

The Chairman: That is all right. You have read it anyway. Is there anybody else?

Mr. Finigan: Miss Gale says that she has.

The Chairman: That is some help anyway.

Mr. Finigan: Do not ask them what they think.

The Chairman: I do not care what they think only that they have read it. If they had read the book they would not have come up with some of these statistics they are giving at the present time, because many of the answers are there. I hope we will have better luck with the report we make on Poverty than we did on Aging.

Senator Inman: On page 1, Mr. Smith, at the last paragraph, you say:

It is our opinion that there is a definite need of reform within our present day system and society.

What reforms do you suggest? What reforms would you like to see?

Mr. Smith: The biggest reform I would like to see is the changing of the service delivering. This is coming about. The White Paper on Social Development and Social Welfare covers this pretty thoroughly. This is what I had in mind when we wrote this phrase in or this sentence.

Senator Fournier: You were not thinking of the mail delivery?

Mr. Smith: No, that has gone. The stigma attached to social welfare recipients by means of the delivery of services we have, needs a drastic change here. We all realize this.

Senator Inman: Have you any suggestions as to how it could be changed?

Mr. Smith: For one thing we in our Department feel that the team approach to the problems is going to be a major factor. The individual worker has individual cases and he has a supervisor, of course, to rely upon, but in the new means we are going to be using, we will handle all aspects of the family problem, whether they are financial, counselling, teenage problems. There are lots of problems that we will have to refer to other agencies, of course, such as health and mental health and this sort of thing, but it will save duplication of services. Quite recently we pre-

pared statistics in our department, and 25 per cent of our cases are also being handled by Social Welfare.

The Chairman: Twenty five per cent of whose cases?

Mr. Smith: Of the Child Welfare.

The Chairman: They are also handled by Social Welfare. There is a duplication to that extent?

Mr. Smith: That is right. This is a waste of time and money. As a result we are not able to handle as many people.

The Chairman: If someone comes to your department, do you not ask them if they have been to another group and what has been done for them?

Mr. Smith: Definitely.

The Chairman: And if they say yes, how do you then get into it?

Mr. Smith: I would like to have Miss Conohue answer that.

Miss Bernadine Conohue, Supervisor, Child Welfare, Department of Health and Welfare: I am the Supervisor of Child Welfare, Department of Health and Welfare.

At the present time we are the section of the Department of Welfare operating with the Social Welfare Department, and our main focus is on the protection of children so in a case where Child Welfare and Social Welfare are both involved such as a situation in which there is a child or children in the family who are neglected or are potential neglects; we will go in with this sort of specialized service whereas the Social Welfare carries the financial responsibility and share the case with the Child Welfare.

But, with the integration of services, which is coming about in the fall, we hope a lot of this overlapping will be dispensed with.

Another hope we have is that with all workers handling all kinds of cases the case load on each worker should be a more satisfying job because it is a very difficult situation for a worker to have perhaps 150 or 200 cases of indigent families and in contrast another worker has 50 or 60 adoption cases or 100 adoption cases or married mothers cases in a specialized department. So, we really hope that the integrated services will be a