

**OPERATION STATISTICS OF
SELECTED FAMILY CASEWORK AGENCIES
1943**

**Summary of Statistics Reported Monthly
During the Year Together with Trend Data
for the Period 1936 to 1943**

By
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CONTENTS

	<u>Page</u>
The Reporting Agencies	1
Service Trends, 1936 Through 1943	2
Change in Number of Workers.	5
Service to Assist Selective Service Boards	6
Trends Shown by Median Ratios.	7
Ratios of Jewish and Non-Sectarian Agencies.	9
Comparative Statistics of Individual Agencies.	11
Changes in Agency Programs	11
Applications	12
Intake	12
Different Cases and Length of Case Activity.	12
Average Active Cases Monthly	14
Number of Cases Per Worker	16
Inactive Cases	16
Service-to-Other-Agency Cases.	18
Relief Cases and Amounts of Relief	18
Casework Interviews.	20
Casework Staff	22
Appendix - Monthly Report Form	27

OPERATION STATISTICS OF SELECTED FAMILY CASEWORK AGENCIES: 1943

This bulletin continues a series of similar annual summaries of operating statistics of private family welfare agencies issued since 1936. Like the preceding ones it is based upon data reported monthly and made available to the reporting agencies and others in a monthly table of comparative statistics. The reporting and publication of the statistics was begun in 1926.

The major portion of the report is devoted to presentation of detailed statistics of 60 agencies for the year 1943. These data provide a quantitative description of various aspects of current practice in this field of social work. Also included are data tracing service trends over the eight years, 1936 through 1943, which disclose the effect of the war period on the volume of work of these agencies.

The downward trend which characterized the service of the agencies during three preceding years was continued through 1943. The decline is accounted for chiefly by reduction in the number of cases receiving relief. Although cases not receiving relief have also declined somewhat since 1940, they have increased in proportion to total cases, representing in 1943 nearly three fourths of the average monthly active caseload. The continued decrease in relief cases parallels that experienced by public relief agencies during these years and can be explained by continuation of exceptionally favorable employment conditions.

The Reporting Agencies

The agencies supplying data were the same in 1943 as in 1942. More than half of them have reported regularly since 1936 and only a few changes have been made in the list during the eight years for which trend data are here presented. The agencies are identified in the detailed tables by initials and the name of the city in which each is located.

With three exceptions, the agencies are members of the Family Welfare Association of America. They include most of the larger agencies eligible to its membership. Smaller agencies are less well represented. As will be seen from Table 12, the variation in size of professional staffs is great, from less than three workers in the family service division of one agency to a family casework staff of 139 workers. Staffs were on the average smaller in 1943 than in 1942.

Forty-seven cities are represented, of which two are Canadian. Six New York City agencies are included,¹ and two from each of eight other

1 New York City agencies located in the Borough of Brooklyn are listed in the tables as Brooklyn agencies.

large cities. Ten of the agencies are Jewish; two, both in New York, are Catholic; the remainder are non-sectarian.

Family casework service is the primary function of each of the agencies, but many of them provide other types of service. Several are combined family and children's casework agencies. Several provide travelers aid service for their communities. Some operate day nurseries or clinics. The data reported for the purpose of these comparative statistics relate only to casework service, and where different types of casework service are provided through separate operating units, they relate only to the work of the family service division of the agency.

Standard definitions are presumed to govern the preparation of the statistics of each of the participating agencies. In the more important respects the definitions and also the form of the monthly report have remained the same over the entire period during which the statistics have been collected. No changes have been made in the definitions or in the report form during the past three years. Except for minor changes introduced at the beginning of 1941, and discussed in the summary report for that year, the plan of reporting has remained unchanged since the beginning of 1936.

Service Trends, 1936 Through 1943

In three accompanying diagrams, service trends for the eight-year period since 1936 are traced in terms of the aggregate monthly figures of 54 agencies. Fifty-three of the agencies are represented over the entire period. For one agency which discontinued reporting in 1941 another of similar size was substituted. Because aggregate figures are used, the curves are influenced much more by the larger than by the smaller agencies. However, tests made year by year and discussed in preceding reports have shown that for these agencies calculation of trends by use of median percentages of change (which are influenced equally by large and small agencies) gives closely similar results. These tests provide evidence that the trends are not characteristic only of the larger agencies. At the same time, it should be noted that the trends of service of several of the agencies have differed materially from those of the group as a whole.

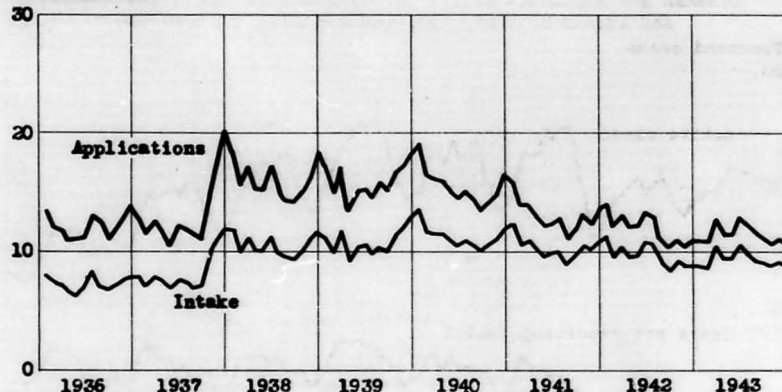
By 1936 WPA was in operation and public relief departments had already relieved private agencies of the chief responsibility for unemployment relief which many of them had assumed early in the depression and which some had carried over several years. In 1936 also, as a result of the Social Security Act, federal funds became available for extension of public assistance programs for the aged, dependent children and the blind. But in that year the private family agencies were still providing relief as part of their service for a large proportion of their cases.

Diagram 1 compares the month to month changes in applications and in cases opened, or intake, over the eight years. The fluctuations of the two curves correspond closely. They are much closer together at the end than at the beginning of the period, indicating that there was a tendency to make cases of an increasing proportion of applications.

The underlying trends of applications and of intake were approximately level during 1936 and much of 1937, when employment was increasing. The rise in the curves in late 1937 is probably related to the marked decline in employment in the latter half of that year.

DIAGRAM 1 - AGGREGATE APPLICATIONS AND INTAKE MONTHLY, 1936 THROUGH 1943, 54 AGENCIES

Thousand cases



Since mid-year 1938 employment has been increasing. Both of the curves of the diagram have a more or less level underlying trend during 1938 and 1939, but decline definitely from early 1940 through 1942. Both curves are lower in 1943 than in 1942, but are at approximately the same points at the end of 1943 as at the end of the preceding year.

In Table 1 aggregate yearly application and intake figures are given for the four years, 1940 to 1943, for 59 agencies that reported statistics for each of those years. The continuing decline for the four-year period is registered also by these figures. The table also gives the percentage of applications made cases in each of these years as computed from the aggregate figures and, for comparison, the median of the individual agencies' percentages appearing in the summary reports for each year.

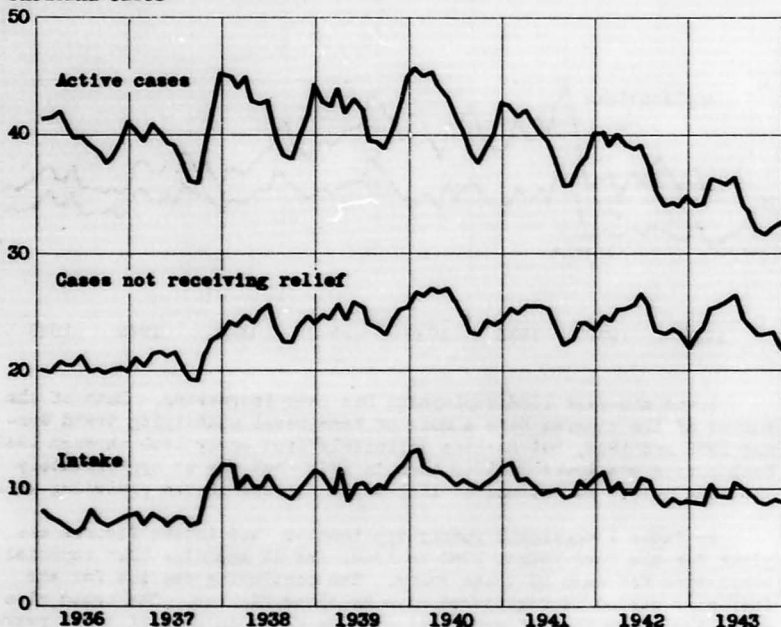
TABLE 1 - APPLICATIONS AND INTAKE, 59 AGENCIES, 1940 TO 1943

Year	Total recorded applications	Applications made cases (intake)	Of total applications, <u>per cent made cases</u>	
			Based on aggregate figures	Median percentage
1940	194,510	142,728	73	79
1941	163,551	129,487	79	82
1942	148,863	121,111	81	82
1943	142,235	117,059	82	83

The curve at the top of Diagram 2 is that of total active cases. It shows increase of service between 1936 and early 1940, but the trend is strongly downward from 1940 through 1943. The rather regular seasonal change apparent in the curve in most of the years was modified somewhat in 1942 and more in 1943, as a result of the decreasing proportion of relief cases.

