

DOCUMENT RESUME

ED 057 842

MI 003 352

TITLE Description of Operation of the Information and Referral Service 1962 - 1971.

INSTITUTION Health and Welfare Council of Central Maryland, Inc., Baltimore.

PUB DATE Oct 71

NOTE 39p.; (2 References)

EDRS PRICE MF-\$0.65 HC-\$3.29

DESCRIPTORS History; \*Information Centers; \*Information Dissemination; \*Information Services; \*Information Sources; Program Descriptions; Referral

ABSTRACT

The Information and Referral (I&R) Service of the Health and Welfare Council of Central Maryland, Inc. is a threefold operation. First, it is a professional casework service in providing its clients information on, and referral to, appropriate community services in the health, welfare, recreation, employment, education, and related human service field for help with their problems. Second, to accomplish this purpose, it maintains a comprehensive, up-to-date file of information on community resources. The third essential aspect of the operation is to inform the general public of the service, as well as the personnel of public agencies and private organizations and other key members of the community (such as doctors, lawyers, clergymen, teachers, and police). A description of the operation of the I&R, together with the chronological review of its development from its inception in 1962 until 1971 is included.

(MM)

**THE HEALTH AND WELFARE COUNCIL OF CENTRAL MARYLAND** is a voluntary planning, coordinating, and research organization concerned with health, welfare, recreation, employment, learning, delinquency and crime problems and the services to deal with them. Its constituency includes about 150 health, recreation, welfare, education, manpower, criminal justice and related organizations, both governmental and voluntary.

The HWC's area of operation is all of central Maryland, although it studies and acts upon many Statewide problems. The work in Anne Arundel, Baltimore and Harford Counties is carried on through affiliated councils.

United Fund monies allocated through the Community Chest provide more than half the HWC's budget. The remainder is supplied by Anne Arundel County, Associated Catholic Charities, Associated Jewish Charities, Baltimore City, State of Maryland, membership dues, sale of publications, and funds for special projects from the Federal government and foundations.

**Functions of the HEALTH AND WELFARE COUNCIL are:**

**Planning** — Through a process of study and research, the HWC evaluates health and welfare needs, gaps in services, and other problems. Using the facts unearthed, committees of citizens recommend ways of dealing with such needs, gaps, and problems, and seek to bring about implementation of the recommendations.

**Coordinating** — The HWC convenes representatives of its member agencies to consider common problems and inter-agency relationships, and for joint action on particular issues. An Information and Referral Service helps to coordinate the use of services by providing the public with information about and referral to community resources best suited to deal with particular problems. The Human Service Careers program seeks to interest youth and adults in careers within the social welfare field and assists agencies to make effective use of personnel with differing amounts and kinds of education and training.

**Improving agency programs** — The HWC conducts evaluative studies for agencies and organizations to advise them on how to improve their services, set up new ones, or make modifications to meet changed community conditions.

**Demonstrating new services** — Time-limited demonstrations, often in collaboration with a member agency, are conducted by the HWC to try out new methods of service or to demonstrate locally a new service which has proved successful elsewhere.

U.S. DEPARTMENT OF HEALTH,  
EDUCATION & WELFARE  
OFFICE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY.

ED057842

② DESCRIPTION OF OPERATION  
of the  
INFORMATION AND REFERRAL SERVICE  
1962 - 1971 ,

⑤ October, 1971

LI 003 352

③ HEALTH AND WELFARE COUNCIL OF CENTRAL MARYLAND, INC.,  
~~200 East Lexington Street~~ Baltimore, Maryland 21202

TABLE OF CONTENTS

	<u>Page</u>
INTRODUCTION	1
CHRONOLOGICAL REVIEW OF DEVELOPMENT	2
OPERATING PROCEDURE	4
STAFF	5
INFORMATION AND REFERRAL CENTER FOR ANNE ARUNDEL COUNTY	6
POLICY OF ANONYMITY	6
CASEWORK APPROACH	7
CLIENT ADVOCACY	8
IDENTIFICATION OF GAPS IN COMMUNITY SERVICES	8
RESOURCE FILES	9
PUBLIC INFORMATION ACTIVITIES	9
RECORD SYSTEM	11
STATISTICAL SUMMARY	11
APPENDICES	11
A. Resource File Flow Chart	A-1
Organizational Information Record	A-2
B. Information and Referral Brochure	B-1
Information and Referral Background Sheet	B-2
Information and Referral for the Aging Background Sheet	B-3
Information and Referral for the Aging Brochure	B-4
C. Case Record	C-1
Instructions for Using Case Record	C-2

## Description of Operation of the Information and Referral Service

### Introduction

The Information and Referral (I & R) Service of the Health and Welfare Council of Central Maryland, Inc. (HWC), began operation in June, 1962, after five years of study and planning. Basically, the Information and Referral Service is a threefold operation. First, it is a professional casework service in providing its clients information on, and referral to, appropriate community services in the health, welfare, recreation, employment, education, and related human service fields for help with their problems. Second, to accomplish this purpose, it maintains a comprehensive, up-to-date file of information on community resources. Neither the availability of the casework service nor the existence of an adequate information system, however, insures that the members of the community who need the service will obtain it. The third essential aspect of the operation of the I & R Service, therefore, is to inform the general public of the service, as well as the personnel of public agencies and private organizations and other key members of the community (such as doctors, lawyers, clergymen, teachers, and police).

With this general framework as background, it is hoped this description of the operation of the Information and Referral Service, together with the chronological review of its development from its inception in 1962 until 1971, will answer the many inquiries received about the service.

Chronological Review of Development

October, 1957 Committee appointed by the Baltimore Council of Social Agencies (renamed Health and Welfare Council of the Baltimore Area, Inc., in 1959, and Health and Welfare Council of Central Maryland, Inc., in 1971) to study the need for a central information and referral service for the metropolitan Baltimore area. The following areas were specified for study:

1. Extension of services, more quickly and efficiently, to people
2. Improvement of inter-agency understanding of intake policies
3. Provision of certain information regarding unmet needs, etc., for use in planning
4. Development of simplified directories available to public
5. Interpretation of public and private services to the community <sup>1/</sup>

The study committee surveyed the operation of information and referral services in eighteen cities and sought, by questionnaires to member agencies of the Council, to ascertain the need for an information and referral service and the potential agency usage of such a service. In January, 1958, questionnaires were sent to 137 agencies; 68 replied in the affirmative, 53 negative, and 3 had no opinion. A second questionnaire was sent to 84 selected member agencies in December, 1958; of the 32 responses, 26 were affirmative, 4 negative, and 2 expressed no opinion.

---

<sup>1/</sup> Baltimore Council of Social Agencies, A Study of the Need for a Central Information and Referral Service in the Metropolitan Baltimore Area, April 14, 1960, p.3.

April, 1960 Report entitled A Study of the Need for a Central Information and Referral Service in the Metropolitan Baltimore Area approved by the Board of the Council of Social Agencies. The report recommended that an information and referral service for the metropolitan Baltimore area be established under Council auspices, that its operation be evaluated at the end of two years, and that it:

1. Provide information to inquirers
2. Make referrals to agencies but not function as an intake service
3. Keep an up-to-date file on agencies, their services, eligibility requirements, fees, etc.<sup>2/</sup>

January, 1962 Director appointed for the Community Information and Referral Service to assemble basic information files prior to its opening.

