A DESCRIPTIVE SAMPLE SURVEY OF SELECTED SOCIAL CHARACTERISTICS OF PUBLIC ASSISTANCE CLIENTS AND THEIR PERCEPTIONS OF URBAN RENEWAL PLANS IN THE SCHEME III AREA, VANCOUVER, AND OF THEIR PERCEPTIONS OF THE CITY SOCIAL SERVICE DEPARTMENT, VANCOUVER

by

JOHN BEVERLY VICKARS

A THESIS SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE DEGREE OF MASTER OF SOCIAL WORK in the School of SOCIAL WORK

We accept this thesis as conforming to the required standard

THE UNIVERSITY OF BRITISH COLUMBIA

April, 1966
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School of Social Work

The University of British Columbia,
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Date May 5, 1966
ABSTRACT OF THESIS

This inquiry has three aims. Firstly, the study attempted to delineate selected social characteristics of a sample of the public assistance clients served by the City Social Service Department, Vancouver. Secondly, the preferences of the client population were sought concerning the affect of urban renewal plans in the Scheme III area. Thirdly, the thesis attempted to describe the client population's image of the City Social Service Department.

A hypothetical construct concerning the social characteristics of public assistance clients was cast in the form of five hypotheses. The depth interview was utilized as the major tool including sections concerning all three aims. Hypotheses were constructed concerning the second and third aims.

The findings indicate that the client groups' social characteristics do include a minority of alienated and low morale attitudes. An absolute level of deprivation as a social factor was largely absent. The hypothetical construct was rejected.

The study indicates that the majority of the study population prefers private housing to public housing; but feels that government should offer both public and private housing alternatives to clients dispossessed by urban renewal plans. The image of the City Social Service Department is described as extraordinarily positive with two reservations. Firstly, the social assistance rates are inadequate. Secondly, the agency staff has insufficient time to adequately discharge their duties.
The study's main conclusion is that further research is required to substantiate or reject the impressions gained from this exploratory sample survey. A wider range of intervening variables must be more closely defined and examined. This study's restricted range and depth did not permit more than tentative conclusions to be drawn concerning the relationship between variables.
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PREFACE

Acknowledgements

Through the good offices of the agency Director, Mr. T. T. Hill, and the Assistant Director, Mr. F. McDaniels, the full resources of the City Social Service Department, City of Vancouver, were made available to the research project. Arrangements for space, equipment and staff availability were made for the researcher without stint. All sources of information were open to the researcher's scrutiny upon request. The whole staff, professional and clerical, displayed a concern about and interest in goals and methods of the project. The staff not only co-operated fully and willingly, but offered many useful suggestions which were subsequently incorporated in the study.

In a similar spirit, Miss B. W. Snider, Research Consultant, Department of Social Welfare, Victoria, B. C., made the resources of her office available. Valuable information concerning out-of-province and American public assistance programmes and standards of practice were provided. In addition, Miss Snider contributed her advice and a description of a parallel study with a similar focus presently being conducted by the Department of Social Welfare in Nanaimo, B. C. Unfortunately, the results of this study are not yet available.

Mrs. E. Keays and Mr. E. Sopp of the British Columbia Association of Social Workers, Committee on Public Welfare Practice, have been exploring standards of practice both with the City of
Vancouver and the Province of British Columbia. Generously, their methodology and tentative conclusions were offered to the researcher.

The resources of the Community Chest and Council under whose auspices the study was conducted, made possible the study's completion, under Miss B. Ayres direction. Mr. L. I. Bell's singular contribution has been of essential importance.

The researcher's supervisor of studies, Dr. J. Crane, assisted the study well beyond the call of academic duty.
CHAPTER I

PROBLEM FORMULATION AND HYPOTHESES

I. THE SOCIAL WORK PROBLEM

Social Policy

As urban renewal plans proceed in Vancouver, the provision of appropriate services for displaced groups must be considered. In the past physical planning has proceeded without a significant contribution from complementary social planning. Sound social planning will be dependent on the identification of the needs of the residents and the development of an appropriate range of services, tailored to the particular needs of client groups.

A second study consideration lies in the provision of adequate and appropriate services to agency clients relating to present responsibilities. If caseload management and staff needs are to be soundly projected, planning will be dependent on a measurement of the effectiveness of present services and policies.

Agency Social Work Problems

The salient social characteristics of the client population remain unknown to the agency except as the agency is able to generalize from other studies of other cities. The experience of staff members embraces a wealth of "rule-of-thumb" knowledge which has not been translated into a written form, but which might provide a basis for a characterization of their client group.
Secondly, an inventory of the client population to be affected by urban renewal plans was lacking. The provision of a statistical description of this group was necessary to determine the limits of their numbers and a categorical description of the types of clients who will be differentially affected by this planning.

Groups Concerned with the Problem

The City Social Service Department administration carries the present responsibility and will carry future responsibility for planning service provisions. An appreciation of the level of effectiveness of service and of factors appropriate to planning for clients in an urban renewal area should assist their decisions.

This agency staff executes present policy and should appreciate receiving indications of their effectiveness. Due to pressure of heavy caseloads and the resultant lack of time, perhaps a profile of their client group would provide a neutral and needed addition to their knowledge of client problems and perceptions.

The British Columbia Association of Social Workers shares a general concern with all the study objectives as this organization takes within its purview all aspects of public welfare administration.

The Provincial Department of Social Welfare is presently engaged in a study of clients' perceptions of their agency's programmes. In a sense, this thesis project runs parallel although the study is set in an urban area and should complement their project although the study design differs. The social characteristics
of this client group should provide a useful basis for comparison with the provincial study when the provincial study is reported.

The City of Vancouver is engaged in developing a comprehensive programme of urban renewal. This study is supported by the City of Vancouver by funds made available under the National Housing Act.

The federal government has broadened its responsibilities in urban renewal. The inclusion of monies for social planning is a major objective. Presumably, the federal authorities will welcome information from all parts of Canada of which this study will constitute an early example.

The University of British Columbia School of Social Work is concerned on three levels. Firstly, this study and one other is being conducted under the general umbrella of urban renewal planning as it affects definable client groups, both social assistance and old age. Secondly, through the Community Chest and Council, the first social work research placement has been effected. Thirdly, the increment of pertinent information concerning social agency clientele is welcomed to its development of a suitable core of knowledge.

Problem for Research

Objective one. Primarily this study aims to identify the social characteristics of the client population. The majority of the information concerning social assistance clients stems from American studies. Social work has tended to generalize from these studies when planning in local conditions. The question arises, is this
information applicable? Perhaps local conditions, physical and social, should indicate to planners that each city has significantly unique characteristics. If so, the implication follows, that before planning can proceed in any area, an intensive effort must be made to ascertain the unique configuration of characteristics of its client groups. There may be a significant difference not only between national conditions but also between eastern and western cities, older and newer cities and between cities which grew in a different way. For this reason, this objective was chosen.

Objective two. The identification of the degree of knowledge and approval of urban renewal plans by the inhabitants of the target areas stands in equal importance. This study attempts to plumb the client population's attitudes towards urban renewal plans, and to delineate their preferences for alternative courses of action. Until now, urban renewal planning has rested largely on a physical planning basis, conditioned within the political process by organized pressure groups. Traditionally, the community which includes the public assistance clients has remained inarticulate and unorganized, as well as ignorant of possible alternatives. It is important to consider these residents as well as the "sub-standard" buildings they inhabit.

Objective three. A third objective lies in the identification of the clients' perceptions of the agency services and staff. This objective was selected because policy and services are
standard over the whole urban area. No mechanism for feedback from recipients relating to service acceptability or effectiveness exists in a broad or organized form. The agency image as perceived by clients is similarly unknown. These perceptions should be taken under advisement when formulating policy, and ascertaining agency effectiveness. The study will attempt a broad statement.

Objective four. Fourthly, the study aims to identify the agency's perceptions of effectiveness of service. If taken in concert with the clients' perceptions, an unbiased appreciation of effectiveness may be based on data obtained from two primary sources. If both views are coincidental, strong support may be adduced to the conclusions as an effective characterization of reality.

Ways In Which the Study May Contribute to Understanding of the Social Work Problem

The ways may be summarized in a tripartite mode. Firstly, basic knowledge is important at any time. Whether this study unearths new social facts or duplicates other studies, the knowledge will be important either of itself or as a standard of comparison. Insofar as the conclusions may provide a guide to the measurement of agency effectiveness, as viewed by the agency clientele, an acceptable contribution will have been made. Thirdly, as a provision of a guide to the study population's expressed needs and feelings concerning urban renewal plans, agency effectiveness and its own characteristics, Vancouver's social planning may proceed in better faith and knowledge.
II. STUDY'S DESCRIPTIVE HYPOTHESES

Following the sectional design of the questionnaire, the hypotheses have been grouped in three configurations. Section One includes the five hypotheses which relate to the study population's social characteristics. Section Two encompasses the six hypotheses which relate to the study population's perceptions of urban renewal plans and their preferences for planning which affects them. Section Three includes the final three hypotheses which relate to the clients' and the agency's perceptions of agency effectiveness. These hypotheses are by section as follows:

Section One

1. A view of man and society, unique to those living on a low-income exists. This view is derived from four life-conditions unique in their configuration to this low-income study population.
   (a) The first life-condition is that of a comparatively simple experience world.
   (b) The second life-condition is that of social and economic helplessness.
   (c) The third life-condition is that of absolute and relative deprivation.
   (d) The fourth life-condition is that of insecurity.

2. A feeling of alienation from the larger society is associated with these life-conditions and is expressed in feelings of powerlessness, an inability to control self and environment.
3. A feeling of alienation from the larger society is associated with these life-conditions and is expressed in feelings of meaninglessness, alien conditions which are unintelligible.

4. A feeling of alienation from the larger society is associated with these life-conditions and is expressed in feelings of isolation, out-of-touch with the larger society.

5. The life-goals of this low-income study group parallel those of the larger society but are more realistically modest.

Section Two

6. If urban renewal plans force involuntary relocation for this group, the study population expects to be offered adequate subsidized housing units within their present residential areas.

7. If urban renewal plans force involuntary relocation for this group, the study population expects that the renewal authority will offer adequate subsidized housing units in other residential areas.

8. If urban renewal plans force involuntary relocation for this group, the study population expects that the renewal authority will offer an assured index of private alternative housing either in their present residential area or in other residential areas.

9. If urban renewal plans force involuntary relocation for this group in private or public housing in their present or alternative area, the renewal authority will arrange automatic grants to cover the cost of moving household effects.
10. If urban renewal plans force involuntary relocation for this group, the agency staff would expect that the renewal authority will offer their clients the range of alternatives stated in Hypotheses 7., 8. and 9.

11. If urban renewal plans force involuntary relocation for this group, the agency staff would expect to offer a counselling service through a special unit to be located in the study area and to be staffed by qualified social workers, not to be drawn from their present establishment, for problems specifically arising from relocation.

Section Three

12. The study population feels that the agency staff, services and policies adequately meet their present needs and will meet special needs arising from relocation.

13. The agency feels that their staff services and policies adequately meet their clients present needs and will meet their clients special needs arising from relocation.

14. The operative standards of public assistance administration of the agency adequately conform to the standards expressed in the report of the Standards Committee, 1961.

Assumptions

Three main assumptions have been made. Firstly, clients lack comprehensive social services. The schedule has been shaped with this in mind. Secondly, the City Social Service Department
operates within the limits of their resources, but lack the capacities to fulfill their present responsibilities and do not under present staff limitations have the facilities to fulfill responsibilities arising from urban renewal. This bias is incorporated in the schedule as the weight of the questions offer alternatives within these limitations. Thirdly, the client population has the capacity to freely express feelings towards present welfare policies and procedures and to analyze and suggest ways in which future social service planning should be channelled.

III. PREPARATORY ACTIVITY

Survey of Previous Research and Selection of Sources

The available literature concerning urban renewal problems, public assistance administration, and social characteristics of public assistance clients, was culled with specific reference to the study hypotheses in mind. Under the following three headings is a list and a short discussion of those sources which appeared to bear the most relevance to the study objectives.

Public assistance administration. The Canadian Welfare Council's publication Standards in Public Assistance Administration (7-) outlines the general principles undergirding effective administration including a definition, basic considerations for a public assistance programme, development and use of standards, the need for qualified staff, and standards for policies and procedures.
The Federal Legislative Objectives (8 -) cover the same ground and provided a useful standard of comparison.

Dovetailing with these two statements of good practice is the memoranda Standards of Practice resultant from a meeting between the British Columbia Department of Social Welfare and the City Social Service Department. This memoranda bears specific relevance as it has been officially accepted by the City Social Service Department and the Provincial Department of Social Welfare as a guide to standards of practice. The original document was dated 1961 and revised in 1965 by the Provincial Standards of Practice Committee. This document relates directly to organization, legislation, philosophy and practice. In broad intent and in specific recommendations, the Canadian Welfare Council's outline is followed. The agency questionnaire is directly modelled in its final three sections on the points outlined in this pamphlet.

Social characteristics. A plethora of published data exists pertinent to this subject of social assistance clients. This study will mention only one—its contemporary nature, focus and hypotheses bear a particularly useful relevance. A summary of the common factors in contemporary research on the social characteristics of low-income families is contained in the article "Low-Income Outlook on Life" (11 -). The conceptual framework is reflected in this study's hypotheses.
Urban renewal. The most relevant sources fell into two categories. Firstly, a report by the International City Managers' Association, *Municipal Relocation of Displaced Residents* (9 -) offers a comprehensive survey of urban renewal practice and of government multi-faceted roles and policies in the United States. In a similar fashion to the reference to low-income families such a source obviates the necessity for an extensive bibliography as its scope is both contemporarily comprehensive, analytically categorized, and includes all relevant material.

