A client follow-up study of the Family Service Bureau of Windsor.

Dolores J. Blonde

University of Windsor
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School of Social Work

A Client Follow-Up Study of The
Family Service Bureau of Windsor

by

Dolores J. Blonde, B.S.W.
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A research project submitted to the
School of Social Work of the University
of Windsor in partial fulfillment of
the requirements for the degree of
Master of Social Work.

September, 1975

Windsor, ONTARIO, CANADA
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and
Anne Murphy
1975

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ABSTRACT

The purpose of this study was to determine the clients' evaluations of casework services offered by the Family Service Bureau of Windsor, Ontario. The service evaluation was conducted by means of a client follow-up study as the writers believed that the consumers of the service, the clients themselves, provide an important source of outcome information.

The descriptive study was accomplished through the repetition of an existing client follow-up study completed by the Family Service Bureau of Windsor in 1974. Both studies were based on the major research published by the Family Service Association of America in 1973 entitled, Progress on Family Problems.

The writers chose to present a survey of the literature reflecting four major areas, namely, the development of a definition of social casework, the problems in proving casework effectiveness, a review of experimental evaluative research, and a review of descriptive client follow-up studies.

A questionnaire was mailed to all clients who had terminated counselling services with the Family Service Bureau within eight months prior to the initiation of the research. Questionnaires were mailed to a total of 284 clients, 113 of whom responded to the questionnaire.

The majority of the clients in the sample presented marital problems for which they received relatively short-term treatment ranging from two to five interviews. In terms
of client characteristics, the majority of the sample was caucasian with some high school education earning between $10,000 and $14,000 per year.

It was found that the majority of the clients (83.2%) were satisfied with the counselling services of the Family Service Bureau of Windsor. In addition, the majority of the clients (58%) reported that their problems had improved since receiving service. On an improvement scale ranging from -5 to +10, the average score reported for clients in the sample was +4.6 which indicated substantial improvement.

The findings indicated that the client's perception of the counselor affected subsequent improvement. Further, it was found that the nature of the problem and the number of interviews received influenced improvement levels achieved by clients. Clients whose presenting problems concerned parent-child relationships improved more substantially than clients presenting other problems. In addition, there was a slight tendency for improvement to increase as the number of interviews increased.

The writers concluded that the Family Service Bureau of Windsor was meeting the needs of its clientelle. However, there appears to be a need for further research in terms of service aspects.
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CHAPTER I

INTRODUCTION

This research project originated from the writers' concern with the effectiveness of social work intervention. The writers were provided with the opportunity to evaluate one aspect of practice effectiveness in the Family Service Bureau of Windsor. The Director of Family Service Bureau, Mr. Edwin Clarke, was interested in ongoing evaluative research within the agency. One of the writers was placed with the Family Service Bureau for her field practicum. She was thereby immersed in the study situation and was able to consult with persons in the area of our interest.

A client follow-up study was undertaken by a social work student during the summer of 1974. The purpose of this study was "to discover to what extent the Family Service Bureau of Windsor fulfils its role of meeting clients' needs." (Walsh, 1974.p.1.) Mr. Clarke expressed an interest in the study being repeated, utilizing a larger sample, extended over a longer time period, with computer analysis of the data. The magnitude of the research project prompted the writers to make it a collaborative effort.
Purpose of Study

The purpose of this research project was to examine clients' evaluations of casework services offered by the Family Service Bureau. The study was accomplished by repeating the client follow-up study on service effectiveness, which was conducted during the summer months of 1974. The agency was interested in having an expanded study which would better indicate its level of effectiveness. The writers sought to measure the responses of a larger number of clients who had received service from the Family Service Bureau and to extend that sample to include persons who had received service several months prior to the time of the study.

The framework for this research project was taken from the manual, "How to Conduct a Client Follow-Up Study", which was produced by Doctor Dorothy Fahn Beck and her associate, Mary Ann Jones, and published by the Family Service Association of America, in 1974.

The manual outlined several purposes which a client follow-up study may serve. These goals are valuable to the agency on both an administrative and practice level and include:

- Helping to meet community requirements for service evaluation.
- Obtaining clients' views of outcomes, the counselor-client relationship, the helpfulness of service, and the felt need for new services.
- Stimulating and providing basic data for a review of agency policies and practice in the light of client reactions to service.
- Comparing the outcomes of your service with general national experience.
- Comparing outcomes of one service modality with those of
another, or for one client population as compared with another.
Assessing gains over time in client views of outcomes.
(Beck and Jones, 1974. p.3.)

Problem Formulation

The overall purpose of this research project was to examine clients' evaluations of the casework services offered by the Family Service Bureau of Windsor. This evaluation was accomplished through the application of a client follow-up study as outlined in the manual "How to Conduct a Client Follow-Up Study." The particular method of evaluation was chosen because it provided a broad global indication of service effectiveness.

Beck and Jones' recommendation for the utilization of a client follow-up study was based on the conviction that the consumer of the service, the clients themselves, provide a primary source of outcome information. As the essential focus of casework service is on the needs of the client, client feedback regarding service received must provide basic indicators of program effectiveness.

A study of this nature was thought to be most relevant, due to the fact that the client is the expert when it comes to evaluating whether, and how much the service has helped him, what did not go well, and what aspects of the agency service he feels need to be changed or improved. (Beck and Jones, 1974. pp. 1-2.)

This research will be of specific value to the Family
Service Bureau of Windsor in enabling them to identify those areas of their service which are effective as well as those areas of service which need reassessment.

The results of this research pertain only to the Family Service Bureau of Windsor. However, we feel that since Family Service Bureau of Windsor is an accredited member agency of Family Service Association of America, it may well have wider implications.

Setting

The research project was conducted within the Family Service Bureau of Windsor, Ontario.

A description of the city of Windsor and Essex County is necessary to more fully appreciate the general context in which the Family Service Bureau is set.

Windsor's geographic location is at the southern tip of Ontario. Situated on the Detroit River, it is the largest Canadian city on the Canada-United States border. It is connected with the city of Detroit, Michigan via the Ambassador Bridge, the Detroit-Windsor International Tunnel, as well as a railway tunnel, railway car ferries and barge services.

In 1975 the population of Essex County was 307,360 with 198,086 or about 66% of the population concentrated in the Windsor metropolitan area.

Windsor's economic stability rests heavily on the automotive industry, as does the city of Detroit. Chrysler, Ford and General Motors Corporation have plants in both cities.
The manufacturing of motor vehicles and parts in Windsor accounts for 65% of the city's manufacturing output with metal working and machinery totalling 12%. (Windsor Chamber of Commerce 1974)

Other major industries in the area are: tourism, Hiram Walkers Distilleries, Seagram's Calvert Distillery; produce farms; and food packing plants such as Green Giant; H. J. Heinz; Chun King; and Dainty Foods.

Windsor also accommodates a growing university and a community college.

The proximity, accessibility and amiability between the cities of Windsor and Detroit provide extensive opportunities for many individuals. A number of Canadians work in Detroit, and visa-versa, while a number of Americans reside in Windsor and its surrounding area on an extended seasonal basis. There is a sharing of educational, recreational and entertainment facilities as well as many family ties.

The ethnic origins of this population are wide and varied as is evidenced in the multicultural atmosphere of the community, in terms of organizations and social activities.

Windsor does contain the basic voluntary, health, welfare and social agencies with community centers and branch offices of social services operating in the county. The United Community Services of Greater Windsor is responsible for the financial support of a large number of these services of which the Family Service Bureau of Windsor is included.
The Family Service Bureau of Windsor

The Family Service Bureau of Windsor is a non-sectarian, accredited agency of the Family Service Association of America.

The Family Service Bureau is a relatively small agency consisting of a staff of four professionally trained social workers, two graduate social work students and two secretaries who handle intake and clerical services. The Executive Director is responsible to a Board of Directors. Family Service Bureau is funded primarily through United Community Services of Greater Windsor and is supplemented by clients' fees, paid on a voluntary basis.

In 1974, 918 people received service from Family Service Bureau. Of those, 735 resided in the City of Windsor while 183 were from the county. The agency has a branch office at the Community Service Centre in Leamington, staffed one day a week by a social worker.

In 1953, the Committee on Methods and Scope of Family Service Association of America defined the purpose of the Family Service Agency, as follows:

The central purpose of the family service agency is to contribute to harmonious family interrelationships, to strengthen the positive values in family life, and to promote healthy personality development and satisfactory social functioning of various family members.
(The Committee on Methods and Scope, F.S.A.A., 1953. p.3.)

The Methods were defined as such:

1. providing casework services
2. participating in community planning
3. conducting group educational activities
4. contributing to professional education
(5) engaging in research
(The Committee on Methods and Scope, F.S.A.A., 1953, p.3.)

The purpose was reaffirmed in the Family Service Association of America report of 1963 and the secondary function of participating in community planning was more widely described. Since its inception the Family Service Bureau has kept pace with developing new techniques for family intervention. They have altered their focus with the changing demands for social casework services, by adding such services as, Sex Therapy and Parent Effectiveness Training.

The focus of this specific research study was an examination of client's evaluation of the casework service of the Family Service Bureau. Casework services included counselling related to marital problems; parent-child relationships; individual personality adjustment problems; and economic and social concerns.

In the next chapter some of the aspects of evaluative research will be reviewed.
CHAPTER 11

REVIEW OF THE LITERATURE

Introduction

Since the 1950's, the literature has been abundant with evaluations of social work intervention. For the most part, such evaluations were stimulated by widespread questioning concerning the relevance and effectiveness of conventional social work methods, in particular, casework methods. Unfortunately, the evaluative research completed to date has not been able to clearly demonstrate the effectiveness of casework intervention. Experimental studies, specifically, have rarely been able to conclude that social work intervention has even modest success in achieving its major goals. Descriptive studies, more specifically, client follow-up studies, have been more successful in demonstrating the positive gains in casework intervention.

The writers suggest that the failure to demonstrate casework effectiveness may be attributed, in part, to inadequate theory development in relation to casework practice. We further suggest that the marked discrepancies in current findings may be due to the differences in the design and focus of experimental and descriptive research.
In order to examine these viewpoints, the writers have conducted the review of the literature in four stages. The first section pertains to an examination of theory development in producing a definition of casework intervention. The second section explores the difficulties in proving casework effectiveness and reviews the differences in design between experimental and descriptive research. The third and fourth sections are devoted to a review of the outcomes of different experimental and client follow-up studies.

Definition of Social Casework

An evaluation of service effectiveness necessitates a clear understanding of the type of service being studied.

As previously mentioned, the services of the Family Service Bureau are designed to "contribute to harmonious family interrelationships ... and to promote healthy, personality development and satisfactory social functioning of various family members." (The Committee on Methods and Scope, F.S.A.A., 1953, p.3.) The primary method for the delivery of these services through the Family Service Bureau is defined as social casework.

Thus, the writers were led to the basic question, what is social casework? A review of the literature regarding casework practice revealed that many theorists advanced varied and, at times, disparate definitions of social casework.

Mary Richmond made the first attempt to define case-
work practice. Many professionals still consider her famous definition from *What is Social Casework?* as the most adequate. She defined casework as "those processes which develop personality through adjustments consciously effected, individual by individual, between men and their social environments." (Richmond, 1922, pp. 98-99) Richmond's definition was operationalized through a simple classification scheme: direct treatment, or the action of mind upon mind and indirect treatment, or action through the environment. (Richmond, 1922: p. 102.)

The next major effort to define social casework was made by participants at the famous Milford Conference of 1929. Although an attempt was made to distinguish the generic aspects of social casework, "The group was not able at that time to define social casework itself so as to distinguish it sharply from other forms of professional work." (American Association of Social Workers 1929. p. 3.)

Bertha C. Reynolds, a member of the Milford group, produced an article which grew out of her work with the conference. She wrote:

The essential point seems to be that the function of social casework is not to treat the individual alone nor his environment alone, but the process of adaptation which is a dynamic interaction between the two. (Reynolds, 1933. p. 337.)

Fern Loury made the next major addition to the definition of casework practice. In her opening address at the American Association of Psychiatric Social Workers meeting in 1936, she underlined the importance of emphasis on the
client's needs as the central aspect of casework activity.

Loury developed a diagnostic and treatment classification based on differential assessment of client need. The first form of treatment described in the classification was that primarily directed toward the enrichment of the environment for the individual. The second form of treatment involved a dual approach to the individual and the environment or to the individual via the environment. The third approach was classified as personal or psychological and related to the client's emotions and subjective realities. (Loury, 1936. pp. 5 - 6.)

An examination of the theories espoused by these early creative leaders indicates that social casework includes a broad range of objectives and measures.

In her review of early casework theories, Ann Hartman concludes that:

Casework can be institutional or residual; it can have as its objective the environment or the individual or the individual via the environment; the caseworker can function as mediator, advocate, social broker, counselor or psychotherapist. (Hartman, 1971. pp. 413 - 414.)

In further outlining the changes and variations in casework practice, Hartman comments that:

Richmond's definition has not only been expanded in these definitions of the thirties; it has been altered. In Reynold's institutional view and in Loury's first form of treatment, people-changing objectives are no longer required as an essential and necessary part of the definition of casework practice. Further, on the other end of the definitional spectrum, a form of treatment exclusively focused on the psychological aspects of the person-in-situation complex is also included under the umbrella of casework. (Hartman, 1971. p. 414.)
As further theories regarding casework practice were promulgated, a general agreement developed that the dual focus of pure psychotherapy on the one hand, and simple provision of concrete services on the other hand, was indeed casework.

Throughout the ensuing years, a great deal of confusion and controversy arose out of the middle-range, dual-focus approach to casework practice.

In an address at the fiftieth anniversary of the Smith College School for Social Work, Lydia Rapoport stated that: "Somehow, social casework has come to be equated with psychotherapy." (Rapoport, 1969. p. 225.) She complained of an over-emphasis on psychotherapeutic functions and a neglect of environment changing functions.

On the other hand, Scott Briar, describing the casework predicament in 1968, wrote that "the image of the modern caseworker ... is above all that of a therapist, which is to say that for the most part he performs only a therapeutic function." (Briar, 1968. p. 7.)

As the dispute over emphasis on the individual or the environment continued, the definition of social casework was further complicated by the emergence of several different models of casework practice. The development of psychosocial, functional, problem-solving, and crisis intervention models presented simultaneously varying modes of casework practice.

In her definition of the psychosocial model of casework practice, Florence Hollis wrote, "The objectives of
treatment may be to enable change to occur in the individual or in the situation or in both." (Hollis, 1970. p. 37.) Such a statement seems to indicate that casework may be practiced without concern for client change. Further in the article however, Hollis describes the process of engagement, and her focus changes:

The process of engagement always has two primary aspects ... motivation and resistance ... Motivation has to do with how much the client wants to change and how much he is willing to contribute to bringing about change. (Hollis, 1970. p. 2.)

In fact, Hollis' emphasis on motivation is predicated on objectives of individual growth or change.

In support of the crisis intervention approach, Lydia Rapoport defines casework as "an instrument for individual and family change." (Rapoport, 1961. p. 226.) She includes advocacy and social brokerage as appropriate casework functions and views these aspects as "part of the total process." (Rapoport, 1969. p. 226.)

Defining casework as a problem-solving process, Helen Perlman emphasizes "help" rather than "treatment" and does not describe her objectives in relation to "change." She seems, however, to locate the "problem" with the "person."

The person or family considered to be a prospective user of help via the casework process is one who is experiencing some problem in his relationship with one or more other persons, or in his satisfactory performance of one or more role tasks. (Perlman, 1970. p. 134.)

The functional group view casework as the delivery of concrete services through an agency geared to individual and social change. Ruth Smalley described the functional
approach to casework as "a method for engaging a client through a relationship process, essentially one to one, in the use of a social service towards his own and the general social welfare." (Smalley, 1970. p. 81.)

Thus, it becomes blatantly obvious that the theories regarding social casework are widely diverse. In fact, in her overview of casework theories, Bernice Simon states that:

... there is, at this time, no unitary social casework practice theory, and it is debatable whether anyone of the presentations is a complete theory, entirely coherent and consistent in the relationship of its parts and in potential applications to practice. (Simon, 1970. p. 360.)