June, 1962 Community Information and Referral Service (later changed to Information and Referral Service) began operation with funds in equal amounts from three sources: United Fund monies provided through the Community Chest of the Baltimore Area; the City of Baltimore; and the State of Maryland. An Advisory Committee was appointed by the Council to establish policy and to help obtain the support of member and other agencies for the new service.

July, 1967 Introduction of an IBM Mark-Sense keypunch card designed to record data on inquiries according to a revised system of categories for tabulation by data processing equipment.

October, 1967 Advisory Committee to the Information and Referral Service disbanded. Its meetings had become infrequent as the operation of the Information and Referral Service had become more routine.

May, 1970 Initiation of Health and Welfare Council participation in the Public Information Center (PIC) Project, a joint project of the Enoch Pratt Library and the University of Maryland School of Library and Information Services to set up a pilot community information service.

- October, 1970 Statewide Information and Referral Service for the Aging began operation as Unit 2 of the Information and Referral Service, with the main service being designated Unit 1.
- December, 1970 Public Information Center established as a department of the Enoch Pratt Library, with procedures set to mesh information-gathering and indexing functions of PIC, HWC, and I & R.
- January, 1971 Use of IBM Mark-Sense keypunch card for recording data on inquiries discontinued. Key punching now is done from handwritten coding on mimeographed work sheets. No changes were made in the system of categories developed in 1967, except to provide for coding of four categories added between 1968 and 1971.
- January, 1971 Information and Referral Center for Anne Arundel County, staffed by volunteers, began operation as Unit 3 of the Information and Referral Service.

#### Operating Procedure

The main Information and Referral Service (Unit 1) is located within the offices of the Health and Welfare Council, 901 Court Square Building, 200 East Lexington Street, in downtown Baltimore. It serves residents of central Maryland, which encompasses Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties (the Baltimore Standard Metropolitan Statistical Area, with a population of slightly over two million). Unit 1 is financed by funds from three sources: United Fund of Central Maryland, State of Maryland, and City of Baltimore.

The director of the main Information and Referral Service also heads the Information and Referral Service for the Aging (Unit 2), which opened in October, 1970, as a specialized extension of I & R to serve elderly clients throughout the entire State of Maryland (of the Maryland population of nearly four million residing in Baltimore City and twenty-three counties, almost 300,000 are sixty-five



or older). The I & R for the Aging office is situated in the lobby of the State Roads Commission Building at 300 West Preston Street in Baltimore. Initially financed as a one-year pilot project by the Commission on Aging of the Maryland Department of Employment and Social Services, I & R for the Aging is being financed in its second year by funds from three sources: Commission on Aging of the Maryland Department of Employment and Social Services, the Maryland Department of Health and Mental Hygiene, and the United Fund of Central Maryland.

In giving information on, or making appropriate referrals to, public agencies and private organizations in the health, welfare, recreation, employment, education, and related fields, I & R is primarily a telephone service. Office visits and inquiries by mail constitute less than 5 per cent of all inquiries. The offices are open 9 to 5, Monday through Friday.

To telephone either Unit 1 or Unit 2, persons in the Baltimore local free calling area can dial 685-0525. Residents of central Maryland whose local telephone service does not include free calls to Baltimore can ask the operator for Enterprise 9-0525, at no charge. For toll-free calls to the I & R for the Aging, residents anywhere in Maryland can dial or ask the operator for 1-800-492-0270 (a Wide Area Telephone Service (WATS) line). Nights and weekends, messages are recorded by means of a Code-a-phone, and calls are returned the next working day by an I & R staff member.

### Staff

The main Information and Referral Service (Unit 1) staff consists of two full-time caseworkers, a third caseworker who works three days per week, and a secretary. In addition, the services of a switchboard operator-receptionist are shared with the Health and Welfare Council.

The I & R for the Aging (Unit 2) office is staffed by a full-time caseworker and a half-time secretary. The third staff member, a part-time information  
alist (three days per week), works from the main I & R Service office.

Funds have been made available in the current budget for an additional part-time staff member (two days per week) to recruit and train volunteers.

Information and Referral Center for Anne Arundel County

The Information and Referral Center for Anne Arundel County began operation in Annapolis in late January of 1971 as an adjunct of the main I & R Service. The center, sponsored by the Anne Arundel County Council of Community Services and the HWC, is staffed by volunteers recruited by the National Council of Jewish Women, Annapolis Section, and the Anne Arundel County YWCA, and trained under I & R supervision. Utilizing a local telephone number--268-6053--it is open from 10:00 A.M. to 2:00 P.M., Monday through Friday; at other times, messages are taken by an answering service.

The Anne Arundel Center's opening resulted from the conviction of the Anne Arundel County Council of Community Services that residents in the Annapolis area and southern portion of the county would make greater use of an information and referral service situated in Annapolis. Anne Arundel County extends approximately 50 miles southward from Baltimore, with Annapolis, the county seat and state capital, about 25 miles from Baltimore. The northern section of the county adjoins Baltimore City and is part of the metropolitan telephone system.

It is hoped that the operation of the Anne Arundel Center will demonstrate whether a small, decentralized office with a local telephone number and a volunteer staff can feasibly and effectively provide expanded service to a particular locality.

Policy of Anonymity

The I & R Service adheres to a policy of client anonymity, a policy adopted when I & R was established in 1962. It is felt that the assurance of confidentiality encourages many people to make inquiries to I & R who otherwise hesitate to use the service. A client's identity must be known only when

he requests I & R assistance in arranging for a service or intervening on his behalf as an advocate. Otherwise, the social worker seeks only sufficient information to determine the inquirer's eligibility for the help he needs. Never does an inquirer's name appear in the permanent I & R records. Since the policy of anonymity precludes routine follow-up to determine the success of referrals, clients are urged to call back if they encounter any difficulty obtaining a service from an agency or organization to which they have been referred.

### Casework Approach

Each inquiry received is treated as a professional casework interview. While many inquiries are simple requests for information--perhaps the telephone number or address of an agency or a public official--an attempt is made to project a feeling of concerned interest by the caseworker handling the call. This approach encourages many callers with "routine questions" to present distinctly nonroutine problems and ask for help in their solution. While the I & R Service is not a counseling service, in the process of making referrals, it is usually necessary to explore at some length the nature of a client's problem in order for both the client and the worker to define the problem (often problems).

In exploring a problem with a client, the worker attempts to outline a full range of community resources, both public and private, which might provide the needed help. When there is a choice, the various alternatives are discussed. When there is no choice, the lack of alternatives also is discussed, for successful referrals involve the readiness of the client to make use of the service to which he is referred, which involves acceptability of the particular resource to the client. Considerable discussion may be required, for example, to bring a reluctant aged person to the point of applying for Old Age Assistance when he is "too proud to ask for relief," although it may be the only help available, the appropriate help, and the client may be clearly eligible for such assistance. When the need is for a service which does not exist--a gap in community services--the caseworker must

be resourceful and creative. Perhaps solving another problem will help the client to work out the original one--for example, obtaining food stamps may free a portion of a client's limited income for use to alleviate a problem for which no direct source of financial help exists.

