

ITEM 3
MANAGER'S REPORT NO. 49
COUNCIL MEETING July 8/74

Re: Youth Services Report

Following is a report from the Human Resources Administrator regarding the activities of the Youth Services Committee for the period April 1 to May 31, 1974.


This is for the information of Council.

TO: MUNICIPAL MANAGER

FROM: HUMAN RESOURCES ADMINISTRATOR

RE: YOUTH SERVICES REPORT

The Youth Services Committee, at its meeting on June 26, received the attached report from the members of staff, and we are enclosing the same for the attention of Council. This interim report covers the period from April 1, 1974 to May 31, 1974.


C. C. MacKENZIE
ADMINISTRATOR

CCM/EP

attachment

27.6.74

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YOUTH SERVICES DIVISION

Interim Report to

YOUTH ADVISORY COMMITTEE

April 1 - May 31, 1974

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IV. SUMMARY

I. ORIENTATION

A. To date we have been developing a rapport with the established municipal agencies which provide a community-wide function. These include:

1. School system (a) Youth Officer
(b) Special Education
(c) Principals
(d) Counsellors
2. Parks & Recreation
3. Probation Services
4. R.C.M.P. and Court System
5. Department of Human Resources
6. Canada Manpower
7. B.C. Youth Development Centre

B. We have had minimal contact thus far with more specialized agencies which supplement, to a degree, the agencies listed above. These include:

1. Burnaby Family Y.M.C.A.
2. PURPOSE
3. St. Alban's Youth Centre
4. Vancouver Youth Services
5. Citizens' Development Fund
6. Life-Line
7. Lochdale Community School
8. The Children's Foundation

C. We have explored and familiarized ourselves with the following geographical areas of Burnaby, and in most cases with key personnel or citizens working in or living in these areas:

1. Lougheed Mall
2. Simon Fraser Hills
3. Kensington Mall
4. Brentwood Mall
5. Lochdale Community School
6. Newcombe and McBride bush area
7. Burnaby Horsemen's Association (stables & riding trails)
8. McDonald's Restaurant, East Hastings St. & Middlegate Shopping Centre
9. George Derby bush area
10. Most parks
11. Some schools

D. Maps have been drawn up to coincide with the divisional areas of Social Assistance, Child Welfare, Parks & Recreation, and the R.C.M.P.

II. INTERNAL DEVELOPMENT OF PROCEDURES AND POLICIES**A. Filing**

After studying various filing systems, we decided to use the filing system used by the Department of Human Resources. This type of recording meets our requirements at this time. As we come in contact with agencies and departments we will create a card system recording their specific services. We are implementing a card index system for research purposes, recording names and statistics of problem youth.

B. Referrals Received

We have received referrals from community-wide agencies, which has resulted in the development of a referral form providing precise information. Referral form pads have been provided to the following:

1. Parks & Recreation
2. R.C.M.F.
3. Special Education
4. Youth Officer
5. Probation Services
6. Principals (referral forms are delivered on request)

C. Referrals Made

The Youth Services Division, acting in the capacity of co-ordinator, and having explored the best solution to the problems received, has made referrals to the following:

1. Citizens' Development Fund
2. Department of Human Resources
3. Youth Officer
4. Probation Services
5. Youth Advisory Committee

D. Research

The Youth Services Division, acting as co-ordinator, collects all pertinent information available on the problems referred, through the following types of research:

1. Direct interview
2. Collateral interview
3. File review
4. Follow-up

E. Outcome of Research

Having completed all research possible and/or necessary, the Youth Services Division performs one or more of the following actions:

1. Referral for additional services
2. Liaison between services and people
3. Co-ordination of an information of services
4. Short-term counselling whenever necessary (primarily with youth, but occasionally families)
5. Recommendations basically providing information without necessarily opening a file
6. Ongoing investigation and follow-up
7. Conclude

F. Diaries

Individual ongoing diaries are kept of our daily activities.

G. Statistics

With the help of two members of the Youth Advisory Committee, Mr. MacKenzie and Mr. McPherson, we have developed a method of recording statistics. This record provides the following details on each case:

1. Referring agency or source of information
2. The category under which the referral should be classified

3. Our immediate response each time a step is taken in the development of a case
4. The outcome of each step, thus providing us with a specific detailed overview of the case from the time of the initial referral to its conclusion

III. FILE REVIEW

A. Lochdale School

The Lochdale School damage was referred to the Youth Services Division by the Burnaby Parks & Recreation Department.

