PROVINCE OF BRITISH COLUMBIA

Annual Report of the Department of Rehabilitation and Social Improvement

for the

YEAR ENDED MARCH 31

1972

Printed by K. M. MacDonald, Printer to the Queen's Most Excellent Majesty
in right of the Province of British Columbia.
1973

VICTORIA, B.C., DECEMBER 15, 1972.

To Colonel the Honourable JOHN R. NICHOLSON, P.C., O.B.E., Q.C., LL.D.,
Lieutenant-Governor of the Province of British Columbia.

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Department of Rehabilitation and Social Improvement for the year ended March 31, 1972, is herewith respectfully submitted.

NORMAN LEVI
Minister of Rehabilitation and
Social Improvement

Office of the Minister of Rehabilitation and
Social Improvement,
Parliament Buildings, Victoria, B.C.

NOTE—The Honourable Norman Levi was appointed Minister of Rehabilitation and Social Improvement on September 15, 1972.

DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT
VICTORIA, B.C., DECEMBER 13, 1972.

The Honourable Norman Levi,
Minister of Rehabilitation and Social Improvement,
Victoria, B.C.

SIR: I have the honour to submit the Annual Report of the Department of Rehabilitation and Social Improvement for the year ended March 31, 1972.

E. R. RICKINSON
Deputy Minister of Rehabilitation
and Social Improvement

DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT

April 1, 1971, to March 31, 1972

ADMINISTRATIVE STAFF

E. R. Rickinson	*Deputy Minister of Rehabilitation and Social Improvement.*
J. A. Sadler	*Assistant Deputy Minister and Director of Rehabilitation and Social Improvement.*
R. J. Burnham	*Director of Operations.*
T. D. Bingham	*Director of Programmes.*
H. J. Price	*Departmental Comptroller.*
Mrs. A. I. Allen	*Personnel Officer.*
A. G. Gilmore	*Director, Office Administration and Public Information.*
A. W. Rippon	*Research Officer.*
R. B. H. Ralfs	*Statistician.*

DIVISIONAL AND INSTITUTIONAL ADMINISTRATION

J. V. Belknap	*Superintendent of Child Welfare.*
J. Noble	*Director, Brannan Lake School for Boys.*
Miss W. M. Urquhart	*Director, Willingdon School for Girls.*
Dr. P. W. Laundy	*Director of Health Care Division.*
E. W. Berry	*Division on Aging.*
G. P. Willie	*Superintendent, Provincial Home.*
N. S. Brooke	*Director, Social Assistance and Rehabilitation Division.*
Mrs. E. I. Esau	*Training Officer.*
W. J. Parker	*Director, New Denver Youth Centre.*

REGIONAL ADMINISTRATION

J. A. Mollberg	*Director, Region 1.*
W. J. Camozzi	*Director, Region 2.*
G. A. Reed	*Director, Region 3.*
T. Prysiazniuk	*Director, Region 4.*
R. K. Butler	*Director, Region 5.*
A. E. Bingham	*Director, Region 6.*
A. J. Wright	*Director, Region 7.*
R. E. Phillips	*Director, Region 8.*

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Report of the Department of Rehabilitation and Social Improvement

PART I—GENERAL ADMINISTRATION

the assistant deputy minister reports . . .

J. A. SADLER

The confrontation and the challenge of change that marked the dissenting 60's are behind us and the first year of a new decade has just ended—a decade we hope will be described as the constructive, positive 70's. It is beginning on a positive note. A year ago, we expressed concern at the rate of increasing Social Allowance case loads and costs and the actual increase over the previous year of 29.2 per cent. This year, our social assistance cases are down some 14 per cent from a year ago, and other income assistance programmes increased only proportionably with the risk population. Our increase in the number of children-in-care was within acceptable limits, but changes in social patterns, attitudes, and birth-control technology resulted in a very significant drop in the number of unmarried mothers requesting help (26 per cent) and adoption work. The drop in welfare institution licensing is the result of transferring duties to the Health Department.

In terms of regional socio-economic differences, over-all case loads declined significantly in all regions except Region 4 (East and West Kootenays) and Region 7 (Prince Rupert/Terrace area), where case loads remained relatively constant.