*Public Housing and Welfare Services* (6 -) and Dr. L. C. Marsh's report (10 -) on Vancouver combine with L. I. Bell's *Metropolitan Vancouver.....An Overview for Social Planners* (5 -) to provide both nationally, Canadian and local, pertinent information on urban renewal planning and local conditions.

Outline of Inventory Methods and Results

An extensive preliminary survey of the City Social Service Department was conducted to establish the availability of (1) relevant information contained in case files; (2) relevant information contained in the caseworkers' statistical card boxes; (3) pertinent information contained in the public assistance grant forms; (4) general information from agency staff; (5) space, equipment and personnel to permit the completion of a more precise and subsequent inventory by a research assistant; and (6) agency attitudes towards the research project.
The filing system and the selective nature of the case file data and recording eliminated files as a usable source of information due to limits of time. The social workers' statistical cards provided the data from which the preliminary statistical table was drawn with the exception of the City Social Service Department Unit serving the single unemployed male client.

For this category it was necessary to extract the information from the public assistance grant forms from the whole city. As these men are served from a single office, the agency does not employ the caseload as a unit of division of work.

Where possible, the cases were counted by caseload and by category employing the designations of the City Social Service Department code (See Appendix p. 73). The results were recorded on a table (See Appendix p. 74). The categories employed by the agency are appropriate to the methods to be employed in drawing a sample for further analysis. The five social assistance categories and the four old age and physical disability pension categories stand as a useful stratification of the agency client population.

The category which included the single employable male client presented a problem. There are no statistical cards and the data obtained from other sources was universally considered by agency staff to be unreliable with special reference to residence. In November, 1965, the staff had been trying to locate some of these clients to offer them employment under the municipal Winter Works Programme. A high percentage of the addresses were found to be incorrect.
Therefore, the information was drawn from the public assistance grant forms dated 27.10.65 which accounted for 2200 of the monthly grant total of 3300. The public assistance grants are issued for October on the 27th. To enumerate the remainder would have required checking through the total agency issue records. To expedite the enumeration process, every tenth form was checked. The number of clients in the study area was ascertained by multiplying the count total by ten to approximate the total count on this issue date. This total was then multiplied by 3 over 2 to approximate the total number in the study area during the month of October.

The total of single employable male clients has only limited reliability. The staff considered the total of 725 to be a little high, 10%, but essentially correct. As the study design did not include interviewing clients from this category, a subsequent precise inventory allowed this figure to stand with an appropriate notation.

A clerical assistant with extensive experience in marketing research was retained to compile a list of clients by caseload and by category. This list provides accurate data on the study population including (1) name; (2) address; (3) assistance category; (4) date of first agency contact; (5) agency file number; and (6) employability status.

A restricted random sample for further analysis was drawn from this exhaustive list. The completed statistical information is contained in Appendix p. 74.
CHAPTER II

METHODOLOGY

I. LEVEL OF RESEARCH DESIGN

The model research design chosen for the study falls into the sample survey category in terms of method. However, the study's characteristics may be considered to combine aspects of the formulative-exploratory and the diagnostic-descriptive models. This study aims to not only derive hypotheses for further testing, but also to assess characteristics of the study population. An opportunity to describe the relationships between variables was provided if the findings proved interesting.

The study retained a general sensitivity to variables during construction, and assumed a theoretical configuration of descriptive variables (11 -).

The hypotheses were made explicit and were formulated on concrete levels. Chapter III, "Findings", discusses the operational definitions in detail.

The sample size and representativeness became an academic question. The study population under the terms of the Urban Renewal Scheme III was limited. Parallel studies conducted under the auspices of the Community Chest and Council and the School of Social Work, M. S. W. thesis programme, eliminated the aged and social assistance clients within the public housing project in the area. As stated in Chapter I, Section III, agency records and an
extraordinarily unstable single unemployed male client population, rendered the representative of the sample even more restricted. The enmity of the impersonal forces of natural selection during the collection period reduced the sample size to thirty-eight. Despite the small N, random selection employing a short table of random numbers was maintained throughout the selection process.

Control of extraneous variables was not attempted except as validity and reliability of data was concerned.

The research design contained both flexible and rigid components. In the main, the focus was regulated by the hypotheses. Yet, the schedule incorporated sufficient opportunity in the form of open questions to allow the focus to shift with insights. In Appendix p. 75 - 76 responses to the open questions which lent themselves to significant codification are presented in summary form. These findings are reported in Chapter III as they modify or illuminate the items concerning each hypothesis.

Plan of Data Analysis

Each hypothesis related to the appropriate items in the schedule. Provision for analysis by frequency distribution of responses according to the range allowed each item was initially made. Bivariate analysis and multi-variate analysis was retained as an option concerning the three major scales about which normative data was available. This option was not exercised as preliminary bivariate analysis indicated no significant relationship which lent
itself to statistical analysis (See Appendix pp. 77, 78, 79). The non-exercise of this option is discussed in Chapter IV.

Reliability and Validity

The reliability of the hard data as for example marital status, income, residence, family composition and socio-economic status, was not an issue as agency records and interviewer observations combined to significantly eliminate this source of error from consideration.

The reliability of the study population's subjective data remains more open. The schedule provided a number of check questions. More importantly, the findings report a high internal consistency in subjective responses. In Section III of the schedule all questions concerning agency perceptions had a trap section. The consistency was again high.

The most pertinent consideration concerning validity might be characterized as the "halo" effect. The study population doubtless contained a tendency not to differentiate between welfare agencies including the City Social Service Department and the Community Chest and Council. For this reason, the study was conducted under the auspices of the University of British Columbia, School of Social Work. However, to minimize a continuing "halo" effect which includes the University, several provisions were made.

Primarily, these provisions rest squarely upon the interviewers. The five interviewers share common characteristics. Firstly, they were M. S. W. students and had been aware of the study's
aims, objectives and methods since inception. Accordingly, they were sensitive to this skewing factor. Instructions to the interviewers emphasized their responsibility to assess this factor most carefully. The schedule itself incorporated provision for written reporting on this factor. Only three reports were received. In each case, the interviewer felt that this bias had been resolved.

Secondly, all interviewers share at least four years experience in public welfare. This experience under the researcher's guidance is felt to minimize the clients' ability to mask true feelings without detection.

In conjunction with the quality of the interviewers, the nature of the response reporting and the interview structure served to minimize evasion. The interviewer carried the responsibility to record and to grade interviewee response. Ample time and structured opportunity incorporated in this schedule permitted and directed probing, as indicated and required by circumstance.

With reference to the three major scales, concerning client social characteristics in attitudes, the pre-test phase revealed a useful insight. The original schedule incorporated the Srole Anomie Scale (See Appendix p. 80). The pre-test group rejected this scale on the grounds that its provisions included responses which were too extreme, and that no "normal" person would choose. The researcher assumed this response to mean that the interviewees were accepting a higher degree of responsibility for an honest completion of the schedule than had been expected. Accordingly, the scale was elided.
Associated with this last observation were the interviewers' verbal comments to the researcher (See Appendix 81 - 86). All clients took an active and interested role in the completion of the schedule. As outlined in the introductory letter to the clients (See Appendix p. 87), they assumed that this was a neutral opportunity to express their real feelings. Although this feeling is difficult to measure, the significant fact is that all interviewers perceived this response. In support of this point is the nature of the schedule itself. It is long and requires persistent consideration and judgment on the part of the clients. Without active co-operation, completion within less than two hours becomes impossible. Yet experience with the study population indicated an average time completion of an hour and a half.

II. SAMPLING PROCEDURES

Sample

The sample was drawn from the City Social Service Department caseload within the Scheme III area (See Appendix p. 88) and relocation area bounded by area south of East Hastings between 400 - 1000 blocks, which abuts Scheme III boundaries. Ten caseloads were painstakingly culled for clients living within the irregular boundaries. A statistical table was drawn (See Appendix p. 74). After single clients and old age, blind, disabled categories and children in the home of a relative were eliminated, a sample population of 132 remained. From this sample five pre-test clients were
drawn by random selection with fifteen alternates. Twelve of the alternates were required to complete the pre-test. Of the 115 remainder, all were exhausted. Thirty-eight interviewees constitute the sample. As the three main scales remained unchanged after the pre-test phase, the findings concerning these three scales are posited on a sample size of 43. The intention of the researcher was to increase the small sample size in other questions. However, rewording of questions made this objective unfeasible.

The attrition rate from the original sample was almost 70%. The sample loss has been closely categorized. From the date the original sample was drawn in November, 1965, to the end of the collection period in late March, 1966, 18 cases were closed. Five of the 18 were transferred from social assistance categories to old age. The remainder either ceased to draw social assistance or moved from the metropolitan area. Seventeen of the sample lived in the McLean Park Public Housing Project and were eliminated because this schedule embraced as one of its aims, attitudes of social assistance clients towards public housing projects. A study concerning social assistance clients living in this public housing project is being conducted. Fourteen clients moved out of the Scheme III area, but remained on social assistance. Two prospective interviewees are reported to be no longer on social assistance and two were categorized as living at no such address. Eight more were of Chinese extraction and were eliminated because of translation difficulties concerning bilingual interviewers of a similar standard to the five retained.
The most important category included those clients whom the interviewers were unable to contact. All the interviewers are trained to track down mobile clients. For this study they expended extensive efforts to trace any leads. In 23 cases, they were unable to locate the clients. Undoubtedly, this factor may be partially explained by the transient nature of the client population in this area as is exemplified by the single male employable client. This fact highlights the difficulties of the agency when dealing with the most stable part of the client population, the families.

Only five outright refusals were reported. Their reasons for refusal were unclassifiable as they were unable to adequately articulate their reasons although animosity towards students reared its head once. In another case, the antipathy towards the welfare system seemed to be the cause.

Thus, the sample was drawn entirely from three categories; two-parent families, one-parent families, and couples without children in the following numbers respectively: 8, 26, 3, exclusive of the five pre-test interviewees who were all one-parent families.

Random selection was employed throughout until the total study population was exhausted.

III. METHODS OF GATHERING DATA

Sources of Data

Agency records were used during the preliminary selection of the sample. The interview served as the major tool of data
collection. The interviews were conducted in depth by highly skilled interviewers. The validity of the data rests unequivocally on their skills. A supplementary interview schedule to be administered to the staff of the City Social Service Department was constructed and administered by the researcher. Unfortunately, due to pressure of time, the results of this schedule will not be tabulated until after the main study is completed. These results will be available in a supplementary study at a later date through the School of Social Work.

Standardized Tests

Three standard tests were employed: Scale of General Adjustment, Morale, Minnesota Survey of Opinions (4 - 160); A Measure of Alienation (13 - 675); Leisure Participation and Enjoyment Scale (3 - 213).

The degree of validation differs within each scale in terms of time lapse since application, breadth of the control groups and the number of applications.

The social participation scale presents the most difficulties. The last report was dated 1929 and the researcher has been unable to locate more contemporary normative data. This problem is discussed in more detail in the "Findings" chapter.

However, the 47 items offer a broad range of formal and informal activities and an acceptable scoring design (See Appendix pp. 94 - 96 ).
The measure of alienation offers the best normative data of the most recent vintage. Control groups were both large and heterogeneous (13 - 675).

The real advantage of this scale, apart from its intrinsic virtues, lies in the nature of the question order and design, as it relates to scoring. The researcher attempted to give the most acceptable answers to the questions, but was unable to fathom their intent. Clients would be totally unable to give the "right" answer. This scale supports the validity of the results strongly.

The morale scale offers a similar strength as it is difficult again to give the "right" answer. These two scales in concert strengthen the schedule considerably.

The morale scale was supported by the most normative data of the most varied nature including categories comparable to the study population and separable from other social stratifications on socio-economic scale including public assistance dependency (1 - 34) (4 - 342-344; 346, 347). The only drawback to this scale lies in the lapse of time since the last reported normative data.

Outline of Questionnaires

Client questionnaire. This questionnaire (See Appendix pp. 94 - 112) is divided into three sections with three separate foci. Section I pertains to the clients' social characteristics, and includes the three standard scales. The major part of this section includes interviewers' observations, and their appraisal of the physical surroundings of the interviewees, including evidence of a
level of deprivation specifically concerning adequacy of furniture, space and appliances. The interviewers were required to judge evidence of social stimuli in relation to evidence of books, newspapers, magazines, children's paraphernalia and in relation to adequacy of the physical plant for social purposes including entertainment potential. As the interviewers were not free to closely and comprehensively survey the homes, these observations carry limitations and might better be described as impressions.

A series of questions concerning the interviewees aspirations in our society as they relate to common "social norms" as home ownership, higher education for children, residence in a "good" district and a "steady" job. Each of these questions required the client to state his opinion of the realism of these aspirations. Open questions were appended to corral single insights or organized bodies of opinion.

Further questions were directed towards grade completed in school, level of training achieved, level of training desired and potential earning power.

A further probe was launched to specifically elucidate feelings of insecurity in the form of questions concerning their level of confidence relating to their ability to function within the accepted secure standards of our society, in terms of union employment, bargaining power, ability to provide for family in present circumstances in both basic terms and relative terms of affluence. This latter point was expressed in terms of holidays and family automobiles.
Section II maintained a single focus directed towards the interviewees relations to urban renewal. The inquiry was then split. Firstly, a series of questions were directed towards the establishment of the clients' degree of involvement and commitment to their present circumstances. These questions asked whether they would be upset, or whether they would need assistance of a counselling nature.

