

**OPERATION STATISTICS OF
SELECTED FAMILY CASEWORK AGENCIES
1944**

**With Trend Data for the Period
1936 to 1944**

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OPERATION STATISTICS OF SELECTED FAMILY CASEWORK AGENCIES: 1944

During 1944 the collection of statistics of the operations of family casework organizations by the Department of Statistics of the Russell Sage Foundation was continued with the same 60 agencies participating as in the two preceding years. This report contains detailed comparative statistics of the work of these agencies for the calendar year 1944, derived from their currently reported monthly statistics. It also records service trends, shown by these and corresponding earlier data, for the nine-year period, 1936 to 1944.

The Reporting Agencies

The collection of these statistics was begun in 1936 and has been continued since with relatively few changes in the reporting plan. No change in definitions or in the report form was made during the past four years. Minor changes introduced at the beginning of the year 1941 were discussed in the summary report for that year. From the beginning of the collection, monthly statistics have been submitted by the participating agencies and have been compiled and returned to them currently in a series of monthly comparative tables.

Since 1936 the reporting group has included only private organizations. Of the present 60 agencies, 53 have reported continuously since 1936. Fifty-seven of the agencies are members of the Family Welfare Association of America. They constitute a little more than a fourth of the 219 private member organizations of the Association and include most of the larger ones.

The agencies are located in 47 different cities, of which 45 are in the United States and two in Canada. New York is represented by six reporting agencies, two of which are Catholic, two Jewish, and two non-sectarian. Each of eight other large cities is represented by one Jewish and one non-sectarian agency, while only one non-sectarian agency reports from each of the other 38 cities. The 60 agencies are identified in the detailed tables of the report by the names of the cities in which they are located and by their initials.

Family casework is the chief function of each of the agencies, but many of them also provide other types of casework service. Several are combined family and children's agencies. Some provide travelers' aid for their communities. Others make special provision for casework service for unattached men, or for youths of one or both sexes. Several agencies operate day nurseries or children's day-care centers, while others provide the casework service needed by independent nurseries or day-care centers, or by other independent agencies. There is some variation within the group with respect to the inclusion in the reported statistics of the specialized casework services they provide. The rule has been that the special service shall be included unless it is provided through a distinct operating unit, in which case it has usually been omitted.

Two varieties of specialized service which, if they are included, are most likely to have distinctive effect on the reported statistics are the placement and care of children in foster homes and travelers' aid. During 1944 nine of the reporting agencies provided foster home care of children through a separate division of the agency or unit of the casework staff. Of these, at the end of the year, seven (Akron FSS, Baltimore FCS, Baltimore JFCB, Brooklyn CC, Harrisburg AAS, New York CC, St. Louis PA) omitted this service from the reported statistics, while two (Pittsburgh JSSB and Toledo CFA) included it. Two of these agencies, Baltimore JFCB and Toledo CFA, changed the basis of their reporting in this respect during the year. On this account their figures in the accompanying tables are for only the latter portion of the year, in which they reported as indicated above.

Of four agencies providing full travelers' aid service in 1944, two (St. Paul FS and Toledo CFA) omit this service from the statistics they report, while the other two (Omaha FWA and Syracuse FS) include it.

Volume of Service Trends

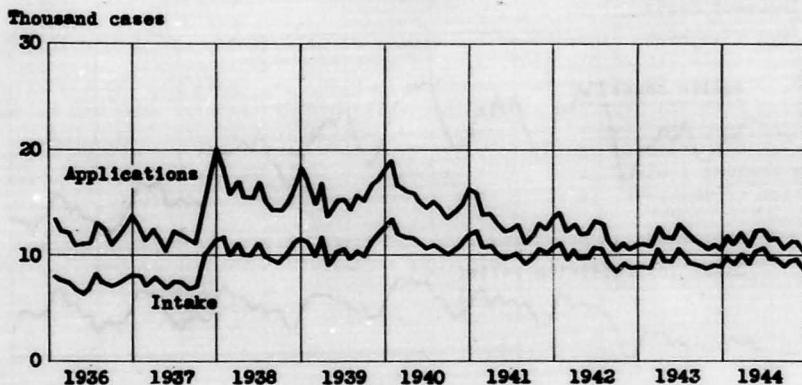
During the war period the trend of the volume of service for this group of agencies, and probably for private family casework agencies generally, has been definitely downward. There can be little doubt that this has been in large part the result of the influence of good economic conditions, and especially of sustained full employment, on the usual demand for the services of the family casework agencies. Other factors, however, are important, including the assumption by the public agencies of general responsibility for the provision of relief and the increasing volume of social insurance payments. The difficulty of maintaining professional staffs of the desired size and proficiency has probably also affected the work of private agencies.

The volume of service of the reporting agencies as measured by the number of active cases each month was higher at the beginning of 1940 than in 1936, but except for seasonal variations it has been declining during the past five years. The decline was less, however, in 1944 than in the preceding years.

The aggregate monthly figures of 54 agencies are plotted in the three accompanying diagrams for the nine years from January 1936 through December 1944. The same agencies are represented through the period, except that for one, which discontinued reporting in 1941, another of similar size was substituted. Although some of the agencies, because of their size, influence the aggregate figures much more than others, the curves are representative of the general experience. Some of both the larger and smaller agencies, however, had trends during the period that differed from those of the group as a whole.

The trends shown in the diagrams by monthly figures are summarized in terms of annual relative numbers in Table 1. These numbers express for each year the average level of each curve, or in other words the average of the monthly figures, as a percentage of the level, or monthly average, in the year 1936. The trends may be conveniently compared by means of these relative numbers.

DIAGRAM 1 - AGGREGATE APPLICATIONS AND INTAKE MONTHLY, 1936 THROUGH 1944
54 AGENCIES



The highest level of applications was reached in 1938. In that year applications were 32 per cent more numerous than in 1936. They declined each year from 1938 to 1943 and were at the same level in 1944 as in the preceding year.

Intake increased until 1940, when it was 53 per cent higher than in 1936. It declined from 1940 to 1943, but increased somewhat in 1944. In 1944 intake was 15 per cent lower than in 1940 but was 30 per cent above the level of 1936. Progressively more applications were made cases during the period, as may be seen from the relation of the two curves of Diagram 1.

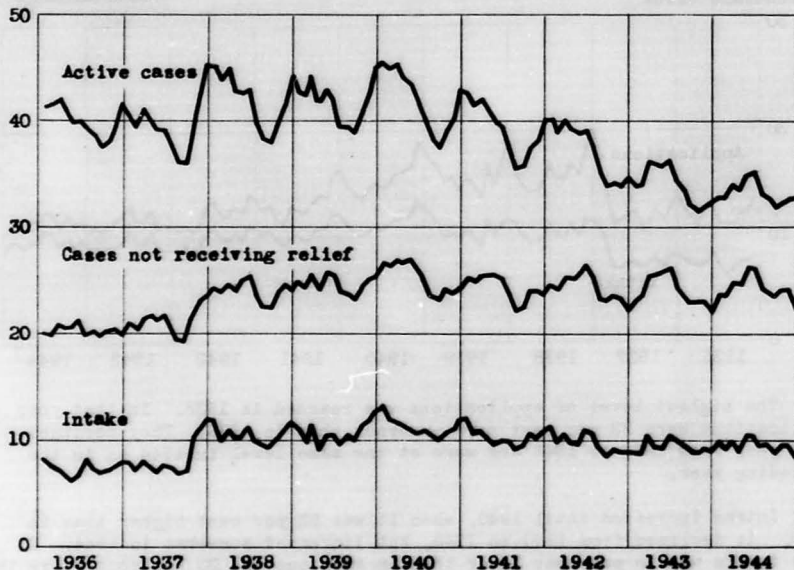
TABLE 1 - SERVICE TRENDS OF 54 AGENCIES, 1936 TO 1944, IN TERMS OF
ANNUAL RELATIVE NUMBERS, 1936 = 100

Year	Appli- cations	Intake	Active cases	Cases not receiv- ing relief	Relief cases	Amount of relief
1936	100	100	100	100	100	100
1937	108	112	99	104	94	94
1938	132	142	105	118	91	86
1939	130	146	105	122	88	80
1940	126	153	105	124	86	76
1941	106	141	99	120	77	70
1942	98	133	93	120	66	64
1943	93	128	85	119	50	57
1944	93	130	83	120	45	56

The level of active cases was the same in 1938, 1939, and 1940. In each of the three years the average number of active cases monthly was 5 per

DIAGRAM 2 - AGGREGATE ACTIVE CASES, CASES NOT RECEIVING RELIEF,
AND INTAKE MONTHLY, 1936 THROUGH 1944, 54 AGENCIES

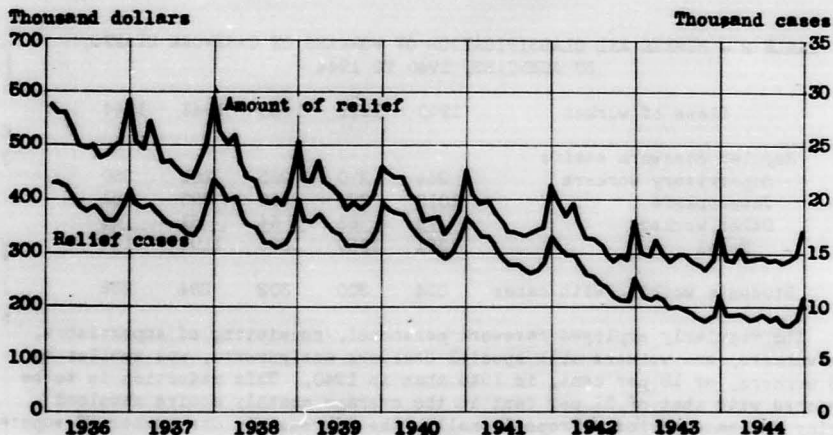
Thousand cases



cent above the number in 1936. In 1944 the level of active cases was 17 per cent below that of 1936 and 21 per cent below that of 1940.

