

A Report on  
"OPERATION FIND"

An emergency program conducted during the Detroit  
civil disturbance of Summer, 1967.

UNITED COMMUNITY SERVICES OF METROPOLITAN DETROIT  
51 West Warren Avenue Detroit, Michigan 48201

December 1967



## FOREWORD

This final report on "Operation Find", an emergency program set up by United Community Services of Metropolitan Detroit during the civil disturbance of July, 1967, describes primarily the activities carried on in behalf of relatives, friends, neighbors and employers, in the location of persons displaced by the rioting. It points out the difficulties encountered in the process of assisting these individuals, and it includes recommendations for the future should such an event recur.

Much of the activities listed and information contained in this report required the cooperation of many individuals during the various stages of "Operation Find". While it is not possible to thank each one, certain persons should be mentioned. The writer especially acknowledges the assistance of Mrs. Geraldine Ellington, Director, Emergency Counseling Service of the Family Service of Metropolitan Detroit, who, with her volunteer staff, was primarily responsible for the follow-up activities during the early stage of "Operation Find". Also, grateful appreciation should go to the following UCS staff members for their dedicated efforts in the preparation of this report: Beatrice Burns, Barbara Knickerbocker and Rita O'Donovan of the Community Information Service; Claude J. Brittingham, Program Development and Research Department and Mae Derdarian, Director, Public Information and Education Department.

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## CHAPTER I. INTRODUCTION

Detroit's much publicized civil disturbance began on Sunday, July 23, 1967. Although the social service forces started to mobilize emergency programs immediately, their representatives were unable to meet until Monday evening when some measure of protection was available on the streets. Tuesday morning, Richard F. Huegli, Managing Director of United Community Services of Metropolitan Detroit, asked a representative of Community Information Service to participate in a meeting with eighteen other voluntary agencies who were hurriedly assembled to determine which agencies would be assigned various responsibilities during the crisis--on both an emergency and long-range basis. Because of the time limitation and inability to get through to other agencies, only the following agencies were represented at this emergency meeting:

- American Red Cross, Southeastern Michigan Chapter
- Boys Clubs of Metropolitan Detroit
- Catholic Social Services of Wayne County
- Catholic Youth Organization
- Detroit Urban League
- Family Service of Metropolitan Detroit
- Family and Neighborhood Service of Southern Wayne County
- Homemaker Service of Metropolitan Detroit
- International Institute of Metropolitan Detroit
- Metropolitan Detroit Council of Churches, Church Social Services
- Neighborhood Service Organization
- Protestant Community Services
- Salvation Army
- Visiting Nurse Association
- Young Men's Christian Association of Metropolitan Detroit
- Young Women's Christian Association of Metropolitan Detroit

Telephone calls poured into the offices of the American Red Cross, Southeastern Michigan Chapter, from as far away as Los Angeles. Simultaneously, telephone calls were also being received by the Mayor's Summer Task Force, the Wayne County Department of Social Services, United Community Services of Metropolitan Detroit, Inter-Faith Emergency Council (which had been set up on Monday, July 24) and the two major newspapers regarding the location

of persons displaced by the rioting. As a result, "Operation Find" was created. In the Wednesday, July 26th, morning edition of The Detroit Free Press's column "Action Line", the following statement appeared:

"I've been trying for two days to find out what happened to friends who live around Trumbull and Forest, where bad fires were. Is there any way to find out where people who had to leave their homes have gone? - - S.C.

Answer:

There is now. Action Line and the United Community Services have set up a phone line to register displaced persons. Once they've called 833-3430 or filled out the forms at 51 W. Warren, friends will know how to find them. People who've had to move because of fire damage should call 833-3430 immediately, give name, old address, new address and phone number. Police Missing Persons Bureau is short-handed, so don't call them. Operation Find will be open from 8:30 A.M. to 4:30 P.M."

## CHAPTER II. STRUCTURE AND PROCEDURES

"Operation Find" began as a special emergency program of Community Information Service (CIS), a department of United Community Services of Metropolitan Detroit, with Evelyn M. Fraser, Director of CIS, as coordinator. The department's usual duties include helping needy persons find the proper social agency.

As the volume of telephone calls increased during the acute stage of "Operation Find", three new telephone lines were added to the nine lines generally used by CIS. Initially, only CIS staff was utilized; but when the telephone calls became too great to manage, 20 additional UCS staff members were called upon to assist. By the third day, the monumental response to the daily notices in "Action Line" and other publicity media necessitated recruitment of additional assistants to man the telephones and to handle clerical assignments.

Family Service of Metropolitan Detroit volunteered the professional and clerical staff of its Emergency Counseling Service, as well as staff from other districts. Responding to appeals for cooperation, professional and clerical volunteers also came forth from International Institute, Detroit Area Council-Boy Scouts of America, Detroit League for the Handicapped, Franklin-Wright Settlements, Inc., Catholic Youth Organization, Jewish Family and Children's Services, Jewish Welfare Federation, Children's Aid Society, Catholic Social Services of Oakland County, Homemaker Service of Metropolitan Detroit, Area Service Association, Detroit Public Schools, School Social Work Department, Oakland County Community Mental Health Clinic and VISTA. In addition, "walk-in" volunteers, retired and former caseworkers as well as secretarial personnel from business and industry, offered their services

during this critical period. Other agencies also volunteered their staff; however, these offers could not be accepted due to inadequate office space.