There were no major personnel or organizational changes during the year, but certain activities received greater staff effort and public interest, such as day care, foster-parent associations, low-income and self-help groups, economic opportunity and incentive programmes, on-the-job training, job-finding, referral and employment counselling. During the last quarter, determining eligibility for Job Opportunities Certificates became our responsibility. In this latter service, the Department authorized the issuing of Job Opportunity Certificates to any person who applied and had been in receipt of Social Allowances for the previous three months. Any employer who hired a certificate holder in a newly created job could claim one-half the cost of the employee's salary and fringe benefits for up to six months. The actual reimbursement of employers and the issuing of certificates were administered by the Department of Municipal Affairs.

I can look back and recognize that our staff, serving in every city, hamlet, and rural area of our Province, were a conscientious, dedicated team, reacting with energy and good will to the many and various social and personal problems our fellow citizens bring to our doorstep for solution. I am proud of our team and look forward with confidence to whatever challenge the "constructive" 70's may present.

TABLE 1—COMPARISON OF NUMBER OF CASES BY CATEGORY OF SERVICE IN THE PROVINCE AS AT MARCH 31, 1971 AND 1972

Category	Cases at March 31—		Minus or Plus Change	Minus or Plus Per Cent Change
	1971	1972		
Family Service	2,613	2,772	+159	+6.1
Social Allowance—				
Single person	34,660	29,049	−5,611	−16.2
Couple	4,135	3,059	−1,076	−26.0
Two-parent family	9,978	6,978	−3,000	−30.1
One-parent family	13,815	14,479	+664	+4.8
Child with relative	1,413	1,321	−92	−6.5
Totals, Social Allowance	64,001	54,886	−9,115	−14.2
Blind Persons' Allowance	587	556	−31	−5.3
Disabled Persons' Allowance	3,255	3,295	+40	+1.2
Old Age Security Supplementary Social Allowance	22,540	24,733	+2,193	+9.7
Adoption home pending	962	643	−319	−33.2
Adoption home approved	324	493	169	52.2
Child in adoption home	972	792	−180	−18.5
Foster home pending	798	699	−99	−12.4
Foster home approved	3,133	2,942	−191	−6.1
Child in care	6,612	6,869	+257	+3.9
Unmarried parent	797	590	−207	−26.0
Welfare institution	989	225	−764	−77.3
Health and Institutional Service	211	290	+79	+37.4
Totals	107,794	99,785	−8,009	−7.4

TABLE 2—NUMBER OF CASES RECEIVING SERVICE IN THE PROVINCE BY CATEGORY OF SERVICE DURING THE YEAR 1971/72

Category	Cases Open First of Year	Cases Opened During Year	Cases Closed During Year	Cases Open End of Year	Cases Served During Year
Family Service	2,613	3,273	3,114	2,772	5,886
Social Allowance—					
Single person	34,660	86,364	91,975	29,049	121,024
Couple	4,135	7,907	8,983	3,059	12,042
Two-parent family	9,978	18,473	21,473	6,978	28,451
One-parent family	13,815	20,215	19,551	14,479	34,030
Child with relative	1,413	1,776	1,868	1,321	3,189
Totals, Social Allowance	64,001	134,735	143,850	54,886	198,736
Blind Persons' Allowance	587	212	243	556	799
Disabled Persons Allowance	3,255	1,211	1,171	3,295	4,466
Old Age Security Supplementary Social Allowance	22,540	9,578	7,385	24,733	32,118
Adoption home pending	962	1,428	1,747	643	2,390
Adoption home approved	324	1,041	872	493	1,365
Child in adoption home	972	1,742	1,922	792	2,714
Foster home pending	798	963	1,062	699	1,761
Foster home approved	3,133	1,860	2,051	2,942	4,993
Child in care	6,612	6,407	6,150	6,869	13,019
Unmarried parent	797	1,198	1,405	590	1,995
Welfare institution	989	360	1,124	225	1,349
Health and Institutional Service	211	353	274	290	564
Totals	107,794	164,361	172,370	99,785	272,155

Cases served during year is total open first of year plus cases opened during year.

