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# ANNUAL REPORT 1970

WELFARE INFORMATION SERVICE

EDMONTON SOCIAL PLANNING COUNCIL  
301-10182-103 STREET.

WELFARE INFORMATION SERVICE

ANNUAL REPORT - 1970

Welfare Information Service has operated as a central service of the Edmonton Social Planning Council for the past eleven years and has been sponsored as a Preventive Social Service since 1967, with the United Community Fund continuing to provide 20% of the budget.

Standing Committee

W. Walchuk, Chairman, Social Planning Council Board Member  
Mrs. D. Wilson, Social Planning Council Board Member  
J. M. Lemire, Dept. of Youth, Research Department  
J. Lackey, Dept. of Social Development, Child Welfare Dept.  
M. Day, City Social Service Department  
D. Nachtigall, M. E. E. T. A.

Staff

Mrs. Marion Stonell, Director  
Mrs. Marie Coventry (resigned November 30, 1970)  
Miss Eunice Stolee (joined June 1, 1970)  
Mrs. Paula Vasseur (joined Dec. 15, 1970)

Acknowledgments

- To Welfare Information Service Advisory Committee
- To Mrs. Marie Coventry for six years of outstanding service
- For donations made toward publication of booklets:
  - P. E. O. Sisterhood
  - Winspear Foundation
  - Southminster United Outreach
- For continuing support and co-operation of all Service Agencies.

SERVICES RENDERED DURING 1970

1. Community Information and Referral (by telephone, letter, interview)

Enquiries processed during office hours: (11.3% increase over 1969)	15,657
Enquiries processed after hours by the Crises Unit of the Dept. of Social Development (12.4% increase over 1969)	<u>12,246</u>
TOTAL	<u>27,903</u>

2. Follow-up Procedures

An experimental form has been devised for purposes of recording. Callbacks, direct referrals and arrangements for physical accompaniment have been made in accordance with our stated procedures.

3. Information Booklets and Lists prepared and circulated:

- a. Services in Edmonton for Senior Citizens (2,000).
- b. Services in Edmonton for Youth (300).
- c. Women's Shelter Handbook for Volunteers.
- d. Services Summary to support 'Information Sessions' (175).
- e. Camps Listing (25).
- f. Directory of Community Services (1969 edition updated) (245).
- g. Service Clubs and organizations (140).

4. Inventory of Information on Social Programs

During 1970 a proposal regarding the co-ordination of Welfare Information Service and Dept. of Youth efforts in constructing an inventory of social agencies in Edmonton was accepted. Two general approaches were followed. First, an investigation of types of data needed for planning purposes and, secondly, a search of techniques related to data collection systems, recording systems and retrieval systems.

The goal would be toward the development of a more functional system of information gathering, recording and retrieval and would involve reclassification of data already on hand. The end result would be a data bank of computerized information on all social programs serving all age groups. A system that would be useful for:

- planning purposes
- facilitating co-ordination and communication between agencies providing similar programs
- preparation of Directories and other listings
- continuity of efficient information handling as staff changes in addition to our prime function of providing advice, information and direction to the city as a whole.

It was felt to be of prime importance that this task be given priority in order that WIS would be prepared to adequately meet demands of emerging Information and Referral services. In addition, access to such data would facilitate the development of a core of knowledgeable and mature volunteers to supplement WIS staff.

5. Speaking Engagements Fulfilled

Church Affiliations

Garneau United  
Robertson United  
Christian Reformed Churches  
St. Timothy's  
Sacred Heart  
Edmonton South Presbytery U.C.W.  
Coalition for Development - 3 areas

Schools

Austin O'Brien High  
Misericordia School of Nursing  
NAIT Social Services Technology  
Faculty of Home Economics

Agencies

Women's Emergency Shelter Volunteers  
House Next Door Volunteers  
Welcome Wagon Hostesses  
Fort Saskatchewan Goal (men and Women)

Service Organizations

P.E.O. Sisterhood  
Soroptimist  
"Intercom" Joint Women's Clubs

"Information Sessions"

