	36	3	3	6	1
Pittsburgh, JSSB	3	19	[a]	1	3	0
Louisville, FSO	22	19	81	4	3	13
Baltimore, JSSB	3	5	0	1	1	0
St. Paul, FS	10	12	0	2	2	0
Washington, FSA	10	32	8	2	6	1
Providence, FWS	49	5	8	11	1	2
Seattle, FS	78	14	8	17	3	2
Richmond, FSS	12	11	7	3	2	2
Scranton, FWA	11	9	9	3	2	2
Atlanta, FWS	28	19	7	6	4	2
Newark, SSB	25	23	24	6	5	6
New Haven, FS	33	14	1	8	3	[b]
Indianapolis, FWS	42	16	5	10	4	1
Buffalo, FSS	17	6	7	4	2	2
Kansas City, PA	5	224	16	1	61	4
Brooklyn, AICP	93	3	1	28	1	[b]
Hartford, COS	41	8	2	13	3	1
Harrisburg, AAS	12	7	1	4	2	[b]
New Orleans, FSS	11	23	6	4	8	2
Worcester, AC	3	8	2	1	3	1
Omaha, FWA	8	10	7	3	3	2
Rochester, FWS	19	3	2	7	1	1
New Bedford, FWS	10	8	0	4	3	0
Yonkers, FSS	7	2	1	3	1	[b]
Memphis, FWA	1	28	20	[b]	11	8
St. Louis, JSSB	2	20	[a]	1	10	[b]
Akron, FSS	—	15	[a]	—	8	[b]
St. Louis Co., WA	4	1	6	2	1	4
Lansing, SSB	6	7	1	3	4	[b]
Duluth, FWS	4	4	3	2	3	2
Dallas, FCB	6	12	8	4	8	5
Houston, FSB	—	26	12	—	17	7
Syracuse, FS	23	10	0	15	6	0
Bridgeport, FS	8	7	6	6	5	5
Salt Lake City, FSS	25	9	[a]	18	7	[b]
Toledo, CFA	1	2	2	1	3	2
Total	3,382	1,227	389	—	—	—
Highest	436	224	81	28	61	13
Upper quartile	58	25	8	10	4	2
Median	19	12	3	4	3	1
Lower quartile	8	8	[a]	2	1	[b]
Lowest	1	1	0	[b]	[b]	0

[a] Less than one-half.
[b] Less than 0.5.

other persons, such as employers, teachers, physicians, or staff members of other social agencies, concerning persons served are collateral interviews. Telephone interviews are not included in the count, nor are caseworkers' discussions of cases with supervisors or consultants within the agency. The recording of interviews is optional in the reporting plan and several agencies do not report them.

The ratio of casework interviews per active case per month presents an interesting index of intensity of casework. The range of variation in this respect is small. The median ratio indicates a typical experience of fewer than three interviews per case per month. The five Jewish agencies reporting interview data all have ratios of interviews per case below the lower quartile.

All the agencies record more client interviews than collateral interviews, but in most instances not many more. In a few, however, the difference is large. The Washington agency records only one collateral interview to seventeen client interviews. On the other hand, with the New Bedford, Seattle, and Kansas City agencies, two out of five interviews are collateral.

Office interviews in this year were only slightly more numerous, on the average, than interviews outside the office. Only 26 of the 50 agencies reporting on interviews recorded more office interviews than visit interviews.

Amount of Relief (Table 8)

That giving relief is still an important function of the private family agency is indicated in the amounts distributed during this year by the 59 agencies, the total being over six million dollars. While the total amount was somewhat smaller than that reported for 1936 by 56 agencies, 25 of the 56 agencies spent more for relief in 1937 than in 1936. In general, the amounts were similar to those of 1936. The larger agencies tended to decrease and the smaller agencies to increase relief expenditures in this year.

With five exceptions, the monthly reports show the division of relief into: (a) amounts given to cases also receiving relief from a public agency; and (b) amounts given to other cases. Only six agencies report that no relief is given to supplement public grants. Eight give half or more of their relief in this manner.

