A STUDY OF HOW THE SERVICES OF BELL NEIGHBORHOOD CENTER ARE PERCEIVED BY THE COMMUNITY

A THESIS
SUBMITTED TO THE FACULTY OF ATLANTA UNIVERSITY IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF MASTER OF SOCIAL WORK

BY
MARJORIE ALICE PAYNE

SCHOOL OF SOCIAL WORK

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CHAPTER I

INTRODUCTION

Significance of the Study

Social work services are offered to individuals, groups and communities in a variety of settings through the use of case work, group work, and community organization methods or processes. These methods are used in agencies which use them separately or in various combinations. Schools, institutions, clinics, courts, social agencies, and settlement houses are among the many services falling under these categories. The settlement movement early began to utilize the social work methods singly and in combination.

The first settlement house was established in England in 1884, and was known as Toynbee Hall; it had as its main purpose:

...the contact of educated men and women with the poor for their mutual benefit, so that by common work and studies they could exercise a cultural influence beyond the teaching of special subjects.¹

In 1887, the first influence of the settlement movement was seen in the United States, with the establishment of the Neighborhood Guild in New York City. Some Americans had seen the need for this type of service after having visited Toynbee Hall. With this initial beginning, the settlement house movement spread rapidly throughout the United States. By 1903, there were, in this country, settlement houses such as Hull House in Chicago, Illinois; College Settlement

for Women in New York City, New York; Goodrich House in Cleveland, Ohio, and the Irene Kaufman Settlement in Pittsburgh, Pennsylvania. From its beginning, the settlement movement has attempted to carry out its function and purpose through a variety of ways:

1. It helps people to recognize and understand their own needs. 2. It helps them to present evidences of unmet needs to individuals, organizations and agencies, both governmental and voluntary, that could appropriately provide services to meet them. 3. It may cooperate in the provision of needed services by providing space and facilities, sharing a staff, publicizing new program, helping people to reach less accessible agencies whose services are needed. 4. It may demonstrate unmet needs by temporarily providing service until an appropriate agency recognizes the need and establishes the service on a sound basis. 2

In 1957, a sociological study was made, by Marvin Sussman and others, of the Hough area in the city of Cleveland, Ohio to ascertain to what extent social services were needed in that area. The study revealed that:

1. Case work and group work services in the Hough Social Planning Area have decreased during the years 1950 to 1956 when compared with city-wide rates per 1,000 population. In fact while these services have increased throughout the city, they have decreased in Hough; markedly in the area of group work assistance. Police Zone 531, the area bounded by E. 55 and E. 105 Streets, and Euclid and Hough Avenues is most lacking in group work services.

2. The number of Hough residents receiving financial assistance approximates rate-wide similar help given to residents outside of

1 Ibid. , pp. 111-113.

Hough. Zone 531 is the exception. A general increase in rate per thousand for Hough is noted during 1956, while the city rate has sharply decreased.

3. The analysis of Juvenile Court cases indicated approximate rates from Hough and the city from 1950-1955. During 1956 the rate in Hough increased while the city rate decreased.

4. In 1950 the rate of group work assistance in Cleveland was 89.1 per 1,000 population. In zone 531, the transient, rooming and apartment area of Hough between E. 55 and E. 105 Streets, Euclid and Hough Avenues, the rate was 61.6 per thousand population. In 1956, the city wide rate had increased to 95.9 while in Zone 531 it markedly decreased to 37.4 per 1,000.¹

An additional group work service had been established in this area since this study was made. This agency expressed an interest in determining to what extent the community was aware of its services.

The writer hopes that this study will be helpful to the agency, as it assesses to what extent the community is aware of its services. The writer also hopes that this study will stimulate a more detailed investigation of the needs of the neighborhood serviced by Bell Neighborhood Center, to obtain data which may be used to compare the services provided by the agency with the needs of its clientele. The writer further hopes that this study will lead to a closer examination by the agency of its clientele to ascertain to what extent the services are reaching the neighbors who may best benefit from them. Finally, the writer hopes that this study will be of interest to other agencies in the Hough Area and will stimulate these agencies to conduct similar studies of their service areas in order more effectively to meet the needs of individuals

and families who now reside in this redevelopment area.

