

R384

67/14  
C



C  
O  
P  
Y

OFFICE MANUAL  
TULE LAKE SOCIAL WELFARE DEPARTMENT  
WAR RELOCATION AUTHORITY

Prepared by \_\_\_\_\_  
Dorothy Montgomery  
Associate Counselor



## THE SOCIAL WELFARE DEPARTMENT

The Social Welfare Department of the Tule Lake War Relocation Project is responsible for maintaining a department to which any individual on the project may come for assistance in his mental, social, or financial problems.

The Social Welfare Department is a Service Section. Unless we give Service, we have no excuse for existence as a department. Therefore, the aim of the department is to give service.

No Social Service Department, regardless of how well equipped, can hope to solve all of the varied problems which are brought to its attention. Recognizing our limitations we will continue to work with all possible integrity to help our clients in helping themselves.

In order that we may be of the most possible service, we must be able to guarantee to every applicant the following items:

1. That he will have every opportunity to tell us of his difficulties in as complete a fashion as he desires. He must have the right to complain and "blow off steam" without fear of repercussions.
2. That under no circumstances will the information he gives us be repeated outside of the office.
3. That we will not "take sides" nor will we "blame" him or make judgments regarding his actions.
4. That we will help him in any way we can.
5. If we cannot help him, we will give him as clear an explanation of our limitations as we can.

In all of our work we have a two-fold responsibility:

1. We are responsible to our clients. In discharging this responsibility we must insure the fact that every applicant who is in need of and eligible for any service is given that service.
2. We are responsible to the agency for which we work. We must carry out the purposes of the agency to the best of our ability.



## THE SOCIAL CASE WORKER

I. General Explanation of Social Case Work.

There are many definitions of case work. One simple definition has been that case work is "helping others to help themselves."

Social case work usually is work done by the case worker with individuals and/or with the individuals as a part of a family.

A. In order to be a case worker, a person should have the following qualities:

1. A genuine interest in other people.
2. Tolerance of other peoples' ideas and of their way of life. A case-worker cannot have good working relationships with his clients if he is "blaming" a client for any way the client acts or lives.
3. An understanding of the reasons for actions and reactions of people.
4. Enough maturity to give the client confidence. Also in order that he (the worker) will be able to keep a sense of balance and personal adequacy.
5. Sound judgment. This is gained partially through intelligence and partially through a background of experience and adjustment on the part of the worker.

B. The case worker should be extremely cautious on the following items:

1. The case worker should never make decisions for a client. The objects of the discussion are:
  - a. To allow the client to talk so that he can clarify his own thinking.
  - b. To give him any information he desires.
  - c. To point out both advantages and disadvantages of any given course of action.
  - d. To help him think thoroughly through any problem which confronts him.
  - e. To give him any assistance that can be given.



2. The case worker should be very careful not to make judgments about a client. That is - the worker can never decide that a client is "good" or "bad". Each individual has the privilege of deciding his own way of life. The case worker must learn to accept all people as they are.
3. The case worker should be open-minded at all times. Listen to the entire story of the client before making decisions.
4. A case worker can gain the confidence of his clients by a quiet, business like yet sympathetic attitude toward all of the facts.
5. A case worker should always remember that each person is a different individual. The problems may appear to be the same but the person is different so his reactions will be different.
6. A case worker should be able to look at all facts in an unemotional manner. If a client lies to the worker, the important thing is "Why did he lie?" If the person is angry "Why is he angry?" None of the clients reactions should be taken as personal reactions against the worker.

C. Suggestions in Interviewing:

1. Any person will prefer talking to someone who shows an interest in the discussion.
2. Clients are usually able to talk more naturally if the worker refrains from asking question after question. It may be necessary to ask some general leading questions in order to guide the interview.
3. It is better to listen closely to a client and remember what he is saying than to be writing down everything he says. It is all right to write down certain things such as specific dates, amounts of money, names, etc. However, it is better to avoid the feeling of writing constantly throughout the interview.

## II. Case Workers Responsibilities

A. Public Assistance Cases

1. Interview the client to determine his eligibility.
  - a. If eligible, make all necessary forms and follow out necessary procedure.
  - b. Dictate case carefully and accurately so that a true picture is shown.



- c. See that material is turned in as soon as possible.
  2. If client is not eligible
    - a. Give any referral that may be indicated.
    - b. Explain carefully to the client the reason for his ineligibility.
    - c. Dictate carefully.
    - d. Follow procedure as outlined.
- B. The worker is responsible for his active case load.
  1. See that the eligibility is checked at regular intervals.
  2. Give any service requested which can be given.
  3. Keep dictation current.
- C. In All Cases.
  1. Be alert to help clients even though they may be hesitant to discuss certain problems,
  2.
    - a. This means that the worker should show willingness to help but does not mean that any attempt should be made to force a client to give confidences that he may not be ready to give.
  2. Be clear and accurate in all information given.
- D. In applications for service only
  1. Listen carefully to client's story. You can often be of real service by merely allowing a client to give vent to his feelings and discuss his trouble.
  2. If any service can be performed, it should be done as soon as possible.
  3. Learn to use all other resources on the project such as: Project Attornery, Internal Security, Placement, Hospital, Medical Social Worker, Red Cross, etc.
  4. If person appears to need to discuss matter further, make appointments as indicated



C  
O  
P  
Y

APPLICATIONS FOR PUBLIC ASSISTANCE

1. Applicant comes into the office.
2. No person is to be rejected by the receptionist.
3. Receptionist takes the name. If it is an application, he fills in name and address, and the name of the worker on the Intake Form #1. (3 copies) If appointment is given for a later date write the time of appointment in upper right hand corner.
4. If an appointment is given for a later date the receptionist will file all 3 copies of Intake Form in the pending file on reception desk under the date of the appointment.
5. When the client returns for his appointment follow procedure as outlined below.
6. The 3rd copy of the Intake Form is to be retained by the receptionist until the close of each day, at which time he will tabulate the total number of forms plus the total number of other persons who came into the office. He will turn into the Unit Clerk the duplicates of the Intake Form.
7. Give 2 copies of Intake Form to file clerk who will clear the master files to find out whether or not there is a previous case record.
8. If the case should be already active, destroy the Intake Forms.
9. The file clerk will mark on the Intake Form "no case" if there is no record.
10. The file clerk then takes the Intake Form (and case if any) to the worker.
11. If the worker is busy he should let the file clerk know when he is free, at which time the file clerk will conduct the client to the worker's booth.
12. After the interview is completed the worker completes the Intake Form.
  - a. If the case needs more information or investigation before eligibility is established it is to be considered a "Pending Case" and the word "Pending" should be written on the Intake Form. In that case the lower part of the form would not be completed until the worker has completed the investigation.



- b. If the case is rejected write a brief statement on both copies of the Intake Form. Also write out all information received and turn in for typing.
- 13. At the end of each day the worker should turn in the 2nd copy of the Intake Form on all cases which he has interviewed during the day. They are to be placed in the basket provided for that purpose on the table in the Supervisor's Office.
- 14. The Unit Clerk will match these with the copy received from the receptionist and will destroy the reception copy as soon as she has the workers copy.
- 15. The original copy of the Intake Form is to be clipped inside the case folder and is to stay with the record until it is typed, approved by the Supervisor and reaches the Unit Clerk.
- 16. The Unit Clerk will destroy the Intake Forms after she has made the statistical card and has obtained the count of all intake for the entire month.
- 17. When the Unit Clerk has made up the statistical card and prepared the Public Assistance forms she will give the cases to the file clerk to be filed.



C  
O  
P  
Y

## CASE RECORDS

Since the Case Records are a part of our equipment which we use every day, it is important that they be properly cared for.

### Reason For Case Records

Case Records are important for the following reasons:

1. One case cannot always be taken care of by the same worker. When workers are absent from the office or when they leave the office for any reason, it is necessary that another person be able to take care of any situation that may arise. Unless adequate information is in the case record this cannot be done.
2. No worker can remember all facts concerning all cases. It is difficult for the client to be repeatedly asked the same questions.
3. In payment of Public Assistance we are using government funds. It is absolutely necessary that our records justify the payment of all government money.
4. The Case Record is one of the most important ways in which a supervisor can judge the work of the case workers. It is the basis for training of workers.
5. In the future the Case Records may be an important part of research.