Further to this point, Carel Germain states that:

In each approach to casework the problem is defined differently and the helping processes are applied in different ways toward different tasks and objectives. (Germain, 1970. p. 31.)

The absence of a singularly acceptable theoretical definition of social casework has led to severe confusion in casework practice and in evaluation of service effectiveness. This confusion is reflected in all aspects of casework, both on an educational and practice level. As Carel Germain further states; "Judging from the professional distress reflected in our literature at our conferences, and in our graduate schools, casework might seem instead to be facing its end ..." (Germain, 1970. p. 28.)

The confusion regarding the development of casework theory and its implications from evaluative research is clearly underlined by Helen Perlman in her article, "Can Casework Work?". She states that:
... we have not clarified, even for ourselves what casework is, what its particular limits and its particular possibilities are. Not having clarified this for ourselves, we have not clarified it for those researchers or the public man who would assess our efforts. (Perlmutter, 1968. p. 437.)

Carel Germain has pointed out the need for a general classification scheme which would provide a definite framework for the establishment of casework theory. She feels committed to the fact that:

... many casework theorists believe there is need for a classification of helping measures matched to a problem classification so that needs and tasks are linked. Such articulated schemes might provide the opportunity to validate helping procedures in relation to assessment, planning, and predicted outcomes ... (Germain, 1970. p. 25.)

At present, no such classification scheme exists that is generally accepted by all casework theorists. A state of ambiguity persists with respect to the development of an all-embracing definition of social casework.

As Ann Hartman states in the conclusion of her article, "But What is Social Casework?": "What is social casework? The answer to this question would seem to depend on whom one asks." (Hartman, 1971. p. 419.)

The lack of a universally accepted definition of social casework severely affects the effectiveness of evaluative research in this area. Without a clear concept of social casework and a common operationalized definition of the term, evaluation of casework effectiveness will be continually characterized by inconsistencies and limitations.
Problems In Proving Casework Effectiveness

The emerging picture of casework intervention is far from clear. This lack of clarity is due, to a great degree, to the ambiguity previously mentioned in developing a clear definition of social casework. The apparent confusion in theoretical developments has clearly influenced the outcome of evaluation research with regard to casework effectiveness. A brief review of the literature concerning evaluative studies demonstrates that the evidence produced does not definitely indicate that casework intervention is effective or ineffective. As Edward Mullen and James Dumpson report in their review of evaluative research:

We are now confronted with a large number of outcome evaluations and have not had the wisdom, skill, or time as professionals to assess and integrate their meaning. (Mullen and Dumpson, 1972. p. 10.)

Several research reports have produced outcome information which cast grave doubts on the effectiveness of casework in general.

In January 1973, Joel Fischer reported, after reviewing eleven research studies, that: "... at present, lack of evidence of the effectiveness of professional casework is the rule rather than the exception." (Fischer, 1973. p. 19.) He further states that, in about 50 per cent of the studies reviewed, clients receiving casework services tended to deteriorate. (Fischer, 1973. p. 5.)

Ludwig Geismar's studies with families "heavily at risk" found insignificant changes in overall scores due to
casework, but some significant changes in component scores. (Geismar, 1972.)

Truax and Carkhuff reported that it is the possession of certain personality traits rather than professional training that produce good results. (Truax and Carkhuff, 1967.) Further in their writing, they note that: "the average effects of therapeutic intervention ... are approximately equivalent to the random effects of normal living without treatment." (Truax and Carkhuff, 1967. p. 12.)

Eysenck reviewed five studies classified as psychoanalytic and nineteen studies classified as eclectic, contrasting them with recovery rates for neurotics receiving either custodial care or the care of a general physician. He concluded that: "There appears to be an inverse correlation between recovery and psychotherapy; the more psychotherapy, the smaller the recovery rate." (H. Eysenck, 1952. p. 322.)

Levitt compared thirty-five studies on children diagnosed as neurotic with similar evaluations of untreated children. He concluded that the results "fail to support the view that psychotherapy with 'neurotic' children is effective." (E. G. Levitt, 1957. p. 1957.)

In contrast to these predominantly negative studies, several evaluative works have been produced which demonstrate significant success in casework practice.

Meltzoff and Kornreich reviewed 101 separate investigations plus twenty-five evaluations of therapeutic programs.
They concluded that 80 per cent of the cases yielded positive results and 20 per cent yielded negative results. The authors considered only fifty-seven of these 101 studies to have used adequate research designs, and, of these, forty-eight showed statistically significant positive results of therapy. (Meltzoff and Kornreich, 1970.)

In a review of research studies on the outcome of social work intervention, Steven Segal reported an average overall improvement rate of 72 per cent for studies involving psychologically based problems. (Segal, 1972.)

The extensive Family Service Association of America Study reported in 1973 found improvement rates of 73.5 per cent in the 3,596 cases reviewed. (Beck and Jones, 1973.)

In a more recent unpublished manuscript based on an analysis of research regarding marriage counselling, Dorothy Fahn Beck reported a "consistent picture of positive outcomes for marital treatment ... much at variance with the repetitive negative findings on the outcomes of casework in general that have been so much stressed ..." (Beck, 1974.)

Even from this cursory review of the literature, it is apparent that wide discrepancies exist among current findings in evaluative research. The reasons for the wide variations in outcome information are not readily apparent. However, reference to Steven Segal's classification system for evaluative research may help to put these contradictory findings into an understandable perspective. Segal suggests a two-category classification for outcome research in social
work. (Segal, 1972.) The first category is identified as research with populations of clients with psychologically based problems, usually involving clients motivated for treatment. This type of research is usually characterized by the absence of control groups and use of "soft data" criterion measures. Due to the nature of such studies and the absence of control groups, this research is commonly classified as descriptive or, occasionally, exploratory. Principally, the criterion measures in research of this type involve ratings by the therapists and, less frequently, ratings by the client.

The second category is identified as research on social problem populations, usually involving clients who are not motivated for treatment, at least initially. Such research is characterized by the use of control groups, "hard data", and behavioural criterion measures. For these reasons, this type of research is usually classified as experimental.

Interestingly, when utilizing this classification scheme in a review of evaluative research, it becomes obvious that studies in the first category, those descriptive studies employing soft data criterion measures, display markedly more positive findings than the experimental studies in the second category. (Beck and Jones, 1973. p. 13.)

An immediate reaction to such a fact might be that, because of the lack of rigour in design and the absence of control groups, the descriptive studies are less reliable and hence, their findings are less significant than those
of the experimental studies. However, a closer analysis of the descriptive and experimental studies completed in the area of evaluative research revealed that, not only is the design and methodology of research dissimilar in these two types of studies, but also the objectives of the research and the elements of treatment under investigation are different in nature. In view of the difference in focus between the experimental and descriptive studies, it would appear that both could provide outcome information that would be significant in evaluative research.

The experimental design in evaluative research has several intrinsic advantages. The most obvious positive in this type of design is the provision of a control group. As Nagel points out succinctly:

... data must be analyzed so as to make possible comparisons on the basis of some control group, if they are to constitute cogent evidence for a causal inference. The introduction of such controls is the minimum requirement for the reliable interpretation and use of empirical data. (Nagel, 1959. p. 53.)

The randomization of subjects to control and experimental groups which is sought in most experimental research also helps to eliminate bias in sample selection.

According to Jones and Borgatta's review of methodology, most experimental studies give considerable attention to the assessment of the validity and reliability of the instruments. (Jones and Borgatta, 1972. p. 44.)

In further support of experimental research, Selltiz et al state that: "An experimental design provides both
greater certainty and greater efficiency by making possible the simultaneous gathering of various lines of evidence. (Sellitz et al., 1951. p. 89.)

It is obvious that experimental research provides for a high degree of efficiency and reliability in design. In addition, the experimental study addresses itself to hard observable data such as reduction of poverty or delinquency through treatment. In so doing, it provides information on behavioural change which can be generalized to a significant level.

Despite the obvious positives in the experimental design, several theorists have acknowledged various failings in this type of evaluative research.

For example, Beck and Jones suggest that the lack of positive findings in experimental studies may be attributed, in part, to the fact that many studies utilized subjects who are not highly motivated for treatment and who are exposed to a wide variety of problems. Often, studies utilize populations who are classified as delinquents, welfare recipients, or multi-problem families living in adverse environments and facing deficits in essential basic support. Such populations are significantly associated with low change scores. (Beck and Jones, 1973. p. 13.)

Beck and Jones also point out that the emphasis on hard data and behavioural change in the experimental studies dictates the selection of outcome measures not compatible with and sometimes not achievable by casework, and reflects
society's imposed goals rather than the client's goals. (Beck and Jones, 1973. p. 13.)

Patrick & Riley suggests that the outcome measures commonly used in controlled studies are so global that the types of changes to be expected from casework are diluted among many that cannot be expected to change. In reference to the Giesmar Scale of Family Functioning, Riley pointed out that every case is rated on every item whether the items were problems for the particular family or not. (Riley, 1974. p. 6.)

Another reason for the negative findings in experimental studies may be their small sample size given the fact that unless true differences are very large, they cannot be proved statistically significant with small samples.

In summarizing their case against the validity of experimental studies, Beck and Jones state that:

... casework has been judged ineffective because of its inability to demonstrate statistically significant gains with types of cases usually resistant to change and atypical of agency caseloads, using in many instances small-sample control group comparisons, inappropriate concepts of the nature of casework, and unrealistic and insensitive outcome measures. (Beck and Jones, 1973. p. 14.)

Thus, it would appear that, although the experimental study has the definite advantage of a rigorous research design, it can be faulted on several issues.

In contrast to the experimental studies, descriptive studies provide a different focus in evaluative research. Client follow-up studies in particular, which are the focus
in research completed in this study, frequently address themselves to the measure of more subtle emotional and psychological changes in the subjects under investigation.

Patrick Riley suggests that descriptive client follow-up studies are concerned more with an analysis of change in the client's ability in coping with his problem rather than an analysis of concrete social behaviour.

Riley describes the focus of the client follow-up study as follows:

... coping is the key—-and multiple, small, interrelated changes, specific to the particular problems that received attention, are considered the essence of change in casework. As contrasted perhaps, with such measures as increases or decreases in the divorce rate, in welfare roles, the delinquency, school drop-out, or employment rates, the Change Score in the client follow-up study is goal oriented and value oriented—to the client's goals and values. (Riley, 1974. p. 8.)

Beck and Jones assert that client follow-up studies are an indispensable resource for the assessment of service outcomes. They state that:

Not only do they [clients] know considerably more than their counselors about the total range of changes that have occurred, but they also evaluate these changes from their own perspective rather than the agency's perspective. (Beck and Jones, 1973. p. 11.)

Mayer and Timms suggest that client-oriented studies serve several functions not included in other types of studies. Among these functions, they state that client follow-up studies "might well sensitize researchers to 'new' considerations, or at least ones outside their current span of attention." (Mayer and Timms, 1970. p. 9.) In addition, they feel that client studies "can help to refine what is
currently known or believed to be true about treatment."
(Mayer and Timms, 1970. p. 10.)

In addition to providing a variety in focus, client-oriented descriptive studies are also marked by several advantages in design. For example, Selltiz et al state that such descriptive studies are backed by "much prior knowledge of the problem to be investigated, as contrasted with the questions that form the basis for exploratory studies."
(Selltiz et al., 1951. p. 66.) Further, descriptive studies are characterized by a wide range of techniques, a variety of data collection methods, and a concern with reduction of bias and economy of research effort. (Selltiz et al., 1951 pp. 66 - 67.)

Contrasting these positives, descriptive studies also display several drawbacks. The most obvious disadvantage of the descriptive design is the absence of an identified control group. According to Selltiz et al the lack of a control group "does not allow one to rule out in advance, with any confidence, the possibility that the effect was created by some other factor that is correlated with the presumed causal factor."
(Selltiz et al., 1951. p. 91.)

Client follow-up studies are subject to particular limitations. Beck and Jones have outlined some of the negatives involved in the use of clients as informants. They state that:

Some clients do not respond or can not be located. Some are handicapped as reporters by education, language, or emotional barriers. Their diagnostic understanding
is limited. Their classification of problems and their reports of service received are imprecise. They are often unaware of subtle perceptual changes or tend to forget them. (Beck and Jones, 1973. p. 11.)

It would seem, from the review of research elements completed here, that both experimental and descriptive studies contain positive and negative aspects with regard to their respective focuses and research designs. Both can provide valuable information that would assist researchers in refining their technologies and expanding their knowledge in terms of evaluative research. However, an awareness of the specific advantages and limitations previously mentioned is necessary in a critical assessment of current research. Using this awareness to provide perspective, the researchers have proceed to review several experimental and descriptive client follow-up studies.

Experimental Studies

The studies reviewed initially are ones which display the classic experimental design in which a treatment group is compared with a control group by means of a before-and-after evaluation.

One of the most famous experimental studies in evaluative research is the Girls at Vocational High project completed by Meyer et al in 1955. Potential problem cases among four groups of girls entering a vocational high school were identified. Experimental and control cases were selected by random procedure, and, over the course of the four year
research, 189 girls received casework and group work services, while 192 control cases were studied. Evaluation was based on data such as academic performance, conduct at school and out-of-wedlock pregnancies. Results showed that the services provided the experimental group had little impact. (Meyer et al., 1965.)

The Rutgers Family Life Improvement Project was stimulated by the apparent limited effectiveness of remedial casework intervention. The project was established to test preventive intervention as a means to help young families cope with developmental problems and the difficulty of urban living. The treatment and evaluation period extended over three years with 175 treatment families and 175 control families. The results revealed greater improvement in social functioning in the treatment group in seven out of eight areas. Child care, health practices, and housing showed statistically significant differences, but total score changes were not statistically significant. Other indices measuring changes in the families social and economic status were, for the most part, in the hypothesized direction but not statistically significant. (Geismar et al, 1970.)

The first controlled study to examine the effects of casework intervention was completed by Powers and Witmer. The project randomly assigned 325 "predelinquent" boys to an experimental group and 325 boys to a control group. Direct individualized services were provided by caseworkers for a period of almost five year. Outcome was measured by court
and police records, ratings of social adjustment, and psychological inventories. No significant difference was found between experimental and control groups on all major methods of evaluation. (Powers and Witmer, 1951.)

Another study concerned with delinquency rates was completed by Craig and Furst. On the basis of matching, 29 boys were assigned to an experimental group and 29 boys were assigned to a control group. The boys in the treatment group were given intensive child guidance therapy by psychiatric social workers for a median period of fifty months. Evaluative data such as delinquency records and school behaviour revealed no significant differences between experimental and control groups. (Craig and Furst, 1965.)

Several other studies show results similar to the projects reviewed above. (Berleman and Steiner, 1967.) (McCabe, 1967.) (Miller, 1962.) (Blenkner et al., 1964.) For the projects as a whole, results revealed a range of outcomes the curve of which is skewed significantly at the negative end of the distribution. The fact that the majority of these studies utilized subjects who were not highly motivated and restricted observations to hard data, behavioural changes may have contributed to the predominantly negative findings. In this respect, these classical studies were subject to the disadvantages previously mentioned in controlled experimental research.

Projects which did not use the classical experimental design of treatment and control groups seem to display more
positive results. Experimental studies utilizing comparison groups more consistently reveal outcomes which either support the major research hypotheses or are in line with the desired objectives, although results reported are frequently described as modest by the report writers and lean toward the non-success end of the continuum. (Geismar, 1972. p. 37.)

The Casework Methods Project completed in 1969 is one example of the comparative type of experimental design. This study contrasted two methods of treatment: open-ended service and planned short-term service. The sample consisted of 120 families characterized by complex psychosocial problem who were randomly assigned to either the brief or extended treatment. Analysis of tape-recorded interviews was used to rate client change. Results exhibited more favourable outcomes for short-term clients with some statistically significant differences. In the absence of a true untreated control group, no conclusion could be reached as to the absolute effectiveness of service. However, the change data on the brief service cases suggest more positive outcomes than do some other social work evaluations. (Reid and Shyne, 1969.)