**Purpose of the Study**

The purpose of this study was to discover to what extent households, in the social service area bounded by 79th Street, Linwood Avenue, 86th Street, and Chester Avenue, were aware of the services offered at Bell Neighborhood Center.

**Method of Procedure**

A schedule was constructed to obtain data used in the study. To aid in constructing a valid schedule, a pilot study was made of residents of eight households on 81st Street and 85th Street, between Hough Avenue and Chester Avenue. The writer selected this area because it was a sample of the universe being studied.

After the pilot study was conducted, the schedule was reworded and the study was made of residents in twenty-five households. The universe being studied was in the L8 census tract from 79th Street to 86th Street, between Chester Avenue and Linwood Avenue. This universe was selected because it was in the Bell Neighborhood Center social service area and was adjacent to the agency building. The writer interviewed residents in the first apartment of the first house on the North-east corner of each street. If the residents in the first apartment were not available the writer interviewed the residents in the second apartment, or the third, if needed.

The findings of this study are shown on tables and discussion.

**Scope and Limitations**

This study was limited to answers given by a sample of the households in the Bell Neighborhood Center social service area. This sample included twenty-five households. This study was limited,
also, because the schedule used in the study was designed and administered by the same person, the writer.
CHAPTER II

SETTLEMENTS AND NEIGHBORHOOD CENTERS

Definitions of Neighborhood Centers

Settlements and neighborhood centers may be referred to as neighborhood houses, community centers, guilds, community associations or neighborhood associations. They are multifunctional agencies which exist to serve the social needs of persons in given geographical neighborhoods. Some writers say that the neighborhood is the settlement's "client."

A neighborhood center is the continuing effort of a group of people interested in and concerned about the development and improvement of a neighborhood. It may serve only one small neighborhood, or it may serve a cluster of neighborhoods known as a district. As an organization it consists of three groups working as a team: the board of directors, the staff, both employed and volunteer, and neighborhood people. The organization may call itself by various names, of which the most common are: settlement, neighborhood house, community center, neighborhood center and neighborhood association. 2

The National Federation of Settlements and Neighborhood Centers, also, sees the neighborhood as its "client." The settlement serves as a catalytic agent in the community, utilizing and developing the dynamic interplay of all people in the community for the improvement


Earlier writing by Staton Coit, in 1892, reveals a philosophy of settlements which remains the same today:

The very name Neighborhood Guild suggests the fundamental idea which this new institution embodies: namely that irrespective of religious belief or non-belief, all the people, men, women, and children...in every working-class district shall be organized into...clubs, which are by themselves, or alliance with those of other neighborhoods, to carry out all the reforms—domestic, industrial, educational, provident, or recreative which the social ideal demands.²

The philosophy of settlements is democratic in principle.

Neighborhood Centers operate on the belief that in a democracy people must act cooperatively on their own behalf, and that the cultivation of an informed and active citizenry is essential to society. It is in the neighborhood that social forces directly affect the lives of families. And in the neighborhood the responsibilities of democracy can be learned as neighbors work together for better conditions in education, housing and other vital matters on the basis of their own personal knowledge. The neighborhood center stands at the cross-roads, helping neighbors to be active and articulate, and helping them to join forces with others in society who can make their action effective.³

Objectives

The objectives of neighborhood centers should be developed on the basis of the needs of the area served by the center. In order

1 Ibid.

2 Margaret Berry, op. cit., p. 524.

3 National Federation of Settlements and Neighborhood Centers, op. cit., p. 6.
not to duplicate services and in order to more effectively carry out its purposes the neighborhood centers should continuously study the needs of neighborhoods in cooperation with existing agencies. It implies also cooperation of board, staff and neighbors to develop program in the light of need as felt by all these groups.

To name just a few of the objectives spelled out we could say:

While the need for social reform is less dramatic than in 1892, improvement of living conditions is still one of the main objectives of settlements. Combined with it are the strengthening of family life; creating a feeling of neighborliness by helping individuals and groups to relate to one another; developing indigenous leadership; and integrating a local neighborhood with its city, state, nation, and the world. In its attempt to carry out these objectives, a neighborhood center works with a cross section of all cultural, racial, religious, and age groups in its neighborhood.2

__Services__

It can not be stated that one set of services will be found in each of the neighborhood centers in operation today. Services should be determined on the basis of need in the areas served, and needs may vary from neighborhood to neighborhood. The specific services offered by a neighborhood center have three basic areas to consider:

1) the general purpose of settlements;
2) the specific objectives of the agency;
3) the needs of people in the neighborhood served; and the other services available to them.3

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1 Ibid., p. 11.

