

the traditional agencies and their personnel are viewed more as necessary evils than as helpers who are sincerely interested in their problems. Thus, the very presence of the agency personnel in the Center precluded the place from becoming a focus for recreation and community activity.

When the idea of being a multi-service center was scrapped, the role as a local community action center came to have utmost importance. There are now no agency personnel located in the Center, and there are no staff members who could be classified as professional. Services are offered on a referral basis to those individuals who need them and it is the duty of the indigenous staff members to apprise residents of agency services that are available and refer them to the proper authorities.

The current emphasis on activity is reflected in many of the neighborhood-initiated programs, which are designed to attract and involve participation in large numbers. Such efforts are exemplified by the teen council, summer recreation, team sports, free movies, and dances.

CAA programs which are funneled through the Center have both individual and group aspects. The Legal Aid and Housing programs serve the individual while the numerous classes offered (study programs, pre-school, field trips, and homemaking) can accommodate the large groups of residents that the Center staff strives to attract.

7. Outreach

Center records indicate that an average of 150 Center contacts are made each month. The figure includes service referrals and activities participants. It appears that outreach methods are of an informal nature; there is no evidence of a systematic door-to-door campaign by block workers or any indications of mass advertising campaigns. Rather, community development workers circulate informally in the neighborhood and contact people they encounter. Though the staff realizes that in order to serve the people, they first must be reached, the workers are hesitant about forcing the Center program on the people. There still exists in this particular target area a great deal of suspicion of any government or agency program. Center workers realize that overcoming these suspicions and hostilities will take a great deal more time, and that overtures that are too forward or "pushy" will only alienate these people further. The workers clearly indicated the existence of this hostility to our researcher and requested that he not accompany them on their rounds; they felt that if they were accompanied by an outsider the resident negativism would be exacerbated and the worker would be unable to establish any rapport with the residents.

Even under ideal conditions of maximum outreach (i.e., where it is possible to reach 100 percent of area residents) the response is limited. The previously-mentioned election campaign is a case in point. Maximum outreach effort was extended so that every resident could be informed of the election program: every resident was encouraged to register; and every resident was asked to vote for his representatives. Results—26 percent of the total eligible family units allowed themselves to be registered; 16 percent of the eligible family units actually voted. Again, CAA officials attribute this relatively minimal response to resident fear, hostility, and suspicion of any outside forces. The resident who cooperates with these forces is apt to find himself the victim of social alienation from the rest of his community, vulnerable to such verbal attacks as an "uncle tom," "fink," and "tools of the establishment." In order to breach the gap between this population and the Center programs, it appears that Center workers have a long and difficult task ahead of them.

8. Target Area

Located in a city of almost 500,000, the Center area is composed of two large public housing projects and a relatively small number of families living outside the public housing. The Negro population that predominates this area is largely transient due to urban renewal activities. It is estimated that about 10,000 people of the Center area can be included in the poverty classification. The most prominent problems in the area are a lack of educational advantages, juvenile delinquency, and slum housing. The male unemployment rate is high (about 9 percent) and over 35 percent of the housing units are substandard. The afore-mentioned apathy about their conditions and a distrust of any outsiders are other problems and represent a barrier that also must be torn down in order to better the lot of these people.