A second series of questions offered concrete alternatives in urban renewal planning. Public housing, an assured index of available and appropriate private housing, and a project office for the purpose of providing both traditional agency service and special services relating to urban renewal including moving grants, counselling and rental overages were proffered.

Section III was directed primarily to client perception of agency policy, personnel and service level. A number of subsidiary questions were included, less for the purpose of supporting the primary aim, but rather more for the purpose of gathering insights.

The questions concerning policy demanded the clients' judgment concerning adequacy of the grants, availability of special services such as medical coverage, transportation costs and overages, and adequacy of counselling services.

Personnel considerations were approached through inquiries concerning the clients' feelings towards agency staff and their perceptions of the social workers' feelings towards them. Additionally, the clients' perceptions of the level of two-way communication between staff and clients were explicitly measured.
The agency level of service was approached through questions both of the clients' feelings towards specific agency services such as home visiting, and through objective questions concerning the frequency of this service.

**Staff questionnaire (See Appendix pp. 89 - 93 ).** As results of this questionnaire will not be available for inclusion in the thesis, a brief description of this schedule is offered.

Three sections comprise this questionnaire as well. The first section parallels those questions in the third section of the client schedule. Primary focus was placed on level of communication, judgment of adequacy of service and objective data concerning frequency of visits.

The second section requested replies to parallel questions in the client survey concerning the same concrete alternatives for clients affected by urban renewal plans.

The final section was concerned with standards in public assistance administration as applied to the City Social Service Department. Specific questions were directed towards ascertaining the staff's knowledge of legislation and resources in the community, the staff's opinion of the agency staff development programme, the staff's perception of the availability of qualified staff to discharge present and future responsibilities, and a statement concerning their appreciation of agency policies including adequacy of policy manual, of procedures, and of statistics as a basis for good planning and reporting.
CHAPTER III

FINDINGS

The findings will be presented as they relate to the fourteen hypotheses. A general format will be employed. Each section will open with the conceptual hypothetical framework. This section will be followed with an operational definition of the hypothesis. A commentary concerning the interpretation of the data, including a discussion of the relation of the results to normative data where this is applicable.

The only exception to this format relates to Hypothesis No. 1. The discussion of these findings as they relate to the overview hypothesis will be reserved until the fourth chapter. The four sub-sections will be treated in the manner indicated above. No synthesis will be attempted in this chapter.

All percentages are out of 100 whether drawn from an N of 38 or 43.

I. RESULTS RELATING TO HYPOTHESIS 1. (a)

Conceptual Statement

A view of man and society, unique to those living on a low-income exists. This view is derived from four life-conditions unique in their configuration to this low-income study population. The first life-condition is that of a comparatively simple experience world.
Operational Statement

This statement is tripartite. The leisure participation scale provides the majority of the evidence. The use of this scale is debatable. The scale does not exhaust the possible social activities and important variables may have been overlooked. However, the study assumes that the range of items on the checklist covers most social activities and is a valid indicator of the range of social participation. Two of the questions are in support. First, the interviewer's observations concerning means for private family transportation. Second, the interviewee's response to the question, do all family members enjoy annual vacations away from home. The results are expressed in order, in Table I, by percentage groups.

TABLE I

RESULTS RELATING TO HYPOTHESIS 1. (a)

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses Equal to Norm Mean</th>
<th>Responses Less Than Norm Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>(social participa-</td>
<td>1-3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>9.3% (b)</td>
<td>90.1% (a)</td>
</tr>
<tr>
<td>1) (private car)</td>
<td>4</td>
<td>7.9% (b)</td>
<td>80.4% (a)</td>
</tr>
<tr>
<td>2) (vacations)</td>
<td>4</td>
<td>28.0% (b)</td>
<td>70.9% (a)</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis
Commentary

The support of the hypothesis clearly indicates not only a minimal level of participation but also a lack of means to engage in one activity, vacations, commonly accepted to be the "right" of every North American. Similarly, the automobile has ceased to be a luxury as we live in a society on wheels. Much of our social participation is based on an assumption of mobility.

The mean score of the client group is 96.6. The mean score of the norm group is 132. Only 9.3% of the client group attains norm group mean (3 - 213). However, this score comparison may be deceptive for two reasons.

Firstly, the norm data was reported for 1929. This lapse of time may include a number of intervening variables, one of which may be that there are fewer activities in which participation may be engaged in without cost. Our client group, by definition, has no surplus income.

Secondly, a crude division of the 47 items shows 11 items which require little or no money. The client group attained high scores on these items. Twenty-one of the 47 items relate to activities which cost an appreciable amount of money. The client group predictably scored low.

One cannot conclude that the clients' lack of participation relates to lack of motivation or social capacity. One may only note that lack of money is a limiting factor. On the evidence adduced in this study alternative conclusions remain possible.
II. RESULTS RELATING TO HYPOTHESIS 1. (b)

Conceptual Statement

A view of man and society, unique to those living on a low-income exists. This view is derived from four life-conditions unique in their configuration to this low-income study population. The second life-condition is that of social and economic helplessness.

Operational Statement

This statement has seven supporting questions and observations (1) each month are you able to provide adequate food, shelter, clothing and entertainment for yourself and family; (2) do you have a skill or trade; (3) if yes, how much could you earn if you were working at your trade; (4) what grade did you complete in school; (5) if you wanted to get more training, would you know how to go about it; (6) if you were working in a non-union job, would you have much of a say about your wages or working conditions; and (7) do you have much chance of getting a union job. The results are expressed in order, in Table II, by percentage groups.

TABLE II

RESULTS RELATING TO HYPOTHESIS 1. (b)

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Question No.</th>
<th>Schedule</th>
<th>Page No.</th>
<th>Yes</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 (adequate basics)</td>
<td>4</td>
<td>31.5% (b)</td>
<td>68.4% (a)</td>
<td>.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 (skill or trade)</td>
<td>6</td>
<td>34.1% (b)</td>
<td>65.7% (a)</td>
<td>.0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TABLE II (Cont.)

Schedule Question No. | Schedule Page No. | Responses to Open Questions |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-$220 per month</td>
<td>+$400 per month</td>
</tr>
<tr>
<td></td>
<td>No response</td>
<td></td>
</tr>
<tr>
<td>1a (earnings)</td>
<td>6</td>
<td>15.9% (a) 15.9% (b) 68.2%</td>
</tr>
<tr>
<td></td>
<td>-Grade 10</td>
<td>+Grade 9 No response</td>
</tr>
<tr>
<td>2 (grade attained)</td>
<td>6</td>
<td>74.0% (a) 16.0% (b) 10.0%</td>
</tr>
<tr>
<td></td>
<td>Yes Responses</td>
<td>No No response</td>
</tr>
<tr>
<td></td>
<td></td>
<td>21.0% (b) 50.0% (a) 29.0%</td>
</tr>
<tr>
<td>4 (knowledge of retraining opportunities)</td>
<td>6</td>
<td>21.0% (b) 50.0% (a) 29.0%</td>
</tr>
<tr>
<td>9 (non-union job limitations)</td>
<td>7</td>
<td>13.1% (b) 60.5% (a) 26.4%</td>
</tr>
<tr>
<td>10 (chances of union job)</td>
<td>7</td>
<td>18.4% (b) 57.9% (a) 23.7%</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

Six of the seven questions show clearly a strong support. Question No. 2 of the Schedule derives from a codification of open questions. At a 6:1 ratio the client group attained a Grade 9 or less educational level. Grade 10 is the minimal standard for admission to training programmes in British Columbia. Grade 12 is the minimum standard for the more technical trades as electronics, telecommunications or drafting. This result was perhaps the most significant as the door to the labour market is rather firmly shut.
Question No. 1a is highlighted by the percentage of no responses. General indications of the meaning of these responses could be considered in support of the hypothesis. As many of these clients have never worked and as many have never earned a "good salary", the no response percentage leaves the researcher frustrated.

III. RESULTS RELATING TO HYPOTHESIS 1. (c)

Conceptual Statement

A view of man and society, unique to those living on a low-income exists. This view is derived from four life-conditions unique in their configuration to this low-income study population. The third life-condition is that of absolute and relative deprivation.

Operational Statement

This statement has fourteen supporting questions and observations: (1) is there evidence of newspaper; (2) is there evidence of adequate play space; is there evidence of adequate entertainment space, children and adults; (3) is there evidence of means for private family transportation; (4) each month are you able to provide adequate food, shelter, clothing and entertainment for yourself and family; (5) do all your children have good boots and raincoats; (6) does each child have own bed; (7) is there adequate furniture at the essential level; (8) is there adequate furniture at the comfort level; (9) is there adequate space at the essential level; (10) is there adequate space at the comfort level; (11) are there adequate appliances at the essential level; (12) are there adequate appliances
at the comfort level; (13) do you have a skill or trade; and (14) what grade did you complete in school. The results are expressed in order, in Table III, by percentage groups.

### TABLE III

RESULTS RELATING TO HYPOTHESIS 1. (c)

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Yes</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2) (evidence of newspapers)</td>
<td>4</td>
<td>68.4% (b)</td>
<td>28.9% (a)</td>
<td>2.3%</td>
</tr>
<tr>
<td>1 6) 7) (adequate play and entertainment space)</td>
<td>4</td>
<td>56.5% (a)</td>
<td>35.0% (b)</td>
<td>8.5%</td>
</tr>
<tr>
<td>1 8) (private car)</td>
<td>4</td>
<td>7.9% (b)</td>
<td>80.4% (a)</td>
<td>10.7%</td>
</tr>
<tr>
<td>3 (adequate basics)</td>
<td>4</td>
<td>31.6% (b)</td>
<td>68.4% (a)</td>
<td>.0%</td>
</tr>
<tr>
<td>4 (boots and raincoats)</td>
<td>4</td>
<td>57.9% (b)</td>
<td>26.3% (a)</td>
<td>15.8%</td>
</tr>
<tr>
<td>5 (child per bed)</td>
<td>4</td>
<td>62.4% (b)</td>
<td>26.3% (a)</td>
<td>11.3%</td>
</tr>
<tr>
<td>6 Furniture</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Absolute Deprivation</td>
<td>81.5% (b)</td>
<td>15.8% (a)</td>
<td>2.7%</td>
<td></td>
</tr>
<tr>
<td>Relative Deprivation</td>
<td>26.3% (b)</td>
<td>70.9% (a)</td>
<td>2.8%</td>
<td></td>
</tr>
<tr>
<td>Space</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Absolute Deprivation</td>
<td>73.6% (b)</td>
<td>23.6% (a)</td>
<td>2.8%</td>
<td></td>
</tr>
<tr>
<td>Relative Deprivation</td>
<td>60.5% (a)</td>
<td>36.8% (b)</td>
<td>2.7%</td>
<td></td>
</tr>
</tbody>
</table>
TABLE III (Cont.)

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses Yes</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Absolute Deprivation</td>
<td>81.5% (b)</td>
<td>15.8% (a)</td>
<td>2.7%</td>
<td></td>
</tr>
<tr>
<td>Relative Deprivation</td>
<td>73.6% (a)</td>
<td>21.0% (b)</td>
<td>5.4%</td>
<td></td>
</tr>
<tr>
<td>1 (skill or trade)</td>
<td>6</td>
<td>34.1% (b)</td>
<td>65.7% (a)</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Response to Open Question
-Grade 10 +Grade 9 No response
2 (grade attained) 6 80.4% (a) 15.8% (b) 3.8%

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

The validity of the following comments are tempered by the limitations previously discussed concerning the restriction on the interviewers opportunities for observation. Absolute deprivation refers to lack at essential levels. The essential level was defined as (1) adequate furniture, which meant "sufficient" and working beds, tables, chairs, bureaus and lamps; (2) adequate space, which meant a living room, kitchen, storage space, bedroom for parents and no more than three children per bedroom; and (3) adequate appliances, which meant stove, fridge, TV, radio, heating unit and washing machine. Similarly, comfort level meant all essentials such as you would expect in a middle class home and at the same level of working order.
The most significant result lies in the rejection of the thesis at the absolute level of deprivation in terms of furniture, space and appliances. An average of better than 70% of the client group has attained the essential level. Significantly also, is the fact that an average of better than 30% of the client group has attained a comfort level. Associated with these findings are the results from the questions concerning childrens' clothes and beds. Better than 60% of the client group maintain an adequate standard. The question concerning newspapers and magazines indicates that mass media in this form and in TV is an integral part of the social stimuli available to these clients. This state is in contrast with many homes of this socio-economic level which entirely lack evidence of the printed word in any form. Such social deprivation implies lack of social opportunity of the most basic kind.

Vancouver's poor is even more invisible than Harrington's configuration (2 -). The level of the British Columbia income maintenance net including social assistance rates, medical services and family allowances, apparently permit this client group to exist not only above the essential deprivation level but also within the comfort level in selective areas.

IV. RESULTS RELATING TO HYPOTHESIS 1. (d)

Conceptual Statement

A view of man and society, unique to those living on a low-income exists. This view is derived from four life-conditions unique
in their configuration to this low-income study population. The fourth life-condition is that of insecurity.

**Operational Statement**

This statement has six supporting questions and observations:

1. Each month are you able to provide adequate food, shelter, clothing and entertainment for yourself and family;
2. Do you have a skill or trade;
3. What grade did you complete in school;
4. Would you like a steady job with a future. If yes, what do you think your chances are;
5. If you were working in a non-union job, would you have much of a say about your wages or working conditions; and
6. Do you have much chance of getting a union job. The results are expressed in order, in Table IV, by percentage groups.