DIAGRAM 2 - AGGREGATE ACTIVE CASES, CASES NOT RECEIVING RELIEF, AND INTAKE MONTHLY, 1936 THROUGH 1943, 54 AGENCIES

Thousand cases



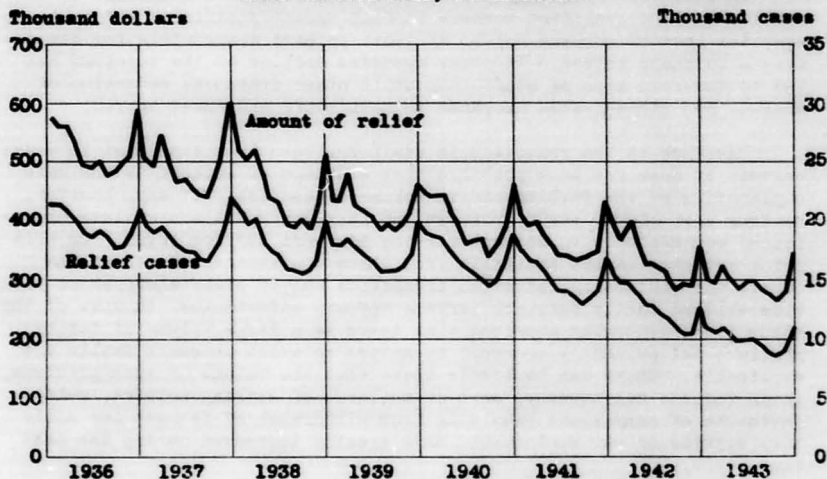
The second curve in this diagram shows the change in the number of active cases monthly not receiving relief. These cases increased substantially from 1936 to early 1940, but the trend was slightly downward from 1940 to 1942. Here again figures for the full year 1943 are lower than those for 1942, but the number at the end of the year is very slightly lower than that for the preceding year.

The curve for intake is repeated in this diagram to allow comparison with those for total active cases and cases not receiving relief.

Diagram 3 records the trends of relief cases and the amount of relief given. These curves are consistently downward from 1936 on. That for relief cases represents a decline from 1936 to 1943 of 50 per cent,

while for the amount of relief the corresponding decrease is 43 per cent. From 1936 to 1940 these curves were gradually drawing closer together, indicating decrease in the average amounts of relief per case. Since 1940, however, this tendency has been reversed and average amounts of relief increased in 1941, in 1942, and again in 1943. At the beginning of the eight-year period, aggregate relief cases of the 54 agencies were nearly half of total active cases. In 1943, they were less than 30 per cent of total.

DIAGRAM 3 - AGGREGATE AMOUNTS OF RELIEF AND RELIEF CASES MONTHLY,
1936 THROUGH 1943, 54 AGENCIES



Change in Number of Workers

The aggregate number of professional workers on the staffs of the reporting agencies remained about the same from 1936 through 1940. Since 1940 the number has declined. In Table 2 aggregate staff figures are presented for 59 identical agencies for the past four years. The figures shown for each year are averages of the number of workers on the staffs each month.

TABLE 2 - NUMBER AND CLASSIFICATION OF WORKERS ON CASEWORK STAFFS,
59 AGENCIES, 1940 TO 1943

Class of worker	1940	1941	1942	1943
Regular casework staff:				
Supervisory workers	264	270	265	251
Caseworkers	1013	994	966	890
Other workers	74	65	64	51
Total	1351	1329	1295	1192
Students working with cases	324	300	302	264
Volunteers working with cases	103	38	28	34

The total number of members of the regular paid professional casework staffs declined from 1351 in 1940 to 1192 in 1943, a difference of 11.8 per cent. As the table shows, there was reduction in each of the three categories of these workers. The number of school of social work students obtaining supervised practice with the agencies also decreased over the period, by a closely similar proportion, 12.3 per cent. The table records a much larger drop in the number of volunteers participating in casework, but this is explained by the fact that the 1940 figure for volunteers was unusual, resulting from an exceptionally large number of volunteers in a single agency.

In some instances the decline in size of staff is explained by inability to find qualified workers to fill vacant positions, and in these agencies loss of workers may be at least in part responsible for the decrease in cases served. In other agencies decline of the caseload has led to the reduction of staff. In still other instances reduction of budgets has necessitated decrease in both staff and cases served.

Inasmuch as the reduction in staff has been less than that in cases served, it does not seem probable that shortage of workers is the main explanation of the falling off in volume of service. It may, however, be true that higher staff turnover and larger proportions of less experienced workers help to account for the downward service trend. On this point evidence is not available from these statistics. Whatever the cause, the continuing reduction of service and of staff equipped to provide skilled family casework service appears unfortunate, in view of the assumptions generally accepted that there is a large volume of family problems not primarily economic in nature to which casework skills are applicable. There can be little doubt that the volume of such problems, which include delinquency, care of children of working mothers, maladjustments of many kinds resulting from withdrawal of fathers for military service or war employment, have greatly increased during the past four years.

services to Assist Selective Service Boards

It is possible that services given by members of the staffs of the reporting agencies to assist the Selective Service System, not included in the statistics from which the foregoing trend data were computed, have been sufficient to alter conclusions concerning the continuing downward trend in the casework service of the agencies. This we think is improbable, but the point deserves discussion.

A very large amount of skilled casework service has been provided at the request of Selective Service officials by members of the professional staffs of welfare agencies, public and private, though extent of this activity has evidently varied widely in different communities. Such service, however, did not often attain substantial volume until late in 1943, and it has, moreover, been given for the most part by workers as volunteers, in their own time, rather than as part of the work of their agencies in time paid for by the agencies.

Insofar as work for the Selective Service System has not been done in agency time and under the direction and supervision of the agency, it is by definition excluded from the scope of these statistics. The work of the Selective Service volunteer medical field agents, therefore, is not taken into account in the service trends already discussed. If the agencies have reduced working hours of staff members to compensate in whole or in part for time they have given to the Selective Service work, the effect would be to reduce the volume of casework service of the agencies. But, so far as we know, this has not generally been done.

Consideration should be given here also to the effect on the trend data already presented of the rule which excludes from the count of active direct service cases the reports made to other agencies that are based only on information in closed case records. The Selective Service medical survey program has required such reports of casework agencies and presumably they have been prepared as part of the regular work of the agencies. The reports on closed cases are included in a separate item of the statistical report. For some agencies this item increased materially in 1943. Generally the volume of such reports has been small as compared with direct service cases, and over the past eight years they were steadily declining until 1943. In 1936, 56 agencies reported 3,916 reports on closed cases. In 1942, 60 agencies reported only 2,395 such reports, and in 1943, 2,870. Had these reports been included in the case counts, the trend curve for active cases would still have been downward through 1943.

Trends Shown by Median Ratios

Other trend data are presented in Table 3, which contains series of median ratios taken from the detailed tables of the summary reports for the years 1936 through 1943. The median ratio is the middle ratio when those of all the agencies have been arranged in order of size. As was shown in Table 1, the median ratio may differ somewhat from the corresponding measurement derived from aggregate figures, but the two measures will usually be similar. The table traces trends of various operating practices, which are here summarized briefly.

As has already been pointed out, there has been a tendency over the eight years to make cases of an increasing proportion of applications. But in 1943, the median percentage advanced only one point over that for 1941 and 1942. Difference in nature of applications has probably accounted in part for this trend.

The proportion of intake consisting of new, in contrast to reopened, cases increased considerably in 1943 over that of the preceding years. The proportion represented by cases closed and reopened within the same year was the same as in the preceding year.

The average number of months of case activity within the year provides an index of the average total length of care of cases. The trend of this average has been downward. It increased a little in 1942, but there was more than compensating decline again in 1943, when the average for the median agency was 3.2 months.

TABLE 3 - MEDIAN RATIOS DERIVED FROM ANNUAL STATISTICS
FOR THE YEARS, 1936 TO 1943

Ratio	Median figure, agencies reporting each year							
	1936	1937	1938	1939	1940	1941	1942	1943
Of recorded applications, per cent made cases	68	70	72	75	79	82	82	83
Of intake:								
Per cent new to agency	55	54	55	51	53	52	54	61
Per cent reopened, last closed in current year	12	12	15	15	16	16	14	14
Average number of months cases were active in year	4.3	3.9	3.5	3.4	3.4	3.4	3.5	3.2
Of active cases monthly:								
Per cent intake	17	19	23	25	26	24	24	25
Per cent relief cases	43	48	40	40	39	37	33	27
Active cases per month per member of casework staff	31	29	30	29	30	28	29	29
Active cases per month carried by caseworkers	-	32	35	34	34	32	32	33
Of total relief, per cent supplementing relief from public agency	13	15	20	18	20	15	13	10
Of total relief cases month- ly, per cent also receiving public relief	27	24	31	28	29	23	18	13
Amount of relief per case per month:								
Not supplementing public relief	\$27	\$27	\$25	\$24	\$24	\$25	\$28	\$32
Supplementing public relief	\$16	\$17	\$17	\$17	\$17	\$18	\$18	\$20
Inactive cases per 100 active cases monthly	16	17	17	18	20	20	21	21
Casework interviews exclud- ing telephone interviews:								
Number per active case per month	2.8	2.7	2.5	2.4	2.3	2.1	2.0	1.8
Client interviews per collateral interview	3.4	3.3	4.2	4.3	4.5	4.8	4.2	4.7
Visit interviews per office interview	1.0	0.9	0.8	0.7	0.6	0.6	0.7	0.7

Intake for the median agency comprised a slightly larger proportion of total active cases in 1943 than in the two preceding years, but not larger than in 1939 or 1940. For relief cases the median percentage dropped from 48 in 1936 to 27 in 1943.

Little change is shown in the median ratio of active cases to total members of the professional staff. It was 29 cases per worker in 1943, and also in 1942 and in two earlier years. The median figures for average active caseload of caseworkers have also fluctuated without showing definite trend. This ratio was not computed for 1936. The relation of these two ratios is discussed in connection with Table 6.

The supplementation of public relief, as well as the total use of relief, declined over the past four years. The trend is registered both by the proportion of total relief given to supplement relief from a public agency, which was 20 per cent in 1940 and 10 per cent in 1943, and by the proportion of relief cases also receiving relief from a public agency, which was 29 per cent in 1940 and 13 per cent in 1943.