66 Government and Voluntary organizations represented  
170 persons attended

6. Media Participation

CBS, Radio to discuss our Youth Booklet  
CBC Radio on Mental Health Series  
CFRN Radio, Jim Roberts 'Open Line'  
CFRN-TV 'Open Line' on Senior Citizens' Services (Full Week)

7. Publicity

Edmonton Journal - June Shepherd's Column  
"EXPO" United Community Fund exhibit  
W. I. S. Brochure

8. Extensive Information Prepared

Capilano Shopping Centre Information Booth  
Leisure Consultants  
Westmount Action Committee  
Family Life Education Council  
Educational Foundations, U of A  
Misericordia Hospital  
Women's Liberation  
Unemployment Insurance Commission  
Canadian Mental Health Association  
Novalis (Ottawa)  
Cities of Boston, Mass; Dayton, Ohio; Kirkland Lake and Red Deer

Note: We are concerned about staff time required in the following areas:

- a. demands of students at all levels for information covering the whole spectrum of social services.
- b. requests of persons seeking employment in the social service field.

9. Ongoing Staff Involvement

Association for Assistance to Single Mothers  
Nursing Homes Committee  
Homemakers Committee  
Women's Emergency Shelter Management Committee  
Society for the Retired and Semi-Retired Committee

10. Staff Representation on Boards of Directors

Central Volunteer Bureau  
Alberta Council on Aging  
Women's Emergency Shelter

PROJECTIONS FOR 1971

1. Publicity and Information Movement Programs

Approaches have been made related to the use of equipment and volunteers to produce audio visual presentations in the form of slides and video tapes. These will be used for two purposes.

- a. to promote community awareness of the social services available
- b. to interpret the function of Welfare Information Service

It is felt that a maximum of information could be relayed effectively to groups, and publicity moved through the media on WIS and other community services, with a minimum of staff time.

2. Inventory of Information on Social Programs

The process started in 1970 will continue with the coding of all programs and the development of a cross-reference file. Also to be devised is a systematic method of information collection and an updating process, possibly through the use of prepared questionnaires.

3. Directory of Community Services

A new publication will be undertaken, the format of which will be dependent upon the use of the "Inventory" as outlined earlier in this report.

4. Single Mothers Programs - "MOVE"

The Association for Assistance to Unwed Mothers grew out of community concern, with the following objectives that directly affect WIS:

- a. Approval has been granted and plans are under way for the development of a 24 hour, seven days a week telephone contact for unwed mothers, to be manned by trained volunteers after office hours, and to use WIS phone number. Posters will be placed in appropriate locations. This is felt to be a step toward meeting the need of a crises intervention service.
- b. preparation of a booklet listing community services and governmental services to meet the needs of unwed mothers, for the use of school counsellors, clergy, etc.
- c. revision of the Dept. of Social Development pamphlet for unwed mothers.

5. Followup Procedures

Formalized procedures will be developed related to:

- a. recording outgoing calls, direct referrals, and other contacts
- b. reporting to service agencies indication of malfunction
- c. reporting concerns to planning bodies for study and action.

6. Expansion of WIS Committee

In order to cope with an ambitious program, it is contemplated that the committee should be expanded.

7. Change of Name

In order that the scope of service and information available through WIS might be better interpreted, a gradual move will be made toward use of the name AID (Advice, Information and Direction) as used in Calgary, and now Lethbridge.

## SOCIAL AUDIT

The major function of Welfare Information Service is to fulfill a need for information on social programs offered to the citizens of Edmonton. Interestingly enough, in so doing, Welfare Information Service becomes aware of a need of citizens for information on existing programs, as well as learning about areas of need where no programs exist.

The data below indicates the 1970 situation in Edmonton on both of these items. The following is a distribution of phone calls and other contacts received in 1970 regarding 19 specific needs expressed by such groups as: single; aged; families; handicapped; and unwed parents.<sup>1</sup>

### 1. Adoptions

This refers to people who wish to adopt children of others, children of relatives, children from overseas, etc.