During the crucial stage of the emergency, "Operation Find" was open on a 12 hour-a-day basis and more than 100 volunteers manned the telephone, performed clerical assignments, ran errands, etc. This nerve-center was flooded with calls from across the country on behalf of locating persons displaced by the rioting. Volume of calls tapered off gradually. Although as recently as December 1, an inquiry was received from a person still unable to locate missing relatives since the first day of the riot.

#### FORMS AND PROCEDURES

Since "Operation Find" was set up spontaneously after the rioting began, no guidelines were available on how to proceed in such a disaster. The first step was an application form developed by CIS staff, which was to be completed in duplicate by the interviewer, outlining necessary basic data about the displaced person, as well as the inquirer. Each interviewer was instructed to advise the inquirer that as soon as additional information was obtained he would be notified.

On the third day of "Operation Find", the Detroit Police Department, through the Mayor's Summer Task Force, provided a list of persons who were being detained. This first list included name, address, age, race and charge. In addition, six other lists were received from the Detroit Police Department and Wayne County Sheriff's Office on July 28, 29, 31 and August 1. The information on each subsequent list varied considerably from preceding ones. By the time the "Final Master No. 2 List" was received from the Detroit Police Department on August 1, some of the data on the earlier lists were no longer available, replaced by new information.

In addition, special "Operation Find" assistants made immediate contact

with the administrative personnel or with the Social Service Departments of the eight major hospitals where it was thought the injured rioters had been taken. These hospitals cooperated promptly and by July 29 they provided vital information, including a list of the "Dead on Arrival", located at the Detroit General Hospital. Volunteers were sent by cabs to pick up necessary lists as automobiles were not permitted in the vicinity. None of these lists were alphabetized; therefore another group of volunteers had to catalogue thousands of names in an effort to locate the displaced person. Also, copies were thermofaxed of various police and hospital lists and made available to interviewers at each of the 12 "Operation Find" phone locations.

As soon as each new police or hospital list became available, volunteers were assigned to check the names against the applications that had been taken in the first two days. When located, this information was then routed down the hall to the Emergency Counseling Service of the Family Service of Metropolitan Detroit where caseworkers followed up by notifying the inquirer that the missing person had been found.

Simultaneously, another group of volunteers handled the incoming initial telephone calls and, if located, gave out the identifying data from one of these lists without making an application. If the person was not located on any list, then an application was filled out so it could be checked against new lists arriving momentarily. Throughout the entire operation, as soon as the person was located on a list or an "urgent" situation was received from out-state Michigan or out-of-state, it was routed for immediate attention to the Emergency Counseling Service or the UCS Well-Being Project. These agencies telephoned, made home visits, or arranged with others in the community to seek out the missing person as quickly as possible.

Instructions were received on the third day of the program to refer inquirers on behalf of persons located on the Police lists to the Prisoners Information Center of the Detroit Police Department to determine exactly where the prisoner was being detained. Subsequently, it was learned that the Prisoner's Information Center and "Operation Find" had similar lists and the Prisoners Center did not know where displaced persons actually were located. Later, contacts with the Wayne County Prosecuting Attorney's Office, the Records Court-Warrant Office, and the Neighborhood Legal Services Misdemeanor Office revealed location of prisoners, amounts of bond, arraignment numbers and court hearing dates. Unfortunately, during the confusion of earlier stages of this crisis, inquirers were being given the run-around inadvertently. At one point, the Detroit Police Department kept referring persons back to "Operation Find"; but it was quite devastating to many anxiety-ridden relatives, neighbors or friends.

To further assist "Operation Find" in the location of persons who had been displaced, contacts were made with the Detroit Fire Department who provided two lists with the addresses given for the homes or business places that had been entirely or partially demolished, burned-out or damaged inside the building.

Whenever a displaced person could not be located on any of the lists, the inquirers were asked to call back as soon as they learned of the displaced person's whereabouts before "Operation Find" could follow it up further. Also, in this way, "Operation Find" was able to locate persons as numerous repeated phone calls were received from these people.

#### ORIENTATION OF VOLUNTEERS

Each new group of volunteers was given a half-hour training session by the Project Coordinator to alert them to procedures, etc. Daily instruction



sheets were prepared and distributed to them with current information since it became necessary each day to alter procedures. This was necessary due to the quick-changing information being received from the various community sources mobilized to help in this gigantic effort.

#### PUBLICITY

The Detroit Free Press, in its "Action Line" column on July 26, 1967, initially mentioned the creation of "Operation Find". Thus, the phones rang even before the doors were open. Daily publicity via radio, television and both major newspapers brought thousands of phone inquiries to the office. In connection with this publicity, the Coordinator was interviewed on WWJ Radio and Television, WJBK-TV, and WXYZ-TV in an effort to alert the community about "Operation Find" and how displaced persons and those interested in their whereabouts were being assisted. One Detroit News article ran a dramatic feature story about two CIS field work students from the University of Dublin-Trinity College who were assigned to "Operation Find". This story was carried later in the Dublin "Irish Independent".

The Detroit Free Press referred a letter it had received from Spain, requesting that "Operation Find" assist in the location of six relatives believed to be missing in the holocaust. Numerous efforts by "Operation Find" subsequently resulted in the location of these people who were unharmed.

One person even came to Detroit from Florida after reading in the Knight newspaper there that one of her relatives was on the "Dead on Arrival" list. After clearance, "Operation Find" was able to reassure her that this was not true, even though the person who had been killed had a similar name.