For the median agency the average amount of relief to cases not also receiving public relief increased in each of the last three years. Previously this average had declined somewhat. The average amount supplementing public relief increased slightly from 1936 to 1942 and more in 1943.

Inactive cases for the median agency were the same proportion of active cases in 1943 as in 1942, but the proportion has shown a tendency to increase somewhat since 1936.

The median ratio of interviews, excluding telephone interviews, per active case continued downward in 1943, being only 1.8 per month as compared with 2.8 in 1936. The ratio of client to collateral interviews was higher in 1943 than in 1942, but not higher than in 1941. It was much higher, however, than in 1936. The ratio of visit to office interviews was the same in 1942 and 1943, but much lower than in 1936, when, in the median agency, interviews in person were of equal number in the office and outside.

Ratios of Jewish and Non-Sectarian Agencies

Comparison of the ratios reflecting operating practices of Jewish and non-sectarian agencies is made in Table 4, but here figures are presented for fewer years. The comparisons concern ten pairs of agencies. Since the number of agencies involved is small, conclusions from the data should be drawn cautiously. Nevertheless, the table is of much interest.

In general, the two sets of figures point to much similarity in the practice of the two groups of agencies. Some probably significant differences, however, are shown. For example, the proportion of new cases in intake increased more in 1943, and was previously higher, for the non-sectarian agencies. The average length of case activity is longer for the Jewish agencies and this difference also increased in 1943. Both relief averages are higher for the Jewish agencies.

TABLE 4 - MEDIAN RATIOS FOR JEWISH AND FOR NON-SECTARIAN AGENCIES
IN THE SAME CITIES, 1941, 1942 AND 1943

Ratio	Ten Jewish agencies			Ten non-sectarian agencies		
	1941	1942	1943	1941	1942	1943
Of recorded applications, per cent made cases	85	83	83	83	84	82
Of intake:						
Per cent new to agency	40	40	42	51	52	57
Per cent reopened, last closed in current year	22	22	18	20	18	16
Average number of months cases were active in year	3.5	3.6	3.6	3.1	3.3	2.9
Of active cases monthly:						
Per cent intake	28	27	24	32	30	32
Per cent relief cases	39	34	29	39	34	29
Active cases per month:						
Per member of casework staff	28	28	28	28	27	29
Per caseworker	37	35	35	31	31	32
Of total relief, per cent supplementing relief from public agency	20	17	13	26	21	16
Of total relief cases month- ly, per cent also receiving public relief	28	25	20	34	29	23
Amount of relief per case per month:						
Not supplementing public relief	\$37	\$39	\$43	\$26	\$27	\$29
Supplementing public relief	\$20	\$22	\$23	\$14	\$16	\$19
Inactive cases per 100 active cases monthly	14	18	17	18	21	23
Casework interviews exclud- ing telephone interviews:						
Number per active case per month ^a	1.7	1.6	1.6	2.0	1.9	1.7
Client interviews per collateral interview ^a	6.0	3.7	5.1	6.8	7.9	7.3
Visit interviews per office interview ^a	0.4	0.5	0.4	0.6	0.4	0.5

^a-These ratios are for fewer than ten agencies in each group in each year.

The Jewish agencies provide supplementation of public relief in a slightly smaller proportion of cases. In both groups the proportion declined over the three years for which figures are given. Jewish agencies tend to have a smaller proportion of inactive cases than do the non-sectarian agencies. Their median ratio of cases to total casework staff was the same in each of the three years. While for the ten non-sectarian agencies the median ratio fluctuated slightly, the average for the three years is the same as that for the Jewish agencies. The median percentage of relief cases in relation to total active cases is the same for the two groups in each of these three years.

Comparative Statistics of Individual Agencies

The statistics of the 60 reporting agencies for the year 1943 are presented in the series of eight tables which follow. In order to conserve space, the tables are fewer and more condensed than those of preceding reports. The order in which the agencies are listed is the same in each table. It is that of the size of city, so that there is a tendency for the larger agencies to appear at the top of the tables. It should be observed, however, that 1940 population figures have been used, and that there has been much change in the size of some of the cities included in the list during the past two or three years. It should also be pointed out that several of the agencies serve a wider territory than the city in which they are located.

The uniform order of the agencies will be found convenient for tracing the data of particular agencies through the several tables, but it does not place emphasis on the variation of the agencies with respect to the measurements recorded. The variation of each ratio appearing in the tables is, however, summarized at the bottom of the tables, so that for each ratio the relative position of each reporting agency can be readily estimated by comparison of its figure with the summary items.

The term "case" as used in the tables refers uniformly to "direct service cases" except in Table 8. It alone is concerned with "service-to-other-agency cases", which include reports on closed cases.

The monthly report form is reproduced at the end of this bulletin.

Changes in Agency Programs

Very few changes in agency programs which might affect the statistics were reported during 1943. Omaha FWA advised that beginning in May intake service was provided for several nurseries newly established by the city's Department of Education. Syracuse FS reported introduction of a new child counseling service in June, with addition of one worker to the casework staff. Bridgeport FS inaugurated as part of its family casework service a foster day care program in August. Dallas FCB during the year assumed as part of its family casework service, the functions of the

Dallas Travelers Aid Society. The work of the new fee-service Consultation Center of the Jewish Social Service Association of New York is included in the statistics of that agency.

Applications

Application data are recorded in the first two columns of Table 5. The total number for the largest agency, New York CSS, was 14,056, while Duluth FSS recorded only 175 during the year.

There is much variation in the proportion of applications made cases. The complementary proportion, the per cent not made cases, is given in the table. The highest percentage of applications not made cases, 41 per cent is recorded for three different agencies: Montreal FWA, Washington FSA, and Houston FSB. A fourth of the agencies failed to make cases of 25 per cent or more of their applications. At the other extreme, St. Louis JSSE, made cases of all applications.

The definitions specify that cases shall be made of applications as a result of which careful consideration of the problem presented is given by a caseworker, whether in one or more casework interviews.

Intake

Applications made cases represent intake to the agency's caseload. Cases new to the agency were at least half of the volume of intake for three-fourths of the agencies. The lowest proportion of new cases in intake was that of Scranton FWA. Here, the low proportion may be accounted for in part by the fact that the city has not experienced industrial expansion during the war period and its population has declined. Dallas FCB has the highest proportion of new cases in intake. In that city conditions have been the reverse of those in Scranton, population having increased since 1940, according to some estimates, by nearly 200,000. The new provision of Travelers Aid services by the Dallas agency also helps to explain its high proportion of new cases.

Reopened cases have somewhat different significance depending on the length of the interval between closing and reopening. The proportion of total intake which consists of cases reopened within the year gives an indication of the tendency to rapid reopening of cases. For 10 agencies between a fifth and a quarter of intake was reopened during the year. On the other hand, for a quarter of the group the proportion was less than 10 per cent, while Dallas, with intake just short of 2,000 cases, closed and reopened within the year only six cases.

Different Cases and Length of Case Activity

Table 6 records first for each agency the number of different cases served during the year. In this figure duplication because of reopening of cases already once served within the year is omitted. The Family Service Division of New York CSS gave casework service during the year to 12,618 different cases, while at the other extreme, Duluth FSS served only 219.

TABLE 5 - APPLICATIONS AND INTAKE, 60 AGENCIES, 1943

Agency	Applications		Total intake during year	Per cent of total intake		
	Total during year	Per cent not made cases		New to closed in agency prior year	Last closed and responded in this year	
New York CSB	14,066	17	11,636	53	27	20
New York JNSA	6,870	17	5,470	57	29	14
New York OC	7,510	18	6,190	62	26	12
Brooklyn EC	4,148	24	3,154	60	26	14
Brooklyn JFVS	5,325	21	4,288	52	30	18
Brooklyn OC	5,676	10	5,120	78	15	7
Chicago OC	12,278	15	10,384	61	22	17
Chicago JNSB	3,361	10	3,006	38	44	18
Philadelphia FS	4,090	12	3,605	50	30	20
Philadelphia JVS	1,672	20	1,345	43	39	18
Los Angeles FVA	2,067	34	1,370	61	11	8
Los Angeles JNSB	1,345	33	897	56	27	17
Cleveland AC	4,697	4	4,505	67	21	12
Cleveland JFVA	1,366	13	1,186	40	43	17
Baltimore FVS	2,433	20	1,940	53	30	17
Baltimore JFVS	461	18	379	27	49	24
St. Louis FA	2,288	12	2,073	69	10	6
St. Louis JNSB	503	0	500	44	43	14
Montreal FVA	2,647	41	1,563	56	31	14
Boston FS	4,331	28	3,113	36	43	22
Boston JFVA	932	26	697	27	52	21
Pittsburgh FMAO	2,347	29	1,658	47	40	13
Pittsburgh JNSB	577	6	543	40	42	18
Toronto FVA	5,331	14	4,566	58	26	22
Washington FVA	1,989	41	1,145	64	22	14
Wilmington FVA	2,795	20	2,228	61	28	11
Buffalo FS	1,140	17	947	71	24	5
New Orleans FVS	1,123	34	740	64	21	15
Minneapolis FVA	1,395	4	1,344	58	27	15
Cincinnati AS	3,058	26	2,288	70	24	6
Newark SSB	1,041	22	814	70	21	9
Indianapolis FVS	1,197	28	866	57	30	13
Houston FVS	2,663	41	1,568	78	11	11
Seattle FS	3,076	12	2,694	87	8	5
Rochester FS	354	5	338	78	13	9
Louisville FSO	2,843	3	2,770	29	60	11
Atlanta FVS	1,568	20	1,271	66	28	11
Dallas FVS	2,179	9	1,996	89	11	a
Memphis FVA	951	4	917	67	19	14
St. Paul FS	2,364	17	1,967	84	13	3
Toledo CFA	446	11	399	73	19	8
Providence FVS	1,334	11	1,184	44	35	21
Alton FVS	267	7	247	75	15	10
Omaha FVA	2,017	14	1,729	80	11	9
St. Louis Co. FSS	981	14	863	66	26	8
Syracuse FS	2,169	1	2,143	74	5	21
Worcester FSO	487	17	405	47	34	19
Richmond FSS	767	36	490	64	26	11
Hartford FSS	1,005	17	836	56	27	16
New Haven FS	999	27	730	57	32	11
Salt Lake City FSS	371	17	309	67	24	9
Springfield, Mass. FVA	955	6	894	44	36	20
Bridgeport FS	540	22	423	79	13	8
Yonkers FVS	767	11	685	56	25	19
Spartan FVA	663	21	525	25	52	23
New Bedford FVS	258	8	238	63	32	5
Duluth FSS	175	33	117	71	20	9
Harrisburg AAS	631	32	561	50	33	17
Lansing SSB	580	9	526	51	34	15
Orange FVS	1,530	7	1,422	62	31	7
Total (60 agencies)	143,765	-	116,488	-	-	-
Highest	-	41	-	89	60	24
Upper quartile	-	25	-	70	34	18
Median	-	17	-	61	27	14
Lower quartile	-	10	-	50	21	9
Lowest	-	0	-	25	5	a

a-Less than 0.5.