### Client Advocacy

Close relationships with the major public and private agencies are maintained through frequent contacts and through I & R staff participation in agency staff training programs. Therefore, when specific problems arise in regard to an individual client or case, most agencies accept I & R as mediator or advocate. When, as in the majority of cases, the problem turns out to be one of faulty communication between client and agency, the I & R Service can provide explanations of policies and procedures to the client and assist him, if need be, in complying with agency requirements. If, however, an agency has failed to provide the services it purports to, the caseworker advises the client of his right to appeal and explains the procedures involved.

### Identification of Gaps in Community Services

An information and referral service is in a position to identify gaps in community resources for study and planning purposes. When a worker can locate no agency to provide a specific service needed by a client, a record is made that there is no known resource. Annually these records are tabulated to analyze the areas of unmet needs.

The principal unmet needs recorded in recent years have been for: burial funds; transportation for medical purposes; moving expenses; medical expenses (if over scale for Medical Assistance); special medical appliances; and emergency funds for utility cutoffs, heating fuel, food, and other crises (the only emergency for which the Maryland Department of Social Services issues funds is eviction). Data on these unmet needs are available to agency administrators and to planning groups, including legislative committees.

### Resource Files

An adequate resource file system for an information and referral service must provide for: (1) the collection of comprehensive information on the services and programs of public agencies and private organizations as well as other community resources; (2) the indexing and storage of this information so as to allow for its selective retrieval on demand; and (3) continual updating of the information. Under a cooperative arrangement inaugurated in 1970 with the Public Information Center (PIC) of the Enoch Pratt Library (the Baltimore City public library which recently was designated the official State library as well), it is felt that the Information and Referral Service is achieving such a resource file system. The flow chart which appears in Appendix A-1 outlines the procedure now in use whereby information is added simultaneously to the PIC, HWC, and I & R files. The files presently are indexed alphabetically and by subject (type of service); a geographical index is planned. Utilizing a clueword system adapted from the technique developed by the Battelle Memorial Institute of Columbus, Ohio, for the Columbus Regional Information Service (CRIS), the files are computer-capable should funds become available to purchase data processing service.

Initial information on the services of agencies and organizations is solicited by mail on the form shown in Appendix A-2. It has been found, however, that personal or telephone interviews are required to elicit all the data needed on large institutions and organizations, such as hospitals and departments of education. Among the prime sources of information on new services or changes in existing services are newspapers, newsletters, and contacts in making referrals.

### Public Information Activities

Since the Information and Referral Service was established in 1962, the participation of its staff members in personnel training sessions and workshops conducted by social agencies, institutions, and governmental units has been emphasized for two reasons: (1) to acquaint them with the role of Information

and Referral; and (2) to reach prospective I & R clients, especially the very poor, indirectly. For the same reasons, public information efforts have been directed toward other key people in the community, such as clergymen, doctors, lawyers, police, and teachers.

Until the appointment of a part-time information specialist in conjunction with the opening of the statewide Information and Referral Service for the Aging in October, 1970, attempts to reach prospective I & R clients directly, a secondary responsibility of the staff of caseworkers, were concentrated in three areas: (1) public service spot announcements on radio and television; (2) distribution of a descriptive brochure (see Appendix B-1); and (3) inclusion of information on the I & R Service in community, organization, and company newsletters and mailings. Since then, efforts to obtain mass media publicity have been stepped up, with public information activities for the Information and Referral Service for the Aging extended to the entire state. Background information sheets on both Units 1 and 2 (See Appendices B-2 and B-3) are used in conjunction with mass media features and interviews. It has been found that such publicity generates spurts of inquiries and must be spaced according to staff capabilities.

To inform the elderly themselves, their families, local agencies and organizations, and other professional persons working with the aged, of the existence of the I & R for the Aging Service and its toll-free statewide telephone number, priority has been given to establishing and maintaining contact with a local commission on aging representative or other concerned individual in each county. These contacts have facilitated the local distribution of brochures (see Appendix B-4), news releases, public service spot announcements, and announcements for inclusion in church and synagogue bulletins and organization newsletters. Frequently, these contacts also have assisted in arranging for meetings on I & R with county commissions on aging or other senior citizens' organizations and local radio and television interviews. In a few counties, generally the more populous ones, which already were offering information and

referral services to senior citizens, the primary aim has been to mesh local and statewide efforts.

Record System

The I & R Service uses a simple mimeographed form on which the caseworker handling an inquiry records the salient items of information (see Appendix C-1) coded according to detailed instructions (see Appendix C-2). The form has been revised and modified only slightly since the service began operation in 1962. As noted previously on page 6, information identifying the inquirer is not obtained unless there is a need to make additional contact with the individual. Accordingly, no records are maintained by the name or address of the inquirer.

Key punch cards are prepared from the mimeographed forms and a quarterly statistical summary from the cards. Data processing service is purchased from the United Fund of Central Maryland. Prior to 1971, Mark-Sense cards were used. The former system was discontinued because the United Fund no longer maintained the machine necessary for punching the cards.

Statistical Summary

Table 1 below shows the total number of inquiries handled by the central I & R Service (Unit 1) from 1962 through 1970. The data indicate gradual but steady growth.

Table 1 - Number of inquiries, Information and Referral Service (Unit 1), 1962-1970

Year	Number	Year	Number
1962 (7 months)	1973	1967	7870
1963	4456	1968	8208
1964	4618	1969	8009
1965	6095	1970	8761
1966	6548		

Table 2, which follows, contains data on a variety of the characteristics of inquiries received by the central I & R Service during the years 1967 through

1970, as well as those received by the I & R Service for the Aging from October through December, 1970. The definitions of all terms are contained in Appendix C-2.

Table 2 - Selected characteristics of inquiries, Information and Referral Service, 1967 - 1970

Item	1967	1968	1969	1970	
				Unit 1 <sup>a/</sup>	Unit 2 <sup>b/</sup>
<u>Total inquiries</u>	7870	8208	8009	8761	864
<u>Method of inquiry</u>					
Telephone	7458	7772	7731	8238	735
Letter	137	126	70	72	11
Office visit	275	310	208	451	118
<u>Source of inquiry</u>					
Self-referral	4485	4575	4061	4297	330
Relative	1034	1064	1157	1183	190
Health or welfare agency	1478	1619	1750	2157	219
All others	873	950	1041	1124	125
<u>Contact with I &amp; R suggested by</u>					
Previous use of service	1968	1854	1788	2838	315
Interested person	922	486	283	448	29
Health or welfare agency	1373	1417	1633	1446	249
Radio/TV	1742	2087	2101	1366	182
Telephone directory or company	706	1498	1586	1683	10
All others	1159	866	738	990	79
<u>Age group</u>					
Pre-school	240	195	197	229	3
Youth	1294	1055	1001	1191	4
Adults	4198	2891	2476	2831	40
Aged	849	1221	1182	1294	802
Household or family	628	1356	1252	1401	5
Age not applicable	661	1490	1901	1815	10
<u>Residence of client</u>					
<u>Baltimore metropolitan area</u>					
Baltimore City	6916	6369	6437	7080	598
Anne Arundel County	216	302	297	344	18
Baltimore County	512	1209	895	846	151
Carroll County	23	42	41	39	2
Harford County	77	97	122	140	18
Howard County	29	40	36	77	10



