

PUBLIC WELFARE SECTION

ORGANIZATION

PERSONNEL - Duties

I. Director (Moore)

Responsible head of Section  
General supervision  
Relationships with other departments  
Checks clothing sub-vouchers  
Service - Cases - Delinquency - etc.

II. Receptionist - Stenographer

Sits opposite director's office  
Secures preliminary information on Reception Sheet  
Makes appointments for all people in section  
Stenographic work for director  
Distributes Incoming and Outgoing mail  
Registers all outgoing vouchers and secures signature of person receiving them

III. Case Workers

All - Keep Case Register for Weekly and Monthly Reports  
Case Histories  
Face Sheets

1. (Ramsland)

Territory assigned except Japanese speaking cases  
Public Assistance  
Incidental Service  
Service to Other Agencies  
Transfers  
Reports

2. (Domoto)

Territory assigned - plus Japanese speaking cases  
Public Assistance  
Incidental Service  
Service to Other Agencies  
Service

3. (Matsushige)

Territory assigned - plus Japanese speaking cases  
Public Assistance  
Incidental Service  
Service to Other Agencies  
Service

#### IV. Case Work Stenographers

1. (Nomi) Type Case Records and other material incident to cases under direction of case workers; dictation
2. (Ono) incident to case load. Keep register on P. A. Cases; also tickler on P. A. cases.

#### V. Material to be handled

- A. General filings
- B. Clothing sub-vouchers (93)
- C. Basic family card (95)
- D. Application for Public Assistance (76)
- E. Public Assistance vouchers (77)
- F. Unemployment Compensation Approvals (92)
- G. Memos for Housing Changes
- H. Memos for Changes in Family Composition
- I. Pay Rolls - (Returned to Fiscal)
- J. Clothing Vouchers (Returned to Fiscal)
- K. Work Slips (53 and 54) (Return to Employment)
- L. Reports - Monthly Public Assistance Grant (78)  
Case Load - Weekly and Monthly
- M. Case Records  
Active  
Closed
- N. Reception Cards

#### VI. Basic Family Card Clerk

##### A. Makes Entries on (95) Forms

1. Approvals for Unemployment Compensation (92)
2. Work Slips (53 and 54)
3. Vouchers for Public Assistance
4. Payrolls
5. Clothing Vouchers
6. Changes in Family Composition
  - a. Births
  - b. Deaths
  - c. Marriages
  - d. Divorces
  - e. Arrivals
  - f. Transfers out
  - g. Changes in address

##### B. Keeps Register for New Card Numbers

##### C. Gives all Case Workers weekly list of persons leaving and arriving at Center.

##### D. Fills Basic Family Cards for new arrivals

#### VII. Clothing Sub-Voucher Clerk

- A. Makes out Sub-Voucher for Clothing (93) from Basic Family Card (95)
- B. Register for Order & Page Number

FILING

(Roman Numerals in Separate Drawers With Appropriate Labels)

I. Basic Family Cards filed in separate file

II. General File contains everything filed alphabetically except:

Basic Family Cards  
Case Records  
Resource Material

- A. Miscellaneous Filings
- B. Correspondence - Alphabetically within folder;  
By date within alphabet
- C. "76's" - Application for P. A. - By Month; By No. Within Month
- \* D. P. A. Vouchers (Paid) - Filed with 76's; Clip to applications covered
- E. 93's - Clothing Sub-voucher - By Month; By Order & Page No. Within Month - (Check on any orders or pages missing)
- F. Clothing Vouchers (Paid) - Filed with 76's; Place with Sub-Vouchers covered
- G. Changes in Family Composition - By Month; By Date within Month
  - Births
  - Deaths
  - Marriages
  - Divorces
- H. Arrivals
- I. Transfers out
- J. Payrolls - Special Box Labelled "General File-Supplement" Payrolls

Received from Clerk in charge of 95's

III. Resource Material - Filed by Alphabet

IV. Administrative Instructions should be put in Instruction Book by Number and then by Date or Supplement Number

\* The Clothing Vouchers after Sept. will carry Tr. 9 (1.3); P. A. Vouchers Tr. 9 (11). Vouchers for July, Aug. and Sept. can be identified by sheet clipped to voucher.