### TABLE IV

**RESULTS RELATING TO HYPOTHESIS 1. (d)**

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 (adequate basics)</td>
<td>4</td>
<td>31.5% (b)</td>
<td>68.4% (a)</td>
</tr>
<tr>
<td>1 (skill or trade)</td>
<td>6</td>
<td>34.1% (b)</td>
<td>65.7% (a)</td>
</tr>
</tbody>
</table>

Response to Open Question

<table>
<thead>
<tr>
<th>Grade 10</th>
<th>+Grade 9</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>74.0% (a)</td>
<td>14.0% (b)</td>
<td>12.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
</tr>
</tbody>
</table>

6a (chances of a steady job) 7 84.7% (a) 15.8% (b) .0%
TABLE IV (Cont.)

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses Yes</th>
<th>Responses No</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 (limitations of non-union jobs)</td>
<td>7</td>
<td>13.1% (b)</td>
<td>60.5% (a)</td>
<td>26.4%</td>
</tr>
<tr>
<td>10 (chances of union job)</td>
<td>7</td>
<td>18.4% (b)</td>
<td>57.9% (a)</td>
<td>23.7%</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

The support of this hypothesis clearly indicates a level of insecurity as all answers stand above 57.9%. The question concerning education and the standards for judging remain unchanged from Hypothesis 1. (b).

Question No. 6a of the Schedule offered the interviewees a five choice response, probable, possible, likely, unlikely and nil. The latter four choices were grouped together as representing a degree of insecurity. The unlikely and nil categories embraced 90% of the responses with a light shading into likely and possible.

V. RESULTS RELATING TO HYPOTHESIS 2.

Conceptual Statement

A feeling of alienation from the larger society is associated with these life-conditions and is expressed in feelings of powerlessness, an inability to control self and environment.
Operational Statement

This hypothesis is supported solely by the morale scale. The results are expressed in Table V, by percentage groups.

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Support</th>
<th>Non-support</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page No.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-11</td>
<td>48.9%</td>
<td>51.1%</td>
<td>.0%</td>
</tr>
</tbody>
</table>

Commentary

The lower scores indicate higher morale. The mean score of the client group in raw numbers was 59.6. Control group scores range from 50 to 66. Comparable control groups by socio-economic status, education and occupational groupings, range in the lower sixties (1 - 42). The upper fifties would include most normal working class families (1 - 48).

For purposes of analysis in the I. B. M. machine, the raw scores were converted into five groupings: (1) 40; (2) 40 - 49; (3) 50 - 59; (4) 60 - 69; and (5) 70+. The first three categories in total were considered to be in non-support of the hypothesis. The last two were considered to be in support.

The majority of these clients fall well within the normal range with a small group of five falling below 50. A significant proportion of the sample falls within normal boundaries and is not distinguishable from working class norms.
Although this was a useful scale, yielding useful information, the short form of the Minnesota Survey of Opinion (4 - 22) which includes scales concerning inferiority, law, economic conservatism, family and education, would have offered a broader profile and would have been no more difficult to administer.

VI. RESULTS RELATING TO HYPOTHESIS 3.

Conceptual Statement

A feeling of alienation from the larger society is associated with these life-conditions and is expressed in feelings of meaninglessness, alien conditions which are unintelligible.

Operational Statement

This hypothesis is supported solely by the alienation scale. The results are expressed in Table VI, by percentage groups.

TABLE VI

RESULTS RELATING TO HYPOTHESIS 3.

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Support</th>
<th>Non-support</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-9</td>
<td>41.1%</td>
<td>58.2%</td>
<td>.0%</td>
</tr>
</tbody>
</table>

Commentary

The higher score indicates a lesser degree of alienation. The mean raw score of the client group is 27.3. The mean raw score of the normative control group is 28.58 (13 - 675). For purposes of
analysis, the raw scores were divided into five groups (1) -24; (2) 24 - 26; (3) 27 - 29; (4) 30 - 32; and (5) 32+. The final three categories were considered to be in non-support of the hypothesis. The first two categories were considered to be in support.

There was no differential normative data available from this recent scale. However, the control group was large and was drawn through a wide strata of society (13 - 675).

There was one scoring problem. The question, "are you interested in having children (or would you be at the right age)" (13 - 675), proved to be too difficult to administer to the client group. The question was not included after the pre-test phase. The raw scores were derived from a dichotomised response judgment. One point was scored for alienation and two points for unalienation. To make the client group scores comparable, one point was added to each total score. Thus, any skewing lies in favour of alienation. If one considers the results, the majority of the client group would probably have scored two.

The range of possible scores is from 17 - 34. Those client group scores in the second category are closer to the unalienated norm than to the alienated mean. Seventeen represents the score attained by the alienated control group. Although the results indicate a strong lack of alienation, if this factor is added, the non-support column is stronger than the figures suggest. The majority of the clients are not alienated by this standard.
VII. RESULTS RELATING TO HYPOTHESIS 4.

Conceptual Statement

A feeling of alienation from the larger society is associated with these life-conditions and is expressed in feelings of isolation, out-of-touch with the larger society.

Commentary on Results Relating to Hypotheses 2. and 3.

The alienation scale represents only the clients' perceptions of their feelings of alienation. The social participation scale may only represent their state of isolation and does not reflect their feelings.

The scales taken in concert stand opposed. The study population does not perceive itself as being alienated but does act in an isolated social system exclusive of possible extended family activities.

The association of these two variables is unclear. The results imply that feelings of isolation are not associated with a state either of social isolation or of social involvement. The problem of examining feelings of isolation might better be accomplished in another context utilizing an appropriate instrument which measures both feelings of isolation, and an objective description of a state of alienation. If these two variable are then added, it would be possible to describe a relationship between a state of alienation and of isolation, and feelings of alienation and of isolation.
VIII. RESULTS RELATING TO HYPOTHESIS 5.

Conceptual Statement

The life-goals of this low-income study group parallel those of the larger society but are more "realistically" modest.

Operational Statement

This statement has eight supporting questions (1) if you had a choice, would you like to live in Dunbar or Point Grey; (2) if yes, what do you think your chances are; (3) would you like to live in a home that you own; (4) if yes, what do you think your chances are; (5) would you like your children to go to college, or further their training after high school (plus Grade 12); (6) if yes, what do you think your chances are; (7) would you like a steady job with a future; and (8) if yes, what do you think your chances are. The results are expressed in order, in Table VII, by percentage groups.

TABLE VII

RESULTS RELATING TO HYPOTHESIS 5.

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 (live in different area)</td>
<td>5</td>
<td>28.9% (a)</td>
<td>50.0% (b)</td>
<td>21.1%</td>
</tr>
<tr>
<td>7a (chances to live in different area)</td>
<td>5</td>
<td>29.9% (a)</td>
<td>.0% (b)</td>
<td>70.1%</td>
</tr>
</tbody>
</table>
TABLE VII (Cont.)

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 (like own home)</td>
<td>5</td>
<td>Yes: 80.4% (a)</td>
<td>11.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No: 7.9% (b)</td>
<td></td>
</tr>
<tr>
<td>8a (chance of owning home)</td>
<td>5</td>
<td>Yes: 73.6% (a)</td>
<td>13.3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No: 13.1% (b)</td>
<td></td>
</tr>
<tr>
<td>5 (+Grade 12 training for children)</td>
<td>6</td>
<td>Yes: 86.7% (a)</td>
<td>13.3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No: 0% (b)</td>
<td></td>
</tr>
<tr>
<td>5a (Chance for +Grade 12 training for children)</td>
<td>6</td>
<td>Yes: 82.1% (a)</td>
<td>4.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No: 13.1% (b)</td>
<td></td>
</tr>
<tr>
<td>6 (like steady job)</td>
<td>7</td>
<td>Yes: 78.9% (a)</td>
<td>4.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No: 18.4% (b)</td>
<td></td>
</tr>
<tr>
<td>6a (chances of steady job)</td>
<td>7</td>
<td>Yes: 79.1% (a)</td>
<td>15.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No: 5.3% (b)</td>
<td></td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypotheses
(b) - those responses considered to be in non-support of the hypothesis

Commentary

Seven of the eight questions returned a support response.

Question No. 7a, page 5 and Question No. 5, page 6, attained 100% response, if the no response category is noted.

Question No. 7, page 5 of the Schedule, may be interpreted further. An open question was appended (See Appendix pp. 75 - 76).
Twenty-four of the 29 responses were codified. Eighteen preferred to live in their present area. Only six wished to move to a better neighbourhood. The implication of the replies tends towards the view that most of these clients are socially committed to their present area and its attendant society.

Question No. 10, page 13 of the Schedule, produced an interesting result. This client group retains the North American bias against public housing and prefers to retain, if possible, independence in housing.

Questions No. 7a and 8a, page 5 of the Schedule, offered a three-point range (1) likely; (2) unlikely; and (3) nil. The first point was considered to be in non-support. The last two points were considered to be in support. Question No. 5a, page 6, and Question No. 6a, page 7 of the Schedule, offered a five-point range (1) probable; (2) possible; (3) likely; (4) unlikely; and (5) nil. The first point was considered to be in non-support, and the last four were considered to be in support, as all these choices were "realistic". The response was concentrated in the final two choices and shaded steadily into possible and likely.

With the exception of the client groups choice of their present society, all responses combine to indicate support.
IX. RESULTS RELATING TO HYPOTHESES 6. AND 7.

Conceptual Statement

If urban renewal plans force involuntary relocation for this group, the study population expects to be offered adequate subsidized housing units within their present residential area. If urban renewal plans force involuntary relocation for this group, the study population expects that the renewal authority will offer adequate subsidized housing units in other residential areas.

Operational Statement

These hypotheses are supported by a single question (1) if you do have to move, do you feel that the city should offer you a new apartment in a public housing project like McLean Park. The results are expressed in Table VIII by percentage groups.

TABLE VIII

RESULTS RELATING TO HYPOTHESES 6. AND 7.

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Yes Responses</th>
<th>No Responses</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 (public housing)</td>
<td>13</td>
<td>39.0% (a)</td>
<td>50.0% (b)</td>
<td>11.0%</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

The researcher erred during the item construction pertaining to these hypotheses. The question to the client population
should have taken note of the geographical division accommodated by the two hypotheses.

This single question does provide a collective answer to a total request for attitudes pertaining to public housing either in Scheme III or outside this area.

This response embodies a majority acceptance of North American societal norms which aver the superiority and the social acceptance of private ownership of housing.

X. RESULTS RELATING TO HYPOTHESIS 8.

Conceptual Statement

If urban renewal plans force involuntary relocation for this group, the study population expects that the renewal authority will offer an assured index of private alternative housing either in their present residential area or in other residential areas.

Operational Statement

This statement has a single supporting question (1) if no to Question No. 10, page 13 of the Schedule, do you feel that the city should offer a list of available private housing which you could be certain of being able to rent if on social assistance. The results are expressed in Table IX, by percentage groups.
TABLE IX

RESULTS RELATING TO HYPOTHESIS 8.

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses</th>
<th>Yes</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 (private housing)</td>
<td>13</td>
<td></td>
<td>70.0% (a)</td>
<td>26.6% (b)</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

Please note that 30 responses were recorded to this "if no" question. Twenty-one were in favour; eight were opposed; one did not know. Accordingly, the percentages above were calculated on an N size of 30.

The client groups preferences are self-evident and correlate almost precisely with the percentage preference against public housing as reported in Section IX. Non-support for public housing was 50.0%. Support for private housing was 55.2%.

XI. RESULTS RELATING TO HYPOTHESIS 9.

Conceptual Statement

If urban renewal plans force involuntary relocation for this group in private or public housing in their present or alternative area, a renewal authority will arrange automatic grants to cover the cost of moving household effects.
Operational Statement

This statement has a single supporting question (1) do you feel that the city should pay for the cost of moving. The results are expressed in Table X, by percentage groups.

TABLE X

RESULTs RELATING TO HYPOTHESIS 9.

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Yes</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 (moving costs)</td>
<td>13</td>
<td>62.4% (a)</td>
<td>31.5% (b)</td>
<td>16.1%</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

The client groups preference is self-evident as two-thirds support government intervention in this form.

XII. RESULTS RELATING TO HYPOTHESIS 10.

Conceptual Statement

If urban renewal plans force involuntary relocation for this group, the agency staff would expect that the renewal authority will offer their clients the range of alternatives stated in Hypotheses 7., 8. and 9.

Operational Statement

This statement has five supporting questions (1) if the city tears down this building, would you expect to be helped to find
a new home (or apartment); (2) do you feel that the city ought to help you find a new home (or apartment); (3) do you feel that the city should pay for the cost of moving; (4) if no to Question No. 10, page 13 of the Schedule, do you feel that the city should offer a list of available private housing which you could be certain of being able to rent if on social assistance; and (5) if you have to move, do you feel that the city should offer you a new apartment in a public housing project like McLean Park. The results are expressed in order, in Table XI, by percentage groups.

