

ITEM 17

MANAGER'S REPORT NO. 3

COUNCIL MEETING Jan. 20/75

Re: Youth Services Committee

On November 18, 1974, Council, during discussion of a quarterly report on the activities of the Youth Services Division, requested:

1. Further information on the number of people that had been processed by the Youth Services Division and, also, the cost involved in providing such services.
2. Comments regarding the effectiveness of the Division and the part that it is playing in the control of youthful offenders from applicable organizations and agencies that have a liaison relationship with Division staff.

Attached are two reports concerning this matter. The first report, from the Administrator of the Human Resources Department, contains background information and answers to the questions asked by Council on November 18. The second report, from the Supervisor of the Youth Services Division, includes information on the Division's objections, the manner in which the Division functions and considerable detail on the Division's activities for the period March 1 through December 10, 1974.

Several letters have been received from persons who have worked closely with the Division on a referral basis. The letters, which are attached, are from:

1. Mr. W. Wescott, Youth Officer for the School Board and Chairman of the Youth Services Committee. Letter dated November 26, 1974.
2. Mr. J. Levitt, Regional Director of the Department of Human Resources. Letter dated December 6, 1974.
3. Superintendent W.G. Lambert, Officer in Charge, Burnaby Detachment, R.C.M.P. Letter dated December 10, 1974.
4. Mrs. M. Dixon, United Good Way. Letter dated December 23, 1974.
5. Mr. Gordon Kline, Probation Officer. Letter dated January 13, 1975.
6. Mr. Dennis Gaunt, Parks and Recreation Administrator. Letter dated January 14, 1975.

Dr. R. Braunstein, of the Mental Health Unit on Willingdon Avenue, has not had an opportunity to submit evaluative comments on the Division because he is convalescing from a serious illness.

Also attached are two letters of appreciation from:

1. Messrs. W.J. Townsend and John Johnson of Trizec Equities Limited. Letter dated November 27, 1974.
2. Mr. T. Taal of Uniguard Services Limited. Letter dated December 13, 1974.

As announced by the Mayor at the January 13, 1975 meeting of Council, arrangements are being made for Council to meet with members of the Youth Services Division. It is expected that this meeting will take place in the near future, although after reading this report, Council may wish to reconsider the need for such a meeting at this time. The first report was not well-written and a meeting may not now be necessary.

In view of the fact that the Division at the present time provides a shared service (50% Federal, 25% Provincial and 25% Municipal), it is anticipated that the Division would be included in any takeover of welfare services by the Provincial Government. The cost for services rendered by the Division to the Municipality are not expected to increase above their present level if a takeover occurs.

This is for the information of Council.

Re: Youth Services Division - Manager's Report No. 76,
1974 - Item 10

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With Council's authority the Youth Services Division was set up in March, 1974. In March there was hired a Supervisor and a stenographer. During April 2 additional social work staff were added.

The first few months involved a considerable amount of work and organization to determine roles in which the Division would be directly involved. During that period of time there was a minimal amount of direct contact with clients. There were, however, a number of referrals both by Council and others involving activities with groups displaying anti-social behaviour. During the same period of time the Youth Advisory Committee met on a regular basis to act as consultants for the staff to implement policy.

It was during the months of June and July that the real focus took place when decisions were made that the primary activity of the Division would be to focus on youth involved in shoplifting in Burnaby. Direct contacts were made with those involved in security at the Lougheed and Brentwood Shopping Malls as well as Simpson Sears, Middlegate and Old Orchard Malls. Each of these centres were very happy that efforts were being made by the Municipality to assist in the reduction of incidences of shoplifting which has been of major concern to them.

In the months since the inception of this focus there has been 70 cases of shoplifting in Burnaby by Burnaby children referred to the Youth Services Division. These cases have been receiving counselling. In addition primary investigations have been made on 54 other cases of shoplifting which were referred to appropriate agencies in other municipalities. The other municipalities involved are Port Moody, Port Coquitlam, Coquitlam, New Westminster and Vancouver.

Further to this, the Division was involved in 65 additional cases that were referrals from community agencies where investigations only were completed or actual counselling took place.

The attached report will give more complete details on the referrals and activities.

The records of the Youth Services Division indicate that 88 cases have received short term counselling by the Division and the remaining cases were referred to the appropriate agency and also indicates that the age range of the persons served is between 6 and 16 years with the average age being 13 to 14. We have found some instances where services were rendered to more than one person in the family. In the majority of cases the service was rendered to one person only.