Another example of comparative research is provided by the Experimental Study to Measure the Effectiveness of Casework Service. (Behling, 1961.) This study was concerned with the chronic dependence of individuals and families on relief. Two hundred public assistance clients were assigned to a treatment group in which they received intensive
casework services over a fifteen month period. Clients in the control group received the routine services of the welfare department. Measurement by means of a movement scale supported the major study hypothesis postulating greater improvement of a social and psychological nature in the experimental group as compared with the control group.

The Chemung County Study represents a comparative study which displays less positive results. (Brown, 1968.) The question in this project was whether professional caseworkers have greater success than untrained workers in rehabilitating multi-problem families on public assistance. The intensive casework services were judged by experts to be "slightly above average for regular assistance workers and slightly below average for trained caseworkers." (Brown, 1968. p. 14.)

Several other studies seem to support the slightly more positive results of comparative research. (United Community Services of the Greater Vancouver Area, 1968 - 1969.) (Marin, 1969.) Although many of these studies failed to completely support their original hypotheses, they did report more positive aspects in the treatment groups than was apparent in the classical experimental research. The reasons for the variations in findings between the classical and comparative experimental studies are not readily apparent. However, one reason for the variations may be due to the fact that comparative research is concerned with more subtle comparisons. Comparative designs attempt to measure change variables and
the direction of change rather than attempting to assess total behavioural change. It would appear that attention to subtle movements and degrees of improvement tend to yield more positive results.

Descriptive Client Follow-up Studies

Descriptive research provides data which is, to a large degree, subtle and subjective in nature. The soft data presented in descriptive studies cannot be subjected to the same statistical tests of significance that are applied in experimental studies. However, despite the absence of statistical verification, descriptive studies can provide the researcher with valuable information regarding different service aspects. Client follow-up studies, in particular, provide specific information relating to client attitudes and values.

To illustrate, several investigators found a tendency for clients who were successfully treated to assume the values or norms of their therapists. Leichter and Mitchell interviewed a group of second-generation Jews who were receiving casework treatment in New York and who, in keeping with their cultural background, were more emotionally involved with kin than were their workers. At the conclusion of treatment, a number of these clients believed, as did their workers, that it was healthier for the nuclear family to function primarily as an independent unit. (Leichter and Mitchell, 1967.)
Strupp and Bergin, in their review of the literature, remarked that "the therapeutic climate produced by the therapist's personality is indeed a potent therapeutic agent." (Strupp and Bergin, 1969. p. 28.)

To illustrate further, there is strong evidence, both from casework and psychotherapy research, that clients are more apt to continue in treatment when they and their therapists share similar expectations. (Briar, 1966. pp. 25 - 26.)

Client follow-up studies also provide data regarding specific conditions of therapy. For example, Gleidman et al found that patients who gave inappropriate reasons for being in therapy were as likely to remain in treatment, and improve as much, as those giving appropriate reasons. (Gleidman et al., 1957.)

In addition, only the clients' reports can provide information regarding outside factors which may have influenced the direction of treatment. Mayer and Timms have suggested that an individual's interactions with friends and relatives will condition his later responses to treatment. For example, clients who questioned the discretion of friends were buoyed up by the confidentiality of the casework situation. Conversely, those who received support from their network of friends and relatives were relatively unmoved by the bolstering efforts of their workers. (Mayer and Timms, 1970.)

In terms of general outcomes, descriptive client
follow-up studies consistently report more positive findings than do experimental studies. The positive results may be due, in part, to a combination of less rigorous design procedures and focus on soft data such as client attitudes and subtle change movements.

The Progress on Family Problems study completed in 1973 provided the central area of interest to the researchers as this was the original study which provided the basis for the present research. In this study, an examination of service outcome was based on two criterion measures. The first was a traditional global rating. The second involved a new approach developed especially for the project—a change score based on a composite of ratings by counsellors or clients in several component areas.

In the main, the two outcome measures, the global evaluation and the change score, yielded a balance of evaluations strongly on the positive side. Clients in the follow-up sample reported global ratings of "much better" considerably more often than did their counsellors (32 versus 17 per cent). Counsellors tended to select the more modest evaluation of "somewhat better". In this category, 37.6 per cent of the clients and 54.3 per cent of the counsellors rated the outcome as "somewhat better". When the two improvement levels were combined, about seven in ten of both counsellors' and clients' global evaluations for this group reflected improvement.

The change scores provided further confirming evidence
of the prevailing positive direction of change during treatment. For counsellors' scores, positive scores outnumbered negative ones in the ratio of twenty-nine to one; for clients' scores, the ratio was eleven to one. Viewed in terms of averages, clients' scores were again higher than those from counsellors; +5.0 versus +4.8 for the same cases. Again, clients were more extreme in their ratings than were counsellors, both on the positive and negative side. However, the generally positive outcomes of this study reflect a high consistency with the results produced by other client followup studies (Beck and Jones, 1973.)

Several additional studies were conducted utilizing the Progress on Family Problems study as the model for research design. One such repetition of the original Beck and Jones study was carried out in the Family Service Bureau of Windsor in 1974 by Patricia Walsh. The results of this study were extremely positive as well. The findings indicated an average change score for the clientele in the sample of +4.9, with clients reporting a global evaluation indicating their situations as being better in 70 per cent of the cases. (Walsh, 1974.)

The Family Service Association of Greater Boston conducted a similar study utilizing the basic research design formulated by Beck and Jones. The findings of this study were consistent with those of the major study. The results indicated an average change score of +4.9 and a global evaluation of better in 67 per cent of the cases.
reported.

In summary, the review of the literature indicated substantial differences regarding focus and outcome between experimental and descriptive evaluative research. Experimental studies with environmental focus tended to yield negative results while descriptive studies which are client focused tended to be more positive. The reasons for the discrepancies in findings between the two types of research were not readily apparent. Some discrepancies in outcome may be attributed to the different focuses and research designs utilized in experimental and descriptive studies. Another factor contributing to the inconsistencies in outcome information may be the fact that the object of the investigation, casework itself, is still ill-defined in terms of its theoretical and conceptual base thereby making consistently effective research difficult to achieve.

Although lacking the rigorous design of experimental studies, descriptive studies do provide more information on detailed aspects of service. As the researchers' interests were focused on an evaluation of service, a descriptive design was chosen for the present research. The specific design was based on the Progress on Family Problem study published by the Family Service Association of America. The details of this design will be discussed in the following chapter.
CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

In this chapter, the writers intend to examine the nature of the design and methodology which has guided this research. Inherent in such a discussion are a number of factors which will be dealt with in the following order: classification of research, hypotheses, research questions, operational definitions, sampling, and data collection procedures. Following the description of the research design, specific factors regarding the utilization and limitations of such a design will be discussed.

Classification of the Research

Of the three major types of research, namely: experimental, quantitative-descriptive and exploratory, this research can be classified as quantitative-descriptive. The general purpose of such a study is either to test hypotheses or to describe the quantitative relations among specified variables. (Tripodi. 1969. p. 34.)

In conducting this type of research, "the study must include variables which are amenable to measurement, and
hence, can provide quantitative descriptions." (Tripodi, 1969. p. 139.) Thus, quantitative-descriptive studies may be defined as follows:

Quantitative-descriptive studies are empirical research investigations which have as their major purpose the delineation or assessment of characteristics of phenomena, program evaluation, or the isolation of key variables.... All of these studies use quantitative devices for systematically collecting data from populations, programs, or samples of populations or programs. They employ personal interviews, mailed questionnaires, and/or other rigorous data gathering devices and survey sampling procedures. (Tripodi, 1969. p. 38.)

Within the framework of this definition of quantitative-descriptive studies, there are four major sub-types of research, which may be identified according to the primary purpose of the investigation. The sub-type pertinent to our research is that designated as program evaluation studies, defined as:

...Those quantitative-descriptive studies which are concerned with seeking the effects of a specific program or method of helping. ...Hypotheses may not be explicitly stated, and they frequently are derived from the objectives of the program being evaluated rather than from theory. (Tripodi, 1969. p. 41.)

Thus, using these criteria as our guidelines, the research which was conducted may be classified as a quantitative-descriptive, sub-type program evaluation, study.

Within this classification system, the sub-type of the research which was conducted may be defined even more explicitly. Although the study sub-type is classified as program evaluation, the research has addressed itself to only one aspect of program evaluation. The writers were restricted in the evaluative methods available by their decision to
repeat an existing study. The focus of the existing study was that of evaluating service effectiveness as determined by the attitudes of clients toward said service. The classification of the research may be defined, therefore, as program evaluation as determined by a client follow-up study.

Hypotheses

As previously mentioned in the review of the literature family agencies have been involved in widespread questioning of program relevance and effectiveness. The potential areas of investigation into program effectiveness are numerous. Such areas may include evaluation of administrative efficiency, program structure, and staff expertise. However, the focus of this research was to determine the clients' general attitudes regarding service effectiveness. In this regard, service effectiveness was determined by the following factors: (1) the clients' general satisfaction with service received, and (2) the clients' reported improvements regarding the presenting problem for which service was requested.

In view of the aforementioned focus, the researchers have formulated the following hypotheses:

(1) WE HYPOTHEITIZE THAT CLIENTS WHO HAVE RECEIVED COUNSELLING SERVICES FROM THE FAMILY SERVICE BUREAU OF WINDSOR WILL REPORT SATISFACTION WITH THESE SERVICES.

(2) WE HYPOTHEITIZE THAT CLIENTS WHO HAVE RECEIVED COUNSELLING SERVICES FROM THE FAMILY SERVICE BUREAU OF WINDSOR WILL REPORT IMPROVEMENT IN TERMS OF THE
PROBLEMS PRESENTED AND FOR WHICH SERVICE WAS REQUESTED.

It should be noted that an acceptance of the above hypotheses does not provide unequivocal proof of service effectiveness. The focus of this design necessarily eliminates a study of specific aspects of service effectiveness. In conducting this study, the writers were interested in obtaining a global impression of service effectiveness rather than studying detailed components of service delivery. In addition, the writers were interested in comparing the findings of this study with similar studies conducted in this area in order to discover trends regarding clients' perceptions of social work service.

Research Questions

As a result of the aforementioned hypotheses, the following questions were posited in relation to the clients' perceptions of service effectiveness:

1) Does the nature of the presenting problem affect the client's evaluation of service?

2) Does the time lapse between termination of counselling and evaluation of service received affect the client's perception of effectiveness?

3) Do the variables of income and educational levels influence attitudes toward service outcome?

4) Is the number of interviews conducted during the term of service a determinant of service effectiveness?
5) Does the client's perception of the counsellor affect the evaluation of service outcome?

6) Do agency programmes or policies influence the client's perception of service effectiveness?

Operational Definitions

The following working or operational definitions with regard to the hypotheses and research questions are provided for the purpose of clearly conceptualizing what meaning we intended by the use of terms.

The Family Service Bureau of Windsor is defined as the non-sectarian family counselling agency located in the City of Windsor. The Family Service Bureau is an accredited member of the Family Service Association of America and provides differential modes of counselling services to families and individuals. The Bureau is a voluntary private agency which is financed through clients' donations and funding from the United Community Services.

The term counselling services denotes the primary method of treatment which, in this study, is defined as casework services in the following terms:

The distinguishing mark of casework as a helping mode in social work is that it takes as its unit of attention and concern the individual instance, a person or a family. (Perlman, 1972. p. 134.)

The focus of the counselling services was directed toward marital problems, parent-child relationships, individual personality adjustment problems, as well as economic and
social concerns.

The term **client**, for the purpose of this study, is defined as that individual who was primarily involved in the receipt of counselling services. Primary involvement was calculated by the frequency with which an individual was seen in counselling sessions. When two or more individuals in a family were seen with equal frequency, the primary client was identified as that individual who initially contacted the agency or as that individual who was judged by the caseworker to be the most involved in the service.

The term **problems presented** is defined as the problem identified by the client in his request for service and entered on the intake form. The problems are divided into three general categories which are described as: marital problems, problems in parent-child relationships, and individual personality adjustment problems.

The terms **satisfaction with services** is determined by item eleven in the questionnaire schedule which asks the client how he feels generally about the services of the agency. Additional questions, particularly items 2, 3, 4, 6, 8, 9, 10 and 21, help to determine client satisfaction by addressing themselves to the client's evaluation of the helpfulness of the service.

The term **improvement** is determined by items 14, 16, 17 and 18 on the questionnaire schedule. Improvement was determined by calculating the change score represented in a composite
of all available evaluations in four areas: changes in specific problems, changes in problem-coping, changes in family relationships, and changes in individual family members.

The term time lapse indicates the length of time between the termination of counselling services and the receipt of the questionnaire requesting evaluation of service. Clients received questionnaires from two to ten months after the termination of counselling services.

The variable of income is determined as the total family income before taxes during the last full year. This included all types of income from all family members. When income information was not available, the researchers estimated an average income based on employment information.

The variable of education is defined as the highest school grade completed by the family head. The family head was determined as the individual living with the family who was generally considered as the head by the family itself.

The number of interviews is defined as the number of sixty-minute interview sessions conducted during the term of counselling services. The number of interviews are divided into three general categories: one interview, two to five interviews, and six or more interviews.

The client's perception of the counsellor is determined by item number seven in the questionnaire schedule which specifically asks how satisfied the client was with the way he and his counsellor got along with each other.
Agency programs and policies are defined specifically by such items as fees, having to wait, distance to agencies, appointment hours, having to change to a new counsellor, delivery of service, etcetera.

Sample

The sample collected for the purposes of our research project may be classified as a purposive sample.

Selltiz et al. define purposive sampling in the following terms:

The basic assumption behind purposive sampling is that with good judgment and an appropriate strategy one can hand-pick the cases to be included in the sample and thus develop samples that are satisfactory in relation to one's needs. A common strategy of purposive sampling is to pick cases that are judged to be typical of the population in which one is interested, assuming that errors in judgment in the selection will tend to counterbalance each other. (Selltiz et al., 1951. p. 520.)

Probability sampling utilizing randomization techniques for the whole population was not administered for several reasons. First, it was felt that extending the sample to cases terminated several months or years prior to evaluation of service would interfere with clear recollection and assessment of agency service. Secondly, an extension of the sample to all cases prevents effective follow-up since the ability to locate clients is diminished by changes of address, etcetera. Thirdly, an extension of the sampling to the entire population was impossible since all agency files on clients are destroyed after a five year period.

For the above reasons, the writers decided to collect
a purposive sample which was limited to closings within the last year. It was felt that such a method would produce a representative cross-section of the population while still providing the researchers with a controllable sample.

The population, in this study, included all clients serviced by the Family Service Bureau of Windsor. The sample included all terminated cases from May 1974 to December 1974 inclusive, as indicated on the monthly statistic sheets.

In the original follow-up study produced by the Family Service Association of America, researchers were advised to limit the sample to current closings with the last two months prior to evaluation.

In this study, the writers extended the sample to all terminated cases in an eight month period. The decision was made for two reasons. First, an extension to an eight month period allowed for a sample of 396 cases which the researchers considered to be a minimum number required for reliable testing. Secondly, the writers wanted to measure the effect of the time lapse between termination and evaluation of service.

Of the total sample of 396 cases, only 284 cases proved eligible for follow-up study. In other words, 112 cases were ineligible for follow-up research. Ineligibility was determined by three factors. First, those clients were eliminated who contacted the agency for information or service but did not become involved in counselling. These contacts were categorized as simple requests for service and number sixty-
seven in all. Secondly, all re-opened cases were eliminated due to the possibility of clients' confusing present counseling with the terminated service under study. These cases totalled thirty-three. Thirdly, all cases were eliminated where clients had requested specifically of agency staff that they receive no contact from the agency by mail. This eliminated twelve cases from the sample.

Thus, after eliminating all ineligible cases, the completed sample totalled 284 cases which were cleared for follow-up study.

Data Collection

Two specific instrument types were used in the data collection procedure: statistical records and mailed questionnaires. Statistical records were utilized to record identifying data regarding the clients in the sample. Mailed questionnaires were utilized to elicit the respondents' evaluation of the service.

Statistical Records

Statistical records are compiled by the agency for each client receiving counseling services from the Family Service Bureau. The statistical cards provide data on the following items: number of interviews with family members, identified problem, total family income, highest school grade completed by family head, and race of family head.