### TABLE XI

**RESULTS RELATING TO HYPOTHESIS 10.**

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 (expects city to find new home)</td>
<td>13</td>
<td>47.3% (a)</td>
<td>52.9% (b)</td>
</tr>
<tr>
<td>9 (city ought to find new home)</td>
<td>13</td>
<td>68.4% (a)</td>
<td>31.5% (b)</td>
</tr>
<tr>
<td>12 (cost of moving)</td>
<td>13</td>
<td>62.4% (a)</td>
<td>31.5% (b)</td>
</tr>
<tr>
<td>11 (private housing)</td>
<td>13</td>
<td>55.2% (a)</td>
<td>21.0% (b)</td>
</tr>
<tr>
<td>10 (public housing)</td>
<td>13</td>
<td>39.0% (a)</td>
<td>50.0% (b)</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis  
(b) - those responses considered to be in non-support of the hypothesis

**Commentary**

A minority of the client group does not expect to be assisted by the City of Vancouver to find alternative accommodation.
At the same time a majority thinks that they should be assisted. If client group preferences concerning private housing versus public housing are considered, private housing is selected by a wide margin. Both questions included the provision of city involvement in either case. If one adds the preferences, more than 90% feel that one of the two suggested services should be offered. The client group preference in the last four questions is clearly in support.

XIII. RESULTS RELATING TO HYPOTHESIS 11.

Conceptual Statement

If urban renewal plans force involuntary relocation for this group, the client population would expect a counselling service to be offered through a special unit to be located in the study area and to be drawn from their present establishment, for problems specifically arising from relocation.

Operational Statement

This statement has two supporting questions (1) if yes to Question 13, page 13 of the Schedule, do you think that you should be offered a counselling service to help with these problems; and (2) have you any idea what agency would best provide it (if no, which of the following seems best). The results are expressed in order, in Table XII, by percentage groups.
TABLE XII

RESULTS RELATING TO HYPOTHESIS 11.

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses Yes</th>
<th>Responses No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>13a (should city offer counselling service)</td>
<td>13</td>
<td>50.0% (a)</td>
<td>15.8% (b)</td>
<td>34.2%</td>
</tr>
<tr>
<td>13ai (CSSD best agency)</td>
<td>13</td>
<td>28.9% (a)</td>
<td>26.3% (b)</td>
<td>44.8%</td>
</tr>
</tbody>
</table>

(a) - those responses considered to be in support of the hypothesis
(b) - those responses considered to be in non-support of the hypothesis

Commentary

The response to Question No. 13ai, page 13 of the Schedule, was derived from the following range of choices (1) the City Social Service Department; (2) Clergy; and (3) the Family Service Agency. The non-support figure of 26.3% is a total of the last two choices offered. Thus, better than 57% favoured a counselling service from among these agencies.

Majority support in both questions is indicated for the hypothesis.

XIV. RESULTS RELATING TO HYPOTHESIS 12.

Conceptual Statement

The study population feels that the agency staff, services and policies adequately meet their present needs and will meet special needs arising from relocation.
Operational Statement

This statement has nineteen supporting questions:

1. Are your social assistance grants large enough to meet your basic expenses (food, clothes, shelter and entertainment)?
2. Do you feel that you receive all the services for which you are eligible?
3. Do you feel that the City Social Service Department is there to help you?
4. Do you feel that your social worker cares whether you are helped?
5. When you are talking to your social worker, do you understand what he/she is saying?
6. Can you see your worker whenever you need to?
7. Would you like to be visited at home?
8. If you have a medical card, do you feel that you receive all the medical attention you need?
9. Do you feel that your social worker is there to help you?
10. Do you like your social worker?
11. When you are talking to your social worker, do you think that he/she is listening to what you say?
12. Do you feel that your social worker has enough time to spend with you?
13. Can you telephone your social worker whenever you need to?
14. Do you feel that the City Social Service Department cares whether you are helped?
15. Do you think that your social worker likes you?
16. When you are talking to your social worker, do you think that he/she understands what you are saying?
17. Do you think that your social worker knows enough to help you properly?
18. If yes to Question No. 13, page 13 of the Schedule, do you think that you should be offered a counselling service to help with these problems?
19. Have you any idea what agency would best provide it (if no, which of the following seems
best). The results are expressed in order, in Table XIII, by percentage groups.

### TABLE XIII

RESULTS RELATING TO HYPOTHESIS 12.

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Yes</th>
<th>Responses</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (is assistance enough)</td>
<td>14</td>
<td>15.8% (a)</td>
<td>81.5% (b)</td>
<td>2.7%</td>
</tr>
<tr>
<td>2 (receive all services)</td>
<td>14</td>
<td>65.7% (a)</td>
<td>18.4% (b)</td>
<td>15.9%</td>
</tr>
<tr>
<td>5 (CSSD helpful)</td>
<td>14</td>
<td>73.6% (a)</td>
<td>13.1% (b)</td>
<td>12.3%</td>
</tr>
<tr>
<td>6 (social worker cares)</td>
<td>14</td>
<td>65.7% (a)</td>
<td>15.8% (b)</td>
<td>18.5%</td>
</tr>
<tr>
<td>7 (understands social worker)</td>
<td>15</td>
<td>80.7% (a)</td>
<td>7.9% (b)</td>
<td>11.4%</td>
</tr>
<tr>
<td>9 (can see worker often enough)</td>
<td>15</td>
<td>68.4% (a)</td>
<td>28.9% (b)</td>
<td>2.7%</td>
</tr>
<tr>
<td>10 (likes home visits)</td>
<td>15</td>
<td>77.5% (a)</td>
<td>18.4% (b)</td>
<td>4.1%</td>
</tr>
<tr>
<td>11 (receives adequate medical attention)</td>
<td>15</td>
<td>75.1% (a)</td>
<td>7.9% (b)</td>
<td>14.0%</td>
</tr>
<tr>
<td>15 (feels worker is there to help)</td>
<td>16</td>
<td>92.0% (a)</td>
<td>2.6% (b)</td>
<td>5.4%</td>
</tr>
<tr>
<td>16 (does client like worker)</td>
<td>16</td>
<td>84.0% (a)</td>
<td>2.6% (b)</td>
<td>13.4%</td>
</tr>
<tr>
<td>17 (does worker listen to client)</td>
<td>16</td>
<td>81.5% (a)</td>
<td>15.7% (b)</td>
<td>2.8%</td>
</tr>
<tr>
<td>18 (does worker have enough time)</td>
<td>16</td>
<td>47.3% (a)</td>
<td>52.6% (b)</td>
<td>0%</td>
</tr>
<tr>
<td>19 (can telephone worker when needed)</td>
<td>16</td>
<td>86.7% (a)</td>
<td>13.1% (b)</td>
<td>0%</td>
</tr>
</tbody>
</table>
TABLE XIII (Cont.)

<table>
<thead>
<tr>
<th>Schedule Question No.</th>
<th>Schedule Page No.</th>
<th>Responses Yes</th>
<th>Responses No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 (does CSSD care whether client helped)</td>
<td>17</td>
<td>60.1% (a)</td>
<td>15.8% (b)</td>
<td>14.1%</td>
</tr>
<tr>
<td>23 (does social worker like client)</td>
<td>17</td>
<td>60.5% (a)</td>
<td>2.7% (b)</td>
<td>31.5%</td>
</tr>
<tr>
<td>24 (does social worker understand client)</td>
<td>17</td>
<td>62.4% (a)</td>
<td>26.3% (b)</td>
<td>7.9%</td>
</tr>
<tr>
<td>25 (does social worker know enough)</td>
<td>17</td>
<td>73.6% (a)</td>
<td>10.5% (b)</td>
<td>15.9%</td>
</tr>
</tbody>
</table>

Relocation

| 13a (should city offer counselling service) | 13 | 50.0% (a) | 15.8% (b) | 34.2% |
| 13ai (CSSD best agency) | 13 | 28.9% (a) | 26.3% (b) | 44.8% |

(a) - as in preceding tables; (b) - as in preceding tables

Commentary

In attitude questions Nos. 6, 15, 16 and 23, a five-point scale was added as follows (1) all; (2) most; (3) some; (4) few; and (5) none, in the past tense, inquiring for the same answer. The first three categories were considered to be in support of the validity of the same question asked in the present tense. In the same order, as previously mentioned, positive responses by percentages were: 84.0%, 81.0%, 97.4%, 96.6%. This very high correlation supports the positive response recorded in these questions.

In attitude questions Nos. 7, 17 and 24, a five-point scale was offered (1) always; (2) most of the time; (3) usually; (4) seldom;
and (5) never. The first two categories were considered to be positive and in support. The percentages are recorded in the preceding table.

The two questions concerning relocation have been dealt with in Section XIII and may be considered a majority support for the last section of this hypothesis.

With the exception of Questions No. 1 and 18, the seventeen remaining questions return a support averaging over 70%. The two questions in non-support, refer to the adequacy of the amount of the social assistance grant, and the availability of social workers to spend sufficient time with the client group. Question No. 1 is in non-support by a ratio of 6:1. This point-of-view is commonly accepted by all. Question No. 18 is in non-support by a close margin. This response may be interpreted to mean that the majority of clients feel that, under present conditions, they see their social workers often enough to suit them.

Clearly, the hypothesis is overwhelmingly supported.

XV. RESULTS RELATING TO HYPOTHESES 13. AND 14.

Conceptual Statement

The agency feels that their staff services and policies adequately meet their clients present needs and will meet their clients special needs arising from relocation. The operative standards of public assistance administration of the agency adequately
conform to the standards expressed in the report of the Standards Committee, 1961.

Commentary

Due to pressure of time, the schedule relating to agency staff was not administered. Accordingly, the data was not available for inclusion in this study. In subsequent consultation, it was decided to treat this question as another study.
CHAPTER IV

CONCLUSION

I. SUMMATION OF FINDINGS PERTINENT TO THE THREE CONFIGURATIONS
   OF RELATED HYPOTHESES GROUPINGS

Social Characteristics, Hypotheses 1. to 5.

The first hypothesis, in four parts, offers an association
of life-conditions which purport to characterize the low-income
family. A state of life simplification, of social and economic
helplessness and of feelings of insecurity and state of insecurity,
received strong support.

The third life-condition of absolute and relative
deprivation was rejected on the absolute level, and significantly
qualified on the relative level. These findings are tempered by the
limitations previously alluded to concerning the interviewers'
opportunity for observation.

Thus, the configuration may be considered to be rejected on
the grounds that one of the associated variables, perhaps the most
important and visible variable, does not hold.

As an associated mental attitude to these four life-
conditions, feelings of powerlessness is also rejected by this client
group. The study population shares a normal response.

As an associated mental attitude to these four life-
conditions, feelings of alienation stands in the rejected category by
a wide margin. The study population shares equally in this societal
norm. A dilemma persists. The client group does not feel powerless but does feel helpless. The results concerning feelings of powerlessness may indicate a defensive adaptation. One may also consider the results as a realistic and healthy perception that their helplessness is limited to the world of work and material acquisition. By their social standards they feel competent to live with the same freedom as their more affluent fellow citizens.

Feelings of isolation, in association with feelings of alienation, were similarly rejected.

With the exception of their preference for their present geographical residential location, the life goals of the client group parallel those of our society most strongly. The support of this hypothesis is a positive factor in the same way the rejection of the hypotheses concerning feelings of powerlessness and alienation may be considered positive as a social dynamic.

Not only is a causal relationship not intimated between the life-conditions and an association of related feelings; the association itself cannot be made. This absence of correlation bears significance if we contrast this reality with the stereotype of a public assistance client. If we contrast this with the reality which progressive theorists have ascribed to low-income groups as stated in these hypotheses, one concludes that this client population differs radically. Perhaps they are unique. Efforts should be made to ascertain whether this is so. If this is not so, our perceptions of
public assistance clients must be thoroughly overhauled, and should be based on relevant, specific and contemporary social data.

Attitudes and Preferences Towards Urban Renewal, Hypotheses 6. to 11.

The study population's preferences may be stated simply. The client group feels that the city has an obligation to offer assistance in the form of alternative housing if they are to be dispossessed. A majority would prefer to live under the free enterprise system in private housing. Preliminary findings from the study of public assistance clients in the McLean Park housing project, indicate a positive approval. Perhaps this study population's feelings are based on erroneous impressions, and better publicity for such projects might alter this perception.

A strong minority favours public housing. One factor affecting this decision may be McLean Park. The researcher feels that this project has advantages denied to the other projects in the Vancouver area in terms of location and physical plant.

More specifically, the client group feels that grants should be made to cover their moving costs. As the City Social Service Department already offers this service to those who need it, a widening of this service to include all clients could be easily accomplished.

Agreement was also reached on the establishment of an agency office to be located in the urban renewal area to offer the services previously mentioned and counselling services for problems arising from relocation in emotional terms.
Perhaps there is a wider implication here. In an area of a high concentration of public dependence, a decentralized service integrated within the community may be the real preference of the client group. This concept in terms of agency organization may support the thesis currently being discussed in Vancouver concerning the superiority of the local area approach. This approach concludes local area councils and citizen participation integrated with agency co-ordination within the same boundaries.

Attitudes and Observations Towards the City Social Service Department, Hypothesis 12.

A single impression dominates the findings—an extraordinarily positive image of the agency.

Specifically, the clients feel that excellent communication is maintained between themselves and agency personnel. They feel that the agency as an institution is constituted for their benefit and operates to this end. Agency staff is perceived as operating positively and effectively with two limitations. This perception is qualified by the possible "halo" effect discussed in Chapter II.

Firstly, the clients recognize, clearly and sympathetically, that caseloads are too high, social workers have too much to do, and are not sufficiently available. Secondly, they recognize the limitation of the amount of social assistance grants as a policy restriction.
If this general impression is taken for examination in conjunction with the normal morale, and alienation standards, a slightly "outre" thought should be expressed. The City Social Service Department, by general agreement, is offering a minimum income maintenance service. Perhaps this level of service is the most appropriate one for this client group. They may not require extensive service relating to personal inadequacies. Their needs for this type of service fall into the normal category. If this situation does exist, then these services should be offered on a universal basis divorced from public assistance programmes.