#### OFFERS OF MONEY, MATERIALS, SERVICE

Particularly during the crucial stage of the civil disturbance, but also later on, 325 offers of money and service were received from individuals,

groups, business organizations, labor unions, religious organizations, etc. These offers included individuals wishing to volunteer their services in any of the numerous emergency programs momentarily set up for this purpose; groups of all kinds wanting to donate money or food, clothing, housing, etc., from \$11.00 to \$6,000. Individual and small group offers were immediately routed to Inter-Faith Emergency Council which had been established July 25 for this purpose. Large group offers, such as that of the Sealtest Milk Company, were routed at once to the American Red Cross. Special offers of \$1,200; \$5,000 and \$6,000 were routed respectively to Family Service of Metropolitan Detroit, the United Community Services and the Salvation Army. \$105.00 was also earmarked directly for helping persons located through "Operation Find".

### CHAPTER III. STATISTICS AND CASE EXAMPLES

#### CONTACTS

A total of 6,414 contacts were processed by "Operation Find" during the various phases of this emergency program. The five phases were: (1) location of persons who had been dislocated directly as a result of the civil disturbance; (2) matching of offers of money, materials, service; (3) Central Relocation Registry whereby families needing housing and furniture and agencies providing such services could register their families; (4) "Operation School Children" whereby the Detroit Public Schools Attendance Department could utilize the Central Relocation Registry in an effort to locate thousands of "missing" school children; and (5) sharing of information regarding "Operation Find's" experience with official representatives of other cities. See Table 1.

Table 1. Contacts of Operation Find

Contacts	Number	Percent
<u>Total</u>	<u>6,414</u>	<u>100.0</u>
<u>Dislocated Persons</u> . . . . .	<u>5,089</u>	<u>79.3</u>
<u>Inquiries</u> . . . . .	<u>2,785</u>	<u>43.4</u>
Initial . . . . .	2,090	32.5
Subsequent incoming . . . . .	695	10.9
<u>Services Provided</u> . . . . .	<u>2,304(a)</u>	<u>35.9</u>
Located in hospitals, detention facilities, etc. . . . .	516	8.0
Notified relatives, neighbors, friends, etc. (a) . . . . .	1,788	27.9
Offers of money, materials, service . . .	325	5.1
Central Relocation Registry . . . . .	350	5.5
Administrative (b) . . . . .	650	10.1

(a) More than one-half of these services were provided by the Family Service of Metropolitan Detroit, Emergency Counseling Service, or United Community Services Well-Being Project staffs who made home visits as needed, telephone calls, sent letters and telegrams as part of the "Operation Find" program.

(b) Includes contacts with public relations media, hospitals, local and national agencies and organizations by Project Coordinator, other "Operation Find" staff and United Community Services staff during the crucial and subsequent stages of this emergency program.

The major thrust of "Operation Find" was in the area of locating 2,090 different persons who had been displaced directly as a result of the civil disturbance. The majority of these contacts were either incoming or outgoing telephone calls. Although office and home visits were conducted as needed, there was considerable correspondence as well.

The majority of displaced persons were detained by the police for curfew violation, looting, breaking and entering, entering without breaking, possession of dangerous weapons, attempted murder, possession of Molotov Cocktails or inciting to riot. Only a small percentage was located in the hospitals. Quite a few were either "burned out" or "shot out" of their homes. Others had moved in with relatives, neighbors and friends during the crisis and had later returned home. As of today, "Operation Find" does not know what has happened to 148 persons who were not located through this emergency program. Possibly some may have returned home, left the state or may have become a "John" or "Mary Doe" in the Wayne County Morgue. See Table 2.

Table 2. Inquiries Regarding Dislocated Persons  
by Whereabouts of Dislocated Persons

Whereabouts	Number	Percent
<u>Total</u>	<u>2,090</u>	<u>100.0</u>
On lists provided by Detroit Police Department and the Wayne County Sheriff's Office. . . . .	1,323	63.3
Found <u>immediately</u> on lists . . . . .	827	39.6
Found <u>after</u> follow-up activity . . . . .	496	23.7
In various detention facilities but not on any lists provided. . . . .	172	8.2
In eight major hospitals. . . . .	63	3.0
Returned home (a) (c) . . . . .	384	18.4
Whereabouts unknown (b) (c) . . . . .	148	7.1

- (a) "Operation Find" was notified by relatives, neighbors, friends or employers that dislocated person had returned home (not included in any other category).
- (b) It is conceivable that had "Operation Find" had more time and staff, additional follow-up would have revealed that most of these persons had been 'located'.
- (c) The 496 persons mentioned above, plus (a) and (b) equal the 1,028 applications processed.

RELATIONSHIP OF APPLICANTS TO DISPLACED PERSON

"Operation Find" was contacted on behalf of 2,090 different persons who were dislocated during the civil disturbance. Of this total, 827 persons were located and checked off immediately on the various lists made available by the Detroit Police Department or Wayne County Sheriff's Office. Another 172 persons were located by "Operation Find" in various detention facilities, but they were not on any of the available lists. An additional 63 persons were located on the various lists given by the Detroit General Hospital, Harper Hospital, Detroit Memorial Hospital, Highland Park General Hospital, Wayne County General Hospital, Henry Ford Hospital and Grace Hospital. Applications were made out on behalf of the remaining 1,028 persons.

Of these applications completed by the interviewers, the majority of the calls were made by anxious relatives, followed closely by neighbors, friends, employers, attorneys, social agencies and other sources, such as landlords, newspapers, etc., in that order. See Table 3.

