

SOCIAL DATA REGISTRATION

Item 1. Enter in the appropriate spaces the last, first, and middle name of the person registering for the family, or the name of the evacuee if he is a single individual. The person registering the family group may be an adult who is not normally the head of the family group, but for the purpose of registration will be so considered.

Item 2. Enter in this space the total number of persons in this family. Count the person registering and all persons who are to travel with him. Use a numeral to indicate the total.

Item 3. The controlling number is stamped in this space.

Item 4. Present address. On the first line in this space enter the street and number, or RFD; on the second line enter the City or Town; on the third line enter the County and State. This entire item is for the evacuee's present address, that is the address at which he lives at the time this card is prepared.

Item 5. This item is reserved for use at the Assembly Point or Reception Center. It will be left blank except for instances described under Item 8.

Item 6. If the normal head of the family is not the person named in Item 1, indicate whether the normal head is "With Family", "Elsewhere", or "Interned".

Item 7. In this item enter the departure arrangements announced to you by the Supervisor of Public Assistance in the Civil Control Station.

On the first line enter the destination; on the second line write the day of the week on which departure is scheduled; indicate month and date of departure and hour on the third and fourth lines, respectively.

On the next line indicate the place at which evacuees are to assemble for entrainment or auto convoy.

On the last line check the applicable mode of travel; if transportation by cars owned by evacuees is permitted, check "own car" to indicate that evacuee and family are willing to travel in own car in convoy. If private cars are not allowed, or if evacuee doesn't want to use own car check "Bus or Train".

Item 8. In this item enter the day, month and date, and hour of appointment for medical examination for evacuee and his family. All of the persons listed in Item 9 should be scheduled for medical examination together; if this is impossible make definite arrangements and indicate them in this item. In that event, divide this section vertically into two parts; in the first part give the appointment for the group; in the second part give the appointment for the remaining member (or members) identifying him by the letter under which he is listed in Item 9.

In the space for "Remarks" indicate any medical information made available by the evacuee during interview and considered pertinent by the Social Worker, either for the attention of the examining physician, or for follow-up use at the Assembly Center.

Item 9. Present family group. Indicate the appropriate information for each member of the family group on the appropriate line. In the NAME column on line A enter the Last Name and First Name of the person named in Item 1, and considered the head of this family group. On subsequent lines list the adults and then children, always giving the Last Name first. If the Last Name of the family members is the same, indicate this by ditto marks, and then give the First Name of each member.

In the appropriate columns indicate for each member on the appropriate line the relation to head (A), sex, age last birthday, and country of birth (U.S.A., Japan, etc.)

In the EDUCATION column indicate under "In School" whether or not member is attending school; signify this by "yes" and "no". Under "Grade" indicate grade in school or year in college for members noted as attending school. For members not attending school, indicate the highest grade completed.

In the OCCUPATION column indicate the primary occupation as well as industry (for example, Mechanic-Automotive); for those in school and not working indicate "Student"; also show "Housewife" when applicable.

The Alien Registration Number (Remarks) column is provided for two types of information: (1) For all members of the family who are aliens over 14 years of age, insert in this place the Alien Registration Number. This appears in the Certificate of Identification (Form AR-AE-23) on the top of the buff page above the photograph of the alien. (2) Use this space to state briefly any personal or family problems which may need follow-up en route, or at the Assembly Center. If needed, use any space available at the bottom of family section to record any such information. Urgent follow-up needs may be stated briefly also on the bottom line in Item 5, so that they may come to the immediate attention of those concerned.

The Physical Condition column will be left blank; this space is provided for certification by the examining physician at the time the members of the family are given medical examination.

If the family group is large and the space provided in Item 9 is not sufficient, use another form and continue listing in Item 9. Attach this extension to the form stapled to the envelope.

Item 10. Check here to indicate the property arrangements needed to be taken up with the evacuee by the Federal Reserve Bank or the Farm Security Administration representatives. If any of these items are checked, similar indication should be made on the Routing and Control Slip and the evacuee should be referred accordingly.