2 Margaret Berry, _op. cit._, p. 524.

3 National Federation of Settlements and Neighborhood Centers. _op. cit._, p. 12.
Services offered may be based on temporary needs such as programs around urban renewal, summer camp, or food demonstration. On the other hand, services may be offered on a continuing basis such as day care programs, nursery schools, clubs, and classes or programs for the aging.

Work with individuals, work with groups, and work with, or on behalf of, the neighborhood as a whole are the general areas the settlement work falls under:

1. Work with individuals. Settlements work with individuals with the aim of helping them become happier, healthier, more secure, and able to play a more constructive role in their families, their communities, and in society. Individuals are served both through direct work with individuals and their families. Informal counseling and a neighborly type of home visiting is carried on by almost every member of a settlement staff. Where problems are such that persons with more specific training are needed, settlements have employed caseworkers, psychologists, psychiatrists, and persons skilled in vocational guidance.

2. Work with groups. Settlements have dual objectives in working with groups. The focus is both upon the development of the individual through the satisfactions enjoyed through an enriched social life, and the creation of better neighborhood environment. In general, there are two broad types of services to groups.

3. Work with the neighborhood as a whole. Observation and study of the neighborhood is an ongoing part of every settlement's work. Neighbors are organized and encouraged to take the necessary action on such matters as enforcing the housing code, eliminating the menace of rats, improving traffic conditions, clearing alleys, or expanding the public recreation program.¹

The effectiveness of the services offered by any neighborhood

¹ Margaret Berry, op. cit., pp. 525-526.
center is dependent on the effectiveness of its workers. No matter how much the neighborhood indicated a need or interest in any given activity the agency should not attempt to offer the service unless the personnel is available and qualified to provide it. Certain programs call for workers with specialized abilities which may mean using part-time workers or volunteers.

Many neighborhood centers have their own buildings for offering services; however, they may still seek special facilities from community resources for service. Some neighborhood centers offer services in schools, on playgrounds, in churches, and other agencies.

The local community chest or united fund is a major source of income for neighborhood centers in the United States. The income for some of the older settlement houses is gotten from endowments. Foundation or community trust grants for specific use is received by a few of the agencies. Local and national labor unions, church organizations, and support from corporations whose employees use the agency's services regularly also help to finance these agencies. Membership dues of individuals and groups who use the services of the neighborhood centers provide additional help in their financing.

**Current Trends**

The settlement is continuously being influenced by the current trends in our society. The major changes are:

1. Physical changes. Cities are being rebuilt through slum clearance, urban renewal, and highway programs. About half the settlements are active in relocation of families, redevelopment, or renewal. In many cases settlements themselves are having to move to new areas. A great many offer services
in the public housing projects, through which much of the urban population must be rehoused.

2. Population changes. Since settlements tend to be concentrated in the older area of cities, they experience continuing in-migration. The rate of transiency is extremely high. Often younger families are continuously moving out, leaving only the aged. There is a major influx of non-white population in northern cities. Neighborhood centers focus strongly on developing harmonious relations between different cultural and ethnic groups.

3. Socio-economic changes. Although the general standard of living had been raised, settlements have a continuing concern with families which are comparatively economically disadvantaged—possibly because of the absence of a breadwinner, ill health, general unemployment, or discrimination in employment. Settlements work on programs which attempt to get at the basic cases for such problems, and to attempt solutions. Settlements now, as always, are active in presenting the problems of people to legislators and public officials, in both state and national governments.

4. An area of grave concern is juvenile delinquency. Settlements employ many workers to work with the "Hard to Reach" youth.

5. Expansion of public services. Settlements are increasingly partners with governmental units, sharing facilities, and receiving personnel from public sources. This is true in the field of public housing, day care, mental health, parks and campsites, and adult education. Many services originally carried on by settlements have now been taken over by public bodies. This frees settlements to go on to other areas of demonstrations.