When a referral is received of shoplifting, the parents are immediately contacted and invited to use the services of the Division. If they do not avail themselves of the opportunity, the only alternative is to refer the matter to the local detachment of the R.C.M.P. To date, however, we have found the parents co-operative and very willing to accept the services of the Division.

The statistics would indicate that the recipients of service have improved since their contact with the Division in that we have only 3 cases where service has been given and they have again come in contact with the law.

The Council report asked for costs relating to the Youth Services Division and the costs for 1974 are as follows:

Total Salary, Benefits, Transportation Cost - March to December 31, 1974	\$36,875.53
Less C.A.P. Special Project Sharing (75%)	<u>27,656.65</u>
Net Cost to Burnaby	\$ 9,218.88
Shelter Cost	1,250.00
Stationary & Supplies	700.00 (est.)
Furnishings	<u>3,128.00</u>
Total Net Cost to Burnaby	<u>\$14,296.88</u>

This is for the information of Council.


G. C. Mackenzie
ADMINISTRATOR

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INTERIM REPORT
ON YOUTH SERVICES DIVISION'S
OVERALL DEVELOPMENT TO DATE
WITH SPECIFIC EMPHASIS ON THE
SHOPLIFTING/COUNSELLING PROGRAM

Jim Smith
Supervisor

DECEMBER 24, 1974

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There are several abbreviations in this report. They are as follows:

- (1) Theft u/200 - theft under \$200.00,
- (2) YPS - Youth Preventive Squad
Vancouver City Police,
- (3) YSD - Youth Services Division
Burnaby,
- (4) DHR - Department of Human Resources
for Community mentioned under,
- (5) YO - Youth Officer
Burnaby School Board,
- (6) PO - Probation Office
for Community mentioned under.

Introduction

The Youth Services Division became a reality March 1st, 1974 with the hiring of a full time supervisor and secretary.

The secretary fulfilled her job description typing for the Department of Human Resources rather than just the Youth Services Division. Occupying the secretary in this fashion freed the Supervisor, allowing him opportunities to get to know the Burnaby community.

Liaison

The liaison roll has proven to be the prime role in the Youth Services Division's success. Without the positive working relationship the Division has developed with Probation, R.C.M.P., the School Board and so on, we would not have been able to achieve a fraction of that which we have accomplished.

During the month of March the supervisor began to sort out the mandate given by the Youth Advisory Committee guiding the Youth Services Division.

The mandate suggested the Division approach the subject of youth problems in two ways:

- (1) by intervening during a crisis situation, and
- (2) by preventive counselling.

The Division was asked to go further in their efforts and decide, where possible, how to prevent and retrieve already identified problems from falling into the "grey areas" existing between the established agencies.

The "grey areas" were not clearly understood - implied, a number of identified problems caught in the outfield seemed to be fumbled on the throw to first base, or was it second base? The Division was further advised not to duplicate services and to try and avoid doing nothing more than passing a problem on - adding more players to the ball game.

Some of the "grey areas" defined were:

- (1) No action being taken by Probation in Burnaby on first offenders. (The Youth Services Division was informed December 18th, 1974 that Probation had acquired another worker who will handle first offenders.)
- (2) No facilities to detain delinquent youth who were classified as unmanageable/uncontrollable.

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All of the guidelines given pointed out the need for precise procedures needed to come to grips with juvenile problems on an effective basis. With the hiring of two full time counsellors April 1st, 1974 the Division began setting up the necessary procedures. The statistics pertaining to files (problem-concerning juveniles) for the month of March and April show no files received in March and eight (8) received in April.

March:

No files received.

Note: The supervisor during this month was invited to assist the Burnaby Youth Officer on a number of files with the expressed purpose of allowing the supervisor a first hand look at the school system of receiving and recording files. The experience proved invaluable in developing the supervisor's awareness of the various departments, the School Board, and how they function.

April:

Problem	Referred By	Number
Tuancy, Unmanageability	School Nurse	4
Unmanageability	Neighbour	1
Runaway	Neighbour	1
Runaway	Social Worker	1

A brief analysis of the files listed for the month of April points out some of the problems the supervisor discovered:

- (1) The files accepted from the school nurse were, in fact, accepted as a referral. Accepting a file as a referral implied that the Division could solve the problem and had the necessary machinery to do so. However, at this point in the Division's development there was not a program developed or even a good assessment program within the Division. As a result, the Division became entangled in a problem that already involved Social Workers from the Department of Human Resources.
- (2) Accepting referrals from neighbours proved not only useless but dangerous. The information was generally hearsay - if the neighbour was certain of this information they still proved reluctant to

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reveal themselves or support the information in a documented fashion for fear of possible retaliation (slander charges, vandalism, etc.). If the neighbour was willing to lay charges then the police and not the Division became involved.