Table 2 continued

Item	1967	1968	1969	1970	
				Unit 1 <sup>a/</sup>	Unit 2 <sup>b/</sup>
<u>Washington Metropolitan Area</u>					
Montgomery County	1	9	9	10	24
Prince George's County	6	24	54	61	12
<u>Non-metropolitan counties</u>					
Allegany County	1	-	5	2	2
Calvert County	3	4	1	-	2
Caroline County	1	-	-	2	-
Cecil County	5	1	6	5	5
Charles County	-	-	2	1	5
Dorchester County	2	-	1	3	5
Frederick County	-	4	8	3	2
Garrett County	-	-	-	-	-
Kent County	2	2	2	1	2
Montgomery County	1	9	9	10	24
Prince George's County	6	24	54	61	12
Queen Anne's County	-	2	1	3	1
St. Mary's County	1	4	1	-	1
Somerset County	1	-	1	-	-
Talbot County	1	-	3	2	-
Washington County	-	3	3	3	3
Wicomico County	-	1	2	5	1
Worcester County	-	1	2	5	-
Out-of-state	73	95	89	128	2
<u>Disposition</u>					
Information given	4244	2046	2327	2998	174
Referral to community resource	3170	5631	5225	5228	617
Referral back to active agency	393	381	250	183	67
No known resource	36	80	154	290	3
Client withdrew	2	37	37	30	1
Other	25	33	16	30	2
<u>Type of service</u>					
01 Adoption service	65	60	60	101	-
02 Agency information	1453	1241	1116	1371	92
03 Animal care service	20	8	6	7	2
04 Big brother service	3	1	9	3	-
05 Blood service	5	3	3	7	-
06 Board and room	38	42	48	83	1
07 Camping	210	137	90	109	-
08 Careers information	3	21	23	27	-
09 Clinic - medical	268	259	148	302	2
10 Clinic - mental	87	129	190	143	-
11 Clinic - dental	25	66	38	29	1
12 Clothing	25	37	37	30	1
13 Commercial enterprise	48	55	48	37	-
14 Complaint - agency service	74	108	96	103	1
15 Corrections/court service	22	35	26	33	-
16 Counseling - family	172	189	200	146	14
17 Counseling - marriage	101	100	85	71	4
18 Counseling - personal	136	196	269	261	15

Table 2 continued

Item	1967	1968	1969	1970	
				Unit 1 <sup>a/</sup>	Unit 2 <sup>b/</sup>
19 Day nursery care	184	110	109	129	-
20 Disaster service	-	1	3	2	-
21 Education-formal	88	80	80	68	-
22 Education - informal	4	40	45	37	-
23 Education - special	78	51	60	48	-
24 Employees wanted	152	118	97	70	-
25 Employment service	769	347	193	152	30
26 Financial aid - continuing	364	396	361	410	8
27 Financial aid - education	29	34	52	56	88
28 Financial aid - emergency	255	316	358	277	1
29 Financial aid - holiday	36	111	66	33	5
30 Financial aid - medical	295	369	447	484	5
31 Food	76	89	93	156	58
32 Foster care	66	92	81	77	52
33 Fund campaigns	13	7	16	21	1
34 Furniture	28	29	35	36	-
35 General information	166	383	383	438	2
36 Group work service	19	5	1	1	31
37 Health appliance equipment	303	413	405	404	-
38 Health information	88	266	292	420	30
39 Health insurance	182	130	104	171	51
40 Home care	15	14	5	15	9
41 Homemaker/home health aide	169	215	190	150	9
42 Homes for aged	30	27	28	26	24
43 Hospital - chronic disease	10	7	4	3	15
44 Hospital - general	12	16	16	11	-
45 Hospital - mental	31	43	23	22	11
46 Housing	170	198	173	224	23
47 Intercultural/racial service	6	21	14	29	79
48 Legal service	184	153	199	180	-
49 Library service	28	17	14	15	19
50 Meals-on-Wheels	6	7	2	14	-
51 Municipal service	188	260	251	380	4
52 Neighborhood community organization service	15	26	35	49	1
53 Nursing service	28	88	77	109	2
54 Nursing/convalescent care	76	45	73	103	16
55 Offers	110	165	222	132	77
56 Physiotherapy	2	1	3	5	2
57 Professional practice	95	79	77	63	-
58 Protective service	82	99	115	99	1
59 Recreation/leisure service	52	93	76	69	2
60 Residential treatment center	46	46	54	51	22
61 Rehabilitation service	68	106	119	139	-
62 Retirement benefits	28	70	45	66	16
63 Sheltered workshop	10	24	22	9	18
64 Transportation	109	152	152	148	-
65 Unemployment insurance	13	4	4	11	9
66 Vital statistics	96	66	43	92	-
67 Volunteer service	54	72	85	99	7

