

of the CAA and feel that they are being given an opportunity to help themselves.

Services offered are primarily of a counseling and referral nature, whereby a client is given information about the opportunities available under CAA programs and/or referred to an established agency if he is eligible for aid. The Center (i.e., the Field Counselor) works closely with such agencies as the Farmers' Home Administration, Welfare Department, Employment Service, Pension Board, and Health Department. The Counselors function as coordinators of services offered by these agencies; CAA activities have enabled the agencies to increase the quantity of clientele and the qualities of their services. For example, the Medicare Alert program conducted by CAA staff and many volunteers uncovered not only many who were eligible for Medicare but many who were eligible for social security benefits as well.

The Field Counselors' assistance has enabled many of the poor to take advantage of many services that were previously not known to them. The example was cited of the father of a family of nine whose only income was \$113 per month VA disability payment. The concerted efforts of the CAA Counselor and Farmers' Home Administration enabled this man to secure a loan to buy equipment so that he might supplement his income by doing welding.

Clients appear to be satisfied and grateful for services they have received; they feel that the Counselors understand their problems; they have indicated a desire to assist or help with the CAA programs. In short, no complaints were received from clients. The only criticisms were constructive ones consisting of suggestions for additional program and services to meet needs that were not being met with existing services.

#### *10. Community Action*

Community action in this area may be strictly defined as the utilization of existing resources in order to help the poor. There have been no overt demonstrations of mass hostility; rather, the activity has been concentrated toward the systematic use of services and individuals for those people who will avail themselves of the opportunities.

Though the greatest success has been with the NYC program for youth, the CAA and its boards and committees have intended to make opportunities available to people in all age groups. New programs are being developed as the people become more aware of the area's needs and more aware of what is possible for them to accomplish.

#### *11. Participation of the Poor*

Maximum participation of the poor has been greatly emphasized by the CAA and an appropriate and workable balance of advisory (i.e., professional) and poor forces seems to have been achieved. All elements of the involved communities are represented on the boards and committees, including minorities, the poor, and professional people. The poor seem to be convinced that they are instrumental in formulating policies and programs and that their suggestions are well-received by non-poor groups. The attitude of professional people on the board further confirms the thinking of the poor; they indicated a satisfaction with the manner in which the poor were participating at meetings; they felt that the poor were indeed contributing useful ideas for programs and policies that were relative to their needs.

However, there are those of the poor population who have not been responsive to the program. It should be noted that political activism involving the poor is completely absent. The participating poor are "tame" people. They are not about to rock the establishment boat. Something of this situation was reflected during a tour of the area by one of the central office research staff. Several times the accompanying Field Counselor (a Negro) made critical, deprecatory remarks about the poor, Negro clients—especially those who had not responded to the Counselor's overtures. They were regarded as the "disreputable poor" for whom nothing could really be done.

#### *CAA Administration*

Reporting directly to the executive committee is the Executive Director of the city's anti-poverty program. He directs the central office and its ten divisions: Community Development, Finance, Manpower, Personnel, Program Control, Program Evaluation, Program Planning, Public Information, Training, and Work Training. The Community Development division is responsible for the administration and coordination of neighborhood council activities with center functions and delegate agency programs.