Note: One such referral or file received in April is still an open case at the time of the writing of this report and will remain so due to a lack of any "hard core" information.

- (3) The request to assist a "runaway" by the Department of Human Resources Social Worker was successfully concluded by the location of the runaway through close friends of the runaway. The supervisor in this case visited the runaway's associates at school and through them persuaded the runaway to call the Social Worker involved. (Research subsequently indicated most runaways are difficult to find and are better handled by the R.C.M.P.). Even this file brought problems; first, while at the school waiting to see the runaway's associate the supervisor met the school nurse and agreed to look into the aforementioned files without notifying the principal - handling files in such a way puts the principal in a difficult position as he is ultimately responsible for the youth in his school and should be aware of outside agents intruding. Secondly, outside agencies or individuals questioning youth in school during school time violates school security rules in the first place.

Once again, the Division began a more in depth liaison effort. The Division realized at this time the liaison role should be ongoing.

May, June, July:

During the month of May the Division began to perfect the procedures for receiving and referring files, resulting in approximately nine (9) files listed below. All other requests indicated the Division was being asked to help with problems already too chronic or fragmented to be amenable to our help.

Problem	Referred By	Number
Behavior (Individual)	Parks & Recreation	1
Behavior & Unmanageable	Parents	2
Runaway	Parents	2
Disturbance	Parks & Recreation	1
Arson	Parks & Recreation	1
Disturbance	Municipal Manager	2

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The Division's receiving and referring processes were working. Each file was now thoroughly researched discovering all existing previous history and who was involved, preventing duplication. At this time the Division was beginning to state that files would be looked at but not accepted as a referral until the Division felt it could be of service.

During the months of May, June and July the Division made a commitment. The commitment would be to actively seek files before they had digressed into a crisis and before a number of agencies were involved.

Our Crisis

- (1) The Division knew that counselling would be more effective if presented early in an individual's life.
- (2) Counselling presented early would be even more effective if it involved the parents, supporting them as parents, helping them maintain control over their children, and helping them short circuit negative behavior.
- (3) The Division had to be efficient, set its own limits on ages, case loads and length of the counselling period if a four member team was to give Burnaby any service at all.
- (4) Working with a pre-delinquent behavior could short circuit behaviors such as rowdyism, vandalism, car theft, and so forth.
- (5) For counselling to be readily effective, children and their families must be ready to accept counselling voluntarily or be motivated to accept counselling through legal pressure.

Where to Begin

Many hours of consultation with the Burnaby Youth Officer, R.C.M.P., Probation Officer, Department of Human Resources and ourselves revealed that many delinquent behaviors had their beginnings in Truancy and Shoplifting.

Contact with retail stores in Burnaby revealed an alarming shoplifting problem; by some reports the cost of shoplifting was as high as \$365,000,000 per year in Canada. Juveniles are accused of at least fifty per cent of this cost.

Recent changes in law and philosophy of the British Columbia court and corrections systems has frustrated Probation Offices, R.C.M.P., Security People and Social Workers in their efforts to deal with delinquency.

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The Division was having its first look at a vast "grey area". However, the concept of using shoplifting, Section 294B of the Criminal Code of Canada, might give the Youth Services Division legal entry into families. Using the legal entry and personal persuasion the Division felt strongly that we could meet our five basic areas of concern. For example, many young children shoplift. Our records to date show an age range of six years of age to sixteen years of age actually involved in shoplifting. The mean age is thirteen to fourteen years of age. (This figure should lower as the Division is able to convince security officers to record petty shoplifting by young children. Presently, security officers have been excusing shoplifting by young children as it does not threaten the stores in a financial way. However, the Division points out the possible lack of parental supervision in such cases and how soon an eight year old is twelve, thirteen or fifteen, and by then a hardened and efficient thief.) Entry into homes through illegal behavior of children sets into motion the opportunity to motivate parents to accept help at a time when they still are able to exercise parental control. By receiving all juvenile offenders apprehended in Burnaby for theft under \$200.00, the Youth Services Division would have an opportunity to screen its clients by age, set restrictions on our counselling time, and the size of our case loads.

Note: An apparent hazard in the Social Work field, is the phenomena of large case loads of vastly varied problems that tend to draw the Social Worker away from a precise and controlled approach. The Division cannot become involved in long term counselling (counselling spending several weeks or months) if the three Youth Services Division's counselling staff were to be effective. To be effective the staff would have to do planned short term treatment (PSTT). In order to accomplish the goal of PSTT and do effective counselling we had to be selective when receiving clientele.