V. Case Records

A. Active ("Active" & "Closed" should be in separate drawer or division within drawer with identifying Division Sheet.)

- 1. Cases will fall into four Divisions:
  - a. Public Assistance - P. A. } under care - U. C.
  - b. Continued Service - }

- c. Incidental Service
  - d. Service To Other Agencies
2. Each type of Case will have a color as follows:
- a. Public Assistance - Green
  - b. Under Care - Salmon
  - c. Incidental Service - Orange
  - d. Service to Other Agencies - Yellow
3. Each case folder will be labeled with the name of the family head, and the number of the basic family card. Labels will be white. Will be filed alphabetically.
4. In addition each folder will carry a celluloid tab with the identifying colors corresponding to the type of case.
5. 76's (Applications for P. A.) will be made by case work stenographers with two extra copies for this office.

One will be filed separately (see II, C)  
The Other will be kept with case folder after  
being entered on case record.

6. All other material pertinent to case will be kept in case folder.

B. Closed

- 1. A case closed means that no aspect is receiving attention
- 2. A closed case folder will be placed in a 30-day File by alphabet and will remain there until monthly report is made up. It will then be placed in closed file.

C. Procedure for Handling Applications and Servicing Cases

- 1. Applications must come through Receptionist, who:
  - a. Secures name, address, and problem
  - b. Checks with File Clerk as to old or new case
  - c. Routes applicant to proper worker either directly or by making appointment
- (1. Mrs. R. will take all new applications for visits and transfers
- (2. If the case develops other aspects, Mrs. R will continue with these aspects
- (3. Applicants for transfers and visits who have been served by other workers will continue to be their cases
- (4. Internee cases who have been served by other workers will continue to be their cases, with

Mrs. R receiving material and making recommendations in cooperation with the worker handling the case.

- d. If worker is to see applicant directly, asks file clerk to pull case folder, giving it with the application form to worker immediately.
  - e. If appointment is made, she holds application form, sending it with case folder to worker when applicant comes in.
2. Case Worker should check 95 card for new information each time case is serviced.
  3. When a case is serviced, entire folder is to be taken from the file.
    - a. No case should remain out of file more than three days.
  4. Worker's file cards should correspond exactly with master file cards, complete with cross files.
  5. All cases remain open 30 days after last servicing
  6. All cases should be reviewed and summarized each 60 days.
  7. All access to materials filed must be through File Clerk.
  8. Basic Card Clerk will give all case workers weekly list of incoming persons and those leaving Center.
- D. Case Workers will be responsible for:
1. Bringing face sheet up to date by checking 95 cards
  2. Application sheets will be kept on desk of Case Worker until monthly report is made up; then will be filed in Central File alphabetically
  3. Referral sheets have information transferred to application sheets  
Application sheets handled as above  
Referral sheets placed in case folder
  4. Reviewing P. A. Cases each 30 days
  5. Reviewing and summarizing each case every 60 days

6. Checking with C. W. Sten. when dictation is given as to case classification and active or closed U.C., P.A., I.S., SoA.

7. Having master file cards made on new cases and applications not made cases

E. Case Work Stenographers will be responsible for:

1. Register for P. A. Cases

2. Tickler for all cases each 30 days. P. A. cases will be secured from file clerk and placed on desk of case worker for review. All other cases each 60 days.

3. Slip of paper clipped to Case Folder (at time of dictation) indicating classification and active or closed. U.C., P.A., I.S., or S.O.A.

4. Registering outgoing P.A. vouchers with receptionist. (Receptionist has charge of them from thereon)

#### VI. Master File

A. A card index file will be kept by the file clerk

B. There should be a card corresponding to each case for which there is a folder as well as for applications not made cases. Also cross file card on each case where necessary.

C. Card should be made up as follows:

Identifying Information	Service Record	Classification
Name	Specific services	U.C., P.A.,
Address	and dates	or both; or
Family Number	Worker's initials	I.S. or S.O.A
Member of Family		
Age		
Relationship		

D. Case Worker should have a duplicate of all new cards.

E. When case is serviced, master file card should have slip of blue paper clipped to it. Blue paper should be removed when case is returned. If case is not returned in three days, file clerk should check with case worker concerning it.

#### VII. General Instructions

A. In case of doubt, ask.

B. Refer any questions about a particular case back to case worker.

- C. All information coming to this department is to be held in strict confidence. In no instance, should it be discussed outside this office.
- D. When material is requested from the file, insert a slip with the persons name. All material should be back in file at close of day.
- E. Unfiled material and the master file should be locked in the case record file at the end of the day.
- F. When filing by date or number, the last date or number should be on top.