Cases not receiving relief increased substantially during the first half of the nine-year period. The trend of these cases was also upward until early in 1940. The average monthly number in 1940 was 24 per cent larger than that in 1936. The level was 20 per cent above that of 1936 in 1941, 1942, and 1944, having been slightly lower in 1943. It should be noted that the terms relief case and case not receiving relief are defined with reference to the situation in the current month only. Cases that are given service in the current month without provision of relief may have received financial assistance in a prior month or may receive it subsequently. This fact affects the interpretation to be placed on the contrast between the trends of the two groups of cases, but does not remove their significance as indicating change in the relative importance of relief in the work of private family casework agencies. For the 54 agencies cases not currently receiving relief were 51 per cent of the total number of active cases during 1936. During 1944 they were 73 per cent. This does not mean that such high proportions of the caseloads presented only problems that were not primarily economic. But it is probable that the proportion of such cases increased substantially over the period under consideration.

DIAGRAM 3 - AGGREGATE AMOUNTS OF RELIEF AND RELIEF CASES MONTHLY,
1936 THROUGH 1944, 54 AGENCIES



The trends of both total relief cases and the amount of relief have been consistently downward over the nine-year period. The monthly average number of cases currently receiving relief in 1944 was 55 per cent lower than in 1936, while the amount of relief was 44 per cent lower than in that year. The amount of relief had declined somewhat more than the number of relief cases up to 1942, but increase of relief budgets as a result of higher living costs almost eliminated the decline in the amount of relief during the past two years. While the amount of relief was very little less in 1944 than in 1943, the average monthly number of relief cases was 10 per cent smaller.

The decline in the use of relief by these agencies accompanied but was much less than the reduction in relief-giving by public assistance agencies. Social Security Board figures show that for the United States as a whole the amount of public assistance grants and work project wages combined was 3.119 billion dollars in 1936 and was somewhat higher, 3.237 billion dollars, in 1938. In 1944 the total amount was only 940 million dollars, or 30 per cent of the amount in 1936. General public assistance in 1944 was only 20 per cent of the amount in 1936, but on the other hand, the amounts of public assistance for the special categories, for the blind, dependent children, and the aged, had increased by 1944 over the amounts given in 1936, by 54 per cent in the case of aid to the blind, 172 per cent for aid to dependent children, and 346 per cent for aid to the aged.

Change in Size of Staff

The aggregate number of professional workers employed by 59 agencies from 1940 to 1944 is shown in Table 2. The figures are monthly averages for each year. From 1936 to 1940 the size of staff of the combined agencies

underwent relatively little change, but from 1940 on the number of workers has been smaller each year.

TABLE 2 - NUMBER AND CLASSIFICATION OF WORKERS ON CASEWORK STAFFS,
59 AGENCIES, 1940 TO 1944

Class of worker	1940	1941	1942	1943	1944
Regular casework staff:					
Supervisory workers	264	270	265	251	250
Caseworkers	1013	994	966	890	851
Other workers	<u>74</u>	<u>65</u>	<u>64</u>	<u>51</u>	<u>46</u>
Total	1351	1329	1295	1192	1147
Students working with cases	324	300	302	284	258

The regularly employed casework personnel, consisting of supervisors, caseworkers, and workers with special casework assignments, was smaller by 203 workers, or 15 per cent, in 1944 than in 1940. This reduction is to be compared with that of 21 per cent in the average monthly active caseload during the same period. Proportionally, the decrease in the number of supervisors was substantially less than that of caseworkers, thereby reducing the ratio of caseworkers to supervisors. The relative loss was greatest in the category of other workers.

The number of school of social work students working with the agencies for academic credit also declined over these five years. In the average month of 1944, the number of student workers in the 59 agencies was smaller by 20 per cent than the average number in 1940.

Various Service Ratios

The currently reported statistics yield a variety of ratios that are of value in comparing characteristics of the casework practice of individual agencies, and also for determining general tendencies in the work of the agencies as a group. These ratios computed from the annual figures of the agencies have been included in each year's summary report. The trends shown by some of the more important ones for the period, 1936 through 1944, are recorded in Table 3.

The figures of the table are median ratios taken from the detailed tables of the reports covering the nine-year period. The same number of agencies is not represented in each of the nine years. The number is 56 in the first year, and 58, 59, or 60 in each following year. The differences in the number of agencies concerned are not large enough, however, to affect the median figures materially. The median ratio is the middle one when those of all the agencies are arranged in order of size. Unlike the aggregate figures of the preceding diagrams, the median ratios are influenced equally by large and small agencies.

The trend of some of these ratios is consistent over the entire period, while for others the direction changes. It is important to note that for

TABLE 3 - MEDIAN RATIOS DERIVED FROM ANNUAL STATISTICS FOR THE YEARS, 1936 TO 1944

Ratio	Median figure, agencies reporting each year									
	1936	1937	1938	1939	1940	1941	1942	1943	1944	
Of recorded applications, per cent made cases	68	70	72	75	79	82	82	83	85	
Of intake:										
Per cent new to agency	55	54	55	51	53	52	54	61	62	
Per cent reopened, last closed in current year	12	12	15	15	16	16	14	14	13	
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	3.2	
Of active cases monthly:										
Per cent intake	17	19	23	25	26	24	24	25	28	
Per cent relief cases	48	48	40	40	39	37	33	27	24	
Active cases per month per member of casework staff	31	29	30	29	30	28	29	29	28	
Active cases per month carried by caseworkers	-	32	35	34	34	32	32	33	34	
Of total relief, per cent supplementing relief from public agency	13	15	20	18	20	15	13	10	7	
Of total relief cases month- ly, per cent also receiving public relief	27	24	31	28	29	23	18	13	12	
Amount of relief per case per month:										
Not supplementing public relief	\$27	\$27	\$25	\$24	\$24	\$25	\$28	\$32	\$34	
Supplementing public relief	\$16	\$17	\$17	\$17	\$17	\$18	\$18	\$20	\$23	
Inactive cases per 100 active cases monthly	16	17	17	18	20	20	21	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	1.8	
Client interviews per collateral interview	3.4	3.3	4.2	4.3	4.5	4.8	4.2	4.7	4.8	
Visit interviews per office interview	1.0	0.9	0.8	0.7	0.6	0.6	0.7	0.7	0.7	

none of them are the changes erratic. For indication of the extent of variation of the respective measurements within the group of agencies reference should be made to the accompanying detailed tables. Some further discussion of the significance of the ratios will be found in connection with the tables.

At the beginning of the period a little more than two-thirds of total applications of the median agency were resulting in service justifying the counting of a case. This proportion had increased to 85 per cent by 1944. Changes in the kinds of problem presented by applicants, or more accurately in the proportions of different kinds of problem, and changes also in the practice of the agencies with respect to provision of service at time of application probably account chiefly for the change in this ratio. It is possible, also, that there has been some tendency to count more of the instances of brief casework service as the period has advanced.

Throughout the period more than half of intake, that is, of cases currently opened for service, were new to the agency. The proportion was somewhat lower at the middle than at the beginning of the period, but increased from 1941 to 1944. Cases reopened after having already received service earlier in the year were relatively most frequent at the middle of the period. For a majority of the agencies the proportion of these cases has been consistently small throughout the period.

For a very large majority of the agencies in the group the average duration of case activity declined substantially over the nine-year period. In the median agency in 1936 the average number of months different cases served in the year were active was 4.3. In both 1943 and 1944 the corresponding average was 3.2 months, or only three-fourths as long as in 1936. For most of the agencies the decrease in average duration of service has probably resulted from an increase in the proportion of cases receiving brief service, rather than because of reduction of length of service for cases generally.

The proportion of intake included in the active caseload was substantially higher at the end than at the beginning of the period. This ratio did not, however, increase steadily over the nine years. From 1939 to 1943 the tendency was for intake to constitute about a fourth of the active load, and in 1944 the median proportion was well above a fourth.

There has been a tendency since 1936 for inactive cases relative to the number of active cases to increase. But for the median agency this ratio was the same in each of the last three years.

In the casework interview ratios appearing at the bottom of Table 3 consideration is given only to interviews in person. Interviews by telephone, which in recent years have been assuming increasing importance and which for some purposes permit great economy of the time of the caseworker without loss of efficiency, are not here taken into account. Statistics showing the quantitative importance of interviews by telephone for the year 1944 are included in Table 10.

Disregarding telephone interviews, the number of casework interviews per active case per month for the median agency declined steadily from 1936 to 1943, and was the same in 1944 as in 1943. In the last two years, in the

median agency the ratio was only 1.8 in-person interviews per active case per month. This low ratio can be explained in part by the current use of telephone interviews for purposes for which in-person interviews were formerly used, but a more important factor is probably the substantial proportions of one-interview cases in the active caseloads of most of the agencies. Although statistics on this point are not available, it is also probable that casework interviews with clients have on the average increased in length in the course of the nine-year period.

In-person interviews with clients have tended to increase in proportion to those with other persons concerning clients. At the beginning of the period in the median agency 77 per cent of in-person interviews were with clients. The corresponding proportion in 1944 was 83 per cent.