The index of case activity, or number of months cases were active during the year, is computed by adding together the active cases reported for each month of the year, thus obtaining the total active case-months of service, and dividing this figure by the number of different cases served. Cases continued from the preceding year tend to be balanced by cases carried forward to the next year, so that the figure approximates the true average length of service per case. The median figure is 3.2 months. Four agencies have averages of less than two months, which indicates extremely rapid turnover of the caseload. Three agencies have averages as high as five months.

Average Active Cases Monthly

Table 6 also includes the number of active cases per month for each agency, the proportion opened and closed each month, the percentage of brief service cases included in the total, and the ratios of cases to workers. Duluth FSS and Akron FSS averaged less than 100 active cases monthly. Ten agencies had averages of more than 1000 active cases per month. The number for Chicago UC was more than 2000 and for New York GSS nearly 4000.

Intake tends to constitute about a quarter of the active caseload monthly, but the proportion varies with the average length of case activity. For five agencies intake on the average was at least half of the active caseload.

Closing of cases tended to be a little more frequent than opening. With very few exceptions the number of cases opened and the number closed were closely similar. For more than a quarter of the group, the table shows that the percentages of cases opened and closed were the same. For only eleven agencies the number of cases opened was more than the number closed.

The ratio of brief service cases per 100 active cases monthly is presented in this report for the first time. In earlier reports these cases were related to intake. By definition, they are cases given casework consideration without plan on the part of the worker for continuation of service beyond the first interview. The proportion of brief service cases to total active cases monthly varied from only two per cent for Montreal FWA, where it is recognized that brief service cases are not fully recorded, to 64 per cent for Syracuse FS, where Travelers Aid service and the new child counseling service explain in part the high proportion. High proportions of brief service cases help to account for high ratios of intake to total cases and low average length of service per case.

Interesting illustrations of brief service cases are included in an article, The Short Contact in Wartime, by Marian Emery, a member of the staff of Indianapolis Family Welfare Society, in the March, 1944, issue of The Family. The article shows that the service involved in these cases though brief is not unimportant.

TABLE 6 - DIFFERENT CASES DURING YEAR, ACTIVE CASES PER MONTH AND ACTIVE CASES PER MONTH PER WORKER, 60 AGENCIES, 1943

Agency	Total differ- ent cases in year	Average number of months cases active in year	Active cases per month	Per 100 active cases monthly			Active cases monthly	
				Intake	Closed	Brief cases service	Per number of staff	Number carried per case- worker
New York CSS	12,618	3.6	3,810	26	26	15	27	29
New York JSSA	5,456	2.4	1,114	41	41	27	24	27
New York GC	6,793	3.1	1,733	30	29	22	32	37
Brooklyn EC	3,379	2.5	713	37	37	28	27	31
Brooklyn JFWS	4,112	2.6	860	41	42	23	28	32
Brooklyn GC	6,980	2.9	1,694	25	25	11	44	50
Chicago UC	10,099	2.6	2,228	39	39	32	35	38
Chicago JSSB	3,326	3.4	942	27	28	26	25	35
Philadelphia FS	3,796	3.2	1,012	30	31	17	29	33
Philadelphia JWS	1,607	4.0	534	21	22	11	27	34
Los Angeles FWA	1,482	2.3	278	41	41	26	27	29
Los Angeles JSSB	903	2.8	209	36	35	19	36	44
Cleveland AC	4,952	3.0	1,233	30	30	21	29	32
Cleveland JFSA	1,325	3.7	404	24	25	29	29	33
Baltimore FCS	1,890	2.6	407	40	40	21	33	33
Baltimore JFCS	500	4.3	178	18	20	15	17	19
St. Louis FA	3,259	2.7	728	35	34	28	30	32
St. Louis JSSB	602	3.5	176	24	26	12	28	35
Montreal FWA	2,568	5.5	1,142	11	13	2	35	36
Boston FS	4,123	4.1	1,396	19	20	11	31	31
Boston JFMA	1,099	5.1	463	13	13	15	34	36
Pittsburgh FSAE	2,539	4.3	916	15	15	8	21	24
Pittsburgh JSSB	1,077	5.2	467	10	12	30	30	38
Toronto FWA	4,791	2.7	1,093	35	36	28	30	34
Washington FSA	1,268	3.1	330	29	27	14	20	21
Milwaukee FWA	2,750	3.4	789	24	23	14	29	36
Buffalo FCS	1,246	3.4	367	23	21	11	24	32
New Orleans FWS	898	3.6	267	25	24	11	28	30
Minneapolis FWA	1,767	3.5	509	23	24	20	23	28
Cincinnati AC	3,022	3.1	792	24	25	13	29	29
Bewark SSB	1,329	3.2	357	19	20	8	21	28
Indianapolis FWS	1,143	3.4	338	22	24	9	23	27
Houston FCS	1,832	2.1	313	42	44	23	28	30
Seattle FS	2,792	1.6	375	60	61	47	28	37
Rochester FS	866	4.4	205	14	15	3	27	29
Louisville FSO	2,623	1.7	374	62	62	56	28	35
Atlanta FWS	1,819	3.4	519	20	24	26	30	34
Dallas FCS	2,092	1.9	334	51	50	38	40	49
Memphis FWA	1,058	3.3	295	26	25	15	25	33
St. Paul FS	2,566	3.1	668	25	25	15	36	44
Toledo CFA	448	2.8	105	32	30	17	33	39
Providence FWS	1,336	3.2	353	28	30	14	30	37
Akron FSS	314	3.2	83	25	27	9	33	36
Omaha FWA	1,742	2.0	284	51	52	27	29	36
St. Louis Co. FSS	1,087	3.9	355	19	16	12	25	28
Syracuse FS	1,837	1.8	252	63	64	64	29	44
Worcester FSO	507	4.0	170	20	21	7	27	31
Richmond FSS	743	4.9	303	13	13	5	28	31
Hartford FSS	865	2.9	210	33	33	18	20	23
New Haven FS	950	3.7	292	21	22	17	22	24
Salt Lake City FSS	401	3.9	130	20	18	3	35	37
Springfield, Mass. FWA	916	2.9	218	34	34	22	35	38
Bridgeport FS	514	3.2	135	26	26	22	27	26
Yonkers FSS	791	3.8	249	23	24	19	33	31
Scranton FWA	647	3.9	211	21	21	37	33	35
New Bedford FWS	347	3.8	109	18	17	11	27	33
Duluth FSS	219	4.5	32	12	16	16	27	32
Harrisburg AAS	696	3.2	186	25	27	19	31	36
Lennox SSB	563	2.6	121	36	37	28	24	27
Orange NFS	1,563	2.5	332	36	36	37	39	39
Total (60 agencies)	124,480	-	34,741	-	-	-	-	-
Highest	-	5.3	-	63	64	64	44	50
Upper quartile	-	3.8	-	36	36	27	33	36
Median	-	3.2	-	25	26	18	29	33
Lower quartile	-	2.7	-	20	21	11	27	29
Lowest	-	1.6	-	10	12	2	17	19

Number of Cases Per Worker

The last two columns of Table 6 contain the two ratios of active cases per worker. These are closely related measurements. Usually, but not for all agencies, the number per member of the casework staff is several cases lower than the number carried per caseworker. The ratios are computed as follows. The first is the result of dividing the average number of active cases monthly by the average number of paid members of the casework staff, including supervisors and special workers. The second is obtained by dividing only the active cases carried by caseworkers by the number of caseworkers. Cases carried by supervisors, students and volunteers, if any, do not affect the second ratio, but do the first. Supervisors are, but students and volunteer workers are not, included in the denominator of the first ratio.

Well over half of the group of agencies have ratios of cases per member of the casework staff within the narrow range from 37 to 33. For only two agencies is the number as high as 40 cases. Several agencies have very low ratios, one as low as 17 cases per worker monthly, and for 10 others the number is lower than 25 cases.

The same two agencies have the highest and lowest figures in both these columns. The range of variation is slightly greater for cases carried per caseworker. In the case of the latter ratio the number of cases is from 27 to 37, inclusive, for more than two-thirds of the group.

Inactive Cases

Table 7 accounts for cases open but not active in the month of the report. Cases may be inactive for various reasons. Inactive continued service cases - that is, cases for which the worker planned contacts beyond the first casework interview - are divided into three groups: those needing but not receiving current attention; those inactive throughout the month according to plan; and those on which work has been completed but which have not been formally closed. Brief service cases may be continued open even though the worker has not planned for further service, and in some agencies such cases comprise a substantial proportion of total inactive cases.