Table 3. Applications Received by Relationship  
of Applicant to Displaced Person

Relationship of applicant	Number	Percent
<u>Total</u>	<u>1,028</u>	<u>100.0</u>
<u>Relative</u> . . . . .	771	75.0
Father or mother . . . . .	246	23.9
Husband or wife . . . . .	191	18.6
Brother or sister . . . . .	169	16.4
Children, regarding elderly parents . .	39	3.8
Other relatives . . . . .	126	12.3
<u>Other</u> . . . . .	257	25.0
Neighbors, friends . . . . .	157	15.2
Employers . . . . .	46	4.5
Attorney . . . . .	24	2.3
Agencies . . . . .	17	1.7
Other sources . . . . .	13	1.3

PERSONS KILLED DURING THE RIOT

Relatives had sought information from "Operation Find" about the whereabouts of 4 of the 43 persons who were reported killed during the riot. They were Tonya Blandings, age 4; Ronald Evans, 23 years; Robert Beal, 49 years; Herman Canty, 46 years. These four were Negro, as were 32 of the other 39 persons killed.

CASE EXAMPLES

CASE A: 91 year-old female living in near northwest area

A cousin and two friends in Pontiac telephoned on the first three days of "Operation Find", reporting they had not heard from Miss A since the rioting began. Miss A, under a physician's care, lived alone, except for the domestic who cleaned her home. Hospital and police lists were checked. Then, a home visit was made by American Friends Service Volunteers who ascertained that she was safe. Her request that her attorney be notified was handled by Emergency Counseling Service by letter. Other friends were also notified of her safety.

CASE B: 70 year-old male living in the west side area

On July 27, Mr. B's son in Howell, Michigan, telephoned and expressed concern over his father's predicament because he was blind and lived alone in a rooming house. Mr. B had no phone and the son had been unable to contact him through the landlady. After checking all hospital and police lists, this case was routed to Emergency Counseling Service. Emergency Counseling Service later reported that the caretaker had indicated that Mr. B was safe and had sufficient food. The son later was notified by Emergency Counseling Service of the outcome and he came to the city to see his father and made other living arrangements. No further problems at present time.

CASE C: 80 & 100 years-old females living in near northwest area

The domestic who cleaned the apartment of the elderly sisters inquired on August 1 if "Operation Find" could locate them as she had not heard since the rioting began eight days before.

The sisters lived alone, seldom left their apartment. The younger sister had arthritis, and the older one was bedridden. The domestic felt they may be upset if the police came to their door and asked that a social worker be assigned to look into the matter. After clearing their names against all available police and hospital lists, this case was routed to Emergency Counseling Service which, on making a home visit, learned the two sisters had been taken to Carmel Hall where they now are living. Plans were made to close up their apartment.

CASE D: 63 year-old male living in near west side

On July 27, the Juvenile Court Judge called regarding Mr. D. Then, the following day, a police officer and a social worker called in an effort to locate Mr. D, a Probation Officer of the Wayne County Juvenile Court. He had last been seen July 26 at the Wayne County Juvenile Court and had stated that he was going to Belleville, a neighboring suburb, but he did not appear there. His automobile was found a half block from his home. The key was in the trunk; the trunk was closed. His wallet with \$20 and his Social Security card was in the car. A file on a court case was also in his car. His wife was fairly sure that he had more money on his person because he had just cashed a mileage check the day before. The case was routed to Emergency Counseling Service which, after clearing the hospital and police lists, located Mr. D at the 10th Police Precinct. He was being held as a curfew violator. The Juvenile Court Judge was notified and he in turn notified the family. No further follow-up was necessary since the Juvenile Court handled it.



CASE E: 63 year-old male living in the near west side

On August 2, the social worker from the Wayne County Department of Social Services telephoned to see if Mr. E could be located through the hospital or police lists. Mr. E, who had an artificial limb and used a wheelchair, had been missing from the Providence Nursing Home since the rioting began. He had last been seen leaving the nursing home with his "fiancee" and the nursing home proprietor thought that he had eloped with her or just left the city because of his anxiety about the rioting. Emergency Counseling Service was requested to follow up the matter and later learned from Wayne County Department of Social Services that Mr. E had been located.

CASE F: 78 year-old male living on the near east side area

On July 28, a minister telephoned to locate Mr. F, who had hardening of the arteries and needed constant medication as he was subject to fainting. Mr. F was under the care of the Veterans Administration Hospital. Lists were checked and Mr. F was located in Police Precinct 10. However, the minister called back to report that he was told that Mr. F was not at the Police Station. This case was then routed to Emergency Counseling Service, which later advised that Mr. F had been transferred to the Wayne County Jail, then to Jackson Prison. But, he was finally located in Ingham County Jail in Mason, Michigan. A telephone call was made to the jail attendant who arranged to get a physician to give necessary medication. Mr. F was detained for "larceny from a building" and needed legal assistance so the initial inquirer (the minister) was referred to Neighborhood Legal Service - Misdemeanor Office.

CASE G: 64 year-old male living in southwest area

On August 2, Mr. G's employer called because Mr. G had not been to work since the first day of the rioting. He was a diabetic and the employer was concerned about his lack of medication. This case was routed to Emergency Counseling Service which was unsuccessful in finding Mr. G on any available lists. A neighbor's phone number was obtained from the criss-cross directory and the neighbor was asked to go to the home of Mr. G. The neighbor learned that Mr. G was in Haynes Hospital because of a diabetic coma. This information was relayed to the employer.

CHAPTER IV.    SELECTED CHARACTERISTICS OF PERSONS HELD  
IN DETENTION FACILITIES

The Detroit Police Department gave "Operation Find" five different lists: List #1 contained name, address, age, race and charge of the person being detained; List #2 was the same as list #1, except adding, in some instances, the location of the detained person; List #3 was on women only and contained name, address, location of detained person and charge; List #4 was a partial master list, and List #5 was the final master list and contained name, address, charge and detention location.