TABLE 3—NUMBER OF CASES BY CATEGORY OF SERVICE AND BY REGIONS, AS OF MARCH 31, 1971 AND 1972

Category	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6		Region 7		Region 8	
	March 1971	March 1972	March 1971	March 1972	March 1971	March 1972	March 1971	March 1972	March 1971	March 1972	March 1971	March 1972	March 1971	March 1972	March 1971	March 1972
Family Service	284	227	1,152	1,268	498	558	116	130	154	142	288	331	35	50	86	66
Social allowance—																
Single	4,960	3,945	18,301	15,520	2,495	2,242	1,469	1,533	1,909	1,150	3,681	3,034	1,157	1,124	688	501
Couple	568	438	1,928	1,255	415	399	226	199	311	158	455	349	141	169	91	92
Two-parent family	1,562	1,042	3,164	2,130	1,155	923	464	383	902	577	1,901	1,175	456	464	374	284
One-parent family	2,403	2,248	5,795	6,743	1,282	1,317	632	660	813	734	1,992	1,918	471	457	427	402
Child with relative	233	177	307	276	183	191	80	75	130	119	166	166	208	229	106	88
Totals, Social Allowance	9,726	7,850	29,495	25,924	5,530	5,072	2,871	2,850	4,065	2,738	8,195	6,642	2,433	2,443	1,686	1,367
Blind Persons' Allowance	52	44	216	182	56	49	20	17	37	41	59	54	27	31	6	8
Disabled Persons' Allowance	483	485	1,116	1,052	357	392	181	180	72	78	467	473	53	55	33	33
Old Age Security Supplementary Social Allowance	3,564	3,612	9,770	10,115	2,305	2,316	1,480	1,541	683	686	2,645	2,802	289	301	224	203
Adoption home pending	153	81	282	172	154	124	84	50	63	63	151	100	43	32	32	21
Adoption home approved	59	81	75	96	45	83	27	45	37	37	68	123	10	21	3	7
Children in adoption home	149	121	304	240	144	119	58	54	79	75	145	109	64	47	29	27
Foster home pending	112	60	89	78	208	201	57	57	107	93	122	103	47	48	56	59
Foster home approved	615	564	640	640	566	570	240	215	317	261	532	486	141	133	82	73
Child in care	1,105	1,159	1,322	1,362	1,336	1,382	440	440	681	664	1,099	1,143	396	432	233	287
Unmarried parent	65	20	468	340	69	57	16	15	36	23	92	113	15	16	36	6
Welfare institution	227	23	359	143	135	27	46	.....	41	12	149	9	19	11	13	.....
Health and Institutional Service	81	172	.....	.....	123	116	1	.....	1	1	1	.....	3	.....	1	1
Totals	16,675	14,499	45,288	41,612	11,526	11,066	5,637	5,594	6,373	4,914	14,013	12,488	3,575	3,620	2,520	2,158

NOTE—Region 2 does not include Division on Aging, which is as follows:

	March 1971	March 1972
Blind Persons' Allowance	114	130
Disabled Persons' Allowance	493	547
Old Age Security Supplementary Social Allowance	1,580	3,157
Totals	2,187	3,834

TABLE 4—PROPORTION OF TOTAL GROSS WELFARE EXPENDITURE

	1970/71		1971/72	
	Value	Per Cent	Value	Per Cent
	$		$	
Administration (includes Minister's Office and part of Accounting Division)	1,056,026	0.7	1,205,109	0.8
Institutions	1,583,874	1.1	1,768,434	1.2
Field Service	4,725,763	3.2	5,481,303	3.7
Provincial Alliance of Businessmen	175,368	0.1	289,439	0.2
Maintenance of dependent children (includes New Denver Youth Centre)	18,918,764	12.8	19,741,383	13.2
Medical services, drugs, etc.	6,915,999	4.7	7,150,589	4.8
Social Allowances and burial of indigents	102,429,438	69.4	103,169,623	69.3
Allowances for aged and handicapped (Blind and Disabled Persons Allowance and Supplementary Social Allowance)	8,784,052	6.0	10,122,773	6.8
Grants-in-aid of construction of homes and recreation centres for elderly citizens	2,918,684	2.0	.....	.....
Totals	147,507,968	100.0	148,928,653	100.0

The following tables (3-1 to 3-8, inclusive) are available from the Department of Rehabilitation and Social Improvement, Parliament Buildings, Victoria, on request:

Table 3-1—Number of Cases by Category of Service for Administrative Offices in Region I as of March 31, 1971 and 1972.

