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CHARITY ORGANIZATION BULLETIN

FOR THE CONFIDENTIAL USE OF
CHARITY ORGANIZATION SOCIETIES
CHARITY ORGANIZATION DEPARTMENT

OF THE

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MISS M. E. RICHMOND, DIRECTOR

FRED S. HALL, ASSO. DIRECTOR

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No. 1

PERSONAL MESSAGES FROM THE DEPART- MENT

I.

INTRODUCTORY MESSAGE

THIS diminutive periodical cannot truthfully make the claim that Mark Twain made for the Dictionary, that variety was one of its chief charms. Usually every inch is occupied by one topic, often by one article, and occasionally, when a short study or a long case history is substituted for the article, a double number becomes necessary. This lack of variety, this extreme consecutiveness, has made us wonder sometimes whether anybody ever reads the BULLETIN. If it had a subscription list, we might find out, but that wholesome check upon too exclusive devotion to a main purpose is lacking.

The present issue begins a new year—our seventh. Perhaps this is an opportune time to bring an easy chair before the curtain and chat a while with BULLETIN readers—assuming boldly that there are readers and that, by way of handsome return for its monthly visits, they will listen. If they must steal away before the easy chair is empty, perhaps they will be good enough to note the very next Message at least; it has to do with a matter which concerns all who wish to see the monthly visits continued.

II.

WHY A CONFIDENTIAL DOCUMENT?

WHEN the BULLETIN was first printed, and in the days before that, when there was a *Field Department Bulletin*, our general idea was that articles which are of interest to any large group of social workers, and are not devoted merely to the more technical questions of our own charity organization processes, would naturally find their way into the *Survey*. Sometimes, to get a series of addresses or a report before our own group with especial promptness, National Conference material has been printed here first that would appear later in a published volume; but, as a rule, the material that we print would have to remain unpublished because it is unpublishable.

We were not prepared for the increased interest in technique, more especially case work technique, that has brought to our editorial desk a steady stream of requests to be put on the BULLETIN mailing list. Here too, it must be acknowledged, we lack the touchstone of a paid subscription list, but the interest seems to be genuine; we believe that it will continue to grow, and that some way of meeting the needs of case workers not associated with our own societies must be found. Needless to say, we rejoice in this new interest quite as much as anyone could. We have seen social case workers flattened out ("squashed," one member of a New York committee has phrased it) until they have had too little hope of being given a chance to improve their work to dream of making discoveries in it. That day of discouragement is passed, or passing.

In the early days of the BULLETIN we printed case discussions, it will be remembered, and then, fired by the example of the law schools and of Harvard medical school, we began to edit the originals of case records for teaching in the various schools for social workers, and for the further training of our own charity organization case workers. We are inclined to think that we have never done a more useful thing, or one that has more definitely influenced class-room teaching in social work. And there are many ways of turning the Case History Series to good account that have not yet been fully developed.

Against this, however, we must set the fact that, as long as the BULLETIN continues to print in full the current histories of real people, it must remain a confidential document, and one the circulation of which must be safeguarded with the greatest care. This is not just an editorial notion; it is a sober fact—one that has been brought home to us rather portentously on a number of occasions. In one instance, a social worker who should have known better revealed the identity of a printed case, and did it in a way that might easily have led to a lawsuit. In another instance, an employer, who thought he recognized a former employee in the subject of one of our long and complicated social histories, wrote to demand the real name and address of the family. Some of the circumstances surrounding this supposed discovery might have

caused a great deal of annoyance to the society that had furnished the record. We are unable to give the details of these and of other instances, but, if we could, they would convince any reasonable person that social case histories of the kind which are of value for study (colorless records are useless) cannot be successfully disguised by any means yet discovered. In this they differ from medical case histories, which can be changed without destroying their teaching value, and from law cases, which are public in their very nature.

Nothing has yet been said about the protection of our own clients, of the families recorded, that is, but surely their rights are paramount. A story can be told in outline in such a way as to conceal the identity of its subject from all who do not know the story already, but a case history contains so many clues to identity that its original is revealed to anyone who ever knew the family, and can be discovered by anyone else who has a reason for trying to ferret them out.

Are charity organization case workers sufficiently well drilled in the habit of keeping faith with their clients, sufficiently alive to the confidential character of all case records, to know how to safeguard these printed ones? No more so, perhaps, than some of the workers in other groups, but we know the charity organization group on many more sides, and should be able to make ourselves understood by them more easily for that reason.

We propose, therefore, to continue the experiment of printing case histories, but let no general secretary write to us, as one actually did this year, and offer to buy three hundred copies of a case history for distribution in his own town. We shall have to ask for more definite assurances than we have had heretofore that the confidential nature of this material is fully understood, that the BULLETIN will be treated with as much care as is given by any responsible social agency to its original records, that they will not be placed in libraries, loaned to people who ask to borrow them, left in street cars or on railroad trains, or used for any purpose save the purpose for which they are intended. We must ask societies having a number of case workers to hold themselves responsible for the use made by these workers of the BULLETINS.

Of teachers of social work, the same request must be made. The BULLETIN cannot be supplied to them if they allow it to circulate through a library or in any other way, and any copies handed to students should be used in class-rooms only, should then be returned to the teacher, and should remain in his personal custody.

III.

SAFEGUARDING CASE RECORDS

WE are so new as a profession (if, indeed, we can yet claim to be one) that our growth has been uneven and unpruned. It shocks some of us to hear that an associated charities sends its original records to the judge of the juvenile court on request, and that he sometimes reads extracts from them to the society's client, who is also the court's defendant, *aloud in open court*.

All of us are on record in a good many places—at the doctor's, the oculist's, the insurance office, the social club, to name only a few. Custodians of any of these records might be summoned to court to testify about us at any time. Some of them—the doctors and lawyers, for instance—are protected by statute from having to reveal information given to them in confidence and in the discharge of their professional duties. Social workers are not so protected, and it is an open question whether they would wish to be. Whenever their court testimony has a social value they are not only willing but anxious to give it. But how can they keep the full records that are needed for more constructive work with families and how can they hope to continue to win from others the frank statements that are also needed in order to gain insight into conditions, if they are known to use these records carelessly themselves or to permit others to do so? Who would not feel justified, for example, in refusing information to a C. O. S. about a young woman in a family, if it were known that later on the information so given might be sent to court as part of the family history, because the young woman's small brother had been arrested for stealing apples from a fruit stand? Whatever faith one might have in the discretion and strong social interest of the C. O. S. worker interested in the girl, it would be foolish to extend that faith to all visitors of agencies, public and private, and to all court, school or hospital officials, who might, at some other time, come in contact with other members of the family.

It takes time to make a good summary, either written or oral. It takes time to supplement this summary, when it needs to be supplemented, by arranging an interview with the worker who knows the family best, but the shorter way of handing the original record to the "coöperating agency" has already led, we believe, to grave abuses. It seems the most natural thing in the world to hand the record to workers in other agencies who are known to be both skillful and trustworthy, who have standards in every way as good as or better than our own, but where can the line be drawn without causing misunderstandings?

As public relief bodies improve their case work and their record keeping, this same problem will confront them too. In some states the records of the overseers' office, we are informed, are public property and open to inspection. This is a matter of no consequence in many places at present, but it will become so wherever real social work is done in an

overseer's office. It will be necessary then to get a judicial ruling that public case records are private and confidential.

Our growth has been so rapid and the demand for social information has increased at such a pace that this aspect of record-keeping has not yet been given the attention by our societies that it deserves.

IV.

OUT-OF-TOWN INQUIRIES

SEVERAL letters have come to hand lately that seem to illustrate this same question of safeguarding confidences, though from another angle. We know that out-of-town inquiry work is far better done than it used to be, and that some excellent service is now rendered in response to requests from sister societies in other places. But the perfunctory way or the very careless way in which many inquiries are made can cause a lot of trouble. One relatively new society has been threatened with legal proceedings because its letter of inquiry to another city was held in the hand of the visitor while she talked to the relative visited. The relative took it out of her hand and made a copy of it. Another society had occasion to send an inquiry through a forwarding center about a woman whose husband had deserted her and was living in another state. The inquiry contained a good deal of confidential information that seemed necessary to the successful handling of the matter in hand; but the woman whose husband was sought brought a copy of this very letter to its writer a few days later. In some way it had been submitted either to the man or to his relatives, with consequences that may be imagined by any experienced case worker.

Errors are not all to be charged to the party of the second part, however. Three-fourths of the secret of good out-of-town inquiry work is to write a good letter of inquiry.

What constitutes a good letter of inquiry? Well, in the first place, it must not be hastily or mechanically written. A favorite time for writing out-of-town letters is just after the first interview with a client. When *all* clues are out-of-town this is necessary, but otherwise the in-town clues should be covered first. If this rule were followed, some out-of-town letters would never be written and others would be more truly descriptive of the situation. We could save time for ourselves and our correspondents, moreover, if arrangements were made to consult out-of-town directories before writing. A set of these can usually be found at any city directory office, and a client's errors in the matter of addresses, whether deliberate or intentional, could be checked up and then corrected by further consultation with him before writing.

In the second place, do not send people on long journeys of inquiry until you have taken the trouble to think what the real problem is, exactly what you want them to find out in connection with it, and why this information is wanted. If you have alternative plans in mind, or are feeling your way toward a fairly definite course of action, you should

tell your correspondent enough of this in your letter to interest and to guide him. He must be able to cooperate intelligently instead of blindly.

In the third place, you should not send him to a possible informant so poorly equipped that he cannot answer the simplest question about your client's present circumstances. Often he goes to those who are anxious to know and who have a right to know. In other words, to win information he must be able to give it.

In the fourth place, he must know what *not* to tell, and instructions on this point must be clear and specific, if, for any reason, the best interests of your client would be endangered by the repetition of facts sent for a correspondent's guidance.

Important, but not so important as the foregoing, are the usual precautions about covering surnames and given names of the client and of his immediate family, the ages of his children, his nationality or race (if colored it is important to say so), the maiden name of the wife and surname of her first husband, the addresses at which the client formerly lived in the city written to, in case he ever resided there, the relation which each person to be interviewed (if more than one) has borne to your client, etc.

The answering of these out-of-town inquiries is a real burden, but their careful answering is also of far-reaching assistance to those whom we would serve. Many plans that have put people on their feet permanently could never have been carried through without the painstaking service of someone at a distance—of someone who had none of the pleasure of actual contact and of being at hand when the lame began to walk upright and the blind began to see. All the more important is it, therefore, that this service at a distance be not wastefully or aimlessly used. By taking thought we can spare our correspondents many steps; by taking still more thought we can give those steps purpose and direction.

A good exercise for meetings of case workers would be a criticism of the week's or the month's letters of inquiry. Our personal visits are made with more skill than they used to be; our letters (if a reader of many case records from many cities can be trusted as a witness) lag behind. The subject is worthy of a New Year resolution: No perfunctory letter writing in 1916, or some such slogan.

V.

TRANSPORTATION MATTERS

THE number of signers to the Transportation Agreement has now passed the six hundred mark. Recently the question has been raised as to whether free transportation to dependents violates the Interstate Commerce Commission Act. Inquiry shows, however, that this is not the case. The Act permits carriers to grant free transportation to "inmates of hospitals and charitable and eleemosynary institutions, and persons exclusively engaged in charitable and eleemosynary work; to indigent, destitute, and homeless persons, and to such persons when transported by charitable societies or hospitals, and the necessary agents employed in such transportation." The Commission has held in Conference Ruling 208 (d) that reduced rate or fare transportation may be granted to such persons as are specified in the law as those to whom free transportation may be given.

The following letter throws some light on the "passing on" habit, and also on the difficulties encountered by a conscientious associated charities worker who is also a public official:

I received your letter this morning concerning the "Passing On" agreement. In answer I will say that I am in hearty accord with the principle underlying, but I do not think I could live up to the letter of agreement; hence I will not sign it.

In explanation of this attitude I will say that I am Commissioner of the Poor for this county as well as Secretary of the Associated Charities. All transportation bills are paid out of the county funds. We have no institution for homeless men and women, sending them to cheap hotels for a meal or lodging when necessary. Further, we are on the main line of the — and — railways; also on the — railway. We receive a large number of calls for transportation—many who are tuberculous, some seeking health, others going home to die.

I am responsible to the County Commissioners as well as to the directors of the Associated Charities. Some disposition has to be made of applicants. The Commissioners would not stand for it if I should send some of these poor wretches half way across the continent to die among friends, or should keep them until friends send for them.

Again, I was trained in an Associated Charities that is separate from the county, and has an institution to care for the friendless temporarily. The Superintendent of the Associated Charities had signed the agreement. This is the way it worked out: We would refuse transportation and the applicant would then call on the Commissioner of the Poor and haunt his office until he would dump him on the next county. I have no quarrel with neighboring Associated Charities or other private organizations for I think they are square with me, but the Commissioners of the Poor, Mayors, Chiefs of Police, etc., have no scruples about "passing on." Just yesterday I received an old man from X—, a city in which there is an Associated Charities. He was 87 years old and was on the way to his son in a distant state. The Commissioner of the Poor had sent him to N—, and the Mayor of N— had sent him here. I believe the old man's story was true. Had I refused to help him he would have begged on the street, had I sent him to the County Farm, the Commissioners would have checked up on me. Had I sent him back to N— he would probably have been refused further aid there or been sent in some other direction. In fairness to the city of X— I could not send him there as he had been there but a week,

and if I had sent him clear back to the little town in a distant state from which he had started, his problem would not have been solved, and the county commissioners would probably have got me on the carpet for spending so much money.

I may be wrong, but after more than a year and a half in this position, I think it is impracticable for a city of this size to sign the agreement when cities all around for hundreds of miles, whether provided with an Associated Charities or not, have some official handy who has no qualms about "passing on."

In closing I will say that as Superintendent of the Associated Charities I could sign the agreement and keep it, but as Commissioner of the Poor I cannot see my way clear to do so, under present conditions. I might have one pen and one pocket labeled "Associated Charities," and another labeled "Commissioner of the Poor"—one for "No" and the other for "Yes." After all, that is really the practical working out of the matter. The larger cities have both Associated Charities and Commissioners of the Poor. The city through its Associated Charities tries to correct conditions, while the same city through its officials reaches for the other pen and pocket and hurries folks to the next station to "save expense."

I have written at some length in order to open up to you a difficult problem that needs careful consideration with state-wide and nation-wide treatment. You have doubtless thought a great deal on this subject, but the practical experience of combining the two positions is illuminating, to say the least.

Ever since coming here I have fought the fight on the question of "passing on," and I expect to continue doing so, but I will not stultify myself by subscribing to that which I know I would soon have to go back on.

Three other items of current interest belong under transportation news. The first is a statement from the Commission of Charity and Correction of the city of Denver.

The greatest problem of Denver charity is the care of the people who come to Denver for tuberculosis. They come sometimes dependent from the moment of arrival, sometimes supported for a while by relatives and friends in the East who cannot continue such help indefinitely, sometimes with a little savings or strength enough to work for a few months, perhaps even for a year or more before the breakdown becomes complete, but with dependency imminent from the day they arrive. Denver is wholly incapable of giving adequate care to this host of destitute suffering strangers from other places. The officials of Denver feel, moreover, that it is not just that they should be required to care for those who come here only as to a Health Resort with their power of earning already broken and all their natural ties elsewhere.

In view of these facts the Public Relief Authorities and the charitable organizations of Denver hold that when people come to Denver for health reasons, if they become dependent from the original complaint within three years after arrival, they ought to remain indefinitely a charge upon the community in which they had residence immediately prior to coming to Denver.

The period of three years is fixed upon the principle expressed in our national legislation. Colorado has no law of settlement and there is no federal legislation to secure justice between states in the burden of caring for the destitute. As between the United States and other countries, however, our Government has declared that if dependency develops within three years, from a cause existing before coming to the United States, the dependent may be deported to the place from which he came. It is maintained accordingly, that if dependency so develops in Denver from a cause previously existing, it is morally right to return such dependents to their former residence.

As a State, however, has not the power which the National Government has to prevent the entrance of people who will, in all probability, become dependent, and no power of forcible deportation, and as it is frequently impossible to

persuade people to return at any given time, it is further maintained that if dependency from a previously existing cause has developed and has been formally protested within the three years such dependents may be returned to their former residence at any time when it is possible and expedient to send them.

The second relates to a detail in the working out of the Transportation Agreement, and is a letter sent in reply to an inquiry about who should pay the cost of telegraphic dispatches:

The sender of a telegram should bear the cost unless specifically requested by another society to send it "collect." Therefore, when requests are made for information and a "charges collect" telegraphic reply is wanted, this fact should be explicitly stated.

This opinion is based on the general principle that to allow the society which does not pay the bill to decide when the information warrants the expense of a telegram is sure to cause friction. Some societies, when forced to assume this expense in certain cases, will regard it as quite unnecessary. They may be altogether wrong in thinking so, but that fact does not make it wise to expect them to pay.

The telegraphic code has anticipated this in its alternatives "Drill" (Wire answer at our expense) and "Fix" (Will you please wire answer?). The latter might conceivably be useful in a continued telegraphic correspondence, where the favor is to be conferred upon the society that is asked to send the message.

Adherence to this principle need not, however, mean that, unless a collect telegram is asked for, no telegram should ever be sent. Judgment and knowledge of the person addressed will sometimes call for telegrams, but they should be prepaid. The cost may be refunded by the receiver if he desires to do so, but there should be no obligation upon him to do this. Mutual agreement could make collect telegrams the rule between certain societies.

The third relates to the securing of charitable transportation in transit through Chicago. These procedures vary to such a degree in various sections of the country that the United Charities of Chicago has issued the following suggestions as a guide in making requests upon it for charity rates:

Before sending your client, consult the United Charities to learn if it is possible to secure transportation, stating whether half rate or pass is desired.

(Do not ask us to secure transportation for drunkards, drug users or insane persons, unattended.)

Give surname and given name of every individual in party, stating age as well as given name of each child.

Explain why it is desirable for client to change his residence, into what better conditions he is being sent, and what assurance you have that he will not become a charge on the new community. Make definite statement regarding his dependence and the inability of legally responsible relatives to furnish transportation.

State day, hour and minute of client's departure and road over which he is to travel, also time of arrival in Chicago. If train is running in two sections, state on which section he will be found. If client cannot come to office of the United Charities, 168 N. Michigan Blvd., state reason for having him met at Station.

(We sometimes fail to meet adults who are not well or unable to make themselves understood, because we are not aware of these disabilities and expect the client to find his way to our office.)

Describe client's appearance and dress, or indicate him by a mark such

as a bow of scarlet ribbon on coat or jacket. If client is not provided with money for incidentals en route and you wish us to make advances, state for what items and in what amounts. Notify us if client is carrying excess baggage, and who will pay charges on same.

(If your client asks us for food, money for transfer of baggage or other necessities, claiming he has no money for same, we will have to take his word unless advised to the contrary. In such cases advances will be charged to you.)

Has proper provision been made for meeting client at final destination? If not, state what you wish the United Charities to do regarding advice to destination.

(In many instances it will be impossible for us to advise you, in advance, what road we can use out of Chicago; therefore, you will have to arrange with us to notify persons responsible at destination.)

If client fails to depart from your city on day and train named, notify the United Charities by wire at once, that our delegated agent may not waste valuable time journeying to the Station and anxiously seeking a client who is not there.

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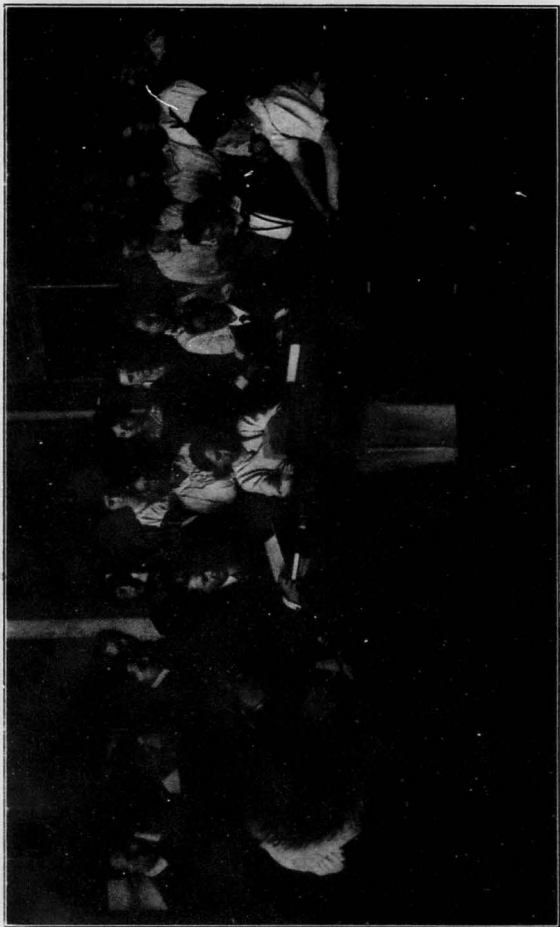
Nos. 2 & 3

CHARITY ORGANIZATION INSTITUTE NUMBER

CONTENTS

	PAGE
MEMBERSHIP OF THE 1915 INSTITUTE	15
THE 1915 CHARITY ORGANIZATION INSTITUTE	16
ANALYSIS OF TWO FIRST INTERVIEWS	17
LAW AS AN AID TO SOCIAL DIAGNOSIS	21
Ethel R. Evans	
INFERENCES JUSTIFIABLE AND UNJUSTIFIABLE	24
Ruth Cutler	
THE NEIGHBORHOOD IDEA AND BROOKLYN'S VOLUNTEER SERVICE	27
Mary E. Shenstone	
A TRAINING COURSE FOR VOLUNTEERS	32

NOTE.—SPECIAL ATTENTION IS CALLED TO THE ANNOUNCEMENT OF THE 1916 CHARITY ORGANIZATION INSTITUTE ON THE 39TH PAGE.



THE 1915 CHARITY ORGANIZATION INSTITUTE

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- WALTER W. WHITSON, General Secretary of the Bureau of Associated Charities, Orange, N. J. (now General Secretary of the Associated Charities and Philanthropies of Peoria, Ill.).

THE 1915 CHARITY ORGANIZATION INSTITUTE

IN making up a special number of the *BULLETIN* from the reports prepared by members of the 1915 Charity Organization Institute, it has been difficult to know what to omit. Papers submitted by the members were of three kinds:

(1) Those prepared before entrance on some assigned topic. Some of these topics related to local situations of interest to the Institute membership but not to a wider audience. Miss Shenstone's paper, however, which belongs in this group, has a lesson, we believe, for many communities. Here belongs also the analysis of two first interviews, which we print without the name of the author, because the identity of the originals must be safeguarded.

(2) A number of memoranda for class discussion, prepared during the Institute on only a day or two's notice. To this group belong the short papers by Miss Evans and Miss Cutler.

(3) Reports of committees of three or five of the Institute members to which was assigned some of the current work of the Department and of the Association for Organizing Charity. One such committee did some very effective work in the revision of "What Social Workers Should Know about their own Communities." The new edition of this pamphlet is just announced. Another worked on a plan for dealing with Tramp Families. This is to be printed later. Another prepared the first draft of the Training Course for Volunteers given in this number.

Thus we are able to present at least one example of each kind of document, but this leaves unprinted a great deal of good material, and it leaves unrecorded the spirited discussions in the executive sessions, to which was brought each morning the work growing out of the day's correspondence of our offices. Nor can we indicate here the suggestive exchanges of experience, the descriptions of sharply contrasting community backgrounds, the informal but fruitful intercourse, for four weeks, of twenty eager folk, all identified with the same large movement and determined to serve it in a large way.

To all of these twenty, now busy in fourteen different cities, this *BULLETIN*, which is theirs, brings the affectionate greetings of the staff of the Charity Organization Department and of the Association for Organizing Charity.

ANALYSIS OF TWO FIRST INTERVIEWS

BY A DISTRICT SECRETARY MEMBER

A RECENT case which came to the attention of our district office was, in regard to this matter of initial contact, one of the most difficult the writer had had experience with.

A young colored couple was referred on account of the death of one of the children, for whom they wished burial clothing, with assistance toward the funeral expenses, the man being unemployed and poor. The secretary had been warned that Mrs. Reynolds (to give her another name) was in a very hysterical state, and that it would probably be impossible to get any information at all.

When within a few yards of the old wooden shanty, the writer heard a series of moans and groans. She found the mother sitting on a tumbled bed, rocking her body to and fro. Her eyes were tearless, but the moaning continued. The visitor laid her hand on the woman's shoulder and the latter, quiet for an instant, looked up inquiringly.

"How do you, Mrs. Reynolds. I am so glad I found you in, because Mrs. Miller would have been so disappointed if I had not."

"Oh, do you know Mrs. Miller?" asked the woman, immediately brightening, "Ain't she a fine woman?"

"Indeed she is," answered the visitor, and allowed the colored woman to run on for a few moments eulogizing Mrs. Miller, for whom she worked two days a week, as it seemed to take her mind off of her loss and she was becoming gradually calmer. She explained that Mrs. Miller had known her husband and herself when they were first married, and had been very friendly to them ever since. By immediately following this lead, it was possible to learn where they were married, what her husband did for a living at that time, and the kind of employment he now wanted. In this way were also learned some of the places at which he had worked and the addresses at which the family had lived at the time.

"Did you have two children when you were down on North Street?" asked the secretary, knowing that a direct question about the names and ages of the children would probably start a fresh outbreak of grief.

"No, I just had Willie. He was two then and, after we moved up here in 1910, Jessie came and poor Margaret would be two next month if she —." Here the visitor interrupted quickly, "I imagine the children are very bright in school, aren't they, Mrs. Reynolds? Do they go to public school No. 2?"

"Yes," answered the mother, "and they bring home such fine grades."

"Of course you send them to Sunday School, probably to the Colored Mission around the corner," continued the visitor.

"Yes, we all go there," answered Mrs. Reynolds. "The funeral is going to be from there to-morrow."

"Is the church going to help toward the expenses?"

"No, but Dobson is very reasonable. He is only going to charge \$38."

"Well, perhaps the relatives will all contribute a little."

"I haven't any relatives," was the conventional reply.

"Won't you get a little insurance perhaps?" was the next suggestion.

"No, the Metropolitan lapsed three weeks ago."

"Do you get two carriages for the amount you are paying the undertaker, or just one?" inquired the visitor further.

"Oh, we get two."

"That's good," said the visitor, "because your own little family can go in one carriage, and then you can fill the other with just your nearest relatives, not people who come out of curiosity, but your own kin."

"Yes, we have asked my sister and her husband to go and also Amos' brother John, with his wife and child," continued Mrs. Reynolds.

"You are fortunate to have your own people living right near you. All of us are not that lucky."

"I reckon we are, and they are pretty good to us. Of course we see more of my sister, Judy, for she lives just two doors from the corner. But Amos' brother lives down on East St., so he does not get up so often."

In another two minutes the secretary was able to get not only the names and addresses of these relatives, but a general idea of the status of their families.

Finally, the question of burial clothes for the child had to be approached and, sobbing hysterically, Mrs. Reynolds showed the child's ragged little wardrobe, so that her visitor might judge what was needed. The office card was left in the mother's hands, and she promised to come there the next morning at nine o'clock, when the secretary was to accompany her to the department store where they could buy the necessary articles. After a few last words of warm sympathy and encouragement, the visit was over.

The chief point in this case is the importance of the first contact. It shows that, when one finds an applicant in an abnormal state of mind, the key to the situation is to introduce upon entrance a topic that will be of immediate interest, and at the same time quite foreign to the point of irritation.

The next problem is to keep the client from gravitating to the source of trouble until one is ready to have him do so; this is achieved by keeping up a rapid interchange of questions and answers, allowing no time for lapses of attention on the part of the person interviewed. One would find it difficult to get a good first statement in a case like the foregoing, if the order were reversed; if the present trouble came first in the interview, that is, before the background had been secured.

Then another important thing illustrated is the necessity of having a legitimate introduction. In this case it was through a mutual acquaintance, Mrs. Miller. If the visitor had come in some mysterious, undefined way, she would have found it difficult to gain Mrs. Reynolds' confidence. In this type of case, moreover, it is especially important that the client get it firmly established in his mind that the visitor's attitude is one of sympathy and of determination to help in every way possible. With this impression left from the interview, the next contact will be frank and friendly.

A contrast to the first case is the following one of the Berry family. The first was a problem because of the hysterical state of the mother; the problem of the second lay in the fact that the people had once been wealthy and felt bitterly the sting of being interviewed by a "charity investigator" when they had themselves given to charities.

The family consisted of the old parents, almost eighty, and an unmarried daughter of forty-five. The latter had, as a last resort when all their creditors were closing in upon them, written to a newspaper office. She was notified by the editor that the matter would be turned over to the Associated Charities.

The secretary found the family living in a quite expensive house, where they were owing seven months' rent. The furniture was worn, but still showed evidences of a one-time well-being, while all about the rooms were hung tapestries and pictures.

Miss Berry greeted the visitor very graciously, and for a little the two discussed various topics of current interest, the visitor gradually leading the conversation around to Miss Berry's own life. She talked quite freely about her youth and the splendid training she had received in private schools in Canada; about her love of music, art and literature, in all of which she had dabbled from time to time as the whim had seized her. In those years her father had been a wealthy real-estate man. Then the crash came; they lost everything and came to the United States in the hope of retrieving their losses. This seemed to be as far as the narrator could get in her story, for she stopped abruptly and buried her face in her hands.

In a moment she looked up with a forced smile on her face and said,

"Now, if you will tell me just the information you were sent here to get, I will give it to you, because I know, in your sort of work, it is necessary to get certain clues which you can follow up for investigation."

"You must not take that attitude, Miss Berry," the secretary said, "we are not a detective agency. I have simply come to have a frank, friendly talk with you and then you can depend on it that whatever we can do we will. But one cannot suggest a cure before a diagnosis is made and for that reason I have been listening with great interest to what you have told me. It seems to me that with your qualifications there ought to be great things in store for you."

Miss Berry agreed that perhaps she had misunderstood the work of the organization, and proceeded to ask her visitor a great many intelligent and penetrating questions about its purpose and scope.

Not until the thing had been discussed thoroughly was Miss Berry's confidence won, and then it did not seem hard for her to tell the rest of their story.

Since coming to the United States, she had given painting and music lessons, and her father had kept books for a business firm. In this way they had been able to keep up a semblance of style, but always they had been running very near the rocks. The long strain on her had finally been too much and, three years ago, she had had to enter a

hospital for an operation. For weeks her life hung in the balance. When she was finally discharged, she expected to find her parents practically hungry, but a miracle had happened. A wealthy old lady had become interested in her paintings, and had insisted upon giving the family a monthly stipend of fifty dollars to enable her to keep on with her painting without having to worry about a market for it.

They had all been very happy until seven months ago, when the old lady died suddenly without leaving a will, and her money was divided between her two sons.

At first Miss Berry had tried to get back her old pupils and to gather new ones about her, but with no success. Then she tried other things, such as writing scenarios and short stories, but could get no market for them, until—well, the end was evident: she was driven to writing to someone for aid.

Here the visitor took the lead in the conversation; she began by dwelling on all the encouraging points, challenged the idea that the family was approaching a tragic end, and prophesied that the future had good things in store for them. Gradually the woman's interest was aroused and, before the end of the interview, had almost warmed into enthusiasm. She very willingly gave names and addresses of various persons for reference, including their only relative, still in Canada, their minister, and the family physician.

When the secretary left, Miss Berry shook her hand warmly and told her that the interview had given her a new grip on herself, for it had made her feel that perhaps there was some way out of their difficulties. She had expected it to be a trying period of grilling, but instead had found nothing but sympathy and an evident desire to help. An appointment was made, in leaving, for another talk, when ways and means could be discussed.

In the case just cited, it is evident that the chief problem was to gain confidence before attempting to secure any information. Miss Berry was an intelligent person who knew as much about the Associated Charities as the average of lay folk, and, like them, had prejudices and misgivings about its purpose. There could be no evading; the only thing to do was to meet these prejudices single-handed and do away with them. Once they were out of the way, it was not hard to get most of the necessary information by direct questioning and the remainder, such as previous addresses, in the course of the story.

SOME OF THE TOPICS upon which Institute papers were written, in addition to those given here, are the following: The outside sources of information consulted in a group of case records; analysis of a month's work in a district office; district coöperation with a Polish colony; ways of keeping staff workers informed of a society's policies; wider use of the social facts contained in case records; social geography of the five boroughs of Greater New York; criticisms of a group of annual reports; a constructive program for dealing with unemployment.

LAW AS AN AID TO SOCIAL DIAGNOSIS

ETHEL R. EVANS

Of the Brooklyn Bureau of Charities

THERE are certain likenesses between the investigations of case workers and judicial investigations. These likenesses will be more apparent if we think for a moment of another kind of investigation—of scientific research into physical facts. There time is unlimited; each phenomenon can be isolated; and the scientist, so far as he depends upon the observations of others, depends upon trained observers unaffected by bias and usually unaware of the bearing of their observations upon the conclusions to be reached.

In judicial inquiries and in social investigations it is necessary to come to a conclusion on which to act within a more or less definite time. These inquiries deal with complex facts which cannot be isolated. Both inquiries affect the passions. Testimony is given by interested observers who are frequently biased and who usually have an opinion as to the effect of their testimony upon the conclusion which biases them still further. For many centuries the law has defined a code regulating the admission of evidence, defining the various kinds, and adjusting to a certain extent the weight to be attached to each kind. Artificial as this code may be in some respects, we may learn something from its definitions and rules.

What is evidence?

Evidence is any matter of fact which tends to produce in the mind belief or disbelief in the existence of another matter of fact. Evidence itself is not proof—it produces proof. We consider a thing proved when there is no reasonable doubt concerning it: *i.e.*, when an unprejudiced mind finds no other reasonable explanation. There are several classes of evidence:

(1) Real evidence, or the production of the thing to be proved.

A man shows his ankle to prove an injury. This, he claims, is the cause of his not working.

(2) Direct evidence, or the testimony directly to a fact at issue.

"Does a man get drunk?"

"Yes, I saw him drunk."

"Does a mother keep her children clean?"

"No, they came to school every day dirty."

(3) Indirect or circumstantial evidence, or the testimony to a fact from which another fact is deduced.

"Does a man drink?"

"I think so. Every night when he comes home he makes a row, and where does all the money go to? She gets nothing, nor the children, either."

Direct testimony is better than indirect when the veracity of the witness is unquestioned, but it is often hard to get. When we case workers depend on indirect we must exercise great care in testing it and corroborating it. When we obtain evidence unfavorable to our client we are not usually able to confront him with any particular bit of evidence. If we could he might be able to disprove it, or he might connect it in an entirely reasonable manner with another fact which would lead us to a different conclusion. A woman once said that Mrs. B. neglected her little girl and had been ordered by the school to cut off the child's hair. The inference which the investigator was intended to make and did make was—vermin. Inquiry at the school, however, showed that the child's hair had been cut off because of a rash.

Another rule dealing with both direct and indirect evidence is that the best evidence available must be produced. (1) If a lawyer wishes to introduce to a jury a document, he must produce the writing itself and not witnesses to its contents. (2) If he wishes to introduce to a jury the statements of a witness, he must produce the witness in person and not other witnesses who heard the person say the things in question. A familiar rule, almost bred in the bone of the Anglo-Saxon peoples, is that which forbids the introduction of hearsay evidence. It is a rule not known on the Continent, as those of us know who recall the Dreyfus and Caillaux cases. Even in our own law there are some exceptions. Sometimes the things said, as in trials for slander, are the things in dispute. The classical exception to hearsay evidence is in a case of murder: the murdered man is dying; his oath as to the murderer, made with knowledge that he is about to die, is accepted in court.

In our own social investigations we are not bound by the rule forbidding hearsay evidence, but it is nevertheless a good one to keep in mind and we should never be satisfied with hearsay evidence when we can get other evidence and should always scrutinize it most carefully. The brother-in-law of the same Mrs. B. of whom I spoke reported that the clinic nurse had said she was through with Mrs. B. in such a way that it sounded very detrimental. Inquiry showed that the city investigator, who had called in connection with our attempt to get the little girl admitted into a preventorium, had repeatedly failed to find Mrs. B., who went out washing and ironing. The investigator had made a remark to the effect that she would give up trying to find her. Again, the fact that Mrs. X., a long deserted wife, was having immoral relations with a particular man was testified to with great precision and detail by three people. A little probing showed that they knew nothing of their own knowledge, but based their testimony on the statements of a fourth person, so that, instead of having three witnesses to Mrs. X.'s immorality, I had one.

This rule of the best possible evidence must be borne in mind from two points of view. We should always try to get the best possible evidence and we should remember also that a refusal on the part of the witness to give us the best evidence available is ground for suspicion. I recently saw a case record where the inquirer had failed in two

ways to apply this rule. There had been some doubt whether the woman was married, and the doubt had been dispelled, so far as the record showed, by the mere statements of the woman. She did not produce her marriage lines, nor did the investigator search the church or city records, though the woman claimed she had been married in a Catholic church in a city where licences are required and marriages recorded.

Most of our evidence depends upon the testimony of witnesses, and here the law takes into account the personal equation. It allows for the effect of race, sex, age, and prejudice. This is an important fact for us to remember, as we deal in general with untrained minds. The age of a child is often very important. A mother once told me that her widowed daughter had had immoral relations with the son of the woman with whom the daughter boarded. She gave me as proof the statement of the daughter's child. When I compared dates, however, I found that the boy had been too young for his statements to be of any value, and that the probability was that he merely agreed to the suggestions of his grandmother. The grandmother already suspected her daughter.

The question of race is important. Italians usually wish to say the thing that will please the interlocutor and at the same time put themselves in a good light. I recently questioned an Italian as to the reason for dismissing a certain man. I felt that his desire not to arouse displeasure in my mind perhaps induced him to conceal the fact that he had dismissed the man to take on a boy at cheaper wages, and that, at the end of the interview, I knew no more than before I went in as to why my friend had been discharged.

Prejudice comes in often. In my judgment we do not give it enough weight. It is certainly not entered sufficiently often on our records.

A rule in law that often seems strange to the laity is that which forbids uncorroborated confessions to be accepted as a proof of guilt. It is a wise rule and one that we should remember. Two women of my acquaintance made at different times the most damning confessions and each was later sent to an insane asylum, though at the time of these confessions no one had any suspicion of their sanity. Two men in New Hampshire were tried for murder many years ago, were convicted and sentenced to death. They pleaded guilty in the hope, fortunately realized, of having their sentences commuted to life sentences. A few years later the murderer confessed.

Opinions are not accepted in a court of law except on a matter of reputation. This is an important rule. We often find opinions very valuable to us, but they are not evidence except of reputation.

Some of the ways in which it seems to me that certain of the social case records which I have read show their writers to have failed have been in (1) A tendency not to guard the defendant as he is guarded in law, but to seize on a bit of unfavorable testimony, especially if it helps them to classify the applicant in a group for which they have a so-

lution ready. (2) Insufficient allowance for prejudice. (3) Failure to insist always upon the best evidence available. (4) Lack of discrimination as to the relative values of different pieces of evidence.

INFERENCES JUSTIFIABLE AND UNJUSTIFIABLE

RUTH CUTLER

Of the St. Paul United Charities

TO make a diagnosis we must procure evidence from our client, his family and his surroundings, and from outside sources of enlightenment and coöperation; but besides merely assembling this material we must coördinate it if we would derive from it its full value.

This involves inferences necessarily, and inferences are constantly being made whether or not they are recorded in the records.

Just what is an inference? The New International Encyclopædia defines it as "the process of so coöordinating and systematizing one's knowledge that new knowledge is thereby gained." The Century Dictionary tells us that "the act of inference consists psychologically in constructing in the imagination a sort of diagram or skeleton image of the state of things represented in the premises, in which, by mental manipulation, relations that had not been noticed in constructing it are discovered."

Take, for example, the pictures which children complete by connecting the dots with lines. The dots are so arranged that they indicate what the picture is to be and the more dots there are the more the child is guided in making the picture. Now we can imagine those dots as evidence gathered and the lines as the inferences which we draw to make the connections and bridge the gaps, and we can readily see that the more numerous the dots, when properly correlated, the fewer, and at the same time the more accurate, our inferences will be, and the truer the picture.