At the beginning of the period under consideration in-person interviews inside and outside the office were equal in number in the median agency. There was progressive decline in the ratio of visit interviews to office interviews from 1936 to 1940. The proportion of visit interviews increased in 1942 and the ratio remained the same in 1943 and 1944. For these three years the ratio indicates as typical practice that 59 per cent of in-person interviews were held in the office of the agencies and 41 per cent outside.

Comparison of Jewish and Non-sectarian Agencies

Table 4 contains additional data relating to the service ratios included in Table 3. Here comparison is made between the median figures of two groups of agencies, namely, the ten reporting Jewish agencies and the ten non-sectarian agencies located in the same cities. These are all large-city agencies. This common characteristic may in fact have more influence on their service ratios than their different affiliations. For each group median ratios are given for the last three years only.

The numbers of agencies represented by the median ratios of this table are too small to give them great reliability as indicating differences in the practices of Jewish and non-sectarian agencies generally. Yet the comparison is of considerable interest, especially because of the fact that the agencies are paired by locality.

As in the case of the similar comparisons made in previous reports, the chief conclusion justified by the table is that in general the practices of these two groups of agencies are similar. This conclusion is reinforced if the ratios of this table are compared with those for the same years in Table 3. It is, in fact, not improbable that for most of the ratios concerned more difference would be found between the medians of these ten non-sectarian agencies and those of ten other non-sectarian agencies than appear between the two sets of ratios in this table.

Some of the contrasts of the table may, however, be significant. Both these and the corresponding ratios for previous years show that in these particular cities the Jewish agencies have had lower proportions of new cases in intake than the non-sectarian agencies; their average duration of case activity has been somewhat longer; their in-person interviews per case per month have been fewer; their average amounts of relief per case have

TABLE 4 - MEDIAN RATIOS FOR JEWISH AND FOR NON-SECTARIAN AGENCIES
IN THE SAME CITIES, 1942, 1943, AND 1944

Ratio	Ten Jewish agencies			Ten non-sectarian agencies		
	1942	1943	1944	1942	1943	1944
Of recorded applications, per cent made cases	83	83	86	84	82	84
Of intakes:						
Per cent new to agency	40	42	45	52	57	60
Per cent reopened, last closed in current year	22	18	17	18	16	14
Average number of months cases were active in year	3.6	3.6	3.3	3.3	2.9	3.1
Of active cases monthly:						
Per cent intake	27	24	30	30	32	30
Per cent relief cases	34	29	24	34	29	29
Active cases per month:						
Per member of casework staff	28	28	31	27	29	29
Per caseworker	35	35	36	31	32	31
Of total relief, per cent supplementing relief from public agency	17	13	18	21	16	17
Of total relief cases month- ly, per cent also receiving public relief	25	20	24	29	23	25
Amount of relief per case per month:						
Not supplementing public relief	\$39	\$43	\$47	\$27	\$29	\$33
Supplementing public relief	\$22	\$23	\$26	\$16	\$19	\$22
Inactive cases per 100 active cases monthly	18	17	16	21	23	25
Casework interviews exclud- ing telephone interviews:						
Number per active case per month <u>a/</u>	1.6	1.6	1.3	1.9	1.7	1.7
Client interviews per collateral interview <u>a/</u>	3.7	5.1	6.4	7.9	7.3	6.5
Visit interviews per office interview <u>a/</u>	0.5	0.4	0.4	0.4	0.5	0.5

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

been larger. The average caseload per caseworker has tended to be higher for the Jewish agencies, but the same difference is not shown when total active cases are related to the total regular casework staff.

Statistics of Individual Agencies: 1944

Comparative statistics of the 60 reporting agencies for the year 1944 are presented in the following eight tables. The arrangement of the data in the tables corresponds exactly with that in the report for 1943, so that comparisons between the figures of the two reports can be made readily. As in the previous report, the order of the agencies is the same in each table. It is that of the population of the respective cities in 1940, or in the case of the Canadian cities in 1941. The use of current population estimates would change the order of the cities to some extent. It should be stated that several of the agencies serve a wider territory than the city in which they are located. New York City agencies located in the Borough of Brooklyn are designated in the tables as Brooklyn agencies. Two of them limit their service to that borough. None of the six New York City agencies provides service in more than three of the five boroughs of the city.

At the bottom of each table aggregates for the group of agencies are recorded in the case of the included absolute figures, while the variation of the several ratios is summarized. In the case of Table 12 the variation in the absolute staff figures is also summarized in order to emphasize the differences in the size of the participating agencies.

The term "case" refers only to "direct service cases" except in Table 8, which alone is concerned with instances of service classified as "service-to-other-agency cases".

The monthly report form is reproduced on page 29.

Changes in Agency Programs

During 1944, as in early years, few changes were reported in agency programs which are likely to have affected the reported statistics to an important extent. Mention has already been made of the fact that within the year two agencies, Baltimore JFCS and Toledo CPA, changed the basis of reporting with respect to the inclusion of their child placing service. For both agencies the change accounts for considerable difference between the statistics of this and the preceding year.

Chicago UC reported the establishment at the beginning of 1944 of a new women's service division in its Family Service Bureau, whose work was included in the statistics submitted during the year. The work of this division, however, was an expansion of special casework service that was previously given by the agency.

Hartford FSS provided special consultation concerning readjustment and reemployment problems through a worker located outside the office during part of the year. This service, however, was discontinued. Memphis FWA reported initiation of casework service for employes of a large industrial es-

TABLE 5 - APPLICATIONS AND INTAKE, 60 AGENCIES, 1964

Agency	Applications		Total intake during year	Per cent of total intake		
	Total during year	Per cent not made cases		How to agency	Not closed in prior year	Closed and reopened in this year
New York CBS	14,603	15	12,380	85	25	19
New York JSEA	5,484	14	5,067	97	28	15
New York CC	7,430	19	6,080	65	23	12
Brooklyn BC	3,755	15	3,155	64	24	12
Brooklyn JWS	5,482	15	4,677	85	28	17
Brooklyn CC	4,907	11	4,374	73	20	7
Chicago JWS	12,517	12	10,987	65	19	15
Chicago JWS	3,394	14	2,828	40	43	17
Philadelphia FS	3,905	14	3,257	50	32	18
Philadelphia JWS	1,688	25	1,273	45	38	17
Los Angeles FWA	1,870	23	1,288	61	12	7
Los Angeles JWS	1,824	45	975	53	28	15
Cleveland AC	4,552	2	4,591	64	25	11
Cleveland JWS	1,421	8	1,302	45	35	20
Baltimore FCS	2,880	18	2,342	53	24	13
Baltimore JWS S/	321	7	300	22	49	29
St. Louis PA	2,594	15	2,208	55	25	12
St. Louis JWS	686	5	638	44	45	12
Montreal FWA	3,177	41	1,885	51	35	14
Boston FS	3,731	25	2,774	38	40	28
Boston JWS	982	22	752	34	47	19
Pittsburgh FWA	2,405	31	1,602	52	34	14
Pittsburgh JWS	792	4	758	49	38	13
Toronto FWA	5,513	11	5,425	80	27	28
Washington FWA	1,737	35	1,082	59	25	16
Milwaukee FWA	2,485	17	2,068	63	27	10
Buffalo FWS	1,548	21	1,063	72	19	10
New Orleans FWS	970	28	689	65	20	14
Minneapolis FWA	1,684	2	1,545	61	21	15
Cincinnati AC	2,941	20	2,363	65	25	8
Newark SSB	889	34	541	64	27	9
Indianapolis FWS	1,062	29	751	57	25	10
Houston FWS	2,375	40	1,372	75	15	10
Seattle FS	1,725	15	1,460	79	13	8
Rochester FS	552	9	511	70	15	14
Louisville FSO	2,798	4	2,691	45	44	11
Atlanta FWS	1,925	15	1,638	71	25	6
Dallas FCS	1,707	8	1,555	85	11	3
Memphis FWA	1,355	3	1,319	79	12	9
St. Paul FS	1,729	15	1,478	75	20	5
Toledo CFA S/	804	12	709	73	17	10
Providence FWS	1,055	12	929	49	35	15
Akron FWS	380	9	355	75	19	5
Omaha FWA	2,335	12	2,058	85	8	6
St. Louis Co. FWS	903	11	808	72	20	8
Syracuse FS	2,220	1	2,203	71	21	8
Worcester FSO	494	18	407	52	32	15
Richmond FWS	905	36	577	63	29	7
Hartford FWS	1,217	17	1,013	55	28	17
New Haven FS	1,020	29	726	55	31	14
Salt Lake City FWS	374	17	310	67	20	12
Springfield, Mass. FWA	906	3	877	43	33	24
Bridgeport FS	598	21	475	79	12	9
Yonkers FWS	973	9	890	65	19	15
Scranton FWA	417	19	336	31	49	20
New Bedford FWS	355	7	329	44	50	6
Duluth FWS	219	14	189	74	20	6
Harrisburg AAS	755	11	671	59	27	14
Lansing SSB	536	11	477	61	27	12
Orange NFS	1,570	8	1,542	62	31	7
Total (60 agencies)	143,504		120,249			
Highest		45		85	50	29
Upper quartile		21		71	34	15
Median		15		62	27	12
Lower quartile		9		51	20	9
Lowest		1		22	8	3

S/ Ratios based on data for less than 12 months; absolute figures estimated for year.

tablishment which greatly increased its caseload. Several other agencies introduced during the year or continued special arrangements for provision of consultation or other casework service for employees of industrial concerns or members of labor unions, but the volume of such special services was usually small in relation to the total work of the agency.