### Use of Case Records

1. Case Records must be used carefully and wisely.
2. The material in all case records is confidential and information from them should never be given to a third person. Any requests by outsiders for information from Case Records should be referred to the Supervisor.
3. Information which we receive from clients should never be discussed with anyone outside of the office.
4. All workers should be very careful with the records since they are of paper and are easily torn or destroyed. They should not be carelessly thrown about or roughly used.



General Office Rules Regarding Records

1. Case Records should never be taken from the office.
2. Starting November 1, 1943, the workers are to return all cases to files at the close of each day. In the event that the worker is working on a case and does not wish to have it placed in regular files, one set of files is provided for use of the workers. Please be careful not to accumulate too many cases in the workers' files.
3. Workers are not to pull cases from the files. This is to be done by the file clerk. In every instance an "out-card" will be placed in the file indicating the date and to whom the case was given. When the case is returned the "out-card" will be removed.
4. When case records are written out by the worker for typing, they should be placed on the desk just inside the Supervisor's office. Trays will be provided and will be labeled "New Cases", "Active Cases" and "Closed Cases". Please be careful to put the record into the correct basket.
5. Dictation in Case Records should be kept up to date.
6. Face sheets should be checked at the time of each interview and should be kept accurate.
7. A Case Activity Record form is to be filed on top of dictation in all cases. It should be kept up to date by the worker in pencil. Stenographers will type this sheet when one hand-written page is full.

Stenographers' Responsibility for Case Records

1. It is the responsibility of the stenographers to type Case Record material in a correct and neat manner.
2. Case Records for typing will be given to the stenographers by the Unit Clerk or her assistant.
3. Stenographers will return completed cases twice each day (at noon and at night) to the table provided for that purpose by the Supervisor's desk.
4. After the cases are approved by the Supervisor, they will be picked up by the Unit Clerk for statistical work.



5. All entries into Case Records are to be dated in the left hand margin.
6. At the end of each dictation entry should appear the worker's last name and the stenographer's initials--In this manner: Montgomery:sy.
7. All case material is to be filed in the record by means of paper fasteners. Each stenographer should file the material in the record when it is typed.

Method of Filing in Records

1. Case folders should always be made up so that the name-tab is on the right hand side.
2. Material to be filed on the right hand side is as follows:
  - a. Correspondence - to be filed on the bottom with most recent correspondence nearest the top.
  - b. Case dictation on top of correspondence. Case dictation should always be filed with the oldest date at the bottom and the most recent date on top.
  - c. On top of dictation file Case Activity Form.
3. Material to be filed on the left hand side of folder is as follows:
  - a. All forms - in chronological order with oldest at the back.
  - b. Case sheet on top.



## OUTLINE FOR RECORDING

I. Reason for Application

1. A brief statement as to the reason for the application at this particular time.
2. Include the name of person or department who referred the client to our department.

II. Family Composition

1. It is not necessary to repeat the specific information given on the face sheet. Make a general statement such as, "Family consists of Mr. and Mrs. and their 4 minor children."
2. Give names and present whereabouts of members of family not in this center. This is particularly important in the case of single persons who have no relatives here.

III. Family Background

1. Birthplace.
2. When they came to the United States.
3. Where they settled.
4. Business or work they engaged in. The means of support of the family.
5. Educational background and plans.
6. Religious affiliations.
7. Contact with social agencies outside.
8. Any other social information available.

IV. Financial Situation

## A. Real Property.

1. Amount of property.
2. Where located.
3. Per cent arrangements for rental etc.
4. Indebtedness on property.
5. Income from property and how used.



B. Personal property

1. Bank accounts

Name of bank

Amount of money

Are they using the money or retaining for relocation

If retained give careful explanation of what it is

Needed for either relocation or post-war planning.

2. Life Insurance

a. Amount of face value

b. Name of company

c. Arrangements for payment of premium

d. Amount of premiums

e. Name of beneficiary

3. Stocks or bonds

4. Mortgages held by client

5. Income

a. Source of income

b. Amount

c. How used

6. Debts

a. Amount

b. Person owed to

c. Plans for payment

V. Relatives

A. Identifying information

1. Names

2. Present address



B. Ability to Aid Family

Relatives should be considered a possible resource.

1. Have they aided in the past
2. Are they able to aid now
3. What is their attitude toward helping family

VI. Employment History

- A. Present employment of every person in the family who works.
- B. Past employment history (at least one year before Dec. 7, 1941). This should show clearly the means of support of the family and change made necessary by the outbreak of the war.
- C. Plans for post-war employment.
- D. Plans for relocation before the end of the war.

VII. Health

- A. Specifically state all health problems.
- B. If any adult persons under 65 are unable to work, they need a medical statement. Give information from the doctor's report.
- C. Give approximate length of time before persons will be able to work.

VIII. Specifically state all health problems

- A. Give complete information regarding any particular social problem that the client brings up. Where a specific social problem is presented, this section will be most important and should be enlarged as much as is necessary to give a clear picture of the situation.
- B. Give family's attitude toward receiving Public Assistance.



IX. Plan

- A. Give a statement as to why family accepted and whether aid will be temporary or long time. (example) "Family in need because wage-earner is permanently disabled. Aid will be necessary for a long time."

1. Action taken

- a. Referred to placement
- b. Referred to Medical Social Welfare
- c. Any other action

2. To be done

- a. Give a statement of any plans which need to be carried out.

3. Note how often home calls will be necessary.

X. Eligibility Summary (For Public Assistance Cases)

- A. Amount of monthly income
- B. Amount of maximum Public Assistance Grant
- C. Amount of Public Assistance recommended

- XI. If the case is rejected give as much of the above information as has been obtained. Give also the exact reason for rejection.



C  
O  
P  
Y

OUTLINE FOR RECORDING TRANSFER CASES

Date

I. Reason for Application

II. Family Composition

1. Family wanting transfer
2. Family in other center

III. Family Background

1. As much as possible (following outline given for regular dictation)

IV. Why transfer is requested

V. Recommendation

1. Reason recommended or reason denied

Final Entry-Summary

1. Date transfer requested
2. Date recommendation made
3. Date approved
4. Date left camp

Case Closed



C  
O  
P  
Y

PROCEDURE ON TRANSFERS

I. Application

Get all information necessary. Use outline for transfers. If there is a possibility of recommending the transfer have applicant sign Form 149.

II. Recommendation

- A. Notify applicant if rejected
- B. If the transfer is recommended under Admin. Instr. #46 Revised, make three more copies of Form WRA 149.
- C. Dictate a covering letter to the other center and enclose the original and one copy of Form WRA 149 and forward to the other center.
- D. At the time the above letter and forms are forwarded to other center attach the original copy of WRA TL 546. The Project Director of this center returns Form WRA TL 546 with his signature, with the desk copy of the covering letter.

III. Approval

The other project interviews the family on their side and returns the original copy of Form WRA 149 with their decision on the "Returned Referral".

IV. Arrangement with Transferees

(After the Form WRA 149 is approved)

- A. Arrangements made by worker
  - 1. Contact applicant to inquire the approximate date transferees wish to depart.
  - 2. Contact the Leave Office and set the date of departure. Forward to the Leave Office the names, ages, and addresses of scheduled transferees.
  - 3. Inform the transferees of the date and time of departure about a week or 10 days in advance if possible.



B. Information given to transferees

1. The transferees must arrange with the Property Control Office (Mr. Araki Whse. #369) to send out freight baggage before they depart. Freight is paid by WRA, but express expense has to be borne by transferees
2. Advise the transferees to secure receipts from their block managers when they return government properties.
3. Inform transferees that hand baggage is limited. Hand baggage is inspected by wardens and picked up by the Motor Pool before departure (The time could be obtained at Leave Office).
4. Inform the transferees when they can receive traveling expense from agent cashier if the voucher is approved. They should also go to travel bureau to get a copy of travel itinerary.
5. Advise the transferees what time they should come to the Leave Office to receive their travel permits before departure.