The type of services which they do need are those operating to open the door for equal opportunities. To state the point in another way, Titmuss' (12-) conception of social justice, expressed in terms of social services providing for equal opportunity according to need, may be the best framework in which to continue our considerations. In concrete terms, greater educational opportunities to attain minimum entrance requirements for trade training, which itself should be expanded, should be offered. Public services in the form of daycare centres are especially pertinent to a study population which is more than three-quarters composed of one-parent families. This kind of service should be offered on a universal basis divorced from public assistance programmes. Environmental manipulation would be the words chosen by the caseworker, and rightly so. Is the perspective correct? The focus should not be on individual rehabilitation through provision of services to the poor.
The emphasis should rest on broad provisions tailored to meet the needs of all, including the low-income group.

II. RELATIONSHIP OF CONCLUSIONS TO GROUPS CONCERNED WITH THE PROBLEM

The City Social Service Department

The implications to this agency are three-fold. Firstly, measures should be taken to strengthen their present major function of income maintenance. Secondly, the total client population includes groups with widely different social characteristics and needs, which need to be dealt with on a differential basis. Thirdly, planning for the agency's future should include decisions as to their most efficient function.

The first consideration is prompted by the clients' perception of agency limitations in terms of policy concerning social assistance grants, and staff deficiencies. As the policy limitation stems from ground rules laid down in Victoria, the study can suggest only that pressure be maintained to increase the level of assistance to permit a more effective and wider social participation by client groups.

Staff deficiencies are the outstanding problem. On the assumption that the agency must be acutely aware of their need for more qualified staff, this study recommends that, with the client groups strong support, the major vehicle for the improvement of their present programme would be an immediate and sizable increase in staff.
The second consideration has been recognized by the formation of special units and special caseloads within the organizational structure of the agency. This organizational focus should be extended realistically. The emphasis should be placed less on the development of casework services and more on effective methods of coping with mass demand for income maintenance services.

The third consideration grows naturally out of the second. The nature of the agency's future should be planned with the thought in mind, that the most efficient way of serving the client groups presently dependent on the agency, may be to divide the service and form a second agency. A model, in principle, may be the division of the National Employment Service and the Unemployment Insurance Commission. As in this model, the rehabilitative function is conceived on a universal basis and is divorced from the income maintenance function.

The Provincial Department of Social Welfare

The same comments with reference to future planning of agency function apply with two major differences. The provincial organization carries rural and urban responsibilities. A more flexible and locally relevant series of organizational arrangements would be necessary if an efficient division of rehabilitative and income maintenance functions were to be separated. As this department carries family services and child welfare responsibilities, perhaps separation could be founded on the strong counselling
component which is implicit in these latter two programmes. Income maintenance for foster children could and should be separated from the casework component.

The results of the Department's Nanaimo study of clients' perceptions of agency, indicate in preliminary form general agreement. Both agencies have earned a very positive client image.

The City of Vancouver

The clients' preferences concerning urban renewal should be taken into consideration when planning this renewal project and others. The client groups are fully capable of expressing their preferences and of participating in formulating adequate relocation procedures and services. The City should be congratulated for availing themselves of the opportunity made available under a federal grant to initiate social studies associated with urban renewal. This study would recommend that this practice be continued and expanded in close integration with physical planners during the initial planning stages of similar projects.

The Federal Government

Through the auspices of the federal government, social studies are now possible. A highly desirable associated function for the federal government to assume would be to serve as a clearing house for the results of these studies. An analytic role on the national level would be best assumed by a co-ordinating body with access to all study results which would yield information concerning
common factors and regional differences. Planners at all levels would benefit from such a service.

**British Columbia Association of Social Workers**

This professional association should find all the conclusions of general interest, with special reference to the need for more qualified staff. This concern has been in the forefront of the Association's objectives for many years. The role of the social worker under a divided system of income maintenance provision and rehabilitative services is tendered for the Association's consideration, as this question also has played a part in their deliberations.

**The University of British Columbia, School of Social Work**

As a thesis project focus, this study has yielded a reservoir of information. For the next few years this problem will offer opportunities for other projects. Perhaps the School could serve as a co-ordinating body to acquire information in a more systematic fashion, thereby increasing the value of the findings.

As a research placement, the Community Chest and Council in conjunction with municipal urban renewal planning, offers an unrivalled vantage point for the student.

Although the conclusions of this study raise more questions than they answer, the researcher feels that the study does indicate directions in which further research might be profitably undertaken. The study has rejected the theoretical construct which was adopted
from a synthesis of current research in the United States. Well it may be that locality relevance of theory must be determined by local information. Without such testing, theory will remain unsupported concerning the social characteristics of assistance client groups.

As the School develops its core of knowledge, studies such as this have the potential to support this process in a major way.

III. A PROPOSAL

Throughout the text, there has been the implicit and explicit indication that insufficient social data exists upon which a description of public assistance dependents can be built. The conclusions support the thought that the information gleaned from other studies is not applicable to this client population. By extrapolation one might say that theoretical data may not be applicable in a general sense to metropolitan client groups. The need for further research is clear. To this end, a proposal is suggested.

The three major scales show no correlation (See Appendix pp. 77 - 79). The relationship between these variables would appear to be very complex and beyond the power of this study to state anything other than its lack of suitable instrumentation to illuminate the relationship between these self-evidently important variables in terms of social characteristics. Extensive examination of the responses to the three scales failed to distinguish any profile of even a small group which indicated a high, middle or low correlation. This lack of correlation may indicate that the scales were measuring
quite different variables, and the study did at least avoid the error of measuring the same variables in different ways. Future studies should develop appropriate instrumentation to examine the relationship between these variables. This researcher was unable to find an appropriate instrument. The study suggests that a major effort should be directed towards this development.

Characteristics of the Proposed Research

Several principles should be adhered to in the formulation of the design. Firstly, normative data of a local nature may only be gathered if the design aims to measure attitudes through all social strata. The study should aim not at a description of the poor, but rather at a description of the differences, if any, between all components of the society. In concrete terms, this might mean that feelings of alienation in a Vancouver setting should be measured through all occupational groupings including public assistance clients, working class, blue collar and white, middle class and upper class samples.

Secondly, the study should aim to measure social facts within the social ecology of the deprived groups. Social work must enter into intimate partnership with associated disciplines currently displaying the same focus. In concrete terms, studies conducted under the auspices of the School of Social Work should relate in a comprehensive study to the work of urban sociologists and the urban and human geographers. Otherwise, our data will remain out of context. The ecology of the welfare system may only be put in
perspective within the ecology of the larger social system. Social work expends a considerable portion of its resources translating social science theory into operational terms for social work professionals. The opportunity exists at the field study level to shortcut this deficiency by building the professional requirements into comprehensive studies.

Thirdly, as this study indicates, the Canadian social service provisions, which include the potential for universal medical care, a minimum income level and comprehensive educational opportunities in the next decade, may wield a determinate influence on the formation of social characteristics of groups such as the study population. The proposed design should make provision for control groups in other provinces and states whose social service provisions are either parallel or different. This variable may be defined. The testing of the hypothesis that social service provisions play a major role in determining social attitudes would be worth while.

Research Model of Level of Design

The proposal suggests a study combining features of the diagnostic-descriptive and experimental models. The study should aim to assess characteristics of study populations, derive relationship between variables, and to test hypotheses concerning causality. To distinguish the causal relationship between social service provisions and social attitudes of client groups is of critical importance to the development of effective social policy.
Self-evidently, all important variables will not be known in such a broad framework. But a high degree of conceptualization must be accomplished. To operationalize concepts concerning social services is now possible. The main difficulty will lie in operationalizing concepts relating to social characteristics. It is in this context that the earlier comments concerning the development of appropriate instruments must be taken.

Hypotheses must be formulated at a level of statistical regularity. Because of this consideration, a rigorous consideration of representativeness and sample size must be observed. The variables are by definition uncontrolled and uncontrollable. The probability of isolating dependent variables must be carefully considered.

The study does not presume to outline in detail such a wide ranging proposal, but does suggest that this focus should remain in the forefront of agencies and researchers who have the discretion to set study priorities. Doubtless, the problem must be approached in small steps by degree within reference to the preceding control. The study recommends such an aim, as this relationship is a basic consideration of all professional theory.
READING REFERENCES
READING REFERENCES

A. BOOKS


B. PUBLICATIONS OF THE GOVERNMENT, LEARNED SOCIETIES, AND OTHER ORGANIZATIONS


D. ARTICLES IN COLLECTIONS

KEY TO CITY SOCIAL SERVICE DEPARTMENT'S
CODE FOR ASSISTANCE CATEGORIES

11 - Social Assistance--Single person
12 - Social Assistance--Couple
13 - Social Assistance--One-parent
14 - Social Assistance--Two-parent
15 - Social Assistance--Children
20 - Blind Person Allowance
30 - Disabled Person Allowance
40 - Old Age Assistance
50 - Old Age Security Bonus
TABLE XIV

CASELOAD STATISTICS

STATISTICS FOR SCHEME III AREA AND RELOCATION AREA BOUNDED BY AREA SOUTH OF EAST HASTINGS BETWEEN 400 - 1000 BLOCKS, WHICH ABUTS SCHEME III BOUNDARIES

<table>
<thead>
<tr>
<th>CODE # FOR CSSD CATEGORIES</th>
<th>EXPLANATION OF CATEGORIES</th>
<th>TOTAL AREA CASELOAD BY CATEGORIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>SAS</td>
<td>715*</td>
</tr>
<tr>
<td>12</td>
<td>SAC</td>
<td>28</td>
</tr>
<tr>
<td>13</td>
<td>SA 1P</td>
<td>93</td>
</tr>
<tr>
<td>14</td>
<td>SA 2P</td>
<td>13</td>
</tr>
<tr>
<td>15</td>
<td>SA CR</td>
<td>3</td>
</tr>
<tr>
<td>20</td>
<td>BPA</td>
<td>4</td>
</tr>
<tr>
<td>30</td>
<td>DPA</td>
<td>30</td>
</tr>
<tr>
<td>40</td>
<td>OAA</td>
<td>193</td>
</tr>
<tr>
<td>50</td>
<td>OAS</td>
<td>466</td>
</tr>
</tbody>
</table>

TOTAL CASELOAD CSSD

1541

* Single Men Unit figure
RESPONSES TO OPEN QUESTION NO. 7a. PAGE 5

1. Doesn't care for area.
2. Too richy, not used to it.
3. Has no car, has to walk everywhere, would be difficult there.
4. No response.
5. Not his home. Prefers East End.
6. Predjudice in that area (she is a negress).
7. Not her class of people.
8. Not familiar with the city.
9. Would not get used to it, feels at home here.
10. Rents are higher.
11. Can't afford it.
12. No response.
13. No response.
14. No response.
15. Would like to stay in present district if could.
16. Don't know districts, so unsure.
17. Always thought Point Grey is a nice district.
18. Prefer this area.
19. No response.
20. The neighbours would be a better type of person.
21. No response.
22. I like this district--friends convenient.
23. I don't have a choice.
24. Air is bad--diesel, noise.
University students have already rented most of the places in that area.

Too far out from downtown.

Want to stay in this neighbourhood—people nice, near to my daughter.

I don't really have enough money to move to better area.

Too far away—like to be close to city. I would feel uncomfortable amongst posh homes.

This would be too far from downtown and beaches.

Have always lived in this area, close to downtown.

Doesn't like district—"teenagers up there don't think before they do anything", too far from town.

Peoples are not too friendly.

Mrs. Farry appears to be comfortable living in a low-income area.

"Give me a winning Irish Sweepstake ticket".

There is not enough opportunity to find enough work to live there.

Because "I'm a poor woman--rich people live there".

Too high mucky to live there.

**Summary**

1) 5--no response

2) 18--prefer present area for several reasons

3) 4--would like to, can't afford it

4) 2--would like to because of "better" neighbourhood

5) rest unclassifiable
FIGURE 1.

GRAPH OF CORRELATION BETWEEN MORALE AND SOCIAL PARTICIPATION SCALES

RESULT—NO CORRELATION

MORALE SCALE

raw score numbers

SOCIAL PARTICIPATION SCALE

raw score numbers
FIGURE 2.

GRAPH OF CORRELATION BETWEEN MORALE AND ALIENATION SCALES

RESULT—NO CORRELATION
FIGURE 3.

GRAPH OF CORRELATION BETWEEN ALIENATION AND SOCIAL PARTICIPATION SCALES

RESULT—NO CORRELATION
SROLE ANOMIE SCALE

1. There's little use writing to public officials because often they aren't really interested in the problems of the average man.

2. Nowadays a person has to live pretty much for today and let tomorrow take care of itself.

3. In spite of what some people say, the lot of the average man is getting worse, not better.

4. It's hardly fair to bring children into the world with the way things look for the future.

5. These days a person doesn't really know whom he can count on.
INSTRUCTIONS FOR INTERVIEWERS

Purposes and Objectives of Study

The purposes of this study are tripartite. Firstly, the study aims to accept or reject the proposition that low-income families are identifiable by a unique configuration of life conditions which lead to a definable and unique configuration of dominant social attitudes. Secondly, the study aims to ascertain the study population's attitudes toward, knowledge of and wishes in regard to urban renewal plans which will directly affect them. Thirdly, the study will attempt to measure the study population's perceptions of the City Social Service Department's staff, policies and services.