The Division also wanted to reserve enough time to document areas of discrepancy and breakdown in the handling of juvenile problems in an effort to assist the Youth Advisory Committee and, subsequently, Municipal Council in developing as efficient and effective a way as possible of handling youth problems. At the time of the writing of this report, documentation and statistics are being compiled on a particular juvenile problem that to date has involved thirty-five (35) different professional people (October 1st, 1974 to December 20th, 1974) pointing out the oldest problem "grey area" of all - communication.

August:

During the months of June and July most of the important liaison work for the Shoplifting/Counselling Program was laid, allowing the Shoplifting/Counselling Program to be officially under way August 1st, 1974 with the

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following results:

Problem	Referring Sources	Number
Theft u/200	Woolco	2
Theft u/200	Hudson Bay	4
Theft u/200	Simpsons-Sears	4

All juveniles living outside of Burnaby, but apprehended in Burnaby, are researched through the Probation Office in the appropriate community.

The parents are, subsequently, sent a letter with a copy to the Probation Office. The parents are requested to contact the Probation Office. The Probation Office does the follow up. (Using such procedures, each offender should receive some form of counselling.) All juveniles apprehended in Burnaby who live in Burnaby are sent a registered letter requesting they contact Youth Services Division. Failure to do so results in a follow up by the Division. In extremely difficult cases where parents fail to co-operate, the matter is referred to R.C.M.P. and Probation for further investigation.

All Burnaby residents who respond are given a counselling time at the Youth Services Division's office where an Assessment Interview determines further direction.

The Division has a working relationship with the following communities through their Probation Offices and/or Police forces: Port Moody, Port Coquitlam, New Westminster, Coquitlam, Vancouver and Burnaby.

September:

Although the Shoplifting/Counselling Program was sufficiently organized to be started August 1st, 1974, in fact, most stores involved in the Program did not participate much before October 1st, 1974. However, the statistics for September do indicate a steady increase in shoplifting matters (theft under \$200.00) being referred to the Youth Services Division.

Following are the September statistics:

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Problem	Referring Source	Number
Theft u/200	Woolco	5
Theft u/200	Hudson Bay	8
Theft u/200	Simpsons-Sears	2
Theft u/200	New Westminster Police	2
Theft u/200	YPS (Vancouver)	3
Theft u/200	R.C.M.P. (Burnaby)	1
Indecent Act in a Public Place	YPS (Vancouver)	1
Unmanageability	Parent	1
Missing Person	Relative	1

All of the above files are being counselled either directly by the Youth Services Division or by other resources contacted by the Youth Services Division. Through astute pre-counselling research the Division was able to give help to the parent referring the unmanageable incident. This particular incident proved to be the result of a marriage breakdown and, subsequently, involved a family counsellor from the Department of Human Resources.

The missing person report proved to be a runaway from Calgary whose parents enlisted the Youth Services Division's help through a relation living in the Lower Mainland. The Division simply co-ordinated all existing information with R.C.M.P. and the Department of Human Resources, eventually enabling a speedy return of the runaway to Calgary where a Department of Human Resources worker would subsequently pick up on the matter.

October:

Statistics for October indicate increases in files received regarding shoplifting.

Following are the October statistics:

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Problem	Referring Source	Number
Theft u/200	Woolco	12
Theft u/200	Hudson Bay	6
Theft u/200	Simpsons-Sears	1
Theft u/200	R.C.M.P. (Burnaby)	2
Theft over 200	YPS (Vancouver)	4
Attempted Theft	YPS (Vancouver)	1
Indecent Exposure	Simpsons-Sears	1
Attitude and Home Concern	Armstrong School	1
Child Neglect	R.C.M.P. (Burnaby)	2
Runaway	Parent	1

November:

Referrals in November indicate a levelling off in numbers referred. The Division decided at this point to expand the Program. Prior to and including the month of November, the Division was working with three major stores; Woolco (Lougheed Mall), Hudson Bay (Lougheed Mall) and Simpsons-Sears (Burnaby).

Problem	Referring Source	Number
Theft u/200	Woolco	4
Theft u/200	Hudson Bay	8
Theft u/200	Simpsons-Sears	10
Theft u/200	R.C.M.P. (Burnaby)	3
Theft u/200	Middlegate (Super Valu)	1
Theft u/200	United Cigar Store (Lougheed)	1
Theft u/200	YPS (Vancouver)	1
Behavior Problem	Windsor School	2
Behavior Problem	Parent	1

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December:

Files recorded represent those received from December 1st, 1974 to December 10th, 1974. The Youth Services Division has now expanded the Program to all stores at: Lougheed Mall, Brentwood, Middlegate, and Old Orchard.