Item 11. Insert the date of registration in this item.

Item 12. This space provides for the signature of the Social Worker.

I. Evacuees must carry with them on departure for the Assembly Center, the following property:

- a. Bedding and linens (no mattresses) for each member of the family
- b. Toilet articles for each member of the family
- c. Extra clothing for each member of the family
- d. Sufficient knives, forks, spoons, plates, bowls and cups for each member of the family
- e. Essential personal effects for each member of the family

All items carried will be securely packaged, tied and plainly marked with the names of the owner and numbered in accordance with instructions obtained at Civil Control Station. The size and number of packages is limited to that which can be carried by the individual.

II. The following items may be taken to the Assembly Center:

- a. Flat irons, electric irons
- b. ~~Cribs or bassinets (cribs for pre-school children)~~
- c. Bed pillows
- d. Radios (small, portables) kilocycle range not greater than 1750 or less than 540
- e. Folding camp stools
- f. Cards, games, checkers, etc.
- g. Wash boards, clothes pins, clothes line
- h. Baby carriages (carriages, if taken, should be used in lieu of bassinotto)
- i. Portable sewing machines
- j. Portable typewriters
- k. Coat hooks

The above items can be taken only if family is able to pack and transport with the required items (see section I)

12th to Dearborn
Rainier about 1-14

1319 - Rainier Ave

Atlantic & Rainier

FEDERAL SECURITY AGENCY
OFFICE OF DEFENSE HEALTH AND WELFARE SERVICES
785 Market Street
San Francisco, California

April 7, 1942

Wartime Civil Control Administration
Whitcomb Hotel
San Francisco, California

Under date April 7, 1942, Colonel Haas issued the following directive to the civil agencies participating in the operation of civil control stations:

1. For the purpose of processing evacuees, civil control stations will be located in unit areas to be evacuated. Within each such station there will be included appropriate sections to render services applicable to the several interested civilian agencies. The civilian agencies concerned will provide for the personnel and the instruction of the personnel assigned to these sections. The supervisor of each section will control all matters pertaining to the services rendered by his particular agency.
2. The Federal Security Agency will be responsible for the establishment, organization and operation of the control station as a whole. A manager of the control station will be named by the Federal Security Agency. This manager will receive instructions with reference to the evacuation project from the military authorities and will be responsible for the distribution and execution of these instructions by supervisors of sections within the control station.
3. The several civilian agencies will control the services rendered by their representatives at the control stations but insofar as the coordination and the operation of the installation as a whole is concerned, it is desired that the supervisors of sections be directed to receive their instructions from the manager of the control station.

In accordance with above, the Federal Security Agency has formulated and presents the attached "Operating Plan for Civil Control Station".

Very truly yours,

Richard M. Neustadt

Regional Director

I. Operating Plans for Civil Control Stations

The following process is based on a control station operation for 500 family heads, and assumes a two-day registration period, a six-day working period, and a six-day evacuation period excluding Sundays.

No more than 250 family heads will be scheduled for registration each of the two days. The physical facilities of each control station should be so arranged as to allow a natural flow of the activities for which the office is responsible.

The evacuee should be met by the receptionist, from there be referred to the social workers representing the Bureau of Public Assistance of the Social Security Board, then to the representative of the Federal Reserve Bank, Farm Security Administration, and United States Employment Service as needed.

An easy avenue of access should be provided between the social worker's desk and those of the other representatives.

Provision should be made to arrange the desks of the representatives, providing aisles so that only one exit and one entry is available. It is highly desirable that the assistant supervisor for Public Assistance be assigned a desk near the exit to facilitate the taking of an over-all review prior to the evacuee leaving the office.

The assistant supervisor of Public Assistance should be the last to see the evacuee prior to the disposition at the control desk. At that point, the records which the client carried with him in the office should be collected from him and routed for filing.