The schedule is similarly divided into three corresponding sections. This schedule will be supplemented by a second schedule to be administered to the staff of the City Social Service Department with reference to the second and third aims.

The objectives are dual. Firstly, the study hopes to delineate some of the social characteristics of the study population for the purpose of adding to our general knowledge base and of providing a more realistic background against which present City Social Service Department services may be more effectively integrated.

Secondly, an appraisal of special problems arising for the study population and the City Social Service Department from urban renewal schemes, may assist the City Social Service Department in the
formulation of policy for meeting this unprecedented situation. An appraisal of the level of effectiveness of present City Social Service Department services may assist the city and the City Social Service Department in planning for the present and future programme needs.

Sponsorship of Study

This study is supplementary to a larger study being conducted by the Community Chest and Council, Research Department for the City of Vancouver. The funds are being provided by a federal government grant to the City of Vancouver under urban renewal legislation for the purpose of initiating social planning co-ordinated with physical planning. This is the first such grant in Canada.

The Study Population

An inventory of the total City Social Service Department caseload within the study area has been compiled by assistance categories. The study population has been drawn from the social assistance categories exclusive of single men and women and children in receipt of social assistance.

By random selection, a sample N of fifty plus ten for replacement purposes will be drawn. This sample represents approximately 35% of the total caseload in these categories.
Administration of Schedule

Interviewers

Five interviewers have been recruited from the M. S. W. students who share a common background of public welfare experience of at least two years duration or associated experience.

Format

The schedule will be administered in two separate one hour interviews within the period 14th - 29th of January, 1966, with at least one day between interviews. The first section of the schedule will comprise the content of the first hour. The second and third sections will comprise the content of the second hour.

Each interviewer will pretest a schedule during the week of January 10th. A conference of interviewers will be held on January 17th to amend the instrument as required. If the schedule emerges relatively unchanged, the pretest schedule will be included in the sample.

Interviewer Training

A conference will be arranged with all interviewers and the supervising student before and after the pretesting phase for the purpose of standardizing the interviewers' perceptions of the schedule's question sequence, question wording and meaning and of amending any obvious anomalies.

Further conferences will be arranged during the data collection period as required.
Method of Making Initial Contact with the Respondents

1. A letter outlining the purposes, sponsorship, method of respondent selection and the confidential and anonymous respondent protection, will be sent to each respondent on January 11, 1966.

2. The interviewer will make an individual contact by telephone prior to each of the two subsequent interviews to confirm the respondent's willingness to assist and to arrange appointments.

Expected Problems

1. Probably the most difficult problem will center around the techniques to be employed in the stimulation of respondent response. Some of the questions have been taken from recognized instruments and may not be modified although these instruments are not entirely appropriate for this study population. Considerable non-directive but supportive probing may be required to elicit appropriate answers. These techniques will be discussed and evaluated before and after the pretest stage. Perhaps the most difficult questions could be rehearsed.

2. The information level and the verbalization ability of the respondents will be limited and many questions will require restatement and/or additional information to enable the respondent to respond meaningfully. This problem will be discussed before and after the pretest phase and during the data collection period in conference as is required.

3. The questions unique to the schedule are open to modification and the author will appreciate your close scrutiny, your comments and
recommendations before and after the pretest phase. The number of open questions are limited in number and are limited in focus and range. Your critical attention is directed especially to an appraisal of difficulties inherent in this type of question.

4. Interviewer Attitudes - The interviewer must not at any time exhibit his own feelings about the content of the questions and his personal choice as to appropriate answers. If the respondent wishes to know your feelings and ideas, please feel free to discuss them at the conclusion of the second hour of the interview.

Otherwise, the interviewer should maintain a warm, concerned, appreciative, non-directive attitude toward the interview process. As two questions (Nos. 8a. and 9a.) require observations of home conditions by the interviewer, please make a thorough scrutiny of the physical environment of the respondent without directly asking for information.

As many of the questions in the third section require delicate answers to possibly threatening questions to the respondent, the rapport which the interviewer is able to establish will determine the freedom with which the respondent will reply. The schedule openly, rests upon the training, experience and sensitivity of the interviewers' capacity to make sound judgments upon the reliability and validity of the respondents. The study has been
designed to place this major responsibility upon the interviewer. For this reason, frequent consultation of all interviewers may be required to standardize the criteria for judgment.

Thank you and Good Luck

J. B. Vickars
Supervising Student
Dear

The School of Social Work at the University of British Columbia is studying the social allowance programme in Vancouver.

We hope to be able to make suggestions that will improve the service which you are now receiving. To understand the real situation we shall need your help as no one else really knows.

Your identity will never be known to anyone but the researcher who will interview you. Your information will remain confidential and will be the basis of the recommendations.

A researcher will come to arrange an appointment within one or two days after you receive this letter.

We will be most grateful for the help which you will be able to give.

Yours truly,

John Crane, Ph.D.,
Associate Professor.
FIGURE 4.

MAP OF SCHEME III AREA

CITY OF VANCOUVER URBAN RENEWAL PROGRAM

URBAN RENEWAL SCHEME 3

Approximate Boundaries

BOUNDARIES OF REDEVELOPMENT AREAS AS DEFINED IN "VANCOUVER REDEVELOPMENT STUDY, 1957."

Comprehensive Limited

REDEVELOPMENT PROJECT NO. 1
REDEVELOPMENT PROJECT NO. 2

DATE: JUNE 10, 1966
NO.: 3681 B
INTERVIEW SCHEDULE

SCHEDULE FOR CSSD STAFF

I. PERCEPTIONS OF LEVEL OF AGENCY SERVICES

1. Is the amount of the social assistance grant adequate to meet your clients' basic needs?

2. Do you feel that most of your clients receive most of the benefits and services to which they are eligible?

3. Would a written outline of available agency services, to be made routinely available to all clients, assist the clients to better utilize agency service?

3a. Would a written outline of available agency services, to be made routinely available to all clients, assist the staff to better serve their clientele?

4. When you are interviewing your clients do you feel that you understand what they are saying?

4a. Supervisory and Administrative Staff: When your staff interviews your clientele, do you feel that they understand what the clients are saying?

5. Do you feel that eligibility requirements impinge on the clients' "rights" to be assisted financially?

6. Do you feel that eligibility requirements become an obstacle to establishing a casework relationship, often?

7. Are you available by telephone, office interview, or home visit, as frequently as you feel you should be?

7a. Supervisory and Administrative Staff: Is your staff available by telephone, office interview, or home visit, as frequently as you feel they should be?

8. Is it important to visit your clients at home?

9. Do you feel that you should visit your clients more often?

9a. Supervisory and Administrative Staff: Do you feel that your staff should visit their clients more often?
10. Do you feel competent to deal with present CSSD responsibilities to clients in terms of knowledge and skill (social work or non-social work)?

10a. **Supervisory and Administrative Staff:**
Do you feel that your staff is competent to deal with present responsibilities to clients in terms of knowledge and skill (social work or non-social work)?

**II. URBAN RENEWAL AND SOCIAL ASSISTANCE CLIENTS IN THE SCHEME III AREA**

11. Do you know of the urban renewal plans for the Scheme III area?

12. Do you feel that these plans will pose special alternative problems for your clients, in finding alternative housing?

13. Do you feel that these plans will pose special family problems of an emotional nature for your clients?

14. If yes to 12. and/or 13. do you feel that the CSSD could help with these problems by providing special counselling facilities?

14a. If yes, do you feel that a special office in the area should be established if extra staff and financial support were to become available?

15. Do you feel that special moving grants be made available to clients dispossessed of their homes?

16. Do you feel that Vancouver should offer those clients who are forced to move, alternative housing in the form of public housing?

17. Do you feel that Vancouver should offer those clients who are forced to move, alternative housing in the form of a list of available private housing which the clients could be certain of being able to rent at an appropriate rate?
III. STANDARDS IN PUBLIC ASSISTANCE ADMINISTRATION

Basic Considerations for a Public Assistance Programme:

18. Do you feel that CSSD grants social assistance on only objective evidence of eligibility (on financial need)?

19. If no, do you feel that CSSD grants social assistance without reference to race, residence, citizenship, etc.?

20. Does the amount of the social assistance enable the client to live in a style which permits him to retain his self-respect?

21. Is the amount of the social assistance grant sufficient to maintain the clients' normal level of social participation?

22. Do you feel that the need for social assistance does not in itself denote personal inadequacy?

23. Is confidentiality maintained unless cleared with the client first?

24. Is the right of appeal against administrative decisions provided for?

25. Is this right utilized?

26. Should the clients be expected to take the main responsibility for establishing their eligibility?

27. Are counselling and other services offered when needed to help strengthen the recipients' capacity for self-dependence?

Knowledge of Legislation and Resources in the Community:

28. Do you feel that you thoroughly understand legislation covering public assistance?

28a. Supervisory and Administrative Staff:
Does your staff thoroughly understand legislation covering public assistance?

29. Are you aware of community resources available to help your clients for whom it seems to be appropriate, e.g., other agencies?

30. Do you utilize them for economic rehabilitation, e.g., N. E. S.?
31. Do you utilize them for physical rehabilitation, e.g. G. F. Strong, other suitable medical facilities?

32. Do you utilize them for social rehabilitation, e.g. psychiatric or leisure time agency referral?

33. **Supervisory and Administrative Staff:**
   Is your staff aware of community resources available to help their clients for whom it seems to be appropriate, e.g. other agencies?

34. **Supervisory and Administrative Staff:**
   Does your staff utilize them for economic rehabilitation, e.g. N. E. S.?

35. **Supervisory and Administrative Staff:**
   Does your staff utilize them for physical rehabilitation, e.g. G. F. Strong, other suitable medical facilities?

36. **Supervisory and Administrative Staff:**
   Does your staff utilize them for social rehabilitation, e.g. psychiatric or leisure time agency referral?

**Staff Development:**

37. Is the orientation programme for new workers adequate?

38. Is supervision adequate?

39. Do staff meetings provide an adequate forum for problem sharing and case discussion?

40. Are in-service training courses, conferences, library facilities and opportunities for formal academic training available to you?

41. Are in-service training courses, conferences, library facilities and opportunities for formal academic training available to the staff as a whole?

**Qualified Staff:**

42. Is the staff qualified to provide all the appropriate casework services for which the agency is presently responsible?

43. Is the staff qualified to provide all the specialized line-workers' responsibilities, e.g. administrative aspects, referral, court work?
44. Is there sufficient specialized staff to carry out functions such as administration, research and supervision?

45. Is there sufficient specialized staff to maintain a differential caseload assignment?

Policies:

In your opinion:

46. Is the policy manual adequate as a guide for staff?

47. Is the policy manual an adequate guide for clients?

48. Is the policy manual reviewed regularly?

49. Are CSSD procedures as simple and flexible as is possible with the proper management of public funds?

50. Are adequate statistics kept for good agency reporting?

51. Are adequate statistics kept for good agency planning?

52. Are adequate statistics kept for good interpretation?
SECTION I: LEVELS OF SOCIAL PARTICIPATION:

(Comparative Life Simplification):

1. How Often do you do These Things:
   1) Never
   2) Rarely
   3) Occasionally
   4) Fairly Often
   5) Frequently

On left-hand side, check no. of times question had to be rephrased:

1) Amateur dramatics  1 2 3 4 5
2) Amusement parks and halls  1 2 3 4 5
3) Art work (individual)  1 2 3 4 5
4) Attending large social functions (balls, benefit bridge, bingo, church bazaars, whist drives, banquets, etc.)  1 2 3 4 5
5) Attending small social entertainments (dinner parties, etc.)  1 2 3 4 5
6) Book reading for pleasure  1 2 3 4 5
7) Conventions  1 2 3 4 5
8) Conversation with family  1 2 3 4 5
9) Card playing  1 2 3 4 5
10) Church and related organizations  1 2 3 4 5
On left-hand side, check no. of times question had to be rephrased:

- 11) Dancing
- 12) Dates
- 13) Entertaining at home
- 14) Fairs, exhibitions, etc.
- 15) Informal contacts with friends
- 16) Informal discussions, e.g. "bull sessions"
- 17) Indoor team recreation or sports - basketball, volleyball, etc.
- 18) Indoor individual recreation or sports - bowling, gym., pool, billiards, handball, etc.
- 19) Knitting, sewing, crocheting, etc.
- 20) Lectures (not class)
- 21) Listening to radio or TV
- 22) Literary writing - poetry, essays, stories, etc.
- 23) Magazine reading (for pleasure)
- 24) Movies
- 25) Newspaper reading
- 26) Odd jobs at home
- 27) Organizations or club meetings as a member
- 28) Organizations or club meetings as a leader (as for younger groups)
- 29) Outdoor team sports - hockey, baseball, etc.
- 30) Outdoor individual sports - golf, riding, skating, hiking, tennis, etc.
- 31) Picnics
- 32) Playing musical instruments or singing
- 33) Shopping
- 34) Sitting and thinking
- 35) Spectator of sports
On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th></th>
<th>36) Symphony or concerts</th>
<th></th>
<th>37) Telephone visiting</th>
<th></th>
<th>38) Theater attendance</th>
<th></th>
<th>39) Travelling or touring</th>
<th></th>
<th>40) Using public library</th>
<th></th>
<th>41) Visiting museums, art galleries, etc.</th>
<th></th>
<th>42) Volunteer work - social service, etc.</th>
<th></th>
<th>43) Writing personal letters</th>
<th></th>
<th>44) Special hobbies - stamps, photography, shop work, gardening, and others not included above</th>
<th></th>
<th>45) Fishing or hunting</th>
<th></th>
<th>46) Camping</th>
<th></th>
<th>47) Developing and printing pictures</th>
</tr>
</thead>
</table>
LEVEL OF DEPRIVATION:

1. Interviewer's Observations:

Is there evidence of:

1) Books

2) Newspapers

3) Magazines

4) Adequate children's toys and games

5) Adequate children's leisure paraphernalia

6) Adequate play space

7) Adequate entertainment space (children and adults)

8) Means for private family transportation

2. Do all family members enjoy annual vacations away from home?

3. Each month are you able to provide adequate food, shelter, clothing and entertainment for yourself and family?

4. Do all your children have good boots and raincoats?

5. Do all your children have their own beds?

6. Interviewer's Observations:

Is there adequate:

1) Furniture

2) Space

3) Appliances (stove, fridge, radio, TV, heating unit, washing machine)
On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
</table>

7. If you had a choice, would you like to live in Dunbar or Point Grey?

7a. If yes, what do you think your chances are?
   Likely _____  Unlikely _____  Nil _____

If yes or no, why?
   _________________________________________
   _________________________________________
   _________________________________________

8. Would you like to live in a home that you own?

8a. If yes, what do you think your chances are?
   Likely _____  Unlikely _____  Nil _____

If yes or no, why?
   _________________________________________
   _________________________________________
   _________________________________________
WORLD OF WORK:

On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
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<tbody>
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<td>5a</td>
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</table>

1. Do you have a skill or trade?

1a. If yes, how much could you earn if you were working at your trade?

