

RECEIPT OF SERVICES

Respondents were asked whether or not the Department of Welfare had furnished them with particular services.

(a) *Extra Money*.—In view of the relatively low level of sustenance provided by the bi-weekly budget check and the continually arising problems of special circumstances, the issuance of "extra money" is a primary "service." The vast majority of our respondents, some three quarters of them, were helped by the case workers "... to get extra money from Welfare for clothing or for household things." Negroes reported this service somewhat less (73%) than did Puerto Ricans (81%) and whites (83%).

(b) *Health Care*.—The discussion with their caseworker of "... where to go to get medical or dental care" was reported by whites at a substantially higher level (51%) than for Puerto Ricans and Negroes (35%). The actual provision of appointments for medical or dental care did not appreciably differ from one group to another.

(c) *Housing*.—Puerto Ricans reported considerably higher incidence of aid in helping to "find a place to live" (24%) than did Negroes (14%) or whites (10%). The extent to which this reflects differences in actual need, family circumstances or size, or other considerations has not been assessed, as yet.

(d) *Child Rearing*.—Concerns with children—their problems, behavior, education, etc.—are central to casework with the A.D.C. family. General discussion of the children and their concerns was reported at a higher level for whites (44%) than for Puerto Ricans and Negroes (36%). Discussion of the children's education and "... what they should do if they're no longer in school" was less reported by Puerto Ricans (10%) than by Negroes and whites (16%).

(e) *Birth Control*.—Negroes were more likely to have had "... advice about how to keep from having babies" (18%) than Puerto Ricans and whites (8%).

(f) *Rehabilitative Services*.—Services referant to training, employment and money management were all reported at relatively low levels, between a tenth and a quarter of the ethnic sub-samples. Puerto Ricans were least likely to report having discussions with caseworkers about school or job training: 15% of them did, compared to 27% and 25% for Negroes and whites, respectively. They were also least likely to receive actual job-seeking advice: 12% for them, in contrast to 16% for the others. However, Puerto Ricans were most likely to report receiving advice about money management: 18% did, compared to 13% for the others.

Summarily, in terms of extra money and health care, whites appear to receive most, Negroes least. Training and education for oneself or one's children are least likely to be reported by the Puerto Rican respondents. Negroes appear to receive most advice about family planning and Puerto Ricans are more likely to receive advice about money management.

The extent to which the differences summarized above represent actual differences in need or in receptivity, or disparate reactions by workers to different ethnic groups, or are due to any of a variety of other "causes," has not been determined as yet.

KNOWLEDGE OF AVAILABLE SERVICES

Client knowledge of the services potentially available through the welfare system is necessary not only to "get what one is entitled to" (in the sense of assertion of rights) but also to enable the client to articulate a need so that the caseworker and the system can be of assistance. When the client does not know a service is available to her through the Department, she may be less likely to inform the worker of a concern, thus often precluding a possible resolution of a problem. The mothers on A.D.C. were presented with a list of twelve services and then asked the following question:

"As far as you know, besides the regular check every two weeks, which of the following things can people on Welfare sometimes get from the Welfare Department? Can they *ever* get ..."

(Three "services" were included that the Department of Welfare does *not* provide.)

(a) *Extra Money*.—Nine out of ten respondents realized that extra money for clothing or household goods was sometimes available from the Department.