Minneapolis FWA, through a special unit of its casework staff, continued in 1944 to operate the medical survey screening program for the Minnesota State Selective Service System which was begun early in the preceding year. This service, given by workers who also participated in other casework of the agency, was included in its reported statistics. Many of the other agencies, or their workers, have given casework service to assist selective service boards or induction centers. The extent of the service given has varied greatly and there has been variation respecting the inclusion of this service in the statistics. The rule has been that insofar as it was given by caseworkers in time paid for by the agency it should be included.

Applications

Statistics of applications for direct casework service in the interest of clients are shown in Table 5. The total number of these applications for the 60 agencies was almost the same in 1944 as in 1943. Including estimates for part of the year in the case of two agencies, the 1944 figure was 143,504 as compared with 143,765 in the previous year. Individual agencies, however, show substantial differences between the two years.

As before, the proportion of applications not made cases varies widely, from only 1 per cent to 46. Agency policy, pressure of work, and statistical practice all affect this proportion. Montreal FWA, whose percentage of applications not made cases is one of the highest, but not the highest, has a definite policy of failing to count as cases of service instances in which very brief service is given. The standard definition provides that cases of service shall be counted if as a result of the application, professional time is taken for careful consideration of the problem of the client in an attempt to assist him in meeting it.

Intake

Applications made cases constitute intake. The aggregate figures of the 60 agencies show that 84 per cent of applications were made cases in 1944, while this proportion for the median agency is 85 per cent.

The percentage distribution of intake among cases new to the agency, cases reopened from a previous year, and cases reopened within the current year is in general similar to that for 1943. For Orange FWS the distribution was the same in both years and for several other agencies it was nearly the same. The division of intake varies widely among the agencies. Baltimore JFCB shows the smallest proportion of new cases, 22 per cent, while the ratio of Scranton FWA, 31 per cent, is next lowest. At the other extreme for both Dallas FCB and Omaha FWA new cases were 86 per cent of intake.

The proportion of cases reopened within the 12 month period serves as an index of each agency's tendency to early renewal of work with cases for which service has been discontinued. Baltimore JFCB has the largest proportion of such cases, 29 per cent. For Dallas FCB they were only 3 per cent of the total intake.

Different Cases and Duration of Case Activity

The duplication of cases resulting from reopening following earlier service in the year has been eliminated from the case counts in the first column of Table 6. The number of different cases ranges from as few as 253 for Duluth FSS TO 13,164 for New York CSS. Estimates of the number of different cases were not made for the two agencies which changed the basis of their reporting during the year.

The average number of months cases were active during the year is computed by dividing the sum of the active cases reported in each of the 12 months of the year by the number of different cases for the year. For several reasons this figure does not give an exact measurement of the average duration of service, but it provides a convenient approximation to the true measure. The range of this ratio for 1944 is from only 1.6 months, which is the value for the three agencies, Louisville FSO, Omaha FWA, and Syracuse FS, to 5.1 months for Montreal FWA, whose high ratio is explained by its failure to count its brief service cases. The next highest ratio, 4.5 months, is that of both Boston JFWA and Pittsburgh JSSE.

For five agencies the average number of months of case activity was less than two. And for five, also, barring Montreal FWA, was it as high as four.

It is of interest to note that two of the three having the lowest ratio provide full travelers' aid service and include this service in their reported statistics.

Active Cases Monthly

Together the 60 agencies were providing casework service monthly during 1944 to just short of 34,000 cases. Akron FSS and Duluth FSS were serving fewer than 100 cases per month, while New York CSS served in the average month 3,834. Nine of the agencies had more than 1,000 active cases monthly.

For most of the agencies cases opened each month tended to match cases closed. For 21 of the agencies the ratios of intake and of cases closed monthly per 100 active cases were alike. Generally these ratios were like, but a little higher than, those of the same agency in the preceding year.

The ratios of brief service cases per 100 active cases monthly, although included in the table, cannot be accepted as comparable. By definition brief service cases are those in which casework service was given in one casework interview without plan, or intention, on the part of the worker for continuation of service. There is, however, much variation in the application of the

TABLE 6 - DIFFERENT CASES DURING YEAR, ACTIVE CASES PER MONTH AND ACTIVE CASES PER MONTH PER WORKER, 60 AGENCIES, 1944

Agency	Total different cases in year	Average number of months cases were active in year	Active cases per month	Per 100 active cases monthly			Active cases monthly	
				Intake	Cases closed	Brief service cases	For number of casework staff	Number carried per caseworker
New York GSB	13,164	3.5	3,854	37	35	17	39	31
New York JNSA	8,478	2.5	1,133	41	40	38	37	31
New York CG	6,746	3.3	1,794	38	38	18	35	37
Brooklyn NC	3,415	2.8	705	37	37	37	38	30
Brooklyn JFVS	4,438	2.4	879	44	43	34	39	34
Brooklyn CG	6,338	3.1	1,621	38	38	9	41	46
Chicago UC	10,643	2.6	2,364	40	40	36	35	38
Chicago JNSB	3,093	3.3	880	37	38	32	35	36
Philadelphia FS	3,467	3.3	947	30	30	15	37	31
Philadelphia JVS	1,488	3.7	403	38	34	14	34	38
Los Angeles FMA	1,380	2.4	378	38	34	21	33	37
Los Angeles JNSB	1,002	2.5	399	39	38	23	34	41
Cleveland AG	5,205	3.3	1,413	37	35	17	33	34
Cleveland JNSA	1,358	3.4	374	39	39	37	33	34
Baltimore FCS	2,388	2.4	464	43	43	30	34	34
Baltimore JFVS S/	-	-	71	35	31	33	38	38
St. Louis PA	2,587	2.9	617	30	31	27	35	38
St. Louis JNSB	687	3.3	181	30	30	18	40	45
Montreal FMA	2,671	3.1	1,133	14	13	-	35	37
Boston FS	3,543	4.3	1,363	19	19	10	31	33
Boston JNSA	1,135	4.5	438	15	17	13	44	44
Pittsburgh FSAG	2,897	3.9	849	18	18	11	34	38
Pittsburgh JNSB	1,144	4.8	438	15	15	38	35	43
Toronto FMA	5,484	2.5	1,144	41	41	39	34	39
Washington FMA	1,397	3.0	319	38	30	14	30	31
Milwaukee FMA	2,967	3.1	773	36	36	16	31	37
Buffalo FCS	1,339	3.7	408	23	21	11	37	35
New Orleans FNS	834	3.8	289	33	33	11	35	38
Minneapolis FMA	1,794	3.0	446	39	38	30	35	39
Cincinnati AG	2,943	3.0	746	38	38	16	37	38
Newark SSB	1,115	3.1	289	18	24	9	31	39
Indianapolis FVS	1,005	3.4	288	23	25	8	33	35
Houston FNS	1,544	3.3	309	37	39	30	37	39
Seattle FS	1,533	1.7	219	56	58	36	18	24
Rochester FS	662	3.6	196	28	28	10	25	27
Louisville FBO	2,877	1.6	346	65	65	87	30	37
Atlanta FVS	1,975	2.8	456	30	31	30	35	30
Dallas FCS	1,680	1.8	346	53	58	28	28	34
Memphis FMA	1,512	2.8	347	33	33	28	35	35
St. Paul FS	2,043	3.4	570	33	31	11	35	37
Toledo CFA S/	-	-	306	19	18	6	39	47
Providence FVS	1,108	3.3	301	26	26	12	35	37
Acron FNS	317	3.5	93	25	15	24	53	54
Omaha FMA	2,067	1.6	381	61	63	30	30	36
St. Louis Co. FNS	1,221	4.1	417	16	16	7	39	34
Syracuse FS	2,133	1.6	332	63	63	60	38	44
Worcester FBO	494	3.7	132	23	23	10	37	39
Richmond FNS	841	4.1	280	17	17	9	35	39
Hartford FNS	1,038	2.5	319	39	43	31	34	35
New Haven FS	887	3.9	284	21	21	21	33	33
Salt Lake City FNS	415	3.9	135	19	20	5	35	40
Springfield, Mass. FMA	869	3.0	215	34	34	25	31	37
Bridgeport FS	541	3.5	171	25	25	18	34	38
Yonkers FNS	955	2.9	324	33	33	25	35	30
Saratoga FMA	499	3.9	163	17	18	25	31	30
New Bedford FNS	441	3.4	127	23	21	17	31	38
Duluth FNS	383	3.7	79	30	18	9	31	35
Harrisburg AAS	776	2.9	188	30	29	34	33	38
Lansing GSB	519	3.1	185	29	29	19	35	37
Orange FNS	1,572	2.3	326	39	40	39	41	43
Total	133,163 ^{b/}	-	33,940 ^{c/}	-	-	-	-	-
Highest	-	5.1	-	65	65	60	53	56
Upper quartile	-	3.7	-	37	36	27	33	37
Median	-	3.3	-	38	38	30	35	34
Lower quartile	-	2.5	-	23	21	11	35	38
Lowest	-	1.6	-	14	13	5	18	20

^{b/} Data for less than 12 months. ^{c/} Total for 58 agencies. ^{d/} Total for 60 agencies.

definition. Nevertheless, the proportions of cases so classified give some indication of the quantitative importance of the brief instances of service in the monthly caseloads. Montreal FWA reports no such cases and has been omitted in summarizing the variation of this ratio. The median ratio is 20 per cent, or a fifth, of the monthly caseload. In the case of two agencies more than half of the monthly active caseload is classified as brief service, while in five others more than a third is so classified.