In filling in these lines we are making conscious inferences; but inferences are not always so deliberate, and may be so unconscious as to be simply habitual acts. We know from psychology how frequently an act, at first conscious, becomes through habit more or less automatic. In music, for example, we learn to play by note by first deliberately and consciously making a definite connection between the printed note as we see it, our mental interpretation of that note in terms of keys, and our muscular adjustment necessary in striking the note. Gradually the printed note means a definite key to us without our stopping to translate it, and finally we see the note and strike the appropriate key automatically.

So it is in social diagnosis. We tend to draw inferences without realizing that we are doing so, and it is just here that what we are

fond of supposing is intuition comes in. We feel, perhaps, that what turned out to be a correct diagnosis of a given situation was due to some intuitive perception of ours, whereas, if we could analyze the process involved, we should probably find that our intuition was simply unconscious inference—the facts in evidence from which we drew our inference were there, only they were not conspicuous.

But, in saying that our inference proved to be correct, we are suggesting the element of probability which is implied in the term inference as well as the element of discovery.

A "conclusion," we are told by the *New Standard Dictionary*, "is the absolute and necessary result of the admission of certain premises, an inference is a probable conclusion toward which known facts, statements or admissions point, but which they do not absolutely establish." And again the *Cyclopædia of Education* states that inference is "the process of thinking or reasoning, in so far as it arrives at new facts, conceptions, or truths. It is practically synonymous with going from the known to the unknown. . . . In its widest use, it covers the entire process of reflection so far as that terminates in discovery. Sometimes, however, the emphasis falls so sharply on discovery that inference and proof are treated as the two antithetical functions of thinking—inference making the leap to the new, the hitherto unknown, while proof tests and validates what it inferred."

Thus inference, while having a place and a very important one in the coördination of evidence and the interpretation of facts, must be used with caution. Its probability and non-finality must be recognized and it must be tested from time to time. Even then, there are inferences which it is justifiable and others which it is not justifiable to make.

Inferences may be justifiable, for example,

1. When the evidence is incomplete.

It may then be necessary tentatively to bridge the gaps in evidence when such gaps are not so large as to call for mere assumptions. To go back to our earlier figure, the dots may be far apart yet the intended outline may be discoverable. Our lines then would be inferences. If, however, the dots are few and far between and no outline, or more than one possible outline is discoverable, we must draw not a line but a broken line and this line is an assumption only. Conversely, this very process may point out the hitherto unrecognized need of securing further evidence.

2. Inference may be justifiable when the evidence is so complete that a conclusion can be drawn, yet amplifying inferences may suggest themselves or be consciously reasoned out.

Inferences are unjustifiable, however,

1. When the evidence is true but our logic is unsound.
2. When the evidence is absolutely inadequate.
3. When the evidence is false.

Selecting, for purposes of illustration, Miss Sears' discussion of the record card in her "Charity Visitor" because it contains in a small space a good many inferences bearing upon social case work, we find the following examples of justifiable and unjustifiable inferences:

Examples of justifiable inferences, even when the evidence is incomplete, are:

"The membership of a man in a labor union is in itself an indication that he is a workman and associates with workmen; if his 'card is clear,' that is, if he is in good standing and his dues are paid up, there is further assurance of his reliability." (Page 35.)

"The more frequently the family has moved, the greater the necessity for interviewing responsible people in each neighborhood, since the constantly shifting family is certainly in need of some kind of assistance. The mere history of the change, showing the neighborhood and rent, is in itself revealing, and indicates whether the family is progressing or retrogressing. Also the fact of a change of residence suggests some reason for change, which is often a salient factor, particularly when the change is from one section of the city to another or from one city to another city." (Pages 26, 27.)

In the second instance we can justly infer that there is some underlying reason behind the family's constant tendency to move, but we have not as yet enough evidence to know what the specific reason is.

An example of what we have called amplifying inferences following a conclusion is in Miss Sears' definition of the term unmarried couple. She says this term is to be used "where a man and a woman acknowledge that they are living together illicitly, or where repeated efforts fail to verify their statement of time and place of marriage." (Page 21.) After having made, not a single, but repeated unsuccessful efforts to verify the marriage, we are justified in coming to the conclusion that the couple were not married and this conclusion points the way to justifiable inferences of an amplifying nature.

As an example of unjustifiable inferences, where the evidence may be true but the logic unsound, we quote the following:

"Accuracy in stating the exact rent is necessary in determining the family budget, and it also, when compared with the previous rent, is an indication of financial progress or retrogression. If there has been a definite decrease in the rent paid, the fact stands as proof of straitened circumstances." (Page 23.)

In this statement no account is taken of other reasons which may have induced the family to pay a lower rent. They may conceivably have been paying more than was wise before; they may have moved further out of town where the rent was less but the housing better; or they may have preferred to pay less on the rent so that they could buy a piano or give the children vocational training. There might be a number of other reasons given for the lower rent besides that of straitened circumstances, and to say that a lower rent stands as proof of such is altogether ignoring them.

Again she says, "As a general rule, the man who puts obstacles in the way of consulting his employer is a man with a poor work-record." (Page 31.) This is not so positive a statement as the former, but even so it is often true that there are other reasons than this for a man's not

wishing his employer to be consulted. A man's record may be very good and he may be particularly loath to have his employer consulted for fear that knowledge of his connection with a charitable society might prejudice his employer against him. A man also dreads the possibility of having his fellow-workmen know of his plight. So it is by no means true that the man who does not want his employer consulted is a man with a poor record.

In these two examples other possible explanations than the ones inferred were ignored. The following is an example of the same sort: Speaking of rooming-house families, Miss Sears says, "In general, they are disintegrating families, who at one time possessed their own household effects and were established in a workingman's neighborhood. There is always some demoralizing element in the family—moral, mental, physical or temperamental." (Pages 24, 25.) This is to say, "This family is a rooming-house family. Therefore it is morally, mentally, physically or temperamentally demoralized." This is a case of seeing a symptom and naming the disease. Again she says, "Couples who are married have neither embarrassment nor hesitancy in giving this information [date and place of marriage] unless they are purposely withholding facts of early life." (Page 21.) This infers that there is one explanation and only one as to the cause of embarrassment and hesitancy in giving the marriage date, whereas there may be a number of other reasons; or a couple who are actually married may through reticence, indignation or surprise show signs of embarrassment and hesitancy which would lead to an entirely false inference were this line of reasoning to be adopted.

Some of the examples cited above illustrate inference unjustified not only because of unsound logic but because of insufficient evidence. That inferences based on false evidence are unjustifiable is self-evident.

THE NEIGHBORHOOD IDEA AND BROOKLYN'S VOLUNTEER SERVICE

MARY E. SHENSTONE

Of the Brooklyn Bureau of Charities

WE have an excellent example in Brooklyn of the significance of the origin and development of a city for an intelligent handling of its present-day problems. We have found that one must be in touch with the spirit of the community to use its resources and that unless in our volunteer work we are developing a natural force already existent in the community, we cannot hope to succeed. I believe that in Brooklyn we are just beginning to understand that the conditions of Brooklyn's growth make for special problems and special opportunities.

The separate villages, mostly Dutch, which originated on this part of Long Island in the pre-Revolutionary period and which rapidly grew to towns, acquired early a fairly well organized civic life and a strong community feeling. Each was self-sufficient, and the proposal of a union with the original Dutch town of Breukelen met with considerable opposition until 1854 when it was finally effected.

A glance at a map of modern Brooklyn suggests this separate up-growth. In certain parts one notes groups of streets running in various directions, apparently joined by long "cross-country" roads, the old turn-pikes, to other groups of the same kind. Bushwick Avenue in the north runs between Greenpoint and the old Dutch stronghold, Bushwick; Kings Highway, now partially obliterated, connects Flatlands in the southeast with Bensonhurst in the southwest; New Lots Road joined so closely the old town of New Lots with the present Rugby that to this day one finds the families in the two sections related. The names of the different villages still cling to the sections which they occupied; even the names of the streets recall local history. Of course, in accordance with the development of the city, the population has shifted. Certain districts have become manufacturing centers, others have filled up with foreigners, and the facilities for going back and forth to the city have made it possible for many people to move into the less populated parts of the town. It is a significant fact that with all this shifting the old community spirit still lives in most of these former villages. The shifting, however, has affected our volunteer problem to some extent, as it means that the more well-to-do have congregated in certain sections. As we have followed the generally accepted plan of using volunteers for the district in which they live, we now find a great scarcity of such workers in some districts and a great abundance in others. This will undoubtedly always have to be the case to a large extent, but I believe that the very definite feeling of responsibility for a certain section still existent in many people in Brooklyn offers infinite opportunity for an especially successful volunteer service.

I know of no better way of showing how we are trying to utilize this spirit than by dealing separately with the various districts, or rather various kinds of districts, and by outlining briefly what each is doing and what each hopes to do later.

Probably that section known as the Navy Yard district but constituting in large part the original town of Brooklyn has changed less in its general make-up than any other part of the city. It has had for many years within its more or less narrow boundaries all the constituents which go to make up a city; the squalid streets under the bridge, the comfortable middle-class shopkeeper, the business section and the affluent and influential class living on the Heights where they have lived for many years. It was among this last group that the movement which ended in the founding of the Brooklyn Bureau of Charities in 1879 took life. They were among the early volunteers who did the greater part of the work of the society in those days, and they are to this present time its main support and the instigators of most of the new community

movements. It is a fact, however, that their interest is not so much for the Navy Yard district as for the whole of Brooklyn, and that they have less of that personal feeling towards their own particular section of the town which I have described as one of the significant elements of Brooklyn life. Nevertheless the district secretary feels that there are some among this class whose services have never been enlisted and she plans to reach these people by the assistance of the others. It will probably be discovered to be more feasible on the other hand to use the newer element which is coming in with the recent opening up of apartment houses. From among these new-comers she already has some young married women—college graduates largely—who are taking a real hold on the work.

Williamsburg is perhaps more typical of what is taking place in Brooklyn than is the Navy Yard district. This section, and the neighboring one, Greenpoint, lying opposite that part of Manhattan between Grand Street and Thirty-third Street, were once prosperous little villages connected less closely with Brooklyn than with New York; for, when the Brooklyn road was still long and rough, a regular ferry boat ran across from New York to the foot of Grand Street. Williamsburg had at one time a well-organized municipal government, imposing buildings, and a main street of some importance. A great many of its inhabitants were people of means, and many of them remained in the community until recent years. However, shortly after its union with Brooklyn, a natural phenomenon took place which altered radically the make-up of the town. Manhattan, narrow, greatly over-crowded, with the tide of immigration increasing in leaps and bounds, overflowed and crossed the river into Brooklyn. Williamsburg now seems a foreign city, with crowded streets, push-carts, rough-looking Poles, and dirty-faced Italian children. Within the last two years, three of the old churches have closed their doors and one has been turned into a synagogue. A residue of the old inhabitants are still to be found there, and perhaps the closing of so many churches offers an opportunity for the enlistment of those who remain for the service of the Bureau of Charities. We are now confronted with the situation of a number of people long active in the church work of their community and well trained in service who will never make strong connections with other churches and who feel definitely the need of working for their neighbors. Why should not the society find a place in the lives of many of these people?

The interesting fact about the community spirit of Brooklyn, the fact that is going to assist us most in the development of our volunteer service, is that a personal interest for that section of the town in which they are brought up still remains vital in a great number of the families who have moved to other parts of Brooklyn. We have ample evidence of this in the formation two years ago of the Old South Brooklyn Civic League. This League was formed by the former residents of Red Hook district (a section with much the same history as the town of Williamsburg, which I have described above) to better the conditions of that district. This mental attitude is being utilized in the Bureau, and I am

convinced can be utilized to a much greater extent. One influential business man has shown a decided interest in the work since he has been identified with Williamsburg, where he was brought up. Not only has he attended case committee meetings and given generously, but he has recently drawn in two others like himself. As an asset to the case committee he is invaluable, since with his knowledge of Williamsburg history and his sympathy with its spirit he is able to understand thoroughly its problems. In the East New York district, one of the volunteers is a young Jewish woman who formerly lived in the district and who still owns property there, being the landlord of one of our Polish families. She states that her interest is very decidedly in East New York rather than in Flatbush, where she now resides. If we can find such people, and a talk with a few of the old residents we already know ought to reveal many, we can undoubtedly obtain a group of volunteer workers whose hearts are in a very special sense in the work we ask them to do.

There are numerous sections of Brooklyn in which the descendants of the old inhabitants still reside. One, the Bath Beach section, a part where the work of the Bureau is little known, this winter formed a local relief society, the spirit behind which the secretary of that district plans to use. The most original use of this neighborhood feeling has been developed in the Fort Hamilton division, where the awakening of the tradespeople to a conscious civic feeling has been seized upon in its very beginnings. Around Fort Hamilton there has grown up a distinct community, a community directly influenced by the life at the Fort, with its usual accompaniment of furnished room houses, drunkenness, immorality and vice. In addition to this degraded class there is quite a section of shop-keepers, prosperous and respectable, many of them firmly attached to their neighborhood. Aggrieved at the reputation which Fort Hamilton bore, they decided to look into the matter, and within the last year have done real service to the district. Led by the wife of one of the officers the women formed a civic club, and finding themselves ignorant as to how to set about their work, they asked the secretary of the district to hold a class for volunteers. This she has done throughout the winter and has found a broad-minded and unselfish spirit existent among them. The women have apparently realized precisely what their special contribution to the volunteer work of the society can be. One of them offered to go into any home, whenever her own could spare her, to teach the people how to clean a house and how to keep it clean. The wife of the hardware dealer has become an invaluable friendly visitor. She has taken hold of a family with a difficult health problem and has carried through successfully a strenuous treatment, apparently because of her sure understanding of the woman with whom she was dealing. We have undoubtedly in this social group a rich and unworked field for the development of volunteer service.

Probably the Flatbush district is the one in which is found the most distinct neighborhood feeling. Its development and special conditions have made possible the new experiment in volunteer work which the district secretary has organized there. Flatbush, originally a small

Dutch village which prided itself on its individuality, held at one time an important place, being in 1658 "the seat of justice for the county and a market town." Later, as New York City and Brooklyn grew, it lost its importance; but cut off from Brooklyn by a hill and a road impassable for years, it kept its individual character much to the satisfaction of its inhabitants, who long opposed the opening of the road and the leveling of the hill. Even as late as 1873, it refused to become a part of Brooklyn. It had its own local government, schools, and an academy. Advancing civilization has broken down the barriers of nature but Flatbush has never lost its flavor of neighborhood distinction. The old town hall and some of the farmhouses of one hundred years ago may be seen to-day. The district has grown immensely. Well-to-do people from New York and the Heights have moved into it, but even these new-comers have entered into the spirit of the place. A number of Italians have taken possession of one section, and along Coney Island Avenue is a new Jewish section, but a great number of the families under the care of our society come from among the group whom hard fortune and changing conditions have brought low—a kind of family which, while requiring considerable tact, responds quickly to kindness.

Because of the special type of family with whom she was dealing, two years ago it occurred to the secretary that she might procure assistance from Erasmus Hall, once the old Flatbush Academy, now the high school attended by children from comfortable homes. She talked the situation over with the social economics teacher, and her class was told about one family with a view to raising money just before Christmas. The interest which this class took in their family spread through the whole school, and since that time each class has tried to outstrip the others in giving at Christmas time. The secretary tried to emphasize the idea of service rather than the idea of giving, and the next year special Christmas parties were planned by the classes for their different families. The teacher of the class went in secret with a few elect members to the mother of the family and planned with her a surprise party. The day before Christmas they went again, carrying a tree and presents for everyone. There is one sure result of all this—the graduate of Erasmus Hall will realize and understand more fully the problems of her community than does the average high school graduate. It is of course evident that this kind of work can only be attempted among a certain class of families, and a careful choice is necessary. But it is a suggestive example of a kind of work which might be used in different ways to suit different communities.

When I say that the number of volunteer visits in the Brooklyn Bureau of Charities has increased in one year from 2533 to 5114, and the number of hours of work other than visiting from 491 to 713, you will be able to judge whether our new method of approaching our communities is a success from the point of view of volunteer organization. Of course, if this work had been begun earlier we could undoubtedly have held firm ties which have now become weak. The small city just beginning to change should not lose the opportunity to develop its

resources along this line before its inhabitants have lost their personal sense of neighborhood, which as a city grows is bound to weaken and finally perhaps to disappear entirely.

A TRAINING COURSE FOR VOLUNTEERS

THE Outline given on the following pages is a composite product. It needs further pruning, however, and is here printed with a definite invitation to the trainers in charity organization societies to send in their criticisms. A committee of the Charity Organization Institute (one member from Chicago, one from Boston, one from Orange) began work on it, decided upon the parallel column arrangement, and filled in many of the details still retained. Their draft was submitted later to a joint session of case work supervisors from ten cities, meeting with Mr. Lee of the New York School of Philanthropy and with the staff of this Department. Only a portion of the ground was covered at this session, however, and more criticisms are needed.

Please note the following explanations, before attempting to use any part of the Outline:

1. Any outline will have to be materially modified to meet the needs of particular groups and the resources at the command of the class leader and case work trainer.

2. The point of departure selected for the course is a case record. The case method of teaching has won its way in professional training for social work wherever it has had a fair trial, and we believe that, with certain changes of emphasis, it will be found equally valuable in the training of volunteers.

3. The plan assumes that the volunteer is anxious to receive formal training, and that about twenty class sessions can be attended, in addition to giving not less than seven hours a week to practical tasks and to committee work. Possibly the class topics could be condensed into fifteen sessions, though they could more easily be extended over thirty.

4. All who have had any share in the Outline's preparation recommend an experimental beginning, made with the definite purpose of discovering the point of view, the capacities, and the needs of the class. The first session gives one such opportunity, the case record discussions give others. Later plans should be modified to meet the conditions that these earlier explorations reveal.

5. The case record first chosen should be a simple one, in which the processes of investigation and social treatment are both clear and typical. A concrete beginning saves the need of many abstract and more or less unconvincing explanations.

After the entries of the first interview have been given to the class, its members should not only criticize these but should suggest the next step to be taken, much as they would in a well-conducted case conference. Only after this reaction has been secured from them should the class leader tell them what was actually done at that stage, get

their criticisms, and then pass on to a consideration of what they would do next.* Do not hurry the discussions, especially at the early sessions, for time apparently wasted here is more than made up later by the establishment of a good understanding. The fullest and freest discussion should be encouraged, even when it wanders somewhat from the question at issue. At the earlier sessions emphasis should be put, in the cases selected, upon one set of aspects; at later sessions upon another set; and later still, when "the family," "relief," "social movements," etc., are the topics, the cases already discussed in this thorough way, already clearly grasped in more than one aspect, can be referred back to again and again for purposes of illustration. Thus used, cases aid the leader not only to make his point, but to make it with atmosphere added.

6. The order of class topics from the particular to the general is a method rendered inevitable by the case record start, but none of the parallel column arrangements that follow can be taken too literally. Reading, for instance, must be determined, as to amount, choice, and order of choice, by the class leader, and it must not be inferred that any one volunteer is expected to read all the books and pamphlets mentioned, for many of them are alternative suggestions. References in the first column are to the Case History Series printed, from time to time, in the BULLETIN. Articles that have appeared in this little periodical are not listed under "reading," but the class leader who has saved back numbers will find them useful, especially on the topics of social diagnosis, desertion *versus* widowhood, characteristics of immigrant families, coöperation of medical and social agencies, diagnosis of feeble-mindedness, the problem of a large family and small wages, and emergency winter relief.

7. An important part is assigned, in this course, to the case worker who is made responsible for the volunteer's field work. "The qualities disclosed in doing a small task well," says Miss Zilpha D. Smith, "suggest the more important work for which a volunteer may be ready." This idea must be in the trainer's mind from the very beginning, but the volunteer should not be kept in the dark, meanwhile, as to the relation between the small tasks and the larger ones. The student's mind should be carried forward, his imagination stimulated, at the same time that he is helped to do a small task better. Some attempt is made in this Outline to suggest the purpose behind the smaller tasks. For these hints as to purpose we are indebted to a memorandum prepared by Miss Zilpha Smith for the Boston School for Social Workers. Clerical tasks are not listed in the Outline, but these and other aspects of training for volunteers will be found in the BULLETIN for December, 1912.

Three other comments may be unnecessary because they are so obvious. The order of tasks will have to be varied somewhat for each student. The entire list of practical tasks should not be assigned to any one volunteer. The case trainer and the class leader should confer frequently.

* See on this subject, BULLETIN for April, 1913, an article by Porter R. Lee.

TRAINING COURSE OUT-

Arranged for twenty class sessions and a season's service of not less than explanation, see

CLASS SESSIONS

READING

I. OUR LOCAL CHARITY ORGANIZATION SOCIETY OR ASSOCIATED CHARITIES. What is it and what does it do? One Session.

An informal meeting, intended for discussion only, to draw out the present impressions of the members of the class, and to correct, incidentally, any fundamental misconceptions.

II. SOCIAL DIAGNOSIS. Three Sessions.

Analysis of several case records by the leader and the class jointly (see preceding pages), to show not only detailed methods but the true reasons for Investigation, as a positive not a negative process. Ames and Gough records in the Case History Series (Nos. XI and V) are suggested, or some carefully selected local cases.

III. TYPES OF FAMILY PROBLEMS, with special emphasis upon their treatment. Seven Sessions.

These discussions also to center around actual cases, and to cover a consideration of the social forces reacting on the family (health, temperance, housing, improved city conditions, etc.) as these develop naturally from the case discussions.

(a) *Widows with Children.*

Case History Series.

1. Last annual report of the local charity organization society, and other significant published statements of its work.

2. Treatment. Porter R. Lee. Charity Organization Department leaflet.

3. Case Work. Mary Willcox Glenn in *Survey* for January 4, 1913.

4. The Confidential Exchange. M. F. Byington. Charity Organization Department pamphlet.

5. Helping Widows to Bring up Citizens. Win-
dom and Higgins. St. Louis National Conference of Charities, 1910, p. 138 sq. (Reprinted by Boston Associated Charities.)

LINE FOR VOLUNTEERS

seven hours a week in one of the districts of a districted C. O. S. For preceding pages

PRACTICAL TASKS

1. Definite errand to some family in which the situation is well known, as, for instance, to carry a message. (Errands to typical homes, to tradesmen, places of amusement, etc., teach the characteristics of the district's homes, population and social geography.) From the very beginning it is necessary for the volunteer in training to see in each detailed task its relation to the big whole. Take notes of experiences for use in teaching others, in making addresses, etc., later on.

2. Read record of family visited, after the visit, then talk it over with the trainer alone.

3. Responsibility as friendly visitor to be taken as soon as possible for two families of different types, preferably for those in which interest has already developed in the course of visits paid or discussions participated in.

4. Visit Confidential Exchange, if there is one, about some current case inquiry from the district.

5. Take a child to dispensary.

6. Other errands to social agencies and institutions. (In arranging for all of these, allow more time than the errands require, in case opportunity can be given to learn of the work of an agency by observation or by the explanation of someone in charge.)

7. Carry allowances to the aged. Visit institutions for the aged. Help to organize relief to get an old man or an old woman into a home.

8. Visits to former employers and former landlords, to church references, to school teachers, relatives, etc. (These and the visits under 9 are bits of investigation that make the "mosaic of inquiry" more intelligible and prepare the volunteer for the tasks of making a complete investigation and of planning treatment later.)

9. Secure reports from medical social service departments and from doctors; from other co-operating agencies that have known a certain family; from schools, lodges and unions. (The value and meaning of co-operation should be emphasized here.)

10. Carry through an investigation, beginning with the first interview and continuing on. (This task may come earlier or later, according to the aptitudes of the individual volunteer. Each step should be closely supervised by the trainer, however.)

COMMITTEE WORK

1. Attendance at district or case conference from the beginning.

2. Report briefly at the Conference on the results of some visit paid to a client or to a source of information or service.

3. Continue to report, whenever possible, at the Conference.

4. Present this case to the Conference for a plan.

- VIII. The Widow Dornan.
 VI. The Widow Raymond.
 IX. The Widow Conroy.
- (b) *Desertion and Non-Support.*
 Case History Series.
 IV. The Doyles.
 XIII. Finnegan Enlists.
- (c) *The Unemployed.*
- (d) *The Sick and the Defective.*
 Case History Series.
 XI. A Tubercular Hatter.
 XII. O'Grady — Crippled.
 X. The Pauldings.
 I. Four Sisters.
 II. Ruth Strong.
- (e) *Aged Couples.*
6. The Community and the Child. S. P. Breckinridge in *Survey* for February 4, 1911.
 7. Study of 985 Widows, especially pp. 44-49. Richmond and Hall. Charity Organization Department pamphlet.
 8. Desertion Laws of Your Own State.
 9. Friendly Visiting Among the Poor. Chapter III. Richmond.
 10. Five Hundred and Seventy-Four Deserters and Their Families. L. Brandt. Published by New York Charity Organization Society.
 11. Deserted Wives and Deserting Husbands. Z. D. Smith. Pamphlet of Boston Associated Charities.
 12. Special Number of *Survey* on Drunkards, October 1, 1910.
 13. Alcohol Problems. A. L. Higgins in Boston National Conference of Charities Proceedings, 1911.
 14. Public Organization of the Labor Market. Webb. Part II of Minority Poor Law Report. See Chapter IV for Classification of Unemployed.
 15. A Practical Program for the Prevention of Unemployment in America. J. B. Andrews. Pamphlet of American Association for Labor Legislation.
 16. Unemployment Survey 1914-15. Published by American Association for Labor Legislation.
 17. Unemployment From The Angle of Case Work. F. R. Johnson in *Survey* for November 13, 1915.
 18. "The Silver Box," and "Justice." Galsworthy.
 19. Civics and Health. W. H. Allen.
 20. Housing Reform. Lawrence Veiller.
 21. Social Work in Hospitals. Cannon.
 22. The Great White Plague. E. O. Otis.
 23. The Conquest of Consumption. Woods Hutchinson.
 24. Some Confessions of a T. B. W. G. Brown. *Atlantic*, June, 1914.
 25. Proceedings of First American Conference on Social Insurance. *American Labor Legislation Review*. June, 1913.
 26. Principles of Relief. Chapter V. E. T. Devine.
 27. Report of Massachusetts Commission on Old Age Pensions, Annuities and Insurance. 1910.

PRACTICAL TASKS

11. Seek work for man of the family; for children of working age; for someone with a handicap.

12. Persuade a patient to take proper medical treatment.

13. Make the arrangements in a family and outside that are necessary to assure proper treatment for a convalescent or for a chronic condition. (All of these—11, 12, 13—are early exercises in "making things happen.")

14. Read typical district case records belonging in some of the family problem groups studied in class.

15. Write an analysis of the diagnosis and treatment of some of these, with suggestions as to what should have been done.

16. If a regular allowance is recommended in some one of these cases still under treatment, aid in organizing it.

17. Make a summary of a case record for a society that inquires.

18. Report frequently to the trainer, and to the District Conference or Case Committee when necessary, on the two families that are being regularly visited.

19. Call on a probation officer or the officer of a penal institution for reports on individual probationers or prisoners.

20. Make a card catalogue of employers in the district.

21. Keep office hours.

22. Further practice in "making things happen." Arrange for long treatment of a crippled child; persuade a woman to prosecute her husband for non-support; win coöperation of relatives and of social agencies in a plan of treatment.

23. Work out a budget for an individual family.

24. Coöperate with public relief officials in the treatment of individual families.

25. Read current records in order to make practicable suggestions for further investigation or treatment.

26. Continue to do all of the work on an individual case, from time to time.

27. Take some task involving the development of a plan of coöperation with a group of local agencies.

28. Arrange for the district annual meeting.

29. Secure new volunteers and assume some responsibility for their development.

COMMITTEE WORK

5. Work on a local unemployment committee, including study of individual out-of-works, industrial resources of district, etc. (Or substitute for this a committee on the feeble-minded or the inebriate cases of the district, or some other problem of pressing importance.)

6. Serve on special committee to prepare work for the Conference.

Prepare report on the work of the volunteers.

Present the problem of a new family.

Help district secretary to plan order of presentation of cases and by whom.

7. Share in occasional conferences held especially for the friendly visitors, at which reports of individual families are given and discussed.

8. Go as delegate from the Conference to some larger meeting.

9. Serve on a special committee to review cases receiving a special allowance.

10. Work on committee to raise special case relief funds.

11. See work of the executive or administrative committee of the district, if there is one apart from the Conference.

12. Serve on Committee on Volunteers.

CLASS SESSIONS

READING

- (f) *Homeless Men*.
Case History Series.
V. Albert Gough,
Single.
XV. A Tramp Family.
- IV. THE FAMILY and the factors that hold it together. One Session.
Refer back here, for purposes of illustration, to cases already discussed in class.
- V. THE PRINCIPLES OF RELIEF as they are related to and grow out of characteristics of family life. Two Sessions.
Some re-discussion of cases already considered, with more especial reference to their relief aspects, would be in order here.
- VI. THE SOCIAL WORK FIELD with special emphasis upon the movements most closely allied to charity organization, such as the settlement and the medical-social movement. Four Sessions.
- VII. THE CHARITY ORGANIZATION MOVEMENT in the light of all that has gone before. Two Sessions.
28. One Thousand Homeless Men. Alice Willard Solenberger.
29. Misery and Its Causes. Devine. (For a study of the causes behind the various problems considered in III.)
30. Ethics of the Family. J. H. Tufts. Baltimore National Conference of Charities Proceedings for 1915; also in Charity Organization Department publication, The Family.
31. The Family. Helen Bosanquet.
32. The Family and Social Work. E. T. Devine.
33. The Normal Life. E. T. Devine.
34. The Neighbor. N. S. Shaler.
35. The Education of Man. Friedrich Froebel.
36. Play in Education. Joseph Lee.
37. Relief—A Primer. Frederic Almy. Charity Organization Department leaflet.
38. Friendly Visiting Among the Poor. Chapter IX. Richmond.
39. American Charities. Chapter VII. Warner.
40. Principles of Relief. Chapter II. Devine.
41. How to Help. Chapters VII to IX. Conyngton.
42. The Approach to the Social Question. F. G. Peabody.
43. Constructive and Preventive Philanthropy. Joseph Lee.
44. The Spirit of Social Work. Devine.
45. Twenty Years at Hull House. Addams.
46. The Promised Land. Mary Antin.
47. The House on Henry Street. Wald.
48. Social Service and the Art of Healing. Cabot.
49. Modern Methods of Charity. C. R. Henderson. (See chapter on Great Britain for brief account of English Poor Law developments.)
50. Vincent de Paul, Priest and Philanthropist. E. K. Sanders.
51. Charity Organization. C. S. Loch.
52. Life of Octavia Hill. C. E. Maurice.
53. Chalmers on Charity. N. Masterman, Editor.
54. Letters and other Writings of Edward Denison. B. Leighton, Editor.
55. Social Work in London. Helen Bosanquet. (Portions only.)
56. American Charities. Warner.
57. Philanthropic Work of Josephine Shaw Lowell. Stewart.
58. Recent reports of New York, Boston and other representative societies for organizing charity, and of American Asso. for Organizing Charity.

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CHARITY ORGANIZATION BULLETIN

FOR THE CONFIDENTIAL USE OF
CHARITY ORGANIZATION SOCIETIES
CHARITY ORGANIZATION DEPARTMENT
OF THE

RUSSELL SAGE FOUNDATION, 130 E. 22D ST., NEW YORK

MISS M. E. RICHMOND, DIRECTOR

FRED S. HALL, ASSO. DIRECTOR

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No. 4

A CHARITY ORGANIZATION EXHIBIT

FRED S. HALL



FROM January 5th to 15th, the Philadelphia Society for Organizing Charity held an exhibit that in many respects was unique. It was not a booth or two with panels descriptive of the society's work, occupied in connection with some general social or even commercial exhibit. The whole display related to charity organization methods as exemplified in the Philadelphia society. Moreover, it was almost entirely an

exhibit of the society's case work—the very hardest side of charity organization work to represent attractively on the wall or screen. Finally, it was planned and carried through very largely by a group of volunteers.

The writer spent a day examining this interesting exhibit, which was open daily except Sunday from 10 A. M. to 6 P. M., and the fol-

lowing description is offered in the thought that other societies may wish to know how a presentation of this sort was planned and worked out.

The exhibit, on account of its educational and advertising possibilities, was suggested in the early Autumn as one of the first steps in a campaign to increase the financial support of the society. The opportunity to secure rent-free a large vacant store in the very heart of the city's shopping center helped the board in its decision to carry out the plan. The location was, in fact, ideal—on Chestnut Street, adjoining Wanamaker's store. The risk that the chosen place might not be available very long made quick action necessary, so that hardly more than a month elapsed between the time that active preparations were begun and the opening of the exhibit. This was too short a time, and as a result a number of the displays lacked considerably in effectiveness and finish.

A large committee consisting of board members, members of district conferences, and other friends of the society, was called together, and with the help of members of the staff, some general plans were outlined. As no one on the committee had had any experience in exhibit work the Russell Sage Foundation Department of Surveys and Exhibits was turned to for advice. Mr. E. G. Routzahn of that department was very busy at the time with other exhibits and could only make general suggestions, but these were found most helpful. Later the committee found that Mr. A. A. Rogers of Boston was in Philadelphia as General Secretary of the National Temperance Union. Mr. Rogers had had wide experience in exhibition work in connection with the St. Louis World's Fair, "Boston 1915," etc. From Christmas Day until the exhibit was well under way he volunteered his entire time and gave invaluable service in directing the work. The exhibition room had to be adapted by erecting partitions and a stage, mechanical devices had to be made, innumerable signs and placards had to be painted, and both workmen and volunteers had to be kept at this work straight through the holiday season. The effectiveness of the exhibit and the fact that it was ready to open on the date announced were largely due to Mr. Roger's help.

The general exhibit committee met weekly through December. There was an executive committee of four, and the principal sub-committees were as follows:

- Wayfarers' Lodge Exhibit
- Posters and Cartoons
- Models
- Maps, Charts and Diagrams
- Aides or Explainers
- Meetings and Speakers
- Magic Lantern and Illustrated Talks
- Play (descriptive of organized charity work)
- Coöperation with Churches
- Lists for Invitations
- Press
- Literature
- Finance

"Friendly Service" was the central thought of the exhibit—and its success ought to be judged by the degree in which it was able to leave



with its visitors the impression of friendliness and willingness to serve. As a means of emphasizing the personal element the aides or explainers were very important. There was no more important task, in the entire exhibit preparations, than that which devolved upon the committee responsible for providing these aides. The average visitor prefers to learn through his ears rather than through his eyes. Where, therefore, could a sufficient corps of helpers be obtained, so that at each hour of the day explainers might be scattered liberally through the room, ready and able to point out to visitors the meaning of things? This difficult task was accomplished through the loyal coöperation of members of the society's district conferences, of the Junior League and of a number of the women's clubs. The Civic Club, for instance, sent out 90 personal letters to a selected list, and obtained 38 aides. Volunteers were thus obtained who pledged themselves to regular hours of duty on specified days.

As many of the aides were not familiar with the society's work, there was an excellent opportunity for education. Mrs. Glenn of New York addressed a large meeting held in a private house, the week before the exhibit opened, speaking on the general principles of charity organization work. Mr. E. G. Routzahn of the Department of Surveys and Exhibits of the Russell Sage Foundation addressed a later meeting and gave very practical suggestions as to how the public should be met. Each morning before the exhibit opened, the chairman of the committee led around a group of the aides on duty for that day, showing them how they should explain the different subjects.

In spite of this provision for the assistance of visitors, it is at this point that the Philadelphia exhibit, like practically all exhibits, was most lacking. Wherever there is time for more adequate preparation, as there was not in Philadelphia, it is surely worth while to establish what might be called a training course for assistants, to which course all who have not previously had active contact with the society's work may come for a brief period of instruction.

To advertise the exhibit in advance, special letters for each group were sent to all contributors, all members of the Chamber of Commerce,



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To advertise the exhibit in advance, special letters for each group were sent to all contributors, all members of the Chamber of Commerce,

to clergymen, and to a selected list of teachers. Postcard announcements were sent to doctors, to nurses, and to sociological students in colleges and schools near Philadelphia. In addition, rather handsomely printed cards of invitation were sent to lawyers, to a number of professional men, to social workers, to directors of other social organizations, to women's clubs, and to selected individuals. The cost of the exhibit was approximately \$2600, which sum the finance committee took the responsibility of raising as a special fund.

The committee especially tried to act on the precepts, first, that one central idea should be emphasized throughout the exhibit; and second, that there should be a definite and logical sequence for its various parts.

The order of arrangement worked out by the committee was as follows:

- I. The Problem
 - Types of Need
- II. The Method (5 steps)
 - 1. The sympathetic hearing
 - 2. Relief for immediate needs
 - 3. Investigation
 - 4. Making a plan
 - 5. Carrying out a plan
- III. Results
 - Individual results
 - Community results
- IV. Potential results

Perhaps no one except a member of the committee will be able to see a very close connection between the above outline and the description of the exhibits which follows; but the committee is firm in its belief that any coherence which the exhibit had is due to there being such an outline, even though it could not be followed out in every part.

The first section of the exhibit under the heading "Our Needy Neighbors" consisted of an effective group of posters contributed by past and present students of the Academy of Fine Arts. (See illustration on page 43.) They represented the homeless man, the widow, the deserted family, the ill, the aged, the unemployed, and under each was a card showing to what extent the Society for Organizing Charity had had to deal with this kind of need in the past year. Because they were so frankly modern and so out of the ordinary run of charity illustrations, they attracted attention at once. The homeless man poster was especially good with its unconventional title, "The Man Who Came to Your Door Last Night." This poster is reproduced on the cover of the *Survey* for February 19th.

Near these posters were two quotations. One from Benjamin Franklin read—"I think the best way of doing good to the poor is not by making them easy in their poverty, but by lifting them out of it." The other from the Talmud read—"The noblest charity is to prevent a man from accepting charity, and the best alms are to enable a man to dispense with alms."

One of the large panels loaned by the Charity Organization Department, "Is it money alone they need?" was included in this section, and a large map of Philadelphia on the opposite wall showed the magnitude of the "problem" by 6000 dots which represented the families under care in March, 1915. Near the map were the wheel and "speedometer" illustrated in the *Survey* for February 19th. On the face of a disc figures were displayed through two slots. One set showed the number of applications made to the society during the day and the other the total number of applications made since the opening of the exhibit.

Three wall sections, and in fact the larger part of the exhibit, came under the second general heading, "How We Help." To make people think from the very outset a card asked

WHAT WOULD YOU DO FOR THESE FAMILIES?

A fatherless family is in need
A father has deserted the home
A mother is mentally deficient
The head of the family is a drunkard
The wage earner of a home has tuberculosis
A husband fails to support this family

WHAT WOULD YOU DO?

The difference between what a mother *thought* she needed and what she *really* needed was well shown by another group of cards shown next to Our Standard (see page 46). These cards were connected with each other by means of colored ribbons. The mere fact that separate cards and ribbons were used instead of the more conventional single card or panel on which lines are painted connecting a group of squares or circles, greatly increased the effectiveness of this story.

Finding Out the Facts was further illustrated by the Charity Organization Department's "Confidential Exchange" panel and by a telephone exchange with a ribbon for each society, church or city department using the Exchange. Different kinds of agencies were shown by different colors. A procession of dolls all carrying baskets to the same house showed the results of not using the Exchange. The effect of this exhibit was enhanced by having some one at hand to explain the constructive possibilities of registration.

A more elaborate set of models, "The Story of a Needy Family," illustrated the advantages of a well-thought-out plan of help and also the community forces which can be brought to bear on a case of need.

