

Contents

Acknowledgments ix

Introduction i

Part One MELBOURNE

Case 1: Miss Cutler and the Case of the Resurrected Horse 23

- 1 Service, Sympathy, and Efficiency 33
- 2 Mr. Smith and the Importance of Modern Casework 38
- 3 Wise Discrimination 46
- 4 Lady Detectives 51
- 5 There Are Those Who Feel Their Position 61
- 6 But Most Will Never Better Themselves 67
- 7 A Growing Sense of Justice 71
- 8 The Citizens' Welfare 80

Part Two LONDON

Case 2: Miss Hedges and the Stupid Client 87

- 9 The Man with the Repulsive Face 95
- 10 We Are at a Crossroads 99
- 11 They Are Somewhere Down the Stairs 107
- 12 Little People 111
- 13 Dense and Low Grade, but Still He Builds Great Castles in the Air 118
- 14 Nightmare Days 125

Part Three BOSTON

Case 3: Miss Wells and the Boy Who Wanted to Be an American 133

- 15 Changing Jerzy 139
- 16 Closed Mouths and Wise Guys 143
- 17 She Has Found Herself, and He Will Make a Good American 153
- 18 The Primitive Becoming More and More Dominant 162
- 19 More Sinned Against Than Sinning 165

Part Four MINNEAPOLIS

Case 4: Miss Lindstrom and the Fried Potatoes 177

- 20 The Discovery and the Remedy 185
- 21 He Is Too Willing for Us to Assume Responsibility 190
- 22 His Attitude of Helplessness Is Exasperating 197
- 23 An Insecurity of Terrifying Proportions 206

Part Five OREGON

Case 5: Miss Perry and the Boy Who Knew Numbers 213

- 24 Policing Relief 221
- 25 Evasive Types and Plausible Women 228
- 26 Into the Backwoods 234

Part Six MEN IN SOCIAL WORK

Case 6: Mr. O'Neill and the Seductive Client 247

- 27 In a Woman's World 257
- 28 He Must Be Bent to Our Will and Made into a Man 261
- 29 Confronting the Nagger 266
- 30 Mr. O'Neill and Mr. Mattner 271

Conclusion 277

Appendix 1: Sources 283

Appendix 2: Cast of Characters 287

Appendix 3: Case Notes 289

Notes 297

Index 319