The ratio of inactive to active cases varies widely. Several agencies, Philadelphia JWS, Omaha FWA, Syracuse FS, Chicago UC, and Cleveland JFSA, regularly have very small proportions of inactive cases. On the other hand, Newark SSB had in 1943 an average of 81 inactive for each 100 active cases monthly.

Three agencies record no inactive cases needing attention, and the proportion of such inactive cases is very small for half of the group. For just over half of the agencies, cases inactive according to plan account for the largest proportion of inactive cases. For a third, cases waiting for closing comprise the largest proportion.

TABLE 7 - INACTIVE CASES, 60 AGENCIES, 1943

Agency	Inactive cases per month	Inactive cases per 100 active cases	Per cent of total inactive cases				Brief service cases
			Continued service cases			Waiting for closing	
			Needing attention	According to plan			
New York OSS	534	14	12	60	17	11	
New York JSSA	169	15	a	84	8	8	
New York OC	261	14	11	33	52	4	
Brooklyn AC	192	27	2	34	30	34	
Brooklyn JFWS	167	19	13	35	50	2	
Brooklyn OC	1,120	66	10	73	17	0	
Chicago UC	159	7	5	77	0	18	
Chicago JSSS	110	12	12	43	28	17	
Philadelphia FS	125	12	8	55	37	0	
Philadelphia JWS	22	4	7	47	46	0	
Los Angeles FWA	73	26	0	83	0	17	
Los Angeles JSSS	44	21	0	100	0	0	
Cleveland AC	269	22	11	23	66	0	
Cleveland JFSA	34	8	2	84	14	a	
Baltimore FCS	42	10	6	78	0	16	
Baltimore JFCS	32	18	1	25	63	11	
St. Louis PA	166	28	7	34	69	0	
St. Louis JSSS	22	13	3	39	40	18	
Montreal FWA	193	17	19	57	24	0	
Boston FS	386	28	5	41	48	11	
Boston JFWA	192	41	19	38	20	28	
Pittsburgh FSAC	342	37	11	27	46	16	
Pittsburgh JSSS	156	33	2	24	24	50	
Toronto FWA	441	40	20	50	30	a	
Washington FWA	58	17	18	49	33	a	
Milwaukee FWA	221	38	14	33	33	20	
Buffalo FSS	76	21	8	52	32	8	
New Orleans FSS	33	12	15	52	33	0	
Minneapolis FWA	163	32	14	17	38	31	
Cincinnati AG	185	23	11	48	36	5	
Newark SSS	291	61	21	28	48	3	
Indianapolis FWS	115	35	11	15	74	0	
Houston FSS	176	56	6	23	51	20	
Seattle FS	66	18	1	45	48	6	
Rochester FS	55	27	36	28	36	0	
Louisville FSO	36	10	10	42	48	0	
Atlanta FWS	144	28	5	28	50	17	
Dallas FCS	57	18	2	29	43	26	
Memphis FWA	53	18	12	87	0	1	
St. Paul FS	176	26	12	61	27	0	
Toledo CPA	12	12	10	39	33	18	
Providence FWS	118	33	10	27	62	1	
Akron FSS	30	26	26	32	42	0	
Omaha FWA	16	6	0	65	35	0	
St. Louis Co. FSS	166	47	14	11	61	14	
Syracuse FS	19	7	39	39	12	10	
Worcester FSO	31	18	3	70	25	2	
Richmond FSS	61	20	10	50	34	6	
Hartford FSS	30	14	10	55	34	1	
New Haven FS	47	16	16	42	25	17	
Salt Lake City FSS	19	15	49	20	29	2	
Springfield, Mass. FWA	49	23	16	34	49	1	
Bridgeport FS	26	19	15	50	20	15	
Yonkers FSS	33	13	25	41	20	14	
Scranton FWA	63	30	15	33	7	45	
New Bedford FWS	47	43	6	73	11	10	
Duluth FSS	24	29	25	40	18	17	
Harrisburg AAS	66	35	35	44	16	5	
Lansing SSS	46	38	24	39	37	0	
Orange NFS	41	12	26	68	6	0	
Total (60 agencies)	8,086	-	-	-	-	-	
Highest	-	81	49	100	74	50	
Upper quartile	-	32	16	57	46	17	
Median	-	21	11	42	33	6	
Lower quartile	-	14	5	30	18	0	
Lowest	-	4	0	11	0	0	

a-Less than 0.5.

Service-to-Other-Agency Cases

Table 8 gives comparative figures for the several classes of cases of service to assist other agencies. As already mentioned, these cases are not taken into account in any of the other tables. They represent instances of service in which the responsibility assumed by the reporting agency extends only to provision of specific information or advice on request of another organization, or, in the case of advice concerning plan of treatment, on request of a qualified person who is prepared to proceed with service to the client. They do not involve contacts with the client who is concerned. The table shows, for each of four categories of these cases, the average number of cases monthly.

While the number of reports on closed cases increased in 1943 as compared with 1942, cases of advice concerning plan of treatment and inquiries made for out-of-town agencies decreased. Out-of-town inquiries forwarded also increased over the preceding year, but except for two agencies the number of these cases is not significant.

Reports on closed cases comprise most of the service-to-other-agency cases for most, but not for all, of the agencies. For the total group, they are three-fourths of the total number. Agency reports to "Screening Centers", at which reported information is evaluated and summarized for Selective Service use, account for a large proportion of the reports on closed cases and for their increase in this year.

Although few cases of advice concerning plan of treatment are reported by most of the agencies, for several this type of service is of considerable volume.

The final column of Table 8 shows for each agency the relation of total service-to-other-agency cases to total active direct service cases monthly. Both Pittsburgh FSAC and Hartford FSS reported an average of 39 service-to-other-agency cases for each 100 active direct service cases. New Haven FS, Minneapolis FWA, and Scranton FWA, also have high ratios. Most of the agencies, however, have relatively few such cases, the ratio for the median agency being only nine per 100 active direct service cases.

Relief Cases and Amounts of Relief

Data concerning the use of relief by the 60 agencies are recorded in Table 9. The first three columns show the average number of cases given relief monthly, the per cent these cases are of total active direct service cases monthly, and the per cent of relief cases in which the assistance is provided to supplement relief being received from a public agency. The total amounts of relief given during the year are also shown and the percentage of these amounts that were used to supplement public relief grants. The last two columns of the table register in round dollars the amounts given per case per month to both classes of relief cases.

For most of the agencies the decline from the preceding year in the proportion of cases given relief was considerable. The median proportion was 27 per cent in 1943 as compared with 33 per cent in 1942. For only

TABLE 6 - SERVICE-TO-OTHER-AGENCY CASES, 60 AGENCIES, 1943

Agency	Number per month				Total	Number per 100 active direct service cases monthly
	Reports on closed cases	Advice re plan of treatment	Inquiries for out-of-town agencies	Out-of-town inquiries forwarded		
New York CSS	318	59	31	33	440	12
New York JSSA	115	4	13	0	132	12
New York CC	111	31	7	1	150	9
Brooklyn SC	120	9	12	0	141	20
Brooklyn JFWS	59	6	7	1	73	8
Brooklyn CC	34	18	6	a	58	3
Chicago UC	121	24	17	2	164	7
Chicago JSSB	20	6	30	0	56	6
Philadelphia FS	114	2	23	2	141	14
Philadelphia JWS	59	1	2	3	65	12
Los Angeles FWA	11	3	17	16	47	17
Los Angeles JSSB	1	0	56	0	57	27
Cleveland AC	109	3	11	a	123	10
Cleveland JFSA	15	16	9	0	40	10
Baltimore FCS	26	5	17	1	49	12
Baltimore JFCS	5	0	6	0	11	6
St. Louis FA	57	6	10	3	76	10
St. Louis JSSB	5	1	4	0	10	6
Montreal FWA	32	2	8	1	43	4
Boston FS	142	3	4	1	150	11
Boston JFWA	20	a	5	1	26	5
Pittsburgh FSAC	317	26	18	0	361	39
Pittsburgh JSSB	17	2	11	0	30	6
Toronto FWA	36	0	5	1	43	4
Washington FSA	27	7	14	2	50	15
Milwaukee FWA	137	0	7	0	144	18
Buffalo FSS	16	a	5	0	21	6
New Orleans FSS	15	1	9	1	26	10
Minneapolis FWA	146	4	5	a	155	30
Cincinnati AC	39	4	10	1	54	7
Newark SSB	33	a	3	a	36	10
Indianapolis FWS	10	10	4	3	27	8
Houston FSS	9	2	12	1	24	7
Seattle FS	24	7	7	1	39	10
Rochester FS	56	a	1	0	56	28
Louisville FSO	20	a	1	2	23	6
Atlanta FWS	21	2	3	1	27	5
Dallas FCS	7	3	5	a	15	5
Memphis FWA	4	0	4	2	10	3
St. Paul FS	40	8	2	a	50	7
Toledo CFA	3	2	2	1	8	7
Providence FWS	35	3	2	a	40	12
Akron FSS	1	0	3	0	4	5
Omaha FWA	13	4	6	a	23	8
St. Louis Co. FSS	10	3	1	a	14	4
Syracuse FS	10	10	5	1	26	9
Worcester FSO	23	a	2	1	26	15
Richmond FSS	3	1	2	a	6	2
Hartford FSS	56	19	6	1	82	39
New Haven FS	82	11	3	5	101	35
Salt Lake City FSS	5	a	2	a	7	5
Springfield, Mass. FWA	22	5	3	a	30	14
Bridgeport FS	25	5	3	1	34	25
Yonkers FSS	11	1	1	a	13	5
Scranton FWA	58	1	3	1	63	30
New Bedford FWS	3	a	4	0	7	7
Duluth FSS	4	2	1	0	7	8
Harrisburg AAS	3	a	2	1	6	3
Lansing SSB	6	a	4	a	10	8
Orange NFS	20	6	2	1	29	12
Total (60 agencies)	2,870	348	480	92	3,780	-
Highest	-	-	-	-	-	39
Upper quartile	-	-	-	-	-	14
Median	-	-	-	-	-	9
Lower quartile	-	-	-	-	-	6
Lowest	-	-	-	-	-	2

a-Less than 0.5.

six agencies was the proportion higher in 1943, while for four others it was the same in both years. Three agencies, Baltimore JFCB, Dallas FCB, and Scranton FWA, in 1943 gave relief to more than half of their total active direct service cases monthly. But in contrast, St. Paul FS and Brooklyn CC gave relief monthly to less than 10 per cent of active cases.