The fundamental conception of case work as "doing different things for different people" was cleverly illustrated by a large panel, reproduced on page 47. The series of families shown on the upper row were represented on the model by means of wooden blocks, each protruding possibly an inch and one-quarter from the panel. The connection between the "family blocks" and the "agency blocks" in the lower row was made by means of colored strings. It was the three-



The record regarding "A," "B" and "C" families shown in this illustration is as follows:

"A" Family.	"B" Family.	"C" Family.
11 A.M.—Notified of family's need. Mr. "A" sick.	9 A.M.—Minister telephoned, Mr. "B" out of work. Constable has levied. No food or coal.	5 P.M.—Winter night, notified of need. Mr. "C" in prison. Boy arrested.
12 N.—Visited.	9.15 A.M.—Visited.	6 P.M.—Visited.
12.45.—Sent coal and groceries.	10 A.M.—Sent coal and groceries.	6.30 P.M.—Sent coal and groceries.
	10.15 A.M.—Saw constable, levy postponed.	

dimension element that chiefly focused attention upon this panel. In fact exhibit experts argue that it is usually best to work out an idea in three dimensions if it is at all possible.

Another exhibit illustrative of coöperation was placed in the show window that faced on the side street. This was a huge wheel, about ten feet in diameter. On its broad rim was painted "Organized Charity." In its center were the words "The Needy Family," and on the twelve spokes the coöperating groups or forces that the society unites in its work for families, as follows:

Kindred
Friends
Work
Doctor

Church
School
Courts
Social Service

Other Civic Forces
Social Legislation
Private Charity
Public Charity

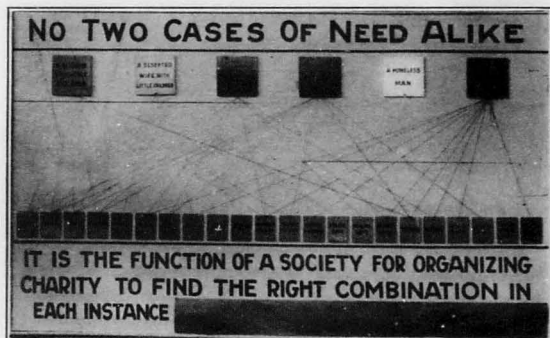
Below the wheel was the explanatory sentence, "We organize charity when we set in motion the social forces helpful to the needy family." The attendants were instructed to give the wheel a whirl whenever they passed it. A motor keeping it in constant motion would have been much better, but the cost was prohibitive.

Several sets of cartoons donated by artists, and some elaborate charts prepared by the Bureau of Social Research told case stories. The diagrams were perhaps too complicated for the ordinary visitor to understand, but proved excellent "talking points" for the aides to use in connection with the "personally conducted tours."

The Wayfarers' Lodge, because of its institutional character, was able to make most effective exhibits. Its broom-making machine, with two employees at work, was chosen for the large front window and was successful in attracting the attention of passers-by on the streets. Inside two other employees were constantly at work, one chopping wood and the other operating a printing press. A booklet printed at the Lodge, describing the work for homeless men, was distributed there.

The mendicancy campaign carried on by the society last year was illustrated by several placards giving facts about street beggars and also by a series of cartoons loaned by the Boston Associated Charities.

Perhaps the most appealing illustration of case work was given in a short play acted every afternoon in the little theatre screened off at the



end of the exhibit hall. The play was written by a well-known dramatic critic in collaboration with the play committee, and was acted by members of the Plays and Players Club, assisted by certain of the society's workers, salaried and volunteer. The plot was a simple one—merely a proud self-respecting family in which the father was tubercular, and the daughter badly crippled. A neighbor, against the family's protests, summons the society's visitor, who tactfully wins her way into the obvious solution of the family's troubles. The staging of anything so intimate as a society's case work has real difficulties and dangers. These were not apparent, however, to the audiences that filled all available seats each afternoon. Fortunately the lines called for no dialect, and there was nothing even in the make-up of the actors to create merriment on the

part of any of their friends who might be in the audience. The success of the actors in fixing the attention on the story rather than upon themselves or their dramatic ability was well shown by the fact that on the afternoon when the writer of this article was present, the applause came not after the somewhat dramatic first act, but after the second act, which is merely dialogue. That dialogue, however, tells of the services rendered, by means of which the family is being put on its feet. It was the constructive work, not primarily the acting, that was being appreciated and applauded.* There were other presentations of the society's case work in the little theater. Almost daily a set of slides descriptive of the organization's work for homeless men was shown and explained, and another set which had been prepared to illustrate the work of the Associated Charities of Cleveland. This latter set is known as "Out of the Depths" and several of the pictures were reproduced in the *Survey* for March 6, 1915.

The idea of "community results," both actual and potential, translated itself finally into a few panels headed "Constructive Charity," a suburban exhibit, and the series of meetings and illustrated talks which were held throughout the exhibit. Three of the panels were:

LEGISLATION PROMOTED

- Act to keep children out of almshouses
- Act to prevent desertion and non-support
- Act for extradition of deserting husbands
- Acts to prevent child labor
- Act for better housing
- Act for compulsory school attendance
- Acts for health
- Act for Women's Reformatory
- Act for State Institution for Feeble-minded Women
- Act for workmen's compensation
- Act for State Employment Bureau

THE S. O. C. HELPED TO START

- School of Industrial Art
- Public Education Association
- Free Kindergartens
- Day Nurseries
- Children's Aid Society
- Children's Bureau
- Child Labor Association.
- Social Workers' Club
- Training School for Social Workers
- Housing Commission
- State Conference of Charities and Correction
- National Conference of Charities and Correction
- Registration Bureau
- Juvenile Court
- Municipal Court
- Babies' Welfare Association
- Child Federation
- Public Charities Association of Pennsylvania

* A copy of the text of this play will be loaned by the Philadelphia society to any who may be interested to read it.

TO HELP FAMILIES ADEQUATELY

We must work for

- Health
- Pure Food
- Better Babies
- Child Welfare
- Good Housing
- Progress in Education
- A Living Wage
- Safety in Industry
- Temperance
- Mental Hygiene
- Recreation
- Prison Reform
- Better Administration
- Social Legislation

The community's efforts along these lines were kept before the attention of visitors through a series of illustrated talks in the theater by local social workers. The topics covered included Health, Clean Streets, Recreation, Settlements, Child Labor and Housing.

Among the speakers at the daily public meetings were such well-known Philadelphia social workers as Mrs. Louis C. Madeira, Roy Smith Wallace, E. D. Solenberger, Dr. A. P. Francine, Robert D. Dripps, Mrs. J. Willis Martin, Roswell C. McCrea, W. Arthur Warner, R. R. P. Bradford, Miss A. F. Davies, R. M. Little, and Prof. Frank D. Watson of Haverford, Dr. Susan Kingsbury of Bryn Mawr, and Porter R. Lee of New York.

Addresses, with the speakers changing each day, made it possible for the publicity committee to keep the exhibit featured in the newspapers throughout the ten days that it was open.

The suburban exhibit was prepared by three neighboring societies, which also sent aides. A map of the United States showed all the charity organization societies in the country.

The final exhibit section, "The Financial Side," was illustrated by a large silver dollar divided to show just how much of the year's expenses had gone to material relief, how much to administration and supervision, and how much to direct friendly service among the poor. It was supplemented by a sort of solar system with the dollar spent in service at the center and around it, as satellites, the six other dollars brought to the family by the society in the form of wages, court orders, or help from relatives, churches, friends, employers, etc. A series of silhouettes showed the growth of the society's work, and another silvered circle indicated "where the dollar came from in 1914-15," with a black segment to represent the part that did *not* come—the year's deficit of \$11,000. Just beyond "The Financial Side" was the desk at which all visitors were asked to register before leaving. Only one leaflet, "Two Years in the Life of a Family," was distributed. No direct appeal was made for funds, but the observer was frequently challenged by panels expressing the obligation and the opportunity to help in the work the society was doing.

HOW YOU CAN HELP US BECOME A MEMBER OF THE SOCIETY

Be a friend to a family who needs you.

We know 1500 families needing friendship now.

Can we introduce you to one of them?

And take your part in the great movements to abolish poverty.

HOW WE CAN HELP YOU

Report needy families to the nearest District Office.

Send Homeless Men to the

Wayfarers' Lodge, 1720 Lombard Street.

Telephone to Locust 3600 for service and information.

HOW YOU CAN HELP US

DO THIS FOR PHILADELPHIA

HELP GET

Housing Law enforced

More Playgrounds

Prison Reform

Appropriation for 1913 Desertion Act

Better public care for

The aged

The feeble-minded

The insane

Alcoholics

Vagrants

To stimulate visitors to ask questions a representative of the society was stationed at a desk, above which was this large sign:

ASK QUESTIONS HERE
ABOUT OUR WORK

By the exit door the last word of the exhibit was: "What part will *you* take in this service of friendship?"

As a way of clinching the exhibit's message to the city, a subscription luncheon, at \$1.50 a plate, was arranged at a large hotel for Saturday, the day on which the exhibit closed. A very representative group of 425 Philadelphians were present. Mr. George W. Norris, President of the City Club and also a Director of the Society for Organizing Charity, presided. Mr. Stevens Heckscher, President of the Society for Organizing Charity, made an earnest plea for more generous support and better understanding of the objects of the society. Mr. Edward T. Devine gave an outline of the development of organized charity and Miss Mary E. Richmond spoke on the trained social worker.

Charity Organization Institute

LAST ANNOUNCEMENT

THE SEVENTH INSTITUTE will begin its sessions in New York City Monday, May 22, 1916, and continue for four weeks thereafter. Membership is limited to twenty charity organization executives and case workers. There is no fee. Admission is by invitation issued about the middle of April. Applications for membership are already numerous, so that there should be no further delay in sending for an application form. Address

CHARITY ORGANIZATION DEPARTMENT
130 E. 22d St., New York City

PUBLICATIONS OF THE CHARITY ORGANIZATION DEPARTMENT OF THE RUSSELL SAGE FOUNDATION

130 East 22d Street, New York City.

The prices given include the cost of postage or expressage. The rate per 100 applies to all orders of 25 or over.

SERIES B LEAFLETS

- C. O. 1. WHAT IS ORGANIZED CHARITY?
3c.; 80c. per 100.
- C. O. 2. RELIEF—A PRIMER Frederic Almy.
5c.; \$1.40 per 100.
- C. O. 3. TREATMENT—(FAMILY REHABILITATION) Porter R. Lee.
3c.; 70c. per 100.
- C. O. 5. PASSING ON AS A METHOD OF CHARITABLE RELIEF.
5c.; \$1.40 per 100.

MISCELLANEOUS PAMPHLETS

- C. O. 6. THE FORMATION OF CHARITY ORGANIZATION SOCIETIES IN SMALLER CITIES Francis H. McLean.
10c.; \$8.00 per 100.
- C. O. 7. WHAT SOCIAL WORKERS SHOULD KNOW ABOUT THEIR OWN COMMUNITIES (New Edition) Margaret F. Byington.
10c.; \$5.00 per 100.
- C. O. 12. EFFICIENT PHILANTHROPY Rev. George Hodges, D.D.
3c.; \$1.45 per 100.
- C. O. 28. THE CONFIDENTIAL EXCHANGE Margaret F. Byington.
5c.; \$3.50 per 100.
- C. O. 31. PUBLIC PENSIONS TO WIDOWS WITH CHILDREN. A Study of their Administration. 10c. C. C. Carstens.
- C. O. 33. THE CHARITY DIRECTOR. A Brief Study of his Responsibilities.
Ada Eliot Sheffield.
5c.; \$2.50 per 100.
- C. O. 34. A STUDY OF NINE HUNDRED AND EIGHTY-FIVE WIDOWS KNOWN TO CERTAIN CHARITY ORGANIZATION SOCIETIES IN 1910. 25c.
Mary E. Richmond and Fred S. Hall.
- C. O. 40 a, b, c, d, e. REPRODUCTIONS OF FIVE CHARITY ORGANIZATION EXHIBIT PANELS. Each reproduction 35c. per 100.
- C. O. 42. THE FAMILY James H. Tufts and Samuel McC. Crothers.
10c.; \$8.00 per 100.
- C. O. 43. CHARITY ORGANIZATION STATISTICS. Report of a Special Committee to the American Association of Societies for Organizing Charity, July, 1915. 10c.

FORMS, BLANKS, ETC.

- C. O. 16. HOMELESS MAN RECORD FORM. 85c. per 100.
- C. O. 17. DIAGNOSIS AND TREATMENT RECORD FOR FAMILIES. 60c. per 100.
- C. O. 22. CASE RECORD FORM (yellow) with horizontal lines. 75c. per 100.
- C. O. 23. CASE RECORD FORM (yellow) without horizontal lines. 75c. per 100.
- C. O. 24. CASE RECORD FORM (blue) with horizontal lines. 75c. per 100.
- C. O. 25. CASE RECORD FORM (blue) without horizontal lines. 75c. per 100.
- C. O. 26. RELIEF RECORD FORM, with horizontal lines. 75c. per 100.
- C. O. 27. RELIEF RECORD FORM, without horizontal lines. 75c. per 100.
- C. O. 30. CASE INDEX OR CONFIDENTIAL EXCHANGE CARD. 36c. per 100.
- C. O. 44. REVIEW AND STATISTICAL CARD. 45c. per 100.

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CHARITY ORGANIZATION BULLETIN

FOR THE CONFIDENTIAL USE OF
CHARITY ORGANIZATION SOCIETIES
CHARITY ORGANIZATION DEPARTMENT

OF THE
RUSSELL SAGE FOUNDATION, 130 E. 22D ST., NEW YORK

MISS M. E. RICHMOND, DIRECTOR

FRED S. HALL, ASSO. DIRECTOR

VOL. VII.
(NEW SERIES)

APRIL—MAY—JUNE, 1916

Nos. 5, 6, 7

TWO DRINKING MEN

NOTE.—The Training Course Outline printed in our January number served to emphasize a lack in the Case History Series of which we had become aware earlier. The series has contained not a single case illustrating the social side of the treatment of Inebriety. This quadruple number of the BULLETIN is an attempt to fill the gap, and we believe that the work which it records will repay close study, though only one aspect of the subject—the family side—is pictured in detail.

These two case records come from two districts of one associated charities. They illustrate current work. We cannot urge too strongly, therefore, the importance of treating this document as an unpublished one, intended solely for the confidential use of students of social case work. If, through connection with the society furnishing the record or through some other connection, the particular city is recognized by a reader of this BULLETIN, or the families themselves are known, the identity of the place or the people or both should be revealed to no one. Such matters have no relation to the purpose of these studies, and should never be mentioned either by those who did the work or by anyone else.

It has been necessary to condense the record of Gilbert Hunter slightly, and to cut about a third from that of Rupert Young. This is a larger excision than has ever been made before from any one history of the present series, but it has seemed necessary in order to keep within a reasonable number of pages. The fact that Inebriety was the thing to be emphasized made radical cutting easier. Nothing, we believe, that has a bearing upon the treatment of Young's drink habit, upon his personal characteristics, or upon the society's treatment of these characteristics, has been left out. The omissions do make the record of less value as a study of the technique of investigation or of volunteer service.

CASE HISTORY SERIES

CASE XVI

GILBERT HUNTER

CONDENSED SUMMARY OF FACE CARD:

Gilbert Hunter, 39, and Charlotte Kunz Hunter, 31. *Children*, Edith 12, Guy 9, Harold 4. *Rent*, 4 rooms, \$10 a month. *Relatives*, Mrs. Kunz, mother, and Mrs. Taylor, sister of Mrs. Hunter. *Other reference*, Kimball Supply Co., former employer of man.

Feb. 11, '15. Case referred by MR. HERBERT FULTON of the Municipal Hospital Dep't, who writes that on Feb. 5th Mrs. Hunter was taken seriously ill, was operated upon same day, and is still in a city hospital. Mr. Hunter was employed by Kimball Supply Co., 91 Greer St., for two years up to two weeks ago; would be willing to pay for wife's care if he had work. Dep't asks that Associated Charities look into matter and let them know what it will do.

Feb. 11, '15. Called to see MR. LAWRENCE T. HURD of Kimball Supply Co., 91 Greer St. He was very frank with visitor after she had promised the information would be absolutely confidential. They have had Hunter in their employ off and on for three years and have dropped him three times for drinking. The last time was two weeks ago. Mr. Hurd stated he had talked to the man for hours about his responsibility toward his family and the hard times of this particular winter and urged him to be careful about drinking. However, two weeks ago he was out four days on a spree and the company would never consider re-hiring him.

He feels very badly about it because Hunter is intelligent and could have been raised to a very good salary if it had not been for that one fault. Gave him a good recommendation on paper because he felt sorry for him. Man complains that his wife drives him to drink but he thinks that that is only an excuse. Asked that he be sent a report as he is very interested in the case.

Feb. 11, '15. MR. HUNTER found at home alone; had evidently been drinking a little. The rooms were dirty and cold and man began to cry when visitor appeared. Said he is a graduate of the State University of 1900; has had some very good positions. Does not know what he is going to do because he has nothing in view. Said his wife was operated upon for appendicitis and gall stones and is in Jefferson Hospital. The children are up with their [maternal] grandmother Mrs. Kunz, 624 Henshaw St. He was advised to put the goods in storage and go out and look for a job; that Associated Charities would take care of his wife after she came out of the hospital. He thinks he will do this and was given a card to Hurlbut publishing house to do addressing work there.

Feb. 11, '15. Written report to Mr. FULTON.

Feb. 15, '15. At JEFFERSON HOSPITAL. House physician said Mrs. Hunter cannot be discharged for twelve days yet although she is getting along nicely.

Called at Ward 4 and talked with Mrs. Hunter, who has a nice face and seemed glad to see visitor. She thought her trouble was brought on by worry as much as anything. Her husband has been getting worse and worse about drinking and she cannot stop him. Will do anything that A. C. suggests, but thinks she ought to go back home as soon as possible as man will never get work until she keeps right after him. Her sister Mrs. Taylor lives with her parents on Henshaw St. Mrs. H. understands that she has paid \$5 on the rent which will pay it to March 1st. Her parents are old and are probably tired of taking care of the children. They have no use for the man whatever. She has always worked hard herself, as when her husband was getting \$17 he never gave her but \$10 or \$12, spending the rest himself. She used to be janitress at 39 Partridge St. Asked visitor to let her know what A. C.'s advice would be.

Feb. 15, '15. At 39 Partridge St. and learned from the janitress that the landlord had not kept Mrs. Hunter because her husband would not help her with the fires and the house was [not] kept properly, therefore. Said the saloon at the corner has refused to sell any more drink to the man but he will probably get it at other places. Every Saturday night he got drunk and slept off during Sunday. Is often mean to his wife and uses very profane language. They all feel very sorry for the wife and children and think the man ought to be punished.

Feb. 15, '15. Letter to Mr. HURD:

Following our conversation of last Thursday concerning Gilbert Hunter, we are sending you a further report. On Thursday afternoon we visited the home and found, unfortunately, that Mr. Hunter had been drinking a little. He was very frank, however, and stated that all the children are staying with their grandmother uptown, and that he is all alone in the rooms. The rent was paid up to February 15th and he thinks he will put the goods in storage as his wife will probably be away for some time. In this way he will be unhampered and able to go around looking for work. We sent him to a place where he probably secured temporary work addressing envelopes, and he seemed to appreciate this very much. We advised him very strongly to give up the rooms at present, as they are in a bad condition, and not even worth the \$10 rent which he pays.

We do not feel that Mr. Hunter is in any immediate need, but we will follow up the case and see what we can do to rehabilitate the family. We will probably send Mrs. Hunter away to the country for a couple of weeks if the hospital advises it.

We did not mention to Mr. Hunter that we had seen you and let him think the recommendation you had composed for him was sufficient.

We wish to thank you for being so frank with us and feel that it will enable us to be of more genuine help to the family than we could have been otherwise.

Feb. 16, '15. Called on Mrs. KUNZ, Mrs. Hunter's mother, at 624 Henshaw St. She is a very nice old German woman and was evidently very much worried about Mrs. Hunter. They have always advised her

to take man to court but she hated to do so on account of the children. Does not see how they can take her daughter and the children in with them but would try to help the A. C. work out any plan that seemed advisable. It is pretty hard on them to keep the children, as her husband sleeps in the daytime and works at night. Her daughter and son-in-law also go out to work in the daytime; the former has just paid \$5 on family's rent.

100 Feb. 16, '15. *Case before Committee who advise making man take cure or else advising his wife to leave him.*

Feb. 23, '15. Called. MRS. HUNTER at home with her husband. She said she came out of the hospital yesterday and it is very good to be home. Mr. Hunter said he has no work in view at all and for that reason his wife's mother is still caring for the children. It was proposed to man that if he would go to Brookdale for treatment of alcohol habit, A. C. would pay a month's rent for the family. At first he did not approve of the plan but later practically promised to do so. He will call at the office and let visitor know.

110 Feb. 24, '15. MISS TALMAN telephoned advising that Mr. Hunter go to Jefferson Hospital and get the doctor's certificate for his wife's treatment, for with this slip the nurse will be authorized to call regularly to care for her. She will not be eligible for convalescent care for a while, as the wound is still open.

Feb. 26, '15. MR. HUNTER at office. Referred him to Y. M. C. A. for temporary work.

March 6, '15. MR. HUNTER at office. He will know within a few days about a possible position and if he does not get it will go to Brookdale.

120 March 8, '15. Telephoned BROOKDALE. Learned they had a free bed and will be willing to take Hunter in.

March 9, '15. Letter from MR. HUNTER:

I have talked my matter over with my wife and have decided to accept your generous offer to go away for a week, if I do not receive any definite information by Friday with reference to my appointment.

Hoping that this is agreeable to you and fully appreciating the kindly interest you have taken in behalf of my family as well as in myself, I remain (etc.).

March 13, '15. MR. HUNTER at office. He is to know definitely by Tuesday noon. Wishes A. C. would pay the rent as the landlord is getting quite angry at the delay.

130 March 15, '15. Called. MRS. HUNTER cannot say that her husband has really not touched a drop since visitor saw him last, but he is doing quite well. Hopes he will not get the position so he can go to Brookdale, as this will be the best way out of their difficulties. She accompanied visitor to the janitor and paid \$10 rent to April 1st; said she will not tell her husband it is paid until he has gone away.

She seems really to rely implicitly on our judgment and is anxious to do all she can. Is feeling much better but is still weak.

March 16, '15. MR. HUNTER at office, very disappointed. Someone else had secured the position. Is willing to go to Brookdale.

140 March 16, '15. Telephoned BROOKDALE, who advised sending man to-morrow.

Letter to MR. HUNTER gives him directions about going to Brookdale, and then continues:

We have told your wife that we will attend to the rent while you are gone, both this month and next, and feel that is a very fair offer. If you but realize it, this epoch in your life marks a crisis and it is up to you to decide what your future shall be and the future of your children for whose presence in the world you are responsible. It is not a thing to be taken lightly because it cannot be done lightly, but means will power and a struggle and determination to win.

150 After you are gone we are going to have a talk with Mr. Hurd and if you have made a manly effort at Brookdale to overcome the one thing that is spoiling your life, perhaps they will be willing, although it is asking a good deal, to give you one more trial when you get back.

We hope that you will take this letter in the right spirit from those who are sympathetic and anxious to help. We will call at the house Thursday to see if you have gone.

March 19, '15. Called. MRS. HUNTER says her husband went to Brookdale yesterday. Her relatives are getting very tired of helping her and she wishes she were stronger and able to do a little work herself.

160 March 22, '15. MRS. HUNTER at office. Asks if she cannot be helped a little with groceries as her own people are getting tired and think it was a foolish move to send man away. Told her visitor would write and explain the plan to her mother. This seemed to ease her mind.

March 22, '15. Letter to MR. HUNTER:

We were so glad to learn that you had gone to Brookdale and have already paid this month's rent to your wife. We want to impress on you once more the seriousness of the whole thing. Here you have a society spending time, money and effort on you, also your wife's relatives helping from week to week financially to keep your home together—all this in the one cause that when you return from Brookdale you are going to be a different man. We are hoping to be able to secure your position back for you on the ground that the reports which we get from Brookdale will be very favorable. Surely, Mr. Hunter, when so much has been put in the balance, you are not going to fall short of the mark! We have great confidence in you, just remember that, and that is why we are taking such an interest in you. It is your one and only chance and if you do not take advantage of it, the future looks very black to us, but we know that you will. Let us hear from you off and on, when you get time to write.

March 22, '15. Letter to MRS. HUNTER'S MOTHER:

180 We wish to write to you and explain the plan we have in view for your daughter's family, as we feel that you would want to know what we are doing.

Out in Pinehurst, there is a sanatorium called Brookdale, where we have sent men before who drank extremely hard but who turned out all right after coming home from this place. They are given good hard physical work to do and usually the board is expensive, but we have been able to get Mr. Hunter there with no cost through our influence. He will stay five weeks altogether, and

we feel it is going to make all the difference in the world in the man. In the meantime, we are going to see his old employer to try and get him taken back there, since he has done everything in his power to get over this habit. We
190 have great confidence in the place where we have sent him, and feel that it is going to be the turning point in the life of that family. Then, if after everything we have all done for them he gets back into his old ways we should advise Mrs. Hunter to leave him permanently. However, we are very hopeful that our plan is going to work out, and have paid this month's rent and promised to pay next. We know that you too have helped the family a good deal, but believe that you are going to feel it worth while, and when the family gets back on its feet this situation ought never to happen again.

March 23, '15. Letter from MRS. TAYLOR, woman's sister, stating they did not approve of the plan A. C. made and they feel that
200 society should assist woman instead of giving so much attention to man. Say they cannot help longer.

March 23, '15. At KIMBALL SUPPLY CO. Talked with Mr. Hurd, who, although he cannot promise, feels very certain that if man has changed his ways the firm will take him back into their employ. He will take the matter up at once to see what can be done.

Was very interested to know plan society had made and appreciated it very much.

March 23, '15. Letter to MRS. TAYLOR:

From the tone of your letter which we received this morning, we feel that
210 you have entirely misunderstood our point of view and are therefore writing you again.

In the first place, we consider Mrs. Hunter far superior to her husband and feel that she has put up with a good many things which she did not deserve, but probably bore for the children's sake. However, the situation with Mr. Hunter is just this, that even if he did get a position he would not hold it for two weeks in his present condition, as the effects of drink are very plain on him and his employer told us that he knew no one would hire him on account of it. Therefore, his sitting around home would be an extra expense, a constant worry to his wife, and lead nowhere, as you have seen in the last few weeks in which we
220 have tried very hard to get him a position. You must understand that this is a private society and is not public charity, and therefore we are in no way duty bound to take interest in the family at all, and it was only because we felt we could accomplish something that we have spent the time and money that we have. Through our influence, Mr. Hunter's former employers may take him back to work when he returns from the sanatorium if they feel that he has quit for good. If he does not, of course they will not re-employ him, and in that case we would advise Mrs. Hunter to leave him permanently and have him pay for the children's support through the court. We have a great deal of confidence, however, in the place where Mr. Hunter now is, and it ought to make a new
230 man out of him. Surely Mrs. Hunter does not want the children to grow up in the intemperate influence that at present surrounds them. It is not that he is having a vacation, because they have hard physical labor to do.

We realized, having looked into the matter, that Mr. Hunter had come to the end of his resources, and could not possibly get a position with the reputation he had. His only chance is the one we are giving him, and when he comes home the middle of April the chances are that he will get back his old position, which was a very good one and better than one he will get anywhere else. It is only because we believe things will turn out all right that we intend to pay the rent for April and Mrs. Hunter herself thinks it is worth while to try this chance.

240 We hope that you will see the thing more as we do and take a different attitude toward us.

March 23, '15. Letter from MR. HUNTER:

Your most welcome letter received. It was indeed a great mental relief to me when my wife also informed me that my rent was paid. I must again express my utmost thanks for the kindly interest you have taken in me at this trying moment and will find some way to show my gratitude. Physically I feel excellent. I am employed in the kitchen and the time passes quickly, being occupied.

I am however still in a nervous state of mind as to the future, and as to how far my wife's folks will go to help her until I am in a position to help myself again. With reference to Kimball's I would prefer that you would not intercede on my behalf with them, as firstly I believe it would be useless, and furthermore I would not care under any circumstances to re-connect myself with them. I feel confident that when I am physically and mentally all right I will meet with no difficulty in obtaining employment in the same line elsewhere. I shall write you from time to time as to my condition of health. I am extremely nervous as you will see by my handwriting which is due to the nervous strain, as I am continually worrying as to the future.

Thanking you again for your most kind consideration, I remain (etc.).

March 29, '15. Letter to MR. HUNTER:

We were glad to receive your letter and hope that you feel yourself steadily improving in every way.

As to your wife's relatives, we have written them of our entire plan, and if they should cease to help your wife we have told her she can count on us.

Also some time this week we will call at the house and pay your rent for the month of April.

In regard to the Kimball Supply Co., we feel that you have a little the wrong attitude there, as last week we had a nice talk with Mr. Hurd and we believe more than ever that the firm wishes to do the square thing by its employees. Although Mr. Hurd has made no promises, his exact words were these "If Hunter comes back to us with a clear skin and a steady eye and a determination to avoid the thing that is spoiling his chances, we would be willing to say that one hundred to one, the firm would probably re-employ him." This sounds to us like a fair statement and since business is so poor, it is probably your best chance of employment when you return from Brookdale. You should not feel bitter toward them, as they were justified in the action they took and we know if they could re-employ you that by-gones would be by-gones as long as you acted like a man and kept your promises.

This must be lovely weather out at Brookdale and the country air ought to put you in good health.

Let us hear from you again when you have time.

March 31, '15. Letter from MR. HUNTER:

Your most welcome letter received and its news certainly gave me good cheer, specially the fact that the family will receive aid from your generous hands if my wife's folks do not intend to continue by way of help.

I fully appreciate the fact that they ought to be first to do so and I feel that they will to the extent of supplying money for food and incidentals. I am so glad that my rent will again be paid—this is again so much more relief. I am daily realizing more and more what is being done for me to bring me back to the station where I ought to be and I will double my efforts in striving to that goal when I have left Brookdale. I am more than pleased with the treatment. I am now doing work in the dining room and find everything congenial. The other unfortunates who are here—mostly all of them—come from respectable and high class families and have seen better days until drinking got the best of them. I assure you, I learn and profit by the examples I see here and the stories I hear how they all fell. No matter how the stories vary, they all either start or end with but one cause—drink.

With reference to Kimball's I bear no animosity towards them; it looks to me, as if it was only a question of time that the inevitable would happen—
300 as it did—that I would lose my position because of irregularity of attendance, say about every three months. I know the wheels of any institution with a system will be tied up if some adjunct is missing. I have seen it that if one of the file girls, or one of the office boys were absent, it would confuse matters.

My reluctance to return to Kimball's is the embarrassing position of having been "fired" and then coming back. I know Mr. Hurd is most sincere towards me; I cannot see, however, how they could give me any position now, if they wanted to, there is no vacancy, and I think all of the clerks there are making good, specially Mr. Cutler who I understand has my place, as I know his ability and I certainly would not want—nor can I expect that they would dismiss or
310 discharge any one for my sake.

If I could positively rely that Kimball's would at all times give me a good personal recommendation I would have no difficulty in getting a position. What can I safely say if asked "Why did you leave Kimball?" Why did you sever your connection. Although the recommendation I have is splendid "*but not clear on that point.*" No doubt you see what I mean. If I mention Kimball every man in the same line will get on the wire and ring up Kimball and would no doubt reach Mr. Sturdevant, who I believe would not be as generous as Mr. Hurd in an effort to cover me. This situation still gives me grave concern. Any suggestions on your part would be greatly appreciated.

320 With reference to Brookdale—I consider it a splendid institution outside of the general treatment, accommodations, etc., which are all to be desired. I earnestly believe that the spiritual treatment as given by Mr. Earle every evening in the Chapel *produces the real results*, in making one "sit up and take notice" and to get you to think what a fool you were. I feel confident that after the end of my stay, I will be in splendid health and spirits. I am daily more and more impressed with Mr. Earle's lectures and what I thought at first would not be altogether too interesting to listen to, has become a source of pleasure to me, and I have given the lectures my best attention, and assure you have already profited by them and will follow their teachings when I leave Brookdale. My
330 wife was to see me last week again.

Please pardon this lengthy letter, but I just felt like writing as things occurred to me.

With my best wishes for your welfare and again desiring to express my utmost thanks for your kind letter and fully appreciating its good news, I remain (etc.).

March 31, '15. Letter to MR. HURD, enclosing man's letter for his perusal and asking that it be returned. Also inquiring what the chances are at present for man's re-employment.

April 3, '15. MRS. HUNTER called at office to see about the rent.
340 Was told A. C. was anxious to have the family move to better quarters and out of the old neighborhood. Said she is not feeling very well and is not anxious to do this but if we think it is wise will look around. Was told not to consider rent higher than \$14, and to get rooms with bath in a desirable neighborhood.

April 7, '15. Letter from MR. HURD:

Please pardon the delay in replying to your communication of recent date. The fact of the matter is, I have been practically overwhelmed with work here and this is the first opportunity I have had to answer.

I was very glad to receive the letter from Mr. Hunter and very pleased
350 indeed to note that he enjoys it at Brookdale and is undoubtedly being benefited by his stay there. I sincerely trust he will return fully cured.

Relative to the return of Mr. Hunter to this office, would state confidentially

it looks rather favorable at the present time. I have had the matter up on several different occasions with our Mr. Sturdevant, and while he has not committed himself, still, I am led to believe he would not be unalterably opposed to Mr. Hunter's return, provided he can be assured that there will be no more lapses. I am fully convinced, however, that Mr. Sturdevant would not at all consider his return here, unless he knew absolutely that Mr. Hunter had become a total abstainer.

360 I would be pleased to have you let me know about when you expect Mr. Hunter will return from Brookdale. It might be a good idea for me to see him and possibly I can arrange for an interview with Mr. Sturdevant. I do not wish to hold out too many hopes to Mr. Hunter as to his again taking his position with this company, but will say that I myself will do everything I possibly can to again bring him back if I can be assured he will abstain entirely from alcoholic beverages.

I am returning his letter to you for your files and again thank you for sending same to me.

370 April 9, '15. MR. HURD of Kimball Co. telephoned stating that his mother is very ill and Mr. Sturdevant, the manager, expects his father is dying and they may need Mr. Hunter temporarily to take charge of the place. Will let society know so we can get hold of man. Said things look favorable toward his coming back to them but he cannot promise.

April 9, '15. Letter to BROOKDALE asking how Mr. Hunter is doing and when his time will be up.

April 10, '15. Letter from BROOKDALE:

380 Replying to the enclosed letter would say Mr. Hunter left us on April 4th to attend to some business in town as we understood. He was in very good condition and told the writer that he could make enough money, out of the work he left to attend to, to support his family for two weeks. We have not heard from him since his departure.

390 April 10, '15. Called. MRS. HUNTER said she expected A. C. would know that man came home thinking they were in touch with Brookdale. A broker who knew him sent for him to do some extra work, and since they were so hard up he was anxious to make some money. He is doing beautifully; has not touched a drop of liquor since he came home and says he is not going to take any. Is anxious to move out of present neighborhood and into nicer rooms. He will come to see visitor as soon as the temporary work is finished, probably by Tuesday. Was told that he might be wanted by Kimball and she said he would be delighted to go. Family is highly appreciative of what A. C. has done and cannot say enough in the way of gratitude. Said they will begin to live their life all over again now that he has changed.

April 12, '15. Letter from MR. HUNTER:

400 I was certainly surprised when coming home yesterday I heard the good news that you brought that I may be able to connect again with Kimball. I feel sure that the results have been mainly due to your untiring efforts in that direction and I can do no more at present than to express my utmost thanks to you. Things are certainly brightening for me and my family through your most generous cooperation and assistance financially and otherwise, and to promise simply to repay would be but a poor reward for what has been done for me. I assure you that I will add to that my sincere promise to you, that I will do my

utmost to alleviate my home conditions and bring about better surroundings and environments for the benefit of my wife and children, so that they may enjoy a better life and be replaced in that station of life in which they have always belonged.

As to my leaving Brookdale, I hope that my wife has explained it to your satisfaction. I had a chance of making a few dollars, and as I felt in splendid
410 physical condition I thought I was justified in doing so. I have nothing but words of praise for the institution, and it is certainly a great training quarter for those who are willing to lead a happier life. I will pay Brookdale a visit some Saturday and give my testimonial willingly to those who are willing to profit by it. I feel that God has answered my call for help. Everything seems to be going right and all in my favor, and I have full confidence in the future. I have absolutely no desire whatever to indulge in liquor. The good food, plenty of fresh air and exercise has restored me to normal good health, and there is no call for stimulation or any necessity for drink. I feel confident that this is not a temporary condition, but I will see to it that it remains permanent.
420 I hope I have not wearied you by this long letter, but it does me good to be able to write in this strain.

Again thanking you from the bottom of my heart for all, I remain (etc.).

April 13, '15. MR. HUNTER at office looking very well. He acted toward visitor in a very straightforward manner. Said he has learned his lesson and it is going to be permanent and not only temporary. Thinks he ought to get about \$20 altogether for the work he has done. Will be glad if he gets the call to go back to Kimball's. Showed visitor a letter from one of his associates at Brookdale in which the latter told man he was lucky to have learned his lesson so well.

430 April 15, '15. MR. HURD telephoned stating they will undoubtedly want man to come back temporarily but will want A. C. to guarantee that he will behave as Mr. Sturdevant feels he cannot trust to man again and must know definitely. Mr. Hurd was told every pressure possible would be brought to bear to make man do the right thing and A. C. believed man is going to do so.

April 16, '15. Called. MRS. HUNTER states she has just \$2.50 left and hopes the firm will want man to come back very soon. Said husband earned \$11 and she allowed him to get a new pair of shoes and have his clothes fixed up so that he would look nice to meet Mr. Hurd.
440 She is anxious to get out the present rooms and was told visitor would look at some other rooms to-night and let her know about them. Looked at rooms 47 East St., \$14 for three rooms and bath. Wrote Mrs. Hunter concerning them. When visiting family, left a pledge for man to sign. Returned signed with statement that he was glad to do this to strengthen our confidence in him.

April 16th, 1915.

PLEDGE

The Associated Charities having secured my position back for me, I, Gilbert Hunter, the undersigned, promise in turn to abstain absolutely from all alcoholic
450 liquors from this time until January 1st, 1916. If I break this pledge I expect that the Associated Charities will no longer assist me, and I will have to abide by the consequences. (Signed.)

April 19, '15. MR. HURD telephoned that he wished to see man

right away as he will have to leave the firm for a while. Was told we would visit man and have him call.

460 April 19, '15. Called. Told MRS. HUNTER that her husband was wanted at Kimball Co.'s right away. Said she knows where he is and will telephone him as he is trying to get a little work from a down town firm. She has found rooms at 480 Cambridge Road with hot water and bath for \$15. Since man is going to earn \$15 a week and will soon be raised, we approved of her moving out of the present neighborhood and gave her \$5 to deposit on rooms.

April 21, '15. MRS. HUNTER at office. Her husband has been working steadily at Kimball's and is very happy about it. She was given \$10, balance on rent on new rooms, and is to move on Saturday afternoon when her husband will be at home and able to help her. Was told arrangements for moving would be made.

April 22, '15. Telephoned EMPIRE EXPRESS Co. and made arrangements to have family moved.

470 April 26, '15. Letter from MRS. HUNTER:

We are glad to let you know that we are fixed up in our new quarters and spent all day Sunday arranging things. I hope when convenient you will give me a call and see how nicely we are fixed up. The rooms are bright and very pleasant and certainly is a great change. Thanking you for all you have done for us, I remain (etc.).

April 27, '15. Paid moving bill \$4 to Empire Express Co.

480 May 10, '15. Called at 480 Cambridge Road where the family are living in good rooms near the square. The place was fixed up beautifully, everything immaculate. Mrs. Hunter was scrubbing the bathroom floor. She seemed very happy and ambitious for the family to get ahead. Showed visitor some rompers and dresses she is making for the children on the machine. She never had any desire to do this in the last few years, she said, but now her interest seems to be revived in fixing them all up. Her husband gets up early in the mornings and polishes the wood-work and does all he can around the rooms. Hopes he is going to get a raise as they are saving to pay up for some dining room furniture and two mattresses they bought which amounted to \$98.