The information from these statistical cards was trans-
ferred by the researchers to case data sheets for each case in the sample. (See Appendix A.) The information transferred to the case data sheets was subsequently used in analysis of client characteristics.

Each case in the sample was assigned an identifying number for purposes of the study. This number was attached to the case data sheet as well as a corresponding questionnaire for each case in the sample. The study number was essential in matching correctly client responses with the information on case characteristics. The study numbers also identified the response and non-response groups and thus allowed for comparison of these two groups in terms of client characteristics.

Mailed Self-administered Questionnaires

The questionnaire utilized in the study was a standardized form which had been prepared and tested by the Family Service Association of America. (See Appendix B.)

The questionnaire itself consisted of twenty-four items containing both fixed alternative and open ended questions.

The fixed alternative questions provided answers within a frame of reference that was useable in the analysis and allowed for quick tabulations of results. The fixed alternative or closed question is "more efficient where the possible alternative replies are known, limited in number and clear-cut." (Selltiz et al., 1951. p. 262.) Such questions are more appropriate, therefore, to secure concise factual information. In addition, it had the advantage "of focusing
the respondent's attention on the dimension of the problem in which the investigation is interested." (Selltiz et al., 1951. p. 262.)

One of the drawbacks of the fixed alternative question is that it may force a statement of opinion from the respondent. Further, the alternative choices provided by the closed questions may not correspond exactly to the client's opinion on a given issue.

Due to the drawbacks inherent in the utilization of closed questions, open ended questions were provided which corresponded to the same general subject matter as the fixed alternative questions. The inclusion of open ended questions allowed for elaboration and variation of the respondents' opinions. The open ended questions, although providing more extensive information, presented problems in terms of facilitating analyses.

The content of the questions themselves can be divided into two general areas. The first area of questioning pertained to reporting regarding aspects of agency service, general satisfaction with service, and evaluation of counselling received. The second area of questioning pertained to reporting of improvements or changes in family functioning with regard to changes in specific problems, changes in problem-coping, changes in family relationships and changes in individual family members.

The standardized questionnaires were accompanied by
covering letters and a self-addressed stamped envelope and were then mailed to the 284 clients in the sample. In order to insure a high return, a second mailing was conducted after a three week period. The second mailing consisted of the same standardized questionnaire accompanied by a second covering letter and a self-addressed envelope.

Limitations

The application of the research design has several apparent limitations which the researchers have listed as follows:

1) The utilization of a quantitative-descriptive study is characterized by an apparent lack of rigour in the research design. Program evaluation studies, in particular, are limited by the lack of control groups and the insufficient control in data collection.

2) The extension of the sample to include all terminated cases during an eight month period produced several complications. Occasionally, statistical records could not be located easily or were incomplete in some aspects. In addition, several clients had moved and new addresses were not available. This factor severely limited the amount of returned questionnaires.

3) The researchers' decision to repeat an existing study and to utilize a standardized questionnaire produced by the Family Service Association eliminated the possibility of introducing variations in the formulation of
questionnaires.

4) The utilization of a mailed questionnaire did not insure the high percentage of responses possible in using interviews or research of statistical records.

5) The existing questionnaire was excessively lengthy and complicated in form. Many clients reported that they were unwilling or felt inadequate to complete the questionnaire.

6) Several items in the questionnaire appeared to be superfluous to the main area of study or were not applicable to the clients in our sample. For example, item number 15 in the questionnaire schedule pertained to neighborhood and community problems. Responses to this item would greatly differ between clients from the city of Windsor and clients from a large metropolitan city where neighborhood lines are more sharply determined by race, culture, etcetera.

Utilization

This research will be of specific value to the Family Service Bureau of Windsor in enabling the staff to re-examine their services and improve those areas that are deficient. The information provided by this study will provide the practitioners and the administrators with a global indication of service effectiveness as perceived by the recipients of the service—the clients themselves.

One value of the descriptive study is that it provides
a base line for examining trends and changes in service evaluation. Re-surveys are obviously useful for this purpose.

In addition, this study has been useful in bringing isolated cases to the surface for re-examination. A few clients, after receiving the questionnaire, contacted the agency by phone or mail to report problems with previous service and request further counselling.

**Summary**

The study has been classified as quantitative-descriptive and more specifically the sub-type of program evaluation. The area of focus was a client follow-up study designed to elicit clients' evaluation of service effectiveness. In particular, the writers were interested in the clients' reported satisfaction with services generally and reported improvements in problems presented in the request for service. Two hypotheses and six research questions were formulated in relation to these areas of focus. Data was collected through the use of statistical records and a standardized questionnaire produced by the Family Service Association of America. The questionnaire was mailed to a purposively selected sample of 284 clients who had received counselling services from the Family Service Bureau of Windsor.

The presentation of the data obtained from these research procedures will be included in the following chapter.
CHAPTER IV

ANALYSIS OF DATA

Introduction

The first section of this chapter will be devoted to an examination of the characteristics of the clients in the selected sample. The sample will be examined in relation to the composition of several characteristics: number of interviews with family members, identified problem, total family income, highest school grade completed by family head, and race of family head.

In the second section of this chapter, data will be presented for the purpose of comparing the response and non-response groups in relation to the characteristics discussed in Section 1. Guttman's coefficient, lambda, was used as an index of the degree of association between the two variables.

Section 111A pertains to the testing of the first hypothesis. Client satisfaction was determined by the descriptive statistics yielded when clients were asked to indicate the level of their satisfaction with service received by answering specified items on a questionnaire schedule. These finds were compared with two similar studies Beck
and Jones (1973) and Walsh (1974). In Section IIIIB of this chapter, data will be presented for the purpose of testing the second hypothesis. In order to test this hypothesis, the writers determined the clients' global evaluations regarding the area of service effectiveness as well as the clients' computed change scores. The correlation ratio test (Eta) was applied to test the strength of the association between these two variables in order to test the validity of the two measures of client improvement.

Section IV of this chapter presents and analyzes data relating to the research questions.

Section I: Description of the Sample Characteristics

Number of Interviews

The majority of the 284 clients in the sample received relatively short-term service. Table 1 gives the frequency and percentages of clients in the interview categories.

Of the total sample, 134 clients (47.2%), received an average of two to five interviews. Clients receiving one interview numbered 79 or 27.8% of the sample. The number of interviews received could not be determined for one case in the sample.

The modal class, therefore, for the number of interviews received is two to five interviews. This finding concurs generally with the outcome presented in the original Windsor Family Service Bureau study completed in 1974 (Walsh,
1974.) However, the original study indicated that 37 per cent of the clients in the sample received two to five interviews. The present findings increase that percentage by 10.2 per cent. Beck and Jones have noted a sharp reduction in one-interview cases and a marked increase in two to five interview cases in their comparison of 1960 and 1970 statistics. They suggest one reason for this change may be the increase use of planned short-term service. Clients who are involved initially in planning specific service are less likely to drop out after one interview. (Beck and Jones, 1973. p. 62.)

<table>
<thead>
<tr>
<th>Number of Interviews</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>79</td>
<td>27.8</td>
</tr>
<tr>
<td>2 - 5</td>
<td>134</td>
<td>47.2</td>
</tr>
<tr>
<td>6 or more</td>
<td>70</td>
<td>24.6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>283</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

* Statistics based on raw data.
** Number of missing observations was 1.

Presenting Problem

In terms of the presenting problem, family relationships and personality adjustment problems clearly predominate among problems brought to the family agency. Table 2 shows
the frequency and percentage of the cases which fell in each problem classification.

In the opinion of the counsellors, the majority of the clients in the sample 65.1 per cent (185) experienced marital problems. Counsellors' views gave second rating to parent-child problems with 16.5 per cent (47) of the sample in this category. The next highest ranking problem was personality adjustment with 10.6 per cent (30) of the sample in this area. Total family relationship problems accounted for 6.7 per cent (19) of the sample. Other problems were represented by 1.2 per cent (3) of the sample.

TABLE 2

PRESENTING PROBLEM: FREQUENCY AND PERCENTAGE *

<table>
<thead>
<tr>
<th>Presenting Problem</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital</td>
<td>185</td>
<td>65.1</td>
</tr>
<tr>
<td>Parent-Child</td>
<td>47</td>
<td>16.5</td>
</tr>
<tr>
<td>Personality Adjustment</td>
<td>30</td>
<td>10.6</td>
</tr>
<tr>
<td>Total Family</td>
<td>19</td>
<td>6.7</td>
</tr>
<tr>
<td>Unmarried Parent</td>
<td>1</td>
<td>.4</td>
</tr>
<tr>
<td>Intellectual Retardation</td>
<td>1</td>
<td>.4</td>
</tr>
<tr>
<td>Mental Illness</td>
<td>1</td>
<td>.4</td>
</tr>
<tr>
<td>Total</td>
<td>284</td>
<td>100.0</td>
</tr>
</tbody>
</table>

* Statistics based on raw data.
These results compared closely with those of the study completed by Walsh (1974). The original Windsor study ranked marital problem first, representing 63 per cent of the sample. Parent-child problems ranked second with 18 per cent and personality adjustment problems ranked third with 9 per cent.

The Progress on Family Problems study indicated similar findings, ranking marital, parent-child and personality adjustment problems in the three highest categories. However, counsellors in this study indicated a greater frequency in terms of personality adjustment problems, ranking this category second after marital problems. The findings of this national study revealed a more even frequency distribution among the three highest problem categories than did the present study (Beck and Jones, 1973, p. 36).

It would appear, therefore, that the Windsor Family Service Bureau exhibits a disproportionately high ratio of marital cases in comparison to the agencies' cases studied in the national study. The high concentration on marital problems may be attributed, in part, to either clients' requests for service or a degree of bias in the casework focus.

**Income:**

Income levels for the clients in the sample tended to cluster around the middle to upper middle income brackets.
Table 3 shows the frequency and percentage of the cases for income levels.

The highest proportion of clients earned from $10,000 to $14,999. Clients in this category totalled 40.7 per cent (115) of the sample. Those clients earning $15,000 to $19,999 made up 22.6 per cent (64) of the sample. Clients whose income level was $20,000 or above accounted for 12.8 per cent (36) of the sample. Clients in the lower income brackets designated as $9,999 and below included 23.9 per cent (68) of the sample.

**TABLE 3**

<table>
<thead>
<tr>
<th>Income Per 1000</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 - 51</td>
<td>36</td>
<td>12.8</td>
</tr>
<tr>
<td>15 - 19</td>
<td>64</td>
<td>22.6</td>
</tr>
<tr>
<td>10 - 14</td>
<td>116</td>
<td>40.7</td>
</tr>
<tr>
<td>3 - 9</td>
<td>68</td>
<td>23.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>283</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** Number of missing observations was 1.

In the 1974 Windsor study, income ranges of $10,000 to $19,999 accounted for 61 per cent of the total sample. (Walsh, 1974) as compared with 63.3 per cent in the present
study. However, the present findings indicate a higher concentration of clients in the $10,000 to $14,999 income category, that is 40.7 per cent versus 32.7 per cent.

The mode for the income levels in the present study was $10,000; eighty-one clients were included in this income category. Beck and Jones reported that the median income level for clients in the 1970 American National study was $6,218. as compared with the total U.S. median family income of $8,327. (Beck and Jones, 1973. p. 28.) It would appear, therefore, that the median income of $10,040. found in the present study is disproportionately high in comparison.

However, it must be noted that average income levels for the Windsor population as a whole is consistently higher than the average U.S. income levels. Windsor is reported to have the sixth highest income level in Canada. According to Revenue Canada statistics the average income level in Windsor for 1972 was $8,897. These figures are the most recent statistics published regarding income levels. The Windsor Taxation Department advised that an increase of $900 to this figure would provide a comparable statistic for income levels in 1974. This would adjust the average income to $9,797. which is just slightly below the average income for the clients in the sample.

Education:

The majority of the families in the sample were headed
by persons who had attended high school. Table 4 shows the frequency and percentages of the cases for educational levels.

**TABLE 4**

**EDUCATION: FREQUENCIES AND PERCENTAGES**

<table>
<thead>
<tr>
<th>Education By Years</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 - 20</td>
<td>4</td>
<td>.15</td>
</tr>
<tr>
<td>13 - 16</td>
<td>69</td>
<td>24.5</td>
</tr>
<tr>
<td>9 - 12</td>
<td>186</td>
<td>66.2</td>
</tr>
<tr>
<td>5 - 8</td>
<td>22</td>
<td>6.55</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>281</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** The number of missing values was 3.

Of the total sample, 66.2 per cent had attained some level of secondary education. Clients completing ten years of education totalled 30.6 per cent while those completing twelve years totalled 23.5 per cent.

The mode, therefore, for the level of education is ten years. This finding compares with the results presented in the original Windsor Family Service Bureau study completed by Walsh in 1974 in that the high school level of academic attainment had the largest frequency of distribution in both studies. The next largest classification in both studies was.
post-secondary education extending to three years. The original Windsor study indicated that one per cent of the clients in the sample were at an elementary school level. The present study increased that percentage by 5.5 per cent.

Beck and Jones have noted "a downward shift in the relative educational rank of the clientele of agencies ..." (1973, p. 26.) They suggest one reason for this change may be the agencies' attempt to reach and serve the disadvantaged. (Beck and Jones, 1973, p. 26.)

Race of Family Head:

Of the total sample of 284 cases, 99.65 per cent were caucasian. Racial minorities were evidenced in 0.35 per cent of the sample or one case. Specifically, there was one black client in the sample.

The 1974 Windsor study included five cases (4.5%) which represented racial minorities. The inclusion of only one minority case in the present sample may represent some degree of bias in the sample representativeness. However, as Windsor's black population equals approximately 0.53 per cent, while Asiatic minorities made up only 0.42 per cent, this bias would not be significant.

Comparison of racial averages with the Beck and Jones study would not be appropriate in this case as the percentages of racial minorities do not compare between U.S. and Canadian populations.
CHART I
EDUCATION OF FAMILY HEAD

Percentage

Elementary High School  High School  College College
0-8  1-3  4-5  1-3  4+

Years of School Completed

Family Service Association of America. 1970
Windsor Family Service Bureau. 1975
Section II: Comparison of Response, Non-Response and Unlocatable Groups

In this section, the response groups and the non-response groups were compared in order to discover any existing correlations between client characteristics and the probability of questionnaire returns. The response and non-response groups are examined in relation to four of the five client characteristics discussed in the previous section namely: number of interviews, presenting problem, total family income and highest school grade completed by family head.

Rate of Return:

A relatively low rate of return provided a smaller working sample than was anticipated by the researchers. The data on response and non-response rates are presented in Table 5.

<table>
<thead>
<tr>
<th>Response Categories</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response</td>
<td>113</td>
<td>39.8</td>
</tr>
<tr>
<td>Non-Response</td>
<td>151</td>
<td>53.2</td>
</tr>
<tr>
<td>Unlocatable</td>
<td>20</td>
<td>7.0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>284</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

* Statistics based on raw data.
The response rate for questionnaire returns was 39.8 per cent. This produced a low response group consisting of 113 clients out of the total sample of 284 cases. Non-responses accounted for 53.2 per cent (151) of the sample. Those clients who were unlocatable totalled 7 per cent (20) of the sample.

The response rate in the present study is significantly lower than in the 1974 study (39.8% versus 77%). The marked decrease in responses may be attributed to two factors. First, the follow-up procedure differed between the two studies. In the 1974 study, a high rate of returns was ensured by three mailings of the questionnaire followed by telephone follow-ups and subsequent personal interviews. In the present study, due to economic and time restrictions, follow-up was limited to two mailings of the questionnaires. Secondly, in the 1974 study, follow-up was restricted to recent case closings which included only those cases closed within a four month period prior to the initiation of the study. The present study extended the sample to closings within an eight month period. The extension of the sample allowed the researchers to examine the effect of the time lapse between termination and evaluation of service; however, the extended time lapse made location of clients increasingly difficult.

**Number of Interviews:**

Comparisons were made between the response and non-
response groups in order to determine the possible influence of the number of interviews received on the rate of questionnaire returns. The data on the number of interviews for response and non-response groups are presented in Table 6.

Clients who received only one interview totalled 79 in number. Of this total number, 32.9 per cent (26) responded to the questionnaire, 59.5 per cent (47) did not respond, and 7.6 per cent (6) were unlocatable.