2. What grade did you complete in school?

3. Would you like to get more training?

4. If you wanted to get more training, would you know how to go about it?
   
   Where?
   
   How?
   
   What?

4a. If no, why?

5. Would you like your children to go to college, or further their training after high school (plus Grade 12)?

5a. If yes, what do you think your chances are?

   Probable ___  Possible ___
   
   Likely ___  Unlikely ___  Nil ___

What would you accept as an alternative?
<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
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<tbody>
<tr>
<td>6</td>
<td>Would you like a steady job with a future?</td>
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<tr>
<td>6a</td>
<td>If yes, what do you think your chances are?</td>
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<td></td>
<td>Probable</td>
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<td></td>
<td>Possible</td>
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<td></td>
<td>Likely</td>
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<td></td>
<td>Unlikely</td>
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<td></td>
<td>Nil</td>
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<td></td>
<td>Solicited Comments (Why?):</td>
<td>-----</td>
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<tr>
<td>7</td>
<td>If you had the opportunity to get more training, would you take it?</td>
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<td>7a</td>
<td>If no, why?</td>
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<td>8</td>
<td>What was your last job?</td>
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<tr>
<td>9</td>
<td>If you were working in a non-union job, would you have much of a say about your wages or working conditions?</td>
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<tr>
<td>10</td>
<td>Do you have much chance of getting a union job?</td>
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</tbody>
</table>
DESCRIPTION OF DEGREE OF ALIENATION:

On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
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</thead>
<tbody>
<tr>
<td>1. Do you vote in national elections? (Or would you if of voting age?)</td>
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<tr>
<td>2. Do you enjoy TV?</td>
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<tr>
<td>3. What do you think of the new model American automobiles?</td>
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<td>4. Do you read &quot;Reader's Digest&quot;?</td>
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<tr>
<td>Restatement: If no, do you read &quot;Life&quot; magazine?</td>
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<tr>
<td>5. Do you know when the last federal (city) elections were held?</td>
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<tr>
<td>6. Do you think children are generally a nuisance to their parents?</td>
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<tr>
<td>7. Do you like to participate in church activities?</td>
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<tr>
<td>8. Do national spectator-sports (football, baseball) interest you?</td>
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<tr>
<td>Restatement: Do you, or would you like to, watch national spectator-sports (football, baseball)?</td>
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<tr>
<td>9. Do you think most married people lead trapped (frustrated) lives?</td>
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<tr>
<td>Restatement: Do you think marriage is a trap for most people?</td>
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<tr>
<td>10. Do you think you could just as easily live in another society - past or present (Soviet Russia now or Canada in your grandparents' time)?</td>
<td></td>
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</tbody>
</table>
11. Do you think most politicians are sincerely interested in the public's welfare, or are they more interested in themselves?

Public welfare ___  Themselves ___

12. Do you think religion is mostly myth or mostly truth?

Mostly myth ___  Mostly truth ___

13. "Life, as most men live it, is meaningless" (doesn't make sense.) Do you agree or disagree?

Agree ___  Disagree ___

14. For yourself, assuming you could carry out your decision or do things over again, do you think a single life or married life would be more satisfactory?

Single life ___  Married life ___

15. Do you believe human life is an expression of a divine purpose, or is it only the result of chance and evolution?

Divine purpose ___

Chance and evolution ___

16. "Most people live lives of quiet desperation" (unhappiness.) Do you agree or disagree?

Agree ___  Disagree ___
FEELINGS OF POWERLESSNESS:

For the following 22 questions, please circle the appropriate number as designated in the key below:

1) Strongly disagree
2) Disagree
3) Undecided
4) Agree
5) Strongly agree

On left-hand side, check no. of times question had to be rephrased:

1. The future is too uncertain for a person to plan on marrying

2. It is difficult to think clearly these days

3. The future looks very black

4. Life is just one worry after another

5. Most people can be trusted

6. Times are getting better

7. It does not take long to get over feeling gloomy

8. The day is not long enough to do one's work well and have any time for fun

9. No one cares much what happens to you

10. Any man with ability and willingness to work hard has a good chance of being successful

11. It is great to be living in these exciting times

12. These days one is inclined to give up hope of amounting to something

13. There is little chance for advancement in industry and business unless a man has unfair pull

14. The young man of today can expect much of the future

15. This generation will probably never see such hard times again
On left-hand side, check no. of times question had to be rephrased:

16. Real friends are as easy to find as ever
17. Life is just a series of disappointments
18. One seldom worries so much as to become very miserable
19. A man does not have to pretend he is smarter than he really is to "get by."
20. Success is more dependent on luck than on real ability
21. A person can plan his future so that everything will come out all right in the long run
22. There is really no point in living
SECTION II: URBAN RENEWAL:

On left-hand side, check no. of times question had to be rephrased:  

Yes  No  Don't Know

1. Do you know that the city intends to completely (or partially as is appropriate) rebuild your neighborhood?

Interview's note: If no, please briefly outline urban renewal plans for the area.

2. Do you think that these renewal plans will be good for your neighborhood?

2a. If yes or no, why?

3. If this rebuilding scheme forces you to move, would you be upset?

3a. If yes or no, why?

4. If these plans force you to move, would you be able to think of this situation as a chance to get a better place?

5. How many times have you moved in the last two years?

5a. If moved, did you move within this area or did you move from another part of the city?

6. Would you mind telling how much your present rent is?
On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't</th>
<th>Know</th>
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<tbody>
<tr>
<td>7.</td>
<td>Are you renting a furnished suite?</td>
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<tr>
<td>7a.</td>
<td>If no, is all the furniture yours?</td>
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<tr>
<td>7b.</td>
<td>If yes, if you moved into a public housing project would you expect a furnished suite?</td>
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<tr>
<td>8.</td>
<td>If the city tears down this building, would you expect to be helped to find a new home (or apartment)?</td>
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<tr>
<td>9.</td>
<td>Do you feel that the city ought to help you find a new home (or apartment)?</td>
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<tr>
<td>10.</td>
<td>If you do have to move, do you feel that the city should offer you a new apartment in a public housing project like McLean Park? (SHOW PICTURE) (EXPLORE ATTITUDE TO PUBLIC HOUSING)</td>
<td></td>
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<tr>
<td>11.</td>
<td>If no, do you feel that the city should offer a list of available private housing which you could be certain of being able to rent if on social assistance?</td>
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<td>12.</td>
<td>Do you feel that the city should pay for the cost of moving?</td>
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<td>13.</td>
<td>Do you think that unexpected problems might crop up if you have to move? (e.g. changing schools might upset the children and they might act up)</td>
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<tr>
<td>13a.</td>
<td>If yes, do you think that you should be offered a counselling service to help with these problems?</td>
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<tr>
<td>13ai</td>
<td>Have you any idea what agency would best provide it?</td>
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<td>If yes, which one?</td>
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<td></td>
<td>If no, which of the following seems best?</td>
<td>1) CSSD</td>
<td>2) Clergy</td>
<td>3) Family Service</td>
</tr>
</tbody>
</table>
SECTION III: CLIENT'S PERCEPTIONS OF CSSD PERSONNEL AND POLICY:

On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Are your social assistance grants large enough to meet your basic expenses (food, clothes, shelter and entertainment)?</td>
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<tr>
<td>2. Do you feel that you receive all the services for which you are eligible?</td>
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<tr>
<td>2a. If no, what other services have you asked for without success?</td>
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<tr>
<td>2b. If yes or no, those services are available: medical card, rental overage, medical transportation costs, counselling, others. Now, how do you feel?</td>
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<tr>
<td>3. Have you talked of services, besides your social allowance grant, with your social worker?</td>
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<td>3a. If no, do you think that he/she should have?</td>
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<tr>
<td>4. Does the CSSD give you a written outline of the services for which you may be eligible?</td>
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<tr>
<td>4a. If no, do you think that the CSSD should?</td>
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<td>4b. Would such an outline help?</td>
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<tr>
<td>5. Do you feel that the CSSD is there to help you?</td>
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<tr>
<td>6. Do you feel that your social worker (present and past) cares whether you are helped?</td>
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<tr>
<td>Present:</td>
<td></td>
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</tbody>
</table>
| Past: All ____ Most ____ Some ____ Few ____ None ____
On left-hand side, check no. of times question had to be rephrased:

- 7. When you are talking to your social worker (present), do you understand what he/she is saying?
   
   Always ___ Most of the time ___
   Usually ___ Seldom ___ Never ___

- 8. Do you feel that you should be helped with money without answering all the questions that you are asked?

- 8a. If yes, did your social worker explain why all the questions were necessary?

- 8b. If no, do you feel that it would have helped if he/she had explained the reasons for the questions?

- 9. Can you see your worker whenever you need to?

- 9a. If no, do you know why?

   Reason:

- 10. Would you like to be visited at home?

- 10a. If yes, would you like to be visited more often?

- 10ai If yes, why?

- 10b. If no, why?

- 11. If you have a medical card, do you feel that you receive all the medical attention you need?
On left-hand side, check no. of times question had to be rephrased:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>12. If you have a medical card, do you go to the dentist?</td>
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</tr>
<tr>
<td>12a. If yes, how often in the last year?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Do you feel that looking after your children's teeth is important?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Are doctors' attitudes the same as dentists'?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14a. If no, Do they treat you better?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there fewer forms to be filled out for the doctor's office than the CSSD?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Do you feel that your social worker (present and past) is there to help you?</td>
<td>Present:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Past:</td>
<td>All</td>
<td>Most</td>
</tr>
<tr>
<td>16. Do you like your social worker (present and past)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Present:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Past:</td>
<td>All</td>
<td>Most</td>
</tr>
<tr>
<td>17. When you are talking to your social worker, do you think that he/she is listening to what you say?</td>
<td>Always</td>
<td></td>
<td>Most of the time</td>
</tr>
<tr>
<td></td>
<td>Usually</td>
<td>Seldom</td>
<td>Never</td>
</tr>
<tr>
<td>18. Do you feel that your social worker has enough time to spend with you?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18a. If no, do you feel that your social worker would be able to help you more if he/she had more time?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Can you telephone your social worker whenever you need to?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19a. If no, do you know why?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reason:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
On left-hand side, check no. of times question had to be rephrased:

20. Do you have a medical card?

20a. If no, do you know why not?

20b. If no, do you think that you should have one?

21. Are you uneasy about going to the dentist?

If yes, why?

21a. He makes you feel like he's doing you a favor?

21b. He doesn't want to help and tells you so?

21c. He doesn't have time?

21d. It's too much trouble to get the authorization form?

21e. It's too far to the dentist's office?

22. Do you feel that the CSSD cares whether you are helped?

23. Do you think that your social worker (present and past) likes you?

Present:

All ____ Most ____ Some ____ Few ____ None ____

24. When you are talking to your social worker, do you think that he/she understands what you are saying?

Always ____ Most of the time ____

Usually ____ Seldom ____ Never ____

25. Do you think that your social worker knows enough to help you properly?

25a. If no, do you think that he/she could help more if he/she knew more?

25b. If no, can you suggest what they lack?

_________________________________________________________________________

_________________________________________________________________________
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. Does your social worker visit you at home?</td>
<td>Weekly, Monthly, Bi-monthly, Quarterly, Semi-annually, Annually, Longer, Never</td>
</tr>
<tr>
<td>27. Do you receive a rental overage?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>27a. If yes, is it enough?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>27ai If no, how much more do you need?</td>
<td>$</td>
</tr>
<tr>
<td>27b. If no, do you need an overage?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>27bi If yes, do you feel that you are entitled to enough money to pay the rent?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>28. Do you receive counselling from the CSSD for personal and/or family problems?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>28a. If yes, do you find this helpful?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>28b. If yes, do you find it to be enough?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>28c. If no, would you like to have counselling available?</td>
<td>Yes, No, Don't Know</td>
</tr>
<tr>
<td>28d. If yes or no, do you feel that the CSSD should offer this service?</td>
<td>Yes, No, Don't Know</td>
</tr>
</tbody>
</table>