490 Mrs. Hunter said the oldest girl was enrolled in St. Agnes' Sunday School and she was given a note to Miss Foster and advised to get all the children in the classes there right away. She promised to do this. Said man is doing fine and seems to have no desire for a drop of alcohol.

May 11, '15. Letter to MR. HURD:

I thought you would be interested to hear from me regarding the Hunter's new home. Nothing has so rejuvenated my faith in human nature generally as the way this family has responded to the efforts of all of us. There is no comparison between their present place and the old one. They have bought some new furniture on the installment plan and Mr. Hunter has scraped and varnished and oiled everything in the house practically until things simply

500 shine. They are carefully saving out of each week's pay a small amount toward the furniture which cost them in the neighborhood of a hundred dollars.

Mrs. Hunter has seen that the solution of their problem lay in making the home attractive for her husband and she has certainly done this. She took great pride in telling me how she always had his supper ready for him and also said that the new start has so inspired her that she has been sewing early and late, fixing up the children as economically as possible.

I do hope that just as soon as he is worth it, your company will see fit to give Hunter a raise, even though it is very small. His wife says he is working toward it very hard and it will serve to keep up their interest in building up a
510 nice home and leaving the past forever behind them. As you know, we encouraged them to pay \$15 for their new rooms, thinking that the psychology of it would work out just as it has proved to. Our entire committee feels very grateful to you for the personal interest you have taken. Would that all business firms had as much humanity!

May 19, '15. Letter to MISS MARGARET FOSTER of St. Agnes' Church gives some account of the Hunter family and then continues:

I have done all of the work myself with the family and now am going away for two months and feel that this is just the crucial time when the man may slip again. The eldest girl goes to your Sunday School and we have asked Mrs.
520 Hunter to enter the two boys also. What I would most appreciate would be to have someone in the church get interested in the family and act as a kind of friendly visitor. The man is earning good wages now and there is no necessity of any help, only moral backing. Do you not think that your church would be interested in drawing them all within the fold and trying to keep them in the straight and narrow path? The trouble with our A. C. work is that we do not have time to follow up our families very long as there are so many new ones constantly coming in. This lack of ours is just where the church is strong in having a continual influence over a family.

Hoping for your cooperation, we are (etc.).

530 May 20, '15. MISS FOSTER telephoned asking further details. These were given confidentially.

May 21, '15. Note from MISS FOSTER stating she will do what she can to keep in touch with the family.

(March 20, '16. When this record was prepared for editing Mr. Hunter had found lighter work at better pay, \$83 a month; home attractive and happy. Unfortunately he has now been pronounced an early stage case of tuberculosis. The doctor feels that he can be cured without giving up his work, and he is doing his best to get well. If necessary, the A. C. will send him away. Man has kept perfectly sober since
540 signing the pledge.)

CASE XVII

RUPERT YOUNG

NOTE.—As a number of district workers appear in this record, their relations to the district office (D. O.) should be explained.

MISS EVANS, Dist. Sect'y (D. S.)
 MISS HUNT, Asst. Dist. Sect'y
 MR. ADAMS, Dist. Visitor
 MISS GALT, Dist. Visitor

MISS BURT, Dietician
 MR. FRENCH, Student Volunteer
 MISS TRASK, Student Volunteer

[This young couple were first referred to the Society in January, 1915, by a church. Man without regular work for several months. Wife apparently a good homemaker. Rooms cozy and attractive.
 550 Tempotary aid was given. Previous employers of both man and wife spoke well of them. Certain relatives seen, on both sides, were rather non-committal, except that one of Mrs. Young's brothers declared that Mr. Young was lazy and a tough. The family moved, and as man was working more or less it was believed they should be self-supporting, so in March visits were discontinued.]

June 25, '15. Family referred by St. Matthew's Church visitor. Mrs. Young is having trouble with her husband; now living with neighbor, Mrs. Foster.

June 28, '15. Mr. Adams called at MRS. FOSTER'S, 67 Cedar St.
 560 Mrs. Young had gone to live with her mother. Mr. Young was there and was being scolded by Mrs. F. at time of visitor's arrival. Walked out with him and had a long talk on street. His furniture was taken away last Tuesday by Hancock & Co., 232 Monroe St.; he had paid \$54 on it and still owed \$36. Hancock sent him a letter stating he could take what he wanted to the amount of \$54 and as soon as he got a job and showed that he meant business he could have the rest. Received a dispossess last Friday, a week ago, and was given until last Wednesday to move out. He gave the family dishes to the Fosters to pay for his wife staying there. Had been drinking the day he got
 570 the dispossess and had scrapped with his wife. His mother-in-law has no use for him, would not let him stay there with his wife, and called him a "bum" on the street. He seemed heart-broken that he had to be separated from his wife and baby. Admits the break-up with the family has been largely his fault. Says he is ready to repent; drinks because he is worried, cannot eat, and cries easily. Eyes looked watery and he cried during interview, apparently from nervousness. He sleeps in Brummel's stable, 4 Taft Lane. Has been out of work for the last two months, except for a few odd jobs. Was very anxious that visitor intercede with his wife for him, but when visitor offered to go up to
 580 his mother-in-law's, he said that was a bad time (it was then 10 P. M.), as his wife's brothers were there and a discussion of her troubles with

FACE CARD

Surname YOUNG

<i>Date</i>	<i>Address</i>	<i>Rent per mo.</i>	<i>Rms.</i>
6-25-15	Homeless		
8-28-15	492 Hubart St.	Free	3
10- -15	78 Terry St.	\$9	2

<i>First Name</i>	<i>Date of birth</i>	<i>Occupation</i>	<i>Phys. and ment. defects</i>
<i>Man's</i>			
1 Rupert	1889	Driver	Intemperance
<i>Woman's Maiden</i>			
2 Hilda Hammond	1894		
<i>Children</i>			
3 Teresa	Sept. 1913		
4 Edgar	Dec. 1915		

<i>Birthplace</i>	<i>Nationality or Race</i>	<i>Religion</i>	<i>Date and Place of Marr.</i>
M U. S.	White	R. C.	Oct. 1912 X—
W U. S.	White	Prot.	

<i>Previous Address</i>	<i>Previous Employers</i>	<i>Position</i>	<i>No.</i>
119 Harrison Ave.	Martin and Sons	Driver	1
	Brummel's stable	"	1
	Lorimer		

<i>Relatives</i>	<i>Address</i>	<i>Kinship</i>	<i>No.</i>
Hammond, Mrs.	389 Jefferson	Mo.	2
Cockran, Mrs.	43 High	Sis.	1
Young, Todd	43 High	Bro.	1
Young, Edith	43 High	Sis.	1
Young, Tom	North X—	Bro.	1
Young, Lewis			1

Individuals and Organizations Interested

Address

Dr. Hillyer
Mr. Brummel
St. Patrick's Church
St. Matthew's Church

514 Hubart St.
4 Taft Lane

Referred by
3rd Cong. Church
St. Matthew's Ch. Vis.

Date
Jan. 1915
June 1915

him might queer her with brothers so they might put her out of the house. Advised that visitor call in the morning.

June 29, '15. MRS. YOUNG at office early. Tells District Secretary man has been drinking more and more and that it became impossible to stay with him. They got behind on payment with furniture, were dispossessed, he would hit her, and generally had no home responsibility. If her mother had not provided for them they would often have gone without food. Everybody has advised her to leave him and she wants
590 to know what court action she can take. Had Teresa with her whom she is still nursing although the child is twenty-two months old. Would not actually say she was pregnant again. Is all nerves; has been through a good deal, looks very badly, and in general does not know how to meet this crisis. Is staying with her mother at 389 Jefferson St. temporarily.

She was told we wished to see man to hear his side of the story, but undoubtedly his drinking habits have upset power of reasoning, just as her lack of proper nourishment and worry has added to her difficulty. Told her call would be made later in the day at her mother's.
600 Later: MR. YOUNG at office with Teresa. Admits everything to D. S. Things have just gone from bad to worse; he has been drinking; he has hit his wife, and the home is broken up. He is in bad shape physically but still has dogged determination to make good. Says everybody's hand has been against him; that his wife nags him. Seemed to expect he would be prosecuted. It was his own idea that he take the pledge immediately and prove he can break off habit. He earnestly desires another chance. Is manly enough not to want to blame the crowd of fellows entirely. Since having typhoid fever knows he should not have been drinking. Often has severe pains in his head.
610 He agreed to see Father Doyle to-night and was given letter to Dr. Hillyer, 514 Hubart St., asking him to give a good examination, including heart and lungs. Man promised to report back to-morrow morning when he will go to Non-Support Bureau to talk over their troubles. Arrangements were made that he should be there at 9 A. M. and meet Mr. Adams from this office, and Mrs. Young would come with D. S., then each could feel they were having a third party hearing the difficulty.

He admits Hilda is a good girl and keeps the home immaculately. Feels his mother-in-law has been partly to blame but still knows it is his not making a proper home that is the fundamental trouble. Gave
620 him 50 cents for his supper and breakfast so he would be properly nourished in order to help carry out his new resolutions. He was also given note to take to his wife asking her to keep this appointment, and also so he could prove to her he had been here. It seems she doubts everything he says, despite the fact he has come out like a man and come to the office to talk things over.

Later: MRS. YOUNG at office to tell D. S. she can be sent to the country by St. Matthew's Church for two weeks beginning July 1st. All the points were gone over with her carefully and she agreed to go

to Non-Support Bureau the following day. Had with her Mrs. Bingham (case 345), who was advised not in any way to give advice or enter into this family difficulty.

June 30, '15. MRS. YOUNG at office and was taken by D. S. to Non-Support Bureau, where Mr. Adams and Mr. Young were as per appointment. A private interview was had with the director of the bureau who had been previously given a verbal report. The young couple were given much good advice and these suggestions were made: They should keep apart for at least a month; that Mrs. Young should go to the country for two weeks given through St. Matthew's Church, and two weeks through district office; that she should in no way discuss difficulties with outsiders; that she try to get herself in good physical condition. Mr. Young showed pledge card of previous night, signed by Father Doyle of St. Patrick's, on which he had agreed to stop drinking for one year; also showed letter from Dr. Hillyer which stated: "Young is over-stimulated due to alcohol, otherwise heart, lungs in good condition. If he could be sent away for a while it would do him a lot of good." Man agrees to take any kind of treatment to get himself in better health and if he secures job in meantime will bring his wages to D. O. for administration. He can stay in a furnished room and outside of living expenses will save money toward re-establishing a home. Earnestly pleaded for this chance.

After this interview Mrs. Young returned to office with D. S. and was fitted out with two nice suits and hats to go to country, and dresses for baby.

Mr. Young agreed to meet man visitor for lunch at a later time. Had been unable to keep down all food he had eaten with money given. He is a pretty bad physical wreck.

Same date: Mr. Adams at BRUMMEL's stable. Rupert was reading newspaper. Took him to lunch. He appeared to enjoy it very much but said that nothing could compare with his wife's cooking, especially her soup. Gave him 50 cents for his next two meals and told him to arrange with Mrs. Baker, 65 Tudor St., to stay with her for the next few days instead of sleeping in the stable.

Called on Hancock & Co., Furniture Dealers, 232 Monroe St. Said that man was "no good," would not work; that he locked the door on their collector. Visitor gathered, however, that if man would get job and showed he could and intended to pay, Hancock would let him have all his furniture again. Of course, he can have to the amount of \$54 already paid.

July 1, '15. MRS. YOUNG at office early in the morning with Teresa. Told D. S. man came around last night. Foolishly she got into an argument with him in lower hall and he struck her. She has small mark on left temple. Is utterly discouraged and in spite of warning given not to discuss matter, had somewhat.

While in office Mr. Young came in looking terribly down and out. Private interview was had with him in which he said he guessed D. S.

680 "had better lock him up and be done with it;" he had not broken pledge but was so beside himself that he struck her the night before. Another long talk was had with him and he was assured it was worth the fight to keep up. He was told to keep absolutely away from his wife, and she was told to have no argument as being the only way this could be fought through.

His mind runs along on unreasonable paths and catches on small points, such as, he is afraid she will not write while she is in the country. In his presence D. S. gave Mrs. Young four stamped envelopes so she could write at least twice a week, letters being sent to D. O.

All arrangements were made for her to leave in the afternoon. Mr. Young was kept in office most of the morning and arrangements made for him to do two hours' work washing windows in office. He was given 25 cents to get lunch; was to return at 12:30.

690 Later: MR. YOUNG returned according to promise. Did two hours' work and was paid 40 cents. He was then told to look for rooms with Mrs. Baker.

Same date: MISS FENWICK of St. Matthew's reports at committee meeting that Mrs. Young left for country this afternoon.

Same date: Mr. Adams called on DR. HILLYER. His examination of Young revealed nothing the matter but alcoholic over-stimulation. He had not prescribed medicine because he thought man was going to country immediately. Is certain all he needs is a few weeks' light work in the country. Gave prescription for tonic and advised that man take
700 two milk punches a day.

Ordered prescription from Sam Hudson, 271 Monroe St., cost 45 cents, paid.

July 2, '15. MR. YOUNG at office. Gave D. S. receipt for \$1.50 for room rent. Returned change minus 10 cents for bromo-seltzer which he had taken to settle his stomach. Is still unable to keep much down. Is smoking some to steady his nerves. He was given the remaining change to carry him through the day. Gave him a personal letter to Miss Puffer, Bertram Hospital Mental Clinic. He promised to present it immediately and report back. In this interview, as in most others,
710 man's eyes filled with tears easily; Mrs. Young also has cried a good deal.

Same date: MISS PUFFER telephones that the following are the doctor's orders concerning man's diet:

1. Liquid diet
2. No drink
3. Not to stop cigarettes altogether
4. Hot and cold baths

Delirium tremens may follow and in this case man should be sent to the City Hospital alcoholic ward. Might send him to country next week,
720 to Outlook Farm. Should attend Bertram Clinic when he returns.

Same date: MR. YOUNG back at office. Says Dr. Garrison and Miss Puffer were most kind and he is willing to follow out explicitly

all their directions. Is anxious to continue religious duties which he has promised. These take place on the 2nd, 3rd, and 4th, and will include a little fasting but he hopes the priest will be lenient considering his shattered condition. Instructions from the doctor include hot baths which he can easily arrange for at public baths on Monroe St. Is endeavoring to clean up hands from cigarette stains and eagerly accepted all advice regarding personal habits. Asked D. S. for some better
730 clothes, which were promised. He has been used to farm life and would love to get into it again. Knows his past way of living has not been for the best interest of anyone concerned. Reiterated his fondness for Hilda and the baby although he has abused them. Insists he can be managed by anyone who takes the pains. Asked if he could have some reading matter and magazines if he goes to the country.

Same date: Mr. Adams called on MR. YOUNG. He has a splendid room, large, two windows, high ceiling, clean, etc. Gave him 50 cents for food.

July 3, '15. Special delivery letter to OUTLOOK FARM to see if
740 man could be entered.

July 3, '15. MR. YOUNG at office and was given a letter which came from his wife. He insisted on showing it to D. S. It was nicely written, a few mistakes in spelling. She is having a lovely time in the fields and walking. As she had promised there was nothing in it which could give rise to any argument. He was given four stamped envelopes to write to her. He says he has picked up most of his education by reading and talking with people but "Hilda has a swell education."

While Young was in office Mr. Adams supplied him with a suit of clothes, ties, and a few other articles from office storeroom. Took
750 him out to several stores and bought him a shirt, some collars, a suit case, to the amount of \$2.09, gave him 35 cents to have suit pressed, and \$1.50 for maintenance until Monday. Gave him ticket for pair of shoes at Tindell's.

Same date: Mr. Adams called on FATHER DOYLE who did not remember Mr. Young. Knew of no Catholic place to send man to.

July 4, '15. MR. YOUNG at Mr. Adams' rooms looking fine, clean, shaved, groomed, brushed, polished; good healthy color in face. Said he slept ten hours the night before. Gave him 50 cents for his meals.

July 5, '15. MR. YOUNG at Mr. Adams' rooms. Took him to
760 breakfast, 25 cents. Gave him 25 cents for carfares.

July 6, '15. MR. YOUNG at office. Mr. Adams gave him \$1.25 for laundry, tooth brush, maintenance. Says he wrote his wife on Saturday.

July 7, '15. Letter from OUTLOOK FARM stating they will take Mr. Young. Will charge \$4 for first week's board. After that he can work for his board.

date: Telephoned the Ticket Office. Learned time trains
fare. Same date: Mr. YOUNG in office. Was given 50 cents for food
the date: Mr. YOUNG in office at 11:45 A. M. ready to
following day and told to come to office at 11:45 A. M. ready to
July 7, '15. Bought railroad ticket and left it, with time table,
at D. O. for man.
July 8, '15. Mr. YOUNG at office. Was given directions and
ticket, also \$1 for extras. Seemed very eager to get away.
July 10, '15. Letter from Mr. YOUNG:

Miss Evans
Just a few lines to let you know I got up here safe and sound this is one
fine Place up here and there are a nice bunch of fellows here. Miss Evans I have
all the head aches up here will you please try and send me up some Headaches
Watters they are 10 cents a Box there are the only thing does my head good.
You do not get any eggs up here for what you have done for me. Hoping I will get a
you get Eggs he said yes if pay for them less you do. Miss Evans I do not know
how much the help of God and send me up some Writhing paper there are
job with the help of God and send me up some Writhing paper there are
Miss Evans will you try and send me up some Writhing paper there are
none up here I wrote 3 letters and 5 Postal Card to Mrs. Young and never
received a letter from her I did not say anything to make her mad again she
trying to do right and to think she will not answer my letters I get this will be
all I have to say. With the world of thanks from you and Mr. Adams.
P.S. Miss Evans if any mail come to you will you please send it up hear
for me and I thank you every much. Goodby.

Later: Postal card received from Mr. WIMPLE, superintendent,
800 stating man arrived and they think he will be benefited by his stay.
July 12, '15. Letter from Mr. YOUNG:

Dear Friend Miss Evans
Just a few lines to let you know that I am getting along find here and I am
not smoking cigarettes any more I am smoking a pipe up hear and I hope By
the time I get down I will not be smoking at all I have some Berrys up hear
for you Miss Evans I am going to send them down Parsal post for you Miss
Evans. Will you please send tobacco up hear all the time they ask you get it Miss
and I do not like to ask the boys up hear a letter to you last week did you have you
got no money to by some a little Better now hoping with the help of God I will
get work When I go to the City and have my house again and do what's right
has done to them hoping to God it will never get a hold of me in that way some
of these men will never be able to do work again. I know some of the fellow
up here there are 2 from my city and they tell me they will never drink again
this Mrs. Wimple is one nice women we go to church ever night with her and
stay 13 hours there then we can go to bed or stay up till half pass ten oclock and
up at 6 in the morning. You will not know me when I come down from hear
I am feeling so find I could lick Walard the Champion of the World. I have

Same date: Telephoned the Ticket Office. Learned time trains leave and fare.

770 Same date: MR. YOUNG in office. Was given 50 cents for food until following day and told to come to office at 11:45 A. M. ready to go away.

Same date: Sent special delivery letter to Outlook Farm stating Mr. Young was leaving on the 8th, and accepting arrangements for board, etc., proposed in superintendent's letter.

July 7, '15. Bought railroad ticket and left it, with time table, at D. O. for man.

July 8, '15. MR. YOUNG at office. Was given directions and ticket, also \$1 for extras. Seemed very eager to get away.

780 July 10, '15. Letter from MR. YOUNG:

Miss Evans

Just a few lines to let you know I got up here safe and sound this is one fine Place up here and there are a nice bunch of fellows here. Miss Evans i have allful head akes up here will you Please try and send me up some Headakes Waffers they are 10 cents a Box there are the only thing does my head good. You do not get any eggs up here on less you pay for them i ask a fellow if you get Eggs he said yes if pay for them you do. Miss Evans i do not know how mutch to thank you for what you have done for me. Hoping i will get a job with the help of God when i go down and live Happy for ever again
790 Miss Evans will you try and send me up ssume Writing paper there are none up here I wrote 3 letters and 5 Postal Card to Mrs. Young and never ricived a letter from her i did not say anything to make her mad again she wrote to Mrs. Bingham and others and that what make me mad to think i am trying to do right and to think she will not anser my letters i ges this will be all i have to said. Withe the world of thanks from you and Mr. Adams.

Hoping to hear from you soon (etc.).

P.S. Miss Evans if any mail come to you will you please send it up hear for me and i thank you every mutch. Goodby.

800 Later: Postal card received from MR. WIMPLE, superintendent, stating man arrived and they think he will be benefited by his stay.

July 12, '15. Letter from MR. YOUNG:

Dear Frend Miss Evans

Just a few lines to let you know that i am geting along find here and i am not smokeing cigarettes any moure i am smoking a pipe up hear and i hope By the time i get down i will not be smokeing at all i have some Berrys up hear for you Miss Evans i am going to send them down Parsal post for you Miss Evans. Will you please send tabocco up hear i have no moore money to By some and i do not like to ask the boys up hear all the time they ask you have you got no money to by some i Wrote a letter to you last week did you get it Miss
810 Evans my head is feeling a little Better now hoping with the help of God i will get work When i go to the City and have my hous again and do whats right and no moure drinking again for me i see to mutch up hear of men what drinking has done to them hoping to God it will never get a holt of me in that way some of these men will never be able to do work again. I know some of the fellow up here there are 2 from my city and they tell me they will never drink again this Mrs. Wimple is one nice women we go to church ever night with her and stay 1½ hours there then we can go to bed or stay up till half pass ten oclock and up at 6 in the morning. You will not know me when i come down from hear i am feeling so find i could lick Walard the Champion of the World. I have

820 not recived no letter from Mrs. Young yet i wrote two from hear if she does not write i dont care for i am not goining to right to her ontill she know how to anser my letter i had not said anythink to hurt her in any way i have rote her four letters to her sence she ben up there and send her 7 Postal Card she will not let me know how my baby is it got me kind of worrid i think that my littel baby is sick Miss Evans you know you told her to write me two letter a week well i go one i am trying to do What's Right. Why dont she try and pull me half way true the World i am goining to show you Miss Evans i can do good if i had some one to do this with me long ago I think i would be a better man long ago and this would never happing this is all i have to say. Hoping to
830 hear from you and all so that you are glad to hear from me and that i am geting along so well maybe Mrs. Yeung will write this week and i hope so a letter in the country kinds of cheers you up.

Good by from (etc.).

Later: Letter written to MR. YOUNG by Mr. Adams:

We have just received your note of July 8 and are glad that you like Outlook Farm. Some things there, of course, will be different from what you have been used to but it will be up to you to accommodate yourself to any necessary inconveniences there, just the same as it will be necessary for you to stand for other necessary inconveniences when you come back.

840 I am awfully sorry to hear about your headaches but they are to be expected. A man in your condition cannot expect to be as free from ills as a normal person. I am not sending you the headache powders you ask for,—not because we do not like to accommodate you or to spend the money, but because I feel quite sure that headache powders like all other dope do more harm than good and it is much better for you to stand the headaches a while longer, and remove the conditions causing the headache, rather than to deaden your knowledge of those conditions by dope. The thing you need is fresh air, plenty of exercise and wholesome living, and when you have gotten your system used to that your headaches will leave you alone. However, if you are troubled very
850 much more do not hesitate to speak to the superintendent about it, or to the physician if there is one there. They know exactly what to do in such cases and I am sure they will do whatever is best for you.

It is all right for you to pay for the eggs if none are served without paying extra. I think, though, I shall write to the superintendent shortly and see that you get the eggs and we will pay for them from this office.

Do not get in a huff because you are not receiving as many letters as you think you ought to from your wife. She has a good many letters to write to other people, and who are you that you should expect to get so many from her. You must remember that she knows a good many things about you that are not
860 creditable and these must be forgotten. It is not up to her, but up to you to make good. She can afford to be independent, you can't, at least just now you are in no position to kick. She sent you a postal card to this office which was forwarded to you last Saturday, and you probably have it by this time. You had better answer her and continue as you have done, to write nice letters, not to quarrel with her, growl at her, or cast up things to her. You must understand, of course, that I am advising you with a view to your own best interests.

The arrangements under which we sent you were, that the first week's board will be paid from here, and after that you will pay for the greater part of your keep there by helping out in whatever way you can by being useful. This will
870 not only make you feel you are earning your keep but will do a great deal to get you back to health again.

I hope that your own, and our trouble for you, will result happily for everybody concerned. Miss Evans sends her best wishes and likewise hopes that everything will turn out O.K.

Letter to MR. WIMPLE, enclosing money order for \$4, explaining about Mr. Young's headaches, and offering to pay extra for eggs.

July 13, '15. Long-hand letter to MR. YOUNG enclosing \$1.

July 14, '15. Letter from MR. YOUNG:

Dear Miss Evans

880 Just a few lines to you to let you know i ricived you letter and glad to hear from you Miss Evans i am goining to show you that i will make good and with the help of God i will show a lot of them i can make good and no one can tell me Better then my self i am true with Bad Company for i have sore what it has done to man up hear that will niver be any good no moure to any one in the World Miss Evans i wish you would send me some tobacco up for my pipe i have none up hear and have no Money to buy any hoping that you will let me have some to smoke we are not alowed to smoke cigarettes but can smoke a pipe hear in your letter is see that you say Mrs. Young has a good miny things about me i gess i have told Miss Evans all i have done i can not say no moure if she
890 has all right i will take all the blame on my sholders i can not stop thinking abouth the baby with she never tell me abouth her Niver mine i will be all right again with the help of God and i will show them all what i can do if i Put my mind right to it and i will and dont for get it i am not getting Head Strong Miss Evans when i am writing this letter and hoping you do not think so i walk ever morning to Haskins and back that is 5 mile that is good for your health i ges i never sit around hear i am all ways doining some thing hear yesterday i pick four quarts of Black Berrys for supper and for the boys here. they call me the Kid here I was singin sume songs for them hear last night they would not let me stop sing all night i wish you would send up some song hear were can
900 sing then at night. Hoping to hear from you Miss Evans soon Please dont for get my tobocco where I can have a smoke this is all till i hear from you a gain and With all the Luck in the World.

Frend (etc.).

July 15, '15. Letter from MR. WIMPLE stating he has talked to Mr. Young who will be ready to start work when his week is up. Does not think he requires any medicine.

Same dat: D. S. at ST. MATTHEW'S CHURCH and talked to Miss Fenwick. She expects Mrs. Young home to-morrow. Has heard nothing direct from her.

910 July 15, '15. Letter from MR. YOUNG:

Dear Frend Miss Evans

I ricived your Letter this morning and was glad to Here from you all so thinking you Verry mutch for what you have done for me and for sending the dollar up I need it verry Bad i am goining to Buy some eggs over on the farm with the money and some tobocco i am not smoking any moure cigarettes now and feeling find. I ges you like to hear that Miss Evans i will never for get you for what you have done for me and i like to get back soon and go to work and have my sweet letle Home again i ges i will with the halp of God and i am saying prayer's every night for him to look down and help me and i gess he will
920 this is a place where learn young fellow in the city to be good and what cursed drink will do to them they are affule cripple men here from drink witch will never be able to work again to hear them talk it would make you cry if any one had a heart at all i will send down some lillies they go to sleep a night and wake up in the morning they are a nice flower we have them in the Church. Miss Evans when you write to me again let me know if Mrs. Young is goining to stay up in Lawrenceville two moure week Mrs. Wimple asaid she can come up hear in September if she want to she will be the lady that can tell Hilda a lot she had me crying hear and her talking done me all the good in the World she is one fine lady we are goining have a litle fair next Week in Haskins and i wish you
930 were up hear to see it i am goining to work her Friday morning i am all sun Burn you will not know me when I go down to the City i could live all my life

here if i had a little house here for Hilda and Teresa my little swett heart it is a long time scence i sore her i wish i had a picture of the Baby here Hilda told me Teresa is all sun burned to i ges i will close my letter wishing you the Best of luck all so my self to with the help of God. Good by from a truly Frend (etc.).

Same date: MR. YOUNG sends a big box of beautiful pond lilies, with note:

tell me howe these flowers are But those in water they go to sleep at night and open up in the morning.

940 Same date: Long-hand letter to Mr. Young from D. S. acknowl-
edging same.

July 19, '15. Letter from MR. YOUNG:

Dear Frend Miss Evans

Just a few lines to let you know i wrote a letter to Hilda and found that she has gone home to X—— again she had wrote me a letter Monday telling me she had know money so i send her fifty Cents out of the dollar you gave me and it came back hear to me Saturday. Miss Evans do you wont me to come down next week and try and go to work and give me a chance to get my Home up again do you think so i feeling find now and with the help of God i ges i will
950 get work all so if you can help me in finding sume thing to do if God anser my prayers as he has been i will not be out of work long he as anser everything I ask so far and i am praying ever night that he will get me work and put up a happy home again for me and Hilda and the baby i all so pray for them to and you Miss Evans for the good you have done for me i will Never forget God will bless you for it dont for get i wonder does Hilda say a prayer for me in the last letter it did not look that Way and i looked as she did not care she said the only one is her mother and she is goining to stick to her i ges she does not wont to give me a chance again in this big World i have no father or mother to talk to me so i will lisson to you for my good Miss Evans. We had a Minster up
960 hear all week i wish you and Hilda could of heard him he would learn Hilda something i had a talk with him and he said do not worrey you will come out all right if you go to your Church and pray to God for him to do it not to take it in your own hands and i did and found out he was write. Miss Wimple said she ought never be let to live with her mother and we to live away from her when we take up home again Miss Evans let me know when i can come down if you dont mind may be you think i am asking to mutch but i am fine now never felt better good by and go luck and God Bliss Hilda and Teresa all so you i bet your mother injoyed thoes lilies I will bring some down with me when
970 I live hear for you and try and get some big Roses to good by from a reformed man and hoping i will live this Way.

Same date: MRS. YOUNG at office. Looks much better but complains of pain in her side. She was advised by D. S. to go for examination and was given a card to the Woman's Hospital and 10 cents carfare. States she came back on the evening of the 15th and is with her mother. The heat of the last three days has used her up. She was talked with about staying at her mother's until the 24th when she can go to the country. She was told she would be notified at a later time what to do. The baby looks splendidly and shows the effect of good outdoor life. Mrs. Young told with great vividness of various incidents
980 in her stay and regretted she had not written society while away. Had various excuses. She is still not in a very happy frame of mind toward her husband but she was not talked with much along this line.

Later: D. S. wrote Mr. YOUNG long-hand letter telling him not to come home yet.

Later: Mr. Adams called on Mrs. YOUNG at the home of her mother, 389 Jefferson St.

The mother stated she felt hurt at Mr. Young's attitude toward her, that she was interested in her daughter and in him, but seemed ready to agree that it would be better for them to move away from the vicinity of their relatives if they were going to start up again.

July 21, '15. WOMAN'S HOSPITAL telephones that Dr. Norris examined Mrs. Young and finds she is four months pregnant. Is still nursing Teresa and told them she had found this necessary as she did not have any food for her.

July 22, '15. Letter from Mr. YOUNG:

Dear Frend Miss Evans

I ricived your letter Yesterday and was Glad to hear from you and that Teresa is looking good but I was verry sorry to hear Hilda was sick and had to go to the Doctor will i ges i know what the matter she did not wonted to tell me but i hope it is a boy and make me happy for ever again Well I will pray to God like i have been for her and the baby i gess Hilda will find a new man when i go down to the City not a divel like i have been to her i tell you this place learns you some things hear that you never for get. When I go to the City i only hope Hilda for get the past and renew the good for me i know that it take a long time to think i over but i ges she will go a nother chance to me. She know bad Company done it and no one eles if i had lisend to her I would never had to broke my home up. Well Miss Evans i lost 7 pounds hear in the week and a half soon why i am not worrying over a little thing like that So you wont to know what I am working at cuting down Pine tree in the Woods hear 4 mile away from the house. We walk in and out for time a day for are dinner a supper i ges that what takeing off my weaght hear But i never fealth better in my life then i am now well will the first of August be for me to come down Miss Evans to X——. I ges that will be all right dont you think so if we get togethar again I am goining to bring Hilda up hear to see the place and what it does for man of my Kind and others hear tell hear not to for get the pictures and one or 2 of her self i would like to get mine hear but i spent my last quarter of 12 eggs up hear and tell her not to be made for not writing her a letter for i had no moure stamps i will send down some lillies this week to you Miss Evans again howe did your Mother like them i bet she was tickled to death with them hear is a pray i said for Hilda and the baby We give thanks to God the father of our lord Jesus Christ praying always for you since we have been parted in Christ Jesus and the love which we have to all the saints for the hope which is laid up for you and me in heaven Whereof ye heard before in the World of the truth of the gospel which is come unto you as it is in all the World and bringeth forth fruit as it doth also in you since the days ye parted and heard of it and know the grace of God in truth thank God aman.

Is this a nice pray to said for her and the baby every night God Bliss her for ever good by from your Husband Rupert Young.

Tell hear dont forget to Write be fore she go away again all so you Miss Evans Wishing her the Best of luck and better then the last one. Will you please tell her that i was not working to send her money in Lawrenceville if i have she is welcome to it for ever I ges i will close it Will take a week to read this i make so miney mistake in righting letter i am a verry poor reader.

Good by good Luck.

P.S. Give my regards to Teresa all so my Dear Wife Hilda. tell Hilda to read this to please. Right soon again.

July 24, '15. MRS. YOUNG at office; was taken to station and started for Hemlock Point.

July 26, '15. Letter from MR. YOUNG:

1040 *Dear Frend Miss Evans*

Just a few lines to you Hoping to find you in good Health as i am the same up hear and feeling fine now with the good thoughts as you ask of me to do and not worrying over any thing Just now as i know that i will come out all right and with the good God above i got a postal off Hilda Thursday afternoon so she told me not to wright to her till she let me know Miss Evans i am sending you some moore lilies these are the last this Year up hear so I thought i would get them for you and your mother. Well Miss Evans i hope you will Let me come down Next Monday If you dont mind to as i am I good sprete to go to work now and i ges i will get some thing to do in the City there i am praying to God he will help me to get work when i leave hear. We had a Women speaker hear all week so she said to me Sunday after Church you have good thought in you and i said why so she said you are all the time smiling that showes God is with you So i hope he is dont you Miss Evans i think i was bad enough all my life so this is my time to be good again Miss Evans Hilda told me she heard a lot of talk goining around sience she come home to her mother about me Well i ges they are starting it up again Well i am goining to lisson to you and know one eles to tell me what to do they are not goining to make me Drink again in a long long time and drive me to the devil again I ges them women are making truble for me to her mother i dont see what good they see in it may be some day they will be out of a home like i am when i go down I have know mother to go to like she has so she ought to look at it in a good way I know it will take a long time for her to forgive me But i thank God she will it was all my falt and i will stand it all and say nothing to her again this is all till i hear from you hoping you will let me come down next week August the 1 from a truly frend (etc.).

July 28, '15. Postal card from MRS. YOUNG:

Just a few lines to let you know we arrived safe and sound in Hemlock Point, but do not like it as much as Lawrenceville. How long are we going to stay out here. I feel blue here, but will try to forget. Hoping to hear from you soon I remain (etc.).

P.S. Miss Evans I have not heard from Rupert as yet, is he still out there?

July 31, '15. Postal card from MRS. YOUNG:

Just a few lines to let you know that the shoes are all worn out so I will not have any shoes to go home with. Does Rupert come home before me? If he does he knows what kind I wear, Bull dog tip, high heel, button shoes about 5 size No. 455. Miss Evans I am more than disappointed in this place, will explain when I get home. This is all the cards I have to send. I have no money. Love to all From Hilda and Teresa Young.

Same date: Letter from MR. YOUNG:

1080 *Dear Frend Miss Evans*

Just a few lines to let you know will you Please send me a bottle of Liesole Medison its for a rash i have all over my body hear from the Pines here and all so a box of Power. You can not get any thing hear if you are sick i ges you have to die the doctor is 9 mile away from hear I am feeling a right now But for the rash i have on my body I can not sleep with it at all at night I would like to come down next week i will be a month here on the 8 of Aug. so i ges this is long anought for me hear Hoping you will try and let me come down and get work some were in the City before the Winter come. Miss Evans did you ricived

the lilies i send you last week I did not hear from you so i thought they were lost
1090 Well I ges this will be all till i hear from you from (etc.).
Miss Will you let me know if i can come down next week please.

Same date: Letter to MR. YOUNG:

It was ever so good of you to send the second big box of lilies and they turned out even more beautiful than the first. We enjoyed them in the office very much. It is fine to get your letters and to know how determined is your spirit to make good. We believe in you, and for this reason are writing to ask you to seriously consider staying even longer.

You must remember it took a long time of continuous drinking to bring you down as far as you came and it will take you a longer up hill fight than a few
1100 weeks to accomplish a complete return of physical vigor. We are perfectly sure your intentions are good but your will power will be increasingly strong as your body gets stronger.

We are writing to Mrs. Wimple to-day asking if she cannot keep you longer. At any rate there is nothing we can offer you in the way of a job for the next week.

We are enclosing one dollar so that you may have a little spending money. With all good wishes (etc.).

Same date: D. S. sends letter to MRS. YOUNG saying that a letter from her husband has been forwarded to her, enclosing writing paper,
1110 and asking how she thinks Rupert is getting on.

Long-hand letter to MRS. WIMPLE, enclosing \$1 for Mr. Young.

Aug. 2, '15. Letter from MRS. YOUNG:

Just a few lines to let you know I received your letter also from Rupert, I sent him a card and he sent me some money to by cards and stamps, also to buy Teresa some candy.

Miss Evans, I want to know what I am to do about the furniture at Hancock's. I think it would be a wise thing to tell Rupert to come home, and get him to work before I came home, then we can see what he is apt to do, whether he will turn out all right or not. I am willing to give him another chance,
1120 providing he promises to do what is right, if I am good enough to bare and suffer children to him I don't no why he can't do as a man should, what do you say Miss Evans, am I right or wrong. He send me letters pleading to try him once more so if I give him another chance, and he does the same thing, I am done with him for the rest of my life.

Miss Evans do you think I can get the confinement clothes in X—— as I have no more infants clothes left of Teresa, so you see I would have to make new ones? Well I guess we can talk it over when I return. I will not have any shoes to come home with the soles are off and have no tips on the front of my shoes, they have my feet sore. When does Rupert come home, is he coming
1130 before I come, if so he nos what size and shoe I wear. Size no is 455, high heel, Botton shoes, Bull dog tips W. E. Well I guess this is all for a while so Good bye, Best regards to all.

Aug. 2, '15. Letter from MR. YOUNG:

Dear Frend Miss Evans

Just a few lines to you to let you know i was verry glad to hear from you all so thinking you verry mutch for the dollar you had Send me hear. Well Miss Evans i got a verry nice letter off Mrs. Young last friday and was glad to hear from her and the baby she told me she is not feeling well at all i told in my letter to keep up Her good sparet and try to forget every thing and she will
1140 come out all right soon again i wish you had got those Snip shoot but i will forgive you This time i had a long talk with Mrs. Wimple and her son hear

and they ask me to stay two more weeks this will be till August 16 and then i can go down So i will stay the to more weeks for you Miss Evans i promised i would I will do what you ask me so i do not wont to fail in my promseas and to show i mine good every word of it with the help of God i tell you Miss Evans i am anchors to get there to show you i can do well and to keep away from my frends and like a good life for Teresa and Hilda and make them happy for ever she will see a new Man in me when i come home and all good thought in my head now and to stay there for ever No divle will drive them out this time like they did before i was glad you like the lillies and that the other Box was better i bet they look nice in the big room did you take some home to your mother if not i will not send any more there are Some nice flower up hear and i will try and send you down some this Week they are white and red and black with Bells on them i did not have a chance to get them to day as it was raining hear Well all i can say that i am thankfull to God you send me hear for lord knows where i would be to day if it wasing for you Miss Evans i geuss if you had got poor Tom Bingham hear be for he got to drink so hard he would believing to day to Well i geuss this is all till I hear good new from you next time i thought you were away last week when you did not anser the letter as you all ways do
1150 I will close with Best Wishes and good Luck to all in the office.
1160

Aug. 3, '15. Postal card from MRS. YOUNG:

This is a view of the Lake. We are having hot weather out here it is terrible warm. Hoping you'se are all in good health from Hilda Young.