The second category included clients who had received two to five interviews. Clients in this category numbered 134. Of this total, 36.5 per cent (49) responded to the questionnaire, 56.7 per cent (76) did not respond, and 6.7 per cent (9) were unlocatable.

The third classification consisted of clients who received six or more interviews. Clients in this group numbered 70. Of this total, 52.9 per cent (37) responded to the questionnaire, 40 per cent (28) did not respond and 7.1 per cent (5) were unlocatable.

It would appear from the data that the probability of questionnaire response increases slightly as the number of interviews increases. Clients who received six or more interviews showed a higher rate of return than did clients who received a lesser number of interviews.

However, as the association appeared to be so slight, a statistical test was administered to determine the degree of association between the two variables. Using Guttman's
coefficient of association (lambda), it was determined that the reduction of error in predicting questionnaire response on the basis of the number of interviews was .06. Therefore, it would appear that the association between these two variables is almost negligible.

**TABLE 6**

**COMPARISON OF RESPONSE, NON-RESPONSE AND UNLOCATABLE GROUPS BY NUMBER OF INTERVIEWS, FREQUENCY AND ROW PERCENTAGES**

<table>
<thead>
<tr>
<th>Number of Interviews</th>
<th>Response</th>
<th>Non-Response</th>
<th>Unlocatables</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>26</td>
<td>47</td>
<td>6</td>
<td>79</td>
</tr>
<tr>
<td></td>
<td>32.9%</td>
<td>59.5%</td>
<td>7.6%</td>
<td>100.00%</td>
</tr>
<tr>
<td>2 - 5</td>
<td>49</td>
<td>76</td>
<td>9</td>
<td>134</td>
</tr>
<tr>
<td></td>
<td>36.5%</td>
<td>56.7%</td>
<td>6.7%</td>
<td>100.00%</td>
</tr>
<tr>
<td>6 or more</td>
<td>37</td>
<td>28</td>
<td>5</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>52.9%</td>
<td>40.0%</td>
<td>7.1%</td>
<td>100.00%</td>
</tr>
<tr>
<td>Total</td>
<td>112**</td>
<td>151</td>
<td>20</td>
<td>283</td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** Number of missing observations was 1.

The findings of the 1974 study report the same conclusions. The data in the previous study demonstrated an almost equal distribution of response rates for all three interview categories. Clients who received one interview or six or more interviews responded at the same rate (77%). Clients who received two to five interviews responded at a
slightly lower rate (75%). (Walsh, 1974. p. 9.)

Both studies concur, therefore, that there is little association between number of interviews received and questionnaire response.

Presenting Problem:

Comparisons were made between the response and non-response groups in order to determine the possible influence of the presenting problem on the rate of questionnaire return. The data on the presenting problems for response and non-response groups are presented in Table 7.

Clients whose presenting problems were marital numbered 185. Of this total number, 33 per cent (61) responded to the questionnaire.

The second category included clients whose presenting problems concerned parent-child relationships. Clients in this category numbered 47. Of this total, 53.2 per cent (25) responded to the questionnaire.

The third classification consisted of clients with personality adjustment problems. Clients in this group numbered 30. Of this total, 56.7 per cent (17) responded to the questionnaire.

Total family problems accounted for 19 clients. Of this total, 42.1 per cent (8) responded to the questionnaire.

The final category encompassed all other problem areas and included 3 clients, two of whom responded to the
Table 7

PRESENTING PROBLEM FOR RESPONSE, NON-RESPONSE, AND UNLOCATABLE GROUPS*  
Frequency and Row Percentage

<table>
<thead>
<tr>
<th>Presenting Problem</th>
<th>Response</th>
<th>Non-response</th>
<th>Unlocatable</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marital</td>
<td>61</td>
<td>107</td>
<td>17</td>
<td>185</td>
</tr>
<tr>
<td></td>
<td>33%</td>
<td>57.8%</td>
<td>9.2%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Parent-Child</td>
<td>25</td>
<td>21</td>
<td>1</td>
<td>47</td>
</tr>
<tr>
<td></td>
<td>53.2%</td>
<td>44.7%</td>
<td>2.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Personality</td>
<td>17</td>
<td>12</td>
<td>1</td>
<td>30</td>
</tr>
<tr>
<td>Adjustment</td>
<td>56.7%</td>
<td>40%</td>
<td>3.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total Family</td>
<td>8</td>
<td>10</td>
<td>1</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>42.1%</td>
<td>52.7%</td>
<td>5.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Others</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>66.7%</td>
<td>33.3%</td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>113</td>
<td>151</td>
<td>20</td>
<td>284</td>
</tr>
</tbody>
</table>

* Statistics based on raw data
questionnaire.

For purposes of analysis, the "other problem" category was excluded as the total number of clients in this classification was not high enough to provide significant information. With this exclusion, clients whose problems concerned personality adjustment had the highest response rate (56.7%). Interestingly, clients with marital problems exhibited the lowest response rate (33%) despite the fact that marital problems comprise the largest problem category for the clientele in the sample.

The application of Guttman's coefficient of association revealed that the reduction of error in predicting questionnaire response on the basis of the presenting problem was .08%. Therefore, it would appear that the association between these two variables is almost negligible.

The 1974 study reports different findings. In terms of presenting problems, the previous study indicated that clients with parent-child problems had a 100 per cent response rate, those with marital problems followed with a 69 per cent response rate; and clients who present personality adjustment problems had the lowest response rate (60%). (Walsh, 1974. p. 9.)

Income:

Comparisons were made between the response and the non-response groups in order to determine the possible in-
fluence of level of income on the rate of questionnaire return. The data on the income levels for response and non-response groups are presented in Table 8.

Clients whose income levels ranged from three to nine thousand dollars totalled 68 in number. Of this total 45.7 per cent (36) responded to the questionnaire.

The second category included income levels ranging from ten to fourteen thousand dollars. Clients in this category numbered 115. Of this total, 34.3 per cent (40) responded to the questionnaire.

The third classification consisted of income brackets ranging from fifteen to nineteen thousand dollars. Clients in this group numbered 64. Of this total, 37.5 per cent (24) responded to the questionnaire.

The final category included income levels ranging from twenty to fifty-one thousand dollars and consisted of 36 clients. Of these, 47.2 per cent (17) responded to the questionnaire.

It appears that clients who responded to the questionnaire are rather evenly distributed across all income levels. Interestingly, the income bracket which contained the largest number of clients (10,000 - 14,000) yielded the lowest response rate (34.3%). Those clients at both extremes of the economic scale yielded the highest response rate.

The distribution, however, is so even as to negate any correlation between income levels and response rates.
Table 8

INCOME FOR RESPONSE, NON-RESPONSE AND UNLOCATABLE GROUPS*

Frequency and Row Percentage

<table>
<thead>
<tr>
<th>Income Per 1000</th>
<th>Response</th>
<th>Non-response</th>
<th>Unlocatable</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 - 51</td>
<td>17</td>
<td>18</td>
<td>1</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>47.2%</td>
<td>50%</td>
<td>2.8%</td>
<td>100.0%</td>
</tr>
<tr>
<td>15 - 19</td>
<td>24</td>
<td>34</td>
<td>6</td>
<td>64</td>
</tr>
<tr>
<td></td>
<td>37.5%</td>
<td>53.1%</td>
<td>9.4%</td>
<td>100.0%</td>
</tr>
<tr>
<td>10 - 14</td>
<td>40</td>
<td>66</td>
<td>9</td>
<td>115</td>
</tr>
<tr>
<td></td>
<td>34.3%</td>
<td>57.3%</td>
<td>7.8%</td>
<td>100.0%</td>
</tr>
<tr>
<td>3 - 9</td>
<td>31</td>
<td>33</td>
<td>4</td>
<td>68</td>
</tr>
<tr>
<td></td>
<td>45.7%</td>
<td>48.5%</td>
<td>5.8%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Missing Value</td>
<td>1</td>
<td>--</td>
<td>--</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td></td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>113</td>
<td>151</td>
<td>20</td>
<td>284</td>
</tr>
</tbody>
</table>

* Statistics based on raw data
Using the correlation ratio (\(\eta\)), a statistical test was administered to determine the degree of association between income and response rate. The result indicated that less than one per cent (0.1\%) of the variance in response rate is associated with income. Thus, the association between these two variables is almost negligible.

The 1974 study did not include a description of income levels for response and non-response groups. Therefore, the findings of the present study could not be compared with those of the previous study in regard to these variables.

**Level of Education:**

Comparisons were made between the response and non-response groups in order to determine the possible influence of the client's level of academic attainment on the rate of questionnaire return. The data on the level of education for response and non-response groups are presented in Table 9.

Clients who attained from five to eight years of education totalled 22 in number. Of this total number, 36.4 per cent (8) responded to the questionnaire.

The second category included clients who had attained from nine to twelve years of education. Clients in this classification numbered 186. Of this total, 36.5 per cent (68) responded to the questionnaire.

The third category consisted of clients who attained from thirteen to sixteen years of education. Clients in this group numbered 69. Of this total, 46.4 per cent (32), responded.
<table>
<thead>
<tr>
<th>Education by Years</th>
<th>Response</th>
<th>Non-response</th>
<th>Unlocatable</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td>17 - 20</td>
<td>2</td>
<td>2</td>
<td>--</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>50%</td>
<td>50%</td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td>13 - 16</td>
<td>32</td>
<td>32</td>
<td>5</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td>46.4%</td>
<td>46.4%</td>
<td>7.2%</td>
<td>100.0%</td>
</tr>
<tr>
<td>9 - 12</td>
<td>68</td>
<td>106</td>
<td>12</td>
<td>186</td>
</tr>
<tr>
<td></td>
<td>36.5%</td>
<td>56.9%</td>
<td>6.5%</td>
<td>100.0%</td>
</tr>
<tr>
<td>5 - 8</td>
<td>8</td>
<td>11</td>
<td>3</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>36.4%</td>
<td>50%</td>
<td>13.6%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Missing Value</td>
<td>3</td>
<td>--</td>
<td>--</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td></td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>113</td>
<td>151</td>
<td>20</td>
<td>284</td>
</tr>
</tbody>
</table>

* Statistics based on raw data
to the questionnaire.

The fourth classification consisted of clients who had acquired from seventeen to twenty years of education. Clients in this group number 4. Of this total, 50 per cent (2) responded to the questionnaire.

It would appear from the data that all educational levels bear almost even frequency distributions in terms of response to questionnaire. There is an extremely slight tendency for the rate of response to increase as the educational level increases, but that increase is so slight as to be almost negligible.

Eta was again administered to determine the degree of association between education and response rate. The result indicated that less than one per cent (0.64%) of the variance in response rate is associated with education. Thus, the association between these two variables is almost negligible.

The 1974 study did not include a description of education levels for response and non-response groups. Therefore, the findings of the present study could not be compared with those of the previous study in regard to these variables.

Summary

In summary the findings in this section indicate that there are no statistically significant differences in the clients in the response and non-response groups.

An examination of the patterns of response revealed that there is a slight increase in the response rate as the
number of interviews increases. In addition, comparisons show a higher rate of response for clients whose presenting problems were classified as either parent-child or personality adjustment. Responding clients appear to be evenly distributed across income and educational levels. Those client groups most heavily represented in the sample, in terms of income and education, yielded lower response rates in proportion to other categories in this area.

In this section of the data analysis, the authors attempted to give a breakdown of the sample relative to certain selected characteristics. As there were no statistically significant differences between the response and non-response groups in terms of the characteristics discussed in this section, the authors posit that response was either due to chance or other variables not included in this study.

The following sections will deal with the testing of the two hypotheses and associated research questions.

Section III: Satisfaction Reported

In this section of the paper, data will be presented to test the first hypothesis which stated that:

Clients who have received counselling services from the Family Service Bureau of Windsor will report satisfaction with these services.

The term satisfaction with services was determined by several items in the questionnaire schedule as was discussed in Chapter III on the Research Design. In order to test the first hypothesis, items related specifically to the clients'
satisfaction with the agency service were examined. Collaborating information relating to client satisfaction was provided by additional items on the interview schedule. These items were considered jointly and a composite picture of positive and negative findings was provided for these variables.

Item 2 on the questionnaire schedule related to goal attainment with respect to the clients' major problems. The majority of the clients (65.9%) returned positive findings for this item. Progress in terms of goal attainment ranged positively from complete accomplishment to a beginning accomplishment of desired goals. A sizeable minority of the sample (31.2%) responded negatively to this item while 2.7 per cent reported neutral feelings. A breakdown of the client response for this item is provided in Chart 2.

This finding corresponded closely with the 1974 Windsor Study which reported positive responses in sixty-nine per cent of the cases. (Walsh, 1974. p. 15.) Unfortunately, no national figures were provided for this item in the Progress on Family Problems study completed by Beck and Jones.

Item 8 on the questionnaire schedule related to client dissatisfaction with agency programs and policies. Almost the entire sample (84%) reported that no agency programs or policies created problems for the clients or their families. Negative responses accounted for fourteen per cent of the returns. Non-responses comprised .9 per cent of the returns.
A breakdown of the client response for this item is provided in Chart 3.

The present findings indicated a more positive response to this item compared with the findings reported in the previous studies, although all studies reported positive response rates in this area. The Windsor 1974 study indicated that eighty-seven per cent of the sample found no difficulty with agency programs and policies (Walsh, 1974. p. 17.) while the nationwide study reported positive responses in seventy-six per cent of the cases. (Beck and Jones, 1974. p. 63.)

Item 9 on the questionnaire schedule was designed to determine the clients' reasons for terminating counselling services. This item was difficult to interpret as the researchers' bias was introduced in determining which reasons for termination indicated satisfaction and which indicated dissatisfaction. Only those responses that were obviously negative were taken as indicators of client dissatisfaction. Such responses referred to problems with service arrangements, office hours and distance to agency or dissatisfaction with the counselor or treatment plan. These negative responses accounted for only 14.6 per cent of the sample. The remaining responses were interpreted as possible indicators of satisfaction and comprised 85.4 per cent of the sample. A breakdown of the client response for this item is provided in Chart 4.

Both the Windsor 1974 study and the major nationwide
study reported negative responses in only twenty per cent of
the cases which compare with the findings of the present study.
(Walsh, 1974. p. 18.) (Beck and Jones, 1974. p. 70.)

The clients' general satisfaction with the services
of the agency was reflected by item 11 on the questionnaire
schedule. The responses in this category were extremely
positive. Of the total number of respondents, 83.2 per cent
reported that they were either very satisfied or satisfied
with the agency service. Negative responses accounted for
only 2.8 per cent of the sample while neutral responses com-
prised fourteen per cent. A breakdown of the client responses
for this item is proved in Chart 6.

The findings of the present study concur closely with
those of the 1974 Windsor study which indicated a positive
response rate of eighty-seven per cent in terms of general
satisfaction. (Walsh, 1974. p. 19.)

The major study completed by Beck and Jones provided
no national figures for this item for purposes of comparison.

Item 21 on the questionnaire schedule reflected the
degree to which agency service influenced the changes reported
by clients. The majority of the clients (65.3%) reported
that the agency service helped to bring about the changes
indicated. Of the total sample, 34.8 per cent responded
negatively to this item. A breakdown of the client response
for this item is provided in Chart 5.

Although the present findings indicated a majority
of positive responses, the frequency with which positive
responses were reported was slightly lower than was indicated in the comparative studies. Both the Windsor 1974 study and the major nationwide study reported positive responses to this item at a rate of 80 per cent.

Items 3, 4 and 6 related to specific aspects of the agency service. A further indicator of client satisfaction was provided by item 10 on the questionnaire schedule in which clients were asked if they would utilize agency services in the future if needed. These items were considered jointly and a composite of the findings yielded a positive rating. The composite ratings indicated that 64.6 per cent of the responses were positive, 15.9 per cent were negative and 18.6 per cent were neutral. The findings appear to be consistent with the findings for other items related to client satisfaction in that there are a majority of positive reports. Unfortunately, neither of the previous studies provided a composite rating for these items which could be compared with the present study.

Acceptance of Hypothesis 1

The analysis of the descriptive findings indicated that all the categories examined demonstrated positive ratings in relation to client satisfaction with agency service.