V. Arrangement with Travel Bureau

- A. Give names, ages, family numbers, destination, route and date of departure to Travel Bureau about a week before the date of departure.
- B. Travel Bureau makes travel itinerary and sends one copy to Budget and Finance Division.
- C. If a transferee wishes to travel by Pullman because of health reasons, the Social Welfare Office refers the transferee to Chief Medical Officer or the Medical Social Service Dept. to secure the Chief Medical Officer's recommendation. A copy of the Chief Medical Officer's statement is forwarded to the Travel Bureau if a pullman is necessary. (Recommend under Admin. Inst. #46, Revised VIII-C-B.)



VI. Arrangement with Budget and Finance

- A. Forward the original copy of the Form WRA 149 (post the return referral on other three copies) together with approved Form WRA TL 546 to the Budget and Finance Division (about the same time Travel Bureau is asked to make out travel itinerary), so that they can make out vouchers.

VII. Notify Evacuee Property Office

- A. Give names and addresses of transferees to Evacuee Property Office at #369 as soon as date of departure for transfers are set so that they would know that they are WRA transfers.

VIII. Notice of Impending Departure

Several days before the transferees' departure, notify the following offices, the transferees' names, ages, family numbers, the date and time of departure:

- |                                 |                            |
|---------------------------------|----------------------------|
| 1. Miss Lucas                   | 6. Mr. Peck (Mess Steward) |
| 2. Budget and Finance           | 7. Mr. Harkness (Supt. of  |
| 3. Employment (Mr. Frank Smith) | Schools                    |
| 4. Leave Office                 | 8. Trans. and Supply       |
| 5. Internal Security (2copies)  | 9. Block Manager's         |
|                                 | 10. Housing Division       |

IX. On Date of Departure

See that the transferees get the necessary travel permits. (Leave Office secures Military Travel authorization.)

After Departure

- A. Forward one copy of Form WRA 149 to Census Section of Employment Division.
- B. Notify Clothing Unit to forward a copy of transferee's basic family card to Employment Division. Employment Division forwards all records to the other Project.
- C. Summarize Case
- D. Close Case



INCOMING TRANSFERS

I. Form WRA 149

The original and a copy of Form WRA 149 is received from other project.

II. Interview

Interview the family here. Follow the transfer outline and get necessary information. Inquire whether persons here can accommodate the incoming transferee.

III. Clear with Housing

IV. Return Referral

If the transfer is approved return the original copy of the Form WRA 149 with approval with a covering letter (advised the other center to contact this office before they set the date of departure). If the transfer is disapproved or needs clarification return the original copy of the Form WRA 149 with the notation.

V. Pending Arrival

VI. Close Case



C  
O  
P  
Y

WAR RELOCATION AUTHORITY  
Tule Lake Project  
Newell, California

DATE:

MEMORANDUM TO:

FROM: SOCIAL WELFARE DEPARTMENT, 1804

SUBJECT. SPECIAL TRANSFER

This is to notify you that arrangements are being made for you to leave for \_\_\_\_\_ Project on \_\_\_\_\_.  
Please take care of the following matters:

1. Please have your freight baggage ready by \_\_\_\_\_ time \_\_\_\_\_.  
A truck from Warehouse #369 will collect it on \_\_\_\_\_ date \_\_\_\_\_.  
\_\_\_\_\_
2. Your checkable baggage will be collected at \_\_\_\_\_  
on \_\_\_\_\_ by the Motor Pool. Note: For those who travel  
by way of Reno, Nevada, it will be necessary for you to go to the  
Express Office with your baggage to have it expressed to Reno, Nevada  
at government expense.
3. Your hand baggage will be collected at \_\_\_\_\_ time \_\_\_\_\_ on  
\_\_\_\_\_ date \_\_\_\_\_ by the Motor Pool. Note: For those who travel  
by way of Reno, Nevada, only 60 lbs. of hand baggage is allowed; please  
send the rest by freight or checkable baggage.
4. Please see Mrs. Helt, Agent Cashier at the Administration Building  
on \_\_\_\_\_ day before \_\_\_\_\_ to received your traveling expense.
5. On the day of departure, \_\_\_\_\_ date \_\_\_\_\_ please come to the Leave  
office not later than \_\_\_\_\_ time \_\_\_\_\_.
6. Please secure receipts on government properties (such as blankets  
and cots) when you return them.--From Block Manager.
7. If there are any other questions, please feel free to call us.
8. Take lunch for first day.

SOCIAL WELFARE DEPARTMENT 1804



CLOSING OF CASES

When a client is no longer in need of Service or Public Assistance, the case should be officially closed.

1. At the time it is found that the case may be closed, the worker should prepare the closing notice in duplicate.
2. A closing entry should be made in each case. It should be dictated in the following manner:

Closing Summary

- I. Summary statement of why case was active.
  - II. Length of time case was active.
  - III. Reason for closing.
- Case closed

3. The case with the two copies of the closing notice clipped inside should be placed in an appropriate basket in Supervisor's Office.
4. After the case is typed, it will be given by the typist to the Supervisor.
5. After approval by Supervisor, the case will go to the Unit Clerk who will remove one copy of closing notice for her statistical count. The case will then be sent to the file clerk.
6. File clerk will make notation of the fact that the case is closed on the master-file card. The case will then be filed with the closed cases.

SERVICE CASES - APPLICATIONS

Service cases are those cases where an application is made for some service other than Public Assistance.

1. Applications for service will be processed in exactly the same way as Public Assistance cases.
2. At the present time all service cases will be referred to one worker - Mr. Obayashi.
3. The same procedure will be followed by the Service worker in routing of intake forms and case records.



C  
O  
P  
Y

### RECEPTIONIST

The job of receptionist in the Social Welfare Department is a social work job. It is extremely important that the receptionist be aware of methods of dealing with people as well as all of the functions of the office.

Since the receptionist is the first person who is seen by the client, he (receptionist) carries the responsibility of giving the client the correct picture of the office.

The client should realize the following basic factors regarding a Social Welfare Office:

- (a) That this is a business and professional office, and that all transactions will be carried on in that manner.
- (b) That courtesy may be expected from all workers in the office.
- (c) That every consideration will be given to all problems of any client.
- (d) That all persons will be given equal consideration.

The duties of the receptionist include the following:

1. The receptionist is responsible for making appointments for all persons who are making application at the office. Appointments will be made for the earliest possible time. (Attached is complete procedure for Intake).
2. The receptionist should see that the client is given an appointment with the correct worker. Attached is a list of the assignments of each worker in the office.
3. The receptionist should be prepared to give information including:
  - (a) Location of various office on the Project.
  - (b) The functions of various offices.
  - (c) The general function of the Welfare Office.
4. The receptionist should refer clients who are already receiving Public Assistance to the correct worker.



5. The receptionist is responsible for keeping accurate records of the following items:

- (a) A register of the names of all persons who came into the office for any type of service, information, referral, application, etc.
- (b) A separate count of all new applications for service or Public Assistance (those on which Intake Forms are made.)
- (c) At the close of each day a tally should be made which will include the following:
  - 1. Number of persons in office
  - 2. Number of persons interviewed by workers
  - 3. Number of new applicants
  - 4. Number of applicants pending interview

6. The receptionist will also keep track of the number of supplies on hand. Once each week supplies should be checked and a list given to the file clerk for preparation of the necessary requisitions. An adequate supply of forms, stationary and other supplies should be kept in the office at all times.

7. The receptionist shall also be responsible for the appearance of the waiting-room.



FILE CLERK DUTIES

A. The file clerk is responsible for the following parts of office work:

1. All Case Record files in the office.
2. All general files in the office.
3. The master card file of all cases in the office.
4. Clearance of all Intake Forms over the master file.
5. The preparation and follow-up of Requisitions.
6. Typing of case records.

B. Case Records are to be filed in the large file cases in the following manner.

1. Use as many file drawers as are needed and place all active cases in one alphabetical sequence.
2. In another group of drawers, place all closed cases in alphabetical order. (This is to include closed transfer cases also.) These cases should be placed in the lower file drawers since they are not used as often as active cases. At the back of the closed cases, place the old incidental contract sheets and old funeral reports. These sheets should be filed in Manila folders in alphabetical order.
3. Case records from other Projects should be filed in a separate drawer alphabetically by center. A. separate card file has already been made for these cases. If and when the applicant comes into this office, the record from the other center will be combined with a new record set-up for this office. At the same time the card should be taken from the separate file and placed in the master file.