Ratios of Cases per Worker

The relation of the total monthly active caseload to the number of regularly employed professional workers is shown in the first of the two final columns of Table 6. Although the full range of this ratio is wide, from 18 to 53 cases per worker, for a majority of the agencies the variation is not great. For the middle half of the agencies the range is from 25 to 33 cases. The lowest ratio, for Seattle FS, is much lower than its ratio for 1943, but higher by one point than the lowest of the ratios for that year.

The second ratio of cases per worker concerns only caseworkers and the cases they served. This ratio, for most agencies, is higher than the other by a few cases. Its full range in 1944 is from 20 to 56 cases. For the middle half of the agencies, the range is from 28 to 37 cases.

Akron FSS has the highest ratio in each of these two columns. The lowest caseload per caseworker is that for Scranton FWA.

Inactive Cases

Cases are classified as inactive in months in which they are still open but in which there is no service concerning them. They may be inactive because of pressure of work or by plan or intention of the worker, or in some agencies cases on which work is finished may remain open for some time while waiting for the formality of closing.

The figures of Table 7 show a tendency for inactive cases in 1944 to equal somewhat more than a fifth of the active caseload monthly. The median ratio is 21 inactive per 100 active cases, while the ratio computed from the aggregate figures is nearly 24 per cent. As will be seen there is wide variation in the proportions of inactive cases.

Cases inactive according to the plan of the worker tend to be most numerous. The median proportion for these cases is 45 per cent of total inactive cases. Continued service cases waiting for closing are next in order of frequency. Cases needing but not receiving attention and brief service cases held open for observation are for most agencies relatively infrequent.

The lack of standardization in the use of the brief service category is reflected in the proportions of inactive brief service cases shown in the final column of the table. The agencies following the definition literally have few or no such inactive cases.

TABLE 7 - INACTIVE CASES, 60 AGENCIES, 1944

Agency	Inactive cases per month	Inactive cases per 100 active cases	Per cent of total inactive cases			
			Continued according to plan	Waiting for closing	Brief service cases	
New York CBS	634	17	85/	60a/	18a/	14a/
New York JNSA	169	15	2	78	9	11
New York CC	264	15	12	39	48	1
Brooklyn NC	262	37	3	27	42	28
Brooklyn JFVS	147	17	1	34	51	14
Brooklyn CC	1,037	64	10	73	17	0
Chicago UC	161	7	13	68	0	19
Chicago JNSB	117	14	25	35	36	14
Philadelphia FS	128	13	5	63	32	0
Philadelphia JVS	35	8	6	74	20	0
Los Angeles FMA	92	33	0	75	0	25
Los Angeles JNSB	87	32	0	100	0	0
Cleveland AC	327	23	12	17	71	0
Cleveland JFMA	35	9	4	87	9	0
Baltimore FCS	45	10	4	82	0	14
Baltimore JFVS	19	27	0	6	39	55
St. Louis PA	202	33	9	31	60	0
St. Louis JNSB	37	15	14	45	38	13
Montreal FMA	145	13	29	53	18	0
Boston FS	334	25	4	45	41	10
Boston JFMA	161	38	17a/	42a/	20a/	21a/
Pittsburgh FMA	345	41	18	35	41	12
Pittsburgh JNSB	115	27	1	17	35	56
Toronto FMA	249	32	28	49	28	0
Washington FMA	64	30	15	52	32	0
Milwaukee FMA	266	37	10	37	34	19
Raffale FCS	77	19	10a/	49a/	35a/	15a/
New Orleans FCS	35	14	7	62	31	0
Minneapolis FMA	163	37	10a/	13a/	40a/	37a/
Cincinnati AC	195	26	15	35	41	9
Mountt SSB	210	73	18	19	55	7
Indianapolis FVS	95	33	18	17	65	0
Houston FCS	184	53	2	23	52	24
Seattle FS	51	23	1	50	48	1
Rochester FS	33	17	29	23	48	0
Louisville FSO	25	8	11	35	63	0
Atlanta FCS	125	30	7	25	42	28
Dallas FCS	33	14	*	47	40	13
Memphis FMA	72	21	13	85	*	1
St. Paul FS	152	27	9	61	30	0
Salado CMA	25	7	6	43	35	15
Providence FVS	113	37	18	35	45	2
Acron FCS	48	52	16	34	49	1
Cumbe FMA	24	8	3	63	33	1
St. Louis Co. FCS	202	48	6	17	64	13
Syracuse FS	35	9	10	87	15	8
Warrenton FSO	32	21	*	70	26	4
Richmond FCS	59	20	9	60	29	2
Hartford FCS	25	12	16	54	34	6
New Haven FS	42	15	16	41	19	24
Salt Lake City FCS	29	21	57a/	2a/	16a/	0a/
Springfield, Mass. FMA	70	32	14	24	60	2
Bridgport FS	35	30	6	54	21	19
Yonkers FCS	24	10	23	47	34	6
Spartan FMA	51	31	16	38	12	34
New Bedford FVS	34	27	13	68	14	5
Duluth FCS	27	34	27	25	37	10
Harrisburg AAS	64	34	36	49	12	3
Leaning SSB	22	16	33	30	35	1
Orange FVS	24	10	18	58	14	10
Total (60 agencies)	8,001	-	-	-	-	-
Highest	-	73	57	100	71	56
Upper quartile	-	33	17	62	43	15
Median	-	21	10	45	31	7
Lower quartile	-	14	5	28	18	0
Lowest	-	7	0	6	0	0

* Less than 0.5. a/ Data for less than 12 months.

Service-to-Other-Agency Cases

As shown in Table 8, four categories of service for other agencies are recognized. In each, the service is given to assist another social work agency or, rarely, a qualified person not a member of the staff of a social work agency in providing service for a particular client.

The most common of these services are reports to other agencies concerning closed cases. The aggregate number of such reports was more than 4,000 monthly, and thus constituted 83 per cent of all service-to-other-agency cases. Reports on closed cases were 43 per cent more numerous in 1944 than in 1943. It is possible that reports made for selective service screening purposes accounted for much of the increase.

Local inquiries for the purpose of obtaining information needed by a casework agency in another city were 9 per cent of the service-to-other-agency cases in 1944, and cases in which advice was given at another agency's request concerning its treatment of a client's problem were 8 per cent of the total number. Inquiries of out-of-town-agencies forwarded to other appropriate agencies were extremely few in this year.

These instances of service for other agencies deserve consideration in any measurement of the total casework service of the agencies, both because they contribute to the work of other agencies and because they require substantial amounts of the time of the professional staff. The final column provides an indication of the relative quantitative importance of these cases. The variation of this ratio, it will be seen, is wide, from only 2 per 100 active direct service cases monthly to 86.

Relief Cases and Amounts of Relief

Statistics of the relief given during the year appear in Table 9. Both the aggregate number of relief cases monthly and the aggregate amount of relief were smaller than in the preceding year, as were generally the proportions of relief cases in the monthly caseload.

Only 6 per cent of active cases each month were reported by St. Paul FS as receiving relief, and only 7 per cent by Lansing SSB, Brooklyn CC, and Toledo CFA. The median agency gave relief currently to just less than a fourth of its active cases. But for three agencies more than half of the average active caseload consisted of relief cases.

Eight agencies reported no instances of supplementation of relief given by a public agency in this year, as compared with six in 1943 and five in 1942. The proportion of relief cases in which such supplementation was made was less than 5 per cent for more than a quarter of the agencies. All of the six agencies located in Pennsylvania cities had high proportions of such supplementary cases.

The crude average amounts of relief per relief case recorded in the final columns of this table should be recognized as being influenced by numerous factors. It may be assumed, however, that the relief standard of