The Rochester agency is peculiar in that its workers regularly requisition public funds as well as funds of the agency for relief

TABLE 7.—CASEWORK INTERVIEWS, 1937

Organization	Total casework interviews during year	Interviews per active case per month	Client interviews per collateral interview	Visit interviews per office interview	Client visit interviews per client office interview	Collateral visit interviews per collateral office interview
Chicago, UC	—	—	—	—	—	—
Boston, FWS	—	—	—	—	—	—
New York, AICP	—	—	—	—	—	—
New York, CC	47,347	2.2	2.9	1.7	1.5	2.4
New York, COS	56,968	2.8	4.7	.3	.1	4.7
New York, JSSA	—	—	—	—	—	—
Montreal, FWA	37,097[a]	—	4.5	.9	.7	2.2
Philadelphia, FS	32,506	2.0	10.0	.6	.5	3.2
Pittsburgh, FSAC	44,851	2.8	2.5	1.9	1.3	9.6
Toronto, NWA	48,809	3.2	5.0	.9	1.0	.7
Brooklyn, CC	34,977	2.3	4.4	1.1	1.0	1.9
Cleveland, AC	34,179	2.4	5.0	.9	.7	5.0
Chicago, JSSB	17,044	1.2	3.1	1.1	.8	2.4
Cincinnati, AC	31,035	2.2	3.0	1.1	.8	3.2
Brooklyn, BC	35,404	2.7	4.5	.5	.3	2.9
Milwaukee, FWA	27,626	2.7	2.9	1.5	1.4	1.8
Philadelphia, JWS	—	—	—	—	—	—
Minneapolis, FWA	—	—	—	—	—	—
Baltimore, FWA	31,811	3.6	2.9	1.2	.9	2.9
Brooklyn, UJAS	—	—	—	—	—	—
Cleveland, JSSB	14,028	1.6	2.7	1.4	1.0	5.0
Boston, JFWA	14,097	1.8	—	.3	—	—
St. Louis, PA	20,877[b]	2.8	3.0	1.3	.9	4.5
Pittsburgh, JSSB	14,534	2.0	2.9	1.3	1.1	2.1
Louisville, FSO	17,588	2.4	6.2	.7	.6	2.3
Baltimore, JSSB	15,776	2.1	3.3	.7	.5	2.2
St. Paul, FS	9,223	1.4	3.2	.8	.6	3.0
Washington, FSA	14,946	2.4	17.3	.1	.1	1.2
Providence, FWS	17,260	3.1	5.1	.5	.4	1.2
Seattle, FS	19,480	3.5	1.7	2.0	1.6	3.3
Richmond, FSS	17,398	3.2	2.3	1.7	1.1	6.4
Scranton, FWA	12,216	2.3	4.5	.8	.6	3.9
Atlanta, FWS	16,979	3.2	2.7	.8	.5	2.2
Newark, SSB	13,111	2.6	3.1	.6	.3	3.2
New Haven, FS	15,630	3.1	3.8	1.4	1.2	2.9
Indianapolis, FWS	12,903	2.6	6.2	.4	.3	1.4
Buffalo, FSS	13,752	2.8	4.2	.9	.6	4.7
Kansas City, PA	14,958	3.4	1.5	4.5	2.7	20.4
Brooklyn, AICP	15,970	3.9	15.5	1.3	1.3	1.5
Hartford, COS	10,758	2.8	6.7	.4	.3	1.9
Harrisburg, AAS	7,180	1.9	4.6	.9	.7	2.9
New Orleans, FSS	9,887	2.7	4.6	.7	.5	4.4
Worcester, AC	10,199	2.9	3.8	.8	.6	2.2
Omaha, FWA	9,657	2.8	2.9	.6	.4	1.6
Rochester, FWS	8,607	2.5	4.9	1.1	1.0	2.2
New Bedford, FWS	10,762	3.4	1.4	1.3	1.0	2.1
Yonkers, FSS	8,417	2.7	4.2	.6	.4	2.3
Memphis, FWA	9,139	3.0	2.8	2.2	2.0	2.7
St. Louis, JSSB	—	—	—	—	—	—
Akron, FSS	5,685	2.5	2.4	2.1	1.4	8.2
St. Louis Co., WA	—	—	—	—	—	—
Lansing, SSB	4,371	2.1	2.5	.9	.7	1.7
Duluth, FWS	5,115	2.5	3.1	1.9	1.5	4.3
Dallas, FCB	7,265	3.8	4.3	2.4	2.1	5.4
Houston, FSB	7,222	3.9	2.4	.7	.4	2.1
Syracuse, FS	4,984	2.7	4.9	1.0	.8	1.9
Bridgeport, FS	5,843	3.5	2.5	1.6	1.3	3.0
Salt Lake City, FSS	4,542	2.8	4.9	1.1	.8	—
Toledo, CFA	3,879	3.6	2.4	.7	.7	.9
Highest	56,968	3.6	17.3	4.5	2.9	20.4
Upper quartile	20,877	3.2	4.7	1.4	1.1	4.1
Median	14,316	2.7	3.3	.9	.8	2.6
Lower quartile	9,139	2.3	2.8	.7	.5	2.0
Lowest	3,879	1.4	1.4	.1	.1	.7