4. Set up another group of drawers for the use of the workers. Three workers can use one drawer. Place in the file drawers, dividers showing the names of all workers. Also put names in front of file drawers.
5. All case records are to be pulled by the file clerk as they are needed. When a record is taken from the files an "out-card" is to be substituted. This out-card will show the date, case name, and name of worker. This out-card is to remain in the file until the case is returned.
6. Filing should be done daily.

C. The Master Card File

1. This file is the 3 by 5 file containing a card for every case in the office. This file is to remain on the file clerk's table beside the file cabinets. Under no circumstances are these cards to be removed from the file or changed except by the file clerk.
2. A current check should be made by the file clerk as soon as the November Public Assistance Grant Lists are prepared. This clerk should make certain that cards are made for all active cases and that they are correctly marked. The remainder of the cards are to be marked as closed.
3. The routine preparation of these cards will be done by the Unit Clerk (Miss Yamasaki). It may be delegated by the clerk to one of the other clerical workers but will be under the supervision of Unit Clerk.
4. The cards will be prepared at the same time the statistical cards are prepared. The cards will then be given to the file clerk who will see that they are filed immediately.
5. When cases are closed, the case-worker will prepare the closing notice in duplicate. The original will be taken off the case by the Unit Clerk and retained by her for the monthly statistical report. The duplicate will remain attached to the case until it reaches the File Clerk. The File Clerk will change the master card from active to closed and note the closing date on the card. She will then place the closing notice inside the case and file the case.



D. Clearance of Intake forms over Master File

1. The receptionist will fill out the Intake form and ask the client to sit down and wait.
2. He will place the form on the table just inside the door into the file room.
3. The File Clerk will check this form against the master file. If there is no case she will write "no case" in the upper left hand corner of the form. If there is, she will pull the case record from the files.
4. The File Clerk will then take the Intake form (and case if any) to the appropriate worker.
5. If the worker is not free at that time he will notify the File Clerk when he is free. The File Clerk will then call the client and conduct him to the worker's booth.

E. The Preparation and Follow-Up of Requisitions

1. The receptionist is to be responsible for the ordering of supplies and for an adequately supplied office at all times.
2. He will inform the File Clerk of requisitions that are necessary, including items and amounts.
3. The file clerk will prepare the requisitions and bring to the Supervisor for signature.
4. The File Clerk will retain one copy of the requisition and will file it in a manila folder.
5. It is the responsibility of the File Clerk to check these requisitions regularly. If the requisition has not been filled within a week, make a duplicate requisition (marked "duplicate"). Attach to that requisition a memorandum stating that  
"the previous requisition for this material was submitted on     date    . Since we are not in receipt of the supplies, we are submitting a second requisition. We will appreciate your early attention to this notice."

If the requisition has not been filled by the end of the 2nd week, the File Clerk will bring the matter to the attention of the Supervisor.



6. On the face of each requisition form on file, the File Clerk will mark clearly in red pencil, the date, the supplies received. ("Received, date").
7. During any free time, the File Clerk will type case records.



C  
O  
P  
Y

### FUNERAL ARRANGEMENTS

Funeral arrangements are the responsibility of the Social Welfare Department. One worker is assigned to perform this service.

The worker in charge of Funeral Arrangements should realize that the family will naturally be emotionally disturbed and possibly confused about details. It is necessary that the worker be prepared to assist the family in their emotional adjustments as well as actual arrangements for the funeral.

In attempting to help a family with an emotional adjustment it should be remembered that an overly-emotional attitude on the part of the worker will be detrimental to the family.

The attitude should be one of kind sympathy; business-like arrangements; and a genuine desire to be of assistance.

The worker should also make himself fully aware of all the customs of the people regarding funerals.

Following is the procedure to be followed;

- I. In case of death, the hospital notifies the Social Welfare Department and the undertaker.
  - A. The worker in charge of funerals goes to the hospital to obtain necessary information regarding the deceased person.
  - B. In the event that the person has a family or relatives on the project, the worker contacts the family in order to:
    1. Make arrangements for the funeral. This includes the following:
      - a. Choice of minister
      - b. Time of wake service and funeral
      - c. Place for service and arrangements for seating
      - d. The worker discusses with the family and undertaker the choice of flowers and other details.



2. The worker gives any other service necessary at that time.
- C. In the event the deceased person has no relatives on the project, the worker takes the following steps:
1. Inventory is taken of all possessions.
  2. An attempt is made to obtain complete information regarding relatives elsewhere in the United States or in Japan.
  3. The worker gets together a group of friends and the block manager where the person resided to act as a committee regarding funeral arrangements and also to decide on disposition of the ashes for the duration.
  4. In case the individual has any property of value, the worker notified the Legal Aid Division in order that they make necessary arrangements with the Alien Property Control Department. The worker then consults with the chosen minister regarding the service.
- D. At the time of the undertaker's first trip to the project, he and the family and worker make definite arrangements as to time of the services.
1. They also arrange for the undertaker to bring out to the project the flowers that are decided upon.
  2. The body is then taken to Klamath Falls to be prepared.
  3. The undertaker returns the body and brings the flowers on the day of the wake service.
  4. He returns on the following day for the funeral and then takes the body to Klamath Falls and ships it to Portland, Oregon for cremation.



- E. When the ashes are sent to him from Portland, he brings them to the worker on the project at the time of his next trip.
  - 1. In the case of persons with no relatives here, the group of friends agree upon the closest friend who then signs an agreement to assume the responsibility for the ashes and any minor property which the person may have left. He also agrees to make necessary arrangements for their return to Japan after the war, if this is the course decided upon by the committee.
- II. A record is kept of each funeral. This record contains the following information:
  - A. The service given
  - B. The disposition of property
  - C. A copy of a signed statement of persons responsible for the ashes, etc.
- III. After completion of all other details, this office forwards the Alien Registration receipts and card to the Department of Immigration in San Francisco.
- IV. In case of burial, the same procedure is used except that the undertaker arranges for the burial here in the Project cemetery rather than sending the remains for cremation.
  - A. This type of funeral is unusual for the Japanese people and should not be suggested unless requested by family.
  - B. Since the Japanese customs make it practically impossible to employ persons for grave digging, the worker and block manager where the family lives should arrange for volunteer grave-diggers from friends of the family.



C  
O  
P  
Y

SURVEY

423 APPLICATIONS FOR PUBLIC ASSISTANCE

DURING OCTOBER, 1943 IN THE TULELAKE CENTER, WAR RELOCATION AUTHORITY

Prepared by /s/ Dorothy Montgomery  
Dorothy Montgomery  
Acting Head Counselor  
Tulelake Center  
Newell, California



## SURVEY

### 423 APPLICATIONS FOR PUBLIC ASSISTANCE

#### DURING OCTOBER, 1943 IN THE TULE LAKE CENTER, WAR RELOCATION AUTHORITY

Since the program of segregation was inaugurated by the War Relocation Authority, the character of the Tulelake Center has changed in many respects. The changes have been particularly apparent in the Social Welfare Department.

The beginning of the large influx of work into the department occurred during the early part of October. Staff to take care of the work was employed from October 15 to November 1.

During the month of October 999 family heads made application for Public Assistance. Prior to October the Public Assistance load had never exceeded 450 families.

Interviews were conducted with 442 of the applicants, and the others were given appointments for interviews to take place from November 1 to November 18. Nineteen of the 442 applicants represented families who had planned to sail with the S.S. Gripsholm. These applicants presented a specific problem, different from the remainder of the case load, so have been kept in a separate category.

Attached are the findings of a survey which was made of the 423 applications for Public Assistance.

It appears that the most outstanding problem presented is one of inadequate provision for employment on the project. In Table No. VII you will note that in 106 families there is no employable person, while in 317 families there are a total of 459 employable individuals. There are 1021 individuals represented by the 423 applicants. Therefore 45% of the total number of individuals is employable. Excluding the families



in which no one is employable there are 863 individuals and 55% of this number is employable. For the purposes of this survey no married woman over thirty years of age was considered employable unless she had a work history prior to evacuation. No woman with minor children was considered employable.