Aug. 4, '15. Letter from MR. YOUNG (enclosing one from his wife in which she expresses her desire to give him another chance and to reestablish their home; gives a long list of various articles and furniture stored with neighbors; and seems most anxious to get back and start housekeeping again):

I got a letter off Hilda this Week i am sending it down where you can read
1170 it i wish you let me come down and try to get a home for hear if you will please i am all right now Miss Evans and will please let me come down this Monday with the healp of God she has nothing for the baby and i like to go to work a anything for her and the baby hope you will let me come down this week will you please When i read hear letter it mayed me cry like a baby hear to think what i have done aganest her let me know this week please will you Miss Evans hope you this favior for me to come down again and do wright for you and her let me know this week will you send me the money to come down with.

Letter from MRS. WIMPLE enclosing receipt for \$1 sent Mr. Young in long-hand letter of the 30th. Thinks it would be well for man to
1180 stay longer and he has told her he would be willing to remain another two weeks. Is getting better all the time and gaining strength.

Aug. 6, '15. Telephone message saying MRS. YOUNG will return to-day.

Aug. 7, '15. MR. YOUNG at office on Saturday morning just at closing time. He had bag and baggage, and brought a big bunch of various country flowers that had kept remarkably well. Had become so anxious to go to work and could not resist opportunity to get back, especially as he knew his wife was returning. D. S. told him we were very disappointed that he did not stay a while longer until office had
1190 completed arrangements, but as he seemed very sincere and anxious to do the right thing, this point was not over-emphasized in order that

his own initiative should not be dampened. He is looking splendidly, and told with interest of his experiences while at Outlook Farm. Seems to appreciate all that has been done for him and is anxious to get started again. Thinks he can stay with his brother in North X—— and may get work there. Gave him \$1 for expenses over Sunday.

1200 Aug. 10, '15. MR. YOUNG at office. He has his name in several places for work and thinks he will surely get something in a day or so. Went to his brother's old address to find that he had moved, whereabouts unknown. Is staying at model lodging house on Burke St. Has nothing to meet to-night's board and lodging. Was given 50 cents.

Aug. 11, '15. MRS. YOUNG at office. Had seen Rupert the night before and wanted to know what arrangements were to be made for his board and room. Also stated she would like to have a pair of shoes.

Letter from MRS. YOUNG (dated Aug. 10):

Just a few lines to let you know that we arrived safe in X—— but was very disappointed about the shoes, I had to come home in my old shoes, without any soles, button, and they were all torn. I have know shoes to go out with, I am in the house since I came home Friday, when I ought to be out in the air.

1210 Miss Evans, have you received the letter I sent you when I was at Hemlock Point?

Rupert wants to let you know that he is to go to work Wednesday morning on Woodrow St. but he does not know what he is to do. He also does not get paid until Monday night. He wants to know if you can give him some money toward his home to start it up again, He said he is going to do what he ought to have done long ago, and that is right to stick to his home, and to look for me and Teresa.

1220 Miss Evans don't you think it is about time he woke up to the fact of taking care of his home? I am willing to give him another chance and to help him get on his feet, but if he starts as before, I done with him for the rest of my life. Miss Evans, I do not want to go in a furnished room with him when I leave my mother's house I want to go right in my own rooms. He said he will not have enough money to start this week, so if you would oblige me by letting us have some money to start I will be Sincerely thankful and will not forget the turn.

1230 I want him to go to Hancock & Co. and see about the furniture. I have had a plain in mind about the goods that is paid for, I would like to get out of storage and to deal some wheres else as he has charged me an enormous price for the small amount of furniture I had. Bill was \$90.20. We have paid \$54. so far the balance leaving \$36.20 so I told Rupert and he thought it a wise thing to do. What do you think, Miss Evans. I know I can do better some wheres else and get the rest cheaper.

Well I guess that is all for the time being. Hoping you are in good health. I am not feeling very good of late, so the sooner we get our own rooms so I can get ready for the Confinement the better, as I have no clothes ready as yet.

Closing sending best regards to all, Hoping to get a favorable reply, I remain (etc.).

P.S. Miss Evans, can I have some milk for Teresa from the dairy for her to drink. I have to give her tea to drink and that is bad.

1240 Aug. 12, '15. MR. YOUNG at the office. He commenced work on the 11th. Will receive \$1.75 a day. Showed his badge number. Will not receive pay until Friday night. Was given \$1.50 by Miss Hunt to last until then. Is still living in lodging house.

Aug. 18, '15. MRS. YOUNG at office. Has been looking for rooms and has found several she would like to take. Is very anxious to get set up again. Says her furniture cost her \$94 and that there is still some forty odd dollars to pay. Is afraid if she does not take it out right away it will be sold. Was told by Miss Hunt it would be better for her to wait until man could earn enough to set her up again. She
1250 had on a pair of rather new looking shoes. Said her mother will be willing to keep her for a while.

Aug. 21, '15. Letter from MR. YOUNG:

Dear Frend Miss Evans

Just a few lines hoping to hear you enjoying your self in the country you must excuse me for not writeing to you Before this a i had not much time i am working now and i am pretty tired out when i come home it is hard work so i don't care as long as money is there i am geting 1.75 a day this is ten and a half a week so i expect a better job later on with this man he like me hear i will be working on the iron work so this will pay me 2.50 a day. Miss Evans
1260 i was up to Hancock's a bouth my furniture so il will have a talk with you when you come down. I hope you will help me to get my home up again as this is allful liveing when you have no home to go to Well i would like to have it by next week if you can help me get it so do try to do me this favor and i will never for get what you have done for me all reddy I will see you next week Some time in the office when i am on my dinner hour and me you and Hilda can talk it over she like to get the home to where she can get reddy for the baby and make things. She has nothing for it now and i do not wont to wait till the last minut Well Miss Evans i told you i would not be out of work long when
1270 I cam down from the country so when i got hear my sisters child was dead so that may me feel sad over it. I am thankfull to God for what you have done for me i wish you could do the same for others and make a man out of them the same as you have do for me well i ges the is all till i see you again this week and have a talk with you and Hilda. Hilda and i are the Best of Friends a gain she is happy i am home and working she does not like to live with her morthor for the way she is not her Brothers and Sisters looking at her it makes her feel ashame of her self so that is why i like to get a start now i know i can make good my promseas what i say to you Miss Evans i have yet to fail to you with what I say in all my promseas hoping you will be glad to hear i am working
1280 i was only in X—— 3 day when i got the Job So go by i remain

Your respetful frend (etc.)

Please excuse my writing it will be a little hard to read.

Aug. 23, '15. MR. YOUNG at office to report to D. S. he is still working at the job on Woodrow St. demolishing building. At this corner a large fine building is to be put up and he has been promised work by the boss. It will be iron work about which he knows nothing, but will pay more than this. He takes his wife to the movies every evening. He was told that we would have to talk with her about her plans, but we were very anxious that he should earn his own money for supporting new rooms again.

1290 Aug. 24, '15. D. S. at MRS. HAMMOND'S. Saw Mrs. Young, Teresa and Mrs. Hammond. Talk was had downstairs in the public hall. Mrs. Hammond talks straight ahead in a direct, intelligent, and on the whole sympathetic manner. She has done all she can in caring for her daughter during this period, and feels that all further adjust-

ments should come through D. O. in which they all have confidence. As long as man is trying to live in a furnished room, it will be hard for him to save any money. They report that man was with his sister Mrs. Cockran and that she had turned him out last night at midnight. They give Mrs. C. a reputation for drinking, and that living there is
1300 a constant temptation to Rupert. He brought his wife \$5 last night, of which she gave \$3 to her mother. They have tried to make the money stretch, but when he was turned out last night she gave him \$2 to get another furnished room. Mrs. Hammond thinks if they could get entirely away from this neighborhood it would at least give the man a chance, but for ten years he has had his freedom, and it is hard to break up any bad habits he has acquired. Hilda seems in much better frame of mind, and talks intelligently of what she must do in order to make the home a good one again.

Later. MR. AND MRS. YOUNG and Teresa came to office in the
1310 afternoon, and had a long talk with D. S. He is almost discouraged in getting ahead, and saving anything for a new home. He is out of funds again, but can draw \$5 on his wages Saturday night. He is smoking a few cigarettes, but otherwise is keeping up as promised. His clothes are getting in bad condition. Furnished room he has taken on Milton Place has facilities for cooking and washing, and he wanted Hilda to come there. This was considered very unadvisable. Mrs. Young was told to look for rooms, and man to keep strictly to his job. He was given 50 cents for food so that he would not borrow in any direction. Present work will probably last about two weeks more.

1320 Aug. 25, '15. Letter to MRS. WIMPLE, Outlook Farm, asking their opinion of Mr. Young—his will power and moral stamina.

Aug. 26, '15. D. S. at MRS. HAMMOND's in the morning. Hilda had been looking for rooms but could find nothing cheap enough far away from this neighborhood. Was told that we would communicate with some real estate offices, and let her know later. Rupert lost a day of work because of his head.

Later: MR. ROLLIN of Cuthbert Real Estate Co. at D. O. wanting care-takers for empty house at 492 Hubart St. Place may last two weeks or six months. Was given Mr. Young's name, and will look
1330 him up.

Later: MR. YOUNG at office. Had been interviewed by Mr. Rollin, who would take him if possible. Was urged by D. S. to consider this, and was told that we would make temporary advancement of money so that he could provide bedding for the night if that would hold the job. We would see them through any expense. Job of wrecking the building will end on the 31st. Has spoken to Carver, big contracting firm, for next week. Told him we would leave money with Hilda.

Later: D. S. walked by property at 492 Hubart St. Some colored
1340 are in the block. Location is not ideal. House looked in good shape.

Later: D. S. at MRS. HAMMOND's. Saw Hilda and mother.

Outlined plan. They were interested. Hilda was given \$3 for possible expenses.

Aug. 27, '15. Letter from Outlook Farm stating that they believe Rupert had begun a new life, although they did not know how strong he was.

1350 Aug. 27, '15. Mr. French at 492 Hubart St. MRS. YOUNG was cleaning the basement of the house. The place has good possibilities. There is a big back yard in which the kiddie can play without interference by other children. There are two large rooms with closet room in between. The rear room contains both gas and wood range. This room she has started to clean, and she was beginning to make it look somewhat decent.

1360 Aug. 28, '15. Mr. French at HANCOCK & Co. Mr. Hancock at home. He said he was thoroughly disgusted with Mr. Young. That he did not have any confidence in him whatever, that his collectors would always find him at home when they went to collect for his furniture, and usually he was "soused." They regarded him as strictly "no good," and refused to give a definite answer in regard to delivery of furniture.

Same date: At 492 Hubart St. MR. AND MRS. YOUNG at home. Mr. Young showed the entire premises and the filthy condition that they were in. He had already begun to clean the upper story. When he was told that Mr. Hancock would not give an immediate answer, he said that he needed to have a bed that night in order to hold the job because he was supposed to sleep on the premises.

1370 Same date: At HANCOCK'S. Mrs. Hancock was very bitter in her denouncement of the Youngs. After a few moments' consultation, however, she and her husband showed slip of paper itemizing the articles which had been purchased by the Youngs, and listing those that they were willing to return. They requested that Mr. Young come to the office and sign for the things, closing the transaction.

1380 Same date: At 492 Hubart St. again. MR. AND MRS. YOUNG admitted that the statement was not unfair; felt the charge for storage and transportation was rather heavy. However, were very desirous of obtaining their things that afternoon or evening, so Mr. Young was accompanied to Hancock's and there signed for the goods to be delivered that evening thus closing the entire transaction. He said that he was short of money for over Sunday, and asked for 50 cents. He was given 35 cents to keep him going.

Aug. 30, '15. Mr. French called. MR. AND MRS. YOUNG at home. Both front and back rooms were now clean and the furniture in place. Mr. Young showed the entire house which was thoroughly cleaned from top to bottom. He had accomplished this on Sunday. He explained his being off work by the fact of the rain, both Sunday and to-day, which prevented his working.

Same date: Mr. French at MRS. HAMMOND'S, who went through her experience with Mr. Young. She had advanced money to the family

1390 in small amounts over and over again—she herself supported herself
 and family; has lived in her present quarters for the past ten years, and
 has been very desirous of moving to better place, and had tried to save
 her money for that purpose, but the continual drain on her of the Young
 family has made it impossible for her to do it. She has paid rent, and
 she enabled the Youngs to get the furniture in the first place by an
 initial deposit on her part of \$5. She does not feel that Mr. Young has
 changed, though she is willing to give him the benefit of the doubt,
 because only last week he was in the hallway of her apartments talking
 loudly with his wife, until 12 and one o'clock for several nights, and
 [when] Mrs. Hammond tried to get her daughter to come up and go to
 1400 bed, Mr. Young would shout up the stairway that it was none of her
 business. Before Mr. Young and her daughter were married he was
 working nights in the scenery business, and would spend a good part of
 the day loafing around her home smoking cigarettes and making himself
 a general nuisance. Said he had put the idea into Hilda's head that
 she was eighteen and her mother had nothing to say, and that recently
 he had tried to put the same idea into the head of her boy, who was
 then just eighteen, and for a time he became insubordinate until she
 threatened him with the workhouse. Now the boy has, as she says, got
 some sense, and is very grateful to her for keeping him away from Mr.
 1410 Young. Her oldest son has absolutely no use for him. He would be
 glad to try to get him work at his place of business at any time, if he
 had any hope that Young would either stay at the job or be honest
 in the job. Mrs. Hammond says that Mr. Young is continually lying and
 is starting up trouble between people; that he has two sisters and a
 brother, one sister, Mrs. Cockran, living on High St. Mrs. Hammond
 could not express deep enough disgust for her because her husband was
 earning \$18 a week and they were saving practically nothing. Besides,
 Mrs. Cockran had told her daughter Hilda things that Mrs. Hammond
 had said which were untrue and made Hilda feel hateful toward her
 1420 mother. She said that the [other?] Young sister was living with half
 a dozen different men down town and had a generally bad reputation;
 that his brother, Lewis Young, was working over in the West End
 Station. He had another brother in North X——. She described
 some of the winter scenes when there was no food in the house and
 Hilda was ill. The baby was on the verge of pneumonia, and he used
 the only money that came in for drink; the child going around in the
 bitter cold rooms barefooted. She said he owed money in different
 directions to the furniture dealer, to the doctor and to the butcher.
 The doctor was Dr. Hillyer, 514 Hubart St.; butcher she thought was
 1430 on Tudor St. near Dwight. The whole Young family is just like
 Rupert, some a little better and some a little worse. His great difficulty
 was that he would hold a job for a couple of weeks and then become
 tired of it and have a falling out with the man in charge; his wife used
 to be in dire need of food, and yet would not allow her mother to bring
 food in for fear that her husband would get the idea that there was no
 need of his working, and that he would stay at home.

1440 Same date: Mr. French called on MRS. HETTIE YOUNG COCKRAN, 43 High St. Her husband was ready to take his day's sleep. He works at night in the milk business. Mrs. Cockran was quite uppish about giving any facts and was for blaming all the trouble on the wife of Mr. Young, saying that she could work as well as other women if she had a mind to, and that nobody need expect any help from them. Her husband, however, did let out the fact that Mr. Young had gotten more money out of him than any other person ever had, and that he was through with him. Later, however, he modified his remarks, and began to blame Mr. Young's wife, saying that of course he had to help him, he was his wife's brother.

Same date: Mr. French called at West End Station. Could find no trace of Lewis Young, brother of Rupert.

1450 Aug. 31, '15. Mr. French at 344 West Dayton St., but was unable to get any trace of Lewis Young.

Same date: Mr. French at 119 Harrison Ave., previous address. Janitress stated that trouble in the family was that the man drank. She believed, however, that he has given it up, for he has told her so recently, and she also had the understanding that the family was to be started in a new home. Praised Mrs. Young as an economical housekeeper, and of general good character. Janitress seemed to be intelligent and straightforward.

1460 Same date: Mr. French at 492 Hubart St. MRS. YOUNG and the baby at home. Front room had been fixed up with some old prints, one or two runner rugs, and a few other little things that made it appear homelike. The kitchen also had a strong home atmosphere. The wash-tubs had been painted by Mr. Young. The dish cupboard had been cleaned, and was full of shining dishes, remnants of what had been left in the house. Mrs. Young and the baby were in their working clothes. Had been cleaning the back yard. She reported that Mr. Cuthbert had been to see the place and that he had expressed approval of the housecleaning that had been done. When he came she was cleaning the front steps and the sidewalk and he said that when they kept it so
1470 nice the tenant that might come in might want to keep them as caretakers. About ten minutes before visitor called a woman had dropped in and looked over the house, and had definitely questioned Mrs. Young as to whether she and her husband would be willing to live there as caretakers, in case she hired the place. Mrs. Young accepted at once. Was very happy in the thought of having a home again. Mr. Young then came in, it being lunch hour, carrying a load of wood on his shoulder. He showed a good deal of pride in what his wife had accomplished in the way of making the house look like home, and also in his own handiwork as a painter. They were asked if they would be willing to keep
1480 a weekly cash account which would be called for by the visitor on Saturdays. The account was explained to them and Mrs. Young said that she would be glad to do it. She showed a pan of beans ready for the fire. There was a ham bone with them, with hardly any ham on it,

but she said that she used it to give the beans flavor. They both seemed to be exceedingly happy.

Sept. 1, '15. Mr. French at CUTHBERT REAL ESTATE COMPANY. Man there said he liked Young very much, that his wife was a hard worker, and that if he has a place for a permanent janitor's position he will certainly put them in. The possibilities of the present job were very problematical as the house would probably be rented as furnished rooms, in which case the people would do their own work.

Sept. 2, '15. Mr. French at 492 Hubart St. MR. AND MRS. YOUNG at home, the baby in the process of being re-appareled after its morning dip. When questioned in regard to his relatives Mr. Young objected to the idea of their being seen. He seemed to hold some resentment toward them because of their lack of sympathy with him. They were told of the favorable interview with the landlord which pleased them.

1500 Sept. 4, '15. Mr. French at 492 Hubart St. MRS. YOUNG had "forgotten" to keep the cash statement for the past week. She promised faithfully to have it done next week, and everything itemized. She stated that her husband would be laid off that day from his job. She started to discuss with visitor a little argument which she had gotten into with her husband over \$2 back pay which she claimed he had received and had not turned over to her, and he had refused to account for it. She was advised that the only way to get along in married life was to overlook little things, and to coöperate.

1510 Sept. 8, '15. Mr. French at 492 Hubart St. MR. YOUNG has been out of work since Saturday. Volunteered the information that the cash account which the visitor left the previous week had been written up, and that his wife had it. It was gone over, and found to be within balance of 10 cents. He was very proud in showing the way Mrs. Young prepared her pickled beets in glass jars, and keeps them on the ice, and prevailed upon visitor to have some, which he did with much personal satisfaction. Visitor said that he would try to find him temporary work.

Sept. 9, '15. Mr. French called. MR. YOUNG was splitting wood in the back shed and MRS. YOUNG was cleaning up the kitchen. She was given a cash account card, and asked to report on it on the 11th.

1520 Sept. 10, '15. Mr. French called. MRS. YOUNG raised the same question that she had done two or three days previous in regard to the two days' back pay which her husband had not turned in to her. In describing their conversation, she said "Oh, I know him, when he laughs he is lying to me." She claimed that she had nothing but potatoes and onions in the house. The cash account card for the week was left as was also a notice for the chance for work on the Burton Ave. excavation.

Sept. 10, '15. MR. YOUNG at office to report to D. S. that he has been doing considerable repair work in the house this week which has interfered with his going out to work. He started in with a good many

excuses and explanations, and the same line of talk regarding all the kind things he had done in his life and how little had been done for him. Had not been to see about the excavation work as he had heard of a chance with the Wells Fargo Express Company. Spent entire morning there, and was given an application blank to fill out, which he did at D. O. Thinks he stands a good chance of being taken on. Will get good pay, and have a chance for advancement. As they spent all their cash on the 4th, they have nothing to buy milk with. D. S. went over his expenditures carefully and talked with him generally regarding his lack of foresight. Says through his brother-in-law, who is foreman at Brummel's, he has a chance to do two nights' work Saturday and Sunday nights—11th and 12th—for which he will get \$3 a night. Asked if he could do this. He has seen the old fellows since he came back, but thinks he has proved he can keep his pledge by not drinking. The night work will not bring him in touch with this anyway. He was told that if Hilda was willing to let him go near the old temptation, and thought she could trust him, that it was up to her to decide.

Sept. 11, '15. Mr. French called. Mrs. YOUNG was quite put out with her husband for not being willing to take the job on the excavation. Frankly said that it was her opinion that he did not want to work. She had difficulty in making him get out of bed at 9 o'clock in the morning. When asked if he had consulted her about working at Brummel's, she said that he had, but she said nothing; she said very emphatically to the visitor that she did not wish him to work at Brummel's because she felt that it would mean his undoing. She showed visitor a list of receipts from this office which he had been preparing for the D. S. She also showed a list of expenditures which he had prepared the night before, the same being out of the money given him by the D. S. previous afternoon. She stated frankly that the latter list was not correct, showing several items that had not made their appearance in the home. She felt that her husband was attempting to fool the office. Out of the 50 cents he had been given the previous afternoon, 5 cents had been taken at two different times for tobacco, so that now she is keeping the 11 cents which she has on hand in her shoe. A 98 cent cash register bank had been purchased and was given to her. She was very much pleased, but was skeptical as to whether it would be of any use for the reason that her husband might open it and take what change there was in it. When it was pointed out to her that it could not be opened without being smashed, she was delighted and began then to feel that there was hope of saving something. It was made clear to her that if Mr. Young should attempt to break the bank the visitor would very quickly discover the fact.

Same date: Mr. French at BRUMMEL'S STABLE. Mr. Brummel stated that Mr. Young had been hired for the evening to go over to South Bend, and heartily recommended Mr. Young as a good driver; times were slack now so that he could only take him on once in a while.

Same date: Mr. French called. MR. YOUNG was taken to task on the spot for not making an attempt to get excavation job offered to him. He was told that if he would follow the instruction of this society for a while he was bound to land on his feet. It seemed impossible to
1580 make him really feel in his innermost nature that he was in the wrong, and therefore in any way deeply sorry. It was impossible to break through his surface defense of himself. However as the conversation stiffened he at least showed some sign of active resistance. This, while not what visitor wanted, was regarded as at least hopeful. He seemed to have gotten his back up. He stated that if people would only leave him alone, in a year's time he would show them what he could do. He would get his own job, and he would make good all by himself. He asserted his right to take a job with more pay anywhere he liked, when he was pressed to avoid Brummel's. He refused to go into the excavation
1590 work because of what he had seen bigger men than he suffer in it. He stated that men had to pay 10 cents a day for the use of a shovel, and 50 cents if they lost it, and it was an easy matter to lose a shovel in the rush and hurry of the work; besides that the pay was so low. That very morning he had picked up a job for \$1, and with the \$3 which he would earn from Brummel that evening, the family would be able to get along until he heard from the Wells Fargo Company.

Visitor was told that six cents had already been saved in the savings bank. They were advised to buy the baby's milk by the week. Man objected on the ground that if they did at the end of the week
1600 they would not have enough money to pay for it. He was told to put the money in the toe of a stocking at the beginning of the week, and tie a knot in it. The idea did not seem to percolate. Man explained with a good deal of pride how his wife used to keep money for separate items in separate glasses in the dish cupboard. Visitor was given the cash account card which, after some revision and suggestion as to keeping it, was found to be correct within 5 cents.

Sept. 14, '15. Mr. French called. MR. YOUNG was sawing wood in the back yard preparatory to splitting it for the fire. Had been making a stool for Teresa. Mrs. Young said she found trouble with the bank which registered more money than was put into it. Visitor tested
1610 the bank and found it was working correctly. Man said that he expected to hear from Wells Fargo Express Company in two days more, so that if visitor would call around on the 18th he would know by then whether he would get the position or not. He knew he was being investigated because the representative from the express company had called at Brummel's, asking about him, and also at another place. Mrs. Young said she had mislaid the cash account slip, that she thought Teresa had gotten it in some way and it was lost. Asked for another. Man stated he earned \$3 for his Saturday night's work, and yesterday morning he
1620 earned \$1 down town. Feels rather optimistic about getting the work with the express company because he knows his references are good.

Sept. 16, '15. Mr. French called. MRS. YOUNG said her husband

had gone to work that morning with the Wells Fargo Express Company. Left a cash cost of living card.

1630 Sept. 18, '15. MR. YOUNG at office in the morning on his way to North X——. Wanted a small amount of money for lunch, etc. He was given a good scolding by D. S. and told that if this demoralizing habit of not making his own plans continued, we should feel he was definitely breaking his promise of making a man of himself. Had on his new cap for the Wells Fargo Express Company. Some of his old unfortunate tricks of speech and habits of mind cropped out during this interview. He still has extravagant ideas of living. He was told the visitor would call at the house as usual to-day and talk over their expenditures with his wife.

Same date: Mr. French called. MRS. YOUNG turned over a cash cost of living card. She was given \$4 to keep the family in food until the end of the week when man would be paid for his first week's work.

1640 Same date: D. S. called and took some snap shots of Teresa. Mrs. Young was cleaning up and doing the Saturday morning washing, etc. Is trying hard to give man another square chance as she promised. Is looking pretty well, but has some pain in her side.

Sept. 22, '15. D. S. sent MRS. YOUNG letter enclosing snap shots of Teresa.

1650 Sept. 25, '15. Mr. French called. MR. YOUNG is now working over in North X—— which means carfare. They plan this coming week to provide underwear for the family. Mrs. Young was much pleased with the picture D. S. took of the baby. The Board of Health condemned the back shed on the place so the landlord tore it down and left the back yard to clean up. Mrs. Young has attended to this. Says the bank works all right now. Teresa has caught the spirit and wants all the pennies to put in. This will probably help a good deal. Because of carfare they had to borrow 40 cents from Mrs. Hammond.

1660 Sept. 28, '15. D. S. called and gave MRS. YOUNG a lox fitted up in pink in which she can place the lay-out for the coming baby. This had been given from a private source with some baby things as a start. She is very much pleased. Man gets off to work every day. Is sometimes late in getting home in the evening. It was 8:30 P. M. yesterday. He brought her something over \$12 on Saturday. She had to buy considerable underwear. She had consulted a mid-wife and thinks Dec. 3 is date for confinement. She was talked with about having a prenatal nurse come in. Stated she would be glad as she has a good deal of back ache. Cannot leave the house as people come frequently to look at it. There were three there yesterday and the landlord.

Same date: D. S. telephoned MISS FRAME of the Diet Kitchen who stated she would call.

Sept. 29, '15. D. S. called and gave Teresa an enlarged print of the picture previously taken. This is her second birthday and the

picture was for her to give her father as a surprise. Mrs. Young was ever so much pleased with it.

1670 She was told Miss Frame would call to give her prenatal instructions. Was doing a big washing.

Oct. 2, '15. MISS TAUNTON, St. Matthew's Church, telephoned D. S. and was given a verbal report to date. Is ever so pleased with what has been accomplished and thinks it is wonderful.

1680 Later: Miss Galt called to get cash account. MRS. YOUNG showed visitor the pictures of Teresa, and her new outfit for the coming baby. Said that man had tampered with the bank and that though it registered 70 cents it could not contain so much as she had put in mostly pennies and small change, and when shaken there seemed to be but five or six coins in it. Visitor noted that on the lock there seemed to have been a knife put in but could not say exactly how the money could have been taken out. Woman said she had noted the loss that morning and would like D. S. to call.

1690 Oct. 5, '15. Miss Galt called. MR. YOUNG was on the point of leaving for work as visitor entered and left bundle of clothing. Mrs. Young called visitor outside and whispered not to mention she had been there before. After man's departure told visitor the reason for this was that she had told him Mr. French had called on the 2nd about the bank. She had asked him about the money but he had laughed, said he had taken nothing, but because he laughed she was sure he was not telling the truth. Later he confessed he had taken 50 cents from the bank. Bank works all right as she had put in six cents more.

Owner has found tenant for the house and they will have to leave on the 9th. Mrs. Young did not see how it would be possible for them to do so as they had to find a new place. Although the new tenant had paid \$25 deposit she was not absolutely sure she would take the house and will give her decision this evening.

1700 Telephoned MISS FRAME of the Diet Kitchen. Said she had called but Mrs. Young had not made up her mind as to whether she would have a mid-wife or doctor. When visitor told Miss Frame of their probable removal, said that in that case thought it would be better for her to go to the hospital. However, nothing need be decided until the last of November.

Oct. 7, '15. Called. MRS. YOUNG said that the house was taken and that the agent had told them they must go by Saturday, but the new tenants said they could stay until they found a place. Agent in the meanwhile is looking for a light janitor place for woman, but has nothing at present.

1710 Oct. 8, '15. MR. YOUNG called at office to report they will have to move. Mr. Cuthbert would like to keep them but has no empty property at this time. Wants him to communicate with Fletcher and Co., 162 Bushwick St.; will recommend him.

D. S. had a long talk with Mr. Young regarding breaking into the

bank and gave him a little scolding. Said he needed the money for carfare. He is as loose in his ideas of definite arrangements as ever. Says he has expectations of being raised. Is earning at the rate of \$40 a month now.

Telephoned FLETCHER AND Co. Found arrangements could not be made that day.

1720 Same date: MISS FRAME of the Diet Kitchen telephones that Mrs. Young had said she would have to leave the rooms on the 12th and she could not leave house in order to come over to D. O. Miss Frame asks us that we notify her of the new address of family when they move so she can keep track of them.

Oct. 9, '15. Postal card from Mrs. YOUNG:

1730 Just a few lines to let you know that the man that is going to take the house was here last night and told me he will move in on Monday or Tuesday so we have to get out by then, if you get a chance will you come over to see me, as we don't no what to do you see he gave us such short notice to move that we don't no what to do, unless he has a Janitors' place for us, where there is not much work to do. Call to-morrow if you can.

Later: Telephoned Fletcher and Co. Said no further answer could be given until the 11th.

Oct. 11, '15. Telephoned Fletcher and Co. They have a place at 226 Purcell Ave. He was told we would communicate with him later.

1740 Same date: Miss Burt called. MRS. YOUNG had made no definite plans about moving in spite of the fact that she had been told to leave on the following day. She had found no place as janitress. She was told of possible chance at 226 Purcell Ave. but agreed that it might be better not to take it in her present condition.

Mr. Young had spoken of rooms on Farragut St. which he thought would be desirable. He was expected home for lunch and was asked to stop at D. O. and talk with us about plans for moving.

1750 Later: MR. YOUNG called at D. O. stating that the rooms on Farragut St. to which his wife had referred cost \$12 a month. He agreed that in his present financial condition he ought to pay only a small rent and asked that rooms be found for him as he was working until late at night and his wife could not leave the house. He said that any rooms found would be satisfactory, but later qualified statement by insisting they must have running water inside the rooms, be clean, and in a house that is quiet.

Later: After a long search Miss Burt found rooms for \$9 a month at 78 Terry St. The house is quiet, rooms unusually clean and attractive.

Called and gave MRS. YOUNG \$12 in cash as a loan, \$9 to be used for the rent and \$3 for moving expenses. The arrangements for all this to be made by man. Mrs. Young was much pleased with the description of the rooms and is sure they will be satisfactory.

1760 Oct. 14, '15. At 78 Terry St. Family nicely settled and very happy. Man was sick with severe cold and had not been working for two days. He is now better and will return to work the following day. Mrs. Young says that she never saw such good rooms for the money. The moving expenses amounted to \$2.50. They preferred to keep the 50 cents remaining of the loan, as a new stove has to be purchased and man's wages will be less this week because of his sickness. The loan as a whole they will try to pay back as soon as possible.

1770 Oct. 18, '15. Miss Burt called at 6 P. M. MRS. YOUNG busy getting supper. Gave clothes from a private source. Mrs. Young much pleased. Rooms attractive and homelike. Mrs. Young says man is doing better and she has hopes things will work out though it is discouraging at times. She has the enlarged picture of the baby framed and in a prominent place.

1780 Oct. 22, '15. Miss Burt called. MRS. YOUNG without money and without food. Man was paid only \$5 previous week and all of this is gone, just where no one knows. He will not be paid again until Oct. 25. She has not kept a record of expenditures as promised. There was nothing to eat the night before and she was able to give man only eight cents this morning for carfare. He hoped to be able to borrow enough to get home tonight. She was given 50 cents in cash to buy food and was promised a further call.

Oct. 23, '15. Discussed situation with D. S. who advises that no more money be advanced to the family, but that they manage as best they can.

1790 Later: Miss Burt called. MR. YOUNG at home eating lunch. He did not seem at all distressed because of the refusal to advance him more money but did not volunteer any information as to how family will be supported until he is paid. The house was disorderly and dirty. Card was left for the record of their expenditures. Both man and woman promised faithfully to do this.

Oct. 28, '15. Miss Burt called. MRS. YOUNG busy washing. House in a good deal of disorder but somewhat cleaner than at the time of previous visit. Mrs. Young complains of uncomfortable feeling. She insists she will have a mid-wife to care for her when the baby comes and she will not consider going to the hospital or having doctors come there.

1800 The card on which the record of expenditures was to have been kept was lost. They have kept no record whatever. Mrs. Young decided she preferred to keep it on a sheet of paper rather than on the card which had been left. Promised faithfully to do it.

Mr. Young received only \$8 on the 25th. Will receive \$12 on Nov. 2. Mrs. Young could not explain this irregularity in man's wages but visitor inferred that man had drawn ahead on his wages the previous week when he was short of money. She was advised that she must save ahead for the rent as we could not pay this again. She

wants a new mattress, some new chairs, and some more clothes. Seems to be more concerned about these than about saving for the rent.

- Nov. 11, '15. Miss Burt called. MRS. YOUNG busy washing. She has kept record of her expenditures during the last two weeks.
1810 Some of the food items show extravagance. She has been able to save nothing toward the rent due the 15th but man will be paid on that date and she thinks she will be able to meet it. She has purchased the necessary articles for her approaching confinement and there is now everything in the house for that except a few things for the baby. The mid-wife came to examine her as she was suffering a good deal. Found her in good condition. She is unwilling to have a doctor, absolutely refused to go to the hospital.

Nov. 14, '15. Letter from MR. YOUNG (in Mrs. Young's hand writing):

- 1820 *Dear friend Miss Evans,*

Just a few lines to let you know that we are all in good health, hoping to find you the same; well Miss Evans I have not got any time to go down to the office to see you, so I thought I would drop you a letter and let you how how I am getting along. I am still in North X—— stables and don't get done until late at night so that don't mean much time for my self, I never get home until 8 o'clock, some times later. Several times I wanted to drop you a line but never got a chance to sit down and write, what I would like to say is the clothes you gave Hilda came in very handy the little pink cap becomes Teresa very much. Hilda has the dresses you gave her for the baby all done up and put away, so
1830 you see they all come in handy; I was very sorry I was not at home when you brought them, so I will have to send my thanks and appreciation in the letter.

Well Miss Evans it is going on six mos that I am off the drink. I am trying to get the home to-gether little by little each week I want to try and get a stove, mattress, chiffonier and etc, it is getting to cold now for Hilda and Teresa to stay in the rooms without a stove; Hilda has no place to put the clothes so I will have to try and get a chiffonier. I hope I will have a nicer home this time with the help of "God." I know it will take us some time for us to get on our feet again.

- 1840 As soon as Hilda has the baby she wants to get some kind of work to do at home where she can help me out to get on my feet.

Miss Evans if you would like to see me come up some night about 8 o'clock or after in the evening. Hilda told me you were going to give me a lecture because I don't go to Church on Sunday, well as soon as I get a suit of clothes I will go as before; also go to Confession every month and receive Holy Communion, I do not like to go to Church and not look clean. Hilda will be twenty-one years old tuesday 16 of Nov. I will be 25 yrs. on the 21 of Nov. Well that is all I have to say till I hear or see you.

Best regards from all of us I remain from a reformed man (etc.).

- Nov. 17, '15. Miss Trask called. Had a friendly visit with Mrs.
1850 Young, during which the budget was discussed. She complained that the rooms were damp and cold and thinks she will need a coal stove very soon. Teresa was very cunning and seemed well and happy.

Nov. 24, '15. MR. YOUNG at office the day before Thanksgiving in the morning. He looked radiant, and his blue working clothes were clean and tidy. Boyle, the head driver on his wagon, has been sick a few days and man is in charge of the wagon. He likes Boyle very

much; says he is a straightforward fellow who neither drinks nor smokes. Mr. Young left his wagon down the street a way. To test him D. S. asked if he could do an errand during working hours and he replied that he could not except during his lunch hour and he was not sure at what time he could take lunch to-day as he felt the responsibility of running the wagon. He wanted to talk about everything. His \$50 a month wages is divided up in weekly payments in this way: \$12.50 one week, \$11.66 the next. This totals for the four weeks \$48.32, and the difference between that and \$50 is the pay for the extra days over four weeks in the month. They are gradually buying underclothes and extra things for themselves. They are still badly in need of a stove. They are buying milk regularly.

1870 Mrs. Young is still set on not going to a hospital. She is not feeling very well. In his boyish, frank, and yet half confused way, he tried to express his thanks for everything that had been done. Said he knew no one would ever have as much patience with him again if he broke his promise about the drink. It will be six months Nov. 29th since he took the pledge. He is still going to the public baths and is trying in every way to build up his health. He wants to become a fireman next. Has been reading up on civil service. A book he would like on this subject costs \$5. He was advised to go to the public library and secure the interest of the librarian. Knows if he becomes a fireman he must have excellent health and habits.

1880 The bank got still further broken in moving so that it is useless to save with it.

Said his wife had certainly been square with him. They do not argue and he is especially proud that he does not argue with his mother-in-law. He sometimes sees her on Sunday when he takes Teresa down to the house. There is no doubt that he enjoys being prosperous but he was talked with quite severely still and told that though we appreciated his struggle we still would hold him to his promise to re-organize his way of living so they would never get as far down and out as previously. He wanted to express his especial thanks for the clothing given for the new baby.

1890 By another year they hope to help some poor family through the D. O.

Nov. 26, '15. *Case before Evening Committee for discussion. It was voted to have Mrs. Young go to hospital for confinement; keep up budget system; give advice and friendly visits; watch Mr. Young while his wife is away; gradually lessen supervision.*

Dec. 3, '15. D. S. called in the evening, 8:15 P. M. Found a very domestic scene. Mr. Young on the floor with newspapers spread out, picking feathers from a freshly killed chicken. The supper dishes were not washed, the kitchen was in some confusion, but this could hardly be otherwise as they lived entirely in this. The bedroom opening off the kitchen was in immaculate order, bed made up clean and everything in place. There were two young girls about fourteen there visit-

ing. D. S. was introduced to them. One belongs to St. Matthew's Church and was away with Mrs. Young in the summer. Teresa was playing around. Had been pestering her father to move the stove so Santa Claus could come down the chimney. She immediately pointed to her picture which family have framed and on the wall.

1910 A new stove, bought on the installment plan, has dried out the rooms and they are quite contented now.

They had quite a nice Thanksgiving although man had had to work all day. He brought home a ham which he said tasted as good as any turkey. He was picking the chicken for Sunday's dinner. On their way home nights, he and another chap often stop at the Central Market and get things quite cheap. That evening they got the two chickens for 50 cents.

1920 Mr. Young is still smoking a few cigarettes although he tries to smoke only a pipe. He has not been to church. Had some money taken from his wages as a nominal bond for handling all the money while Boyle was away. He makes some extra in tips. Mrs. Young says he turns some of this over to her.

They said they had just sent a letter to the office enclosing their budgets for two weeks as no one had been to the house. They were again told they must keep these accurately.

Dec. 4, '15. Letter from Mr. YOUNG enclosing record of expenditures for the last two weeks.