The majority of the clients in the sample reported that their major goals were accomplished. They indicated
CHART 2
GOAL ACCOMPLISHMENT

- Competely Accomplished
- Accomplished for the Most Part
- Partially Accomplished
- Made A Beginning
- Made No Progress
- Situation Worse
- Changed Idea of Goal

Percentage of Cases

CHART 3
AGENCY PROGRAMS AND POLICIES

- Agency Program made Problems
- Agency Program No Problems
- No Response

Percentage of Cases
CHART 4

REASON FOR TERMINATION

- Problems Solved or Less Stressful
- Decided to Handle on own or go elsewhere
- Services not Helpful or not Available
- Other Family Member Unwilling to go
- Situational Reason - Moving
- Unhappy with Counsellor - Treatment Plan
- Went as far as Possible or Just Stopped
- Counsellor Initiative in Stopping
- Counsellor Left
- Other

Percentage of Cases
AGENCY INFLUENCE ON CLIENT CHANGE

CHART 6
GENERAL FEELINGS ABOUT AGENCY
that no serious difficulties were created for them by agency programs and policies. Very few clients terminated counselling for reasons related to dissatisfaction with service received. In addition, most clients felt that the agency service provided helped to bring about the positive changes reported in their situations. Global evaluations regarding client satisfaction indicated that a high proportion of the client sample (83.2%) found the service of the agency to be satisfactory.

Therefore, on the basis of the high frequency of positive responses to items related to client satisfaction with service and in view of the agreement of the present findings with those of the earlier studies, the first hypothesis, which stated that:

Clients who have received counselling services from the Family Service Bureau of Windsor will report satisfaction with these services,

was accepted.

Section 111 B: Improvement Reported

In this section of the paper, data will be presented to test the second hypothesis. The second hypothesis stated that:

Clients who have received counselling services from the Family Service Bureau of Windsor will report improvement in terms of the problems presented and for which service was requested.

Client improvement was determined by an examination of the change score and the global evaluation of improvement
as rated by the clients.

The change score represented a composite of all available evaluations in four areas: changes in specific problems, changes in problem-coping, changes in family relationships, and changes in individual family members.

These evaluations were determined by an examination of items 14, 16, 17 and 18 on the questionnaire schedule, as was discussed in Chapter III on the Research Design.

The change scores were computed by adding the number of checks for "better", "same" or "worse" in the aforementioned items, subtracting the worse scores from the better scores, and dividing the number of better evaluations by the total number of responses. This result was multiplied by ten and yielded a scale ranging from +10 to -10, with +10 indicating the highest degree of positive change. A low positive score indicated some positive change in only a few areas. A zero determined that there was an exact balance between better and worse evaluations or that there were no changes. A negative change score indicated that the losses outweighed the gains.

Chart 7 shows pictorially the distribution of actual change scores for the present study.

The most obvious finding was the predominance of the positive scores. Of the total sample, 71.6 per cent (81) attained positive change scores. Within the positive range, one out of every 3.8 cases rated the highest possible change score of +9 to +10. Negative change scores comprised only
CHART 7
DISTRIBUTION OF CHANGE SCORES

Family Service Association of America, 1970.
Windsor Family Service Bureau, 1975.
16.8 per cent (19) of the sample. Clients indicating no change totalled 11.5 per cent (14) of the sample.

Although individual scores varied widely, they produced a composite profile strongly skewed to the left as compared with the normal curve. For this reason, averages fell near the middle of the positive range with a mean of +4.6 and a standard deviation of 4.5. The mode for the change score values was +10 which denotes a high frequency of cases in the maximum change category.

The findings of the present study compared closely with the findings from the previous studies. The Windsor 1974 study reported an average change score of +4.9 while the Family Service Association of America national average was +5.0. (Walsh, 1974, p. 35.) (Beck and Jones, 1973, p. 103.)

The global evaluation of improvement was determined by item 19 on the questionnaire schedule which asked clients how things were at the time of evaluation compared with when they first went to the agency.

The majority of the clients responded positively to this item. Of the total sample, fifty-eight per cent reported that things were better since coming to the agency. Clients who reported that their situation was better in some ways and worse in others totalled 12.9 per cent of the sample. Those who reported the situation as unchanged comprised 15.1 per cent of the sample while clients indicating a worsened situation accounted for 14 per cent of the
total.

Chart 8 shows pictorially the distribution of actual responses for the global evaluation.

The present findings, although positive, reveal a lower frequency of positive responses than do the previous studies. The Windsor 1974 study reported that clients responded positively in 70 per cent of the cases while the national study reported positive findings in 69.9 per cent of the cases. (Walsh, 1974. p. 36.) (Beck and Jones, 1973, p. 90.)

The findings of the present study with regard to both change scores and global evaluations appear to be positive but slightly more moderate than the findings in either of the previous studies.

Therefore, on the basis of the high frequency of positive ratings for both the change scores and the global evaluations, the second hypothesis which stated that:

Clients who have received counselling services from the Family Service Bureau of Windsor will report improvement in terms of the problems presented and for which service was requested.

was accepted.

Further, statistics concerning the change scores and the global evaluations were compared to determine whether or not any association existed between the two variables. Of the total number of clients who reported that things had become better since going to the agency, 100 per cent rated positive change scores. For those clients who reported their
their situation as being much better, 71.4 per cent rated the maximum change score of +9 to +10. For those clients who reported the situation as worse, only 25 per cent rated positive change scores and these were low scores of +1. Therefore, there appears to be some association between change scores and global evaluations. When the correlation ratio (eta) was applied to test the association between the two variables, it was found that 70 per cent (n = 838) of the variance in the change score was associated with the client's global evaluation of service. This indicated a high degree of association between the two variables.

The high degree of association between the two variables provides some evidence of the validity of the instruments in terms of their reliability in measuring improvement.

The acceptance of the two hypotheses suggests that the majority of the clients were satisfied with the services received and reported improvement with their problems. However, in the absence of a control group, it is not possible to state that more progress was achieved with the help of the family agency service than would have been achieved without it. Secondly, it is not possible to predict to what extent external factors influenced the changed reported. Item 22 on the questionnaire schedule asked if anything not related to agency service influenced the changes reported by the clients. Of the total sample, 67.8 per cent
reported that other factors influenced the changes reported. The factors included the influence of other professional services, friends and changes in life situations. Of those clients who reported external influences, 52.7 per cent reported that the factors made almost a neutral impression, 40.2 per cent reported the factors as providing a positive influence, and 7.1 per cent indicated that the factors influenced them negatively. However, the degree of influence provided by these external factors and their effect on the casework services provided is not known.

Section IV: Analysis of Data Related to the Research Questions

There were a few variable relationships that the researchers were interested in pursuing in relation to the hypotheses. These were translated into research questions, and the authors used cross-tabulation, and the correlation ratio (eta) to test the degree of association between the variables.

As the change score represented the most detailed indicator of clients' evaluation of service and provided composite information regarding improvement levels, this score was used as basis for the examination of the research questions.

Relationship between Change Score and Presenting Problem

The first research question suggests the possibility of service evaluation being affected by the nature of the
presenting problem.

Statistics concerning the presenting problems and the change scores were compared to determine whether or not any association existed between these two variables. The data on the comparisons is presented in Table 10.

The same basic patterns were found for the three principal problems shown—marital problems, parent-child problems and problems related to personality adjustment. The three major problem categories displayed predominately positive gains. Clients with marital problems rated positive change scores in 64.4 per cent of the cases. Parent-child problems scored positive changes in 88.9 per cent of the cases, while personality adjustment problems rated positively in 78.7 per cent of the cases.

Viewed in the content of these findings, therefore, there appears to be little association between the presenting problem and subsequent improvement gains. When the correlation ratio (eta) was applied to test the association between the two variables, it was found that 4.4 per cent (n=21) of the variance in change score is associated with the presenting problem. This indicated a low association between the two variables.

Although the association is not strong, the relationship patterns between the change scores and the presenting problem are worthy of note. Clients whose presenting problems were marital rated positive change scores at a lower frequency than did clients in the other problem
categories. Parent-child problems indicated maximum change score values of +9 to +10 in 44.4 per cent of the cases reported. Personality adjustment problems scored maximum ratings in 42.9 per cent of the reported cases. Marital problems, however, indicated a maximum score in only 16.7 per cent of the cases. The pattern appears to indicate that clients whose problems are categorized as either parent-child or personality adjustment report more substantial gains than do clients with marital problems.

**TABLE 10**

CROSS TABULATION OF CHANGE SCORES WITH PRESENTING PROBLEM *

<table>
<thead>
<tr>
<th>Presenting Problem</th>
<th>Change Score +</th>
<th>Change Score 0</th>
<th>Change Score -</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital</td>
<td>64.4%</td>
<td>9.5</td>
<td>26.1</td>
<td>42</td>
</tr>
<tr>
<td>Parent-Child</td>
<td>88.9%</td>
<td>-</td>
<td>11.1</td>
<td>18</td>
</tr>
<tr>
<td>Personality Adjustment</td>
<td>78.7%</td>
<td>7.1</td>
<td>14.2</td>
<td>14</td>
</tr>
<tr>
<td>Alcoholism</td>
<td>75.0%</td>
<td>-</td>
<td>25.0</td>
<td>4</td>
</tr>
<tr>
<td>Mental Illness</td>
<td>100.00%</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Total Family Relationship</td>
<td>91.6%</td>
<td>-</td>
<td>8.3</td>
<td>12</td>
</tr>
<tr>
<td>Other</td>
<td>100.00%</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>96**</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** Number of missing observations is 17.
The 1974 Windsor study indicates a more equal distribution of positive change scores across the three major problem categories. Marital problems still rank lowest although the differences between categories is not significant. (Walsh, 1974. p. 43.)

The nationwide study completed by Beck and Jones also reported lower change scores for marital problems. (Beck and Jones, 1973. p. 114.)

The reasons for the apparent lower change scores in relation to marital problems are not obvious. Although it is not within the scope of the present study to investigate these reasons, the authors suggest that one explanation for the lower improvement rates may be the diverse and complex nature of marital problems. Many couples requesting marital counselling display a wide variety of contingent problems which may complicate the casework focus.

Relationship between Change Score and Date of Closing

The second research question attempted to determine whether or not the time lapse between termination of counselling and evaluation of service received affected the client’s perception of service effectiveness.

Comparisons were made between the periods of closing and the change scores in order to determine the possible influence of time lapse on client’s evaluation of service. The data on the date of closing and change scores are
 Clients who attained positive change scores totalled 74 in number. Of this total number, 14.8 per cent (15) terminated counselling during the period of May-June, 37.8 per cent (28) terminated counselling during the period of July-August, 24.3 per cent (18) terminated counselling during the months of September-October, 17.5 per cent (13) terminated counselling during the period of November-December.

### TABLE 11

CHANGE SCORES AND PERIOD OF CLOSING * PERCENTAGES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=19</td>
<td>N=34</td>
<td>N=23</td>
<td>N=20</td>
</tr>
<tr>
<td>Positive</td>
<td>79.0%</td>
<td>82.4%</td>
<td>78.3%</td>
<td>65.0%</td>
</tr>
<tr>
<td>Zero</td>
<td>10.5%</td>
<td>2.9%</td>
<td>0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Negative</td>
<td>10.5%</td>
<td>14.7%</td>
<td>21.7%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** The number of missing observations is 17.

Clients who attained negative change scores totalled 17 in number. Of this total number, 2 per cent (2) terminated counselling during the period of May-June, 5.2 per cent (5) terminated counselling during the period of July-August, 5.2 per cent (5) terminated counselling during the period of
September-October, and 5.2 per cent (5) terminated counselling during the period of November-December.

Clients who attained a change score of zero totalled 5 in number. Of the total number, 2 per cent (2) terminated counselling during the period of May-June, 1 per cent (1) terminated counselling during the period of July-August, none terminated counselling during the period of September-October, and 2 per cent (2) terminated counselling during the period of November-December.

The even distribution of positive scores across all periods of closing seems to indicate that lapse of time had minimal effect on the client's assessment of gains.

The correlation ratio (Eta), which was used to test the association between the two variables, was equal to .134. Therefore, only 1.8 per cent of the variance in the change score is associated with the time lapse between termination of counselling and evaluation of service.

The writers had expected that the response rate would decrease as the time lapsed increased between termination of counselling and evaluation of service received. We anticipated the possibility that the positive effects of treatment might diminish with time passed.

The data did not sustain our anticipations. Rather, the data indicates that not only were the responses equally distributed across all months but also that clients rated positive change scores despite the lapse of time between casework services and evaluation.
Relationship Between Change Score and Socioeconomic Status

The third research question suggests the possibility of an association between service evaluation and the client's socioeconomic status.

The socioeconomic status score, hereafter SES was determined by Beck and Jones' (1973, pp. 57 - 58.) two factor index composed of income and education data.

Statistics concerning the SES and the change scores were compared to determine whether or not any association existed between these two variables. The data on the SES and change scores are presented in Table 12.

TABLE 12
CHANGE SCORES AND SOCIOECONOMIC STATUS: PERCENTAGES *

<table>
<thead>
<tr>
<th>Change Scores</th>
<th>Socioeconomic Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Upper or Middle N=61</td>
<td>Lower N=35</td>
</tr>
<tr>
<td>Positive</td>
<td>77.0%</td>
<td>77.1%</td>
</tr>
<tr>
<td>Zero</td>
<td>6.6%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Negative</td>
<td>16.4%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Total</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** The number of missed observations is 17.
Both status classifications displayed predominantly positive change scores. Clients in the upper or middle category
scored positive changes in 77 per cent (47) of the cases while clients in the lower status category also scored positive changes in 77 per cent (27) of the cases.

In view of these findings, therefore, there appears to be no association between the SES score and improvement scores.

The correlation ratio (Eta) was applied to test the association between the two variables and was found to equal less than one per cent (n=0.08). The frequency distribution was even.

Beck and Jones also reported that "the socioeconomic status of clients, proved to be a relatively minor factor in outcomes," (1973, p. 116.)

The findings of the present study and the findings of Beck and Jones Study (1973, p. 116.) do not support the common contention that "the traditional approaches of casework are relatively ineffective in helping individuals and families who belong to lower socioeconomic status groups". (Geismar, 1972, p. 76).

Relationship Between Change Score and Number of Interviews

The fourth research question pertains to the association between service outcome and the number of interviews.

The relevant statistics pertaining to the number of interviews and the change score were compared to determine whether or not any correlation existed between the two variables. The data on the comparisons is presented in
Table 13.

<table>
<thead>
<tr>
<th>Change Score</th>
<th>Number of Interviews</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 (N=20)</td>
</tr>
<tr>
<td>Positive</td>
<td>75.0%</td>
</tr>
<tr>
<td>Zero</td>
<td>5.0%</td>
</tr>
<tr>
<td>Negative</td>
<td>20.0%</td>
</tr>
<tr>
<td>Total</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** The number of missing values is 18.

In this comparison, as well, clients in all interview categories consistently rated positive change scores. Clients who received only one interview rated positive gains in 75 per cent of the cases. The two to five interview category revealed improvements in 70 per cent of the reported cases. Clients who received six or more interviews returned positive change scores in 85.7 per cent of the cases.

There is a slight tendency evidenced for the frequency of the positive change scores to increase as the number of interviews increases. In addition, clients who received six or more interviews tended to rate maximum change scores at a slightly higher rate than did clients in the other interview
categories. Clients receiving six or more interviews attained the maximum change score in 34.3 per cent of the cases, as compared with 22.5 per cent for the two to five interview category and 25 per cent for the one interview category.

Clients who received only one interview rated surprisingly high change scores. Of the total number of clients receiving one interview, 55 per cent achieved changed scores ranging from +4 to +10.

However, when viewed as a whole, the distribution of positive change scores is relatively even across all interview categories. Application of the correlation ratio test (Eta) indicates that 3.4 per cent ($r = .184$) of the variance in change score is based on the number of interviews. Thus, there appears to be a low association between these two variables.

The findings of the present study indicate that client improvement is not predicated in any substantial way by the number of interviews received.

