

ECONOMIC OPPORTUNITY ACT AMENDMENTS OF 1967 4057

percent). Though the entire area is one that is designated "poverty-stricken," there exists a social and economic hierarchy. On one end of the scale is that 30 percent of the population whose families have been unemployed and raised in extreme poverty for several generations. These people are seldom involved with the Center programs but may have a fleeting association with it—a request for a part-time job or a lost welfare check.

It might be mentioned here that about 25 percent of the area population that is white has shown very little interest in the Center. Our observers saw nothing of this group in the Center itself. A small minority of them are members of the various boards.

It is from the mid-section of this hierarchy that the Center draws its volunteers, staff, and most of its clients. This population group has an income of over \$3,000 per family; most have at least an eighth grade education; their housing is not substandard. They do not consider themselves "poor." However, they have the problems of the poor: a high rate of juvenile delinquency, under-education, and under-employment. Attempts by residents to solve their problems by forceful action have not been successful.

The Center will not be successful in solving these problems if it does not reach the people, according to policy. The following chart is an estimate of clients contacted during March, April, and May of this year.

	March	April	May
Contacted in Center.....	1,045	1,482	915
Contacted outside Center.....	1,711	1,589	1,383
Number of different individuals.....	1,232	1,309	1,202
Provided service.....	865	1,142	968
Participated in Center activities.....	2,141	3,070	2,576

Many clients were questioned by your interviewer regarding their relationship to the Center. Again, the door-to-door contact program had been most effective in notifying those clients who had heard of the Center. Many of the residents in the area, however, were unaware of the Center or were unaware that it offered a wide range of services. Many residents indicated being notified of the NYC or Head Start programs, for example, but the block worker who contacted them had failed to mention that any other programs existed. The Center personnel are all very much aware of this problem of communication with residents. They see no solution other than hiring more workers.

9. Services of the Center

Of the various services offered by the Center, the one most novel (and most often described by our respondents) was its function as a place or address where residents can turn for help. The staff of counselors makes referrals to many different agencies and attempts to aid the "whole person." Many referrals are made to the Legal Aid Society, Welfare Department, and other of the various agencies in the community. The counselor will follow up the case until the various problems are solved in the best possible way.

In addition to making referrals to other agencies, the Center also offers a variety of services under its own roof. The three departments of Manpower, Neighborhood Development, and Family Services administer these program.

The Manpower Department operates essentially as an employment agency, working in cooperation with and partially funded by the State Employment Service. There is emphasis on testing applicants for interests and abilities—to find the right job for the right person in accordance with his capabilities.

Under the Family Services Department are: counseling services, health services, Consumer Education, and a Thrift Shop where household and clothing items are sold at nominal prices or given away. One of the most recent offerings under the health program was an extensive measles inoculation campaign. A trained nurse (R.N.) administers this division. Social workers and counselors are employed by this department to counsel family members in regard to personal and financial problems.

The Neighborhood Development Department supervises such services as Head Start (although teachers employed in this program are hired by CAA), Day Camp, Summer Recreation, Girls Teen Group, and the outreach program.

Those residents who are aware of the Center and have availed themselves of its services feel that their problems are well understood by its staff. Many