Supplementation of public relief also declined generally in 1943 as compared with 1942, the median percentages being 18 in 1942 and 13 in 1943. In 1943, six agencies did not supplement public relief at all, while in 1942 five agencies did not. For seven agencies which supplemented public relief in 40 per cent or more of their relief cases in 1943, the proportions were closely similar in the preceding year.

The group of agencies together disbursed a little more than three and one-half million dollars in relief in 1943, whereas in the previous year the amount was nearly four million dollars. Like the total amount of relief, the proportion used to supplement public relief dropped in 1943 for most of the agencies. In the case of Scranton FWA nearly three-quarters of the total relief expenditure was for this purpose. For several other agencies more than half of the total amount supplemented public agency grants.

Average amounts of relief for both groups of cases generally increased in 1943 over those of 1942. The average for cases not also receiving public relief was lower in 1943 for only four agencies, and for four others it was the same in both years. For a few agencies, the increase was large, as in the case of St. Paul FS (\$26 to \$39), Akron FSS (\$24 to \$37), Duluth FSS (\$19 to \$27), Springfield, Mass. FWA (\$25 to \$35). The average amounts supplementing public relief increased over 1942 for more than half of the agencies, but the increase in these average amounts was less general than that in amounts of relief for the other group of relief cases.

Adjustments of budgets to meet cost-of-living changes account to some extent for the increase in the average amounts of relief. As has been pointed out in earlier reports, it should be recognized that the general relief averages may be affected by many factors, of which, however, the relief standard of the agency is likely to be most important.

Casework Interviews

Tables 10 and 11 present statistics of the personal contacts through which casework service is given. The total figures for casework interviews include those by telephone as well as face-to-face interviews. Telephone interviews do not include all telephone calls of professional staff members concerning clients, but only those conversations with or concerning clients in which there is discussion of the client's situation and which take the place of interviews in person.

Among the 42 agencies reporting this optional item, telephone interviews tend to be nearly half of the total number of casework interviews. The range of variation is from only 19 per cent of the total for New Bedford FWS to 76 per cent for Los Angeles JSSB. The proportion for the median agency is 46 per cent.

TABLE 9 - RELIEF: CASES, AMOUNT AND AMOUNT PER CASE, 60 AGENCIES, 1943

Agency	Relief cases monthly			Amount of relief during year		Average amount of relief per case monthly	
	Number	Percent active cases	Percent also receiving public relief	Amount	Percent supplementing public relief	Cases net receiving public relief	Cases also receiving public relief
New York CSS	1,360	36	27	\$382,537	16	\$27	\$14
New York JSSA	216	19	12	121,179	6	50	22
New York CC	540	31	13	242,116	6	41	16
Brooklyn BC	137	19	15	40,672	8	27	14
Brooklyn JFWS	285	33	21	111,002	13	36	21
Brooklyn CC	119	6	20	35,029	9	30	13
Chicago UC	661	30	5	316,563	4	40	30
Chicago JSSB	280	27	11	128,610	10	43	39
Philadelphia FS	393	39	47	99,180	40	23	18
Philadelphia JVS	245	46	54	102,853	38	48	24
Los Angeles FMA	71	26	2	35,960	1	42	14
Los Angeles JSSB	45	22	0	16,942	0	31	-
Cleveland AC	271	22	2	162,106	1	80	28
Cleveland JFSA	56	14	a	34,242	a	51	4
Baltimore FCS	114	28	30	37,900	15	29	20
Baltimore JFCS	111	62	19	65,633	12	54	31
St. Louis FA	222	31	26	79,220	21	31	24
St. Louis JSSB	56	31	67	20,324	55	43	26
Montreal FMA	550	48	36	176,545	23	32	17
Boston FS	679	49	40	187,065	27	28	15
Boston JFMA	116	25	30	40,800	17	35	17
Pittsburgh FSAC	191	21	50	49,998	47	23	20
Pittsburgh JSSB	186	40	66	65,633	51	43	23
Toronto FMA	200	18	0	20,408	0	38	-
Washington FSA	116	35	13	46,764	15	35	39
Milwaukee FMA	120	15	22	18,868	15	14	9
Buffalo FSS	94	26	a	54,185	a	45	14
New Orleans FSS	77	29	18	29,184	8	35	15
Minneapolis FMA	98	19	8	48,986	5	43	23
Cincinnati AC	166	21	11	56,011	6	29	17
Newark SSB	63	18	26	11,438	23	16	13
Indianapolis FWS	94	29	13	34,535	8	32	21
Houston FSB	86	27	6	23,674	4	23	17
Seattle FS	68	18	3	25,415	2	29	13
Rochester FS	45	22	0	18,240	0	34	-
Louisville FSO	63	17	0	31,530	0	42	-
Atlanta FWS	163	31	6	63,959	4	33	23
Dallas FCB	181	56	23	46,293	26	21	22
Memphis FMA	112	38	10	46,564	10	35	34
St. Paul FS	40	6	8	17,639	3	39	16
Toledo CFA	10	10	17	2,418	18	19	21
Providence FWS	140	40	34	47,819	17	31	20
Aron FS	17	21	2	7,539	a	37	7
Omaha FMA	94	33	6	35,063	6	31	36
St. Louis Co. FSS	101	28	33	35,989	28	32	25
Syracuse FS	66	23	9	24,076	8	31	27
Worcester FSO	59	35	2	34,025	a	34	5
Richmond FSS	129	43	1	38,229	1	25	14
Hartford FSS	92	44	1	54,162	1	49	47
New Haven FS	40	14	6	17,814	3	38	19
Salt Lake City FSS	25	19	0	8,276	0	28	-
Springfield, Mass. FMA	46	21	0	19,379	0	35	-
Bridgeport FS	25	18	12	8,363	11	29	26
Yonkers FSS	30	12	27	5,200	22	15	12
Scranton FMA	128	61	71	21,832	72	13	15
New Bedford FWS	42	39	43	9,934	51	17	23
Duluth FSS	18	22	12	5,886	13	27	30
Harrisburg AAS	80	43	60	13,264	54	16	13
Lansing SSB	16	13	35	3,561	27	21	14
Orange NFS	52	16	47	9,624	47	14	16
Total (60 agencies)	9,860	-	-	\$3,535,895	-	-	-
Highest	-	62	71	-	72	\$54	\$47
Upper quartile	-	36	27	-	23	40	24
Median	-	27	13	-	10	32	20
Lower quartile	-	19	3	-	2	25	14
Lowest	-	6	0	-	0	8	4

a-Less than 0.5.

For these 42 agencies and also the 15 that reported only interviews other than those by telephone, casework contacts in person generally occur much more frequently in the office than outside. This is shown by the percentages in Table 10 and also by the ratios of visit to office interviews in the following table.

The agencies reporting telephone as well as other interviews give a median ratio of 3.4 interviews per active case per month, and the range is from 2.3 to 5.4

All told, 57 agencies reported interviews in person, and the median number of these interviews is 1.8 per case per month. The range is from as few as 1.1 interviews in person per case per month to 2.9. The lowest value for this ratio, it will be seen, is that of the agency having the highest proportion of telephone interviews and next to the highest ratio of total interviews per case per month.

Table 11, which is also concerned with interview data, shows first the ratios of client to collateral interviews. Client interviews are those of workers with any member of the immediate client family. Collateral interviews are those with other persons concerning a client family. When telephone interviews are included, the median ratio of client to collateral interviews is 1.5 to 1. But when only interviews in person are considered, the proportion of client interviews becomes much higher. For these interviews only, the median ratio is 4.7 with clients to 1 collateral.

For several of the agencies, collateral interviews in person are extremely infrequent. Thus, Brooklyn JWFS has a ratio of more than 30 with clients to one collateral, and for New York JSSA the ratio is nearly 18 to 1, while for three other agencies it is more than 10 to 1.

The ratios of visit to office interviews in the middle column of the table reveal that it is now the practice of several agencies to carry on almost all of their casework activity within the office. The number of interviews outside the office in proportion to those inside for Brooklyn JWFS and New York JSSA are extremely low. Only 16 of the 57 agencies reporting interview data record more visit than office interviews. For one agency, New Bedford FWS, outside interviews are more than twice as numerous as those inside.

The last two columns of this table record the ratios of visit to office interviews separately for client and collateral contacts. Only ten of the agencies have more of their client contacts outside than inside the office.