1930 Later: Miss Burt called. The mid-wife, Mrs. Carle, lives in the same house where Mrs. Young's mother lives. The woman who has the grocery store next door has promised to send for mid-wife when Mrs. Young is taken sick. Mid-wife will come each day for nine days after confinement, washing the baby, caring for Mrs. Young, changing the bed, etc. When Teresa was born man's sister cared for Mrs. Young. They have no plans about food and it was suggested that Mrs. Woods be asked to come to see her to make arrangements for coming in each afternoon and preparing the necessary food.

Dec. 7, '15. Letter from Mr. YOUNG:

Dear Freind Miss Evans

1940 Just a few lines to let you know we had a new arivil this morning at 2.45 am it is a boy and Waeghing 8 pounds and look like Teresa. Teresa was awake when it came along and saying hear the baby la-da this is all i have to say Just now as i am busy hear excuse writing I remain your truly (etc.).

Dec. 8, '15. Miss Trask called. MR. YOUNG was home from work to care for his wife. They have named baby Edgar for Mrs. Young's father. She was feeling comfortable and the baby was fine. Mr. Young had prepared the breakfast and was giving his wife oatmeal, toast and coffee. Cocoa was substituted for the coffee as it contains more nourishment and Mrs. Young liked it best. Man was shown how to make it and he thought he could do it next time.

The mid-wife comes in several times during the day to care for

1950 the mother and baby. There had been several new pieces of furniture added to the house, a couch bed, sewing machine, coal stove, dresser and two religious pictures. These had been bought on the installment plan.

Little Teresa was playing with her new doll and looked exceptionally clean and pretty.

Dec. 11, '15. Miss Burt called. New baby is very cunning and healthy looking. Mr. Young had been home all week as there was no one to look out for his wife. Mrs. Hammond came in and looked at the baby and walked out without offering assistance. Man has been doing
1960 the cooking and the washing. The place was in good order. Teresa was cleaner than visitor had ever seen her. Mr. Young had 50 cents left.

Mrs. Carle, the mid-wife, came in while visitor was there. She is a woman not overly clean, who was contented to take a dish towel to use for an apron as she had forgotten her apron. Mrs. Young will be able to sit up the following day.

Visitor promised to send in food and to ask Mrs. Woods (case number 1682) to come in and make arrangements for caring for Mrs. Young so man could return to work on the 13th. He stated he hated
1970 to have a stranger come in because he was afraid that she might be disagreeable to Teresa. He preferred to stay home himself for the first few days even though it meant losing his pay.

Later: Miss Burt called on Mrs. Woods. She will go over same afternoon and make arrangements for the following week. She was asked to keep a record of the time spent at the Youngs' and that we would pay for it. She refused to let us pay her and will be glad to do the work.

Later: Telephoned order for groceries to the amount of \$1.82.

Dec. 13, '15. Mr. YOUNG at office to report to D. S. he was going to work to-day. He has done everything to care for his wife and
1980 seems very proud of this. Says Mrs. Woods lost the address and could not find them until Sunday evening when she did the ironing. The mother-in-law has not been very cordial. Teresa is crazy about the new baby whom they now consider calling Rupert Edgar. Was thankful for the food sent in.

Dec. 15, '15. Miss Trask called. Mr. YOUNG still at home, insisting it was necessary as there was no one else to look after his wife and she could not be left alone. There was no money in the house and very few provisions. He reports not feeling well and having had severe headache. Mrs. Young was up on the previous day to help with the
1990 washing.

Later: Telephoned D. S. reporting situation.

Later: D. S. called at 6 P. M. Found mid-wife there. Said this was her last day. Had come in to give the baby a bath. Baby is a darling. Is sleeping and eating just when he should. Mrs. Young was up and dressed, sitting on the couch. Man had the rooms spic and

span. Still has not been to work. Makes all sort of excuses. Was told that although we appreciated the fact he was an excellent house-keeper, it was much more to the point that he get out and earn the money. He was told that when he showed he was out of the way we would see that the necessary help was gotten in there. In his boyish, inconsequential way he tries to play up what a wonderful family man he is. He has used this illness of his wife's to take a little rest himself and shows he has a long way to go yet before he has any real keen sense of responsibility. As mid-wife was there, no particular discussion was raised but man was told to report for work the next morning without fail.

Dec. 16, '15. Miss Burt called in the early morning. Found the place in disorder, evidences of a hastily eaten breakfast on the table. Mrs. Young, Teresa and the baby were asleep. There was plenty of coal and a small amount of food in the house.

At Mrs. Woods'. She was out working. Mrs. Brown reports her having been to see the Youngs several times and having done a good deal of work for them.

Later: Called. MR. YOUNG at home. He reported for work but as he had not told them he was coming he was not allowed to begin work until the following day. He at first denied the fact that Mrs. Woods had been over and insisted that there was no possible way by which his wife could be cared for unless he himself remained at home. The rent is over-due and the landlord has threatened to dispossess unless it is paid by the 20th. Man will receive no money until the 25th. He was advised to come to D. O. the same afternoon and talk with D. S. He refused to do this saying he has already sufficiently bothered and he hates to come asking more advice. He has planned to work Saturday and Sunday nights for Brummel and so will earn \$3. It was suggested that he go out this afternoon and get employment shoveling snow. He refused to do this as it would injure his shoes.

Dec. 24, '15. MRS. WOODS reports having been three times to help the family. On Sunday night, the 12th, she worked about two hours ironing clothes and getting things ready for man to go to work on the following day. Mrs. Young was up and dressed at the time, and was up and dressed on the following day when Mrs. Woods went in. She was doing a certain amount of housework and Mrs. Woods did not consider there was an especial need for her services and so did not return again.

Same date: Sent in box of groceries.

Same date: Called and left Christmas basket. Mrs. Young reported man had not worked since the 17th. Has had a little work with Brummel. Thinks he lost his work with the Wells Fargo on account of remaining home with her so long.

Dec. 28, '15. MR. YOUNG at the office to say he had been laid off at the Wells Fargo Express Company on the 17th. Is out each day

trying to find work with the various express companies. On his way back stops at Brummel's and does whatever odd jobs they have for him. Is trying to get back with the Wells Fargo but has little hope of so doing as they always lay off men after the holidays. Promised to let D. O. know when he got work.

2050 Jan. 8, '16. Miss Burt called. MRS. YOUNG is worrying about baby, who has been quite constipated. She is planning to take him to the Diet Kitchen to see the doctor but has no warm coat for him. She also has practically no clothes herself which are suitable to wear outside.

Mr. Young has been working since Christmas for the Waite Storage and Transfer Co. on Monroe St. They do theatrical moving and baggage transfer. Earns \$3 a day and is paid for the full day even if he works only a few hours instead of being paid by the hour. Last week he brought home \$10 and they used it to straighten out most of their last back debts. He brings in quite a little on tips also. The night before he brought in a dollar which he had received during the day. As long as he is working she does not want to go to Sunnyside Convalescent Home as she feels he may not keep at his work steadily if she is
2060 away. She "had one argument" with him before he went out to work. She thought she would never succeed in having him go but tried hard as one thing she hates was, "having a man messing around the house."

Jan. 15, '16. MR. YOUNG at office after closing hours. He was driving by in his transfer wagon and saw D. S. in office although it was Saturday afternoon. He came up saying that he had not wanted to come until he was working again and could bring good news of himself and the family. He is working very hard, gets up at 6 A. M., starts the fire, gets his own breakfast and leaves the house warm by the time Hilda and the children get up. Sometimes he gets back for
2070 lunch and sometimes he doesn't, and as the hours are not restricted he sometimes doesn't get through and get home until 9 o'clock. After his supper he is tired enough to go right to bed. For a few days he has been troubled with his head, the same sort of pain as he had during the summer. He had a prescription made up at the druggist, he does not know what it contains. He was advised to report back at the Bertram Clinic where he had been sent in the first instance and was given a card to present some morning when he could get time off. Said he would be glad to do this.

2080 He has been to church once but still feels his clothes are rather shabby. His overcoat was in bad condition but he was wearing the heavy gloves given him at Christmas. He thanked the office for the Christmas remembrances. He was given a heavy fur overcoat and fur hat from office which pleased him very much.

Is still worried about the baby. He has not been christened yet, they cannot seem to find the right people to stand up for him. Was told we were glad that he is making this effort and we hoped he would continue to keep the budget and would join with Hilda in getting way

out of debt and on their feet again. He is paid \$3 a day and tips when he is delivering baggage.

2090 Apologized for his unkempt condition, saying that it was so cold this morning that when he started to work the water was frozen in the pipes and he was not able to get his usual cold wash up. When he starts off in the mornings he feels full of energy.

[March 20, '16. Inquiry of D. S. brings report that man is still sober, still working, now earning \$3 a day, debts paid and family doing well.]

SOCIAL STUDY MATERIAL

Workers in charity organization societies are often called upon to make practical suggestions to students and instructors in social work as to the content of their courses. A laboratory task that may be safely recommended to colleges, churches, social workers, clubs, women's clubs, and Young Men's Christian Associations is some modification of the following:

A brief community or neighborhood study with the new edition of "What Social Workers Should Know About Their Own Communities" as the working manual, and volumes of the Springfield Survey as the reference book and comprehensive standard. Miss Byington's pamphlet, which has been completely revised, is sold at only ten cents a copy or at the rate of \$5.00 a hundred in quantities of twenty-five or over. The Springfield Survey volumes are paper bound and sold at fifteen or twenty-five cents each. These reports not only tell the truth about Springfield, but each one sets forth concretely the things to look for under its special topic in a city of medium size, and includes detailed recommendations for a program of improvement. Are any people in your city getting interested in social conditions as a whole, or in some particular aspects of social improvement? The Springfield Survey will help them to see more clearly what they want to find out and why. The volumes now ready or in press are the following:

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Charities of Springfield	<i>McLean</i>
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City and County Administration in	
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There will also be a volume summing up the whole.

Let the student turn to a college community or a church neighborhood with these searching documents for background and with Miss Byington's much briefer handbook as an outline for field use. The eleven short sections of the latter might easily be divided among a group of volunteer investigators or a class in sociology and be made the basis of fruitful community study as well as of a series of class discussions. We fully expect to see this done in a number of social science departments during the next year.

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CHARITY ORGANIZATION BULLETIN

FOR THE CONFIDENTIAL USE OF
CHARITY ORGANIZATION SOCIETIES
CHARITY ORGANIZATION DEPARTMENT

OF THE
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MISS M. E. RICHMOND, DIRECTOR

FRED S. HALL, ASSO. DIRECTOR

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CONTENTS

	PAGE
THE CULTIVATION OF GOODWILL	103
Karl de Schweinitz	
COMMUNITY CONTACTS	113
Mildred P. Carpenter	
WORKING AGREEMENTS BETWEEN OVERSEERS OF THE POOR AND CHARITY ORGANIZATION SOCIETIES	115
Fred R. Johnson	

Frances Ann Smith

The following resolution was adopted at the annual meeting of the American Association of Societies for Organizing Charity, held at Indianapolis, May 10, 1916.

In the passing of Miss Frances Smith, of the Boston Associated Charities, the charity organization field loses the last but one of the district agents who enlisted for district service when their respective societies were founded. Before, however, Miss Smith became, in 1879, the agent of a district conference, she had already begun to make the distinctive contribution to social work which caused her services to be, throughout thirty-six years, of rare value to her society. The principles of an exchange of charitable and social services, of keeping written records of findings and of treatment, and of the enlistment of volunteers to serve as friends to families in need, were being illustrated by practice even before she came into the newly created Associated Charities.

During the years that followed she continued to make the contribution of her whole self; her self, compounded of common sense, true sympathy and an untiring energy for work, a whole which was touched—one might say profoundly touched—by her keen sense of humor. These qualities made her gather about her a splendid body of volunteers who, through their regular and sustained work, helped to set a fine standard for volunteer service for the field at large. These same qualities also made her, in the most real sense, an interpreter to them of the needs of the clients whom she and they were serving. Her fount of service was never exhausted because it was fed from the streams of experience on which she drew as she studied, and then helped to steady, the lives of all sorts and conditions of people who had fallen on evil days. She touched reality daily, so her work never became to her, or to those to whom she interpreted it, a thing apart from the life of her community.

Miss Smith had, moreover, a rare distinction. She was the personal friend of and a fellow worker with Mrs. James T. Fields, one of the most distinguished of the women of our country who have been able to make a contribution to the literary life of their age and, at the same time, help their contemporaries, within and without the field of letters, to understand the everyday life of the people among whom they moved. In reading the letters of Sarah Orne Jewett, edited by Mrs. Fields, Miss Frances and Miss Zilpha Smith's devoted friend, one wonders how far the threads of service stretched so as to bring into a spiritual relation these four women who were using different means of driving home the same truths.

For the steadiness of her vision, for the constancy of her purpose, for the rich though often unconscious extension of her influence, this group of charity organization workers wishes to give expression to its gratitude to Frances Smith, agent for thirty-six years in the Boston Associated Charities.

THE fifth annual meeting of the American Association of Societies for Organizing Charity was a great success. Everyone agrees that the regular sessions of May 10th and 11th, and the numerous more informal gatherings of the charity organization group that were scattered throughout National Conference week were distinguished by their enthusiasm and their spirit of solidarity. The older secretaries must note with no small satisfaction the fine temper of the younger people now coming into our field in large numbers. In fact, the 1916 National Conference was essentially a young people's Conference.

As Conference sessions will all be reported fully in the yearly volume, we are printing here some of the papers read before the Association; not all of them, unfortunately, but the three for which we are able to find space.

THE CULTIVATION OF GOODWILL

KARL DE SCHWEINITZ

Secretary, Committee on Coöperation and District Work, New York C. O. S.

I SHALL begin this paper with a quotation. The verses that I have chosen are perhaps conventional in form but they are typically American, truly modern, and undeniably a product of the romantic school.

Goodby to care
It's time to share
With Phoebe Snow
The mountain air
The towering height,
And vistas bright
Which mark The Road
Of Anthracite.

Those of us who live in New York, Buffalo, and Chicago read the poems of the anonymous author of these lines nearly every day and look with delight upon the accompanying sketches of the beautiful Miss Snow. Just now in cool summer lawn she smiles and waves to us from the observation platforms of the Lackawanna trains, from the waiting rooms of the Lackawanna terminals, and from canoes on rivers and lakes along the route of the Lackawanna Railroad. Subway trips have been made less wearisome because of her appearance among the advertisements and a charm has been added to newspaper reading.

Phoebe Snow and the verses about her have given the Lackawanna Railroad individuality and personality. Largely because of her, the name, Lackawanna Railroad, has increasingly come to have pleasant associations for most of us. Moreover we have the feeling that the Lackawanna is a desirable railroad upon which to travel. Of specific concrete facts about the railroad we may have few. We know that it

it accessible and clean, that it passes through beautiful country and has modern equipment, but beyond this either memory or information fails us. No doubt the Lackawanna would be delighted to have us fully acquainted with its many good features but realizing that we as a part of the general public can devote only a small part of our brains to railroading, it concentrates its efforts toward having us learn the fact of its existence and toward giving us pleasantly the impression that it is the very best sort of a railroad.

Haven't nearly all of us a kindly feeling for the Bell Telephone Company? Haven't we the impression that it is a corporation thoughtful of the public comfort, efficient, and desirable to patronize? I do not know why the company has published the slogan, "The voice with the smile wins;" but I will wager that the effect of this motto in improving telephone manners is insignificant compared with the strength and value of the impression given the public that the company is trying to make telephoning more pleasant for everybody. Analysis of its advertisements will indicate how much they are directed toward showing the pleasantness and indeed the glamour of telephoning.

Turn to the advertising pages of the magazine that you bought to read on your way to the Conference. If it is ivory soap, is not a most charming mother using it upon a chubby little fellow in a fascinating bathroom? Are not the most agreeable people helping to prove the attraction of the Packard by riding in it through the most beautiful country? I do not smoke, but if I ever return to the sins of adolescence I shall fall a victim to the seductions of Velvet Joe and the mellow flavor of romance that he brings with him.

What do you know, what do I know about these and other advertised products?—One or two or three simple facts. But in every case we have an impression strong in proportion to the skill and amount of the advertising that is favorable to the thing that has been advertised. We, the public, are not well informed; we are well impressed.

This is the lesson that case workers can learn from advertising. The world is so full of a number of things that there is room for only a few more. People read carelessly and are inattentive. Memories are poor. Consequently it is difficult and even dangerous to publish facts that as facts must be grasped and held, facts which therefore may be misapprehended and misconstrued. It is as unreasonable for us to expect the general public to understand case work as we usually explain it as it would be for metallurgists or electrical engineers to demand that we master the details and mechanics of their vocations. Like the advertisers we must cultivate goodwill—not merely endeavor to circulate facts. Facts are subject to wrong interpretation. We must interpret them for the public. We must strive to create the impression that we gain from effective advertisements—the impression that our goods are valuable and that there is something pleasant about them, a glamour, a flavor of romance.

In the cultivation of goodwill the latter impression is particularly important, for the world has more facts than it can use. It is hungry

for romance. The general public is made up of specialists, all busy in their own vocations, most of them failing to see the romance of their jobs, and most of them eagerly seeking elsewhere to find that which they already have. Whoever and whatever, therefore, offers the public romance, or idealism, which is nothing but the refinement of romance, is sure to win the public's goodwill.

If we want to take our case work program to our community, we can make our best entrance through its emotions. How much of the public goodwill for the civil engineer is due to Richard Harding Davis and his "Soldiers of Fortune"? How much of our interest in the lawyer in politics has sprung from the Honorable Peter Stirling? Will not Saranac become even still more the Mecca of consumptives as the autobiography of Dr. Trudeau is more widely read? How did settlement work become the most popular kind of social service with the general public except through the prolific idealistic writings of many of its workers? I wonder whether we realize what "Beauty for Ashes" will do and has done for us with this same general public?

Now I am not leading to a peroration urging you all to begin tomorrow the writing of your biographies, although I could name certain persons in this audience whose work if set down in books would thrill the public, indeed. Nor am I asking you all to become authors of short stories, although I believe that as soon as the Saturday Evening Post, McClures, the Cosmopolitan, and the other so-called popular magazines begin to publish stories with a C. O. S. district office or a tenement home with a C. O. S. visitor in it as a background, our steps toward gaining the goodwill of the public will have advanced three quarters of the way to success. No; I believe that if we will only give our work the setting of romance, if we will only show it in all its charm, all these other things will be added to us.

There are two ways in which we reach the general public—from the platform and through the press. Let us in both of these avenues abandon our policy of technicalities. Let us cease talking about service and relief, both of which terms are not in the vocabulary of the general public. Let us give up this business of explaining that we are misunderstood and then explaining that we are all right. From Homer to the moving pictures the people who have been successful in winning the public goodwill have been the people who have kept things moving. That is exactly what we must do. We must not expound our organization as if it were an abstraction. We must show the public human beings in action and human things being done.

I believe that it is better, for example, to take for our lecture topics subjects growing out of the work of the society than it is to describe the work itself. Under the former policy the description becomes incidental, apparently unintentional and thereby the more effective. One of the most popular of the subjects announced by a society which has recently made a special effort to obtain publicity through a speaking campaign was called "The Next Street But One—Some true stories about the other half, the people whose homes are right around the corner

from you—the tragedies, comedies and adventures that make up the lives of the poor.” This lecture was nothing more than a series of stories designed to show the human interest side of the work. There was the story of the visitor who spent New Year’s Eve with a family so that the man would not yield to the temptation to welcome in the New Year with a drink; the story of the woman who had once eaten creamed potatoes and who for eight years had yearned in vain for another taste of them, until at last the visitor taught her how to make cream sauce, that wonderful basis for dietetic economy; the story of the American twenty-seven years old, born of American parents, who had lived within five minutes’ walk of a public school all his life but had never been inside of one—and so on.

One must always be careful in planning such talks to keep in mind the impression that they will make. Thus I have never ventured to tell how an Italian woman threatened one of our visitors with a carving knife because the visitor spoke Italian so well that when she said she was not an Italian the woman thought she was lying. While this story reflects creditably upon the linguistic ability of our visitor it presents the risk of insinuating into the minds of some persons the idea that C. O. S. visitors sometimes run into danger. Once get such an impression into people’s minds and, although you tell them again and again that never in the history of charity organization work has any visitor suffered mishap, they will still hold to the first and more vivid impression.

It is always effective in winning goodwill to show appreciation of our client’s point of view. For example, if it is necessary to speak about begging why not interpolate some remark about what an art begging really is, how exciting it must be, how full of all the thrills of speculation; and how it requires even greater histrionic talent than the professional actor need have. For the actor is separated from his audience by many feet and has the advantage of prepared stage setting and lighting; and even then does not have to convince his audience that the illusion is reality. The beggar on the other hand must act within arm’s length of you and at the same time make you believe that he is not acting.

I assume that most of you have more invitations to speak than you can fill. If you have not, one way to get them is to prepare a folder with five or six attractive subjects with a fifteen or twenty word description of each that will appeal to the imagination, and send this folder to the ministers, the principals of the public schools, the woman’s clubs, and so forth, of your own town. If people think that you have something interesting to tell them and not that you want to foist an account of your work upon them, they will be quick to call upon you for lectures. They will consider you as a means of entertainment just as they would regard an explorer returned from Africa.

In the newspapers as well as from the platform must the romance of our work be emphasized if we are to win the public goodwill. The way to do this is through what most newspaper men call the human interest story. Reporters, city editors, and the public alike are eager

for such material. Names and addresses can be changed, identifying circumstances in the lives of families can be altered, stories can be written so that the families themselves would not object to them if they should chance upon them in print—and still the newspapers will use them. It is not so important that the moral of efficiency be apparent in these stories. The essential thing is that they show the kindly sympathetic nature of the case worker, and the kindly human relations between her and her client. Let me show you exactly what I mean by reading a story written from this point of view.

Two women, delegates to the National Conference of Charities and Correction, stopped in front of the post-card rack at the news stand in the Claypool Hotel yesterday afternoon.

The first, whose badge showed her to be from the New York Charity Organization Society, selected a picture of the city park. "Mr. Ramirez would like this," she was overheard to exclaim.

"Ramirez," repeated her companion who was from Boston, "that name sounds as if it might be Spanish."

"It is," replied the woman from New York. "Mr. Ramirez spent most of his life in a little stone cottage overlooking a grove of olive trees twenty miles from Barcelona."

"Yes?" the question in the Bostonian's voice showed that she sensed a story and that she wanted to hear it.

"Two years ago," the Charity Organization Society woman continued, "Mr. Ramirez, with his wife and two children, left Spain and came to live in two dark rooms back of a carpenter shop which he established in New York. At first he was quite successful and even had two men in his employ. Then, several months ago, he began to fail in health, seemed to have a continuous cold, found it harder and harder to attend to business, lost customers, was obliged to discharge his assistants, and soon could not even earn enough to meet the rent. The landlord suggested that I call to see the family.

"Tuberculosis—I suspected it the moment I saw Mr. Ramirez. The contrast between his long black hair and dark eyes and the pallor of his cheeks seemed to make it only too evident. I sent him to a dispensary for an examination.

"The doctor says I have consumption," he reported to me that afternoon. 'But will you not please tell me just how sick I am? If I am going to live I want to stay in America. If I am going to die I want to take my wife and babies back to Spain. My wife speaks no English and she would be happier there with her family than here alone.'

"The doctor to whom I immediately telephoned could give me no hope.

"Perhaps the wisest thing for you to do would be to return to Spain.' I tried to break the news as mercifully as possible. 'You go to bed now and save your strength. I'll make all the arrangements.' Mr. Ramirez received the news with the same dignity and courtesy he would have used had I been conferring an order of knighthood upon him. We secured passage for the family upon the first boat that left for Spain and arranged to have a cot placed upon the deck so that Mr. Ramirez could have just as much sun and air as possible. As I was about to leave him he handed me this, which I now use for letter writing when traveling."

The woman from New York showed her friend an inlaid box, which had been polished until its surface was clear as glass. The lid was intricately patterned with a diamond of what might have been ebony in the center and zigzags of red and dark wood around the border.

"You would do me a great favor," the woman was repeating what Mr. Ramirez had said, "if you will take this, and sometimes will you not write me about America? It will not be long that you will have to do so."

"So I have started writing to him once a week," the speaker continued.

"Then he reached Spain safely?" the Boston woman asked.

"Yes, a letter arrived just before I started for Indianapolis, the kind of letter one does not soon forget, particularly the last sentence:

"I have lived to see the olive trees again and the sunshine gives me hope."

"No one but Mr. Ramirez could have written that."

As the two women walked away the reporter who had overheard the story could not help wondering how many stories like it the Conference delegates might tell if they could only be persuaded to talk about the things that are constantly happening in their work.

It is, however, not enough to give the public a pleasant impression about case work. We must demonstrate to them that our goods are valuable and worth buying. We must make people realize that case work is a profession with an arcanum of information and a special technique.

And by the way, can not we find some better name than case work? The title case work is neither professional nor romantic in sound. I grant that the agreeableness of a name is largely a matter of the association one has with it, but at the same time it seems to me that the names case work and case worker might well be superseded by titles of more distinction. Why not manufacture a new name, a single word instead of two words? Would not it be a good idea for the American Association or the Charity Organization Department to call upon the case workers of the country to submit suggestions for a new terminology? I believe that it will be much easier to cultivate goodwill and standing with the public as soon as we have names that can rank with medicine, law, physician, nurse, and similar titles.

When men and women in other professions desire to show the public that they have valuable goods for sale they immediately set to work to make themselves authorities upon some subject. Then as soon as they have become authorities they issue monographs, papers, and articles of various kinds. This is exactly what case workers must do and what to a limited extent they are already doing. We must speak with the voice of authority. Our general secretaries must be interviewed by the newspapers, as in many cases they already are, upon a question that touches our field. Special articles must be written upon such subjects as desertion, unemployment, sickness of wage earners, women who work, and so forth. On the platform may be applied the same principles of advertising by indirection referred to in the argument for the selection of subjects like "The Next Street But One." It is better for the lecturer to speak upon unemployment or upon inebriety than it is for him to expound the work of his society. The occasional publication of monographs upon various factors of poverty can be made to result in editorial comment in the newspapers.

Some societies have already adopted the policy of sending to the newspapers each month a statement about the number of families under care with appropriate remarks about the relation between the amount of case work and industrial conditions in the city. I believe that newspapers can be educated to expect a monthly report from associated charities just as they expect regular reports from the health department.

But if we are going to speak with authority let us really be authori-

ties. I have no use for the mushroom experts that social work too often has been guilty of producing. Why should not societies with more than one worker arrange to have the various members of the staff specialize in certain subjects? The general secretary, for example, might become the authority on industrial farm colonies, the superintendent upon inebriety, one visitor upon tuberculosis, another upon sickness of wage earners, and so forth.

How the secretary in a small town, perhaps the only social worker there, manages now to live up to the demands of omniscience made upon her, I do not know. Perhaps she has already adopted what seems to me to be one solution, the development of a shelf of reference books and the knowledge of where upon that shelf to find the answers to questions.

In my own experience I have found that the smaller the city the easier it is to get material into the newspapers and the more likelihood there is of reaching the public through the newspapers. In our great cities not only is it difficult to get into the news columns but the little publicity that is achieved is lost in the great mass of other material that is constantly being brought to the attention of the public. I had been out of college four years before the existence of such a thing as social work entered my consciousness—this in spite of the fact that I had had two courses in sociology at the University and during the greater part of these unregenerate years had been in newspaper work. Had I lived in a small town I might have known something about the Charity Organization Society, but I was living in a city of a million and a half people.

We of the societies in large cities must advertise. This is the best way of getting before the public, because when you advertise you can say exactly what you want to say. All other newspaper publicity must be molded to the editorial and news policy of the newspapers concerned. I believe that our advertising ought to be for educational purposes rather than for money. We ought not to appeal for relief. Much better would it be to advertise for members, a thing which can be done without suggesting the associated charities to people as an easier means of support than their own efforts. This is not the time to outline an advertising campaign in detail. Besides I don't know enough about advertising to do it even if I wanted to. May I suggest, however, that whenever you have opportunity you make it a point to become acquainted with advertising men? They have the most alert of the business brains of the country and they can not only supply you with material that will help you to convince your board of directors of the advisability of advertising but they will also stimulate all your ideas upon publicity work.

What has been said thus far refers to the general—very general—public, the public of casual readers. In addition to this public we have a special public consisting of contributors, mailing lists of prospective contributors, members of the professions such as lawyers, physicians, teachers, and other social workers, and the upper classmen in colleges, normal schools, finishing schools, high schools, and private schools.

Because we know the particular interests of the various groups

in this special public we can obtain from them a more sustained attention for our work. This public, moreover, is a highly intelligent public. From it we can expect more than mere goodwill. We can hope to cultivate devotion. And the way to cultivate devotion is to hold forth an ideal, a philosophy, a point of view. This is what Socialism, Christian Science, Single Tax, and Feminism do. That is why they have such ardent adherents.

There is every reason why case work should be able to develop equal devotion. We have ideals, we have a point of view, and we are working out our philosophy. For the most part, however, we are inarticulate. The visitor who after a month or two of actual case work under sympathetic supervision absorbs our philosophy seldom is able to give her point of view to the uninitiated. It has taken a long, long time for those who have not had the advantage of field work to acquire the philosophy of case work. It is only within the last nine months, for example, that I have come to feel that I could stand alone in the midst of adverse criticism and know that our way of doing things was right without having to refer to other people for the support of my convictions. Hitherto I had appreciated the mechanics of case work but I had not grasped the philosophy.

You may tell a man that the case worker gets jobs for the unemployed, sees that the sick receive medical attention, that the deserting husband is brought to justice, that from churches, employers and relatives relief is secured—and yet you will not have convinced him or necessarily have won his allegiance. Such statements are isolated facts, not a philosophy. Isolated facts count for nothing, it is the interpretation of facts that is important. The starting point for the winning of conviction is not the work of the society but the poor. The average man seldom comes into touch with families such as those with whom we deal. The poor to him are either angels who can do no wrong or devils full of deceit. Show such a man the relationship between subjective and objective poverty and case work will follow as a matter of course.—Only don't say subjective and objective poverty. Say the poverty that is inside a man and the poverty that is outside, or something of that sort. Because we have a point of view or a philosophy to preach does not mean that we must use philosophical terms. All that is involved in preaching our philosophy is showing the relationship between things that are true in our work and things which your public recognizes as being true in its own life.

Suppose for instance that you wish to emphasize the importance of throwing people on their own resources in order to stimulate their self reliance. One appropriate way of making your point would be to ask, "Did you ever visit a city strange to you in the company of a friend who knew it well? Didn't it take you days to learn how to find your way about the town? On the other hand when you have visited unfamiliar towns alone have you not very quickly learned the names of streets and how to get to various places? You learned to help yourself because you had to depend upon yourself."

Here then you have an opportunity to explain about the art of case work, for the families that come to the case worker have come just because they could not depend on themselves. The art of case work is to help and yet not to help too much, to understand when and to what extent to make people depend upon themselves, and so forth.

We can still use the popular interest in widows' pensions, which continues in many places, to drive home another element of our philosophy. We cannot repeat too often our often repeated statement that the bare fact of poverty does not mean that a mother is rearing her children in such a way as to be serving the state, that the only time a pension is a pension is when the recipient is performing or has performed a service to the state, that when the Charity Organization Society pays allowances to a widow it does so because there exists a definite bargain between it and the widow who receives this money to the effect that in return for this allowance she will keep the kind of home which will enable her children to grow up to be good citizens; she will see that they go to school and make the best of their opportunities in school; and she will cultivate in them just as high a moral standard as possible.

I need not, I think, illustrate in any more detail what is meant by talking to people in terms of a point of view. There remains the question of the vehicle for carrying this philosophy. There are three, the platform, the pamphlet, and the study class. I am purposely in this paper refraining from all mention of exhibits, for I have had no experience with this medium as applied to case work, and in view of what has already been said I can pass over the matter of lectures by saying that the philosophical here can be increased with the square of the intelligence of the audience, although no talk ought to be made without some flavor of the philosophical.

I believe that every society ought to send to its special public at least once a year a pamphlet devoted strictly to propaganda. Hitherto we have been combining propaganda with the annual report. It is axiomatic in English composition that one should have one clear end in view from the beginning. If we want a report, let us have a report. If we want propaganda, let us have propaganda and let us have in every society one piece of propaganda every year. If it is not possible for the small societies whose secretaries have to act as financial secretaries, case superintendents, public speakers, and everything else to prepare such a pamphlet, then it seems to me that it is a logical job for the American Association or the Charity Organization Department to undertake for such societies. One year it would be well to have a pamphlet for ministers and persons having the clerical point of view; another year a publication might be issued to the teachers and officers of the public and private schools; another year a pamphlet to the graduating classes in our high schools, colleges, universities, and so forth.

One society has recently conducted a successful campaign among the public schools. A pamphlet, in this case not specially prepared for any particular audience, was sent to the school teachers. A letter was written to each principal asking him to call this pamphlet to their atten-

tion. Volunteers and regular visitors of the society followed this letter by calling upon the principals. In addition to this a member of the board of education brought the pamphlet to the notice of the superintendent of schools who issued a special order, asking that the principals talk to their teachers about it. Obviously, the pamphlet was read. Incidentally, opportunities to speak both before groups of teachers and before morning assemblies of the high schools were one result of this campaign.

Mission classes are popular in many churches, why not classes in the kind of home missions which case workers are carrying on? In many societies Lenten classes are conducted. The study classes should not emphasize the art of investigation and all the other mechanism of our work. It must be remembered that their purpose is to develop a sympathetic public with an appreciation of our philosophy. I know of one Lenten class whose leader graduated twenty devoted adherents of case work. I am almost certain that the word investigation was not mentioned during the whole course. There was no effort to balance in opposition service and relief. Fundamentally it was a discussion of case ideals as applied to the family, the home, and the community.

I will not stultify myself by saying that I am not trying to belittle investigation. What I want to emphasize is that there is a time for dancing and a time for weeping, and the place for talking about investigation is the training class for workers. It is part of the technique of our profession. The mechanics of art should be discussed only by artists. The mechanics of art should not be observed by those whom the art is trying to please. Honestly now, have you ever felt the full solemnity of a church service when your eyes were fixed upon the heaving shoulders of the sexton as he pumped the bellows of the old pipe organ?

Nor does this mean that I believe in concealment. The only way to play the game is with the cards face up on the table. Our societies are public service corporations and we should have no secrets from the public. Any person should feel free to ask us any questions from the amount of salary received by the general secretary to the minimum wage paid to our clerks.

But at the same time we must not try to justify ourselves. We must not take the defensive. Answer fully and in detail the questions of an individual. Never answer criticism in a public way. The way to overcome criticism is by issuing new and constructive, positive propaganda, by, in other words, taking ourselves as a matter of course. Therefore, so far as the general public is concerned let us stop issuing statements that money given for relief is spent for relief, that we receive in relief from other agencies more than we obtain from the public, and so forth. Let us cease discussing service and relief altogether, instead, let us preach the religion of case work; let us reenforce ourselves with all the philosophy, all the idealism, all the romance that case work has. Thus shall we win public goodwill.

We have everything to encourage us in such a campaign. Our cause is good. Idealism, philosophy, and romance are inherent in it.

And besides think of the success which other people have had with much less attractive material. For example, think what Billy Sunday has done for the devil. Shall we then despair?

COMMUNITY CONTACTS

MILDRED P. CARPENTER,

General Secretary, Associated Charities of Stamford, Conn.

SINCE becoming a general secretary in one of the smaller cities, I have realized how much is expected of a social worker in the less congested communities. Instead of placing the most skilled and intelligent workers in the big centers, we should urge them to accept positions in these smaller cities. We need the best material that our schools of philanthropy produce because in the smaller places the social worker is more intimately known and her influence is more widely extended. Every step she takes, every word she speaks is of the utmost importance. Besides supervising the work with families, if not actually carrying out the detail herself, she is responsible for wise leadership in planning the state and city program, and should know her community so she may be constantly on the watch for new contacts, in order to co-ordinate the different social interests and show the community to itself, which is one of her most important tasks.

Don't we all have in our communities societies that have been started because people wanted to start societies? They try all sorts of different schemes, like Bundle Day for instance, and have no one function. There is often good material in these organizations if it can only be turned into an effective channel, and instead of criticizing them and thinking them futile, we should endeavor to guide their efforts into some useful work for which there is a definite need in the community. There are many contacts which we all know so well that I am not going to mention them, and indeed it is hard to find much that is original or suggestive to offer to such a group as this.

Every city, however small, has a board of trade or chamber of commerce, for each city in these days must advertise its advantages in the most attractive way if it is to increase its desirable population. A short time ago our board of trade published a most attractive year book, setting forth many of the charms of our city. In glancing over it, I discovered that Richmond House, our charities building, had only a brief mention among other philanthropies in the city. I immediately called upon the president; told him how much I enjoyed reading the year book, and how much I had learned about our city. I then mentioned with regret that so fine a building as ours with its several co-ordinated activities had not received more space, as certainly it and the work was one of the justifiable prides of the city. He knew almost nothing about the building and the work carried on under its roof, but accepted an

invitation to visit us. When he called, he became genuinely interested. The next year book of the board of trade will contain a picture of our building and a description of our work. Many of the chambers of commerce or boards of trade have sub-committees who interest themselves in some form of social betterment and they should have the advice and coöperation of the social workers in their communities. On the other hand, their intelligent interest in our work helps the cause tremendously and is a powerful factor in the financial backing of the community.

We hear a great deal of women's clubs as an important contact, but I want to say to-day, why not "men's clubs"? Although this is the age of feminism, men are still useful members of society and have, in my opinion, been sadly neglected as an asset by social workers. We have left social work to women primarily because women and charity have been associated in the minds of the public since the early stages of civilization. The appeal to the emotions which social work provides in the mother with her sick child, the small boy begging on the streets, the widow with dependent children, all this has won the quick sympathy of our women. But we have forgotten, in the terrific competition of the business world with its many cares and anxieties, that men also have broad sympathies and kind hearts, men as well as women are needed in rounding out a perfect program of social work for a community. I know that there are many men already interested in social work, but I am speaking now of the business man *en masse*. Why not get an opportunity to talk before the representative men's club of your city—not to discuss technicalities, but to tell a story that in its human interest will reach their hearts and at the same time interpret the cause.

I know a city where a C. O. S. director interested a group of six young business men in the work by forming a study class which met once a month in one of the club rooms. The director, with the suggestions of the general secretary to help him, conducted it himself. They studied the principles of charity organization. The director gave six talks with time for general discussion at the end and any questions which he could not answer were referred to the secretary, who was supposed to find an answer to anything. One direct result of this effort was an increased financial committee intelligently alive to possibilities of community support and organization.

I was glad to hear Mr. de Schweinitz say we ought not to make general public appeals for relief. Too many of us are tempted to slip from our ideals in this respect, driven by the sharp pressure of necessity. Every society should have a relief committee whose business it is to get relief for individual families without a public appeal. The relief committee is one of the best mediums of community contact that I know. The personnel of the committee should be well trained volunteers, thoroughly enthusiastic and alive to the joy of serving the cause. There is no better way of bringing the glad tidings than through this medium. A story told of an individual or family in need will bring money, sympathy and intelligent interest, when a general appeal will, at its best,

bring only money. Every dollar given because of conviction is worth ten given without a thought. A lady said to me the other day, "I have been asked to adopt a war orphan, and can choose the age of the child." I said, "Have you decided to do so?" She said, "Yes, a girl ten years old. It is so much more interesting to give to a definite person than to a fund for the care of orphans. I am to receive a picture of my child and I hope some day to hear of her experiences as she is old enough to remember many things."

The persons behind this movement understand the psychology of human nature better than some of our social workers. The members of the relief committee, understanding perfectly the difference between administration and relief funds, can prevent that confusion in the public mind which often is brought about through indiscriminate public appeals for relief. The relief committee is therefore one of the best intensive points of contact at our command.

All the contacts that we have heard enumerated this afternoon are only a means to an end. The real function of the social worker is to stimulate the community to a realization of its own needs and to understand how these can best be met by the right application of charity organization methods. The only success which is lasting is the work done by the community itself, not the individual efforts of the social workers. We can guide and inspire, but any great public service must be accomplished by the people.