This Survey shows that 229 of the 400 male family heads are young men under 35 years of age. One hundred fifty-eight of these young men are unattached. Considering these facts it seems apparent that the War Relocation Authority should provide adequate work opportunities.

Although a total of 999 applications were made during October, there was no apparent decrease in intake during the first four days of November. Even when the situation at Tulelake returns to "normal", under existing conditions we have no indication that added work opportunities will be provided. With such a situation we estimate that the Public Assistance case load will increase until it reaches approximately 3500 to 4000 families.

We feel that such a case load will not only constitute an embarrassment to the WRA, but will be a decided factor in the adjustment of the families involved. Also, considering the present conditions at Tulelake, we are convinced that it is imperative for the WRA to provide constructive outlets for the energies of these young people.

It is interesting to note as indicated in Table No. III that 52.3% of the men are Kibei, 38.5% are Issei and only 6.2% are Nisei. Of the group from 18 to 35 years 84.7% are Kibei.

Also of interest is the fact that whereas the average number of individuals per family prior to segregation was 3.5, this survey shows an average of 2.4 individuals per family.

It is hoped that this information may be of assistance in future planning for the project.



423 APPLICATIONS FOR PUBLIC ASSISTANCE  
DURING OCTOBER, 1943 IN THE TULELAKE CENTER, WAR RELOCATION AUTHORITY

TABLE I

SEX AND MARITAL STATUS OF FAMILY HEADS

	<u>Total</u>	<u>Male</u>	<u>Female</u>
Total	423	400	23
Married	144	144	--
Widowed	20	7	13
Separated	23	19	4
Single	236	230	6



TABLE II400 MALE FAMILY HEADS AND UNATTACHED  
MALES CLASSIFIED BY AGE & AS TO ISSEI, NISEI OR KIBEI

AGE GROUPS	TOTAL	ISSEI	NISEI	KIBEI	NOT STATED
TOTAL	400	154	25	209	12
18-24	116	—	14	96	6
25-34	113	2	10	98	3
35-44	36	19	1	13	3
45-54	25	23	—	2	—
55-64	45	45	—	—	—
65 & over	65	65	—	—	—



TABLE III

400 MALE FAMILY HEADS AND UNATTACHED  
MALES CLASSIFIED BY AGE & AS TO ISSEI, NISEI OR KIBEI

AGE GROUPS	Per Cent Distribution				
	TOTAL	ISSEI	NISEI	KIBEI	NOT STATED
TOTAL	100.0	38.5	6.2	52.3	3.0
18-24	100.0	—	12.1	82.8	5.1
25-34	100.0	1.8	8.9	86.7	2.6
35-44	100.0	52.8	2.8	36.1	8.3
45-54	100.0	92.0	—	8.0	—
55-64	100.0	100.0	—	—	—
65 & over	100.0	100.0	—	—	—



TABLE IV

MALE FAMILY HEADS LIVING WITH WIVES  
CLASSIFIED BY AGE AND AS TO ISSEI, NISEI OR KIBEI

AGE GROUPS	TOTAL	ISSEI	NISEI	KIBEI	NOT STATED
TOTAL	144	65	7	68	4
18-24	15	--	1	14	--
25-34	56	1	5	48	2
35-44	23	14	1	6	2
45-54	18	18	--	--	--
55-64	12	12	--	--	--
65 & over	20	20	--	--	--



TABLE V

232 UNATTACHED MALES AND 24 SINGLE, WIDOWED OR SEPARATED

MALE FAMILY HEADS CLASSIFIED BY AGE AND AS TO ISSEI, NISEI OR KIBEI

AGE GROUPS	TOTAL	ISSEI	NISEI	KIBEI	NOT STATED
TOTAL	256	89	18	141	8
18-24	101	--	13	82	6
25-34	57	1	5	50	1
35-44	13	5	--	7	1
45-54	7	5	--	2	--
55-64	33	33	--	--	--
65 & over	45	45	--	--	--



TABLE VI

BIRTHPLACE OF MALE FAMILY HEADS

TOTAL	400
UNITED STATES OF AMERICA	246
Continental	204
Hawaii	42
JAPAN	154



TABLE VII

INDIVIDUALS ABLE TO WORK BY FAMILY GROUP

	NUMBER OF FAMILIES	INDIVIDUALS ABLE TO WORK
<u>TOTAL</u>	423	459
Families in which someone is able to work:	317	459
Families in which no-one is able to work:	106	—



TABLE VIII

WAR RELOCATION AUTHORITY CENTERS FROM WHICH EVACUEES  
AT TULELAKE CENTER CAME; THOSE IN THIS STUDY AND TOTAL

	THIS STUDY	TOTAL
TOTAL	423	8572
Central Utah	23	1447
Gila River	134	1915
Granada	10	125
Heart Mountain	15	865
Jerome	24	1484
Manzanar	51	289
Minidoka	5	255
Poston	92	1358
Rohwer	55	834
Tulelake	10	—
Not stated	4	—



TABLE IX

PREVIOUS OCCUPATION OF FAMILY HEAD

AGRICULTURE

Farm Owner or Manager	57
Farm Foreman	6
Farm Laborer	125
Gardener	31
Packing House Laborer	12
Cannery Worker	6

DOMESTIC AND RESTAURANT WORKERS

Domestic	9
Cooke	9
Waiter	2
Kitchen Helper	9
Janitor	1
Laundry Worker	3

TRADES

Welder	1
Carpenter	3
Tailor	1
Mechanic	2

SALES

Sales Clerk	28
-------------	----

TRANSPORTATION

Truck Driver	9
Locomotive Engineer	1



Table IX (Cont.)

BUSINESS OWNER OR MANAGER

Restaurant	1
Beauty Shop	1
Art Goods	1
Market	14
Laundry	3
Florist	21
Hotel	3
Employment Office	1
Import & Export	3

PROFESSIONAL

Teacher	3
Druggist	1
Dietitian	1

STUDENTS 15

MISCELLANEOUS

Factory Labor	10
Practical Nurse	2
Fisherman	10
Office-clerical	2

NO OCCUPATION 11

NOT STATED 5



EXECUTIVE OFFICE OF THE PRESIDENT  
OFFICE FOR EMERGENCY MANAGEMENT  
OFFICE MEMORANDUM

To: John Bigelow, Reports Officer  
From: Harry L. Black, Chief, Community Management  
Subject: Public Assistance Grants.

Date: 8/16/44

The Welfare Section has been advised that the Placement Office will, hereafter, notify the Welfare Office when employment is offered to anyone registered in the Placement Office. After notifying the unemployed person of the position available, the Placement Office will notify the Welfare Section if the position is not accepted.

WRA regulations state that Public Assistance may not be extended to any person who is employable and who refused to work.

It would be advisable to publish these facts so that people receiving assistance will know that if they are employable and refuse to accept employment which is available that no further assistance may be extended to them, and that upon notification by the Placement Office that a person is employable and has refused employment, the Welfare Office may not approve any public assistance to that person's family if they apply for assistance at a later date.

The regulation that public assistance may not be extended to employable persons who refuse to work is a standing regulation adopted in all public assistance agencies and agrees with the basic condition governing public assistance, which requires that no one is eligible for public assistance who can provide for his own needs through employment or other means.

*Harry L. Black*

Harry L. Black

*See WRA Manual Sec 30.4.HB: "Eligibility shall not exist for employable persons who refuse to work."*



(2 copies) to Rasky, welfare

William A. May  
Assistant Counselor  
Irene T. Davis, Jr. Counselor

June 1, 1944

Summary of the Action Taken by the Welfare Section  
During The Recent Arrival And Induction Of Transferees  
From Other Center

On April 23, 1944, a group meeting of all those Section and Division heads whose work would be affected by the arrival and induction of transfers from other Centers was held by Harry L. Black, Acting Project Director, in the Personnel Recreation Club room. The Army was represented at this meeting by Lieutenant Colonel Verne Austin, Major Hazlett, Captain Armstrong and Lieutenant Farbes. At this time, a five page memorandum concerning the transfer was issued to those present. This memorandum was then used as the basis of discussion for the meeting, as an outline for those duties to be performed by each section, as an approximate guide to the number of people and to the date and time of arrival of each group.