II. Organization, Management and General Definition of Responsibilities

The manager of each WCCA station will be a representative designated by the United States Employment Service of the Federal Security Agency to perform that function. He will have complete responsibility for the organization, management and functioning of each station. He will:

1. Lease the space to be used for stations and will procure all supplies and equipment for the operation of stations excepting that equipment which can be furnished by the separate agencies.

2. Issue such disbursing orders as are necessary for providing space, equipment and transportation of equipment.

3. Be responsible for the general organization, management, arrangement and procedures of the office.

In addition

4. All section heads of the various agencies, with the exception of the Army, will report to him when questions of policy concerning another agency develop. He will then arrange for disposing of the problem.

5. All instructions on the evacuation arrangements will be issued by him to the section heads. No section head will proceed on any other evacuation instructions.

6. All official information in relation to the operation of the station will be released by the manager.

7. He will be responsible for insuring the successful operation of the station as far as the civilian agencies are concerned.

The manager will be assisted by the following, each of whom is responsible for the appropriate functions of his section:

1. Supervisor of Farm Security Administration
2. Supervisor of Federal Reserve Bank
3. Supervisor of Public Assistance
4. Representative of the U. S. Public Health Service

Each of the supervisors and representatives will have the staff necessary to perform the functions appropriate to the section.

The Sector Commander will provide the official Army representative at the station. This representative will be responsible for all Army functions in the office and for providing information to the office manager on transportation and embarkation arrangements.

The Sector Commander will be the only Army representative issuing official information to the manager on the arrangements for the evacuation.

III. Staff and Planning

The size of the staff will be governed largely by the caseload which must be served by the control office. Experience indicates that the average length of the registration interview is 25 minutes per family. On this basis it is possible to plan the social work and receptionist staff needed for a given population.

As an illustration, assume that it is estimated that it will be necessary to register 500 families over a period of two days. On the basis of 8-hour days, each social worker would be able to interview 20 families per day, or 40 families over the two-day registration period. Accordingly, 13 social workers would be needed; this number being exclusive of the supervisor of public assistance and the two assistant supervisors of public assistance.

Because of the differences in the volume of services, the receptionists' interview is quite brief and requires approximately one-fifth of the time needed for the services rendered by the social worker. On this basis, five receptionists would be ample. Only three receptionists will be necessary on subsequent days during the evacuation period.

These calculations are based on limited experience and assume that staff acquainted with the operations of a control station is secured.

The staff of receptionists is recruited and directly supervised by the office manager.

The social work staff is recruited by the Bureau of Public Assistance and is supervised by the supervisor of public assistance assigned to the control station.

In order to accomplish the registration as efficiently and smoothly as possible, it is necessary that the days set aside for registration be kept free of all services not part of the registration project. Accordingly, no return appointments should be scheduled until after the close of registration.

Medical examination appointments should not be scheduled for days of registration. Persons registering on the first day should be scheduled for the medical examinations to begin on the third day of the operation of the control station. Persons registering on the second day should be scheduled for subsequent days to allow time for typing, etc.

IV. General Routing

The progress of the evacuee in the control office is as follows: To the receptionist; from there to the social worker; and then to the Farm Security Administration and the Federal Reserve Bank, as indicated by the evacuee's needs. Upon return to the social worker, the evacuee is routed to the assistant supervisor of public assistance, and from there to the control desk.

On return visits the client is routed in accordance with the appointments indicated on his records. Such appointments may be for medical examination, for further discussion of property problems which are the responsibility of the Federal Reserve Bank or the Farm Security Administration, or for discussion of problems dealt with by the social worker.

The detailed procedures are given for each instance in the section below.

V. Specific Functions and Procedures

1. The Receptionist

A. Functions on first or registration visit

Two floormen will be assigned to aid the receptionists in the reception function. They will: (1) Route traffic to receptionists. (2) Route traffic from the receptionists to the social workers. (3) Prevent crowds from gathering before the reception desks. (4) Advise non-evacuating persons, (employers, friends, etc.) that they cannot accompany the evacuee in the registration process.