Casework Staff

Detailed staff figures appear in Table 12. Five columns of the table relate to the regularly employed casework personnel. The four categories of the regular staff specified in the table require definition. That for supervisors is intended to include all workers whose primary concern is with the method and quality of the casework performed by caseworkers and students. Included are general casework supervi-

TABLE 10 - CASEWORK INTERVIEWS: NUMBER AND NUMBER PER CASE, 57 AGENCIES, 1943

23

Agency	Number	Total casework interviews during year			Casework interviews, excluding telephone interviews	Casework interviews per active case per month	
		Percentage distribution		Telephone		Including telephone interviews	Excluding telephone interviews
		Non-telephone	Visit Office				
New York CSS	183,210	11	39	50	90,530	4.0	2.0
New York JSSA	47,858	3	44	53	22,325	3.6	1.7
New York CC	72,650	21	29	50	36,215	3.5	1.7
Brooklyn EC	27,506	7	39	54	12,569	3.2	1.6
Brooklyn JFWS	33,451	1	54	45	18,247	3.2	1.8
Brooklyn CC	46,651	31	34	35	30,261	2.3	1.5
Chicago UC	-	-	-	-	31,899	-	1.2
Chicago JSSB	-	-	-	-	17,874	-	1.6
Philadelphia FS	38,790	16	38	46	20,797	3.2	1.7
Philadelphia JVS	-	-	-	-	-	-	-
Los Angeles FWA	13,552	15	28	57	5,743	4.1	1.7
Los Angeles JSSB	11,809	7	17	76	2,938	4.7	1.1
Cleveland AC	-	-	-	-	26,250	-	1.8
Cleveland JFSA	-	-	-	-	8,345	-	1.7
Baltimore FCS	19,604	20	31	49	9,897	4.0	2.0
Baltimore JFCS	-	-	-	-	3,989	-	1.9
St. Louis PA	28,505	18	30	52	13,607	3.3	1.6
St. Louis JSSB	6,645	10	38	52	3,175	3.2	1.5
Montreal FWA	-	-	-	-	21,911	-	1.6
Boston FS	-	-	-	-	-	-	-
Boston JFWA	14,995	14	36	50	7,407	2.7	1.3
Pittsburgh FSAC	-	-	-	-	19,398	-	1.8
Pittsburgh JSSB	14,042	21	29	50	7,043	2.5	1.3
Toronto FWA	-	-	-	-	27,383	-	2.1
Washington FSA	21,503	13	27	60	8,489	5.4	2.1
Milwaukee FWA	-	-	-	-	19,743	-	2.1
Buffalo FSS	-	-	-	-	9,530	-	2.2
New Orleans FSS	12,556	18	48	34	8,231	3.9	2.6
Minneapolis FSA	-	-	-	-	-	-	-
Cincinnati AC	25,255	42	30	28	18,148	2.7	1.9
Newark SSB	11,975	30	37	33	7,968	2.8	1.9
Indianapolis FWS	13,347	29	26	45	7,335	3.4	1.9
Houston FSB	-	-	-	-	7,706	-	2.1
Seattle FS	14,421	9	35	56	6,382	3.2	1.4
Rochester FS	5,553	28	47	25	4,235	2.3	1.7
Louisville FSO	-	-	-	-	5,926	-	1.3
Atlanta FWS	23,166	20	36	44	13,038	3.7	2.1
Dallas FCS	-	-	-	-	6,961	-	1.8
Memphis FWA	13,408	30	32	38	8,346	3.8	2.4
St. Paul FS	27,450	16	31	53	12,837	3.4	1.6
Toledo CFA	3,895	32	28	40	2,342	3.1	1.9
Providence FWS	15,614	25	37	38	9,678	3.7	2.3
Akron FSS	-	-	-	-	1,753	-	1.8
Omaha FWA	14,953	25	23	52	7,198	4.4	2.1
St. Louis Co. FSS	14,142	20	35	45	7,839	3.3	1.3
Syracuse FS	9,470	13	45	42	5,506	2.8	1.6
Worcester FSO	9,150	13	33	54	4,239	4.6	2.1
Richmond FSS	14,246	36	23	41	8,409	3.9	2.3
Hartford FSS	13,115	13	30	57	5,604	5.2	2.2
New Haven FS	10,741	32	24	44	6,264	3.1	1.7
Salt Lake City FSS	6,050	34	26	40	3,604	3.9	2.3
Springfield, Mass. FWA	10,997	28	13	54	5,010	4.2	1.9
Bridgeport FS	6,115	28	26	46	3,321	3.8	2.0
Yonkers FSS	9,314	39	31	30	6,513	3.1	2.2
Scranton FWA	6,857	25	40	35	4,477	2.7	1.8
New Bedford FWS	4,682	55	26	19	3,797	3.6	2.9
Duluth FSS	3,999	19	22	59	1,647	4.1	1.7
Harrisburg AAS	-	-	-	-	4,562	-	2.0
Lansing SSB	4,747	24	27	49	2,417	3.3	1.7
Orange FFS	10,803	36	30	34	7,106	2.7	1.8
Total (57 agencies)	-	-	-	-	683,669	-	-
Highest	-	55	54	76	-	5.4	2.9
Upper quartile	-	30	37	53	-	3.9	2.1
Median	-	21	31	46	-	3.4	1.8
Lower quartile	-	13	27	38	-	3.1	1.7
Lowest	-	1	17	19	-	2.3	1.1

TABLE 11 - CASEWORK INTERVIEW RATIOS, 57 AGENCIES, 1943

Agency	Client interviews per collateral interview including telephone interviews	Excluding telephone interviews	Visit interviews per office interview	Client Visit interviews per client office interview	Collateral visit interviews per collateral office interview
New York OSS	1.4	7.8	.3	.2	3.2
New York JSSA	1.5	17.9	.1	a	.8
New York OC	1.1	4.5	.7	.6	1.7
Brooklyn OC	1.1	9.2	.2	.1	1.0
Brooklyn JFWS	1.9	30.5	a	a	.3
Brooklyn OC	1.7	3.3	.9	.9	.9
Chicago OC	-	12.6	.2	.2	1.5
Chicago JSSB	-	6.4	.6	.5	1.5
Philadelphia FS	1.5	11.1	.4	.3	3.1
Philadelphia JVS	-	-	-	-	-
Los Angeles FWA	1.4	7.3	.5	.4	2.1
Los Angeles JSSB	1.3	5.4	.4	.4	.8
Cleveland AC	-	5.9	.9	.7	5.0
Cleveland JFSA	-	3.7	.5	.3	1.3
Baltimore FCS	.9	3.1	.6	.4	2.4
Baltimore JFCS	-	2.9	.7	.4	2.8
St. Louis FA	-	5.2	.6	.4	4.8
St. Louis JSSB	-	3.2	.3	.1	1.1
Montreal FWA	-	5.4	1.1	.9	3.0
Boston FS	-	-	-	-	-
Boston JFMA	-	-	.4	-	-
Pittsburgh FSAC	-	4.7	.9	.7	3.1
Pittsburgh JSSB	1.2	2.3	.7	.6	1.4
Toronto FWA	-	5.1	1.1	1.2	.6
Washington FSA	1.1	7.4	.5	.4	2.4
Wilwaukee FWA	-	4.0	1.3	1.1	2.7
Buffalo FSS	-	4.3	1.6	1.3	6.8
New Orleans FSS	2.3	6.7	.4	.3	2.3
Minneapolis FWA	-	-	-	-	-
Cincinnati AC	1.7	3.2	1.4	1.1	3.2
Newark SSB	1.9	4.8	.8	.6	2.3
Indianapolis FVS	1.5	4.9	1.1	.9	3.1
Houston FSS	-	4.2	.5	.3	3.5
Seattle FS	1.9	10.6	.3	.2	.8
Rochester FS	3.2	6.5	.6	.5	1.7
Louisville FSO	-	5.9	.7	.6	2.0
Atlanta FVS	1.8	4.0	.6	.4	1.7
Dallas FCB	-	7.3	.6	.5	2.5
Memphis FWA	3.6	8.9	.9	.8	3.0
St. Paul FS	1.5	3.6	.5	.3	2.1
Toledo CPA	1.9	2.9	1.3	1.1	1.2
Providence FVS	1.6	4.2	.7	.5	1.5
Akron FSS	-	4.5	.6	.5	1.3
Omaha FWA	1.3	2.9	1.1	.9	2.1
St. Louis Co. FSS	1.6	5.2	.6	.4	2.4
Syracuse FS	4.5	5.6	.3	.2	1.9
Worcester FSO	1.4	3.7	.4	.2	2.5
Richmond FSS	1.9	4.1	1.6	1.3	4.3
Hartford FSS	1.0	3.2	.4	.3	.7
New Haven FS	1.4	4.2	1.3	1.2	2.1
Salt Lake City FSS	-	-	1.3	-	-
Springfield, Mass. FWA	-	2.4	1.5	1.4	1.9
Bridgeport FS	1.3	2.7	1.1	.7	4.4
Yonkers FSS	2.1	5.4	1.3	1.2	2.2
Scranton FWA	2.4	6.7	.6	.5	2.6
New Bedford FVS	1.4	1.9	2.1	1.7	3.8
Duluth FSS	1.2	6.5	.8	.7	1.6
Harrisburg AMS	-	3.7	1.0	.8	2.4
Lansing SSB	1.0	2.1	.9	.7	1.3
Orange FVS	1.3	2.0	1.2	.8	3.0
Highest	4.5	30.5	2.1	1.7	6.8
Upper quartile	1.9	6.7	1.1	.9	3.0
Median	1.5	4.7	.7	.5	2.1
Lower quartile	1.3	3.3	.5	.3	1.4
Lowest	.9	1.9	a	a	.3

a-Less than 0.05.

sors and casework consultants, district office secretaries, assistant supervisors and assistant district secretaries, provided at least half of their time is devoted to supervision of the work of other workers and less than half to direct work with clients.

Caseworkers by definition include all regularly employed staff members whose primary function is casework with clients. The group entitled "special workers" is intended to include staff members whose primary function is advice and assistance to other members of the staff concerning special aspects of their work with clients, although these workers may also provide direct casework service. Several agencies, however, record as special workers caseworkers who work with special groups of clients. The few "other" members of the regular staff are workers primarily responsible for reports to other agencies on closed cases and for supplying information sought by out-of-town agencies.