[a] Interviews of one worker omitted.
[b] Includes estimate for one month.

TABLE 8.—AMOUNT OF RELIEF, 1937

Organization	Amount of relief during year: Total	Supplementing public relief	Not supplementing public relief	Of relief, per cent supplementing public relief	Of relief cases monthly, per cent also receiving public relief
Chicago, UC	$571,702	$34,736	$536,964	6	16
Boston, FWS	258,649	113,451	145,199	44	56
New York, AICP	449,622	80,523	369,101	18	31
New York, CC	305,316	50,888	254,426	17	31
New York, COS	248,935	55,580	193,355	22	38
New York, JSSA	386,201	76,067	310,137	20	31
Montreal, FWA	150,391	15,027	135,364	10	18
Philadelphia, FS	164,634	66,923	97,709	41	40
Pittsburgh, FSAC	61,955	35,751	26,203	58	63
Toronto, NWA	27,166	0	27,166	0	0
Brooklyn, CC	34,421	5,411	29,011	16	24
Cleveland, AC	279,906	11,547	268,362	4	6
Chicago, JSSB	272,550	12,317	260,233	5	10
Cincinnati, AC	110,828	10,102	100,727	9	16
Brooklyn, BC	115,080	24,371	90,709	21	35
Milwaukee, FWA	23,464	11,342	12,118	48	60
Philadelphia, JWS	171,546	95,613[b]	75,934[b]	56	64
Minneapolis, FWA	195,455	4,011	191,443	2	16
Baltimore, FWA	120,222	27,519	92,702	23	33
Brooklyn, UJAS	180,552	26,231	154,323	15	24
Cleveland, JSSB	47,647	234	47,413	1	1
Boston, JFWA	102,869	51,822	51,043	50	59
St. Louis, PA	106,818	—	—	5[a]	9[a]
Pittsburgh, JSSB	105,434	75,434	30,000	72	73
Louisville, FSO	106,104	0	106,104	0	0
Baltimore, JSSB	69,280	28,314	40,966	41	47
St. Paul, FS	19,662	1,754	17,907	9	15
Washington, FSA	57,481	2,929	54,554	5	6
Providence, FWS	66,642	35,565	31,078	53	62
Seattle, FS	35,210	10,244	24,962	29	33
Richmond, FSS	60,524	9,274	51,253	15	18
Scranton, FWA	38,548	31,035	7,513	81	77
Atlanta, FWS	55,690	0	55,690	0	0
Newark, SSB	21,372	8,929	12,444	42	57
New Haven, FS	53,256	0	53,256	0	0
Indianapolis, FWS	80,169	45,158	35,012	56	61
Buffalo, FSS	90,484	2,739	84,919	3	5
Kansas City, PA	88,759	0	88,759	0	0
Brooklyn, AICP	51,793	7,860	43,936	15	34
Hartford, COS	112,883	7,499	105,385	7	7
Harrisburg, AAS	28,675	—	—	31[a]	55
New Orleans, FSS	31,597	5,205	26,394	17	22
Worcester, AC	44,376	3,716	40,658	8	12
Omaha, FWA	58,361	14,725	43,632	25	29
Rochester, FWS	102,525[b]	5,444	—[b]	5	17
New Bedford, FWS	10,938	5,605	5,332	51	48
Yonkers, FSS	26,580	4,569	22,012	17	27
Memphis, FWA	50,058	4,786	45,275	10	12
St. Louis, JSSB	41,299	—	—	9[a]	14[a]
Akron, FSS	9,628	907	8,716	9	17
St. Louis Co., WA	43,438	4,880	38,558	11	17
Lansing, SSB	2,710	—	—	—	—
Duluth, FWS	6,898	1,645	5,249	24	34
Dallas, FCB	40,511	0	40,511	0	0
Houston, FSB	10,797	3,532	7,265	33	32
Syracuse, FS	28,006	1,703	26,302	6	9
Bridgeport, FS	10,766	1,118	9,647	10	28
Salt Lake City, FSS	9,962	—	—	9[a]	16[a]
Toledo, CFA	1,894	654	1,238	35	46
Total	$6,058,239	—	—	—	—
Highest	—	—	—	81	77
Upper quartile	—	—	—	32	40
Median	—	—	—	15	24
Lower quartile	—	—	—	6	11
Lowest	—	—	—	0	0