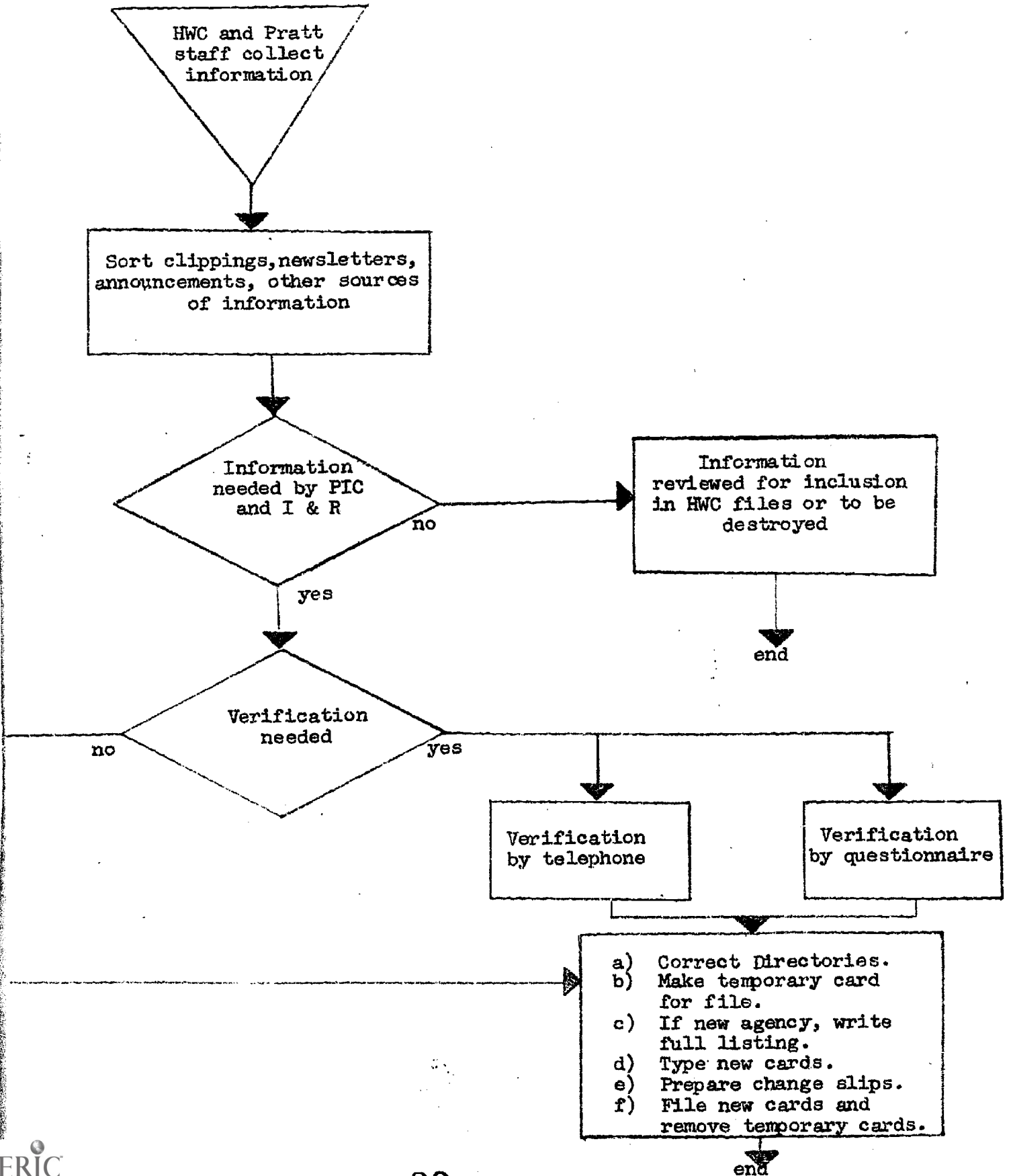
Table 2 continued

Item	1967	1968	1969	1970	
				Unit 1 <sup>a/</sup>	Unit 2 <sup>b/</sup>
68 Workmen's compensation	4	2	3	2	3
69 Self-help <sup>c/</sup>	2	18	6	10	-
70 Burial <sup>d/</sup>	-	-	1	26	-
71 Drug abuse treatment <sup>d/</sup>	-	-	1	32	-
Other. <sup>e/</sup>	181	-	-	-	-

- <sup>a/</sup> Unit 1 began operation June 1, 1962.  
<sup>b/</sup> Unit 2 began operation October 5, 1970.  
<sup>c/</sup> Category added January 1, 1968.  
<sup>d/</sup> Category added December 1, 1969.  
<sup>e/</sup> Category dropped July 1, 1967.

**APPENDICES**

Resource File Flow Chart



ORGANIZATIONAL INFORMATION RECORD  
HC FORM 31 (Rev. 7/71)

HEALTH AND WELFARE COUNCIL OF CENTRAL MARYLAND, INC.  
INFORMATION AND REFERRAL SERVICE

Name of  
organization:

Address:

Telephone  
number:

Type of organization: Private, non-profit  Private, profit  Governmental department   
Year of incorporation: Year of incorporation: ..

Title and name of  
director or President:

Describe the services which your organization provides, listing each division or department separately, or attach written material which contains this information (a full and complete explanation will be most helpful):

(continue on reverse as necessary)

Specify the division or individual in your organization to whom referrals should be directed:

(continue on reverse as necessary)

Describe basic eligibility requirements which must be met by an individual seeking service (include description of fee policy and statement of geographic area served):

(continue on reverse as necessary)

List any items (birth records, verification of residence, rent books, etc.) which should be readily available at the time service is applied for:

(continue on reverse as necessary)

Name, title and signature of  
person completing form:

date form submitted:

*Who Can Help?*



**NO CHARGE FROM TOLL AREAS —**  
Ask Operator for Enterprise 9-0525







**IMPORTANT FACTS about the  
Information and Referral Servi**

- No Charge
- Confidential
- Trained Staff
- Supported by City, State and  
the *WJF* UNITED FUND
- Serving Baltimore City and Anne  
Arundel, Baltimore, Carroll, Har-  
ford and Howard Counties
- People living in toll areas of the  
above counties may telephone the  
Service at local rates by asking  
Operator for Enterprise 9-0525

**HAT KIND of problems can this  
service help solve?**

**RE ARE JUST A FEW EXAMPLES:**

· My husband will be in the hospital several months. His next insurance benefit payment will be the last. **WHO CAN HELP?**

· My new washing machine stopped working but the business which sold it to me has closed. **WHO CAN HELP?**

We have formed an association and want to improve our community. **WHO CAN GIVE US ADVICE?**

My husband and I argue so much that even the children think home is a miserable place. **WHO CAN HELP?**

Our landlord has told us we must move. We need legal advice but can't afford a lawyer. **WHO CAN HELP?**

I would like to serve as a volunteer a few hours each week. **WHERE AM I NEEDED?**

HEALTH AND WELFARE COUNCIL OF CENTRAL MARYLAND, INC.  
Information and Referral Service

200 East Lexington Street  
Baltimore, Maryland 21202

For further information contact:

Mrs. Doris S. Hartman, Information Specialist  
685-0525 or Enterprise 9-0525

Background Information  
on the  
INFORMATION AND REFERRAL SERVICE

SERVICE OFFERED: Experienced caseworkers are available to help callers explore their problems, discuss the kinds of public and private community services which exist, and help each caller select the most appropriate services to meet his needs. Assistance in reaching or obtaining a needed service also can be provided if the caller needs such help. This service is free and confidential.

With the help of library specialists, information about community resources is gathered and kept up to date. Statistical data are compiled about the kinds of requests received to provide material for planning and coordinating new and existing public and private agencies serving the community.

SCOPE: Any problem in the health, recreation, education, employment, welfare, and related human service fields.

GEOGRAPHICAL COVERAGE: Central Maryland: Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.

WHO IS ELIGIBLE FOR SERVICE: Any person seeking help with a problem; members of his family; agency representatives and other professional and service persons on behalf of their clients and patients; and other concerned persons.

PROCEDURE: A telephone call, letter, or personal visit to the office of the Information and Referral Service.

TELEPHONE COMMUNICATION: Baltimore calling area--685-0525; elsewhere in Central Maryland area, make a free call by asking the Operator for Enterprise 9-0525. Telephone messages are recorded nights and weekends, and calls are returned the next working day.

OFFICE LOCATION: 901 Court Square Building, 200 East Lexington Street, Baltimore, Maryland 21202.

OFFICE HOURS: 9-5 Monday through Friday.

PERSONNEL: Staff of 4 social workers.

WHEN ESTABLISHED: June, 1962.

WHY ESTABLISHED: To provide a central clearinghouse where information on all existing community services can be obtained with one telephone call and to provide professional referral to appropriate services.

OPERATION: Operated by the Health and Welfare Council of Central Maryland, Inc.

FUNDING: Financed by the State of Maryland, the City of Baltimore, and the United Fund of Central Maryland. / / /

HEALTH AND WELFARE COUNCIL OF CENTRAL MARYLAND, INC.  
Information and Referral Service

200 East Lexington Street  
Baltimore, Maryland 21202

For further information contact:  
Mrs. Doris S. Hartman, Information Specialist  
685-0525 or Enterprise 9-0525

**Background Information  
on the  
INFORMATION AND REFERRAL SERVICE FOR THE AGING**

**WHY ESTABLISHED:** To make it easier for elderly persons and their families to find out what services are available to them and where and how to obtain such services.

**WHEN ESTABLISHED:** October, 1970.

**SCOPE:** Any problem encountered by an elderly person in the health, recreation, education, employment, welfare and related human service fields.