Other relevant studies, however, do not support these findings. The Windsor, 1974 study indicated a decrease in positive change score as interviews increased until service reached the ninth interview at which time positive change scores began to increase. (Walsh, 1974, p. 38.) Beck and Jones, on the other hand, report a steady increase in positive change scores as the number of interviews increased. (Beck and Jones, 1973, p. 123.)
The reasons for the discrepancies in findings are not readily apparent. However, it is interesting to note that 44 per cent of the clients who had only one interview in the present study presented parent-child problems. Clients who presented parent-child problems scored the highest frequency of positive change scores. It is possible that clients who presented parent-child problems required only crisis intervention service which could be provided in one interview. This may provide an explanation for the high change scores in the one interview category in the present findings. However, the scope of the present study does not include information which would verify this possibility.

Relationship Between Change Score and Client's Perception of the Counsellor

The fifth research question attempted to determine whether or not there was an association between the evaluation of service outcome and the client's perception of the counsellor.

Comparisons were made between the change score and the degree of client satisfaction with the counsellor. The data pertaining to these two variables are presented in Table 14.

The same basic patterns were found for the four client perception categories indicated as: very satisfied, satisfied, no feelings about counsellor and not satisfied. The four categories displayed predominantly positive gains.
Clients who were very satisfied with the counsellor rated positive changes in 82.1 per cent (46) of the cases. Those in the satisfactory category scored positive changes in 72.7 per cent (16) of the cases. The clients who indicated that they had no particular feelings about the counsellor scored positive changes in 40 per cent (5) of the cases while those in the not satisfied class rated positively in 57 per cent (4) of the cases.

<table>
<thead>
<tr>
<th>Change Score</th>
<th>Very Satisfied N=56</th>
<th>Satisfied N=22</th>
<th>No Feeling N=5</th>
<th>Not Satisfied N=7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td>82.1%</td>
<td>72.7%</td>
<td>40.0%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Zero</td>
<td>5.4%</td>
<td>4.5%</td>
<td>0%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Negative</td>
<td>12.5%</td>
<td>22.8%</td>
<td>60.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>Total</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%           90**</td>
</tr>
</tbody>
</table>

* Statistics based on raw data.

** The number of missing observations is 23.

Although a large number of clients across all categories attained positive change scores, those clients who reported extreme satisfaction with the counsellor tended to indicate more substantial gains. The average change score
for clients reporting extreme satisfaction with the
counsellor was +5 while those reporting dissatisfaction
averaged a lower +2 change score.

Using the Pearson's Coefficient of correlation (r),
it was found that 7.5 per cent of the variance in change
score is associated with the client's satisfaction with the
counsellor. The findings, therefore, indicate a statistically
significant but low association between the two variables.

The findings of the 1974 Windsor study indicated
that clients who rated the highest frequency of positive
scores fell within the middle range of the index on client
satisfaction. (Walsh, 1974, p. 47.) Beck and Jones' study
reported a steady increase in positive change scores as
satisfaction with the counsellors increased. (Beck and
Jones, 1973, p. 129.)

The present findings do not support a high correlation
between positive change scores and client satisfaction with
the worker. However, the direction of the frequency
distribution appears to indicate more substantial improvement
in clients who reported satisfaction with the counsellor.

The larger task of confirming the social work
principle that a good therapeutic relationship is actually
an important precondition for positive casework outcomes
must be left to future research.

**Relationship Between Change Score and Agency Programs or Policies**

The last research question pertained to the affect
of agency programs and policies on service effectiveness.

Statistics concerning the agency programs and policies were compared with those concerning the change score in order to assess any association between the two variables. The data on the comparison is presented in Table 15.

TABLE 15

CHANGE SCORE AND AGENCY PROGRAMS OR POLICIES * PERCENTAGES

<table>
<thead>
<tr>
<th>Change Score</th>
<th>Policies Did Affect N=14</th>
<th>Policies Did Not Affect N=77</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td>78.5%</td>
<td>75.3%</td>
</tr>
<tr>
<td>Zero</td>
<td>7.2%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Negative</td>
<td>14.3%</td>
<td>19.5%</td>
</tr>
</tbody>
</table>
| Total        | 100.0%                  | 100.0%                      | 91**

* Statistics based on raw data.
** The number of missing observations is 22.

Very few clients identified any agency programs or policies as creating difficulties for themselves or their families. The few clients who did report problems centered the complaints around either inconvenient office hours and building location or transfers to other workers.

Those clients who did report complaints regarding agency policies still returned a high percentage of positive change scores. Of the total number of clients reporting
problems with agency policies, 78 per cent achieved positive change scores. Clients who reported no difficulties with agency policies attained positive change scores at a rate of .75 per cent. The distribution of positive change scores, therefore, appears to be relatively even across both categories. The application of the correlation ratio test (Eta) indicates that less than one per cent ($r = .08$) of the variance in change score is associated with problems regarding agency programs or policies. Thus, there is virtually no significance between these two variables.

The influence of agency programs and policies was not examined in detail in the previous study. However, both the Windsor 1974 study and the major U.S. study indicated that agency policies caused problems for a small minority of clients.

Summary

In summary, the findings in this section indicate that there is a significant but low association between improvement levels and the clients' satisfaction with their workers. In addition, low associations were found between the nature of the presenting problems and the improvement achieved as well as the number of interviews conducted and subsequent improvements.

A close examination of the variable relationships indicates some patterns in relation to improvement levels.
For example, clients whose presenting problems concerned parent-child relationship attained slightly higher positive change scores than did clients in other problem categories. In addition, comparisons revealed a slight tendency for positive scores to increase as the number of interviews increased, particularly after the sixth interview. The time lapse between termination and evaluation of service appeared to have no bearing on the improvements reported nor did any difficulties created by agency programs and policies during the term of service. In addition, socio-economic status indicated no association with the improvements reported by clients.

The failure to prove any highly significant associations between change scores and the client/service characteristics examined may be due, in part, to the relatively small sample size. More significant associations may be discovered by an increase in sample size and an inclusion of additional characteristic factors.
CHAPTER V

SUMMARY AND CONCLUSION

Summary

It was the express purpose of the research project to test the two hypotheses which stated:

I Clients who have received counselling services from the Family Service Bureau of Windsor will report satisfaction with these services.

II Clients who have received counselling services from the Family Service Bureau of Windsor will report improvement in terms of the problems presented and for which service was requested.

The writers also sought to determine what influence, if any, specific variables may have on the degree of improvement achieved by the clients. The variables examined included: the presenting problem, the time lapse between termination and evaluation of service, the clients' socioeconomic status, the number of interviews conducted during the term of service, the clients' perceptions of the counsellors, and the possible difficulties created by the agency programs and policies.

The two hypotheses and the research questions were designed in an attempt to answer the basic question, do clients regard the casework services offered by the Family Service
Bureau of Windsor as being effective.

Inasmuch as the clients were the focal point of the research, their needs and interests deserved primary attention. To this end, the writers employed follow-up measures in order to tap the attitudes and opinions of the consumers of the service—the clients themselves.

The research itself is basically a repetition of the client follow-up study completed by the Family Service Bureau of Windsor in 1974. The original Windsor study was based on the major United States national project, *Progress on Family Problems*, published by the Family Service Association of America in 1973. The authors of this major study, Dorothy Fahs Beck and Mary Ann Jones, produced a manual entitled, *How to Conduct a Client Follow-up Study* which provided the basic design format utilized in both the Windsor studies.

**Research Design**

The present study was basically descriptive in nature. As was noted in the literature review, descriptive research is usually characterized by the absence of control groups and the use of soft data criterion measures. The lack of rigorous design procedures tend to make the outcomes of descriptive research immediately suspect. The literature indicated that descriptive studies tended to yield more positive results than did experimental studies. The present study bears out this tendency. Several authors have postulated that the consistently positive outcomes of descriptive research may
be attributed to the lack of control in research procedures rather than true findings. The writers, however, have suggested that the positive outcomes are due to the particular focuses and objectives of descriptive studies. Descriptive studies are more often concerned with the measure of subtle emotional and attitudinal changes in the subjects under investigation. Experimental studies tend to yield more negative results as they are concerned with the measure of concrete behavioural changes.

Due to the evidence presented in the literature, the writers purposefully chose a descriptive design as our interest centered around the measure of the clients' attitudes toward service and their estimation of improvement. The descriptive design was further classified as program evaluation as determined by a client follow-up study.

Within the research design, two specific instruments were used in the data collection procedure. The first instrument was designed to collect information from statistical records. Agency records were utilized in recording identifying data regarding the characteristics of the clients in the sample. The records provided data on the following items: number of interviews, identified problem, total family income, highest school grade completed by the family head, and race of family head.

The second instrument was a mailed self-administered questionnaire. The questionnaire was designed to elicit
information as to certain client attitudes that would give indications as to the clients' satisfaction with service received and reported improvement in response to said service.

There were fourteen questions which specifically related to the testing of the two hypotheses. There were nine questions utilized in determining the first hypothesis and five questions related to the second hypothesis.

Sample

The population, in the present study, included all clients serviced by the Family Service Bureau of Windsor. The sample was drawn purposively and included all terminated cases from May 1974 to December 1974 inclusive.

Of the total sample of 396 cases, 284 cases proved eligible for follow-up study. After two mailings of the questionnaire, the authors were able to obtain responses from 113 clients.

However, the writers were able to compile information on client characteristics for the entire sample by using the agency's statistical records. It was found that the clients in the sample held certain individual and service characteristics in common. The majority of the clients received relatively short term service. Of the total sample, 47.2 per cent received an average of two to five interviews while 27.8 per cent received only one interview. In terms of the presenting problem, family relationship and personality adjustment problems clearly predominated among the problems brought to
the family agency. Of the total sample, 65.1 per cent presented marital problems, 16.5 per cent presented parent-child problems, and 10.6 per cent presented personality adjustment difficulties. Income levels for the clients in the sample tended to cluster around the middle to upper middle income brackets. The largest percentage of clients (40.7%) earned between 10,000 and 14,000 dollars while the remaining clients were distributed evenly across the other income categories. The majority of the families in the sample were headed by persons who had attended high school with 66.2 per cent of the sample completing a Grade 9 to Grade 12 education. With one exception, all the clients in the sample were caucasian.

Using Guttman's coefficient of association (lambda) and the correlation ratio (eta) it was determined that there are no statistically significant differences between the clients who responded to the questionnaire and those who did not respond. An examination of the patterns of response revealed that there is a slight increase in response rates as the number of interviews increase. Clients who received six or more interviews responded at a rate of 52.9 per cent as opposed to clients receiving only one interview who responded at a rate of 32.9 per cent. In addition, comparisons showed a slightly higher rate of response for clients whose presenting problems were classified as either parent-child or personality adjustment. Clients who presented personality adjustment
problems responded at a rate of 56.7 per cent while those with parent-child problems responded at a rate of 53.2 per cent. Only 33 per cent of the clients presenting marital problems responded to the questionnaire. Clients in both the response and non-response groups were evenly distributed across income and educational categories. The client groups most heavily represented in the sample, in terms of income and educational levels, yielded lower response rates in proportion to the other categories in this area.

Hypotheses

In compiling the data required for the testing of the first hypothesis, it was found that clients responded very positively to items related to satisfaction with service received. When specifically asked to indicate their degree of satisfaction, 83.2 per cent of the clients in the sample reported that they were either very satisfied or satisfied with the services provided. Of the total sample, 65.3 per cent reported that the agency service helped to bring about the changes reported in the clients' situation. In terms of goal attainment, 65.9 per cent of the sample indicated that they had accomplished their desired goals in requesting service. Almost the entire sample (84%) reported that no agency programs or policies made any problems for themselves or their families. In addition, very few clients (14.6%) reported negative reasons for terminating services with the agency. The positive responses reported with regard to the aforementioned items
compared closely with the findings indicated in the previous Windsor Family Service Bureau study and the major Progress on Family Problems study.

Therefore, on the basis of the high percentage of positive responses to items related to client satisfaction coupled with the close comparisons of the present findings with those of related studies, the first hypothesis was accepted.

In compiling the data required for the statistical testing of the second hypothesis, it was found that the majority of the clients reported improvement in terms of the problems presented for service. Client improvement was determined by the change scores achieved by the clients and the global evaluations of improvement as rated by the clients.

The change score represented a composite of all available evaluations in four areas: changes in specific problems, changes in problem-coping, changes in family relationships, and changes in individual family members. The composite ratings were scored on a change scale from -5 to +10. The average change score reported for the clients in the sample was +4.6 which indicated substantial improvement.

The global evaluation was determined by specifically asking clients if their situations had improved since coming to the agency. Of the total sample, the majority (58%) reported improvement.

Therefore, on the basis of the high percentages of
positive ratings in terms of improvement with regard to both the change scores and the global evaluations, the second hypothesis was accepted and the writers concluded that the clients who had received counselling services from the Family Service Bureau of Windsor reported improvement in terms of the problems presented.

The writers further sought to test the validity of the two measures of improvement by testing the association between the change scores and the global evaluations. It was determined that 70 per cent of the variance in change scores was associated with the clients global evaluation of improvement. The high correlation between the two variables (r=.81) provides evidence that the two measures of improvement are valid.

Research Questions

In this project, the writers also embarked upon a search for variable relationships from which was constructed several research questions either directly or indirectly related to the two hypotheses. The method of cross-tabulating was used for investigating the research questions and the correlation ratio (eta) and the Pearson's Coefficient of correlation (r) were employed to test the association between variables.

The research questions were designed specifically to determine what client or service characteristics influenced the outcome of service as evidenced in the reported change scores.

The findings indicated that a statistically significant,
but low, association existed between reported improvements and the clients' satisfaction with their workers. Using the Pearson's Coefficient of correlation (r), it was found that 7.5 per cent of the variance in change scores was associated with the clients' reported satisfaction with their counsellors. Clients who were very satisfied with their workers rated positive change scores in 80.1 per cent of the reported cases while clients who were dissatisfied with their counsellors scored positive changes in only 57 per cent of the cases. In addition, those clients who reported extreme satisfaction with their counsellors tended to indicate more substantial gains as the average change score for clients in this category was +5 as compared with an average score of +2 for clients who were dissatisfied.

Weak associations also existed between reported improvements and the nature of the presenting problem as well as improvements and the number of interviews conducted during the term of service. An examination of the variable relationships indicated some patterns in terms of improvements achieved by clients. For example, clients whose presenting problems concerned parent-child relationships attained positive change scores at a rate which was slightly higher than clients in other problem categories. Clients with parent-child problems reported positive scores in 88.9 per cent of the cases as compared with 78.5 per cent for personality adjustment problems and 64.4 per cent for marital problems.
In addition, comparisons revealed a slight tendency for positive scores to increase as the number of interviews increased, particularly after the sixth interview. Clients who received six or more interviews returned positive change scores in 85.7 per cent of the cases as compared with clients receiving one interview who rated positive scores in 75 per cent of the reported cases. Reported difficulties created by agency programs and policies appeared to have no influence on reported improvements nor did the time lapse between termination and evaluation of service. In addition, the clients' socioeconomic status had no bearing on the improvement levels achieved.

Conclusion

Based on the data derived in testing the hypotheses of this research project, as well as information obtained in the analysis of the research questions of the study, the writers present the following conclusions:

It was found, from the results of this project, that the clients in the reported sample were satisfied with the services that they received from the Family Service Bureau of Windsor. Of the total sample, a large percentage (83.2%) indicated that they were either very satisfied or satisfied with the services provided. The majority reported that they had accomplished their desired goals and indicated that the agency service had helped to bring about the improvements reported. The findings would seem to suggest that the Windsor
Family Service Bureau is appropriately meeting the needs of its clientele.

Although the percentage of clients reporting dissatisfaction with the service was small, their complaints should be noted. Of the total sample, five clients complained of inconvenient office hours, while three clients stated that the office location was not readily accessible. A total of five clients reported difficulties in having to transfer to another worker. Other problems such as fee payments and waiting for service accounted for one client each. Most of the complaints registered were ones which could not be easily compensated for by the agency. Agency location and hours as well as staff turnover are difficult factors to control. However, these complaints might indicate necessary points of discussion between the client and the counsellor.