WORKING AGREEMENTS BETWEEN OVERSEERS OF THE POOR AND CHARITY OR- GANIZATION SOCIETIES

FRED R. JOHNSON,
General Secretary, Boston Associated Charities

THERE are still cities and sections in the United States where no out-door relief of any kind is administered by public authorities, in spite of the rapid extension during recent years of new forms of relief, such as mothers' aid. There are likewise many communities and large stretches of territory where almost all relief giving is centered in the offices of the overseers of the poor, or the county agent. But in a majority of places some division of function obtains. Hence arises the necessity for considering what constitutes a proper division of function between the charity organization society, or its equivalent, and the office of the overseers of the poor, or its equivalent.

If we review the present situation we find an infinite variation in methods of dividing case work between public and private agencies. May I cite the situation in three cities, one in the West, one in the Middle West, and one in the East.

Kansas City, Missouri, for several years had a unique arrangement, the reverse of what generally obtains where the private society and the city department are closely related. The board of public welfare provided the bulk of visitors employed under the direction of the private society, the visitors being chosen by civil service and being paid with municipal funds. The society provided all money for relief, with the exception of a small allowance made for a number of families where the husband or father was serving time at the municipal farm of correction. Payment of visitors by the city was discontinued because of the need for municipal retrenchment.

The secretary of the Charity Organization Society in Akron, Ohio, is at the same time the director of the department of public charities. The city council appropriates money to cover general calls for relief, "the private society assuming responsibility for constructive work, where relief may or may not be placed." Such division of case work as exists obtains with the county authorities. The city through its own agent, who is likewise the agent of the private society, cares for families in need of temporary assistance, and for the homeless. The county makes provision for those in need of permanent care.

Waterbury, Connecticut, has a division of case work which is typical of a number of cities in the East. New applications, with the exception of certain unsettled cases involving the problem of transportation, come to the Associated Charities. The city aids the long time problem, where there seems little prospect of bringing about improvement. But even in cases of this character the Associated Charities finds it necessary to supplement, as municipal relief is provided with a hard and fast maximum. The private society retains complete charge of families where the distress is of a temporary character.

Omitting the unusual arrangement in Kansas City, we frequently find one of the following three types of working agreements between charity organization societies and public authorities:

1. The public authorities provide the reservoir of relief, the private society furnishes service both for investigation and treatment.
2. The public authorities and the private society are concerned with the same group of families, both having agents who call in the home, private relief supplementing an inadequate public allowance.
3. Certain family types are cared for fully by public authorities, and others by the private society.

I wish to consider briefly these three kinds of division of labor and make some suggestions concerning them, many of which have been advanced in previous discussions.

It would be futile to attempt to lay down hard and fast rules that would have a general application as to what working agreements ought to be. There are many local conditions which must be given serious consideration. Among these are: (a) The settlement laws and public statutes which govern relief. Western states have a different problem from New England and eastern states. (b) The character of the public relief administrator. Is he a political appointee, a well-meaning but

inefficient official without certainty of tenure, or an appointee under an efficient civil service with well-developed standards who remains in office during good behavior? (c) The amount of service which municipal authorities grant the public department. I know of no public department interested in caring for the poor in their homes which has a sufficient corps of well trained visitors to make possible adequate investigation followed by thorough going treatment. (d) The status of local political development. Is the municipality progressive, well informed upon social matters, and ready to demand some measure of expert knowledge from its public officials, or is it under the domination of a political ring, occasionally overthrown, but apt at any moment to come back into power and to substitute favoritism for efficiency in the choice of public servants?

Bearing in mind that the variation of local development makes it impossible to lay down any standards which might be of general application, there are nevertheless certain general considerations which may well be stated.

The first kind of division, where the charity organization society provides all the service both for investigation and treatment, the municipality footing the relief bill where relief is needed, may seem an ideal arrangement, especially in a city where private relief sources have not been developed or are difficult to develop. What is more natural than for such a division to be created where there is not an appreciation by the public at large of the need of service as well as relief, and where those interested in the private society are anxious to establish improved standards at once.

At least three objections appear to me to obtain against such division of function. In the first place, the arrangement has many of the vices of a thorough going subsidy system. The charity organization society should be untrammelled in making suggestions as to development in the public department. Its hands should not be tied by such a working agreement. One of the most important functions of the private society is to help improve standards of public administration. In the second place, if the charity organization society is allowed this privilege there is no good reason why the same arrangement may not be demanded by other societies in the community whose standards may not be well developed. In the third place, I object to the arrangement because it makes of the public relief official little more than a rubber stamp. A wholesome development ought to mean that such an official should be given some opportunity to grow and develop by encountering new experiences.

The second type of division, public and private agents working with the same group of families, is faulty because it does not fix responsibility. If the public official with a limited appropriation knows that for any given group of families in whom he is interested he does not need to assume full responsibility even for relief because a private society stands ready to supplement his efforts, he may be encouraged to limit the provision he makes to a dole. Such an arrangement perpetuates the

vicious system whereby a large number of families are inadequately helped by public funds, neither the public authorities nor the private society being fully responsible for the care of these families.

Since the overseers of the poor generally are not equipped with a staff which even approximates a reasonable size to successfully deal with the families in receipt of public relief it often is necessary for the charity organization society to take an interest in the same group of families where constructive work is needed. This may be the only feasible arrangement possible at present in many communities. But we should exert our influence to help make it possible for the public official to do more than give relief. He should have the time to follow up non-supporting husbands, to assist in securing work for the unemployed, to be interested in the health of his clients, and to do the one hundred and one things which good case work demands.

The third arrangement, division of case work by types, seems to me the most feasible of the three suggested. (We are told there are no family types, but I use the term in its common acceptation.) Such an arrangement makes it possible to determine development with a due regard to the local considerations which have been enumerated.

Most important of these considerations is the question of the character of your public official and whether or not he has some degree of permanency of tenure. If the public relief administrator is a political appointee, or if, though his intentions may be excellent, he is inefficient,—as in some states where service in the Civil War is still a valuable asset in the public relief group,—for such an official only the simplest tasks can be delegated. There the test must be to ask the public department to do only such work as will involve a minimum harm. With such a situation all new applications should come to the charity organization society; the only group that it would seem reasonable to leave with the public being the aged who border on the institutional type and the homeless man problem. It would be unwise to refer instances involving desertion and non-support, in spite of the fact that such problems require the coöperation of another public agency.

When the public appointee is under an effective civil service, with some degree of permanency of tenure, the overseers of the poor may be asked to make full provision for the aged, for the homeless, for instances of chronic illness, such as tuberculosis, and for cases of desertion and non-support which require the exercise of public control. It would still be wise for all new applications to be made to the charity organization society.

Where the law makes provision for mothers' aid, no matter what may be the character of public administration, it is natural that a very large proportion of the cases which meet the requirements of the law should be referred to the overseers of the poor. The charity organization society may not make a practice of referring very many of these families to the public authorities. But the family itself is likely to apply or to be referred by relatives, friends or church connections. Mothers' aid presupposes the ability of the public office to do good case work,

for few types of families require as close supervision as do those with children under fourteen.

Mothers' aid legislation has been passed for the purpose of providing public relief, generous in amount, for a selected group of dependents in the community. Charity organization societies should give such legislation every chance to succeed. We know that public departments all too frequently give insufficient doles. There is a tendency at present for mothers' aid to degenerate into old-time dole-giving, if private societies and the community are willing to permit such a development.

We have just had an interesting illustration of this tendency in granting mothers' aid in Boston. The law first went into effect in 1913. Since that time expenses under it have constantly increased, as new grants have been made. The city is facing an increased outlay in almost all its departments, and this year when estimates were submitted to the mayor by department heads, he vigorously wielded the pruning knife. The estimate of the overseers of the poor for mothers' aid was \$360,000. The mayor reduced this by \$60,000. The overseers of the poor, to keep within their appropriation, made a horizontal reduction of \$1.00 per week in allowances to families in all instances where the amount granted was \$6.00 or more per week. Immediately there were numerous applications to the Associated Charities and other private societies in behalf of families whose income was inadequate because of this cut, to supplement the reduced allowance made by the overseers of the poor. Our society refused to supplement. According to last reports the overseers of the poor in consultation with the supervisory mothers' aid department of the state board of charity, have restored many of the cuts that were made.

Though the Associated Charities of Boston is on record as refusing to supplement mothers' aid made insufficient by the recent action of the overseers of the poor, the society furnishes friendly visitors, supplements with relief raised for special emergencies and is otherwise interested in a considerable proportion of the mothers' aid families. The overseers of the poor have an insufficient number of visitors and for this and other reasons are unable to do the whole job with such families.

In conclusion may I again emphasize the need of basing local development upon local needs. We are too prone to let other cities, especially the large centers, determine what should be our own course. I am reminded of the history of the early movement for housing reform. The intolerable situation on the East Side of congested Manhattan Island led to the agitation for model tenements and for a model tenement house law. Forthwith some of our smaller American cities, with realty cheap and an abundance of territory on all sides over which to spread, began erecting towering model tenements, when their own crying need was for one and two family houses at a reasonable price.

In a determination of working agreements between overseers of the poor and charity organization societies it may well be that New York City, Chicago, Philadelphia, and Boston may furnish us with

valuable lessons as to the solution of our own varying problems. But the lessons may very likely be in the nature of awful examples of what to avoid rather than in setting examples of what should be followed. Local and state considerations must, in large measure, govern.

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THE PHILOSOPHY OF CASE WORK*

TO begin with, you may ask why drag in Philosophy? Case work is difficult enough; why study it in the light of something else which is, if possible, still more difficult? I will try to explain my reason, and it will make an introduction to the subject.

It is not that I want to lay down doctrines. I only want to suggest an analogy, which I have found helpful to myself. There is a close affinity between philosophy and the higher kinds of practical work, such as our case work, though, of course, they are not the same thing. I should think we have all, one way or another, come across the old notion of the three stages of experience; call them "Common sense," "Science" (like mathematics, economics, biology, where you have to do with "laws" and "principles"), and in the third stage back again to common sense, carrying your laws and principles with you, like an engineer with his mathematics or a doctor with his biology.

Philosophy belongs par excellence to this third stage. It needs an eye for facts and a sense of values. And our case work is the same

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in this respect. It needs a good eye—a sound common sense—to begin with, then a study of causes and principles, and then back to your common sense, with a trained judgment of values—a trained judgment, that is, of what makes life worth living—and a common-sense insight, also trained by science, as to how to help people to get it.

I will carry this point further by an illustration which I hope takes us into the heart of our subject. Look at the stages of one's knowledge of a great city. There is no better example of what a philosopher means by knowledge, and it just fits in with what we want in case work.

When you first come to a great city it is all strange to you: streets and great buildings and bewildering crowds. Then the outside of things becomes familiar, and you begin, if you have an eye, to notice significant details. I dare say I may have printed somewhere what I as a boy heard the great Lord Shaftesbury say—I never forgot it. Soon after he came to London he noticed that at certain street corners the pavement dried very quickly after rain; and he asked about it, and found it was from the underground bake-houses where the bakers worked, and the conditions of their work in those places remained in his mind, and led him on to further inquiries.

Well, then, you begin from the outside, things in the streets attract your attention; and gradually you begin to see how they hang together—the ways different people make their living, and the character thus impressed on different neighborhoods. You begin to probe a little deeper, and to study the people themselves, and also all that devoted students have written and taught about the causes of what you see: about economics, social reform, housing, Poor Law, and the rest of it. That is your second stage of experience. Many and many Londoners never reach it.

Then, if you keep up your interest, the third stage of experience begins to open up before you. You come back to the life of the streets and shops, and the crowds who besiege the tram-cars at night, and the influences that work upon the homes of the people, some of whom you have learned to know intimately. And the face of the great city has become expressive to you—like a friend's face, from which you know if he is ill or in distress or if he is well and happy; the look of the streets and houses speaks to you; streets, houses, gardens, the surface of the civilized earth, are members of society, people will tell you now. In a word, what you see has become symbolic; it reveals to you a great life behind it; and you live with the currents of this life, and are at home in it, seeing and feeling the causes of its happiness and unhappiness or its worthiness or unworthiness. That is the sort of thing a philosopher means by knowledge, and that is the sort of thing, I take it, you want as a basis for case work.

We used to be told, the first thing is to chart your district. I suppose, now, you find this pretty much done to your hand, through the registration system, and through the wide-spreading knowledge and friendships of those who are your guides. All the same, it remains to

be done by each one for him or herself. You have to make the knowledge your own; in the long run you cannot work on other people's knowledge, nor on other people's friendships. "Charting" your district does not mean merely having a list of agencies stuck up on the wall; it means a spiritual chart; a chart of influences, temptations, resources, true help and false help, and above all things, surely a plan of friendships. Your mind must be a spiritual focus of your district.

Every case, that is, every person and family who needs your help, will, I suppose, have two main aspects. He or she will be, like yourself, a meeting-point of all or some of these influences of your district; and others as well, for he has perhaps not lived there always; and will also be a human being. You are in relation with him in both ways; of course, I do not mean that they are separate. Humanity responds to the influences immediately round it; but this is not all there is in a man; there is much in him that has not been brought out; that is what I mean to say.

Now here, I think, we come to the main thing I can suggest about case work. It is nothing new—only a little bit of theory which is more use as an encouragement perhaps than as a guide; for the guidance in detail must come mainly from your trained common sense.

But I will approach it in this way. I asked an experienced worker "What is the chief thing I ought to say to them about case work?" and I got the answer, "Individualize the case; don't classify." I am impelled here to digress, and put before you the three rules laid down for interpreting the ancient classics by the great teacher, Moritz Haupt, of Berlin. They are so sound that I think they apply to the whole of every attempt to understand the life of others. He said: (1) "Man soll nicht übersetzen," "You are not to translate," i.e. you are to fix your mind on the expression before you in its own context, and not to accept ready-made equivalents for it. One notices how different case-papers are that are taken down by different people, some pointed, some inexpressive. (2) "Grammatische Kunstaussdrücke soll man nicht brauchen," "You are not to employ grammatical formulæ"—that is our "not to classify"—not to let names and phrases come between you and the life you have to interpret, "a subjunctive mood" or "a chronic unemployed." (3) "Man soll nicht logisch sondern psychologisch verstehen," "You are to interpret psychologically and not logically." Did you ever happen to read, for instance, an old *Review* article called "An Apology for False Statements," reprinted in the large edition of Mrs. Bosanquet's "Standard of Life"? False statements, as we call them, are so very natural, and by no means always show "intent to deceive."

Of course you must know the classification; Moritz Haupt did not mean that an interpreter of the classics should be ignorant of grammar. He meant, I take it, what we mean when we say that all these things—rules, forms, headings, red-tape even—are good servants but bad masters. In a word, you must subordinate classification to individualization.

The reason of this? Well, it is, in principle, that an individual human being, a mind, is inexhaustible; and this is true both of yourself

and of the person you are trying to help, and because it is true of both of you, it is true of the resources of the world which surrounds you both.

You may say, this does not seem the fact in practice; on the contrary, one appears very quickly to get to the end of most people, and more particularly of oneself. I know I used soon to get to the end of myself, sitting on a committee with numberless cases before it of people who seemed helpless and hopeless.

This is true also; one does soon get to the end of oneself and others. But it is a good thing to see the reason; and the reason is just our own weakness and the weakness of those whom we are trying to assist. Mr. Gage Gardiner, one of our very best secretaries, to whom I was sent as a beginner to get some sense put into me, impressed me greatly by saying, "Of course, you know, among the reasons for non-assistance there ought to be a heading, 'Incompetence of the Committee.'"

It remains true, then, that there is a whole world of resources open to you and to your case; each of you has, or is, a mind which can be always finding out and practising new things, and though you are very limited, yet your limit is not ironclad or unremovable; it is just the limit of your faith and courage and ingenuity and painstaking. I remember a worker, dealing with a slippery customer who didn't want to repay a loan, and would not name a time when he would be found at home. The worker pressed him, "Well, when can I find you at home?" The man growled out, "At 12 o'clock midnight." "All right," the worker said, and went cheerfully, having a long journey to make, at the time appointed, and got his repayments. Now, I am not saying one should make a rule out of that. The worker just saw it was the thing to do in that case. Another man might have done something else, and succeeded equally well. All one knows is that he did not give in, and that he scored. The point is merely that there is always some resource, if you can only see it.

One needs to think of this, and it brings out the point very well, when you meet the incorrigible common-place objector to our work—the man who tries to prove that you mostly don't and can't be of use to anyone under present social conditions. He says this sort of thing: "Suppose you meet with a case of hopeless unemployment, and illness in the house, what are you going to do about it? You can't help except by brute force, i.e. simply supporting the family, and that is what ought to be done, but only a State agency can do it for the numbers who need it."

Now, if you allow that sort of statement to pass, I think the enemy has got you. You have then allowed three inexhaustible living forces to be reduced to a barren formula, and a very poor one at that. The three living forces are the man in need, yourself, and the world in which you both are, of which your charted district is the nearest part, or, still nearer, his family. I think you must answer, "The assumption is impossible. A living person with his family, with the world about him, and myself a human being representing a whole network of human beings interested in him, must have much more in him and open to him than the

sort of x and y you offer me. What more I cannot say till I have seen him and made inquiry. And I quite admit that I may not be able to say anything to the point even then. But certainly there is more there, whether I can see it or not."

I often think in this connection of the stories of detectives and of adventures. You know the sort of thing; there is someone locked up in a prison with walls twelve feet thick, and the impossibilities of escaping are all piled up against him. But you know it is going to be all right when the hero comes along; he will perhaps tap the wall and find a hollow place and a passage; and will walk off with the prisoner as comfortable as you please. The thing is coarsely pictured, but the moral is true enough in general; the hero succeeds because he has thought of some pretty obvious idea that has occurred to no one else, or has pluck and ingenuity to try some simple device no one else ventured to try. Your inquiries are just tapping the prison wall; and you do find a hollow place and a way out. You can't do it by rule; it is in the individual case and individual conditions that there lies some clue, if you are clever and painstaking enough to find it. I say you can't do it by rule; but it helps immensely, of course, to know all the rules, i.e. all the hints taken from ways and means that are often successful and that point out dangers. And above all, it helps, nay, it is almost the whole game, to know the people and their world, and to care for them very much.

This is the full meaning of charting your district, and the full use of our registration work. The individualizing, the adapting yourself, by help of the resources, is the thing. Here is a little case, quite simple, but just fresh in my mind. A girl, doing dressmaking at home, but the custom very small and irregular; a good chance, owing to the war, of regular clerk's work at good regular pay, but training needed, and to leave the old groove. The girl was funkng it. I should probably have let it go at that if it had been my case, and thereby have qualified for an entry under Mr. Gage Gardiner's heading. But there was a better judgment at work—a rather sharp letter was written, pointing out what a disappointment and failure it would mean to lose this chance. Of course the writer had long-standing influence over the girl. The girl agreed to try the training, succeeded better than she expected, and now is on the way to regular, well-paid employment under fairly human conditions. Perfectly simple, as I said. Any secretary here would do it with his or her little finger, yet it means the rescue of a life from ill-paid drudgery, and I suppose two men set free to serve, the brother who was keeping the family, and the clerk whose place she takes. We may note that the acquaintance with the family which gave the knowledge and power to do it arose from the careful observance of our habit of visiting our pensioners. The case was in the family of an old city charities pensioner, handed over to some of us outside London some fourteen years ago. The pensioner died long since, but the family have become our friends.

Well, then, this idea of individualizing our case work I call a

serviceable idea, and the bit of theory behind it, if it sustains our faith in it, I consider a useful little bit of theory. You may call the theory by any name you like. Call it the principle of the infinity of mind. But in these words alone it is not of the least use to you. And the workers who apply it best have probably never heard that name for it. What they would say, I suppose, would be something like this, "It's no earthly use talking about what can be done until you have gone carefully into the case." But there is no harm in having a reason for the faith that is in you; only the reason is futile without its application.

Well, then, this is the way in which case work requires you to look at things, and as I said, it is rather like the way in which philosophy looks at them. Both represent the third stage of experience. First, common sense, then science, then science plus common sense. To philosophize is to vitalize, to individualize. So is treating a case.

This rather forces on us the question how far we rely on rules or principles in the C. O. S. It comes up to be talked of every now and then. The old thing we used to say was, we have principles but no rules. That meant, I suppose, that the rules "don't pay back-rent," "you can't help chronic unemployed," "you should always see the man," are hints about the best way to work, founded on reason and experience, but our servants, not our masters. Even our one rule which is almost infallible, "do nothing without thorough inquiry", of course, admits of exception in case of interim relief. I remember Sir C. Loch saying, when we were accused of slowness, that it lay absolutely with the district committees; they might give guineas upon guineas in interim relief if they thought right—of course taking the risk of doing very serious mischief. Even interim relief, however, would, I presume, hardly ever be given without the home visit. But this is not because of a rule, but because it is so reasonable. Why not visit the home? It may be a false address. Even so, I do not know about homeless cases referred to a refuge *pro tempore*. There will be no home visit there. They might be an exception even to this rule.

Even "principles," we were told in Council the other day, should not be recommended to us as C. O. S. principles, but only as the right principles. They should not be a shibboleth, dividing us from the rest of humanity, and they should be supported because they are right, not because they are ours. That seems to me all very true, but only half the truth. We have our flag, which we believe to be the flag of humanity; we inscribe upon it the things which, it is our faith, are most important to man. It is "ours" in particular, it is "C. O. S." only because we are banded together to put in practice a certain attitude towards life, which is not as yet recognized by every one as right, though we believe that it ought to be and is so much more than people know. And we might do well to speak of an attitude to life, sometimes, as well as of principles or even in place of them. Because in a great concerted work like ours the feeling and spirit of it, though you can more or less put them in clear statements, are yet much more than you can put in

clear-cut words. This is very important, I think. Our work is of the third stage of experience. We don't start with bare doctrines or principles and derive our actions from them. We start with common sense and a spirit of thorough service, and the reasons of things come to us, to all of us, by each other's help, and that of those who have gone before, as we join hands in the work, and learn by experience; some being more of students, some more practical people. So, I mean, it is really a life or an attitude or a spirit that we share, and if you understand principles as the spirit of life and the banner of a great human cause, then we have principles, and they are C. O. S. principles, because they interpret a human good which is certainly the common possession of mankind, but which not everyone recognizes as clearly as we believe we recognize it. Only, of course, sometimes you must try to express yourself in word, as you are always doing in action. And then you say that you are trying to make clear your principles—the central point or the fulcrum of your practical attitude.

Therefore, accepting the need of sometimes crystallizing our attitude into words, one might suggest that the principle underlying our work is that we value mind above body; that we value character and intelligence above comfort and external regulation. But this statement would be quite misleading without the reason why; because we refuse, I take it, to set the one thing against the other; that is, we say that the one includes the other—mind includes body—but not the other the one—body does not include mind. We place mind above body only in the sense that (1) it is mind that feels and judges the value of the whole arrangement together, mind and body and the world; and (2) it is mind that governs the whole arrangement with a view to the values that can be got out of it. Anything that can be done for our bodies, or for anyone else's, can only be desired and achieved by the excellence of our minds and of theirs. So, as a mere test of success, I should be quite willing to have our work judged by its consequences in permanent and general bodily well-being. Because I am absolutely sure that such well-being cannot be separated from control by character and intelligence.

Now, I am not saying that Council has ever passed a resolution in terms like these, e.g. "that mind is infinite and is the ultimate power of all powers." There would be some derision in Council if one proposed it. I am suggesting it at my own peril, as an interpretation of the attitude which it seems to me that all of us implicitly share in the work which is our living bond—an attitude from which such expressions as we use in the Manual naturally flow.

. . . . I should suppose that to-day you are more likely to be embarrassed by the number of agencies on the ground than by the lack of them, and that your difficulties really must be in avoiding competition and in securing a sufficiently high standard of work while maintaining friendly coöperation. I should think there must be a statesmanship as well as skilled relief work in dealing with every case. Organizing on the case, which was rather at its beginning in my time—rather an ideal—

must now, I should think, be an ever-present necessity. It just means, does it not, analyzing and working out your case on the basis of your chart of the district, calling in the agencies according to your judgment of their different functions. And it involves, I suppose, a reaction back from the cases upon the various agencies, and upon the life of the districts and the great city, and the whole country, which implicates both your work in the district, and ultimately the Council office and the whole system of societies in sympathy with us. I mean, it is from your case work, your experience of, say, the needs of children, or of housing, of the Poor Law, or of tuberculous cases, that there radiate the influences which end in better coöperation of agencies, in great national movements, in the policy of the Council, in legislative and administrative changes. It is important to realize what comes up from our case work, as well as what goes down into it.

. . . . I should think you must have questions of over-visiting and of over-relief which must tax all your judgment to deal with. I remember working with the district nurses, who had a most able and zealous representative on our local committee. They helped us quite immensely, both with information and with active assistance. But there was one limit. They would not coöperate negatively. Their point was to get their patient well. If we wanted to impose conditions on our sick-relief in their cases, they would not assent. They would be perfectly good-humored and straightforward, but they would simply get the relief from other sources, which through their numerous friends they were well able to do. This is a general question which was becoming acute about the time when I ceased to work locally. We used to say, the question of money does not come in; decide the treatment on the merits, and then raise the money. (And certainly it is wrong to spend money because you have it to spend. But it is often done.) But then we found that people organized us, instead of our organizing them. They brought us the cases they knew we should raise money for, and spent their own money on cases which they knew we should not approve of. This was a serious matter, because it meant a sort of organization for the benefit of bad relief work; and in 1898 Council suggested to committees that they might decline to proceed with a case where the referring agency being able to contribute refuses to do so. This is a sort of reciprocity bargain, a sort of hostile tariffs, but obviously does not go to the root of the matter. Plainly, the ultimate cure is only in a higher standard of relief work on the part of all agencies, in friendship and conversion.

So, again, you are brought across such general questions as that of school feeding, and in all these things the method of charting the district develops into suggestions for better general organization. The important point is that the very chaos of agencies, whose overlapping and over-straining leads to bad work, contains, when you consider them all together with reference to cases, the suggestion for a scheme of better work, which is the organization at which we aim. The order lies implicit in the disorder; you have to evolve it out of the given material.

We were talking at Council the other day about influence in a district, and very strong opinions were expressed in favor of a certain reticence, an abstinence from preaching, and talking like superior persons. I feel about this, as I said at the time, that considerateness, and, to put it plainly, good manners and cordiality, which are absolutely necessary, do not exclude taking a decided line and letting it be known. I do feel that great influence has often attached to a man or woman who never lowers the flag. . . . There is power in courage and decision. And with regard to applicants, it is a great thing to have your line thoroughly known in a district. Raising expectations and disappointing them is the fatal thing, even for popularity.

. . . . I hope that the main lines of our case work follow from what I have said. Chart the district, work towards a division of labor—every agency having a distinct province and keeping within it, knowing that if it trespasses it must do harm . . . ; organize on the case, remembering also that in every person, especially every family, there is infinitely more than you can see, and that all depends on how much you can see in him and his world—your inquiries are auxiliary to that. And carry the case up to the state of the district and the country, as you carry the agencies down to the case. And your practical common sense is to be of the third stage, i.e. it is to have science behind it and in it; and the passion for the improvement of the condition of the people by the triumph of character and intelligence is the life-blood of all your action. And I should be inclined to add, absolute friendliness with other workers and with all who are interested in cases, considerateness, and good temper, and never to preach, except when challenged or summoned as I am to-day. But yet, never to lower the flag; always to be ready to point out respectfully but distinctly your reasons for the faith that is in you.

One word in conclusion about this, about the value of our faith. I know it is a danger to speak too gushingly. There was a time at which, in connection with some of the great public schools, one used to hear a great deal about spirituality and purity, and it rather tended to make one feel ill. All the same, I suspect that young workers, otherwise desirous to help us and throw in their lot with us, are apt to be put off by a certain slur which may be cast on our work, and I should like to say a word about it, because I am prepared to fight this point to the death. I suspect that our work and methods are often compared unfavorably with ideas which favor more complete social reconstruction. Our work may be held "second best," a palliative, not the real thing, not "drastic"—an attractive word. I would, in passing, recognize that we have had very good service from people who regarded it so; a convinced Socialist curate was one of the very best C. O. workers I ever saw. He knew the life of the people and saw the need for our work, but believed in Collectivism beyond. He was absolutely straight, and never tried to get round us in any way, but worked very hard and most thoroughly. I honored him.

Still, the idea of doing what is second best is disagreeable, and

we find that people are naturally attracted by what seems to promise more brilliant and universal results—social reconstruction of one kind or another. To work for this seems like working for a new heaven and a new earth, while we seem content with the old ones.

I believe this difference of feeling rests on a profoundly contrasted view of life and the world. And I believe that our attitude is nearer the right, and the other more akin to the wrong. I speak moderately, for the subject is very difficult.

I think, then, that the root of the view which demands complete change by way of external reconstruction lies in the idea that pain and badness are somehow a mistake in the world, and a mistake *prima facie* of our making, something not meant to be, so to speak. Undo our mistake and all will be well. Along with this goes the idea that all is wrong now. All is wrong now because of some great mistake. Find out the mistake and put it right, and all will be well. Or even if you are a total pessimist, and think the mistake is in the making of the world, still the idea is the same—to put it right by a few strong measures. A naïve view, childish in fact.

I believe that our attitude is founded on an instinct and experience which point to a much deeper view—I don't mean we philosophize—much deeper and very complicated, but very far more nearly true—the view which all take who see and feel profoundly. I must put it in successive statements to be clear.

First, we have no doubt that pain and badness are to be fought against and overcome so far as in any way possible. There we agree with the other side. And we must never let this go.

But, second, along with this, we see that good and bad hardly seem to be meant (so to speak) to be separated. It is impossible to cut out the bad and leave the good, like cutting out a decayed beam from a building. And we do not feel that this depends on a great mistake somewhere. The others feel, I think, with Moses Wardle in De Morgan's "When Ghost Meets Ghost," "If only they'd a-let me be God A-mighty for five minutes at the first go-off, I'd a-seen to it no such a thing shouldn't happen." But for us the fact is that the power to do well and the power to do ill are at bottom the same thing; and if you have one you must have, and will always have, the other.

So we do not think the presence of great badness shows everything is all wrong. We don't believe you can have great goodness without it. Are we having to-day the worst time of our lives, or the most splendid? Both, surely.

These difficult things, however, are dangerous. This quite true insight, that bad goes with good and the conflict is a condition of human life, have perhaps made some of our people too content with things as they are. They see the existing good that the other side do not see, and the connection of bad and good, and do not realize that the conflict and struggle towards the better is as necessary as the existence of bad and good which is part of it.

So, thirdly, we are sworn, we said, in the first place to the fight

for the better. But we add: it is foolish to think of cutting out the pain and badness by an operation. The conflict is permanent, and bad and good must always be there; the only way to help is something quite different from any external reconstruction or regulation. It depends on the nature of the problem. You cannot remain outside the conflict of good and bad, like a superior person, and put an end to it by some great change, like an omnipotent despot. The only possible way of helping is to throw yourself into the conflict and attempt to direct the power which does both the good and the harm—that is the human mind—towards doing good rather than harm. It will not cease from doing harm, but it will learn to do higher good as it fights against more puzzling forms of harm, those which come with what we call civilization. The good and harm have become more moral, less merely animal—less like a fight with nature, and more like a fight with the devil. I mean, largely, a fight with fallacies and delusions, which is always a more worthy conflict.

Then, when you are well into the fight, working to strengthen character and intelligence—then, any outward reconstruction which you see to be auxiliary to the relative success of good is quite a fair thing to try for; and I do not think we should be biased against it. Only you notice how it comes in. It can never be the central thing—no law or regulation can possibly be the central thing or the valuable point. It is our method, and our method only, that goes to the center of the great fight, and aims at directing that power on which alone success depends. And this is, I suggest, because we feel, by our experience and contact with life, the great double truth. Pain and evil, we see, are certainly to be fought and overcome; but for all that they are not a slip in the arrangement of things, which can be rectified by a few strong measures. They are for us and here part of the permanent way of working of a certain power—the mind of man; and, whether we like it or not, whether we rebel against the world or not, the only practical course is to modify the action of that power which is in us and in all human beings.

Rebel as much as you like, and say it would be much finer to do it by a few great strokes, and make a new heaven and a new earth. But there is no new heaven and new earth, except by a change in the mind of man, and therefore there is no way but this, and there cannot be anything more "drastic." Drastic means effective—what does something; and there can be nothing drastic in changes which go nowhere near the central point, and leave the great operative power unmodified.

But, as I have said, we should, in my private view, admit no general bias against legislative and administrative change. Whatever of this kind comes, in social experience, as auxiliary to a change of mind, or as consequential upon it, is an instrument of our work. Only it can never be the main thing; it is always subordinate, and apart from a change of mind it will be wrongly conceived and executed.

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CHARITY ORGANIZATION BULLETIN

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CONTENTS

	PAGE
A GENERAL SECRETARY TO HIS BOARD	134
J. Byron Deacon	
THE FORGOTTEN MAN	136
Dr. Richard C. Cabot	
RECENT CASE WORK LITERATURE	138
The Individual Delinquent	
Pathological Lying	
Honesty	
The Visiting Teacher	
RECREATION IN TEN FAMILIES	144
Lawrence C. Cole	

A GENERAL SECRETARY TO HIS BOARD

AT THE BEGINNING OF A NEW YEAR OF WORK

By J. BYRON DEACON
Of the Pittsburgh Associated Charities

IT seems to me very necessary from time to time to attempt to restate the purpose of the Associated Charities. Naturally it is especially important that the governing body of the association should have its object constantly very clearly in mind. Only so will it be in a position to judge whether the particular plans and practices upon which it is called to pass are calculated to further the purposes for which we exist. It is of the utmost importance too that all members of the board should be in agreement about what the fundamental things are which the Associated Charities should be doing.

In many conversations I have had with Pittsburgh men and women about the Associated Charities, I have frequently found that they looked upon us as existing to provide those charitable agencies and churches and others doing work at first hand amongst the needy, with a means of "swapping" information about the families they were helping, on a kind of card index plan. It seems that no inconsiderable number of persons imagine this to be our only or chief function. Others seem to regard us as being in business primarily to amalgamate and absorb other charitable agencies, or to serve them in a fiscal capacity as the Cleveland Federation for Charity and Philanthropy does Cleveland's charities or the Jewish federations of charities do in the cities which have them. Then there are those who, perhaps more from what they seem to expect of us than from anything they say, appear to imagine that we have a special commission as disciplinarian of all refractory charities whatsoever. Still others fail to see any distinction between the Associated Charities and a relief society, such as the Association for the Improvement of the Poor, and think our chief job is to give things to people. Of course no one who holds any of these views really understands our purpose.

As I see it, the object of the Associated Charities is not primarily to be a clearing house of charitable information, or a bureau of investigation, or a charities federating device. We are not in business to detect the inefficiencies of other charities. It is not our primary object to promote coöperation and coördination of effort among charitable agencies by addressing our efforts directly to this end. As a matter of fact, as you know, we do function in some of these ways and our work does certainly tend to produce better methods and better coöperation among the other charities. My point is, these services and results are respectively auxiliary to and a by-product of our chief work.

I believe our primary and really distinctive object is to treat needy persons and families in their homes by bringing to bear in their behalf the social resources of the community best calculated to lessen or to

remove altogether their present misery and to render less likely its recurrence. And in so far as our experience in treating individual cases of need shows that dependency is being produced by preventable causes over which the individuals affected have little or no control, I believe it devolves upon us to use suitable means to educate public opinion in favor of remedying such conditions.

Bringing to bear the social resources of the community in behalf of the needy is a vastly bigger and more significant thing than investigating an applicant and putting him in touch with some charitable agency. These social resources lie much more extensively within the individual needy persons themselves; in their latent capacities for self-support and self-direction (if only these qualities be evoked by intelligent personal influence); in the helpful potentialities of their relatives, neighbors, friends and churches; in industry; and in the medical and health service of the community, than within the conventional charity field.

Nevertheless our work with families does bring us in constant and extensive touch with the charities of the city. These contacts, made naturally and for the practical purpose of enlisting some definite help from them for the families in whose behalf we approach them, are the best possible means of improving the standards and practices of such of these agencies as have not been accustomed to employ efficient methods. So slow has been the improvement in the service of such agencies, and so far short do they still come of realizing efficient standards, that I feel we are rather apt to forget to recognize the fact that after all, with few exceptions, they *have* improved their methods. And I am convinced that, more than to anything else, this is due to the persistent natural contact of our workers in the course of their case work. It seems to me our experience shows conclusively that as a means of fostering coöperation and coördination of effort, these indirect, case work approaches are far superior to more direct, ambitious measures. So it seems to me, that, while recognizing it as part of our purpose to promote charitable coöperation and coördination, we should mold our policy to fit our experience and frankly accept the "peaceful penetration" methods of case work as on the whole the most likely means of accomplishing this object. Of course we have found in the past that group conferences of social case workers are valuable means of fostering coöperation and we continue to make increasing use of them.

But after all it is the more fundamental and varied services we undertake to render families in adversity and the peculiar technique we use, involving the skillful utilization of a great number and variety of social resources, which chiefly distinguish us from our associates in the charity field. Case work, as we call this, is our unique and important function. And let us who are primarily responsible for directing the association never lose sight of that fact, even if from time to time it has been, or may be, expedient to lay strong emphasis on some other phase of the work.

I think of the Associated Charities not so much as a separate,

distinct charitable agency with a more or less elaborate system of committees, district offices and records, as an organized, disciplined personal influence which expresses itself both in and through other charitable agencies and directly in the lives and circumstances of its clients. Our stock in trade is the zeal, devotion, native good judgment and good will, and other requisite personal qualities of our workers, paid and volunteer, and their technical equipment and experience.

Our work is difficult and slow and very susceptible of being misunderstood and disliked, because it deals with ignorance and prejudice and insincerity and greed and vice and bigotry; but it is very important because it addresses itself to real and acute human needs which Pittsburgh has no other equipment for meeting so well, and it is fraught with splendid social possibilities because our allies are the surely spreading and deepening qualities of humanity and justice.

THE FORGOTTEN MAN

By DR. RICHARD C. CABOT

THE following extract from the last annual report of the Massachusetts General Hospital's Social Service Department is Dr. Richard C. Cabot's answer to the question, How shall we avoid falling into the very difficulty which this Department was created to overcome when it recognized that the hospital dispensary could not individualize its patients and was treating them in masses? We too are so accumulating individuals that by sheer force of numbers they become again a mass. How shall we limit intake?

"When social workers fail to limit intake and say that it can't be done without cruelty, they should be reminded that they cannot so easily escape being cruel. The only question, 'Shall you *be* cruelly unfaithful to the man seen a few weeks ago and now shuffled out of sight by the pressure of new cases, or shall you *seem* cruel in refusing to forget current obligations and to incur new ones by undertaking new work?' We make new debts when our old ones are unpaid. We rob Peter (out of sight, out of mind) to pay Paul, because he stands at the desk. We allow ourselves to forget Peter, to whom we have already given pledges, in whom we have already aroused hopes—all because Paul's image is on the retina and Peter's is not. To me it seems a lesser cruelty to refuse new pledges than to break old ones, even when they were not made before a justice of the peace but are hidden in the limbo of back records or records unwritten or in records never brooded over with the creative freshness that achieves insight and results. The back side of our sympathetic readiness to take up new work, no matter how tired we are, is a truly awful forgetfulness of what is out of sight. The forgotten man cannot shoot reproachful looks at us. He is handicapped by his invisibility. But by what right we neglect him, I cannot say.

"How shall we limit intake? Two alternative methods have been tried here and there among social workers. One is to limit the hours of work. The other is to limit the number of cases to be carried at any time by one worker. I think both methods should be used simultaneously, each as a check upon the other. If the limit of cases is correctly determined, the limit by time will adjust itself automatically or nearly enough. If the limit by time is enforced and obeyed in spirit, in letter and without prevarication, the limit by cases will before long have come into existence.