**SERVICE OFFERED:** A caseworker knowledgeable about the problems of aging and about community resources can advise how an elderly person can utilize the varied services which exist according to his particular situation, needs, and location within the state. In addition, the caseworker is prepared to assist an aged person or his family to select the most appropriate service offered by local and statewide agencies and organizations, both public and private, and to make the actual contact. If there is difficulty obtaining needed services, the caseworker can intercede personally on the senior citizen's behalf.

**GEOGRAPHICAL COVERAGE:** Entire State of Maryland.

**WHO IS ELIGIBLE FOR SERVICE:** An aged person; members of his family; agency representatives and other professional and service persons on behalf of their clients and patients.

**PROCEDURE:** A telephone call, letter, or personal visit to the office of the Information and Referral Service for the Aging.

**SOURCES FOR REFERRAL:** Local and statewide public agencies and private organizations.

**OFFICE LOCATION:** Lobby, State Roads Commission Building, 300 West Preston Street, Baltimore, Maryland 21201.

**OFFICE HOURS:** 9-5, Monday through Friday.

**PERSONNEL:** Staffed by a social worker.

**TELEPHONE COMMUNICATION:** Baltimore calling area--685-0525; toll-free line from remainder of state--1-800-492-0270. Telephone messages are recorded nights and weekends and returned the next working day.

**OPERATION:** Operated by the Health and Welfare Council of Central Maryland, Inc.

**FUNDING:** Financed by the Commission on the Aging of the Maryland Department of Employment and Social Services, the Maryland Department of Health and Mental Hygiene, and the United Fund.

**RELATION TO INFORMATION AND REFERRAL SERVICE FOR CENTRAL MARYLAND:** The statewide Information and Referral Service for the Aging represents an extension of the nine-year-old Information and Referral Service operated by the Health and Welfare Council for the residents of the Baltimore metropolitan area; Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.///

# PROBLEMS OF THE AGING

**FIND OUT WHO CAN HELP**

**CALL**

**685-0525**

in the Baltimore area

**1-800-492-0270**


(toll-free line)

elsewhere in the State

Information and Referral Service for the Aging  
Lobby, State Roads Commission Building  
W. Preston Street, Baltimore, Md. 21201

27

**IMPORTANT FACTS about the  
Information and Referral Service  
for the Aging**

- No Charge      • Confidential
- Trained Staff
- Serving the elderly throughout the State Maryland.
- People living anywhere in Maryland can call the Information and Referral Service free by asking the operator for or dial 1-800-492-0270 directly; messages 1 night and weekends are recorded.
- Financed by the Commission on Aging of the Maryland Department of Employment and Social Services, the Maryland Department of Health and Mental Hygiene, and the  UNITED FUND
- Operated by the Health and Welfare Council of Central Maryland, Inc., in cooperation with your local Commission on Aging.

INFORMATION AND REFERRAL SERVICE  
CASE RECORD  
Form 30 (rev. 2/71)

HEALTH AND WELFARE COUNCIL OF THE BALTIMORE  
AREA

Month Day Year

Date: (4) (5) (6) (7) (8) (9) B. Method of inquiry: (11)  
 Source of inquiry: (13) (14) D. Contact with I&R suggested by: (16) (17)  
 Location: (19) (20) F. Age group: (22)  
 Telephone contacts: 1 2 3 4 5 6 7 8 9 10 (24&25)  
 Letter contacts: 1 2 3 4 5 6 7 8 9 10 (27&28)  
 Office contacts: 1 2 3 4 5 6 7 8 9 10 (30&31)  
 Disposition: (33) K. Agency concerned: (35) (36) (37) (38)  
 Type of service: (40) (41) M. Unit: (43)

Agency concerned (if no assigned number): \_\_\_\_\_



HEALTH AND WELFARE COUNCIL OF CENTRAL MARYLAND, INC.

200 East Lexington Street  
Baltimore, Maryland 21202  
752-4146INSTRUCTIONS FOR USING INFORMATION AND REFERRAL SERVICE CASE RECORD (HWC FORM 30)I. General Instructions

**Purpose** HWC Form 30 is the basic record of each inquiry received by the Information and Referral Service. The data on each inquiry recorded on the Form 30 are later punched into cards as a means of securing quarterly and annual statistical summaries. Because the Form 30 is the only record of work done by the Information and Referral Service, it is extremely important that each one be completed fully and accurately.

**Use of Form 30** A Form 30 must be completed for each inquiry. If the same inquiry involves more than one clear-cut problem, multiple forms may be completed, one for each problem or type of service. This decision is to be made by the caseworker handling the inquiry.

**Use of Tab to old IBM cards** The tab portion of the former Mark-Sense cards continues to be used in the following situations:

1. When disposition (Item J) is coded 4 (no known resource), and
2. When it is anticipated that there may be reason to refer back to a record of the inquiry at a future time.

In the second instance, the decision will depend upon the judgment of the caseworker handling the inquiry. The several applicable sections of the tab should be completed as fully as necessary to provide a record for future reference.

The fully completed tabs will be retained in a file which has two categories: No known resource and Other, for a given calendar year. When clients name is known, cards are filed in alphabetical order; otherwise, cards are filed chronologically in the order received.

**Color of pen or pencil** The use of pen or pencil in a color other than black is recommended, to facilitate reading of entries by key punch operator.

II. Detailed Instructions for Completing the Form 30

**Item A Date** Indicate the month (01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12), day (01, 02, 03, 04, 05, 06, 07, 08, 09, 10, etc.) and year (71, 72, 73, etc.) on which the inquiry was made.

**Item B Method of Inquiry** Indicate the method by which the inquiry was made, using the following codes:

1. telephone
2. letter
3. office visit

Item C  
Source of  
Inquiry

Indicate the source from which the inquiry originated, using the following codes and related definitions as guides:

01. Self-Referral - Any inquiry made by an individual on his own behalf.
02. Relative - Any inquiry made by an individual on behalf of a related person or persons.
03. Interested person - Any inquiry by an individual on behalf of a person or persons to whom he is not related.
04. Public official - Any inquiry made by an elected or appointed public official or a member of the official's staff except officials of health, welfare, education, recreation, library, employment, correction, police and similar human service agencies.
05. Health, Welfare, Recreation, Employment, Library or other similar agency or organization - Any inquiry made by a public or private agency or organization providing health, welfare, recreation, employment, library, correction, police or similar human services.
06. School or College - Any inquiry made by a public or private institution primarily engaged in providing educational services.
07. Religious Organization - Any inquiry made by an organized religious group or clergyman.
08. Professional Practitioners - Any inquiry made by a physician, dentist, attorney, nurse, psychologist, social worker, or other professional person engaged in private practice.
09. Business - Any inquiry made by a business firm (except for inquiries on behalf of an employee), including those made by the information columns of the mass media.
10. Employer - Any inquiry made by an employer on behalf of an employee.
11. Union - Any inquiry made by a labor union including those made by union health and welfare funds or union counselors.
12. Civic or Professional Organization - Any inquiry made by a civic, social, service, fraternal, veterans, professional or business organization.
13. Other

Item D  
Contact with  
I & R  
suggested by

Indicate the source from which the person making the inquiry learned about the Information and Referral Service, using the following codes and related definitions as guides:

