

soldiers. In order to make certain that the money paid to a pensioner, as the head of his family, or, if he is dead, paid to his dependents, is fulfilling the purposes for which it is granted and is providing the decent comfort for which it is adequate, pensioners should be visited periodically. If the money is being improperly spent, its proper expenditure should be made certain. If necessary, guardians for minors and incompetents should be appointed or actual assistance and instruction be given to those whose failure to secure decent comfort is due to avoidable causes such as ignorance and household mismanagement. Prompt and acceptable service of this nature can only be given through local organizations. Branch offices of the Pension Board should have an intimate knowledge of their field and employ professional social service workers; those who give assistance and instruction in social matters must receive professional training in their work exactly as a nurse receives training in the care of those who are ill. The visitors and social service workers of branch pension offices must be prepared to do everything, from straightening out a matrimonial tangle to finding a job or nursing a baby. Since it may be necessary to consider such intimate details of family life, pensions administration can only be satisfactory if a wide measure of responsibility is vested in the local agents who actually come in contact with pensioners. Nevertheless, while immediate action should often be taken upon decisions made locally, all local action must be subject to the control of a central office where the power of veto and final decision must always remain. It is only through such a control that uniformity and impartiality can be secured in the administration of pensions.

Careful records must be kept of each pensioner, not only to make certain that decent comfort is secured, but to gather information upon which to base the conduct of pension administration. It is only by a knowledge of what actually does happen to disabled men that the values set by the Disability Table upon the disabilities from which they suffer can be controlled. It is only by a knowledge of the con-