6. Emphasis on citizen participation. The greatest program emphasis in the decade has been in neighborhood organization—working with residents to help them improve living conditions and do something about the quality of the life of their neighborhood.¹

Settlements play a vital role in the life of a neighborhood. Cleveland has long been noted for the quality and extent of its

¹ Margaret Berry, op. cit., p. 528.
settlement houses. Cleveland's welfare program with settlements was motivated by the same pioneering spirit which motivated the neighborhood center movement, work with people in achieving the best possible neighborhood life.

Goodrich House, one of Cleveland's oldest settlement houses, was founded to carry on and extend the work already begun in this area. Branches of Goodrich House were established in different areas of the city with one such branch existing in the Hough Area.
CHAPTER III

NEIGHBORS' KNOWLEDGE OF BELL NEIGHBORHOOD CENTER

Setting of the Study

Bell Neighborhood Center, a branch of Goodrich House in Cleveland, Ohio, was established as a result of the need cited in the Sussman Study cited in Chapter I. It was dedicated November 8, 1959.

The purpose and function of Bell Neighborhood Center, of Goodrich House, is closely related to the overall function and purposes of the settlement movement. Bell Neighborhood Center has as its purpose:

...to vitalize community life at the neighborhood level, to strengthen family life, and to help individuals develop to their fullest capacities within a democratic society. 2

Bell Neighborhood Center works with other social service agencies to more effectively serve the Eastern Hough Areas and is a member of the Cleveland Federation of Settlements, the National Federation of Settlements and Neighborhood Centers, and a member of the Hough Area Council of Cleveland, Ohio. Bell Neighborhood Center, also, works closely with the churches, schools, clinics, institutions, and other settlement houses in the areas.

The agency is housed in a three story building in the middle of 81st Street between Hough Avenue and Chester Avenue. It has facilities for club groups, interest groups, and teen-age council activities

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1 Interview with Mr. John Cox (Bell Neighborhood Center, Cleveland, Ohio, September, 1960).

in the building; half of the recreation program is held in the building and the other half is held in Goodrich House on 31st Street. The agency building and community resources are used for neighborhood civic clubs, associations of street clubs and committee meetings.

The administrator of Bell Neighborhood Center is a branch director. There are, on the staff, full-time and part-time group workers, a community organization worker, workers with special interest-groups, and volunteers. A recreation director, for the agency, is available through the city recreation department. Clerical and maintenance workers complete the roster of staff.

Bell Neighborhood Center is a non-profit organization, financially supported by the United Appeal, Cleveland Foundation, membership dues, and gifts to the agency. The agency's Auxiliary, the Zonta Club, and the Bell Neighborhood Center Administrative Committee, also, help to finance the program.

Bell Neighborhood Center offers social work services to residents in the Eastern Hough Area through the use of two major social work methods, group work and community organization. Its services includes club groups, interest groups, recreation groups, a teenage council, neighborhood civic clubs, associations of street clubs, and committees. The Agency will refer individuals who need this service, to other established case work and group work agencies and institutions in the city of Cleveland.

These services are offered to individuals from three years old to sixty-three years old. The individuals, during the intake process, are registered to groups depending on the age and interest of the individual.
The group work program is divided into departments by age ranges of agency members. The departments are: Pre-school, for individuals three years old to six years old; Elementary, for individuals six years old to twelve years old or individuals in the elementary grades of the school system; Junior High, for individuals thirteen years old to fifteen years old or individuals in the Junior High grades of the school system; Senior High, for fifteen year olds to eighteen year olds or individuals in Senior High grades in the school system; Young Adults, for youth who are not in school and Adults.

The Pre-school Department offers services once a week for this group in the morning. These sessions include structured activities and free play.

The Elementary Department offers services daily for individuals in this group. The services include club groups, interest groups, and recreation activities. Each agency member is encouraged to join a club group and interest groups.

The Junior High Department's program offers its members activities in club groups, interest groups, recreation groups and co-ed canteen experiences.

The Senior High Department offers activities in club group experiences, either co-ed or friendship groups. This department, also, offers co-ed experiences through interest groups, a canteen and a teenage council.

The Young Adult Department has club groups with activities that the groups are interested in. They are encouraged to plan for their own programs.

The Adult Department offers activities on temporary basis around
a specific concern or need of the members. There are, also, activities on a continuing basis in areas of interest.

The community organization program offers consultative services to Street Club and Neighborhood Associations. It offers consultative services on any matter which is of a community wide concern or nature.