01. Previous Use of Service - Previous contact with Information and Referral Service.
02. Relative
03. Interested person - A friend or other interested person who is not a relative.
04. Public official - An elected or appointed public official or a member of the official's staff, except officials of health, welfare, education, recreation, library, employment, correction, police and similar human service agencies.
05. Health, Welfare, Recreation, Employment, Library or other similar agency or organization - A public or private agency or organization providing health, welfare, recreation, employment, library, correction, police or similar human services.
06. School or College - A public or private institution primarily engaged in providing educational services.
07. Religious Organization - An organized religious group or clergyman.
08. Professional Practitioner - A physician, dentist, attorney, psychologist, nurse, social worker or other professional person engaged in private practice.
09. Business - A business firm which is not the employer of the individual making the inquiry, including the information columns of the mass media.
10. Employer
11. Union - Any union personnel, including health and welfare funds and union counselors.
12. Civic or Professional Organization - A civic, social, service, fraternal, veterans, professional or business organization.
13. Mass Media - Radio, television or newspapers.
14. Telephone Directory or Telephone Company.
15. Flier - Any informational leaflet, directory, poster or display describing the I & R Service.
16. Group Presentation - Any presentation or program about the I & R Service made before a group or organization.
17. Other

Item E            Indicate the place of residence of the client using the following  
Location of    codes:  
Client

- |                         |                            |
|-------------------------|----------------------------|
| 01. Baltimore City      | 13. Harford County         |
| 02. Allegany County     | 14. Howard County          |
| 03. Anne Arundel County | 15. Kent County            |
| 04. Baltimore County    | 16. Montgomery County      |
| 05. Calvert County      | 17. Prince George's County |
| 06. Caroline County     | 18. Queen Anne's County    |
| 07. Carroll County      | 19. St. Mary's County      |
| 08. Cecil County        | 20. Somerset County        |
| 09. Charles County      | 21. Talbot County          |
| 10. Dorchester County   | 22. Washington County      |
| 11. Frederick County    | 23. Wicomico County        |
| 12. Garrett County      | 24. Worcester County       |
|                         | 25. Out of State           |

Item F            Indicate the appropriate age category in accordance with the  
Age Group       following definitions:

- |  |  |
|--|--|
| 1. <u>Pre-school</u> - Birth through 5 years,<br>11 months   | ) If the inquiry relates<br>primarily to one individual or<br>to two or more individuals<br>whose ages all fall within one<br>of these four age groups,<br>indicate the appropriate age<br>category: |
| 2. <u>Youth</u> - 6 years through 21 years,<br>11 months   |  |
| 3. <u>Adult</u> - 22 years through 59 years,<br>11 months  |  |
| 4. <u>Aged</u> - 60 years or older   |  |
| 5. <u>Household</u> - If the inquiry relates to two or more persons residing<br>together whose ages fall into more than one of the four age<br>categories, use the category "Household." |  |
| 6. <u>Household including an aged person.</u>  |  |
| 7. <u>Not applicable</u> - If the inquiry does not relate to a specific<br>individual or household group, use the category "Not Applicable."   |  |

Items G,  
H, I  
Contacts

Indicate the total number of contacts in each of the three  
categories by circling the numbers consecutively.

Item J  
Dispos-  
ition

Indicate the disposition made of the inquiry in accordance with  
the following codes and related definitions:

1. Information given - Some type of information given to client.
2. Referred to community resource - Referred client to appro-  
priate community resource(s).
3. Referred back to active agency - Referred client to an  
agency with which he is already active.
4. No known resource - Kind of resource needed by client not  
available in community or not available to this client  
because of eligibility requirements.
5. Client withdrew - Client withdraws request for assistance  
or declines to use the available resources.
6. Other

**Item K**      Completes only when disposition (Item J) is coded 1, 2, or 3.  
**Agency**      Enter the appropriate code number to indicate the primary agency  
**Concerned**    or organization involved in the disposition of the inquiry. The  
 numbers are contained in the caseworker's copies of the Directory  
 of Community Services in Maryland. If inquiry is regarding, or  
 referral is made to, an agency or organization which has no  
 assigned number, write the name of the agency in the space between  
 the solid and broken lines on the Form 30.

**Item L**      Indicate the type of service to which the client was referred or  
**Type of**      about which information was given, using the codes and related  
**Service**      definitions given below as guidelines. As a general rule, an  
 inquiry concerned with a specific individual should be assigned  
 to the appropriate type of service and not to category 02 (Agency  
 Information) or category 35 (General Information).

01. Adoption Services - Inquiries about adopting or placing a child for adoption.
02. Agency Information - Any inquiry seeking only the name, address or telephone number of an agency; and inquiries about the nature of the service provided by an agency when the inquiry is not concerned with any given individual.
03. Animal Care Services - Inquiries about services for the care and protection of animals.
04. Big Brother Service - Inquiries about or which suggest the need for the service offered by Big Brother, Big Sister or other agencies offering counseling to youth by supervised volunteers.
05. Blood Service - Inquiries about making or receiving blood donations.
06. Board and Room - Inquiries about board and room living arrangements for adults. (See #32 for Foster Care).
07. Camping - Inquiries about day or resident camping.
08. Careers Information - Inquiries about any of the programs which offer an opportunity to learn about a trade or profession through short-term employment in an organization whose employees include members of the profession; and requests for information about any career field.
09. Clinic - Medical - Inquiries about or which suggest the need for medical treatment on an outpatient basis.
10. Clinic - Mental - Inquiries about or which suggest the need for psychiatric care on an out-patient basis.
11. Clinic - Dental - Inquiries about or which suggest the need for the services offered by dental clinics.
12. Clothing - Inquiries about the need for clothing.

13. Commercial Enterprises - Inquiries concerning any private commercial agency or company, including complaints.
14. Complaint - Agency Service - Inquiries concerning complaints based on the inability of a client to secure service and/or about the way in which a client was treated by an agency; and about procedures for rectifying such complaints.
15. Correctional and Court Services - Inquiries about or which suggest the need for the services of the police, courts (including Domestic Relations Division of the Supreme Bench), prisons, probation or parole services and training schools.
16. Counseling - Family - Inquiries about or suggesting the need for counseling to several members of a family or parent and child, as a group or individually.
17. Counseling - Marriage - Inquiries about or suggesting the need for counseling to a husband and wife.
18. Counseling - Personal - Inquiries about or suggesting the need for counseling to an individual without involvement of any other family members.
19. Day Care or Nursery School - Inquiries concerning less than 24-hour care for protection and/or education of children in own home or in a family or group setting outside their home.
20. Disaster Services - Inquiries about services available to families or individuals affected by fires, storms, explosions, accidents or other disasters.
21. Education - Formal - Inquiries about or which suggest the need for public or private, day or night, or residential education and training programs for all ages, including formally established job training or retraining programs.
22. Education - Informal - Inquiries about or which suggest the need for consumer or health education programs, non-credit adult education programs, remedial education and/or tutorial programs, etc.
23. Education - Special - Inquiries about public or private, day or residential school programs for handicapped persons of all ages.
24. Employee Wanted - Inquiries from individuals or organizations seeking employees or information on how to locate employees. (Including domestic employees, but not #41 Homemaker-Home Health Aide Service).
25. Employment Services - Inquiries about or which suggest the need for counseling, testing or placement services in connection with vocational or career planning and efforts to secure employment.