Cases: 333

### 2. Child Protection

This refers to people who want to give their child for adoption; who complain themselves of being mistreated; or to children who are reported to be mistreated, neglected or abandoned.

Cases: 309

### 3. Companionship

This refers to people who wish a companion to live in.

Cases: 35

### 4. Counselling

This refers to:

- a. typical family or individual counselling or
- b. to debt counselling

Cases: a. 643  
b. 35

### Related Concerns:

- need to locate pregnant unwed girls early in order to prevent exploitation, isolation,
- need of counselling and direction after hours to meet emotional crises of all age groups, but particularly of youth.

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### Footnote:

1. More extensive and non-overlapping categories of clients are presently being developed.

5. Day Care

This refers to services for the care of children for:

- a. full day
- b. part of the day

Cases: a. 83  
b. 45

6. Education

This refers to regular school programs, special educational programs; extension courses; retraining; upgrading; etc. for all age groups.

Cases: 311

7. Employment

This refers mainly to people who are seeking jobs; or those considering change from their present situation.

Cases: 293

Related Concerns:

- need of clarification of the role of Canada Manpower Centre in employment placement of persons with special needs.

8. Financial

This refers to people who want funds for basic needs or who require food, clothing, shelter or hostel. Also includes loans, grants or bursaries for education.

Cases: 4,609

Related Concerns:

- regarding the confusion and frustration of immigrants in determining governmental responsibility.
- need for the Men's Overnight Shelter to be open on Sunday nights.
- related to hardship encountered by persons awaiting processing of Unemployment Insurance benefits.
- related to the inability of welfare recipients to reach their workers.



9. Foster Care

This refers to:

- a. people who wish to have children placed in their homes
- b. need of foster homes for aged, discharged mental patients, handicapped, etc.

Cases: a. 337  
b. 3

10. Health

This refers to people who want information about such programs as inoculation, drug treatment, dental care, birth control, health plans, etc.

Cases: 610

11. Homemakers

This refers to the need for:

- a. fulltime person to assume responsibility of the household or
- b. a part-time person to care for children or to clean

Cases: a. 123  
b. 214

Related Concern:

- need of an in depth study of homemaking needs, resources, skills, labor laws, etc.

12. Housing

This refers to the need for information on low-cost or public housing; senior citizens housing; tenant/landlord relations.

Cases: 548

Related Concern:

- need of tenant protection and knowledge of their rights; re: landlord entry, damage deposits, rent controls, evictions.

13. Institutional Care

This refers to people of all ages who require placement outside of their own homes.

Cases: 258

14. Legal Aid

This refers mainly to people who cannot afford a lawyer and need legal representation or legal advice.

Cases: 399

15. Meals and Home Services

This refers particularly to the aged and the handicapped who would benefit by having nutritious meals delivered.

Cases: 33

Related Concern:

- need of development of more services in homes of the elderly to delay the necessity of institutional care.

16. Mental Retardation

This refers mainly to the need of psychological or psychiatric diagnosis.

Cases: 61

17. Recreation

This refers to persons who wish to participate in general or specific recreational programs.

Cases: 285

18. Social Rehabilitation

This refers mainly to the needs of alcoholics and exconvicts in order to integrate into society.

Cases: 103

Related Concern:

- need of scrutiny of the program of drug therapy to alcoholics in the Boyle Street area.

19. Volunteers and Donations

This refers to people who wish to give of their time, money or goods to non-profit private organizations or to individuals.

Cases: 361

20. Others

Cases: 224

21. Requests for Agencies or Agency Personnel, etc.

Cases: 5,402

CONCLUSIONS

A total of 15,657 enquiries were received, of which 10,255 required specific advice, information and/or direction in order to solve the problem. The most frequent type of enquiry (45%) were related to "finances" i.e. people who require funds to cover basic living expenses of food, clothing, and shelter or who sought material aid in other forms.

The two other most frequent types of enquiries were about individual and family counselling (6.3%) and health (5.9%).

Respectfully submitted,

Mrs. Marion Stonell  
Director

January 13, 1970.