Ratios of supervisors to caseworkers have not been computed for individual agencies, since for some, particularly the smaller ones, the results obtained from these figures might be misleading. For individual agencies the comparisons on this point should be made from data which register more exactly than do these the division of time between supervision and casework, of workers who devote some time to each function. For the group of agencies as a whole, however, the classification of workers as here reported may give an approximately accurate indication of the relative proportions. The aggregate figures yield a ratio of one supervisor to 3.6 caseworkers. Including the other two groups of workers, the ratio becomes one supervisor to 3.8 other members of the regular casework staff.

School of social work students are assigned to the agencies for definite periods, which may vary materially with different schools and agencies. They are counted as students provided they are with the agency on assignment by the school and are receiving academic credit for their service. The more advanced students may carry caseloads approximating in size those of regular workers. Only eight of the agencies had no student workers on their staffs during the year 1943. Among the other 52 agencies the ratios of students to regular staff members vary widely. For the total group, the average for the year was about one student to four members of the regular staff. For Chicago UC the ratio was one student to two regular workers, while both New Orleans FSS and Salt Lake City FSS show similarly high proportions of students.

Volunteer workers recorded in the table are only those participating in work with cases. Only 11 agencies reported such workers during the year, and most of the total number were reported by one agency.

Since they require much supervision, both student workers and volunteers should be taken into account in considering the proportion of supervisors to other workers. When students are added the aggregate figures give a ratio of supervisors to other workers of 1 to 4.9; and if the few volunteers are added, the ratio becomes 1 supervisor to 5 other workers.

TABLE 12 - CASEWORK STAFF, STUDENTS AND VOLUNTEERS, 60 AGENCIES, 1943

Agency	Average number of workers on casework staff monthly					School of social work students	Volunteers working with cases
	Super- visors	Case- workers	Special workers	Other	Total regular staff		
New York CSS	25.8	112.0	0	1.2	139.0	56.3	1.2
New York JSSA	9.8	35.8	0	0	45.6	8.0	0
New York CC	8.2	43.5	2.0	0	53.7	9.2	0
Brooklyn MC	5.2	19.5	.5	1.0	26.2	5.1	0
Brooklyn JFWS	7.0	21.5	1.9	0	30.4	6.8	0
Brooklyn CC	6.7	29.1	3.1	0	38.9	5.8	21.7
Chicago UC	16.3	48.2	0	0	64.5	32.8	0
Chicago JSSB	5.3	24.0	7.8	1.0	38.1	6.3	0
Philadelphia FS	6.9	28.8	.7	1.0	34.4	7.3	1.8
Philadelphia JWS	5.0	14.4	.7	0	20.1	4.8	0
Los Angeles FWA	1.4	8.7	.3	0	10.4	3.9	0
Los Angeles JSSB	1.0	4.8	0	0	5.8	1.1	1.8
Cleveland AC	14.1	26.0	2.6	.5	43.2	18.9	.8
Cleveland JFSA	2.5	9.4	1.9	0	13.8	5.2	0
Baltimore FCS	4.5	7.3	0	.5	12.3	4.9	0
Baltimore JFCS	3.5	7.2	0	0	10.7	0	0
St. Louis PA	4.9	18.4	1.0	0	24.3	4.6	0
St. Louis JSSB	1.5	4.8	0	0	6.3	1.0	0
Montreal FWA	6.7	27.2	0	.9	34.8	5.5	0
Boston FS	14.0	30.2	.4	0	44.6	9.8	1.6
Boston JFWA	3.0	9.1	1.6	0	13.7	4.0	0
Pittsburgh FSAC	11.2	28.8	1.0	2.0	43.0	15.8	0
Pittsburgh JSSB	3.3	11.4	.8	0	15.5	3.2	0
Toronto FWA	7.8	27.8	0	.8	36.5	1.3	1.5
Washington FSA	3.2	13.0	0	0	16.2	3.8	0
Milwaukee FWA	4.7	20.6	1.8	0	26.8	1.8	0
Buffalo FSS	3.0	9.9	2.0	0	14.9	3.4	0
New Orleans FSS	2.3	7.3	0	0	9.6	4.4	0
Minneapolis FWA	4.3	16.7	1.2	0	22.2	5.1	0
Cincinnati AC	6.1	21.5	0	0	27.6	3.7	0
Newark SSB	4.0	11.9	.9	0	16.8	1.0	.2
Indianapolis FWS	3.8	10.2	0	0	14.0	4.7	0
Houston FSS	3.1	8.0	0	0	11.1	.3	0
Seattle FS	3.0	9.9	.5	0	13.4	2.5	0
Rochester FS	2.0	5.6	0	0	7.6	1.6	0
Louisville FSO	3.0	10.3	0	0	13.3	2.3	.5
Atlanta FWS	2.4	14.9	0	0	17.3	2.6	0
Dallas FCS	1.5	6.7	0	0	8.2	0	0
Memphis FWA	2.1	8.8	1.0	0	11.9	.5	0
St. Paul FS	2.0	10.5	6.0	0	18.5	1.5	0
Toledo CFA	.5	2.7	0	0	3.2	0	0
Providence FWS	3.5	7.5	.9	0	11.9	4.8	0
Akron FSS	.5	2.0	0	0	2.5	0	0
Omaha FWA	1.5	8.0	.3	0	9.8	1.0	0
St. Louis Co. FSS	2.6	11.4	0	0	14.0	2.2	0
Syracuse FS	1.0	6.3	0	0	7.3	0	0
Worcester FSO	.5	5.8	0	0	6.3	.3	.5
Richmond FSS	1.8	9.1	0	0	10.9	3.5	0
Hartford FSS	1.3	7.8	1.4	0	10.5	1.8	0
New Haven FS	3.2	10.0	.3	0	13.5	1.8	0
Salt Lake City FSS	.5	3.1	.2	0	3.8	2.0	0
Springfield, Mass. FWA	1.0	5.2	0	0	6.2	1.3	0
Bridgeport FS	1.0	4.1	0	0	5.1	1.2	0
Yonkers FSS	1.0	6.5	0	0	7.5	.8	2.0
Scranton FWA	1.5	5.0	0	0	6.5	1.5	0
New Bedford FWS	.8	3.2	0	0	4.0	0	0
Duluth FSS	.5	2.6	0	0	3.1	0	0
Harrisburg AAS	1.0	4.9	0	0	5.9	0	0
Lansing SSB	1.0	4.1	0	0	5.1	.6	0
Orange FWS	1.0	7.6	0	0	8.6	1.4	0
Total (60 agencies)	251.8	897.6	42.5	9.0	1200.9	286.0	33.5
Highest	25.8	112.0	7.8	2.0	139.0	56.3	21.7
Upper quartile	5.2	20.3	1.9	-	26.7	5.2	-
Median	3.0	9.7	1.0	1.0	13.5	3.6	1.5
Lower quartile	1.3	6.3	.5	-	7.6	1.4	-
Lowest	.5	2.0	.2	.5	2.5	.3	.2

Appendix. Monthly Report Form (somewhat reduced).

MONTHLY STATISTICS OF FAMILY CASE WORK

Organization _____ City _____ Month _____ 194

I. Direct-service Applications

1. Made cases (Given casework consideration)
-
2. Not made cases (Not given casework consideration)
-
3. Total

II. Direct-service Cases

- | | Continued service | Brief service | Total |
|---|-------------------|---------------|-------|
| 4. Continued from last month (Total equals item 10 total last month)..... | | | |
| 5. Intake: | | | |
| a. New to agency..... | | | |
| b. Reopened, last closed prior to this year..... | | | |
| c. Reopened, last closed within this year..... | | | |
| d. Total intake (Total should equal item 1)..... | | | |
| 6. Total open during month (Item 4 plus item 5d)..... | | | |
| 7. Active at any time during month: | | | |
| a. Given relief in this month..... | | | |
| b. Not given relief in this month..... | | | |
| c. Total active..... | | | |
| 8. Inactive throughout month: | | | |
| a. Needing but not receiving attention..... | | | |
| b. Inactive according to plan..... | | | |
| c. Waiting only for formal closing..... | | | |
| d. Total inactive (Item 7c plus item 8d equals item 6)..... | | | |
| 9. Closed..... | | | |
| 10. Continued to next month (Item 9 plus item 10 equals item 6)..... | | | |

III. Services for Other Agencies

- | | Continued active | Intake | Total active |
|---|------------------|--------|--------------|
| 11. Closed cases reported on..... | | | |
| 12. Cases of advice concerning plan of treatment..... | | | |
| 13. Inquiries made for out-of-town agencies..... | | | |
| 14. Out-of-town inquiries forwarded..... | | | |

IV. Relief

- | | Number of cases | Amount of relief |
|---|-----------------|------------------|
| 15. Relief supplementing public agency relief..... | | \$ |
| 16. All other relief..... | | |
| 17. Total relief (Cases should agree with item 7a total)..... | | |

V. Casework Staff

- | | Full-time workers | Part-time workers | Distribution of active direct service cases (Item 7c) |
|---|-------------------|-------------------|---|
| 18. Supervisory personnel..... | | | |
| 19. Caseworkers, caseworkers-in-training and substitutes..... | | | |
| 20. Special workers..... | | | |
| 21. Workers dealing chiefly with services for other agencies..... | | | |
| 22. Students working with cases..... | | | |
| 23. Volunteers carrying case loads..... | | | |

VI. Casework Interviews

- | | With clients | Collateral | Total |
|--|--------------|------------|-------|
| 24. Outside office (visit interviews)..... | | | |
| 25. In office (office interviews)..... | | | |
| 26. By telephone..... | | | |

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