TABLE 8 - SERVICE-TO-OTHER-AGENCY CASES, 60 AGENCIES, 1964

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 CSE	358	28	31	0	417	11	
New York JSEA	114	6	8	0	128	11	
New York CC	131	23	9	0	253	13	
Brooklyn CC	127	7	14	0	148	21	
Brooklyn JFVS	60	5	8	*	73	8	
Brooklyn CC	59	24	10	*	93	6	
Chicago CC	137	40	11	1	189	8	
Chicago JSES	23	0	25	*	49	6	
Philadelphia FS	227	4	21	1	254	27	
Philadelphia JVS	45	23	4	*	72	16	
Los Angeles FMA	15	1	16	12	44	16	
Los Angeles JSES	1	0	35	0	36	17	
Cleveland AC	226	4	9	0	239	17	
Cleveland JFSA	55	18	7	*	79	21	
Baltimore FCS	46	6	16	*	68	15	
Baltimore JFCS M/	14	0	10	0	24	34	
St. Louis PA	64	3	11	*	79	13	
St. Louis JSES	3	*	6	1	10	5	
Montreal FMA	27	3	6	1	36	3	
Boston FS	229	9	4	1	243	20	
Boston JFMA	45	2	9	*	54	13	
Pittsburgh FSAAC	484	20	22	0	496	58	
Pittsburgh JSES	25	9	8	*	43	10	
Toronto FMA	41	0	6	1	48	4	
Washington FMA	9	0	9	*	18	5	
Milwaukee FMA	199	0	6	0	205	27	
Buffalo FCS	46	1	5	*	51	13	
New Orleans FCS	28	0	8	1	37	14	
Minneapolis FMA	372	1	12	0	384	86	
Cincinnati AC	80	3	11	1	94	13	
Newark SES	30	*	2	*	32	11	
Indianapolis FVS	12	1	5	1	19	7	
Houston FS	8	1	6	1	17	5	
Seattle FS	33	1	6	*	40	18	
Newark FS	46	1	2	0	49	24	
Louisville FBO	54	3	1	*	58	17	
Atlanta FCS	18	2	4	1	25	6	
Dallas FCS	24	*	1	0	25	10	
Memphis FMA	9	0	2	1	12	4	
St. Paul FS	96	17	7	*	120	21	
Toledo CFA M/	18	6	7	2	33	11	
Providence FCS	47	7	3	*	57	19	
Akron FCS	1	0	2	0	3	4	
Omaha FMA	26	5	2	*	33	12	
St. Louis Co. FCS	7	2	1	*	10	2	
Syracuse FS	14	7	7	*	28	9	
Worcester FBO	40	1	1	*	42	28	
Richmond FCS	8	1	8	*	17	6	
Hartford FCS	54	7	3	1	65	30	
New Haven FS	67	6	2	4	79	28	
Salt Lake City FCS	4	1	1	*	6	4	
Springfield, Mass. FMA	33	5	2	*	39	18	
Bridgport FS	18	*	3	1	22	13	
Yonkers FCS	18	2	1	*	21	9	
Savannah FMA	69	1	3	1	73	45	
New Bedford FVS	4	1	2	0	7	5	
Duluth FCS	22	0	1	0	23	29	
Harrisburg AAS	17	1	2	1	20	11	
Leasing SES	7	*	2	2	11	8	
Orange SES	24	4	4	0	32	10	
Total (60 agencies)	4,086	393	461	36	4,963	-	
Highest	-	-	-	-	-	85	
Upper quartile	-	-	-	-	-	20	
Median	-	-	-	-	-	13	
Lower quartile	-	-	-	-	-	6	
Lowest	-	-	-	-	-	2	

* Less than 0.5. M/ Data for less than 12 months.

the agency is usually the most important factor affecting the amounts per case. The average amounts of relief per case not also receiving public relief increased as compared with 1943 for 40 of the 60 agencies.

A footnote to Table 9 calls attention to some variation in practice with respect to the classification of expenditure for the purpose of supplying homemakers or housekeepers to assist families in which the mother is absent or incapacitated. The provision of this kind of assistance is not unusual now among family casework agencies, although the frequency with which it is supplied differs greatly. Expense for this purpose has become relatively more important both because it is now incurred more frequently, and also because of the reduction in the volume of other relief. The failure to classify homemakers' wages as relief is, therefore, more likely now than formerly to affect the reported relief statistics to an important extent.

On this account the reporting agencies were canvassed at the close of the year 1944 to ascertain whether or not each agency was providing this type of aid, and if so, whether the wages paid were classified as relief. Fifteen agencies, or one-fourth of the group, indicated that homemakers or housekeepers were not employed. The number of families for which such assistance was provided in a given month by the other three-fourths of the agencies varied from only one to 54. It was 15 or more for ten agencies. The wages of the workers employed for this service have been regarded as relief and so reported by most of the agencies. But in the case of ten agencies this practice has not been followed, and the figures of these agencies for both relief cases and amounts of relief are reduced to some extent on this account. The method of providing the service explains the failure to include the expenditure in some instances. One agency contributes a fixed sum to another organization which supplies homemakers as needed. By several others, the homemaker service is supplied and supervised through a separate division of the reporting agency.

Casework Interviews

Both Tables 10 and 11 are concerned with casework interviews. By definition these are contacts by a member of the casework staff for consideration of a client's problem, either with the client or with another person not a member of the casework staff. Casework interviews include interviews by telephone in which there is discussion of a client's situation and which take the place of a face-to-face, or an in-person, interview.

Although the reporting of casework interviews has been an entirely optional part of the reporting plan, most of the agencies have preferred to supply statistics of their interviews. Some, however, as will be seen from the tables, record only in-person interviews. The casework interview data are of importance inasmuch as they provide probably the most practical basis for the computation of unit costs of casework service. For this purpose, it is probable that more precision should be introduced in their compilation, but even the present data have been found of value for estimating unit costs, especially by agencies that have adopted a policy of accepting fees from clients who desire and are able to pay for the casework service they receive.

TABLE 9 - RELIEF: CASES, AMOUNT AND AMOUNT PER CASE, 60 AGENCIES, 1964

Agency	Relief cases monthly			Amount of relief during year		Average amount of relief per case monthly		
	Number cases	Percent	also receiving public relief	Amount	Percent supplementing public relief	Cases not also receiving public relief	Cases also receiving public relief	Cases also receiving public relief
		For 100 active cases						
New York CBS	1,214	33	23	\$349,614	15	\$27	\$15	
New York JSEA A/	341	21	5	161,065	2	57	25	
New York CC	518	29	12	259,899	6	44	23	
Brooklyn MC	116	16	8	40,160	5	30	20	
Brooklyn JWFS	249	26	12	123,140	7	44	26	
Brooklyn CC	116	7	20	33,089	12	26	14	
Chicago UC	687	29	8	346,377	6	45	37	
Chicago JSES	210	24	14	120,793	15	47	53	
Philadelphia FS	362	38	48	102,065	44	26	22	
Philadelphia JVS	198	44	60	62,523	46	47	27	
Los Angeles FMA	96	34	1	53,621	1	47	21	
Los Angeles JSES	35	16	0	14,721	0	36	-	
Cleveland AC	225	16	1	158,993	1	59	26	
Cleveland JFA	34	9	3	22,434	1	55	26	
Baltimore FCS	121	26	26	46,369	18	35	22	
Baltimore JFCS A/	39	54	48	18,676	38	49	32	
St. Louis PA	178	29	26	71,880	21	35	26	
St. Louis JSES	43	24	77	16,264	61	53	26	
Montreal FMA A/	585	53	37	208,469	26	35	20	
Boston FS	512	41	39	142,314	26	28	16	
Boston JFMA	88	21	34	37,669	21	43	22	
Pittsburgh FSAC	151	18	83	45,061	49	27	23	
Pittsburgh JSES	159	37	71	60,489	58	47	26	
Toronto FMA	106	16	0	19,868	0	9	-	
Washington FMA	112	35	2	46,923	2	34	40	
Milwaukee FMA A/	111	14	20	23,269	13	19	11	
Buffalo FCS A/	94	23	0	44,989	0	43	5	
New Orleans FCS	74	29	16	26,201	9	34	19	
Minneapolis FMA A/	62	18	7	46,912	4	49	29	
Cincinnati AC	162	22	15	57,065	12	30	25	
Newark SES	52	18	20	11,288	15	19	14	
Indianapolis FMA A/	103	36	8	42,319	5	35	21	
Houston FCS A/	89	29	6	35,698	4	34	23	
Seattle FS	37	17	0	10,106	0	23	-	
Rochester FS	43	22	0	17,476	0	34	-	
Louisville FSO	88	17	0	29,489	0	42	-	
Atlanta FVS	109	24	5	49,480	3	39	26	
Dallas FCS	120	53	4	40,485	2	26	17	
Memphis FMA	89	26	18	34,886	16	34	29	
St. Paul FS	38	6	5	19,330	3	49	29	
Toledo CPA A/ A/	21	7	15	5,300	12	22	18	
Providence FVS	123	41	13	57,597	7	41	22	
Akron FCS	20	22	0	7,389	0	30	-	
Omaha FMA A/	92	33	5	29,930	6	27	31	
St. Louis Co. FCS	95	23	40	34,396	32	35	26	
Syracuse FS	60	20	9	24,540	7	35	27	
Worcester FSO	49	33	1	22,406	0	38	13	
Richmond FCS A/	96	33	2	30,162	2	26	28	
Hartford FCS	85	39	3	45,649	2	45	31	
New Haven FS	40	14	4	15,721	2	34	16	
Salt Lake City FCS	26	19	0	8,026	0	26	-	
Springfield, Mass. FMA	48	20	0	17,868	0	26	-	
Bridgeport FS	20	17	11	8,866	11	25	23	
Yonkers FCS	26	11	27	5,262	17	20	11	
Saratoga FMA	79	49	69	14,933	72	14	16	
New Bedford FVS	43	34	42	11,365	48	20	26	
Duluth FCS	19	24	11	7,286	10	31	30	
Harrisburg AAS	72	38	64	12,641	61	16	14	
Leaving SES	10	7	23	1,494	22	13	13	
Orange FVS	26	11	34	8,124	30	20	17	
Total (60 agencies)	8,776			\$3,447,106				
Highest	-	54	77	-	72	69	63	
Upper quartile	-	34	27	-	21	44	27	
Median	-	24	12	-	7	34	23	
Lower quartile	-	17	3	-	2	26	17	
Lowest	-	6	0	-	0	9	5	

* Less than 0.5. A/ Wages of housekeepers not classified as relief.
 B/ Ratios for less than 12 months; absolute figures estimated for year.

