

Mr. RIDER: The welfare officer is definitely carrying more cases now because in the past he had more statutory work to do; such as taking applications for re-establishment credits, and such work. As the number of war veterans' allowance recipients and assistance fund recipients goes up, the case load as such becomes larger. I think in the main, at the present time, a reasonable service is being provided. In long range planning, it has been my view that for the next five years there will not be very much of a change in that load. I mentioned 12,600 war veterans' allowance applications; this represented a net increase of 2,500 war veterans' allowance recipients across Canada, because as some come on others go off. After that five years I foresee a steadily growing work load which will require more staff than we have at the present time.

Mr. FLEMING (*Okanagan-Revelstoke*): In the course of their work, do your welfare officers make any comparative studies of the position of war veterans' allowance recipients living in small towns and rural areas where living may be considered a little cheaper than for those living in large metropolitan areas where living conditions are not as easy in terms of goods and services. What do your records show in this regard?

Mr. RIDER: As applications are taken for assistance fund help constantly this is being considered, and the help is granted on the basis of whether the income the individual has meets the basic cost of shelter, food, clothing, and so on. As a result, constantly we are getting figures which show what it is costing the applicants for these things. By these figures we know the extent to which the assistance fund is being used, and when and where adjustments should be made.

Mr. FLEMING (*Okanagan-Revelstoke*): Can you say how the war veterans' allowance recipient in the large urban area compares with the recipient living in the smaller or rural area in respect of the difficulty of the problem?

Mr. RIDER: I think basically the recipient living in the smaller rural area has more opportunity, to do things to help himself, such as to have a garden where he can grow some things for himself and sometimes buy from the producer at first hand rather than having to go through the normal processing channels which increases prices. I do think that basically the city dweller has a higher level of need than the rural dweller.

Mr. FLEMING (*Okanagan-Revelstoke*): Have your welfare officers given any particular consideration to a possible program within the department which would take into account the special circumstances of the recipient in the urban area in an effort to perhaps alleviate some of the difficulties encountered by him compared to others?

Mr. RIDER: This is the purpose of the assistance fund.

Mr. FLEMING (*Okanagan-Revelstoke*): I realize that, but it is simply money; I know that is very important, but it goes further.

Mr. RIDER: The welfare officer goes beyond money. To obtain money is only one thing. Many efforts are made at financial counselling in an effort to show people how to best use their money. Possibly this is much more applicable in the urban area than in the rural area.

Mr. FLEMING (*Okanagan-Revelstoke*): Are there enough welfare offers to provide this counselling on a continuing basis?

Mr. RIDER: I believe there were some 83,000 investigations and visits in respect of war veterans' allowance cases last year. I know this looks as if we have seen every one; this is actually not the case, because there are special cases where sometimes we have to see a man half a dozen times in a few months. Generally speaking, however, I think they keep up pretty well with this work.