The Bell Neighborhood Center social service area is bounded by 79th Street, Superior Avenue, 105th Street, and Euclid Avenue. This area is made up, predominantly, of residential dwellings which are apartment buildings and privately owned homes, with business concerns on the avenues. The residents in this area are from a variety of racial and ethnic backgrounds.

Description of the Study Sample

The study sample was composed of twenty-five respondents who resided within a twenty-five block radius of Bell Neighborhood Center. Included were people of both sexes, married and single adults of a wide age range from many socio-cultural backgrounds. The majority of the respondents had children in the family. The study sample, also, included both long-time and short-time residents in this area who may or may not have heard of the agency and its services.

Knowledge of the Agency

All of the respondents interviewed were asked the question, "Do you know of Bell Goodrich Neighborhood Center?" To this question there were twelve respondents who answered the question replying, "Yes." The other thirteen of the respondents answered this question with a reply, "No." A second part of this question was, "Do you know where it is located?" Of the twelve respondents who said they knew of Bell Neighborhood Center, ten respondents said they knew
where the agency was located. Eight respondents answered, the third part of this question, "Where is it located?" The answers given were, on 81st Street given by six respondents, and on 82nd Street given by one respondent. One of the respondent could not recall the street, but stated she did know where it was located. A fourth part of this question was, "How long have you known (about the agency)?" One respondent had known about the agency for three weeks, one respondent had known about it for two months and one respondent had known about it for one month. Five respondents had known of Bell Neighborhood Center for one year, three respondents had known of it for two years and one respondent had known of the Agency for three years.

The twenty-five respondents administered the schedule lived on blocks which were adjacent to the agency. Of the respondents living on 79th Street between Chester Avenue and Linwood Avenue, no respondents were aware of the agency or its location. The respondents living on 81st Street between Chester Avenue and Linwood Avenue were each aware of the agency and its location. One of the three respondents living between Chester Avenue and Linwood Avenue on 82nd Street was aware of it. Two schedules were administered to respondents on 83rd Street. The respondent on 83rd Street and Chester Avenue had no knowledge of the Agency and the respondent on 83rd Street and Crawford Road had some knowledge of it. The respondent on Brooklin knew of Bell Neighborhood Center and its location. There were nine respondents administered schedules more than three blocks away from the agency. Of the nine respondents, on 84th Street, on 85th Street, on 86th Street, between Chester Avenue and Linwood Avenue, six respondents knew of Bell Neighborhood Center.
Respondents of different ages were administered the schedule. In the study, the age range was from twenty-one years old to fifty-five years old and over. There were more respondents between the ages of twenty-one years old and thirty-four years old who had some knowledge of the agency than in any other age range. See table 1, page 19.

Of the respondents administered the schedule, more females were interviewed than males. The schedules were administered during the morning hours which is a factor to take into consideration when comparing the large number of female respondents with the number of male respondents. See table 1, page 19.

Respondents who had lived at their present residences for one year or less outnumbered respondents who were aware of the agency but had lived at their residence for a longer length of time. Respondents who had lived in the Hough Area between two years and five years were more aware of the agency than respondents in the other categories. The respondents in category three, of length of residence in Cleveland, having lived in Cleveland for more than six years, outnumbered respondents in the other categories. The respondents who had lived in Cleveland six years and more had knowledge of Bell Neighborhood Center. See table 2, page 20.

The twelve respondents who knew of Bell Neighborhood Center had learned of the agency primarily from its promotion and from their own family members. Two respondents learned of the agency from a friend who knew of Bell Neighborhood Center. Three respondents became aware of the agency through knowledge received from family members. One respondent who formerly lived on 81st Street between Hough Avenue and Chester Avenue knew of it by seeing people there. Six of the
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respondents knew of it as a result of agency promotion, reading about it, through contacts with agency workers or attending meetings there.

When asked the question, "Have you ever been to the Center?", five respondents answered they had and twenty respondents had not been to Bell Neighborhood Center. The five respondents who had been to the agency had gone for different reasons: One respondent had gone for a street club meeting, one respondent had gone to a family night activity, one respondent had gone for a meeting, but could not recall the nature of the meeting, one had gone to carry a relative's children, and one had gone to see what the agency was all about.