[a] Based on fewer than 12 months.
[b] See text discussion.

TABLE 9.—AVERAGE AMOUNT OF RELIEF PER RELIEF CASE, 1937

Organization	Amount per relief case per month: Supplementing public relief	Not supplementing public relief
Chicago, UC	$16	$46
Boston, FWS	12	19
New York, AICP	18	37
New York, CC	17	40
New York, COS	15	32
New York, JSSA	26	47
Montreal, FWA	9	17
Philadelphia, FS	19	18
Pittsburgh, FSAC	16	20
Toronto, NWA	—	5
Brooklyn, CC	20	33
Cleveland, AC	24	35
Chicago, JSSB	22	50
Cincinnati, AC	12	22
Brooklyn, BC	15	30
Milwaukee, FWA	6	9
Philadelphia, JWS	22	30
Minneapolis, FWA	4	41
Baltimore, FWA	19	31
Brooklyn, UJAS	27	52
Cleveland, JSSB	20	39
Boston, JFWA	20	27
St. Louis, PA	16[a]	30[a]
Pittsburgh, JSSB	27	29
Louisville, FSO	—	23
Baltimore, JSSB	26	33
St. Paul, FS	15	27
Washington, FSA	18	21
Providence, FWS	16	23
Seattle, FS	17	20
Richmond, FSS	17	21
Scranton, FWA	14	11
Atlanta, FWS	—	24
Newark, SSB	11	19
New Haven, FS	—	27
Indianapolis, FWS	24	29
Buffalo, FSS	27	39
Kansas City, PA	—	24
Brooklyn, AICP	14	41
Hartford, COS	38	40
Harrisburg, AAS	9[a]	22[a]
New Orleans, FSS	19	27
Worcester, AC	18	28
Omaha, FWA	22	26
Rochester, FWS	12	—
New Bedford, FWS	15	13
Yonkers, FSS	17	30
Memphis, FWA	19	24
St. Louis, JSSB	19[a]	31[a]
Akron, FSS	10	20
St. Louis Co., WA	29	45
Lansing, SSB	—	11[b] —
Duluth, FWS	8	14
Dallas, FCB	—	28
Houston, FSB	14	14
Syracuse, FS	20	30
Bridgeport, FS	9	31
Salt Lake City, FSS	10[a]	19[a]
Toledo, CFA	9	15
Highest	38	52
Upper quartile	20	33
Median	17	27
Lower quartile	13	20
Lowest	4	5

[a] Based on fewer than 12 months.
[b] Average for all cases.

purposes. Its reports give the total amount of relief disbursed by its workers from either source, so that the total figure for this agency in Table 8 includes the public relief used by the agency. During the year $5,444 was used by the Rochester agency to supplement relief from public funds granted to 438 cases. Since the monthly reports of the agency do not show the amount from public funds granted to these cases separately from public funds granted to other cases, figures are lacking here and in Table 9 for relief to cases not receiving supplementary grants.

As suggested earlier, community situations have much to do with the private agency's relief practices. This may be inferred from the similarity of the proportions of relief cases in which relief supplements public relief for different agencies in the same city. This is shown in the following tabulation, in which the cities are listed in order of size. The figure for the Philadelphia Jewish agency given here and also in Table 8 is somewhat too low, because cases in which some types of public relief are supplemented are omitted from the category of supplementary cases in its reports.