The receptionist will have at hand a supply of large manila envelopes which are pre-numbered. To the envelope will be stapled a Routing and Control Slip and a Social Data Registration Form; in the

envelope will be four copies of the Property Form and one Triple Personal and Baggage Tag. The number on this tag will be the controlling case number and will be stamped on the Routing and Control Slip, the Social Data Registration Form and on the envelope itself.

The receptionist will:

(a) Receive the evacuee and check on a map of the area that the evacuee's residence is within the area, thus determining that the evacuee is subject to registration.

(b) Write the evacuee's name and address, check sex, number in family, the nationality, and social service (under Services Requested) on the Routing and Control Slip.

(c) Write the evacuee's name on all three parts of the Triple Tag.

(d) Record the case number, the name of head of family, and the number in the family on a control ledger.

(e) Refer evacuee to a social worker.

If for any reason a registration is cancelled, the complete record must be preserved for final disposition as indicated in Section VI.

Since the registration and interview by the social worker is more time-consuming and it is essential to prevent needless waiting, the receptionist will control the referrals to the social worker. Each social worker is to handle five registration interviews during every two-hour period. Thus each social worker is to have five referrals for the period from 8 to 10 a.m., five referrals from 10 a.m. to 12 Noon, five from 1 to 3 p.m., and 5 from 3 to 5 p.m. A skeleton staff will be maintained during the noon hour, and the schedule of referrals will be adjusted accordingly.

Each receptionist will make 35 referrals for every two-hour period. When the slips for 35 referrals have been exhausted, the receptionist will assign referrals for a subsequent period; the hour of return again being gauged at the rate of 5 interviews for every two hours for every social worker. When a day's work load is assigned, the receptionist will gauge the evacuee's return on the same basis for the second day of registration. (This will be facilitated through the medium of the receptionist's appointment record.)

B. Functions on subsequent visits

On the third day of evacuation, most of the evacuees and families registered during the first day will be returning to the control station for medical examination appointments. The records

of these evacuees will have been typed and filed numerically in the meantime. The appointment hour for the medical examination will have been indicated by the social worker in Item 8 of the Social Data Registration form, as well as on the bottom part of the Triple Tag.

The evacuee will see the receptionist who will:

- (a) Request the evacuee to show the Triple Tag bearing the case number.
- (b) Pull out of the file the appropriate case record.
- (c) Check the hour of appointment for medical examination.
- (d) Check that each member of evacuee's family has a Triple Tag bearing the identifying case number.
- (e) Route the evacuee to the medical examination room, reminding evacuee that after the examination he and his family are to return to the control desk to surrender the records on the way out of the station.

After the completion of the registration, evacuees will be returning not only for medical examinations but also for other appointments. The dates of appointments with the social workers and with the other representatives will have been noted by these representatives in the appropriate spaces on the Routing and Control Slip. These appointments must be noted by the representatives in the "Services Requested" section of the Routing and Control Slip as follows: Social workers will note the day and hour on the line provided for "Social Service." The Farm Security Administration representatives will make the same notation on the "Farm Security" line, and the Federal Reserve Bank representatives on the "Federal Reserve" line.

At the time of the return visit for these appointments, the receptionist will follow the same procedure as above and will direct the evacuee to the appropriate representative.

2. The Social Worker

A. Functions on first or registration visit

The social worker will receive the evacuee, who has been issued the record envelope as indicated in (1) A above. The social worker will then:

- (a) Compare case numbers on all records.
- (b) Complete the Social Data Registration (as indicated in separate instructions) and ascertain other specific problems on which the family need assistance before moving.

(c) Check the appropriate services needed for the evacuee's referral on the Routing and Control Slip.

(d) Refer the evacuee to the appropriate representatives for discussion of specific problems (personal and non-farm property, and car for storage to Federal Reserve Bank; farm property to Farm Security Administration), notifying evacuee to return to the social worker when the evacuee's business with the appropriate representatives is concluded.