The findings in this research project are descriptive. An examination of the findings pertaining to the presenting problem showed a pattern in terms of improvements achieved by clients. The categories which contained the highest rate of gains were parent-child problems, followed by personality adjustment problems and then marital problems. To draw any conclusions as to why the Family Service Bureau of Windsor was more successful in one area or another would be mere speculation and thus would necessitate further study.

In conclusion, this study has provided information related to the areas of concern that the writers wanted to
examine, that is, some of the project's anticipations became results; however, the study has, on the other hand, brought attention to areas that still require intensive investigation.

Limitations of the Study

There are several limitations of this study that the reader should note and take into consideration when weighing the findings of this research project.

Inasmuch as the sample used in the project was not a random sample, and the fact that the authors were not able to obtain responses to the questionnaire from all the clients, (113 responses out of 284), it is entirely possible that some degree of bias was introduced toward those clients who were most satisfied with the service.

Although the sample no doubt has some degree of representativeness, the non-randomized procedure of sampling in this study tends to limit any generalization of the findings.

As mentioned previously in the research design and the literature review, the quantitative-descriptive design utilized in this study is characterized by a lack of rigour in design. The absence of a control group and the insufficient controls in data collection limit the research and make absolute statements regarding the findings impossible.

The writers' decision to repeat an existing study and utilize a standardized questionnaire produced by the Family Service Association of America eliminated the possibility of introducing extensive revisions and variations in the
questionnaire design which might have been relevant for the Windsor agency.

The major instrument utilized, namely the standardized questionnaire, displayed several limitations. The questionnaire was rather lengthy and complicated in form. Several clients reported difficulty in completing the questionnaire. In addition, the open-ended questions proved to be somewhat imprecise and the answers provided were subject to the researchers bias with regard to interpretation.

The utilization of the mailed questionnaire in isolation also contributed to the low response rate. In many instances the clients were unlocatable or were unwilling to respond to the form because of the inconvenience or time factor. The original study combined the use of questionnaires and interviews to insure a high response rate. The writers had originally considered that the interviewing procedure would bias objective results. It seems however, in retrospect, that the low response rate in utilizing only the questionnaires created a comparative amount of bias.

Recommendations

As was noted in the limitations of the study, the research was limited by the low response rates due to unlocatable or unwilling clients. Inability to reach clients for follow-up purposes is a common hazard of delayed research. The writers recommend that a follow-up procedure be built in to the routine services of the agency. The procedure could
include a short evaluative questionnaire distributed automatically to the clients within a month of service termination. Such a procedure would ensure a continuing more complete evaluation of service which would keep the agency constantly aware of its progress.

In terms of the service itself, counsellors should be made aware of the significant effect of the counsellor-client relationship on service outcome. Although this intangible relationship is not easy to study, it nevertheless deserves much more attention in casework research than it has yet received. Such areas as crucial relationship points, improvement of relationships, and counsellor personality traits are some objects for future research.

Another area of future research is revealed by examining the success rate of counselling with regard to specific problems. Although marital problems represent the largest number of cases serviced by the agency, clients presenting marital problems report lower change scores than clients in the other two major problem categories. It would seem that further research would be indicated regarding the intricacies and success rates of marital counselling.

Finally, although the present study indicates substantial improvements in clients, the reasons for this improvement are not apparent. The writers suggest further research concerning the factors that most dramatically influence positive outcomes. In addition, further investigation would be
valuable concerning the impact of external factors on the outcome of counselling.
APPENDICES
APPENDIX A

CASE DATA SHEET

Case number ___________________ Closing worker ___________________

Study number __________________ Department, project, or office ___________________

Part I (to be completed by caseworker):

1) Number of interviews with family members: ___

(Do not include collateral interviews. Count a joint, family, or group session as one interview regardless of the number of family members involved.)

2. What problem received the most agency attention or service?

______________________________________________________________

(Utilize problem categories on reverse side of this page. If a personality adjustment problem, be certain to indicate age group of person involved.)

3. Total family income, before taxes, during last full year: __________

(Include all types of income from all family members, e.g., support payments, public assistance, unemployment insurance, etc. Estimate if necessary.)

4. Highest school grade completed by family head: ___

("Family head" must be a person living with the family and is the person generally considered to be the head by the family itself.)

5. Race of family head: __________

Part II (to be completed by study analyst if information on case distribution is desired): 1/

<table>
<thead>
<tr>
<th>SOCIOECONOMIC STATUS:</th>
<th>NO. ENVIRONMENTAL PROBLEMS:</th>
<th>EXTERNAL FACTORS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upper or Middle</td>
<td>Less than 2</td>
<td>Positive...........</td>
</tr>
<tr>
<td>Lower</td>
<td>2 or more</td>
<td>Neutral (or none)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NO. OF INTERVIEWS:</th>
<th>DIFFICULTY OF PROBLEM (Circle):</th>
<th>OTHER FACTORS (If any):</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>1 2 3 4</td>
<td>________________________</td>
</tr>
<tr>
<td>Two to five</td>
<td>5 6 7</td>
<td>________________________</td>
</tr>
<tr>
<td>Six or more</td>
<td></td>
<td>________________________</td>
</tr>
</tbody>
</table>

1/ If data are estimated, enter "est." after entry. For further instructions, see pages 60-61.
APPENDIX B

FAMILY SERVICE STUDY

Since you recently have been to our family service agency, we're eager to know whether the service you received from the agency was helpful or not. Your opinions are important to us. Please answer all questions even if you have to give your best guess. If either you or your family have been to our agency before this last contact, please tell us only about your most recent period of service.

1. What was the most important problem that brought you to our agency?

________________________________________________________________________

________________________________________________________________________

2. What did you most want to accomplish regarding this problem? (Please be as specific as possible.)

________________________________________________________________________

Was this accomplished?

___ Yes, completely ___ Made no progress
___ For the most part ___ Situation worse
___ Partially ___ Changed my idea
___ Made a beginning ___ of what I wanted

3. Did someone counsel you or talk with you about this or any other problems?

___ Yes ___ No

If YES, was this helpful?

___ Very helpful ___ Not helpful
___ Somewhat helpful ___ Don't know

4. Did the agency provide any other service?

___ Yes ___ No

If YES, what was the service?

________________________________________________________________________

Was it helpful?

___ Very helpful ___ Not helpful
___ Somewhat helpful ___ Don't know

5. Did they suggest some other place where you might go for help?

___ Yes ___ No

If YES, where?

________________________________________________________________________

Did you go? ___ Yes ___ No (or not yet)

If you went, did it help?

___ Yes ___ No ___ Don't know yet

6. Was there any kind of service or help you expected or needed from the agency that you didn't get?

___ Yes ___ No

If YES, what was it?

________________________________________________________________________

7. In general, how satisfied were you with the way you and your counselor got along with each other?

___ Very satisfied ___ No particular feelings
___ Satisfied ___ * One way or the other
___ Not satisfied ___ *

*If you were not satisfied, what was the difficulty?

________________________________________________________________________

8. Was there anything about the agency or its program or policies that made problems for you or your family, such as fees, having to wait, distance to agency, appointment hours, having to change to a new counselor, etc.?

___ Yes ___ No

If YES, what was it?

________________________________________________________________________

9. Why did you stop going to the agency?

________________________________________________________________________

10. Would you consider going back to the agency again if you needed help in the future?

___ Yes ___ No

If NO, why not?

________________________________________________________________________

11. In general, how did you feel about the services of the agency?

___ Very satisfied ___ No particular feelings
___ Satisfied ___ One way or the other
___ Not satisfied ___ *

Any comments?

________________________________________________________________________
The questions on this page ask about problems that you and your family had when you came to the agency and whether these problems are now BETTER, the SAME, or WORSE. If you do not live with your family, there may be some items that won't apply to you, perhaps "Problems between husband and wife" or "Raising children...", etc. Just skip those.

12. When you first came to the agency did you or any other members of your family have any of the following problems? (Read list and check all that were a problem for anyone in your family.)

14. For each problem you checked in Question 12, please put a check mark in one of the three columns below to indicate whether that problem is now BETTER, the SAME, or WORSE compared with when you first came to the agency. The change could be either in the problem itself, or in the way you or your family handles it now, or in how easy or hard it is to live with.

<table>
<thead>
<tr>
<th>TYPE OF PROBLEM</th>
<th>BETTER</th>
<th>SAME</th>
<th>WORSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problems between husband and wife</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problems between parents and children</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(child under 21)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problems between other family members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Who?)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Raising children, taking care of their needs, training, discipline, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taking care of house, meals, or family health matters.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing money, budgeting, or credit.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problems in social contacts or use of leisure time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not enough money for basic family needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Being unemployed or in a poor job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing problems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unwed parenthood</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal problems (such as divorce, custody, rent, bills, etc., not involving crime)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doing poorly at work or having trouble holding a job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doing poorly or misbehaving in school</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drinking too much</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taking drugs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting in trouble with the law</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trouble getting along with others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trouble handling emotions or behavior</td>
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<tr>
<td>Health problems, physical illness, or handicap.</td>
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<tr>
<td>Need for physical care (for aged, child, sick, etc.)</td>
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<td></td>
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<tr>
<td>Need for protective services (for aged, child, etc.)</td>
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<tr>
<td>Mental illness</td>
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<tr>
<td>Mental retardation</td>
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<tr>
<td>Other problem (What?)</td>
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</table>

NOW CONTINUE TO QUESTION 14 ON RIGHT SIDE OF THIS SAME PAGE.
15. In addition to the kinds of help we have been asking about, family agencies are also concerned with neighborhood and community conditions which cause problems for families. For this reason we would like to know whether any of the following were a serious problem for you or your family when you came to the agency. (Check all that were a problem.)

- Poor job opportunities
- Poor police protection
- Inadequate legal help
- Poor or no job training
- Unfair credit practices
- Discrimination (racial, ethnic, religious, etc.)
- Poor schools
- Poor health resources
- Poor recreational opportunities
- Run-down neighborhood
- No day care centers for children
- Poor or costly transportation
- Unsafe neighborhood
- No home care services
- Other conditions (What?)
- Heavy drug use in area
- for aged or sick

☐ NO COMMUNITY SITUATIONS WERE A SERIOUS PROBLEM FOR OUR FAMILY (Skip to Question 14.)

Do you know of any way the agency tried to help with any of these problems? ☐ Yes ☐ No

If YES: How?

Was what they did helpful to you and your family? ☐ Yes ☐ No ☐ Don't know

16. People who have been to family agencies sometimes find that, regardless of what they came about, there are changes in how the members of the family get along together. Would you say that since you started at the agency there has been any change for the better or for the worse in the way the members of your family— (Check one column for each item.)

If you have no family nearby, answer in terms of your other relationships.

<table>
<thead>
<tr>
<th>BETTER</th>
<th>SAME</th>
<th>WORSE</th>
<th>NOT A PROBLEM</th>
</tr>
</thead>
</table>

Talk over problems, listen to each other, share feelings...

Handle arguments and work out differences...

Accept and help each other, pay attention to each other's needs...

Feel toward each other (how close and comfortable, how you enjoy each other)...

How husband and wife get along sexually (Answer only if you are the husband or wife)...

Get along in other ways...

(How?)

17. When people work on their problems at a family agency, they sometimes find that there is a change in how they feel about those problems and the way they handle them. If you have discussed any problems with the agency, would you say that you personally have noticed since then any change for the better or worse in-

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<thead>
<tr>
<th>BETTER</th>
<th>SAME</th>
<th>WORSE</th>
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</table>

The way you feel about your problems (how worried, overwhelmed, angry, confused, guilty, etc.)...

The way you understand your problems (what they are and who or what contributes to them)...

The kinds of ideas you have on what to do about your problems (what should or should not be tried)...

The way you work with others in handling problems (talking things over instead of fighting or avoiding, etc.)...

Since coming to the agency, have you actually--

Made any decisions on what to do about your problems? ☐ Yes ☐ No

Taken any specific action on your problems? ☐ Yes ☐ No

*If you have taken some action, did this turn out to--

- help with your problem
- make no difference
- make things worse
- can't tell yet
18. List below all members of your family, including yourself, and any others involved in agency service. Persons listed need not have been seen at the agency. Do not use names, but give their relationship in the family. List on the left all persons 21 or over (or under 21 if they are now or have ever been married). List all single persons under 21 on the right.

After each person you have listed, place a check in the column that best describes the direction of change (even if slight) in his or her behavior, attitudes, feelings, or ability to handle problems since service with the agency began.

**Persons 21 or Over**

<table>
<thead>
<tr>
<th>RELATIONSHIP</th>
<th>DIRECTION OF CHANGE</th>
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<tbody>
<tr>
<td>(Husband, wife, etc.)</td>
<td>Better</td>
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*Also include persons under 21 if they are now married or have ever been married.

**Persons Under 21 and Single**

<table>
<thead>
<tr>
<th>RELATIONSHIP</th>
<th>DIRECTION OF CHANGE</th>
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</thead>
<tbody>
<tr>
<td>(Son, niece, etc.)</td>
<td>Better</td>
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</table>

19. Considering all members of your family and all problems you discussed with your counselor, how would you say things are now compared with when you first went to the agency?

- Much better
- Somewhat better, if things got worse, please describe what happened:
- Unchanged
- Somewhat worse
- Much worse
- Better in some ways but worse in others
- No problems discussed

20. If you feel there have been any changes in any members of your family or in any problem situations since you first went to the agency, what do you think was the main reason for the changes you reported?

21. How do you feel the service provided by the agency influenced the changes you have reported?

- Helped a great deal
- Helped some
- Made no difference
- Made things worse (Please explain:)

22. Did anything not related to agency service influence the changes you have reported?

- Other services or aid, such as from doctor, lawyer, welfare, school (What?)
- Changes in your life situation, such as health, job promotion, birth of baby, loss of income (What?)
- Influence of an important person not involved in agency service, such as a friend, relative (What?)
- Other (What?)
- No such influence

23. Any additional comments about your experience with the agency?

24. Who filled out this questionnaire?

- Husband or father
- Wife or mother
- Husband and wife together
- Other (Who?)

Please make sure you have answered all the questions. Mail the questionnaire in the stamped, self-addressed envelope that came with it. Thank you very much for your help. Your answers will be studied carefully along with many others in order that we may continue to improve our services to families and individuals.
BIBLIOGRAPHY


Selltiz, Claire, Jahoda, Marie Deutsch, Morton and Cook, Stuart, W. Research Methods in Social Relations.


VITA

Dolores J. Blonde was born on March 28, 1941, in Windsor, Ontario. She obtained her elementary education at St. Anthony's School, Tecumseh, Ontario. Her secondary education was completed in 1959 at Corpus Christie High School, Windsor, Ontario.

After studying General Arts at the University of Windsor, Mrs. Blonde graduated in 1963. Following graduation, Mrs. Blonde took up a social work position with the Roman Catholic Children's Aid Society for Essex County in Windsor. Mrs. Blonde remained there until 1973, when she entered the Bachelor of Social Work programme at the University of Windsor, completing this degree in the spring of 1974. In 1974, Mrs. Blonde was accepted into the Master of Social Work programme at the University of Windsor and expects to graduate in October, 1975.

In the final year of the undergraduate Social Work programme, Mrs. Blonde's field placement was with the Windsor Western Hospital Center, Connaught Clinic, Windsor, Ontario. Her field placement during the M.S.W. candidate year was with Legal Assistance of Windsor, Windsor, Ontario.
VITA

Anne Murphy was born on June 17, 1949, in Peterborough, Ontario. She obtained her elementary education at St. Theresa's School, Peterborough, Ontario. Her secondary education was completed in 1968 at St. Peter's High School, Peterborough, Ontario.

After studying General Arts at the University of Toronto, Ms. Murphy graduated in 1971 with a major in English literature. Following her graduation, Ms. Murphy accepted a social work position with the Peterborough Crisis Centre where she remained for two years.

In 1973, Ms. Murphy entered the Bachelor of Social Work programme at the University of Windsor, completing this degree in the spring of 1974. In 1974, Ms. Murphy was accepted into the Master of Social Work programme at the University of Windsor and expects to graduate in October, 1975.

In the final year of the undergraduate Social Work programme, Ms. Murphy's field placement was with the Essex County Children's Aid Society, Windsor, Ontario. Her field placement during the M.S.W. candidate year was with the Windsor Family Service Bureau.