CASES RECEIVING RELIEF SUPPLEMENTARY TO PUBLIC RELIEF AS PERCENTAGE OF TOTAL RELIEF CASES: 1937

City	Jewish agency	Non-sectarian agency	Catholic agency
New York	31	38; 31	31
Brooklyn	24	35; 34	24
Chicago	10	16	
Philadelphia	64	40	
Cleveland	1	6	
St. Louis	14	9	
Baltimore	47	33	
Boston	59	56	
Pittsburgh	73	63	

Amount of Relief per Case (Table 9)

The average amounts of relief per case per month for supplementary cases and other cases are shown in Table 9. Although several important factors besides the relief standard of the agency affect these averages, namely, size of case, amount of other income, relief given for less than a month, and price differences, they serve as a useful presumptive index of liberality of relief, since the relief standard is likely to be the most important controlling factor. Conclusions on this point in comparing agencies should be drawn

TABLE 10.—CASEWORK STAFF, 1937

Average number of workers engaged in casework monthly

Organization	Supervisory personnel	Caseworkers and workers in training	Special workers	Workers dealing chiefly with other agency cases	Total ordinary paid staff	Students	Volunteers
Chicago, UC	19.5	54.7	.2	0	74.4	44.8	0
Boston, FWS	15.1	32.3	1.0	1.0	49.4	20.8	13.8
New York, AICP	16.5	64.8	4.3	2.3	87.9	6.1	0
New York, CC	7.9	43.9	3.5	0	55.3	7.5	0
New York, COS	22.1	50.9	1.0	2.5	76.5	33.8	1.4
New York, JSSA	9.0	51.0	.8	1.0	61.8	23.8	0
Montreal, FWA	7.0	20.0	1.0	0	28.0	1.8	0
Philadelphia, FS	9.2	24.8	.4	.8	35.2	19.1	5.2
Pittsburgh, FSAC	10.4	29.5	1.7	1.1	42.7	19.0	0
Toronto, NWA	11.0	24.3	0	1.0	36.3	3.0	1.0
Brooklyn, CC	4.7	26.4	0	0	31.1	6.5	6.8
Cleveland, AC	14.4	21.8	.8	.5	37.5	22.9	0
Chicago, JSSB	6.3	30.3	8.7	.6	45.9	7.7	0
Cincinnati, AC	4.3	22.8	5.9	0	33.0	9.7	0
Brooklyn, BC	8.7	24.4	.8	2.0	35.9	19.3	0
Milwaukee, FWA	5.9	24.6	1.0	.5	32.0	2.3	0
Philadelphia, JWS	5.1	20.0	1.7	0	26.8	5.1	0
Minneapolis, FWA	5.5	20.5	4.3	0	30.3	1.0	0
Baltimore, FWA	8.6	22.8	1.0	0	32.4	8.9	2.9
Brooklyn, UJAS	5.8	20.4	2.3	0	28.5	4.0	0
Cleveland, JSSB	3.3	10.7	4.5	0	18.5	10.1	0
Boston, JFWA	3.9	13.6	.3	0	17.8	1.4	0
St. Louis, PA	5.3	24.0	2.0	0	31.3	8.3	.2
Pittsburgh, JSSB	4.2	16.1	2.6	0	22.9	4.8	0
Louisville, FSO	4.7	14.4	0	0	19.1	2.9	1.0
Baltimore, JSSB	3.0	16.0	.3	0	19.3	0	0
St. Paul, FS	.8	8.3	5.9	0	15.0	0	0
Washington, FSA	3.5	12.4	0	0	15.9	2.9	0
Providence, FWS	3.8	13.5	2.0	0	19.3	1.3	0
Seattle, FS	4.3	12.4	0	0	16.7	8.2	.3
Richmond, FSS	2.4	12.7	1.3	0	16.4	8.8	0
Scranton, FWA	2.2	10.0	0	0	12.2	1.5	0
Atlanta, FWS	2.3	14.3	.5	0	17.1	5.8	0
Newark, SSB	6.0	12.5	1.0	1.0	20.5	5.2	.1
New Haven, FS	2.1	12.2	.3	0	14.6	2.0	0
Indianapolis, FWS	2.1	12.3	1.0	0	15.4	6.7	0
Buffalo, FSS	3.0	12.1	0	0	15.1	4.9	0
Kansas City, PA	1.0	10.8	.3	1.0	13.1	0	0
Brooklyn, AICP	1.2	8.9	.6	1.0	11.7	.4	.6
Hartford, COS	3.4	10.8	.5	0	14.7	0	0
Harrisburg, AAS	1.0	6.1	0	0	7.1	1.7	0
New Orleans, FSS	1.4	11.0	0	0	12.4	4.2	0
Worcester, AC	1.3	7.1	0	0	8.4	1.7	0
Omaha, FWA	1.0	6.7	0	0	7.7	0	0
Rochester, FWS	1.0	9.8	.1	.1	11.0	1.0	0
New Bedford, FWS	1.0	4.0	0	0	5.0	.3	0
Yonkers, FSS	1.2	5.8	0	0	7.0	3.8	.5
Memphis, FWA	2.0	6.4	1.0	.4	9.8	0	0
St. Louis, JSSB	1.0	4.2	1.3	0	6.5	1.5	0
Akron, FSS	1.0	4.5	1.0	0	6.5	0	0
St. Louis Co., WA	1.1	5.9	.3	0	7.3	2.1	0
Lansing, SSB	2.0	3.8	.5	.5	6.8	.2	0
Duluth, FWS	.5	4.3	.1	0	4.9	.3	.6
Dallas, FCB	1.1	5.0	.2	0	6.3	0	0
Houston, FSB	1.5	4.2	0	0	5.7	0	0
Syracuse, FS	1.0	4.0	0	0	5.0	0	0
Bridgeport, FS	1.0	5.0	0	0	6.0	0	0
Salt Lake City, FSS	.6	3.0	0	0	3.6	0	1.9
Toledo, CFA	.5	2.0	0	0	2.5	0	0
Total	280.7	991.0	68.0	18.3	1358.0	359.1	36.3
Highest	22.1	64.8	8.7	2.5	87.9	44.8	13.8
Upper quartile	5.9	22.8	1.2	.5	31.8	7.7	0
Median	3.3	12.4	.5	0	16.7	2.9	0
Lower quartile	1.1	6.5	0	0	7.9	.3	0
Lowest	.5	2.0	0	0	2.5	0	0