The Division has now developed a working relationship with three major security companies on the Lower Mainland: Cox Retail Audits, Wackenhaut Security and Unigard Securities Ltd. which represent the following stores in Burnaby: Fields, Zellers, London Drugs, Woolco, Shoppers Drug Mart, and Hometown.

The Division has also involved some IGA stores in Burnaby and is presently setting up the Program with security representatives from Kelly-Douglas & Co. Ltd. representing all Super-Valu Stores.

Problem	Referring Source	Number
Theft u/200	Woolco	2
Theft u/200	Hudson Bay	1
Theft u/200	Simpsons-Sears	4
Theft u/200	YPS (Vancouver)	2
Theft over 200	YPS (Vancouver)	1
Unmanageability	R.C.M.P. (Burnaby)	1
Obscene Phone Calls	Probation	1

To date, the R.C.M.P. have referred 130 files of which most suggest no further action. These files are, however, immensely useful to the Division in developing profiles on a number of youth the Division can expect to come in contact with in the future. Included in the 130 referrals are 45 missing person reports, all of which indicate a young juvenile running away. This is an area in which the Division is very interested. The Division at this time is limiting counselling to thirteen years of age and under, where possible, and mostly those received through the Shoplifting/Counselling Program. The Division wishes to freely develop the Program before working into other areas of concern for fear of spreading ourselves too thin.

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The Division is currently developing a short term counselling approach and will research and implement much of this from many professionals in the U.S.A. who are developing this method - referred to as PSTT (Planned Short Term Treatment).

The Division, in the PSTT approach, addresses itself to the "presenting problem" putting emphasis on procedures of "direct influence".

Statistics Summary - March 1st, 1974 to December 10th, 1974:

The statistics that follow have been listed according to the community the offender resides in. To avoid confusion, please note that all files listed indicate that the offenses were committed in Burnaby.

Note: The statistics below represent the number of people involved with the Youth Services Division. In many cases the original referral pertained to one individual but subsequently involved other family members. The total number of people involved per incident has been recorded.

Statistics listed in this report on a month by month basis pertain to the numbers referred not subsequently counselled.

The statistics listed on a month by month basis hope to show the development of the Youth Services Division's service chronologically.

Burnaby:

Problem	Referring Source	No.	YPS	YSD	DER	YO	PO	RCMP
Attempted Theft	YPS (Vancouver)	1		1				
Car Theft	YPS (Vancouver)	2					2	
		Referral						
Theft u/200	YPS (Vancouver)	2					2	
Indecent Act	YPS (Vancouver)	1					1	
Theft u/200	Simpsons-Sears	24		19			5	
Theft u/200	Hudson Bay	10		10				
Theft u/200	Woolco	14		4	1		9	

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Burnaby (cont.):

Problem	Referring Source	No.	YPS	YSD	DHR	YO	PO	RCMP
Theft u/200	Youth Officer	2		2				
Theft u/200	Cullens Music	1		1				
Theft u/200	Eatons	8		4			4	
Theft u/200	R.C.M.P. (Burnaby)	1		1				
Theft u/200	New Westminster Police	2			2			
Theft u/200	Super Valu	1			1			
Theft u/200	London Drugs	4		4				
Fraud	Simpsons-Sears	1		1				
Family Breakdown	DHR	6		6				
Family Breakdown	Armstrong School	2		2				
Family Breakdown	Cariboo School	1					1	
Family Breakdown	Probation	1		1				
Family Breakdown	Citizen	1			1			
Unmanageability	Parent	3		3				
Unmanageability	Edmonds School	1			1			
Unmanageability	Parks & Recreation	1		1				
Unmanageability	Youth Officer	1		1				
Unmanageability	Youth Officer	3		3 (investigative research)				
Family Breakdown	School	2		2				
Family Breakdown	School	2		2				
Family Breakdown	School	2			2			
Family Breakdown	Parent	17		7	10			
Job Training	DHR	3		3				
Neglect	School Nurse	4			4			

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Burnaby (cont.):

Problem	Referring Source	No.	YPS	YSD	DHR	YO	PO	RCMP
Neglect	R.C.M.P. (Burnaby)	2		2				
School Vandalism	Parks & Recreation	6		6				
Runaway	Citizen	1			1			
Runaway	R.C.M.P. (Burnaby)	1		1				
Runaway	Parent	1		1				
Total:		135		88	23		24	