In addition, the Wayne County Sheriff's Office provided one list containing the names, arraignment number and detention facility (i.e. Washtenaw County Jail, Ingham County Jail, Milan Federal Prison, Jackson State Prison, Ionia Reformatory and Monroe County Jail) of all persons not detained by the Detroit Police Department or Wayne County Sheriff's Office facilities.

The number of persons held in all detention facilities totaled 6,184, some of which may be duplications. Although "Operation Find" was unable to obtain a list of juveniles being detained by the Wayne County Juvenile Court because of confidentiality, many anxious relatives were referred directly to the Court in an effort to locate youngsters who had been picked up.

Inasmuch as each list had different data than the preceding one, it was only possible to analyze two of the six lists which had comparable data--lists 1 and 2. Each list contained the age, race, residence and charge of the 3,304 persons being held by the Detroit Police Department. These 3,304 persons represented 53% of the 6,184 persons being detained. From these two lists, the following data has been obtained.

Age. The majority of persons detained were between the age of 25 and 44, followed closely by the age range, 18-24. The youngest person held was 7 years of age and the oldest 68 years old. See Table 4.

Table 4. Age of Persons Held in Detention Facilities by Age

Age range	Number	Percent
<u>Total</u>	<u>3,304</u>	<u>100.0</u>
7 to 11 years . . . . .	25	0.8
12 to 14 years . . . . .	65	2.0
15 to 17 years . . . . .	324	9.8
18 to 24 years . . . . .	1,236	37.4
25 to 44 years . . . . .	1,368	41.4
45 to 64 years . . . . .	198	6.0
65 years and over . . . . .	17	0.5
Unknown . . . . .	71	2.1

Race. Of the 3,304 persons recorded on these two lists, 3,052 (92%) were Negro; 202 (6%) were Caucasian; and for 50 (2%) the race was unknown. It is conceivable the percentages would be the same for the entire 6,184 persons if this data had been made available on subsequent police or sheriff's lists.

Criminal Charge. Of the 3,304 persons, 2,045 (62%) were charged with the following five major crimes: (1) breaking and entering; (2) looting; (3) inciting to riot, sniping, dangerous weapons and Molotov Cocktail and explosives; (4) attempted murder, or (5) arson. The remaining 1,259 persons (38%) were cited for minor offenses. These were such things as curfew violation; entering without breaking; other, such as possession of stolen property, violation of government property, drunkenness, felonious assault and larceny from a building.

List #3, the "women only" list, containing 616 names (10%), revealed that the women basically were charged with the following major offenses: breaking and entering, looting, arson, attempted murder, carrying dangerous weapons, explosives or sniping. Minor offenses ranged from curfew

violation, entering without breaking, accosting and soliciting, larceny from building, and violation from government property. See Table 5.

Table 5. Persons Held in Detention Facilities by Sex and Criminal Charge

Criminal charge	Male		Female	
	Number	Percent	Number	Percent
<u>Total</u>	<u>3,304(a)</u>	<u>100.0</u>	<u>616</u>	<u>100.0</u>
<u>Major Charge</u> . . . . .	<u>2,045</u>	<u>61.9</u>	<u>280</u>	<u>45.5</u>
Breaking & entering . . . . .	1,625	49.2	187	30.4
Looting . . . . .	202	6.1	42	6.8
Incite riot, sniping, weapons & explosives . . . .	102	3.1	13	2.1
Attempted murder . . . . .	66	2.0	11	1.8
Arson . . . . .	50	1.5	27	4.4
<u>Minor Charge</u> . . . . .	<u>1,259</u>	<u>38.1</u>	<u>336</u>	<u>54.5</u>
Curfew violation . . . . .	291	8.8	22	3.5
Entering without breaking. .	283	8.6	181	29.3
Other . . . . .	572	17.3	128	20.7
Unknown . . . . .	113	3.4	5	1.0

(a) This is the number of persons detained by the Detroit Police Department as recorded on lists 1 and 2 only, provided to "Operation Find". This represents only 53% of the total number of persons detained in all facilities.

Residence. For the purposes of this report, the areas of residence, of the persons held in detention facilities, have been divided into the following divisions: east and near northeast Detroit, including the riot area; northeast Detroit; southeast Detroit; west and near northwest Detroit; southwest Detroit; suburbia; out-state Michigan and outside the state of Michigan. Woodward Avenue was the dividing line for east and west side of the city.