As a result of this meeting, Mr. Black gave Welfare the following instruction to members of the Welfare staff, with appropriate transportation, will meet the incoming train and transport special health cases as designated by the train physician or medical officers as being unable to be transported to the Center by Army trucks. These would include pregnant women, mother with very young babies, and the especially infirm.

During the discussion which followed it was brought out that during the induction of the people from Manzanar, the Welfare Section had no way of knowing (except by taking all mother and babies) which cases really needed the help given by our section. Mr. Black suggested that a meeting of Welfare Representatives with the Chief Medical Officer should be held in order that we might in some way have a positive identification of each person to be aided by the Welfare Section. It was also decided that in order to meet Army regulations, the Army would provide a driver for each car we use in transporting people from Klamath Falls to Tule Lake.



William A. May -- 2 6/1/44

The following day at a meeting with Dr. Sleath, Chief Medical Officer, the following plans were agreed upon:

1. For the group arriving in Klamath Falls, Friday, May 5, the hospital will take an ambulance and Welfare Section will take a car. The hospital staff will designate those cases to be taken to Tule Lake by Welfare and will provide either the nurse that accompanied the group or a Tule Lake nurse to ride in the car in order that we will not be held liable for the neglect of the health of anyone. For example, if a pregnant woman should, due to the excitement, give birth to a child, the nurse would be there to care for her.
2. For all incoming trains a doctor will board the train for inspection at some predesignated point before the train arrives at Tule Lake. It was decided a Welfare worker would accompany each doctor on this inspection trip. As the doctor examines each person, the Welfare Section will tag those that will need to be taken from the train to their homes.

With this discussion and plan in mind, the following procedure was set up and carried through with the work of five appointed Personnel and approximately sixteen evacuee workers, all from the Welfare Section.

Three appointed personnel accompanied the medical staff to Klamath Falls boarding the train and each accompanying a Doctor, checking the train before it arrived at Tule Lake (approximately 1 hour away). As the Welfare workers accompanied the Doctor, they tagged those he inducted needing aid in getting to their new homes and a list was made of any special cases to be taken directly from the train.

Upon arrival at Tule Lake, those on the special list were taken directly to their assigned apartments, while the rest were taken by an Army truck to the place predesignated for baggage inspection. At this point, two evacuee workers circulated throughout the crowd, directing those tagged



William A. May -- 3 6/1/44

passengers to the corner of the Building where the mothers and babies were registered by the dietitian and where another staff of evacuees made lists of each person under the following heading:

	<u>WIFE &amp; CHILDREN</u>	<u>AGE</u>	<u>ADDRESS</u>	<u>F.N.</u>	<u>HUSBAND</u>
1.	a.				
	b. (one family)				
	c.				
2.	a.				
	b.				
3.	a.				
	b.				
	c.				
	d.				

These passengers were then assembled into car groups. Three cars were used, the station wagon, a seven-passenger Buick and a five-passenger car. Each car was manned by one appointed personnel and one evacuee worker. As <sup>the car</sup> that was filled, the list of those in the car was re-checked, then taken to the Housing Office, in order that Housing might keep their statistical count accurate, and also that they may inform other family members that the rest of the family has been taken to the apartment. This group was then taken to their apartments and each apartment was checked to see if all necessary equipment had been installed.

The above process was repeated until all tagged passengers had been delivered to their apartments. At all times, two girls circulated throughout the group of tagged passengers, answering questions and performing all services possible. Two evacuees were also there to act as guides for those living in nearby barracks.

#### Summary--

During this last transfer 1,743 evacuees were inducted into Tule Lake; of this number 170 were assisted by the Welfare Section. This entailed a great deal of our time and inconvenience for all concerned. For example, one train due to arrive at 9:00 a.m. arrived at 11:45 p.m. the previous day, since each transfer took about four hours;



William A. May -- 4 6/1/44

it meant very little sleep and a full day of work ahead. Also approximately 35 hours of work went into the planning of the job to be done and how to accomplish this job without interfering with the Army, getting housing records mixed up and still doing a service to the people. After the definite plans, these were all down on paper; there were still hours of discussion and revision of the plans and training of the workers.

It was interesting to note the change in the attitude of the workers as each train came in. At first, they volunteered to work merely because they had friends coming in and wished to meet them at the gate, or perhaps, simply to break the monotony of camp life; however, after the first group of transferees had been inducted, a meeting was held to discuss plans for the following trip. In this meeting all asked to go again and gave definite constructive criticism on the practical revision and reorganization of our plans. Taking the responsibility themselves of giving a better service to the people as they were now sold on the idea that the people did need this help and did appreciate what was done for them. Some of the workers had first said that they would do anything but carry a baby; however, before the first evening was over, they were not only building fires; making beds; hunting light globes, but they were carrying babies.

As the workers became more experienced in carrying out the assignment, they were also of invaluable assistance in working with other sections and in assisting the Army, as well. For example, during one of the recent train movements, two of our evacuee workers showed considerable initiative in meeting an emergency by assisting the Army photograph at the Processing Office. They also acted as interpreters and handled many other problems which arose with a growing confidence in their own ability and judgment.

In reviewing the work carried out by Welfare Section, we found many problems which arose even though our plans were very carefully made. However, each time the evacuee workers and appointed personnel carried on their duties and completed the job begun.

As a result of this experience, ~~we feel that it is~~



William A. May -- 5 6/1/44

the workers opinion that we have not only built up a better relationship between the Welfare Section and the Colony, but we have also built a better feeling between the appointed personnel and the evacuee workers.

Irene T. Davis  
Jr. Counselor



# S T A T I S T I C   S U M M A R Y

	<u>DATE OF ARRIVAL</u>	<u>FROM</u>	<u>PASSENGERS</u>	<u>NO. OF PASSENGERS AIDED BY WELFARE SECTION</u>
*	May 5	Minidoka	59	12
	May 12	Jerome	500	36
	May 13	Rohwer	500	39
*	May 19	Ht. Mt.	125	30
	May 21	Jerome Rohwer Granada	500	29
**	May 26	Gila	59	<u>24</u>
				170 Total pas- senger aided

\* Accurate list and summary not available as these passengers were processed through Housing; then taken home.

\*\* Housing assignment were not made prior to the transfer so accurate statistics were not necessary.



C  
O  
P  
Y

May 30, 1944

To: William A. May  
Assistant Counselor

From: Irene T. Davis  
Jr. Counselor

Subject: Monthly Report for District II of the Social  
Welfare, WRA, Tule Lake

Superviosr: Irene T. Davis

Evacuee Interviewers: Takeo Yamamoto  
George Yamashita  
Tomio Takeshima  
Agnes Nakahama

At present we have a population of 2,876 people in our District of nine blocks with a case load of 409 active cases.

During the month of May, we opened 55 cases (forty-one being Financial Assistance; the remainder were service of other type) and closed seventy-five cases. In discussing these figures with the workers, Mr. Yamamoto stated that the program now instigated by the Placement Office, whereby only two in the family may be employed; all others must terminate, has created more job opportunities and is giving more families the privilege of employment. Mr. Yamashita said that also in his unit more men with families were receiving employment than bachelors. These comments were especially interesting as the employment situation has been quite serious in previous months, and we are encouraged to find a more even distribution of the wage earners among the families.

It was found the majority of new cases were referred by the people themselves. Mr. Yamamoto stated that in his opinion this indicates that the Welfare Section is being rapidly recognized by the residents of Tule Lake. Eighty per cent of the new cases were recent transfers to Tule Lake who applied for financial assistance as they had no job.



William A. May - 2

5/30/44

In the district supervised by Mr. Takeshima, there were no service cases handled at all; while in Mr. Yamamoto's district, nine cases were reported. This difference has been interesting and a definite reason is being investigated.

During the past 30 days approximately 1, 743 evacuees were transferred to this project in six train movements. Our four workers were among the 16 who attended each arrival, assisting in the unloading and processing of the people designated by the Doctor to be cared for by the Social Welfare.

It was interesting to note the individual interest and the development of responsibility in each worker, as they carried each job through. A more detailed report of this train movement is to be found separate from this summary.

In concluding this summary, the following generalizations may be made. At present we seem to have a more-or-less stabilized case load. 18.75% of our cases were closed; 13% found employment, which indicates that the new employment policy is definitely working.