The offenders were discovered by the Youth Services Division and a recommendation was made to the Burnaby Youth Officer and to the Probation Services that the offenders perform restitution at the Burnaby Family Y.M.C.A. This was done on June 8, 1974 (see enclosed summary for details)

B. Newcombe-McBride Area

This area was referred to the Youth Services Division by Mr. C.C. MacKenzie, Administrator, Department of Human Resources. A small bush area at the intersection of Newcombe and McBride has been concealing such behaviour as illicit sex, nudity and drugs.

The Youth Services Division, after collaborating with the R.C.M.P. and local residents, inspected the area, and recommended that the bush be cleared out to aid the police in their effort to control the area.

C. St. Alban's Youth Centre.

The Youth Services Division, acting on a request by the Chairman of the Youth Advisory Committee, researched and made recommendations to the Y.A.C. regarding the granting of \$4,000.00 to the St. Alban's Youth Centre for staff salary.

The Youth Services Division recommended that either an Advisory Board or Committee be struck to administer the money, or that the money be granted on the understanding that an Advisory Board or Committee be struck immediately (see attached letter for details).

D. There are other possible problem areas within the municipality that the Youth Services Division has/under review, these are:

1. Lougheed Mall
2. Brentwood Mall
3. Kisbey Park
4. Robert Burnaby Park
5. MacDonald's Restaurant, Hastings St.
6. Jubilee Pool Hall
7. Brantford Park

E. Individual Problems

The individual case situations which the Youth Services Division has reviewed to date are indicated below, showing:

1. Where the referral was received from
2. The nature of the problem being referred, and
3. The outcome, or what action the Youth Services Division has taken:

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	<u>REFERRAL RECEIVED</u>	<u>NATURE OF PROBLEM</u>	<u>ACTION TAKEN</u>
1.	Citizen Complaint	Suspected Family Breakdown	Human Resources family counselling
2.	Special Education and parents	Behaviour	Citizens' Dev. Fund and The Maples
3.	Public Health Nurse	Suspected Family Breakdown	Human Resources family counselling
4.	Youth Officer	Runaway	Still under investigation
5.	Special Education	Behaviour, suspected family breakdown	Human Resources family counselling
6.	Citizen	Runaway	Human Resources Dept.
7.	Principal	Suspected Family Breakdown	Human Resources family counselling, poss. apprehension
8.	Principal	Suspected Family Breakdown	Human Resources family counselling, poss. apprehension
9.	Special Education	Suspected Family Breakdown	Human Resources & Y.S.D.
10.	Special Education	Suspected Family Breakdown	No action taken as yet
11.	Parent	Unmanageability	Y.S.D.
12.	Human Resources	Job counselling	Y.S.D.

IV. SUMMARY

When receiving referrals, the Youth Services Division respects that most referring agents have tried to solve the problem through their own efforts, or have recognized from the outset that the problem exceeds what help is immediately available within that agency.

Receiving and respecting the accompanying history gives the Youth Services Division more accurate direction and saves a great deal of time.

The Youth Services Division has received referrals that do not have an immediate solution. In such cases, the Youth Services Division may make contact with the family or individual - continuing the contact until the problem dissipates or a crisis is reached that allows a more permanent solution to the problem. Such contact would be recorded as short-term counselling.

Should the Youth Services Division receive a problem that requires a service not available anywhere, the Y.S.D. will elicit the advice and help of the Youth Advisory Committee to determine what might be done. In such cases, new and innovative services could be suggested and possibly brought about.

Youth-community problems such as rowdiness in public places might be more readily and appropriately solved by the close co-ordination of a number of services.

The notion of services coming together should not preclude the involvement of parents, citizens, and businesses who might all share a responsibility in the problem. In a sense, youth-community problems might be seen as a total community responsibility.

Meeting the needs of youthful offenders from a total community responsibility point of view might aid the peace keepers of our community.

This report, on the activities of the Youth Services Division to the end of May, is submitted with the hope that it will be received as a general statement of our areas of concern and discovery, and not as an indication of direction or opinion of the Youth Services Division.