TABLE 10 - CASWORK INTERVIEWS: NUMBER AND NUMBER PER CASE, 57 AGENCIES, 1944

Agency	Total casework interviews				Casework interviews, excluding telephone interviews	Casework interviews per active case per month	
	Number	Percentage distribution				Including telephone interviews	Including telephone interviews
		Home-Telephone	Visit Office	Telephone			
New York CBS	182,983	10	38	52	87,163	4.0	1.9
New York JSSA	47,331	3	43	54	21,638	3.6	1.6
New York OC	74,064	22	26	52	36,390	3.4	1.6
Brooklyn BC	26,243	6	37	57	10,948	3.0	1.3
Brooklyn JFWS	34,641	2	48	50	17,376	3.3	1.6
Brooklyn OC	48,361	34	32	34	31,853	2.5	1.6
Chicago UC	-	-	-	-	31,912	-	1.2
Chicago JSSB	-	-	-	-	13,846	-	1.3
Philadelphia FS	38,647	16	36	48	20,037	3.4	1.8
Philadelphia JFS	-	-	-	-	-	-	-
Los Angeles FWA	13,765	14	27	59	5,718	4.1	1.7
Los Angeles JSSB ^{a/}	12,709	10	16	74	3,308	5.1	1.3
Cleveland IC	-	-	-	-	29,426	-	1.7
Cleveland JFSA	-	-	-	-	7,162	-	1.6
Baltimore FCS	11,867	34	49	17	9,796	2.1	1.8
Baltimore JFCS ^{a/}	-	-	-	-	810	-	1.0
St. Louis FA	29,556	17	26	58	12,363	4.0	1.7
St. Louis JSSB	5,321	6	42	52	2,629	2.7	1.3
Montreal FWA	-	-	-	-	22,127	-	1.6
Boston FS	-	-	-	-	-	-	-
Boston JFWA	13,591	13	32	55	6,064	2.7	1.2
Pittsburgh FSA	-	-	-	-	16,458	-	1.6
Pittsburgh JSSB	11,663	21	33	46	6,266	2.3	1.2
Toronto FWA	-	-	-	-	26,626	-	1.9
Washington FSA	19,600	10	27	63	7,127	5.1	1.9
Wilkes-Barre FWA	-	-	-	-	17,497	-	1.9
Buffalo FSS	-	-	-	-	10,271	-	2.1
New Orleans FSS	12,329	20	41	39	7,807	4.0	2.4
Minneapolis FWA	-	-	-	-	-	-	-
Cincinnati AC	32,765	26	20	54	14,306	3.7	1.7
Newark SSB	10,460	27	32	41	6,120	3.0	1.8
Indianapolis FWS	12,371	27	26	47	6,809	3.6	1.9
Houston FSS	-	-	-	-	7,489	-	2.0
Seattle FS	10,161	5	38	57	4,464	3.9	1.7
Rochester	6,979	20	36	44	3,946	2.9	1.6
Louisville FSO	-	-	-	-	5,282	-	1.3
Atlanta FWS	20,949	21	31	48	10,869	3.8	2.0
Dallas FCS	-	-	-	-	6,247	-	2.1
Memphis FWA	12,026	39	24	37	7,601	2.9	1.8
St. Paul FS	26,897	13	27	60	10,760	3.9	1.6
Teledo CFA ^{a/}	13,269	41	18	41	7,828	3.6	2.1
Providence FWS	12,798	22	34	44	7,149	3.6	2.0
Akron FSS	2,600	22	26	52	1,363	2.6	1.2
Cumbe FWA	12,804	17	27	56	5,674	3.8	1.7
St. Louis Co. FSS	18,232	18	28	54	8,323	3.6	1.7
Syracuse FS	13,343	9	38	53	6,267	3.8	1.8
Worcester FSO	6,952	10	38	52	3,370	3.8	1.9
Richmond FSS	14,080	36	20	45	7,698	4.0	2.2
Hartford FSS	10,799	17	31	52	5,205	4.1	2.0
New Haven FS	11,986	33	18	49	6,176	3.5	1.8
Salt Lake City FSS	5,698	34	22	44	3,202	3.5	2.0
Springfield, Mass. FWA	11,221	31	18	51	5,475	4.3	2.1
Bridgeport FS	7,336	28	30	47	3,979	3.6	1.9
Yonkers FSS	9,144	27	32	41	5,338	3.3	1.9
Spartan FWA	6,782	26	36	38	4,128	3.5	2.1
New Bedford FWS	5,091	49	26	25	3,836	3.3	2.5
Duluth FSS	3,412	31	28	41	2,017	3.6	2.1
Harrisburg AAS	-	-	-	-	4,364	-	1.9
Leaving SSB	5,302	28	27	50	2,926	3.6	1.8
Orange SSS	10,205	33	31	36	6,361	2.6	1.7
Total (57 agencies)	-	-	-	-	646,014	-	-
Highest	-	49	49	74	-	5.1	2.5
Upper quartile	-	30	36	54	-	3.9	2.0
Median	-	21	31	50	-	3.6	1.8
Lower quartile	-	13	26	42	-	3.1	1.6
Lowest	-	2	16	17	-	2.1	1.0

^{a/} Data for less than 12 months; absolute figures estimated for year.

TABLE 11 - CASEWORK INTERVIEW RATIOS, 57 AGENCIES, 1944

Agency	Client interviews per collateral interview		Visit interviews per office interview	Client visit interviews per client office interview	Collateral visit interviews per collateral office interview
	Including telephone interviews	Excluding telephone interviews			
New York CSS	1.3	8.2	.3	.2	2.7
New York JSSA	1.5	16.9	.1	.1	.5
New York CC	1.0	3.9	.8	.7	1.7
Brooklyn BC	1.1	9.9	.2	.1	.9
Brooklyn JFWS	1.8	26.5	.	.	.2
Brooklyn CC	1.8	3.4	1.1	1.2	.8
Chicago UC	-	12.1	.2	.2	1.6
Chicago JSSB	.	5.1	.5	.4	.8
Philadelphia FS	1.5	10.7	.4	.4	2.9
Philadelphia JWS	-	-	-	-	-
Los Angeles FMA	1.3	6.5	.5	.4	1.8
Los Angeles JSSB a/	1.4	7.6	.6	.6	.9
Cleveland AC	-	4.8	1.0	.8	5.4
Cleveland JFMA	-	3.6	.	.4	1.9
Baltimore FCS	.8	3.0	.7	.5	2.3
Baltimore JFCS a/	-	24.5	.2	.2	.2
St. Louis PA	-	4.1	.7	.4	5.0
St. Louis JSSB	-	2.9	.1	.1	.4
Montreal FMA	-	6.6	1.0	.9	2.2
Boston FS	-	-	-	-	-
Boston JFMA	-	-	.4	-	-
Pittsburgh FSAC	-	5.0	.9	.7	2.5
Pittsburgh JSSB	1.3	2.4	.6	.6	.8
Toronto FMA	-	4.8	1.2	1.5	.5
Washington FMA	1.1	9.6	.4	.3	1.3
Milwaukee FMA	-	4.1	1.2	1.0	2.6
Buffalo FSS	-	4.8	1.3	1.1	4.5
New Orleans FSS	1.8	6.3	.5	.4	2.5
Minneapolis FMA	-	-	-	-	-
Cincinnati AC	1.2	4.7	1.3	1.1	4.0
Newark SSB	1.5	5.3	.8	.7	1.9
Indianapolis FWS	1.5	5.9	1.0	.9	2.6
Houston FSS	-	3.4	.6	.4	3.6
Seattle FS	1.8	20.3	.1	.1	.8
Rochester FS	1.8	5.8	.5	.4	1.7
Louisville FBO	-	4.4	.6	.4	3.2
Atlanta FWS	1.6	3.9	.7	.5	1.9
Dallas FCB	-	7.0	.9	.7	4.2
Memphis FMA	2.4	5.8	1.6	1.4	4.4
St. Paul FS	1.4	4.0	.5	.3	1.6
Toledo CWA a/	1.1	1.6	2.3	1.9	3.2
Providence FWS	1.5	4.5	.7	.6	1.3
Arden FSS	2.2	5.6	.9	.8	1.5
Omaha FMA	1.3	5.1	.6	.5	2.3
St. Louis Co. FSS	1.3	5.2	.7	.5	3.1
Syracuse FS	3.2	5.5	.2	.2	.9
Worcester FBO	1.3	3.8	.3	.1	1.1
Richmond FSS	1.5	3.5	1.7	1.4	4.5
Hartford FSS	1.1	3.1	.6	.4	1.7
New Haven FS	1.4	4.5	1.8	1.6	3.1
Salt Lake City FSS	2.1	4.9	1.5	1.2	6.2
Springfield, Mass. FMA	-	1.7	1.8	1.6	2.3
Bridgeport FS	1.3	3.2	.8	.6	2.0
Yonkers FSS	1.5	4.7	.8	.7	1.6
Saratoga FMA	2.3	6.4	.7	.6	4.1
New Bedford FWS	1.3	1.8	1.9	1.3	4.8
Duluth FSS	1.6	2.9	1.1	1.0	1.4
Harrisburg AAS	-	5.2	1.0	.8	3.2
Leasing SSB	1.1	2.9	.9	.7	1.7
Orange WFS	1.3	2.0	1.1	.7	2.4
Highest	3.2	26.5	2.3	1.9	6.2
Upper quartile	1.7	6.4	1.0	.9	3.2
Median	1.4	4.8	.7	.6	2.0
Lower quartile	1.3	3.6	.5	.4	1.3
Lowest	.8	1.6	.	.	.2

* Less than 0.05. a/ Ratios based on data for less than 12 months.

In 1944 all but three of the 60 agencies reported statistics of their in-person interviews, while 43 also reported telephone interviews. Among the agencies recording them, telephone interviews tended to constitute half of all casework interviews. The variation in this proportion ranged from only 17 per cent to as high as 74 per cent, which suggests that there may be important differences in the interpretation of the definition of telephone interviews. However, it is important to observe that for the middle half of the 43 agencies reporting telephone interviews the proportion of these interviews varied only from 42 per cent to 54 per cent.