Table 3-2—Number of Cases by Category of Service for Administrative Offices in Region II as of March 31, 1971 and 1972.

Table 3-3—Number of Cases by Category of Service for Administrative Offices in Region III as of March 31, 1971 and 1972.

Table 3-4—Number of Cases by Category of Service for Administrative Offices in Region IV as of March 31, 1971 and 1972.

Table 3-5—Number of Cases by Category of Service for Administrative Offices in Region V as of March 31, 1971 and 1972.

Table 3-6—Number of Cases by Category of Service for Administrative Offices in Region VI as of March 31, 1971 and 1972.

Table 3-7—Number of Cases by Category of Service for Administrative Offices in Region VII as of March 31, 1971 and 1972.

Table 3-8—Number of Cases by Category of Service for Administrative Offices in Region VIII as of March 31, 1971 and 1972.

office administration and public information reports . . .

A. G. GILMORE, *Director*

The essential work of the Division remained unchanged with the exception of certain additional projects. An example was the Job Opportunities Certificate Programme.

During the year the regular work included the design installation and associated instruction for new accounting systems in 13 offices and open-shelf filing and indexing systems in three districts, together with equipping and opening of one new office and the relocation of two others.

A noticeable trend of recent years has been the increasing public interest in social services. This is particularly true among students. Five years ago, a whole school-year would pass with no more than a score of requests for information from children completing a school paper or graduates completing a thesis. Now, there is seldom a day passes that the mails do not include requests for both general and specific socio-economic data and programme information. Our Division attempts to answer each of these requests individually, promptly, and specifically.

During the last quarter the Division co-ordinated the associated planning and programming of a central registry of social assistance recipients, employing a central data processing unit and remote-control access units. The system, planned to begin operation in July 1972, will permit district offices to register individuals and heads of families, together with basic data and retrieve data on persons registered, using a teletype located in the inquiring or registering office. This will be the first installation of its type in Canada.

The Division wishes to express its collective thanks to the various departments of Government that makes our job so much easier—particularly the Queen's Printer, Purchasing Commission, and the Department of Public Works.

personnel reports . . .

MRS. ANNA I. ALLEN, *Personnel Officer*

HIGHLIGHTS

A few highlights of this stimulating year have included:

CLASSIFICATION OF STAFF

1. Revised job specifications for case aide and social work positions, completed in Personnel, were forwarded to the Civil Service Commission in December of this year; comparison was made between the responsibilities of staff in this Department with Probation Officers of the Attorney-General's Department and Psychiatric Social Workers in Mental Health Services and the salary disparity noted. In these revisions, recognition was given to staff responsibilities for administration of multi-laws plus the rehabilitation counselling implicit in all Departmental work; salary parity for social workers and a second grade with promotional opportunities was recommended for the current case aide classification along with a new name. The specifications have been fully reviewed throughout the Department and have full Departmental support.

2. During this year the Civil Service Commission has reviewed the responsibilities of rehabilitation officers in the Provincial Alliance of Businessmen offices throughout the Province.

3. In July the Civil Service Commission approved reclassification of two senior Clerk/Stenographers in district offices to the Clerk 4 level, on the basis that they supervise six or more full-time subordinate staff and that the office has a total dispersement which exceeds an average of $200,000 a month. The two offices so qualified to date are Prince George and Chilliwack.

4. Representation to the Civil Service Commission gave recognition to three social workers in single-worker district offices and they received an acting Grade 3 appointment because of their over-all management and administrative responsibilities for total programmes. At this time the three single-worker offices are Kitimat, Fort Nelson, and 100 Mile House.

STAFF SELECTION

1. The Department's Selection Panel, composed of R. J. Burnham, Director of Operations; A. G. Gilmore, Director of Office Administration and Public Information; and Mrs. A. I. Allen, Personnel Officer, continued with its challenging job of interviewing and recommending appropriate applicants for field employment in the Department. The beginning of the year saw the panel continuing to interview the balance of over 700 applications received in the January 1971 competition for social workers for various locations throughout the Province. An average of seven people has been interviewed for each selected applicant.