Coquitlam:

Problem	Referring Source	No.	YSD	DHR	PO
Theft u/200	Woolco	14			14
Theft u/200	Hudson Bay	15			15
Theft u/200	Lougheed Mall Security	1			1
Theft u/200	Uniced Cigar Store	1			1
Total:		31			31

Vancouver:

Problem	Referring Source	No.	YPS	YSD	DHR	PO
Theft u/200	Woolco	3	3			
Theft u/200	Hudson Bay	1	1			
Theft u/200	Simpsons-Sears	5	5			
Total		6	6			

New Westminster:

Problem	Referring Source	No.	YSD	DHR	PO
Theft u/200	Hudson Bay	1			1
Theft u/200	Woolco	1			1
	Total:	2			2

Port Moody:

Problem	Referring Source	No.	YSD	DHR	PO
Theft u/200	Hudson Bay	3			3

Port Coquitlam:

Problem	Referring Source	No.	YSD	DHR	PO
Theft u/200	Hudson Bay	6			6
Theft u/200	Woolco	6			6
	Total:	12			12

The success of the Division remains to be seen. However, to date our files indicate only three repeat shopliftings, two of which are not being counselled by other agencies. The third was seen as a normal reaction to the limits Youth Services Division's staff were putting on the children. There is often an escalation of negative behavior as one begins to restrict it.

The Division knows that it will quickly be faced with the problem of too many files and too few resources.

The Division will do its best to maintain an efficient position and will request the necessary "tools" to do so. However, immediate documentation procedure will help to determine resources needed and what those resources

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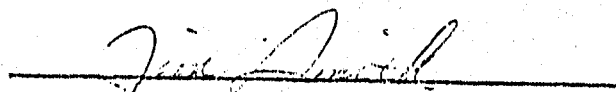
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might be and who might supply them.

I wish to thank the Municipal Council at this time for their support and draw special attention to the key roles which my co-workers and the Youth Advisory Committee have played in assisting myself and my Division on its way.

I know special thanks go to my staff who have stood with the project in spite of our mandate and wide open job description. For less people such a model would have proved too threatening.

Submitted By,



Jim Smith
Supervisor
Youth Services Division

JS/jn

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BOARD OF SCHOOL TRUSTEES
SCHOOL DISTRICT NO. 41
BURNABY

TELEPHONE 299-0611

November 26, 1974

5325 KINCAID STREET
BURNABY 2, B. C.
V5G 1W2

Mr. James Hudson,
Municipal Clerk,
The Corporation of the District of Burnaby,
Municipal Hall,
4949 Canada Way,
Burnaby, B.C.
V5G 1M2

File #1890

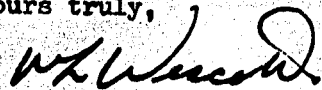
Dear Mr. Hudson:

Re: Youth Services Division

Further to your request regarding the services provided by this Division.

It is my considered opinion that Mr. Smith and his staff are serving a most proper and useful function within the Community. I have on many occasions made referrals to, and received referrals from this Division and have at all times recognized the highly professional skills employed by the Staff.

Yours truly,



W.L. Wescott,
Youth Officer,
Chairman,
Youth Services Committee

WLW:gme



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DEPARTMENT OF HUMAN RESOURCES

FIELD SERVICE
 2802 St. Johns Street,
 Port Moody, B.C.
 939 - 2421

December 6, 1974

Municipal Manager,
 District of Burnaby,
 4949 Canada Way,
 Burnaby, B.C. V5G 1M3

Dear Sir:

Re: Youth Services Division

This letter is being written in response to your request received November 25th that I comment on the effectiveness of the Youth Services Division.

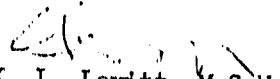
It is still too early in the development of the shoplifting intervention programme to comment on its success or failure. However, I am most impressed with the planning that has gone into the programme by Jim Smith and his staff. If there is sufficient cooperation from parents and if there is adequate social work time available to help each child and his family, then the programme will be immensely successful. Perhaps the most exciting aspect to this programme is its preventive aspect, that is the distinct opportunity to identify youngsters who are at odds with society and the law for perhaps the first time, and to try to assist them in becoming responsible citizens. If, after a period of one to two years, there is no repeat shoplifting, the programme can be declared a success!