The two series of ratios of casework interviews per case per month contained in the last two columns of Table 10 give further illustration of the quantitative importance of telephone interviews. For the agencies reporting all interviews, the median number per case per month is 3.6. When only in-person interviews are considered the median ratio becomes only 1.8. It is significant that the median ratio of in-person interviews per case per month is the same, that is 1.8, whether it is computed for all 57 of the agencies reporting these interviews or for only the 43 that report both telephone and in-person interviews.

The ratios of client to collateral interviews in Table 11 reflect the present tendency to make most collateral contacts by telephone. Including telephone interviews, the median ratio of interviews with clients per collateral interview is 1.4. If consideration is limited to in-person interviews the median ratio is 4.8 interviews with clients for each collateral interview. Only one of the agencies that recorded telephone interviews in 1944, Baltimore FCS, had fewer client than collateral interviews.

The very high ratios of client to collateral in-person interviews for a few of the agencies are noteworthy. For six this ratio is more than 10 to 1; for three it is more than 20 to 1.

For a large majority of the agencies more in-person interviews are held inside the office than outside, but in 1944 there were 14 agencies for which visit interviews were more frequent than office interviews. For four agencies visit and office contacts were equal in number. For 39 agencies office interviews were more numerous, and for some of them very much more numerous. As would be expected, the proportion of in-person collateral interviews taking place outside the office is much larger than the corresponding proportion of client interviews.

Casework Staff

The staff figures of Table 12 record the average number of workers in the indicated categories during the year 1944. As already pointed out in discussion of Table 2, the regularly paid professional staff was smaller in aggregate this year than in 1943. The tendency to decline was far from uniform, however. For 19 agencies the casework staff was larger than in the previous year, as compared with 26 for which it was smaller. For 13 the average monthly number was exactly or approximately the same as in 1943, while for the two agencies that changed the basis of reporting the comparison has not been made.

TABLE 12 - CASEWORK STAFF, STUDENTS AND VOLUNTEERS, 60 AGENCIES, 1944

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	26.1	102.9	0	1.1	132.1	52.1	1.6
New York JSSA	10.5	30.9	.5	0	41.9	9.2	0
New York CC	8.2	46.5	0	0	53.7	12.2	0
Brooklyn MC	5.0	19.0	.5	.9	26.4	7.0	0
Brooklyn JFWS	6.6	21.6	2.1	0	30.3	4.0	0
Brooklyn CC	6.5	29.7	3.1	0	39.3	6.2	28.9
Chicago UC	14.6	54.2	0	0	68.8	28.1	0
Chicago JSSB	5.8	22.5	5.2	.8	34.3	4.9	.3
Philadelphia FS	7.0	26.6	.8	1.0	35.4	4.5	.5
Philadelphia JWS	4.3	12.2	2.1	0	18.5	3.3	0
Los Angeles FWA	2.3	9.6	.6	0	12.5	3.7	0
Los Angeles JSSB	1.0	5.2	0	0	6.2	.3	2.3
Cleveland AC	13.7	28.2	1.7	.5	44.1	15.1	0
Cleveland JFSA	2.7	8.7	0	0	11.4	4.7	0
Baltimore FCS	4.5	8.6	0	.5	13.6	3.2	.5
Baltimore JFCS a/	.5	2.0	0	0	2.5	0	0
St. Louis FA	4.9	17.7	1.1	0	23.7	3.8	0
St. Louis JSSB	1.5	3.0	0	0	4.5	.8	0
Montreal FWA	7.5	25.9	0	1.0	34.4	5.8	0
Boston FS	12.8	24.9	1.7	.8	40.2	8.0	.3
Boston JFWA	3.0	5.8	.8	0	9.6	4.4	0
Pittsburgh FBAC	11.0	20.9	1.0	2.0	34.9	16.3	0
Pittsburgh JSSB	2.4	8.5	.9	0	11.8	4.3	0
Toronto FWA	8.3	24.7	0	1.0	34.0	4.9	.9
Washington FWA	3.5	12.5	0	0	16.0	4.9	0
Milwaukee FWA	4.4	19.7	.4	0	24.5	.8	0
Buffalo FSS	2.8	10.6	2.0	0	15.4	2.3	0
New Orleans FSS	2.0	8.1	0	0	10.1	3.3	0
Minneapolis FWA	4.5	11.7	.9	.8	17.9	7.6	0
Cincinnati AC	6.3	20.8	1.0	0	28.1	3.7	0
Newark SSB	3.9	8.9	1.0	0	13.8	1.7	0
Indianapolis FWS	3.0	9.9	0	0	13.0	2.1	0
Houston FSS	2.4	9.0	0	0	11.4	0	0
Seattle FS	3.0	8.6	0	.3	11.9	2.0	0
Rochester FS	2.6	5.2	0	0	7.8	1.7	0
Louisville FSO	3.0	8.6	0	0	11.6	2.5	.5
Atlanta FWS	3.2	15.1	0	0	18.3	1.6	0
Dallas FCB	1.5	7.2	0	0	8.7	0	0
Memphis FWA	2.5	9.8	1.0	0	13.3	0	0
St. Paul FS	2.1	10.5	4.6	0	17.3	2.0	0
Toledo CPA a/	1.0	6.1	1.0	0	8.1	.4	0
Providence FWS	3.0	9.3	.5	0	12.8	3.8	0
Akron FSS	.4	1.3	0	0	1.7	0	0
Omaha FWA	1.6	7.7	.3	0	9.5	1.4	0
St. Louis Co. FSS	2.9	11.2	0	0	14.1	.7	.0
Syracuse FS	1.0	6.6	0	0	7.6	0	0
Worcester FSO	.5	5.1	0	0	5.6	.4	0
Richmond FSS	1.9	9.7	0	0	11.6	2.1	0
Hartford FSS	1.8	7.3	.2	0	9.3	1.9	0
New Haven FS	3.2	9.6	.3	0	12.9	2.5	0
Salt Lake City FSS	.5	2.9	.4	0	3.8	1.1	0
Springfield, Mass. FWA	1.1	5.7	0	0	6.8	.4	0
Bridgeport FS	1.1	6.0	0	0	7.1	1.0	0
Yankers FSS	.8	6.2	0	0	7.0	1.4	2.0
Scranton FWA	1.6	5.9	.3	0	7.8	1.5	.3
New Bedford FWS	1.0	3.0	0	0	4.0	0	0
Duluth FSS	.8	3.0	0	0	3.8	0	0
Harrisburg AAS	1.1	4.8	0	0	5.9	0	0
Lansing SSB	1.0	4.4	0	0	5.4	0	0
Orange FWS	1.0	7.0	0	0	8.0	1.8	0
Total (60 agencies)	250.7	857.8	36.0	10.7	1155.0	259.4	37.9
Highest	26.1	102.9	5.2	2.0	132.1	52.1	28.9
Upper quartile	5.4	19.4	.9	0	26.0	4.5	0
Median	2.9	9.2	0	0	12.7	2.1	0
Lower quartile	1.3	6.0	0	0	7.8	.8	0
Lowest	.4	1.3	0	0	1.7	.0	0

a/ Based on data for less than 12 months.

Fifty of the 60 agencies had school of social work students on their staff during at least some months of the year, as compared with 52 agencies in the preceding year. The average number of student workers during the year was lower in 1944 than in 1943 for 30 agencies; higher for 20; and the same in both years for two.

Eleven agencies reported volunteer workers participating in actual casework for clients during at least part of the year. The number of agencies making such use of volunteers was the same in 1944 as in 1943, but there was some change in the list of these agencies. The number of volunteers in proportion to paid staff was very small except for three agencies. Most of the volunteers were again reported by a single agency.

Ratios of Supervisors to Other Workers

The data of Table 12 afford a basis for computing ratios of supervisory workers to other members of the casework staff. Although comparison of these ratios is of much interest for administrative purposes, the ratios for individual agencies have not been included in this report. They are omitted because of the fact that, especially for the smaller agencies, the classification of workers as supervisors or caseworkers on the basis of the chief function of the worker may not approximate sufficiently the actual division of time between the two functions. The ratios pertaining to the group of agencies, however, should be of some significance.

Using the aggregate figures for 1944, workers classified as supervisors constitute not quite 22 per cent of the regular casework staff. This is equivalent to a ratio of 3.6 other members of the staff per supervisor. Considering only caseworkers and supervisors, the ratio is 3.4 workers per supervisor, while if students are added the ratio becomes 4.5 caseworkers and students per supervisory worker.

The following figures summarize the variation among the individual agencies in respect to the two last mentioned ratios in both 1943 and 1944:

Number of Caseworkers per Supervisor

	<u>1943</u>	<u>1944</u>
Highest	11.6	10.2
Upper quartile	5.0	4.7
Median	4.0	3.8
Lower quartile	3.2	3.0
Lowest	1.6	1.9

Number of Caseworkers and Students per Supervisor

	<u>1943</u>	<u>1944</u>
Highest	12.3	11.0
Upper quartile	5.9	5.6
Median	4.8	4.4
Lower quartile	4.0	3.8
Lowest	2.1	2.5

MONTHLY STATISTICS OF FAMILY CASEWORK

Organization _____ City _____ Month _____ 194

I. Direct-service Applications

1. Made cases (Given current consideration)
2. Not made cases (Not given current 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 7c 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 caseloads			

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.

Russell Sage Foundation,
Department of Statistics
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Recorded by _____
Title _____ Date _____

Monthly Report Form (somewhat reduced)