The most serious problem we have this month from the month previously is that of space for the interviewers to do a proper job of their work. Also we have been busy trying to keep up with policy and get our authorization for April and May completed before the first of June.

/s/ Irene T. Davis  
Jr..Counselor



C  
O

TO: Mr. William A. May May 29, 1944 P  
FROM: B. N. Shallit, Jr. Counselor Y  
SUBJECT: Narrative Report for the Month of May, 1944

DISTRICT IV (Wards V & VI, comprising Blocks  
40 to 59 inclusive).

Supervisor--Bernard N. Shallit

Senior Counseling Aides:

Mr. Katsuji Harano

Miss Haruko Imamura

Mr. Tom Yanai

Mr. George Takeda

There has been no change in personnel in the unit supervised by Mr. Shallit during the month of May, 1944. Additional unit workers are not being requested at this time as it appears that the case load has become relatively stabilized. (457 cases on April 30, 1944: 439 on May 16, 1944).

As indicated in the April narrative report, case reviews for the month of April were completed by the end of the month. Plans were made, through discussion with workers in the unit, to provide a more adequate case work service in subsequent contacts. This plan could not be



carried out, however, during the month of May, as the auditing and stenographic units were unable to release cases to the workers. (cases were unavailable during the month as information was being obtained from the cases for vouchering of March assistance.)

Consequently, greater efforts were devoted to more intensive supervision and to in-service training during this period. During the recent train movements all workers in this unit participated in carrying out the work assigned to the Welfare Section. All workers volunteered their services and were enthusiastic over the role they were able to play. They all showed considerable initiative in dealing with emergency situations which arose during the process of the train movements.

During the month, all workers in the unit were given an opportunity to gain invaluable experience as probation officers (on April 27, 16 young Japanese were placed on 6 months probation for participating in the school burglary.) The responsibility for deal-



ing with this situation was delegated to the Welfare Section by the Project Director. As all of these boys lived within the area supervised by Mr. Shallit, general unit meetings were held to enable the workers to gain better understanding of the philosophy and procedures in dealing with such situations. Interviews were conducted by the workers and plans were made for further interviews with the delinquents, their parents, school authorities, etc.

During the month, an experiment in interviewing was carried out within the unit. Each worker was assigned to interview another worker in the unit. By placing themselves in the role of the interviewee, they were of the opinion that they gained a greater degree of insight into the attitude of the Client. Then too, a better understanding of interview techniques was reached through a general discussion of these interviews.

It is believed that cases will now be available to the workers whenever necessary, as the new vouchering procedure instituted by Mr. Bagley will eliminate the necessity of cases being held by the auditing and stenographic units for undue periods of time.



Another problem; that of inadequate space, can be solved temporarily by utilizing the space available in Bldg. 7801. As this building is in the Manzanar area, and centrally located for Wards V, VI & VIII, it would seem advisable that Miss Stine, Mr. Shallit, and the workers under their supervision be transferred to this office.

RED CROSS:

During the month the executive committee of the Red Cross Unit resigned as their term of office has expired. Temporary officers were appointed by the outgoing committee, pending the election of new officers. It is the opinion of the executive secretary that some difficulty will be encountered in the election of new officers, as few persons are willing to volunteer their services in this capacity. It is believed that the program could be carried out more effectively if committee members were somewhat older and hence more representative of the Japanese Community. (See Red Cross Report for May, 1944)

/s/ Bernard N. Shallit



TULE LAKE CENTER  
NEWELL, CALIFORNIA

SEP-6 '44

Dillon S. Myer, Director,  
Barr Building,  
910-17th Street,  
Washington, D. C.

Attention: Marie Lane, Head, Welfare Section

Dear Sir:

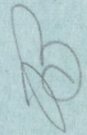
At a general Block Manager's meeting on August 30 the following resolution was adopted and submitted to the Welfare Section for appropriate action.

"WHEREAS, the present rate of clothing allowance was fixed upon the basis of commodity prices of some two years ago, which have undeniably changed, making the old rate inadaptable,

"THEREFORE, BE IT RESOLVED that we, the Block Managers of the Tule Lake Center request the proper authorities to increase the maximum amount of clothing allowance from the present rate of \$3.75 to at least \$5.00."

The Block Managers have been advised that their suggestion is being submitted to your office for consideration.

Sincerely,



FBagley:br  
CC: chron  
sub j  
desk  
Mr. Black

Harry L. Black  
Acting Project Director



TULE LAKE CENTER  
NEWELL, CALIFORNIA

SEP -7 '44

Dillon S. Myer, Director,  
Harr Building,  
910-17th Street,  
Washington, D. C.

Attention: John H. Province, Chief, Community Management

Subject: Welfare Section Monthly Report

Dear Sir:

Attached hereto are copies of reports received by the Head Counselor from Staff Members in the Welfare Section. Also attached are copies of minutes of staff conferences held recently for the Administrative Counselors Staff and marked copies of the Newell Star all of which material is attached to illustrate current activities designed to interpret Social Welfare problems, policies and practices.

In previous months this type of material has been attached to the monthly report of the Welfare Section. It is being submitted separately at this time for the attention of your office and the Welfare Section because it is getting to be too bulky to attach to the monthly report of the Welfare Section and because it is not of general interest outside the Welfare Section in the Community Management Division.

This type of material goes into considerable detail and does not in every instance accurately reflect present conditions. It is submitted primarily for its interest value, the local color it carries, and the worm's eye view of which it provides of day to day activities in the Welfare Section.

We question from time to time the advisability of continuing to submit this data and would appreciate some indication from you that you would like to have us continue forwarding this material.

Sincerely,

FBagley:br  
CCL chron  
Subj  
Desk  
Mr. Black  
Encl.

Harry L. Black  
Acting Project Director



TULE LAKE CENTER  
NEWELL, CALIFORNIA

Dillon S. Myer, Director,  
Barr Building,  
910-17th Street,  
Washington, D. C.

SEP-8'44

Attention: Welfare Section

Subject: Clothing Allowance

Dear Sir:

The Manual states that each evacuee who is employed will receive clothing allowance for himself and dependents who are not employed or receiving illness compensation. (Section 30.4.50)

The Manual also states that Japanese social and cultural activities will be permitted without expense to the government including Japanese type schools which may be operated in WRA buildings but must be financed, staffed, and otherwise supplied by evacuees without cost to the government. (Section 110.12) This Section also states that freedom of religion for all residents will be protected.

It has been the policy at this Center in the past to require that regularly appointed Buddhist Priests may not be paid by WRA. They are paid \$19.00 by the Buddhist Organization. They are also paid their individual clothing allowance by the Buddhist Organization, but clothing allowance for their dependents has been paid by WRA.

As you know, the organization and cooperation of the Japanese Language Schools has recently been effected. The same policy was applied to the Japanese Language School teachers, who are paid \$19.00 salary and clothing allowance by the Japanese Language School Board. Clothing allowance for their dependents is being paid by WRA upon certification by the Japanese Language School Board that the teachers are paid their salary and clothing allowance.

We now have requests from the Tule Lake Community Hospital Supporting Society and from the Tule Lake Unit of the American Red Cross to apply the same policy to secretaries



Dillon S. Nyer -2-

employed by these organizations. Each of the organizations employs one worker who is paid \$19.00 a month and clothing allowance, and the organizations have requested that WRA pay clothing allowance to their dependents.

Will you please advise us concerning the propriety of the policy stated as it is applied to Buddhist Priests and Japanese Language School Teachers, and whether or not, assuming you approve the policy, it is proper to apply the same policy to evacuees employed by other organizations which pay the salary and clothing allowance to the employee.

Sincerely,

Harry L. Black  
Acting Project Director

FBagley:bw

9/6/44

CC: Chron  
Subj  
Desk  
Mr. Black



TULE LAKE CENTER  
NEWELL, CALIFORNIA

SEP-8 '44

Dillon S. Myer, Director,  
Barr Building,  
910-17th Street,  
Washington, DC.

Attention: Orville W. Grays

Dear Sir:

Thank you for your letter of August 22 concerning possibilities of transfers of Mr. May and Mrs. Jacobson.