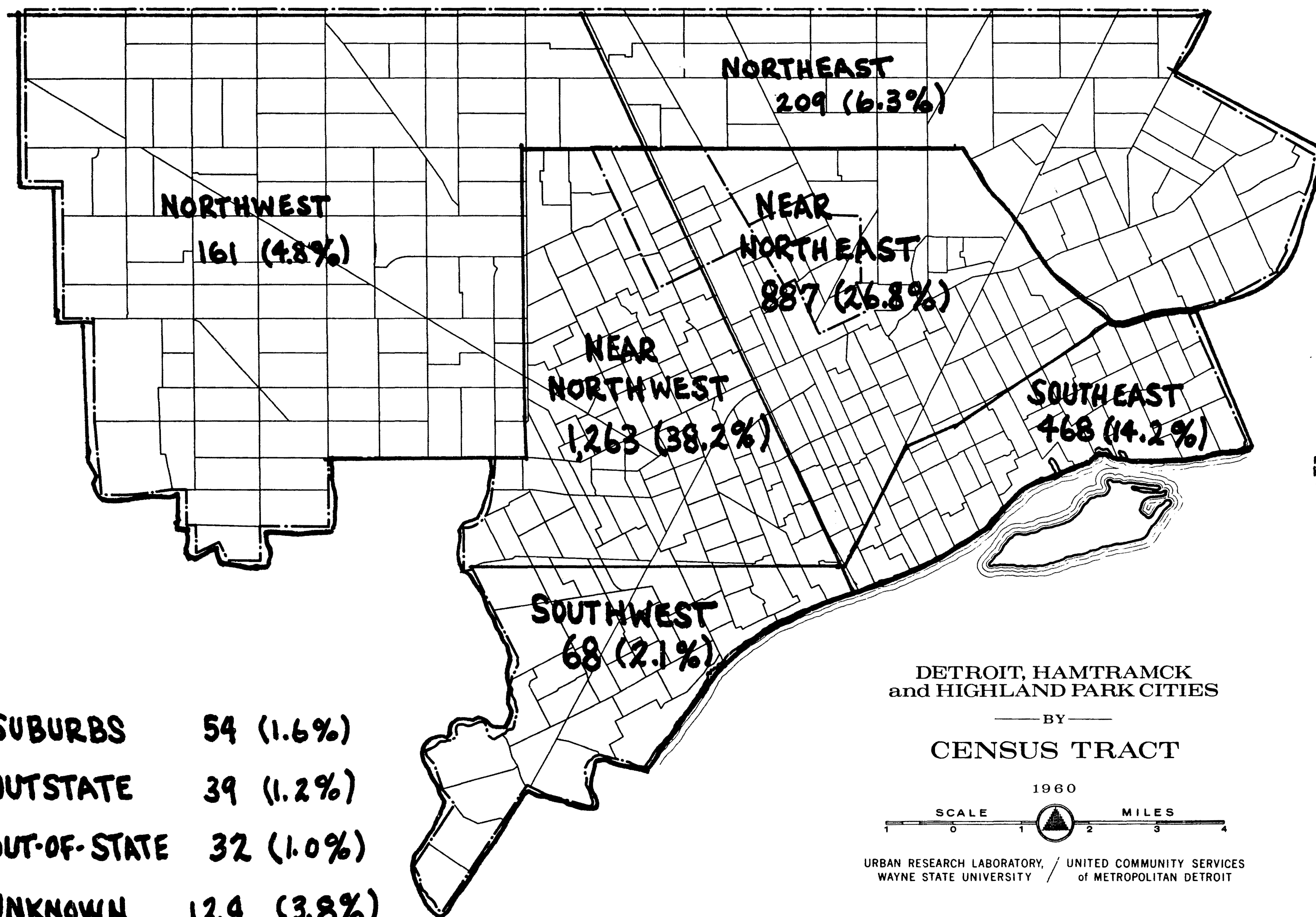
Of the 3,304 persons detained by the Detroit Police Department, the areas of residence as given by those arrested were: 887 (26.8%) on the near northeast side, including the riot area; 209 (6.3%) in northeast Detroit; 468 (14.2%) in southeast Detroit; 1,263 (38.2%) on the near northwest side, including the riot area; 160 (4.8%) in northwest Detroit;

68 (2.1%) in southwest Detroit; 54 (1.6%) in the suburbs; 32 (1.0%) in out-state Michigan; 39 (1.2%) outside the State of Michigan and 124 (3.8%) addresses unknown.

Suburban areas given as the home addresses of the detained persons were: Bloomfield Township, Taylor, Southfield, Mt. Clemens, Grosse Pointe Farms, Hazel Park, Ecorse, Ferndale, Dearborn, Inkster, Farmington, Highland Park, Hamtramck, Warren, Livonia, Roseville, Oak Park, Madison Heights, Birmingham, Lincoln Park and Romulus.

Out-state Michigan residents included Lansing, Jackson, Kalkaska, Saginaw, New Haven and New Baltimore.

Out-of-state addresses included Sylvania, Ohio; San Antonio, Texas; Baltimore, Maryland; Los Angeles, California; Cleveland, Ohio; Erie, Pennsylvania; Norfolk, Virginia; Philadelphia, Pennsylvania; Birmingham, Alabama; Tuscaloosa, Alabama; Wilmington, Delaware; Chicago, Illinois; Charlotte, South Carolina; Great Falls, Montana; St. Charles, Illinois; Indianapolis, Indiana; Toledo, Ohio; Cincinnati, Ohio; Crystal Lake, Florida; Youngstown, Ohio; Atlanta, Georgia; Fort Lewis, Washington; Conway, South Carolina; Harvey, Illinois; Holland, Ohio; New York City, New York; Sylva, Alabama; Walpole Island, Canada; Akron, Ohio; Dixmoor, Illinois; Washington, D.C.; Johns, Alabama and Middleton, Ohio. (Many of the persons, residing in areas outside the State of Michigan, were detained for curfew violation.) See Map on page 21.



## CHAPTER V. DIFFICULTIES ENCOUNTERED

### I. LAW ENFORCEMENT AGENCIES

The greatest difficulty encountered by "Operation Find" was the inadequate information given by the local police authorities about the location of displaced persons.

