

in May, 1966, 558 individuals were contacted and services were provided to 114. Thus, about 80 percent of the contacts were for community organization. Given the fact that approximately 33,000 persons reside in the area, the reported number of contacts and persons served in any one month appears small. An independent survey conducted in late 1965 questioned a large sample of residents regarding their knowledge of the Center. The results show that 31 percent of the individuals questioned had heard of the Center but only four percent had actually visited it or participated in its activities. Less than two percent of the population had actually met the neighborhood worker. A general observation is that at no time during our visits to the Center was there any considerable number of persons requesting service. The busiest areas of Center operations were the Employment Department and Credit Union.

The 1965 Survey mentioned above found that 50 percent of the people reported housing as a problem; 36 percent were concerned about prices and quality of goods in stores; 32 percent named crime as the greatest problem; 31 percent named money for essentials; and 25 percent—job availability. Thus, it would appear that the Center is weakest in areas in which people report the greatest problems.

9. Target

The area of the Center under study has a population of about 33,000. It is located close to the core area of a city of over 1,000,000 population. Over 80 percent of area residents are non-white with the largest group being Negro. The unemployment rate among adults is approximately 6.5 percent and about 40 percent of its families have incomes of less than \$3,000. For the non-white segment of the community, over 90 percent of the family units have incomes of less than \$3,000.

Resulting social problems are numerous and complex. They include poor housing conditions, unemployment, and high living expenses. The crime and juvenile delinquency rates are among the highest in the country.

10. Services

The Center Director expressed the view that the main functions of the Center are to demonstrate how needed services can be supplied more effectively through organized pressure groups and to provide some services on an individual basis. To demonstrate the comparative emphasis on the two goals we can cite Center statistics indicating that individual services accounted for 52 percent of total Center contacts for March and only 20 percent of its total contacts for May, 1966. A further example—during May of this year, 444 people were involved in Community Organization while only twenty received Consumer Education.

Despite the emphasis on community action throughout the various departments of the Center, variations from this aim are found. The most notable examples of such variation may be seen in the Legal Services, Social Services, and Employment Departments. The Legal Service is concerned precisely with the individual client and the testing of legal concepts through case law. The professional code of ethics does not allow attorneys to go out and recruit clients and thus they are precluded from engaging in community organization. The Social Service and Employment Departments are not engaged in recruiting or reaching more clients in the community; like the Legal Department, their emphasis is one of service to the individual. The traditional attitude may be a reflection of influence of Welfare Department and Employment Service personnel who are situated in the Center. The Welfare Department workers are primarily interested in servicing their clients in the area and have very little interaction with the rest of the Center. For the above reasons, these departments are not always understood by other divisions of the Center. The Director of the Legal Service stated that he was not fully informed of what the Center was doing and there was no provision for his attendance at staff meetings.

Employment Service personnel work closely with their corresponding departments in the Center but have demonstrated a rather patronizing attitude toward the Center staff. They regard themselves as better trained than the Center staff and feel that they must go over Center-staff work. A team approach is operational in this department, with the Center staff members doing the evaluative work for the client and the Employment Service personnel actually placing the client in his job.

The physical layout of the Center includes a central building which contains Social Service, a Housing Advisor, Newcomers' Service, State Employment Personnel, and the Community Organization staffs. Separate housing throughout