I think your letter to Gila Center is a very capable presentation of the situation as it concerns Mr. May. It has been difficult for him at this Center, but it is a perplexing matter to evaluate the responsibilities for this difficult situation in the Center at the time. The attitudes of the evacuees in the Center toward Administrative Personnel, the impasse caused by Mrs. Jacobson's personality and reactions to her experience here preceding Mr. May's arrival and following it, and Mr. May's own personality and background produced a total situation which is confusing to one attempting to evaluate Mr. May's ability.

We believe Mr. May does have ability and coupled with his interest and background should enable him to make a valuable contribution to either a Relocation Center Program or a Relocation Program itself. His background leaves him at a disadvantage in a situation where he was responsible for the administrative progress and supervision of a mass assistance program under extreme difficulties due to Center attitudes, inadequate staff, and facilities for meeting the situation.

The difficulties and complexities of the situation apparently developed the serious insecurity in Mr. May, and being a direct and vigorous person this showed itself in defensiveness which was very difficult for him to overcome. He has recognized the situation quite well and made considerable progress both in administrative ability and in understanding his own problems. He is discouraged with the opportunities for successful work in this Center because of his concern for the Welfare of the evacuees which he



D. S. Myer -2-

feels lies in their successful relocation, and his experience here does not lead him to feel any assurance that a large number of the present population at this Center can be relocated until there is a general change in the Center attitude. We do not have any hesitation in saying that Mr. May should be a valuable addition to the staff of a Relocation Center or the Relocation Division where the handicaps would not exist that have existed for him here.

He has ability; he is seeking guidance and supervision; he can accept evaluation and has perspective on his own needs.

We have had no request from Gila Center for evaluation and we are sending a copy of this letter to the Gila Center.

Sincerely,

Harry L. Black  
Acting Project Director

CC: Gila Center

FBagley:br

9/7/44

CC: Chron -  
Subj  
Desk  
Black



X  
Tule Lake Center  
Newell, California

SEP 21 '44

Dillon S. Myer, Director  
War Relocation Authority  
Barr Building  
910-17th Street  
Washington, D. C.

Att: Marie D. Lane, Head, Welfare Section

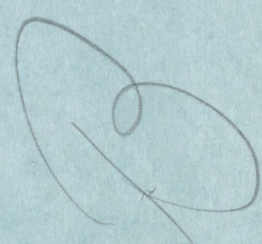
Dear Sir:

Sometime ago you advised us that it would be possible for Mrs. McCord to visit Tule Lake Center, and we have been looking forward with some anticipation to an opportunity for discussion of our problems with her.

May we now advise you that Mr. Bagley, Head Counselor, will be off the project until October 15, and we should appreciate it greatly if Mrs. McCord is planning to visit Tule Lake Center if she could arrange her visit to occur after Mr. Bagley's return to the Center.

Our greatest need has been, for sometime, the additional staff which we should have. With anticipated losses in staff it is essential that we prepare for appointment of new persons to the Welfare Staff here. Since Mrs. McCord is well acquainted in Oregon and Washington, it might be suggested that she route her travel in such a way that she could make contacts in those states leading to the securing of the personnel we need.

Sincerely,



RBagley:br  
9/21/44  
CC; chron ✓  
sub j  
desk  
Mr. Black

R. R. Best  
Project Director



CKWS

Dillon S. Myer, Director  
War Relocation Authority  
Barr Building  
910-17th Street  
Washington, D. C.

SEP 21 '44

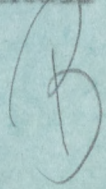
Att: Marie D. Lane, Head, Welfare Section

Dear Sir:

Re: Monthly Report, Form 243

Referring to your letter of September 13, the cases reported in Sections C7(d) and B-6 of the monthly report (Form 243) are ordinarily the same cases. The instructions for preparing the statistical report, which we received from Washington, require that item B-6 include the "total number of grants, other than those for clothing, authorized from payment this month". These instructions state that item C7 should include "the number of family units for whom clothing allowances were issued during the month .....Item 7 A, B, C, and D, self explanatory".

Accordingly we have reported on this form each month the number of cases for whom grants were authorized, separating the amount authorized for incidental needs, reporting this amount under item B-6, and the amount authorized for clothing needs, reporting this under item C7(d). In most cases the family eligible for clothing allowance would be eligible for financial assistance, and hence would be reported under both C7(d) and B-6. Occasionally we might find a family eligible for a grant for clothing needs but not eligible for a grant otherwise; this would be reported under item B-6 but would not be included in the count of C7(d); e.g., a family of two adults having a wage income of only \$7.50 would not be eligible for clothing allowance, and might thus be eligible for a grant for clothing needs, but not for incidental needs. More frequently we find situations where the family received clothing allowance on the basis of having worked more than half of the month, but whose wage income is insufficient to meet their minimum needs, and who would thus be eligible for a grant for incidental needs. A family with one employed member working full time may be eligible for supplementary assistance to meet their minimum needs for incidentals, and thus perhaps be eligible for a grant for incidentals but not for clothing needs.





Dillon S. Myer, -2-

The Finance Section in Tule Lake Center has made a serious effort over a period of time to analyse the grants in such a fashion that they can demonstrate a reconciliation between grants, wage payments, and compensation payments and the total population, taking into consideration the population that has received no payment from WRA. The Welfare Section has likewise pursued the same effort but has been handicapped by lack of adequate staff; however, you will find attached hereto the final result of the efforts of the Finance Section in the form of a reconciliation of payments with population for the month of July. This indicates that there are no duplicate payments and hence validates, in a general way, the eligibility of the case load.

A factor in the problem of using the figures on the WRA form 243 in attempting to reconcile the case load with total population in the last fiscal year is the basis for reporting, as noted above. You will note that the February report does not show any grants authorized although the Welfare Section was taking applications during most of the month. The March report shows a total of 1,185 grants for incidental needs and 1,159 for clothing needs. The April report shows 291 grants for incidental needs and 256 grants for clothing needs. All of these grants reported in the three months mentioned were for the months of February and March, but it is not possible to tell you exactly how many were for each of those two months; none of them were for April. The February report, under Section A, shows 1,017 cases opened for financial assistance; the March report shows 1,903 cases opened for financial assistance.

The figures for Section B and Section C are taken from vouchers written during the month, but figures in Section A cannot be reconciled with figures in Section B and C because Section A reports case status during the month, whereas Section B and C reports grants which were vouchered during the month. However, previous to August, the grants reported in Section B and C were not for the same period reported in Section A.

When the Welfare Section was opened in February, it labored under severe handicaps which made it impossible to complete authorizing grants; consequently, February grants were vouchered in March and April and were reported under Section B and C on the March and April reports. March grants were vouchered over a period extending into May.

Grants for April were not vouchered until May and June. June grants were vouchered in July. July and August grants were vouchered and reported in August. At this point, all vouchering of grants was placed on a current basis for the first time and will be reported on a current basis hereafter, although there will always be a small amount of supplementary grants for previous periods.



Dillon S. Myer -3-

We attempted to place grants for clothing needs on a quarterly basis in the last quarter; consequently, the grants for clothing needs reported on the July report covered April, May and June.

With inadequate supervisory staff, with inexperienced evacuee workers and the many other difficulties during the months immediately following the opening of the Welfare office in February, it has not been practicable to get accurate and complete statistical reporting. These difficulties, coupled with the fact that the report form 243 apparently is based upon the assumption that all grants will be authorized and recorded in the calendar month in which the application is made, make it impossible to use the figures reported on form 243 for the last quarter in reconciling case load against total population.

The report form 243 will furthermore not provide this reconciliation in the future in view of the fact that many families require supplementation of the WRA wage which they receive; in addition many families are eligible for a grant although employed during a period when employment is increasing, because a family receiving employment this month will not receive any income from this employment before the twentieth of next month. Conversely, during the coming months, we anticipate considerable reduction in the number of persons employed due to the season and the cessation of farm activity; at that time the employee who is terminated at the end of the month will receive wages for that month during the last ten days of the following month, and hence is not in need of assistance ordinarily until a month later; e.g., a family of three employed in September, terminated on October 31, receives wages for October employment about November 20 and is not considered eligible for assistance prior to December 20, except as they may be eligible for assistance to supplement wage income.

Sincerely,

FBagley:br  
9/21/44

CC: chron ✓  
subj  
desk  
Mr. Black

Harry L. Black  
Acting Project Director