- A. Numerous persons could not be located on the lists provided to "Operation Find" by the police or sheriff's office, even though interested inquirers had heard from the police that their relatives were being detained.
- B. Even though an "Operation Find" worker may have located a person and his arraignment number on a police list, the inquirer discovered when contacting the specific detention facility that the displaced person was not there (i.e. Case F). Further investigation by "Operation Find" helped to straighten out the situation and relieve the anxiety of the caller.
- C. In the first two days of the emergency program, a great deal of confusion resulted when callers to "Operation Find" were asked to check with the Detroit Police Department for specific information about their displaced persons. But, these inquirers were referred right back to "Operation Find" by the police.
- D. "Operation Find" had been told to refer callers to whom it had given arraignment numbers from police lists to the Prisoners Information Center for determination of bond and court hearing. However, after two days of such procedure, "Operation Find" was told this was inaccurate and to discontinue it. Many of the persons who had been advised to follow this procedure



had to be recontacted with the new information to call the Wayne County Prosecuting Attorney's Office. Subsequently, that office notified "Operation Find" that such information was available at the Records Court Warrant Office. Meantime, callers were left waiting anxiously as to what was happening to their families, neighbors, friends or employees. Inaccurate data, such as name and address given by the displaced person to the police, often hindered efforts to locate him on any list.

## II. REQUESTS FOR CONFIDENTIAL DATA

- A. Pressures came from finance companies, one state legislator, various employers (J. L. Hudson and Ford Motor Company, Detroit Parks and Recreation, etc.), and the Transportation and Land Use Study for "Operation Find" to release the master police lists to them. Several of the finance companies indicated they intended to use this confidential data for disciplinary action against persons involved. After legal consultation, it was decided by Richard Huegli, UCS Managing Director, that the lists were not to be released to anyone.
- B. News media, particularly the newspapers, were anxious to obtain confidential information about displaced persons for newspaper stories. Despite the pressures imposed on "Operation Find", it was able to accommodate them without confidentiality being violated.

### III. VOLUNTEER SERVICES

Many persons called "Operation Find" to volunteer their services. They were referred to Inter-Faith Emergency Council which had been set up as a central spot for coordinating volunteer efforts. However, many volunteers could not reach the Center since the phones were always busy. As a result, they called "Operation Find" again and had to be re-referred to other agencies such as Salvation Army, Goodwill Industries and the Southeastern Michigan Chapter, American Red Cross. Three hundred and twenty-five such offers were received by "Operation Find".

### IV. HOSPITAL DATA

Hospital lists were received according to the date the displaced person was admitted, not alphabetically. The additional time it took "Operation Find" volunteers to alphabetize these lists and thermofax them for use by other volunteers meant further delay in notifying inquirers about the location of the displaced person.

## CHAPTER VI. RELATED ACTIVITIES

### REQUESTS FOR HOUSING AND FURNITURE

An agreement was made with the Director of the Wayne County Department of Social Services for "Operation Find" to refer any family affected by the riot, who was already receiving assistance, back to that agency for emergency housing, furniture, clothing, food, etc. In turn, the Department provided housing through the Emergency Shelter at the Wolverine Hotel. After the Department certified that the family needed furniture, it then referred the family to the Salvation Army or Goodwill Industries.

Simultaneously, an agreement to assist riot families not active with the Wayne County Department of Social Services but needing housing, furniture and related services was made by "Operation Find" with the Neighborhood Service Organization. Neighborhood Service Organization had been designated as the ongoing relocation agency and as such coordinated the efforts of the following agencies: Catholic Social Services of Wayne County, Family Service of Metropolitan Detroit, Family and Neighborhood Services of Southern Wayne County and Family Service of Oakland County.

The Neighborhood Service Organization was greatly assisted in the housing aspects of its relocation program by the Director of the Emergency Shelter at the Wolverine Hotel. Of the nearly 400 families registered by Neighborhood Service Organization with the Central Relocation Registry, the majority were families who had been displaced by the riot. Many of these families were subsequently placed in private homes or in public housing through the Detroit Housing Commission.

As Neighborhood Service Organization's relocation program moved along in its activities, it was assisted by "Homes by Christmas", a volunteer organization primarily composed of residents of suburban area human relations councils. This emergency group was formed quickly, after the rioting began, to aid in the rehabilitation of burned-out families.

#### CENTRAL RELOCATION REGISTRY

On August 3, "Operation Find" initiated the Central Relocation Registry. This registry served as a central clearing point for all displaced persons so that agencies would know which families involved in the civil disturbance were being aided by other agencies.

As of December, 1967, eight agencies, churches or community organizations served a total of 1,810 families. See Table 6.

Table 6. Families Registered by Registering Agency

Agency	Number	Percent
<u>Total</u>	<u>1,810(a)</u>	<u>100.0</u>
Inter-Faith Emergency Council. . . . .	1,074	59.3
Neighborhood Service Organization. . .	382	21.1
Detroit Housing Commission . . . . .	94	5.2
Homes by Christmas . . . . .	93	5.2
Salvation Army . . . . .	84	4.7
Community Information Service. . . . .	60	3.3
St. Dominic Church . . . . .	21	1.2
Goodwill Industries. . . . .	2(b)	-

(a) Includes duplication for families registered by more than one agency.

(b) Less than 0.5 percent.

Salvation Army registered 84 families in need of furniture, and Goodwill Industries registered 2 families. (It should be noted that families aided by Goodwill Industries had to make their own arrangements for the delivery of the furniture they had picked out at a Goodwill Store.)

Sixty families came to the attention of Community Information Service during this period who were subsequently referred to the Salvation Army, Wayne County Department of Social Services or Neighborhood Service Organization for needed clothing, food and shelter. Only 54 of these people were later registered by the registering agencies. Calls are still being received, as of December, 1967, to see if a certain family is registered in registry files.