Of the twenty-five respondents interviewed not any of them were members of the agency. Three respondents of the households interviewed had family members who were members of the agency.

Fifteen respondents interviewed were in households with two parents living in the home; ten of the respondents were in households with one parent living in the home. Of the fifteen respondents interviewed from households with two parents resident, seven of the respondents knew of Bell Neighborhood Center; eight of the respondents did not know of the agency. Of the ten respondents from households with one parent resident, five of the respondents knew of the agency, and five did not know of it.

Of the twenty-five respondents administered the schedule, sixteen of the respondents lived in households with children; nine of the respondents lived in households with no children living in them. In the households with children, seven of the respondents knew of the agency; nine respondents did not know about the agency. In households with no children, five respondents knew about Bell Neighborhood Center,
and four did not know about it.

**Neighbors' Knowledge of Agency Services**

Questions were asked about services which were offered at Bell Neighborhood Center.

Twenty-two respondents did not know about the services. Nine respondents were aware of Street Clubs existing on their streets and their relationship with the agency.

When asked the question, "What activities would you include in Bell Neighborhood Center's program?" Eight responses were given. Four responses were for activities, for children; one response for bowling, one response for cooking classes, one response for home decoration, and one response for Bible study.

Each respondent was asked the question, "Whom does the agency serve?" Fourteen out of the twenty-five respondents gave answers to this question. Ten respondents felt the agency was there to serve the family, four felt it served children.

All of the respondents were asked the question, "Do you see any good a community center does for a community?" Seventeen respondents of the twenty-five respondents interviewed answered this question "Yes," giving reasons for their answers. Eleven respondents answered this question by stating that community centers keep children interested in something off the street, gives them a place to play; Six saw community centers working in the area of community improvement; eight respondents had no knowledge of community centers or their roles in a community.

The question which asked if the respondent was interested in
having someone on Bell Neighborhood Center's staff interpret the agency services to them was answered. Fifteen respondents wanted to have a staff member interpret the services, and ten respondents were not interested in this service.
CHAPTER IV

SUMMARY AND CONCLUSIONS

The extent to which the agency's public is aware of its program and its objective are factors to be considered when making an evaluation of the agency program. 1

This study was designed to discover to what extent residents of twenty-five households in the social service area bounded by 79th Street, Linwood Avenue, 86th Street and Chester Avenue, were aware of the services offered at Bell Neighborhood Center, of Goodrich House, in Cleveland, Ohio. Twenty-five heads of households were interviewed.

Results of the interviews revealed that twelve respondents living in the study area were aware of the agency at the time the study was made. Of the seven respondents who lived within two blocks of the agency not any of the respondents were aware of Bell Neighborhood Center or its services; however, of the three respondents who lived as far away as four city blocks, two respondents had some knowledge of the agency and its services.

The sex of the respondents was not found to be an influencing factor in having knowledge about the agency. A comparison of male respondents and female respondents, administered the schedule, showed that ten female respondents knew about the agency, but eleven female respondents did not know about the agency. Two male respondents knew about the agency, but two male respondents did not.

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The age factor in assessing knowledge of the agency was significant. The older the age of the respondents, the lower the number who were aware of the existence of the agency.

The study revealed that there was a minimal relationship between knowledge of Bell Neighborhood Center and households with one parent resident in the home and households with two parents resident in the home.

There was some differential between the knowledge of the agency and the presence or absence, of children in the homes interviewed. The study revealed that more respondents in households with children in them were aware of the services at Bell Neighborhood Center than respondents in households with no children in them.

The study showed that three respondents were able to answer questions about the group work services offered at the agency building. Nine respondents were aware of Street Clubs, which is one community organization service, existing on their streets; of the nine who knew about the Street Clubs, seven knew of the agency relationship to the Club. Two respondents knew of the Club, but not of the agency's relationship to the Club.

Seven responses were given to the question, "What other activities would you include (in the agency's program)?" One response was for an activity already available; six responses were for activities which could be made available.

The study showed that six of the thirteen respondents who had not known of Bell Neighborhood Center or its services, also did not know of the presence or function of any other neighborhood centers, community centers, or settlements in the agency's service area. The
twelve respondents who did know about the agency's services in the community saw the neighborhood center as being a place of recreation for children, and as an instrument for obtaining community improvement.