(e) Upon return of the evacuee from the other representatives indicated above, inform the evacuee about the medical examination for the evacuee and his family. Examinations will be arranged on the days and hours assigned to the social worker, but not earlier than the third day of registration. Appointments will be noted on the Social Data Registration Forms in Item 8, and on the bottom tag of the numbered Triple Tag, included in the envelope. At this point the social worker will issue to the evacuee one Triple Tag for every member of the evacuee's family. The worker must insert the name of the person and the case number on each Triple Tag issued. Explain to the evacuee the use of Triple Tags, (as given in B below).

(f) Inform the evacuee of departure arrangements and date. If more than one departure date is available, the worker will consider the size of the family and the volume of property to be stored, arrangements being made for disposition of property, medical examination appointment and all other appropriate factors. It is to be remembered that evacuation must be expedited and equalized as to days, and usually the first served should be the first to go; (the only exceptions being made for the special problems indicated above.)

(g) Note departure date in Item 7 on Social Data Registration Form and on the Triple Tag issued to the evacuee.

(h) Remind the evacuee of all arrangements and subsequent appointments in the office.

(i) Recommend financial assistance when indicated. This is provided on the basis of individual or family need, and is given generally for the following purposes: (1) To purchase articles which military authorities require evacuees to bring with them for reception centers. (2) To pay for crating of personal property which the Federal Reserve Board is to store at Government expense.

It will not be possible to make an accurate or verified determination of need for financial assistance due to the short period of time and large number of individuals who must be served with a limited staff. It will therefore be necessary to make such determinations on the basis of information given during the interview, and arrive at a judgment at that time. In most instances families will have the necessary articles needed at reception centers, but single individuals who have no resources, such as farm laborers and those already forced to give up their employment will usually have such needs. Assistance for crating of personal property will be necessary only occasionally, but should be kept in mind when interviewing families with limited cash resources.

The articles that families and individuals are required to take with them to reception centers are specified in the instructions to individuals which are posted with the exclusion order, and usually consist of such things as bedding and linens, (no mattresses), toilet articles, knives, forks, spoons, plates and cups.

(j) Note date and hour of subsequent appointment with social worker (if needed) on the Routing and Control Slip (see under (l) B above), initial the "Social Service" item and route the evacuee to the assistant supervisor's desk.

B. Functions on return interviews

If an appointment had previously been agreed upon between the evacuee and the social worker, the hour and date of appointment will have been noted on the Routing and Control Slip. The evacuee will return to the worker with the envelope of records reissued to him by the receptionist.

The social worker will give the evacuee advice and information needed and will see that all necessary appointments with other representatives are kept. She will instruct the client to return to the social worker again before leaving.

After all plans have been completed by the other representatives, the social worker will complete the arrangements for controlled evacuation.

If, at this time it is determined that the evacuee needs financial assistance in connection with the move, the worker will prepare a brief recommendation to this effect, and will refer the evacuee to the assistant supervisor who will prepare an order.

The worker will also check with the evacuee to assure that all arrangements are understood. She will explain to the evacuee the use of the Triple Tags; one section for each person, one section for the personal baggage. (The third part will have been taken up by the medical examiner.) If the evacuee needs additional tags for personal baggage, any blank tag may be used for this purpose. It should be pointed out to the evacuee that the amount of personal baggage is limited to that which can be carried by the evacuee and members of his family.

The evacuee is then referred to the assistant supervisor for final review.

3. Assistant Supervisor of Public Assistance

In an office handling 250 registrations per day, there will be assigned two assistant supervisors of public assistance.

At the completion of the registration visit, as well as at the completion of the return visit (if any) to the social worker, the evacuee will be routed to the assistant supervisor.

Here the records will be reviewed to insure that all essential arrangements have been made and services given. If assistance is necessary, a disbursing order will be completed at this point and its use explained to the evacuee.

If no changes or additions are needed the assistant supervisor of public assistance will initial the Routing and Control Slip in the lower right-hand corner to indicate final disposition of the case, and the evacuee will be referred to the Control desk.