2. Early in the spring the panel travelled to Prince George and Castlegar to meet with applicants for social work employment. During each noon hour there was a meaningful two-way informal discussion between panel members and local staff in the district.

3. Group interviews have evolved as a new selection technique during this year, primarily for group-leader competitions in child-care resources. The purpose of the group interview is to utilize time more fully and to assess applicants' reactions

in a small group setting in which they would be expected to perform as a group leader. This is done by means of an initial group interview of up to six applicants to discuss with the panel the goals and policies of the resource, Departmental expectations, and to answer the applicants' general questions; this is followed by a group tour of the resource with the social work supervisor and (or) a senior group leader and is then followed by the panel's more intensive interview of the applicant. This method is an invaluable technique and appears to have improved screening methods by an apparent reduction in turnover.

4. During this last year, approval was given for the employment of some 30 people, classified at the case aide level, to assist certain district offices as selected by the Regional Director in an ongoing case review and audit within the financial assistance programme. Initially, the project was established for three months; in some areas it was necessary to extend the project.

5. Toward the end of this year provisions were made for the appointment of mechanics in this Department, the purpose being to work closely with staff and local garages, plus the Departmental Comptroller, regarding vehicle utilization and to make an ongoing review of auto replacement versus repairs.

6. This Department, in conjunction with Mental Health Services, hired nine case aides to share in the supervision of patients discharged from Mental Health Services facilities into approved community boarding-homes. The case aides, on Mental Health staff, have been seconded to district offices with their prime responsibility to be liaison between the Mental Health Services, boarding-home operators, patients, and district offices in the provision of financial assistance, comfort allowances, and follow-up counselling services. These staff members have proven most helpful for all concerned and have freed district office staff for their more specialized counselling service.

7. Three field staff members were seconded to work activity projects, two in the Greater Vancouver area and one in the Fraser Valley. The projects' goal is to give intensive services to selected clients and to help them regain independence by the acquisition of special work skills connected with the Forestry, Parks, and related departments within the Provincial Service. These social workers have been responsible for later effecting meaningful job placements, provision of ongoing counselling, follow-up services to the clients, the family group, work supervisors, and later the employers.

8. To meet changing Departmental priorities in service delivery, the Department's Selection Panel has recommended the appointment of several nongraduates as a result of competitions for district supervisory, mid-management positions; this is because of the applicants' extensive experience on the job, specialized administrative training, and skills related to staff and case-load management.

9. Eighty-seven panels were held for promotional competitions for a variety of positions during this year, with Civil Service Commission involvement.

General Activities

1. A kit was prepared with a one-page summary sheet related to Personnel/Pay Forms, with details for utilization on appointment of staff, during employment, and on separation from service. These kits, which include copies of the forms, were forwarded to all regional, divisional, resource, institutional, and district offices and as well to all supervisory personnel throughout the Department. Henceforth a kit will be forwarded to supervisory staff of all classifications on appointment.

2. To continue improvement and to achieve consistency in supervisory evaluation of staff performance, copies of the Civil Service Commission publication *The*

Supervisor's Guide for Appraising Employee Performance were forwarded throughout the Department to all staff with supervisory responsibilities.

3. An Assistant Personnel Officer commenced in October on a part-time basis and for a temporary period. The responsibilities included staff selection and replacement for all positions in the child-care resources and institutions, clerical and stenographic and administrative staff throughout the Province, plus certain classifications studies and related service.

4. Fourteen Orders in Council were passed to extend the services of retiring staff for a minimum three-month period.

5. Some 691 replies were written in response to general inquiries directed to this office about employment; these were in addition to applications on competition.

6. In February a single-page summary, approved by the Attorney-General's Department, was forwarded to appropriate staff regarding their responsibilities as Commissioners under the *Evidence Act* for taking affidavits. Since then a copy is enclosed in the letters forwarded from Personnel to case aides and social workers on appointment. This kit also includes Personnel's letter of appointment regarding location, start date, plus the classification and salary recommended to the Civil Service Commission, together with the letter of authority signed by J. A. Sadler, the Assistant Deputy Minister.

7. A section entitled "Personnel Policies" is being prepared for the Department's *Services Policy and Procedures Manual.* This will be a condensed version of the Civil Service Commission *Manual on Personnel Administration* retained by Regional, Divisional, Resource, and Institutional Directors and will also give specifics regarding special Departmental policies.