Of the number who knew of the agency, not any of them were members of the agency. They had learned of Bell Neighborhood Center from family members, friends and agency promotion.

Some of the respondents who had not heard of the agency expressed an interest in learning about it. Of the twelve respondents who knew of the services of Bell Neighborhood Center, nine respondents expressed an interest in learning more about it and three respondents were not interested in having their knowledge broadened.

The writer concludes, from the findings of this study, that the services at Bell Neighborhood Center are not well known to residents in the twenty-five households administered the schedule in its social service area. It is further concluded that some residents interviewed are interested in knowing about Bell Neighborhood Center and its services.

The findings resulting from the present research leads the writer to make the following recommendations and comments regarding Bell Neighborhood Center and its future service to the neighborhood. The writer recommends:

(1) That every available organized community group in the neighborhood be used to introduce and interpret the agency and its services,

(2) That home-visits, by the workers, be used as a stimulus for promoting and interpreting the purpose, objectives, and function of the agency,

(3) That some method be devised and used to determine the services
individuals in this area want, from the agency, with the hope of
getting individuals more involved in the agency,

(4) That the agency strengthen its communication with the
neighborhood through a stronger agency promotion program.
APPENDIXES

A. SCHEDULE

B. MAP OF THE HOUGH AREA
SCHEDULE

1. Number of the street ________________________.

2. Who is being interviewed? head ___ or wife ___.

3. Age of person interviewed? young ___ middle age ___ elderly ___.

4. Sex of person interviewed? male ___ or female ___.

5. Is there a husband living at this address? yes ___ no ___.

6. How many children are there in this family? ____ What are their ages? ________________________.

7. How long have you been living here? ____ in this area? ____ in Cleveland? ____
   (GIVE ANSWERS IN YEARS OR MONTHS).

8. Do you know of Bell Goodrich Neighborhood Center? yes ___ no ___.
   Do you know where it is located? yes ___ no ___ maybe ___ If yes or maybe, where ________________________.
   How long have you known? ________________________.
   (GIVE IN YEARS OR MONTHS)
   How did you learn of it? from a friend ___ from your child ___
   read of it ___ others ________________________.

9. Have you ever been to the Center? yes ___ no ___ If yes, when
   ________________________.
   For what reason? to register my child ___ to family night ___
   to adult night ___ others ________________________.

10. Are you or any member of your family members of the Center? yes ___ no ___ If yes, who
    ________________________.

11. Is the Center a place you enjoy going? yes ___ no ___ sometimes ___.
    Why? to have a good time ___ to meet people ___ because I am invited ___
    know the children will have some place to play ___ to learn
    something ___ others ________________________.

12. Have you made friends at Bell Center? yes ___ no ___ others ___.
    Why ________________________.

13. Have you got any information from the Center which you can use at
    home? yes ___ no ___ in what way? ________________________.

14. If you had problems with your children would you come to the Center
    for help? yes ___ no ___ Why? ________________________.

15. Do staff members at the Center really seem interested in you and
    your welfare? yes ___ no ___ Why? ________________________.
16. Who do you think the Center is there to serve? children ___ adults ___ the family ___ Why? ________________________________.

17. Would you go to the Center to seek help in getting the City to: clean your street? yes ___ no ___ Why ___________________________.
collect garbage? yes ___ no ___ Why _________________________.
give you police protection? yes ___ no ___ Why _____________________.
give you fire protection? yes ___ no ___ Why _________________________.

18. Would you go to the Center to seek information on the school issue? yes ___ no ___ Why _____________________________.
on the housing code? yes ___ no ___ Why _________________________.
on voters registration? yes ___ no ___ Why _________________________.

19. Do you know if there is a Street Club on your street? yes ___. no ___. Are you a member? yes ___ no ___ Why _________________.

20. Would you go to the Center to get information about employment? yes ___ no ___ Why _________________________________.

21. Would you seek advice at the Center if any member of your family had a problem with the law? yes ___ no ___ Why _________________.

22. Does the Center offer activities you are interested in. yes ___. no ___ What _____________________________________________.

23. What other activities would you include? _________________________________________________________________.

24. Do you see any good a community center does for a community? yes ___ no ___ What _____________________________________________.

25. Would you be interested in having someone on the staff visit you and explain in detail the services at Bell Center. yes ___ no ___.

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