4. The Control Desk

The control desk is supervised by the office manager and is charged with the following functions:

(a) First, or registration visit

After completion of the registration, the evacuee is routed to the control desk where he surrenders the envelope of records, retaining the Triple Tags and the Property Forms, and/or Motor Vehicle Forms.

The control desk will also check to determine that each service indicated on the Routing and Control Slip has been performed, and that all necessary services have made final disposition of the case for that visit.

Records cancelled during the office process are marked "cancelled" across the Social Data Registration Form and the Routing and Control Slip. Such records are disposed of according to instructions in Section VI.

(b) Return Interview Visits

After completion of each return visit, the control desk collects the envelope of records for refiling and determines that the services for which the visit was made have been provided. The evacuee should retain his Triple Tags and any other forms which require completion by the evacuee outside of the office.

VI. Disposition of Records at Completion of Registration and Services

1. The Social Data Registrations, typewritten in original and two copies must be verified for completeness and accuracy against the handwritten original and all errors and omissions corrected. After completion of all services, but prior to entrainment, the manager will separate the Social Data Registrations as follows:

(a) The original typewritten registrations containing the notations of the medical officer in Item 9 will be placed together. These will be turned over to the supervisor of public assistance. At the time of assembly the social worker designated to assist the entrainment officer on the trip, will provide him with these forms. (This copy will be provided to the Reception Center at the completion of the trip.)

(b) One set of the duplicate typewritten registration forms will be forwarded by the manager to the WCCA in San Francisco. (See details under routing and control slips.)

(c) One set of the duplicate typewritten registrations will be forwarded to the reception center prior to entrainment.

(d) The handwritten registrations will be detached from the envelopes and turned over to the supervisor of public assistance for transmittal to the Regional Office, Attention Bureau of Public Assistance, 785 Market Street, San Francisco, California. The regular "Daily Report and Transmittal Sheet" will be used for this purpose.

(e) All cancelled registrations will be detached from the envelope and turned over to the supervisor of public assistance for transmittal in the same manner as under c.

2. All other records attached to the envelope or found within the envelope will be disposed of as follows:

- (a) The Routing and Control Slips will be detached from the envelopes and will be forwarded by the manager to the Wartime Civil Control Administration, Whitcomb Hotel, San Francisco, California, Attention: Dr. C. L. Dedrick. (These should accompany the duplicate typewritten copies of the Social Data Registration.)
- (b) The Federal Reserve Bank records removed by the manager from the envelope will be returned to the Supervisor of Federal Reserve Bank.
- (c) The Farm Security Administration records removed by the manager from the envelope will be returned to the Supervisor, Farm Security Administration.
- (d) The Case Records, pink copies of disbursing orders, and other case material not accounted for above will be returned to the supervisor of public assistance for transmittal to the Regional Office, Bureau of Public Assistance, via the regular "Daily Report and Transmittal Sheet."
- (e) The envelopes will be returned to the Social Security Board, 785 Market Street, San Francisco, California for future use.

SOCIAL DATA REGISTRATION

1. Last Name	First	Middle	2. Persons in Family	3. Family Number
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4. Present Address

5. Assembly Center Notations:

(a) Location _____

(b) _____

(c) _____

6. Normal Head of Family: With Family Elsewhere Interned

7. Departure to _____ on:

Day _____

Month and date _____

Hour _____

Meet at (place) _____

Mode of travel: Own car Bus or train

8. Medical inspection appointment:

Day _____

Month and date _____

Hour _____

Reported illness _____

9. Present Family group:

NAME	Relation to head	Sex	Age	Country of birth	Education		Occupation and industry	Alien Reg. No., or Remarks	Physical condition
					In school	Grade			
A	16/40 Head								
B									
C									
D									
E									
F									
G									
H									
I									

10. Property Arrangements needed: Household furniture Automobile Business Farm

11. Date of Registration: _____ 12. Interviewer: _____