26. Financial Aid - Continuing - Inquiries concerning need for on-going financial assistance (including food stamps) because the individual or family has no income or the available income is inadequate. (Including discount cards for aged, unless primary request is for discount for medicines which is #30).
27. Financial Aid - Education - Inquiries about or which suggest the need for scholarships, educational loans, or work-study programs to enable an individual to enter or continue in an educational program.
28. Financial Aid - Emergency - Inquiries concerning the need for immediate financial assistance because individual or family is without food, clothing, or shelter. (See #70 for Burial Funds).
29. Financial Aid - Holiday - Inquiries concerning cash or goods available to assist needy families during holiday periods.
30. Financial Aid - Medical - Inquiries about or which suggest the need for financial assistance to meet the cost of medical treatment, drugs, or equipment (including inquiries about Medicaid and for discount cards for aged to purchase medicines primarily).
31. Food - Inquiries about the need for food items (not cash).
32. Foster Care - Inquiries about or which suggest the need for supervised living arrangements for children, unwed pregnant women, or adults outside of their own homes and inquiries from persons wishing to offer this type of care. (See #06 for Board and Room).
33. Fund Campaigns - Inquiries concerning dates, goals, procedures, or other matters relating to fund-raising campaigns conducted by voluntary organizations.
34. Furniture - Inquiries about the need for furniture and household equipment.
35. General Information - Inquiries of a miscellaneous nature, usually seeking factual information, which cannot be assigned to another specific category of service.
36. Group Work Service - Inquiries about or which suggest the need for an individual's participation in group activities conducted by a professionally trained worker, utilizing the social group work method (e.g. street club service, group counseling).
37. Health Appliances and Equipment - Inquiries about or which suggest the need for braces, collars, crutches, eyeglasses, contact lenses or other items worn by a patient; and wheel chairs, walkers, hospital beds, commodes, exercise bars or other similar sickroom equipment.
38. Health Information - Inquiries about disease conditions; inoculation records, requirements or sources; and any other health related matters not specifically covered under another category of service.

39. Health Insurance - Inquiries about any private or public health insurance agency or program (e.g. Blue Cross-Blue Shield, Medicare, union health plans or private health insurance).
40. Home Care - Inquiries about or which suggest the need for hospital-sponsored and coordinated care of convalescent or chronically ill persons at home.
41. Homemaker-Home Health Aide Service - Inquiries about or which suggest the need for such home help services.
42. Homes for Aged - Inquiries about or which suggest the need for group residential care (not nursing care) provided by institutions for aged persons.
43. Hospital - Chronic - Inquiries about or which suggest the need for inpatient care as a result of chronic or long-term illness.
44. Hospital - General - Inquiries about or which suggest the need for inpatient care as a result of acute illness or accident.
45. Hospital - Mental - Inquiries about or which suggest the need for inpatient care as a result of mental illness, mental retardation or emotional disturbance.
46. Housing - Inquiries about or which suggest the need for assistance in securing housing, or which offer housing.
47. Intercultural and Anti-Discrimination Services - Inquiries about or which suggest the need for educational, conciliation or other services of a public or voluntary agency concerned with inter-group relations, including interpretation services for foreigners.
48. Legal Services - Inquiries about or which suggest the need for legal advice or counsel from clients unable to locate and/or pay for the services of a private attorney.
49. Library Services - Inquiries about or which suggest the need for any publicly or privately operated library services, including film libraries.
50. Meals-on-Wheels - Inquiries about or which suggest the need for home-delivered meals for ill or aged persons unable to prepare meals or to eat outside of their homes.
51. Municipal Services - Inquiries about municipal services not specifically covered in another category of service (i.e. trash collection, housing code enforcement, permits, rodent control, street cleaning, street lighting, traffic control, air pollution, street repairs, sewers, water, weights and measures, restaurant or food sanitation, etc.).
52. Neighborhood Community Organization Services - Inquiries about or which suggest the need for the services of neighborhood based community organization staff.



53. Nursing Service - Inquiries about or which suggest the need for nursing services provided in a client's home by agency-employed public health nurses or by private duty nurses.
54. Nursing or Convalescent Care - Inquiries about or which suggest the need for care provided by profit or non-profit nursing and/or convalescent facilities.
55. Offers - Inquiries from individuals or groups wishing to contribute cash, foods or services (summer outings, holiday treats, weekend care and entertainment, etc.) to individuals, groups or organizations (including overseas child maintenance organizations).
56. Physical Therapy - Inquiries about or which suggest the need for physical therapy services, regardless of where these services are provided.
57. Professional Practitioners - Inquiries about or which suggest the need for services offered by physicians, dentists, attorneys, psychologists, social workers, or other professional persons engaged in private practice (including complaints about such services).
58. Protective Services - Inquiries about or which suggest the need for a service to prevent harm to or neglect of an individual, regardless of age.
59. Recreational and Leisure Time Services - Inquiries about or which suggest the need for non-profit or commercial recreational or cultural services (e.g. recreation centers, hobby clubs or organizations, lectures, plays, movies, tours, etc.).
60. Residential Treatment Center - Inquiries about or which suggest the need for residential care and treatment of children or adults, including half-way houses and alcoholism rehabilitation residences.
61. Rehabilitation Services - Inquiries about or which suggest the need for non-residential evaluation, counseling, therapy or training services by persons afflicted with or recovering from physical or mental illness.
62. Retirement and/or Disability Benefits - Inquiries about any form of retirement benefit, pension or disability payment (e.g. Old Age, Survivors and Disability Insurance, Railroad Retirement, company or civil service pensions, Workmen's Compensation, Criminal Injuries Compensation, etc.).
63. Sheltered Workshop - Inquiries about or which suggest the need for employment in a carefully supervised and controlled shop because of an individual's physical or mental impairment.
64. Transportation - Inquiries about the availability of transportation for persons or goods.
65. Unemployment Insurance - Inquiries about unemployment insurance.

66. Vital Statistics - Inquiries about securing or registering birth, marriage, divorce, death or similar records.
67. Volunteer Services - Inquiries from individuals or groups which want to volunteer their time or are seeking the assistance of volunteers.
68. <sup>1/</sup>
69. Self-Help Services - Inquiries about or which suggest the need for the services of organizations whose members seek to assist other persons with a problem which the members have themselves overcome, e.g. Alcoholics Anonymous, Recovery, Inc.
70. Financial Aid-Burial - Inquiries concerning the need for funds to pay funeral and burial costs.
71. Drug Abuse Services - Inquiries about or which suggest the need for counseling or medical services as the result of drug use.
72. Abortion Services - Inquiries about or which suggest the need for abortion services, including pregnancy testing and counseling.
- 73.
- 74.
- 75.

**Item M  
Unit**

Designate the unit to which the caseworker is assigned in accordance with the following codes:

1. Central Information and Referral Service.
2. Information and Referral Service for the Aging.
3. Information and Referral Center for Anne Arundel County.

**Staff  
member**

Caseworker handling inquiry should place his name or initials at bottom of sheet.

<sup>1/</sup> The former category, Workmen's Compensation, was incorporated into category 62. Retirement and/or Disability Benefits., as of October, 1971.