with care, however. In general, the relief averages show little change from the preceding year.

The agencies in the larger cities tend to have larger relief averages than those in smaller cities. With only one exception in the case of supplementary relief, the Jewish agencies have higher average amounts of relief than other agencies in their cities. The difference in the Philadelphia Jewish agency's classification of supplementary cases, already mentioned, probably affects its average only slightly.

AVERAGE AMOUNTS OF RELIEF PER CASE: 1937

City	Not supplementing public relief			Supplementing public relief		
	Jewish agency	Non-sectarian agency	Catholic agency	Jewish agency	Non-sectarian agency	Catholic agency
New York	$47	$32; $37	$40	$26	$18; $15	$17
Brooklyn	52	30; 41	33	27	14; 15	20
Chicago	50	46		22	16	
Philadelphia	30	18		22	19	
Cleveland	39	35		20	24	
St. Louis	31	30		19	16	
Baltimore	33	31		26	19	
Boston	27	19		20	12	
Pittsburgh	29	20		27	16	

Casework Staff (Table 10)

The staff figures in Table 10 relate only to personnel engaged in work with cases. Clerical workers and strictly administrative personnel are omitted. The 59 agencies employed on an average during the year in their ordinary paid casework staffs a total of 1358 workers, of whom 21 per cent were classified as supervisory workers. In addition, an average of 359 school of social work students were given field work training each month, some of whom were paid. All but 13 of the 59 agencies made use of student workers during at least part of the year. In seven agencies students represented more than a third of the total casework personnel and in eight additional agencies more than a quarter.

The figures given for volunteers are for volunteers only who participated in work with cases. Only 14 of the agencies in the group reported such use of volunteers during the year.

The full titles of the 59 agencies whose figures are presented in the tables are shown, in order of size of the cities in which they are located, in the following list. The three agencies which were added in 1937 are indicated by asterisks.

The monthly report form is reproduced in reduced size on page 31. It is the same form as that used in 1936.