J. Smith,
Supervisor,
Youth Services Division,
Department of Human Resources.

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LOCHDALE SCHOOL DAMAGE - SUMMARY REPORT

On April 16, 1974 the Youth Services Division received information that the Lochdale School and community school portable had been damaged over the weekend. The principal indicated that he had a suspect. The Youth Officer, Burnaby School Board, and I interviewed this suspect and he admitted breaking one window and writing on the walls of the school. We advised him of the possible consequences of his actions, and that we hoped the other boys involved in this damage would come forward and confess. Later that evening, Gerald Huber-Heys and Fred West, youth workers, and I met with six boys at their request. They each admitted to breaking one window and writing on the walls of the school.

I wrote to the Youth Officer urging that he, in consultation with the Probation Services, file a complaint against the boys. In the meantime, at the Youth Officer's request, and with the principal's knowledge, I would continue to explore possible forms of restitution in kind and would work out the details for such a program.

At first I felt that the restitution should be made directly to the Burnaby School Board, but this proved to be unfeasible as there were unions, Workmen's Compensation Board, and other matters to contend with. I therefore decided to explore the possibility of having restitution performed at the Burnaby Family Y.M.C.A.

The Burnaby Family Y.M.C.A. submitted a work program for the restitution, and on May 29 I wrote again to the Youth Officer informing him that I had now worked out with the Burnaby Family Y.M.C.A. what I would consider an appropriate restitution program. At that time we were using as a guideline the basic minimum wage of \$1.50 per hour. Since the total damage was \$125.00 this would require that each boy work 14 hours, or two seven-hour days. I further suggested that in addition to the Y.M.C.A. work program outlined there would be additional requirements levied by the Youth Services Division, which were:

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1. That the Y.M.C.A. supervision staff adopt guidelines for individual evaluation as set up by the Youth Services Division, to be used in addition to the Y.M.C.A.'s expectations. Copies of individual evaluation on each boy is enclosed.
2. The Y.M.C.A. staff, myself, offenders and their families do group evaluation based on individual performance with a summary report to be forwarded to the Youth Officer & Probation Services.
3. The Burnaby Parks & Recreation Department will provide all the necessary tools. The Youth Services Division will be responsible for getting tools to job site, and returning same to Parks.
4. The Y.M.C.A. will be liable for personal harm and welfare of the youth while performing their job function provided the youth behave in a responsible manner.
5. The parents will be responsible for transporting their children to the job site and picking them up on time.
6. Should unreasonable resistance be met on the part of the offenders or parents, the matter will be referred back to the Youth Officer and the Probation Services on the recommendation that a "charge" be laid.

On June 3, 1974 a letter outlining the restitution program and requiring their son to be at the Burnaby Family Y.M.C.A. at 9:00 a.m. on June 8, 1974 to perform an eight hour job along with the other offenders was delivered to the parents. The restitution program was shortened from fourteen hours to eight hours because the minimum wage had been increased on June 1st from \$1.50 to \$2.10 per hour.

On June 8th each boy showed up and performed the required task to the best of his ability. The Youth Services Division was completely satisfied that the boys had repaid their "debt to society", and recommended to the Youth Officer, Burnaby School Board and the Probation Services that no further action be taken regarding this restitution.

The following paragraph was included in the final letter to the parents:

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"One of the matters that concerns me most about youth today is that they do not seem to have enough opportunity to learn to know themselves. I feel that most youth today are capable, energetic and trustworthy people. I think, given an opportunity, they would prove this to themselves. I would therefore at this time like to suggest and extend an invitation to the youth involved in this program to enter with me into the idea of planning a canoe trip into the Nitinat Lakes wilderness area of Vancouver Island. This trip would require that each boy do his part to earn the amount of money required to buy and rent the necessary equipment and meet the expenses of transportation that such a trip would require. Tentative arrangements have been made with the Burnaby Parks & Recreation Department to provide the necessary transportation as well as the canoes for the trip."

The Youth Services Division is reviewing the idea of eliciting the help of the Parks & Recreation Department, the Y.M.C.A. and R.C.M.P. in the planning of a volunteer group to give leadership and supervision to restitution and adventure programs.

J. Smith,
Supervisor,
Youth Services Division,
Department of Human Resources.

JS:jc
June 19, 1974.