The questions council should address itself include:

1. How many children were referred to Y.S.D?
2. How many children have been provided short-term counselling by Y.S.D?
3. How many families have been involved in the counselling?
4. How readily can social work staff begin to work with and help children and their families?
5. How many children have repeated shoplifting or been involved in further delinquencies?

This new direction that the Youth Services Division has embarked on needs time and council's continued support to assess its worthiness and assure its continuation.

Yours sincerely,


 K. L. Levitt, M.S.W.
 Regional Director

KLL/emo

ITEM 17

MANAGER'S REPORT NO. 3

COUNCIL MEETING Jan. 20/75

ROYAL CANADIAN MOUNTED POLICE
Burnaby Detachment
6355 Gilpin Street
Burnaby, B. C. V5G 2J2
December 10, 1974



"E" DIVISION

GENDARMERIE ROYALE DU CANADA

YOUR NO. 1890
VOTRE N°

OUR NO.
NOTRE N°

The Municipal Manager
The Corp. of the District of Burnaby
4949 Canada Way
Burnaby, B. C. V5G 1M2

Dear Sir:

Re: Youth Services Division

This is in reply to the letter of November 20th requesting comments on the effectiveness of the captionally noted services.

Our members have enjoyed a very good cooperative relationship with the Youth Services Division in the areas of counselling runaway children; counselling very young offenders where prosecution was not considered warranted; where general guidance appeared to perhaps be a solution or of assistance to a youth; where parents have requested assistance when family problem areas have surfaced; where rowdyism in community parks, etc. were causing problem areas.

The general consensus of the members who come in contact with the Services is that it does provide an essential service to this community and with additional experience, the Organization should supply ever better services.

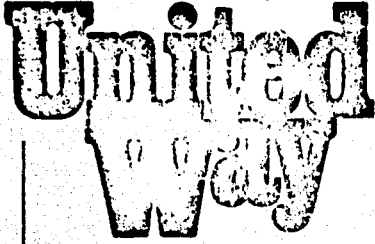
Yours truly,

W. G. Lambert Insp.
for (W. G. Lambert) Supt.
Officer In Charge
Burnaby Detachment

ITEM 17

MANAGER'S REPORT NO. 3

COUNCIL MEETING Jan. 20/75



Voluntary Fund Raising / Budgeting / Research & Planning
for Human Care Services

REV. W. J. BISHOP
Chairman

December 23, 1974

MARGUERITE DIXON
Planning Consultant

Mr. James Hudson
Municipal Clerk
Municipal Hall
4949 Canada Way
Burnaby B.C.

Dear Mr. Hudson,

re: Youth Services Division

I am writing in reply to your recent letter requesting my comments on the work carried out by the Youth Services Division.

I am familiar with the Division's programmes and am very impressed with the imaginative and creative approach taken by the staff in dealing with youthful offenders.

During the first few months of operation the staff focussed mainly on becoming familiar with the community and the agencies providing services to young people. The information they gathered was carefully studied and they have geared their programme to provide intervention at the earliest possible age.

Since the Division was established, I have had a number of occasions to talk with groups who are intimately associated with them and they are most appreciative and impressed with the work this agency is doing.

I feel that the Division is filling a vital and effective role in the delivery of services for youth in the Municipality and I hope that these comments will be useful to Council.

Yours sincerely,

(Mrs.) Marguerite Dixon
Planning Consultant

md:sn

UNITED COMMUNITY SERVICES

of the Greater Vancouver Area — Burnaby Division
#9, 7675 Edmonds, Burnaby, B.C. Telephone (604) 524-9474

ITEM 17
MANAGER'S REPORT NO. 3
COUNCIL MEETING Jan. 20/75



BRITISH COLUMBIA CORRECTIONS BRANCH

DEPARTMENT OF THE ATTORNEY-GENERAL
Probation Office,
6263 Gilpin St.,
Burnaby, B.C.
V5G 3Z8

13 Jan 75

Mr. M. J. Shelley,
Municipal Manager,
Corporation of the District
of Burnaby,
4949 Canada Way,
Burnaby, B. C.
V5G 1M2

Re: Youth Services Division

Dear Sir:

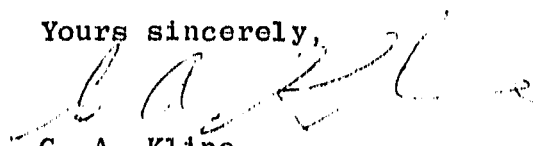
The Probation Service in Burnaby has worked closely with the Youth Services Division since its inception in March, 1974. Since August 1974, the Youth Services Division has focused on working with youths who have been apprehended by store security forces while shoplifting in the Lougheed Mall. The main emphasis of the Y.S.D. has been to work with young shoplifters from ages 11 to 13 inclusive. Older offenders are referred to the probation service for investigation. The 11 to 13 age group would normally not come to Family Court for such offences. However, it is often important that such youths and their families receive ongoing counselling. This service is presently being provided by the Youth Services Division in Burnaby in consultation with the B. C. Corrections Service.