AGENCIES COMPRISING REPORTING GROUP IN 1937

New York, Association for Improving Condition of Poor
Catholic Charities
Charity Organization Society
Jewish Social Service Association

Brooklyn, Association for Improving Condition of Poor
Bureau of Charities
Catholic Charities
United Jewish Aid Societies

Chicago, Jewish Social Service Bureau
United Charities

Philadelphia, Family Society
Jewish Welfare Society

Montreal, Family Welfare Association

Cleveland, Associated Charities
Jewish Social Service Bureau

*St. Louis, Jewish Social Service Bureau
Provident Association

Baltimore, Family Welfare Association
Jewish Social Service Bureau

Boston, Family Welfare Society
Jewish Family Welfare Association

Pittsburgh, Family Society of Allegheny County
Jewish Social Service Bureau

Toronto, Neighborhood Workers Association

Milwaukee, Family Welfare Association

Buffalo, Family Service Society

Washington, Family Service Association

Minneapolis, Family Welfare Association

New Orleans, Family Service Society

Cincinnati, Associated Charities

Newark, Social Service Bureau

Kansas City, Provident Association

* Joined reporting group in 1937.

Seattle, Family Society
Indianapolis, Family Welfare Society
Rochester, Family Welfare Society
Louisville, Family Service Organization
Houston, Family Service Bureau
St. Paul, Family Society
Toledo, Child and Family Agency
Atlanta, Family Welfare Society
Dallas, Family Consultation Bureau
Akron, Family Service Society
Memphis, Family Welfare Association
Providence, Family Welfare Society
Omaha, Family Welfare Association
*St. Louis County (Missouri), Welfare Association
Syracuse, Family Society
Worcester, Associated Charities
Richmond, Family Service Society
Hartford, Charity Organization Society
New Haven, Family Society
Bridgeport, Family Society
Scranton, Family Welfare Association
*Salt Lake City, Family Service Society
Yonkers, Family Service Society
New Bedford, Family Welfare Society
Duluth, Family Welfare Society
Harrisburg, Associated Aid Societies
Lansing, Social Service Bureau

* Joined reporting group in 1937.

MONTHLY STATISTICS OF FAMILY CASE WORK

Organization _____ City _____ Month _____, 193

I. Direct-service Applications

1. Remaining at end of last month
2. Received this month
3. Total
4. Disposed of during month:
   a. Not made cases
   b. Made incidental service cases
   c. Made under care cases
5. Remaining at end of month (Item 4a, b, c plus item 5 equals item 3)

II. Direct-service Cases	Under-care	Incidental-service	Total
6. Continued from last month (Total equals item 12 total last month)			
7. Intake:			
a. New to agency			
b. Reopened, last closed prior to this year			
c. Reopened, last closed within this year			
d. Total intake			
8. Total open during month (Item 6 plus item 7d)			
9. Active at any time during month:			
a. Received relief			
b. Received service only			
c. Total active			
10. Inactive throughout month:			
a. Needing but not receiving attention			
b. Inactive according to plan			
c. Waiting only for formal closing			
d. Total inactive (Item 9c plus item 10d equals item 8)			
11. Closed			
12. Continued to next month (Item 11 plus item 12 equals item 8)			

III. Service-to-other-agency Cases	Continued active	Intake	Total active
13. Reports on closed cases			
14. Cases investigated for out-of-town agencies			
15. Out-of-town inquiries forwarded			

IV. Relief	Number of cases	Amount of relief
16. Relief supplementing public agency relief		$
17. All other relief		
18. Total relief (Cases should agree with item 9a total)		

V. Casework Staff	Full-time workers	Part-time workers	Active direct-service cases carried
19. Supervisory personnel			
20. Caseworkers, caseworkers-in-training and substitutes			
21. Special workers			
22. Workers dealing chiefly with service-to-other-agency cases			
23. Students carrying case loads			
24. Volunteers carrying case loads			

VI. Casework Interviews	With clients	Collateral	Total
25. Outside office (visit interviews)			
26. In office (office interviews)			

Note here or on back of form any unusual circumstances affecting comparability of these figures with those of the preceding month.

Recorded by _____

Title _____ Date _____

Russell Sage Foundation, Department of Statistics
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