Of the total families registered, there were 1,603 different families registered. This was due to families being served by more than one agency. For example, one family was served by six different agencies. Of the 1,603 different families, 1,524 (95.1%) were classified by the registering group as "riot-victims". Only 79 (4.9%) could be classified as "non-riot". See Table 7.

Table 7. Unduplicated Number of Families Registered  
by Cause of Registration

Cause	Number	Percent
<u>Total</u>	<u>1,603</u>	<u>100.0</u>
Riot victims needing continuing assistance. . . . .	1,434	89.5
Served by 1 agency. . . . .	1,295	80.7
Served by 2 agencies. . . . .	87	5.4
Served by 3 agencies. . . . .	40	2.4
Served by 4 agencies. . . . .	9	1.0
Served by 5 agencies. . . . .	2(a)	-
Served by 6 agencies. . . . .	1(a)	-
Riot victims - not needing continuing assistance (b) . . . . .	54	3.4
Riot victims - status unknown (b) . . . .	36	2.2
Non-riot families (b) . . . . .	79	4.9

(a) Less than 0.5 percent

(b) Served only by Neighborhood Service Organization

The Central Relocation Registry became more of a place to report the persons served than as a central clearing house. Possibly had this registry been established earlier and as a real clearing house, the multiplicity of services to the 139 (9%) families could have been eliminated.

#### OPERATION SCHOOL CHILDREN

On August 22, the Attendance Department of the Detroit Board of Education requested the use of The Central Relocation Registry to determine if it would be of help in locating almost 12,000 children estimated to be missing due to the rioting. On August 30, the master list maintained by the Registry was supplied to the Attendance Supervisor, and again on September 25 supplementary information was given to him regarding 576 families that had been registered as of that date.

#### "OPERATION FIND" SHARED WITH OTHER CITIES

AFL-CIO Community Services Department in Washington, D.C. sent a representative to Detroit on August 3 to discuss with the Project Coordinator the experience of "Operation Find" and to determine if the methods and procedures used during this period could be applicable to other cities in case of such a disturbance. The representative was given necessary data which was later supplemented by a letter and phone calls. This material is now being incorporated with other riot data by the AFL-CIO in Washington and is soon to be distributed to other cities.

The Health and Welfare Council of Atlanta, Georgia sought data by telephone about "Operation Find". A letter was sent later supplementing the telephone call.

## CHAPTER VII. SUMMARY

"Operation Find" was created by United Community Services of Metropolitan Detroit in an emergency to aid relatives, friends and employers locate persons displaced by the civil disturbance of July, 1967. This nerve-center was launched within two days after the rioting began and remained in existence throughout the very trying days that followed. The prompt response of professional and clerical staff of private and public agencies, as well as community volunteers giving of their time, money and materials, was magnificent. Without their devoted efforts, this operation could not have succeeded. Hopefully, such an occurrence will never happen again. But, should it be necessary, some guidelines have been developed as a result of experiences gained through "Operation Find" to set up an emergency program to locate displaced persons. (a)

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- (a) Memoranda distributed to "Operation Find" staff, newspaper articles relative to "Operation Find" activities, and the forms utilized during various phases of this emergency operation are available upon request.

## CHAPTER VIII. RECOMMENDATIONS

Experience and knowledge gained through "Operation Find" have led to the following recommendations by the Project Coordinator:

I. That plans be made, in the event of a recurrence of last summer's civil disturbance, to establish one central location with only one telephone number to facilitate aid to persons with such needs as emergency food, clothing and housing. Information could also be dispensed as to where persons, needing legal aid or medical care, could be referred. In preparation for such a nerve-center, plans could be developed where:

- A. Volunteer offers could also be received and matched with requests for service. In line with this, an orientation and training program could be developed, at the time of the emergency, not necessarily in advance, for professional, clerical and lay volunteers as to the "modus operandi".
- B. A central registry, of persons dislocated by the civil disturbance, could immediately be put into effect in an effort to avoid service duplication; and where confidential and accurate information could be dispensed to appropriate individuals, organizations and news media.
- C. Relative to the above phases of such an operation, coordinated news items could be released to all communications media to prevent inaccuracies and duplicated information.
- D. Relative to the above nerve-center, plans could be worked out so that all authorized disaster personnel could be allowed to perform their official duties. (Refer to Case D in Chapter III).



- II. That, in the development of the one central coordinating center, all other cooperating agencies dispatch immediately accurate, adequate, and systematic data to the appropriate personnel of the one central coordinating agency as well as to the other vital, cooperating agencies. Such cooperating agencies would include the Detroit Police and Fire Departments, Detroit Records Court, Detroit and Wayne County Departments of Health, the Mayor's Committee for Human Resources Development (MCHRD), the Mayor's Office, Office of Civilian Defense, Salvation Army, United Community Services of Metropolitan Detroit, Wayne County Juvenile Court, Wayne County Sheriff's Office, Wayne County Department of Social Services, major hospitals, church and school organizations, unions, etc. To accomplish this aim, a coordinating meeting should be held by the aforementioned organizations as soon as mutually convenient.
- III. That the Southeastern Michigan Chapter of the American Red Cross coordinate the welfare services and central registry of dislocated persons of such a civil disaster.
- IV. That United Community Services of Metropolitan Detroit lead the development of plans to determine quickly which agency or organization should become the central coordinating disaster agency and that the choice be drawn from such organizations as the Southeastern Michigan Chapter of the American Red Cross, the Office of Civilian Defense or another appropriate agency.