To date, there has been 135 juvenile offenders residing in Burnaby referred by the Lougheed Mall to the Youth Services Division. Eighty-eight of these juveniles are presently being counselled directly by the Y.S.D. The remainder have been referred to other agencies such as the Department of Human Resources and the Probation Service for appropriate action.

The Youth Services Division performs a much needed counselling service to an age group of youths who otherwise might get very little attention from other social agencies. Through such involvement, the Y.S.D. alerts the Probation Service to troublesome youths in this municipality so that action can be taken to help curb further delinquencies.

I trust that you will find the above comments to be helpful.

Yours sincerely,


G. A. Kline
A/Sr. Probation Officer

ITEM 17 MANAGER'S REPORT NO. 3 COUNCIL MEETING Jan. 20/75

CORPORATION OF THE DISTRICT OF ANADY

INTER-OFFICE COMMUNICATION

TO: Municipal Manager

DEPARTMENT:

DATE: Jan. 14/75

FROM: Administrator

DEPARTMENT: ~~Parks & Recreation~~

OUR FILE # Y5

SUBJECT: Youth Services' Division

YOUR FILE #

In response to the Municipal Clerk's letter of November 20, 1974, a copy of which was forwarded to this Department, with respect to the Youth Services Division, we would advise as follows:

The Youth Services Division has been very thorough in its consideration of the problems referred by the Parks and Recreation Department. They have continued to provide leadership and consultation on existing youth problems in the Lochdale School Park area, as well as the problem areas named in their report of November 14; namely, Beecher Park and Ron McLean Park. Their efforts have definitely aided in controlling the behaviour of youths in these areas.

It will probably be a long time before the Youth Services Division has any major deterrent effect on the occurrence of minor and major youth problems that come and go on various parksites. However, it is without doubt a major factor in identifying and alleviating these problems as they occur. An expansion of their activities in this area would be welcomed.

Dennis Gaunt

Dennis Gaunt,
ADMINISTRATOR.

DG:ag

trizec equities limited

November 27, 1974

Youth Services Division
Department of Human Resources
Municipality of Burnaby
4949 Canada Way
Burnaby, B.C.

Attention: Mr. J. Smith
Supervisor

Dear Mr. Smith:

We of the Lougheed Mall wish to thank you and your staff for the youth programs set up in this area.

We find, after talking to many teenage shoppers, that the word has been if any young shoplifters are apprehended, your office and staff have followed through with council of the parents.

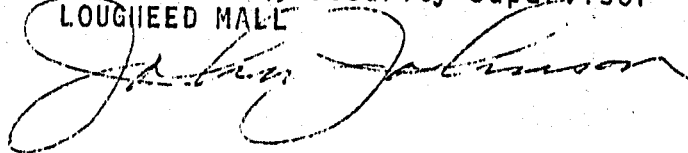
Our thanks to the Youth Services Division for helping in this very important program and we wish you continued success.

Yours truly,

TRIZEC EQUITIES LIMITED

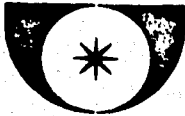

W.J. Townsend, Manager
LOUGHEED MALL

John Johnson, Security Supervisor
LOUGHEED MALL



JJ/mr

ITEM 17
MANAGER'S REPORT NO. 3
COUNCIL MEETING Jan. 20/75

UNIGUARD**UNIGUARD SERVICES LIMITED**

December 13, 1974

Youth Services Division
Department of Human Resources
The Corporation of the District of Burnaby
Municipal Hall
4949 Canada Way
BURNABY 2, B.C.

Attention: Mr. J. Smith

Dear Sir,

We wish to take this opportunity to thank you for your attendance at our breakfast meeting earlier today, and are enclosing herewith a listing of the majority of retail stores our store detectives cover at the present time.

We find your program interesting to the point where we are looking forward to seeing it expanded throughout the Greater Vancouver area. We know from our experience that Richmond and North Vancouver are ripe for a Youth Services Division.

I am looking forward to having lunch with you and your colleague in the not too distant future.

Yours very truly,

H. Taal
Manager - Investigations

HT/jg
encl. 1