

tions and explain its policies." Most of the social welfare workers among the respondents agree that the program has had an impact on Welfare Department operations. Another businessman explains that the City Welfare Director has been meeting with people from the Neighborhood Centers for two hours on Saturday mornings so that they could ask him questions. "One result has been that the Metropolitan Action Board, made up of representatives of the people served by the Neighborhood Centers, has been asked by the Welfare Department to serve on an advisory committee on welfare problems." The Centers' program is also described as having a tremendous impact on welfare operations in Clermont County. "It has resulted in improved programs, a greater readiness to listen to suggestions, and a work training program."

A lawyer declares that the neighborhood program "has increased the awareness of local welfare people of what welfare is all about—and that welfare hasn't done the job of getting people out of poverty." There is general agreement that the Centers and Services have also affected the approaches and techniques of the private social welfare agencies. "The agencies have acquired a heightened awareness of their distance from the poor," a CAC official said, "and they are trying to get in touch." He lists a number of ways this is being done—adding clients to agency boards; hiring nonprofessional workers, changing the pattern of services to increase decentralization and outreach. "Agencies are becoming more aware of the way services are offered," he declares. "There's less looking down their noses by the staff. They are under more pressures—and are more responsive to needs."

"As a result of OEO operating through them, the agencies have become more responsible," a political leader agrees, "but if OEO money dries up they would slide back into their old conservative ways."

A civil rights leader believes that some of the changes have been forced upon the agencies. Another respondent comments that the agencies "are observing OEO programs and searching for new approaches. But I'm not sure that they have found any meaningful new insights." One respondent who is personally active in the social welfare field believes the program has had relatively greater impact on the group work type of agency—such as the Boy Scouts and YMCA—than the casework organizations.

A lawyer cites another important point: "The program has clearly made the Community Chest more aware of where the needs are. This is the big reason for setting up the major evaluation of Community Chest programs that is now under way." A senior CAC official also refers to this self-examination by the Community Chest agencies as largely inspired by CAC.

There is disagreement among the respondents as to whether the neighborhood program is having any direct effect on the community's budget for welfare, delinquency, and other social problems. A CAC official believes "there is no way of knowing—there are too many variable factors, such as economic trends." Others point out some possibilities. An elected official observes that welfare expenditures have been reduced and Aid to Dependent Children cut in half. A social worker observes that welfare costs have dropped, but two others contradict this and state that costs have actually gone up as the result of more eligible people applying. Another elected official notes that the programs might be a factor in the absence of any juvenile delinquency riots. A labor official is more positive: "the Neighborhood Centers, along with other OEO programs, have meant that Cincinnati, unlike some other cities, did not have poverty riots last summer—and the riots that did not occur saved the city a lot of money."

One businessman sees no savings in welfare, but believes the programs have helped reduce vandalism and juvenile delinquency. A lawyer agrees there has been some impact, "but it's hard to measure how much. Parents aren't doing their job with their kids—it is hard to say how much worse the situation would be *without* the OEO programs."

Expansion of the Neighborhood Centers and Services program was urged by three-quarters of the respondents. "Absolutely," said a senior CAC official. He points out that right now the problem is to hold onto the Centers already in existence—"but money should be provided for anywhere from three more to double the present number of centers and provide services not now available." An elected official agrees that "more money should be put into community action," but adds: "It should be directed into the more successful programs and expansion should be coupled with more research and firmer controls." Expansion of job training through the Centers was urged by a union official. A businessman points