"If we start from the case end and say that a worker shall never be 'carrying' more than say fifty patients at a time, we are forced to divide the patients into groups according to the amount of time they consume. Physicians often do this when they limit the number of neurasthenics that they will take at any one time, while carrying at the same time three or four times as many cardiac or pulmonary patients.

"A system of equivalents would have to be worked out whereby we could take (say) either fifteen long cases and thirty short cases, or ten long cases and thirty-five short cases a month. This would involve more accurate social diagnosis and social classification—a consummation devoutly to be desired. It is because medical diagnosis is more accurate than social diagnosis that we are able to work out the proper ratio between doctors and patients in a hospital ward or out-patient clinic.

"To refuse patients sounds very hard-hearted, but in practice it often means referring them elsewhere, or else refusing to go very deeply into the nature of the trouble or to attempt any far-reaching or dangerous remedy. This is like treating constipation with a drug instead of by a radical reform of the patient's mental, physical and emotional habits—often a wholly justifiable procedure, since the half loaf (drug treatment) is better than no bread, and the whole loaf given may mean neglect of more important obligations to other patients previously seen.

"I am inclined to think that many social agencies should not be content with the traditional eight-hour day, but should limit the hours of work further. To send workers away for a half day once or twice a week (besides the necessary Saturday afternoon) may be the best way available. If so, it must be obligatory and invariable, not permissive. But beyond this I am beginning to believe that time should be set aside for reading and case study within working hours. This is not very different from what has been already done (e.g., by the Boston Children's Aid Society) in employing a full-time research worker. I propose merely to spread out that worker's time and divide it among several workers. It seems more sensible to give every one a share of case work and a share of study, rather than to give all the detail to one and all the deeper-study time to another. Regular periods for reading and reflection might be spliced on to the days in which each worker's monthly report or monthly statistics are prepared. The time for looking over the month's work as a whole seems the right time to think, to study and to read about the problems rising out of it.

"It should not need to be said that the reforms which I am advocat-

ing are called for just because our workers are over-conscientious, over-eager to do all their work and more, too. They need to be restrained, not to be urged on, and during the past year they had been coöperating finely in the attempt to work out some ways and means to limit the quantity of work and improve the quality."

RECENT CASE WORK LITERATURE

THE INDIVIDUAL DELINQUENT. By Dr. Wm. Healy. Little, Brown and Co., 1915.

PATHOLOGICAL LYING, ACCUSATION AND SWINDLING. By Dr. Wm. Healy and Mary Tenney Healy. Little, Brown and Co., 1915.

HONESTY. By Dr. Wm. Healy. Bobbs-Merrill Co., 1915.

THE VISITING TEACHER IN NEW YORK CITY. By Harriet M. Johnson. Public Education Association, 1916.

BOOKS that concern themselves primarily with modern social case work, as charity organizationists conceive that term, are so few that it is cheering to be able to add four to the list within a twelve-month. Two of the four are closely related also to the work of the physician and the psychologist, while the other two are addressed primarily to teachers; but the material offered in each has been hammered into its present shape by case work methods, and its presentation aims to extend intensive social case treatment.

Dr. Healy would like to see instruction in "at least the fundamentals of social adjustment" carried back to the law schools, and, as regards the juvenile court, he feels that it remains nothing but machinery, unless it develops "something more than the mechanics of procedure," unless intelligent personalities and methods control it. Even the idea of "one man to one boy, or one woman to one girl, will never solve the problem, if the man or woman has not a deep appreciation of all the needs and perplexities of the offender, and does not attempt to adapt treatment to these things."

Miss Johnson, writing of another group of young people—of those public school pupils who are below standard in scholarship without being mentally subnormal, or who are difficult in conduct without being disciplinary cases—urges the organization of departments of social service in the schools in charge of workers experienced both in social work and in teaching. Here would center such tasks as linking the other social agencies with the school, connecting the home life of the child with his school life, and conducting after-school clubs and classes, vocational experiments, etc. She would deprecate, no doubt, any comparison of her 84-page New York pamphlet with the elaborate studies made in Chicago, but both are honest, thorough work, and both contain many suggestions made by the way that should be of immediate service to the family case worker.

One summarizes three years of privately supported work in the

schools (the experiment has extended over ten years altogether), the other summarizes five years of such work in connection, chiefly, with a juvenile court. New York City has now made a small appropriation for visiting teachers in a few of its schools, but the Public Education Association still supports the larger part of the work which it initiated, while in Chicago the Psychopathic Institute has recently become a department of the court itself. These present studies do not embody any of the results of the publicly supported work.

Without attempting a formal review of any of these books, it may be worth while to give here a few examples of such parts of their contents as bear especially upon our own daily tasks, in the hope that these extracts may send readers to the books themselves, for all of them can be recommended as deserving careful study. The "Individual Delinquent" is, in fact, the most original and suggestive book upon case work method and results that has yet been published outside the field of medicine. "Pathological Lying" is a sort of postscript to the larger work. It describes a small group, but one that is sadly in need of intelligent care, and quite as likely to appear in the social worker's office as in the doctor's. "Honesty," which is briefer and less technical than the others, was prepared for parents and school teachers. It gives in simple form, while yet preserving outlines that are by no means simple, some of the results of Dr. Healy's exhaustive study of a thousand juvenile court repeaters—a study set forth more fully in his first book. The various manifestations of delinquency are so interlaced that no one of them can be lifted into the light for examination without bringing in its wake most of the others. Many of the author's discoveries and comments about dishonesty apply obviously to most children, not merely to delinquents, and yet they are so free from the platitude and vagueness which often make child-study literature unreadable, that they are admirably adapted for study classes of volunteers in social work. The reader feels that the author of this little volume knows much more than he says, and this fact alone would recommend a book which attempts to discuss some of the bases of human welfare.

CAUSAL FACTORS

The manifestations of delinquency are interlaced, but this does not mean that all of them can be traced to one cause. Causes here are even more diverse than manifestations. On more than one page does Dr. Healy pay his compliments to the one cause fallacy, and to the explanation that precedes or is substituted for analysis of the essential facts in each case; witness the following:

Every individual is partly his ancestors' and partly the result of his developmental conditions, and partly the effects of many reactions to environment, and to bodily experiences, and even of reactions to his own mental activities. An ideal description of a human person would refer each trait or condition to its proper source.

Many of the works on social misconduct deal with what is often denominated "general causation," and attempt to establish geographical, climatological, economic and many other correlations. Much of this is interesting and even

seductive, intellectually, and it is true that there are some relationships, such as that between alcoholism and crime, well enough verified to justify social alteration. But that many of these suggested correlations contain only half-truths, one is constrained to believe after prolonged attempt to gather in all available facts in many individual cases. . . . In view of the immense complexity of human nature in relation to complex environmental conditions, it is little to us even if no set theory of crime can ever be successfully maintained. Such statements as, "Crime is a disease," appear dubiously cheap in the light of our experience. Altogether our task has been not so much gathering material for generalizations, as ascertainment of the methods and the facts which will help towards the making of practical diagnoses and prognoses.

. . . Even though trouble in one direction is ascertained, this is no sign that elsewhere everything is right. In our own treatment of special types of individuals and causes in the following pages, we never mean to indicate that one cause alone bears on the production of delinquency: if impelling mental imagery is involved, so is paucity of healthy mental interests and unfortunate early experiences; if mental incapacity is at fault, so is environmental opportunity, and defective parental guardianship. It should hardly be necessary to say that this complexity of causation is important in considering treatment; while a satisfactory outcome may seem thereby to be rendered more difficult, in reality, through some one feature of the case, a promising avenue of approach may be opened up which otherwise would remain undiscovered.

Miss Johnson makes some analysis of causes, taken from data accumulated in the daily notes and records of visiting teachers, but expressly disclaims the intention of presenting a comprehensive investigation. Dr. Healy presents very full and interesting tables in his largest book, with frank comments on their weaknesses that should be helpful to any enumerator of facts about human beings. Statistical findings cannot be considered here, though it may be mentioned in passing that both of our authors are apologetic because poverty does not make a more imposing showing as one of the main causal factors—causative in delinquency on the one hand, and in poor scholarship and school behavior on the other. Dr. Healy's percentages of morons and imbeciles among the repeaters in the court are so much lower also than the worst estimates that the specialists in feeble-mindedness have been guilty of, that they inspire confidence. If ten per cent of delinquency can be traced to feeble-mindedness, the fact is of vital importance, and there is no need for exaggeration.

INVESTIGATION

What have the Chicago doctor and the New York teacher to say on the diagnosis which must precede social therapy? The former makes short work of those who regard its cost as prohibitive. "One has known a trial based on psychopathic accusations and fairly estimated to have cost the state \$15,000, which might have been wholly avoided through the application of scientific diagnosis."

While the processes of mental diagnosis are very fully described in the "Individual Delinquent," we have no data by which to test the thoroughness of the social inquiry side of the author's material. Judging only by the present state of skill in social diagnosis, one may conjecture that Dr. Healy's social facts are less solidly grounded than his mental and physical facts. It must be conceded, though, that his summaries

develop more fully the socially evidential material of his cases than any others, so far as known, that have yet been presented by a psychologist. Dr. Healy has even discovered that there is a special skill needed in dealing with relatives, as the first of the following passages bearing upon investigation shows:

We have been surprised to find that one of the most particular portions of the work was the interviewing of relatives. Just the right attitude has to be assumed in this. . . . As I have elsewhere mentioned, the facts of developmental history and family life are frequently so explanatory that it is most necessary to get the best possible approach to those who can give the information.

Our own case studies have gradually led us to the overwhelming conclusion that, for practical purposes, what we particularly want to know about the offender are the immediate mental antecedents of his conduct. . . . Not reckoning with the mental factor leads to many errors in the drawing of conclusions. . . . Notwithstanding all this I fully recognize that there are many cases in which sole dependence on the psychological standpoint would be a grave mistake. Repeatedly I have asserted the opinion, still held, that it is very difficult to decide which is in general the most important investigatory vantage ground—social, medical, or psychological. The point is clear, however, that one can most surely and safely arrive at remedial measures through investigation of the mental factors.

The foregoing passages are taken from the "Individual Delinquent." Important too for the investigator are the definition of pathological lying, and the characteristics of the nineteen cases belonging to this group given in Dr. Healy's second book and here only summarized:

Pathological lying is falsification entirely disproportionate to any discernible end in view, engaged in by a person who, at the time of observation, cannot definitely be declared insane, feeble-minded, or epileptic. Such lying rarely, if ever, centers about a single event; although exhibited in very occasional cases for a short time, it manifests itself most frequently by far over a period of years, or even a lifetime.

Of the nineteen cases, eighteen were females. A number of the group were great talkers, with a gift of language above the average; most were deeply self-centered, and were inaccurate reporters of things directly observed. Cure of the tendency sometimes happens, even after long giving away to it. It is extremely rare that one can get the whole matter, and its sure social consequences, fairly and squarely met by anybody with influence over the individual. Until this can be done, little in the way of good results may ever be expected.

Last under this head, Miss Johnson's description of the analysis of individual children from the visiting teacher's point of view is interesting:

It involves observation of the child in school and outside, a knowledge of conditions that are affecting him, made possible by frequent and informal interviews held as friend and adviser rather than as coercive and authoritative agent, and it very frequently means securing the coöperation of other persons or organizations. All this work has, however, one end, that of understanding the child and his needs and of helping him get the full value of his school course.

FAMILY TREATMENT

"The function of the visiting teacher," adds Miss Johnson, "is the adjustment of conditions in the lives of individual children, to the end that they may make more normal or more profitable school progress. These adjustments may be made in the school, in the home, or in the environment, wherever there proves to be an adverse condition responsible for school conduct, scholarship or attendance, or influencing it to

a greater or less extent." Emphasis is here placed on the child's school life. The visiting teacher must be able to hear and gauge the child's recitations in class, must represent the school, and must understand the problems of the child's teacher. At her best, she is an interpreter. Both the strengths and the weaknesses of this program are brought out in the following summary. Incidentally, it illustrates also the weaknesses of all case summaries. Necessary as they are, they leave the mind hungry for the facts that are not there, and in danger, moreover, of misunderstanding the foreshortened facts that are there. Note, however, the admirable and detailed services for the child in which our own family work so often falls short. There can be no question that this specialty of linking home and school, and of socializing the school's contacts with individual children, is a fruitful specialty.

Sadie C. was getting a bad reputation in the school till the visiting teacher was asked to find out her home conditions. Her record shows how neighbors, parents of other school children, often give most valuable coöperation.

Sadie was a bright blue-eyed girl of nine years. She had an abundance of yellow hair and a captivating smile. She was naturally polite and full of energy. She was reported to the visiting teacher from the second grade because she came to school in a very dishevelled condition, with her hair partly fastened up in a knot, her face often dirty, and her clothes tied on with strings or bits of ribbon. She was also found asleep at her desk many times during school hours.

No one was at home at the first visit, and the report came to the visiting teacher that the mother was working at a distance from home. At promotion time Sadie went to a teacher who took little interest in the home conditions of her pupils, but the child was sent to the visitor in the hope of "bringing up her work."

In the meantime the neighbors began reporting to the visiting teacher that she was being cruelly neglected and was on the street until late at night and that the father was drinking very hard and sending the child to the saloon for beer. The father had neglected to leave money for the child to use for her luncheon at school, as he was expected to do, so she sometimes went without food at noon and told the visitor that frequently there was nothing at home for supper and that all she had was a piece of pie given her by a baker in the neighborhood.

The visiting teacher finally found the mother, who was employed as a cook in a boarding house several miles from home, with such long hours of work that it was impossible for her to go home. She was often away for two weeks at a time and supposed that the father was giving Sadie good care. The visiting teacher found him lying on the floor intoxicated one morning, and she never called that she did not find on the table a large pail of fresh beer, which he generally drained during her visit. The house was in fairly good condition, but there was only one bed in the rear room where Sadie must have slept with her father.

Finally, the mother made arrangements so that she could return home every other night and in the meantime hunt for other work. The father was cautioned to see that Sadie was in the house by nine o'clock and also that she had better food. He seemed very fond of the child and, when he was sober, tried to do his duty by her. Arrangements were made for her to have money for her lunches. The visiting teacher taught her how to arrange her hair and gave her hair ribbons and a suitable dress or two, and inspected her often. A tutor was provided for her in arithmetic through a nearby settlement, and other afternoons of the week were arranged for in various ways so that the child could have wholesome occupation and activity. The librarian around the corner was interested in her and helped her in the selection of books. She joined a club at the settlement for games and story-telling and she was finally admitted to the gymnasium, when the visiting teacher provided shoes and proper clothing. She

was radiant with delight over the work in the gymnasium and pleased the teacher exceedingly. A kindly neighbor also cooperated in the child's behalf and made her welcome whenever her parents were away.

Sadie is a changed girl, both in the classroom and outside. She brings her "perfect" papers to the visiting teacher and is so happy that she cannot contain herself. The dark circles have disappeared from under her eyes, she is happy and alert and has made her grade. The teacher is surprised at the change in the child, for she was prejudiced against her at first on account of her indifference and her slovenly appearance.

She has had thorough attention given her teeth, which were in bad condition, and her general health seems very good, as her exuberant spirits indicate. The father is now at work regularly and the mother is at home.

Unanswered questions here center about the father. If the man had been drinking hard and neglecting his child, which, if any, of the services here noted account for the change in him indicated by the last sentence? Or is the readjustment by which the mother is now able to be at home a temporary one? No visiting teacher of Miss Johnson's fine social sense could read our own case summaries as they appear in annual reports and elsewhere without asking equally pertinent questions, but this very shifting of emphasis goes to prove, if proof were needed, that no one type of social servant can cover the whole ground, that certain specialties, though not too many, are needed.

Some of the best case summaries of a non-technical sort are in "Honesty." Everyone should read the moving story of Celia on page 180 of that book. It drives home the need of encouraging confidences. "There is the most definite necessity for little people telling what they have seen and what they have done. For them to bottle up within themselves affairs of importance is a dangerous proceeding. . . . Of all forms of prevention of delinquency I know of nothing comparable to the confidences and counsels between elders and children." A merely disciplinary or repressive attitude toward children is so depressing to them that, where this relation between parent and child exists, difficulties in the treatment of any delinquency are doubled. Family bickerings are another serious obstacle to treatment.

Unexpectedly, Dr. Healy found a closer relation between the over-use of tea and coffee and misconduct than between the latter and the use of tobacco.

The places that a child frequents, including apparently harmless penny candy stores, should be thoroughly investigated.

The unsuspected child companion, not necessarily of the gang type, may be a fruitful source of mischief in the development, more especially, of bad sex habits, and the relation of such habits to stealing is made very clear.

Among the minor items of family morals that help to develop the child's honesty is proper respect for the individual possessions of members of the household, including those of the children. And every child should have individual possessions.

These are specific things, many of them within the range of the family case worker's influence. They are made more specific in the pages of these books. The mental analysis side of diagnosis must

still be left to the specialists, of course, but Dr. Healy can teach us how to do our own work better and so can Miss Johnson. The latter gives some brief but valuable hints on the importance of studying the neighborhood in which our clients live.

RECREATION IN TEN FAMILIES

A REPORT PREPARED FOR THE 1916 CHARITY ORGANIZATION INSTITUTE

By LAWRENCE C. COLE
Of the Cleveland Associated Charities

THE Cleveland Associated Charities has to a limited extent attempted in its family plans to provide recreation for the families under its care. Whenever possible it has endeavored to adapt the recreational facilities available in the community to the needs of the various individuals of the family. Doubtless our case workers, like those in other cities, have not always realized the important part recreation plays in family rehabilitation; it has not been brought home to us that recreation is as important in family work as health, employment, education and spiritual development. Recreation is especially important when young people are made to bear the strain and responsibility of family care. The young must play, and unless wholesome recreation is provided, they will be physically weakened by their burdens or will attempt to shirk their responsibilities. With standards of case work constantly rising, the case worker is beginning to feel his responsibility for recreation and is attempting to make adequate provision for it.

The types of recreation at the service of a C. O. S. are chiefly of six kinds. The social settlement house is the most important, and the one which has been most fully utilized by our workers. Most of the social settlements in Cleveland are old, fully established ones with corps of trained workers, accomplishing fine results. Of the ten cases here cited, three are examples of the use of the settlement as a means of providing the necessary recreation.

The institutional church has furnished recreation for a number of our families. While the line between the institutional and non-institutional church is hard to draw, we have four churches which might be called strictly institutional, though only two of these are doing active institutional work. The Rogers family furnishes a good example of the results such churches may accomplish along recreational lines, while in the Lodge family the social features of a non-institutional church have been a great help in restoring a normal family life.

The school social centers were started only last year. A number of our families are attending these centers, but no appreciable results have as yet been noticed.

The Y. M. C. A. is a modern organization with a fine central building and two branches which are much used for recreational purposes.

The coöperation between organizations is very good, and the work done in the Ratnik, Greer and Brandt families is typical of what the association is doing.

The Y. W. C. A. accomplishes the same results for girls as the Y. M. C. A. for boys, but the writer has been unable to find any good examples of its use except for purely educational purposes.

The Public Library is a socialized institution in Cleveland, providing clubs, classes of various kinds, story hours, etc., in addition to acting as a circulating medium. Its branches are situated in all parts of the city, often in settlement houses, and they act as strong recreational centers about which the community life may gravitate. The Francho and Johnson family stories show the method it employs to furnish wholesome recreation.

The playgrounds, scattered throughout the crowded districts, provide play space each summer for hundreds of children in our families, who are encouraged to attend by our visitors, but the results of these are so intangible that it has been impossible to find any good examples.

Haymarket District, from which the first four cases are taken, is the most congested and overpopulated district of the city. One of the older districts, it is the one best provided with opportunities for recreation. It has a Y. M. C. A., Y. W. C. A., two settlements, and an institutional church within or close by its boundary.

1. It was during the unemployment depression of October 1914, that the Associated Charities made the acquaintance of the Loccos—an Italian family consisting of Mr. Locco, twenty-six; Mrs. Locco, twenty-two, and three-year-old Anne. They were living in a dilapidated frame house, heated only by a gas plate. Mr. Locco, who came of a well-to-do Baltimore family, and was too proud to return until he had made good, gladly did the odd jobs available. His wife, whom he had married shortly after her arrival in America, was a poor housekeeper, chiefly through ignorance, but showed much character under her outward lightheartedness. Early in February Mr. Locco was sent to do janitor service at the Central Friendly Inn, the only settlement house in the neighborhood, which is doing fine work with poor equipment. His work was satisfactory, and in a few weeks he was given the position of chief janitor. As his attachment to his attractive little daughter was very strong, the child soon spent most of her time in the more congenial atmosphere of the settlement. Mrs. Locco, attracted by the pleasantness of the place and the contrast with home, was presently spending her spare time there also. The Loccos had always felt themselves above the neighborhood, and were only too glad to find sympathetic friends to aid them to higher ideals. The home-making and cookery club work soon improved home conditions and standards. Anne, who was a frequent visitor at a director's home, began to insist on American food and cooking and better living conditions, and these the parents, as they came to understand, were only too glad to provide. Plans were made to find a more congenial home, and the entire family tone was changed as a

result of association with workers at the settlement and of class work there.

The Associated Charities had made no plan providing for recreation in this family, but gladly took advantage of the situation and followed up the results of Mr. Locco's employment. There was no attempt to adapt the type of recreation to individual needs, but the Central Friendly Inn workers found the means of keeping the family's interest and of raising the standards of each member of the family group.

2. The Franchos, an Italian family consisting of husband, wife, two boys, twelve and ten years old, and two girls, eight and five, lived in filthy rooms in a wretched neighborhood. Mr. Francho, a heavy drinker, inclined to be abusive, was partially blind, and refused to accept the positions found for him. Mrs. Francho was in poor health owing to overwork; she went out by the day and was the main support of the family, and necessarily living conditions and standards were very low. The children, especially the boys, were bright and well-behaved, and attempted to help out as much as they could. Mr. Francho had contracted trachoma while working in a mine, and soon Mrs. Francho and the boys, through neglect, became infected, and hospital care was necessary. Before this happened, a district committee member from Hiram House had interested the boys in the settlement, which has modern equipment and an efficient corps of workers and is considered among the best in Cleveland. Frank had joined the curiosity club, the sign writing, brass-hammering and raffia classes, while Paul was making rapid progress in the dramatic, mechano and raffia clubs. The boys had been encouraged also to draw books from the library station situated in the building, and were becoming great readers. Necessarily, after their release from the hospital, as they were still in the infectious stage, they were refused admission to public school, and could no longer even use the public library. Through various members of the district committee books were secured so that the boys had plenty of reading to occupy their time. The settlement visitor was also able to bring them brass-hammering and raffia work, such as could be done without danger of infection at home, and the time of the children was entirely taken up in this way.

3. Mrs. Rogers, a rooming-house keeper, dependent because of illness, and Carl, her illegitimate son of sixteen, were referred to the Associated Charities by an institutional church situated in the heart of the downtown district. Mrs. Rogers was a fine mother and showed good sense in training her son, but was very independent and erratic. Carl, an intelligent boy, reciprocated his mother's love and took her place when she was ill; he however lacked concentration and initiative, and through his listlessness had lost several positions in which he had worked after school hours. Efforts were made, in close coöperation with the church, to restore Mrs. Rogers to health and self-support. The church helped materially in many ways, asking in return that Carl do light work around the building. Carl was interested in the Boy Scouts and through the church was granted a scholarship at the Y. M. C. A.

near his home. His poor physical condition was rapidly improved by long hikes and regular exercises. His musical talent was given an opportunity to express itself through the church glee club and a violin scholarship at the Y. M. C. A. Some months ago the Rotary Club became interested in the Big Brother movement and Carl became a junior member. Mr. —, its president, working with the Associated Charities and church, has advised and directed the boy to higher ideals, and has given him an incentive in life by holding out the prospect of a high school and college education. Through the work secured, the boy has become more resourceful and is developing business ability. His listlessness is giving way to self-reliance and he is rapidly making a man of himself.

This situation has been worked out through coöperation between the church, the Rotary Club, and the Associated Charities. The church, the original agency dealing with the family, has supplied recreational facilities. The Rotary Club has taken a personal interest in the family and assisted the other agencies in their efforts. The recreational plan for Carl was carefully mapped out and through close coöperation followed up and adapted to his needs as they changed from time to time.

4. During the last seven years, plans of various kinds and several workhouse sentences had failed to cure Mr. Lodge of his chronic drunkenness and non-support. In spite of his love for his children, his weak character was unable to withstand the wiles of his associates. Mrs. Lodge, of a good family, but inclined to be shiftless, constantly shielded her husband, and at one time, owing to wretched home conditions and complaints of neglect, the home was about to be broken up. About seven months ago while awaiting a new sentence for non-support, Mr. Lodge was reached by a sermon of a visiting minister. On his promise, and against the advice of the court officials, he was given a chance and at once proved his sincerity by waiting for the minister for a whole day. The securing of work and the removal of the family from the old wretched environment to a neat cottage near the church were easily accomplished. The church through its social organizations was able to furnish occupation for the leisure hours of the family so that they no longer had time for quarrels and for drink. The lectures and interchange of experiences of the Men's Club replaced Mr. Lodge's old associates and the long walks of hiking clubs provided a substitute for drink. The children were enthusiastic over the Camp Fire movement and the sewing clubs. The Friendship Club and Women's Society soon interested Mrs. Lodge in their work. Calls from the women of the church and frequent meetings of the various clubs at the house necessitated a higher standard of housekeeping, and soon the home presented a vast improvement. The family has fallen down at times but Mr. Lodge's probationary period will soon close without his having touched liquor, and with home conditions greatly improved.

In this family almost every conceivable plan had failed and the worker, realizing that the workhouse was of no avail, was ready to

accept any other alternative. The chance arising opportunely was accepted and followed up. The family have been encouraged to enter the various activities of the church, and the wholesome recreation and spiritual influences have created a new feeling of unity between the family members. The church had no real institutional features, but it used its opportunities for recreation wisely, providing wholesome pleasure with good results.

The next two families are taken from our Lake District, one of the older districts, and fairly well supplied with recreational centers. Goodrich House, with a public library station and nursery, is a modern settlement house with a fine corps of workers. The Central Y. M. C. A. and Y. W. C. A. are close by. In addition, the district has several school centers and playgrounds within its boundaries. Except for Haymarket, it is the best supplied of any district in the city with opportunities for using recreation in its family plans.

5. The Nadkes, consisting of Mrs. Nadke, fourteen-year-old Annie, and five-year-old Elizabeth (Mr. Nadke having deserted), were typical Germans with German ideas of thrift. Mrs. Nadke loyally supported the children by days' work but was opposed to school; she lost her Mothers' Pension because of the truancy of the children, and insisted that Annie go to work and assist in the family support. Annie was an attractive child, but according to mental tests was only a high grade moron; she disliked school intensely, was dissatisfied with home conditions, and seemed to desire something on which to lavish her affections. After the mother's reluctant consent had been obtained by giving a promise that no expense should be entailed, Annie was taken by the visitor to Goodrich House, the only settlement in the neighborhood, and waxed enthusiastic over the Camp Fire Girls. On the occasion of each outing, Annie was allowed to go only by special permission of the mother, obtained after much effort. Annie soon joined the millinery club, and learned to trim her own hats, of which Mrs. Nadke approved, as it saved expense. The housekeeping standards of the homemaking club were slowly transferred to the home and German methods gave way to American customs. Annie's fondness for books was encouraged by the library, and her spare time was spent in self-improvement, instead of in walking the streets. The mother has been won over, and now accompanies Annie and Elizabeth, who has been in an adjoining nursery, to the parties and social affairs.

This family were definitely interested in the settlement with the purpose of providing some wholesome influence outside of the home, as Annie was becoming restive under the parental severity. The settlement with its classes and good fellowship supplied the activity the girl demanded. The workers were greatly interested in Annie and would frequently personally take her home in order that her mother might not find fault with her. The charity and settlement workers worked hand in hand to supply the need so clearly evident.

6. In the Ratnik family, the Y. M. C. A. was the agency used to provide the necessary recreation for a boy bearing the responsibility for family care.

Mr. Ratnik, a heavy drinker with a sullen, mean disposition and a bad word for everyone, would work only irregularly through the summer months. Mrs. Ratnik was a motherly soul, fond of her children; she was tolerant of her husband and refused to prosecute him. The house was neat and clean, though located in the midst of a squalid factory district, but the family life lacked spontaneity and congeniality. Mike, sixteen, the oldest of five children, had been the main support of the family since he was twelve. He felt his responsibility keenly, and considered he had no time for play. The other children were amiable youngsters without a care or responsibility.

Through a scholarship at the Y. M. C. A., Mike was introduced to congenial surroundings in which to spend spare time. The gymnasium, in which he was particularly interested, occupied many of his evening hours and the congenial companions and good fellowship counteracted the environment in which he lived. The social times, smokers, lectures, etc., to which he brought his friends reacted on them and he was an influence for good in their lives. The athletic contests soon toughened his constitution, enabling him to overcome the handicap of an early industrial life. Mike's dissatisfaction with home conditions and threats of prosecution forced the father to accept steady employment and the burden of the family care was lifted from the boy's shoulders. Within a few months, he showed a bank account of \$75 after paying off the family debts. Of his own free will, he has joined Goodrich House, taking his younger brother, Andy, with him, and both have become valuable assets there.

As Mike's enthusiasm waned from time to time, a few words of encouragement from the Y. M. C. A. officers, interested by the visitor, would cause an increased interest in his work. The visitor was able to keep in constant touch and to adapt the plans for Mike as his development demanded.

7. The Johnson family, consisting of the parents and six children, ranging in age from fifteen years to one year, offers a good illustration of what the socialized library in Cleveland can do. Mr. Johnson, a low-type Englishman, with both hands crippled so that he was only able to do light work, had the unlucky faculty of constantly being injured. He was a heavy drinker, vacillating, but on the whole good-natured. His wife was a careless, shiftless housekeeper, whose pet diversion was to "sit and rock." The children, who were undersized and anæmic, with no recreation except playing in a nearby gully, were on the whole well-behaved, but had an undying hatred for school.

As the Cleveland library was anxious to establish a library club in their neighborhood, the Johnson home was suggested as a possibility. The family at first refused to consider the plan, but were finally won over. The club met weekly for a story hour, after which books were

distributed for reading during the week. The six Johnsons formed the nucleus of the group of children who composed the club. The course of reading prescribed and the stories told aroused their interest in books, and gave them a new incentive in school. The school work no longer was a trial, but a means to an end. The meeting day became a gala event in the family calendar, the home being carefully cleaned and decorated in preparation for it, and naturally housekeeping standards improved. Even the care-free head of the house had his pride aroused, and spent much time repainting the battered bookcase, in order that it might appear more sightly.

Mrs. —, the librarian, took a great deal of interest in the family, and has encouraged the individual members in so far as it was possible. She has closely coöperated with the Associated Charities, who feel as if she were a friendly visitor in the home. The plan was not adapted to meet any particular need, but the entire family needed some sort of recreational advantage. It was with sincere regret some time ago that the club left the home for larger quarters, but the children continue to attend.

8. The Music School Settlement, designed to provide musical education of the best sort at nominal cost for those unable to procure it otherwise, has been utilized to provide recreation in the Erbhardt family. This high type German family, after the loss of considerable wealth in Berlin through bad investments, has been unable to adjust itself to the changed conditions of life in America. Mr. Erbhardt, a self-educated and very ambitious cabinet-maker, capable of earning a large salary, has been unable to find the proper employment, handicapped as he is by inability to talk English. His wife, in spite of her ill health and slow recovery from an operation, keeps the home spotlessly clean, and loyally encouraged Mr. Erbhardt through the trials of a bad real estate investment. The six children, ranging from Emil, sixteen, to Charlotte, eight, are extraordinarily well-behaved, bright and intelligent, displaying their home breeding in their refinement of taste and manners. Emil is sent regularly to the Commercial High School, in spite of the economic pressure of daily life. He is a normal, healthy boy of sixteen, full of life and vigor, and is earnestly devoted to his younger brothers and sisters. He realizes the struggle his parents are making for his education and supplies his own needs by working outside of school hours. He is passionately fond of music, and when arrangements were made for him to receive violin instruction free at the Music School Settlement, he heartily accepted the opportunity. In spite of small natural ability, his conscientious efforts and hard work are bringing their reward, and he is making good progress. While the primary motive in encouraging Emil's activities was educational, he has been the means of providing recreation for the rest of the family. Daily, on the father's return from work, the family have a concert in which all join, and which brings a new happiness into their lives.

9. However, not all our plans along recreational lines prove suc-

cessful. The case of William Brandt is one where the plan failed in achievement. The Brandts were a typical German family with German ideals of life. Mr. Brandt was a good worker, but too independent to hold work long. He drank heavily at times, and his severity and abusiveness soon lost him the children's love and respect. Mrs. Brandt, tolerant of her husband's shortcomings, was a good housekeeper, but made life miserable by constant bickering. Will, the oldest of five children, who when in school had been considered incorrigible, was a flighty, headstrong boy of sixteen, constantly out of work, as a result of his dissatisfaction and unreasonableness. His desire for excitement and "gun toting" had led him to the Juvenile Court, and ultimately to a suspended reformatory sentence. His restlessness and frequent quarrels with the father often led him to run away, only to be returned by police authorities. The associates he picked were usually of wild and troublesome natures, akin to his own.

After one of his frequent dismissals, Will was taken to the Broadway Y. M. C. A., the only recreational center available in the district, which is situated at some distance from his home. He was introduced to the secretary with the double purpose of securing work and arousing his interest in the association's activities. The secretary took a strong personal interest in the boy, and secured him several positions, none of which he held very long. In accordance with his wish for vocational education, arrangements were made for him at the Wireless School, but he grew tired of the arrangement there. He was strongly urged to make use of his scholarship at the Y. M. C. A., but soon his interest lagged, and his membership lapsed. Recently, he was returned home with frozen feet, as a result of a ride on the "blind baggage," and, soon after, his parents' hopes that he had settled down were shattered by his arrest for robbery. He is still under indictment.

Although a mental test proved him normal, the Y. M. C. A. was unable to give Will the excitement his nature craved, and he sought it elsewhere. Coöperation with the Y. M. C. A. was very close. The secretaries tried various methods to gain his confidence, only to fail. He was closely followed up by our visitor until it plainly appeared that it was useless to try to hold his interest through the medium of the Y. M. C. A.

10. The Greer family offers an example of the successful use of the same recreational means that so dismally failed in the Brandt case.

The Greers, an American family, consisted of Mrs. Greer, David, eleven, and Thelma, two. The father, after several terms in the workhouse and reformatory, and various attempts to make him accept his responsibility, had deserted. He was a good machinist, fairly well educated, but a combination of drink and good fellowship led to his being in constant difficulty. Mrs. Greer, who had married young, and had suffered from her husband's neglect and from worry, contracted tuberculosis. She was a good housekeeper and an economical manager, and attempted to fill the place of both father and mother. Both children were frail, and had been active cases of tuberculosis at one time. David

who was a bright, intelligent boy of eleven, in the fourth grade of public school, was for a time of great assistance to his mother in her manifold troubles. He was quiet and reliable, and was often left to care for Thelma, whose bad temper and fretfulness were very trying. Later, however, he became very troublesome, constantly playing truant, smoking, and keeping late hours. The family lived in a fair neighborhood, where good associates were possible, but David chose the worst for his companions, and he appeared to be following in his father's footsteps. The frequent absence of his mother, while out working, showed a need for supervision and some strong restraining force.

At this time practically the only recreational center in the Harvard-Broadway district was the Y. M. C. A. A scholarship in the cadets was secured for David and his interest was soon gained. The swimming pool and the athletic activities appealed to the boy; the social and educational classes attracted him away from mischief, directing his activity along new lines. He soon learned to discriminate between good and bad associates. During the various vicissitudes since 1913, including the breaking up of the home to allow the mother to have hospital care, David has accepted his full share of responsibility. Several times he has appeared to lose his interest, but a few suggestions have served to reawaken it. In this case there was no possibility of adapting the recreation to the boy, as only the one form of recreation was available. The Y. M. C. A. was able to provide in the crisis of the boy's youth the clean, wholesome recreation he demanded, so that the one available source met the need.

The Broadway district, from which the last two examples were taken, is one which, while the largest territorially, has almost no recreational facilities. Although it has increased rapidly in population during the last five years, the only recreational centers have been the Broadway Y. M. C. A. and Y. W. C. A., and for a large part of the district these are so difficult of access as to be unavailable. Within the last winter, the opening of two school social centers has provided opportunities for the outlying districts, but the more thickly populated foreign district has no facilities at all. Through a committee formed by the Associated Charities and other social agencies, an attempt has been made to arouse public sentiment to the need for provision of some kind. An effort was made to secure a school center for the Polish district, but public sentiment had not sufficiently crystallized and perforce the matter was dropped. However, public opinion is developing, and we hope the near future will show some appreciable results along recreational lines.

Several other districts in the city are similarly situated, and although the great need of wholesome recreation is felt, the facilities for development along recreational lines are lacking. Nevertheless, we are attempting to use the limited resources at our disposal to the best advantage and to develop the community demand for increased facilities in order that through wholesome recreation our young people may be helped to develop into good American citizens.

INDEX TO VOLUME VII.

DECEMBER, 1915—NOVEMBER, 1916

	PAGE		PAGE
A. A. S. O. C. at Indianapolis, The	101	Hall, Fred S. A Charity Organi-	
Analysis of Two First Interviews.	17	zation Exhibit	41
Associated Charities, Objects of,		"Honesty"	138
stated by J. Byron Deacon	134	"Individual Delinquent, The"	138
Bosanquet, Dr. Bernard. The		Inferences Justifiable and Unjusti-	
Philosophy of Case Work	121	fiable. Ruth Cutler	24
Cabot, Dr. Richard C. The For-		Interviews, Analysis of Two First	17
gotten Man	136	Johnson, Fred R. Working Agree-	
Carpenter, Mildred P. Community		ments between Overseers of the	
Contacts	113	Poor and Charity Organization	
Case History Series	54, 65	Societies	115
Case Records, Safeguarding	4	Law as an Aid to Social Diagnosis.	
Case Work Literature, Recent ..	138	Ethel R. Evans	21
Charity Organization Department,		Limiting Intake, Dr. Richard C.	
Personal Messages from the	1	Cabot's views on	136
Charity Organization Exhibit, A.		Neighborhood Idea and Brooklyn's	
Fred S. Hall	41	Volunteer Service. Mary E.	
Charity Organization Institute		Shenstone	27
Number	13	Out-of-town Inquiries	5
1915, Membership of	15	"Pathological Lying, Accusation	
Cole, Lawrence C. Recreation in		and Swindling"	138
Ten Families	144	Personal Messages from the De-	
Community Contacts. Mildred P.		partment	1
Carpenter	113	Philosophy of Case Work, The.	
Confidential Document, Why a ..	2	Dr. Bernard Bosanquet	121
Cultivation of Goodwill, The. Karl		Recent Case Work Literature	138
de Schweinitz	103	Recreation in Ten Families. Law-	
Cutler, Ruth. Inferences Justi-		rence C. Cole	144
fiable and Unjustifiable	24	Rupert Young, Case XVII	65
Deacon, J. Byron. A General Sec-		Shenstone, Mary E. The Neigh-	
retary to His Board	134	borhood Idea and Brooklyn's	
De Schweinitz, Karl. The Cultiv-		Volunteer Service	27
ation of Goodwill	103	Smith, Frances Ann, Resolution in	
Drinking Men, Two	53	memory of	102
Evans, Ethel R. Law as an Aid to		Training Course for Volunteers, A.	32
Social Diagnosis	21	Transportation Matters	7
Exhibit, A Charity Organization.		"Visiting Teacher in New York,	
Fred S. Hall	41	The"	138
Forgotten Man, The. Dr. Richard		Volunteers, A Training Course for	32
C. Cabot	136	Working Agreements between	
General Secretary to His Board, A.		Overseers of the Poor and	
J. Byron Deacon	134	Charity Organization Societies.	
Gilbert Hunter, Case XVI	54	Fred R. Johnson	115