

From the reception room the case goes to the investigation department, where form letters are mailed to employers and references. One volunteer spends her entire time handling certificates, another looking over references. A corps of six investigators, under a responsible head, all volunteers, visit the home and neighborhood to verify the statements made in the application. Some of these investigators put in half-time, some full time, and in the course of two years the tact, precision and friendliness of their work have developed amazingly. For such intimate family details as the income of the household and the amount contributed by the soldier before and after enlistment must be secured if the trust is to be protected and the family adequately helped. Entries in the investigation slip call for facts as to whether wages are continued in whole or in part; debts, insurance and bank accounts; character of neighborhood and house; number of rooms, number of dark rooms; number in family; health of family; doctor's certificate when illness is pleaded as reason for not working; earnings of all members of the family.

Meanwhile applications and certificates go to the filing room, where 9,700 case records are ranged numerically in the cabinets. Duplicate cards are typewritten, one for an alphabetical file here, and one for the discharge and casualty desk, to be described later. Twelve to fifteen helpers are at work every day at the files under a director, one of the most unusual developments of volunteer work. With 2,000 cases drawn from the files every day, with fifty-seven volunteer ward heads and ten office departments handling them according to their lights, the task of keeping records in apple-pie order is a never-ending one. Large manila envelopes, such as are a nuisance in professional work, serve a conserving purpose in holding the papers together; but even so, three volunteer "house-cleaners" are busy keeping the papers straight, with the latest investigation slips on top, references, application, regimental slips, birth certificates and money slips all in due order. By organization, the volunteer system, with its wealth of help, thus can overcome its frailties and, as the saying goes, make one hand wash the other.

The budget department opens off this room, where, on the basis of the results of the investigation and the terms of the Patriotic Fund, a budget for each new family is carefully worked out by the chairman of the relief committee. All cases