8. Consultation with and referrals to Occupational Health Services continues to be a most constructive way to resolve problems encountered by some staff related to their health and its effect on job performance or vice versa. This preventive service is proving most helpful to staff and is designed with the best interests of staff in mind.

9. The first of January 1972 saw staff with 25 years of continuous service receive 25 days' vacation effective immediately. This is in addition to the previously granted two weeks with pay given once after 25 years' continuous service.

Staff General

Departmental establishment as of March 31, 1972, is as follows:

Total Established (Permanent) Positions for Staff (Clerical, Technical, and Professional) Employed, and Locations

Minister's Office	3
General Administration	12
Social Assistance and Rehabilitation Division	5
Field Service	484
Health Care Division	19
New Denver (Youth Centre and Pavilion)	18
Child Welfare Division	41
Provincial Alliance of Businessmen	(casual)
Provincial Home	35
Brannan Lake School for Boys	70
Willingdon School for Girls	53
Division on Aging	48
Total	788

In addition, the following staff were employed, with special approval:

Casual/continuous	203
Temporary limited projects	54
Total	257
Total positions occupied	1,045

During this year, 1,220 people were employed in this Department.

Staff Movement

During this last year, staff movement has been associated with Department-wide replacement, special projects, plus summer relief staff for the three child-care resources and two institutions.

	Limited	Casual/Prob. Perm.	Total
New appointments, including, by competition, 60; seconded from Mental Health, 9	130	200	330
Reclassifications	11	116	127
Transfers	2	81	83
Promotion by competition	2	23	25
Resignations, including retirement, 12; deceased, 2; seconded from Mental Health, 1	76	154	230

Details are as follows:

Clerical, including stenographers and typists	114	Cooks	3
Case aides	62	Custodial attendants	5
Social workers	71	Gardener	1
Group leaders	37	House matrons	4
Rehabilitation Officers (PAB)	2	Medical specialist	1
Orderlies	4	Kitchen maids	6
Teachers (summer relief)	6	Mechanic	1
Nurses	5	Nurses' aides	2
Building service workers	4	Personnel Officer	1
		Total	330

RECLASSIFICATIONS

These may occur by one of two methods:

1. Completion of a job questionnaire by an individual and immediate supervisor to show that job content has changed from specifications; this also involves a detailed factor-comparison study to be submitted from the Personnel Officer along with the questionnaire to the Civil Service Commission for review by their classification section.

2. In accordance with the job specifications and in certain classifications, on expiry of a specified time limit and with documented merit performance, the directors may refer a documented report into Personnel with request to recommend the reclassification to the Civil Service Commission.

The following reclassifications were made during this last year:

Clerical, including stenographers and typists	30
Social workers	42
Group leaders	51
Nurses	2
Custodial attendant	1
House matron	1
Total	127

TRANSFERS

In continuation of Department policy to encourage transfers to more challenging positions with greater responsibility and to help staff prepare for possible promotion, the following transfers occurred:

Clerical, including stenographers and typists	12
Case aides	7
Social workers	63
Group leaders	1
Total	83

PROMOTION BY COMPETITION

The following promotions were won this year by Departmental staff who applied on competition along with others within and without the Department and Service. Those successful included the following:

Clerical, including stenographers and typists	11
Social workers	9
Group leaders	4
Administrative Officers	1
Total	25

RESIGNATIONS, RETIREMENTS, COMPLETION OF TEMPORARY PROJECTS AND SUMMER RELIEF

The following staff members left the Service for the above reasons:

	Estab./Casual	Limited	Total
Clerical, including stenographers and typists	70	18	88
Case aides	6	20	26
Social workers	55	5	60
Group leaders	12	13	25
Orderlies	----	4	4
Teachers	----	6	6
Nurses	----	1	1
Building service workers	3	2	5
Cooks	2	----	2
Custodial attendants	2	1	3
House matrons	3	2	5
Kitchen maids	1	3	4
Nurses' aides	----	1	1
Totals[1]	154	76	230

[1] Included in these were 12 retirements.

Concern continues to be felt about stenographic turnover which, while within the norm for general Civil Service turnover, does create a disruption in the vital stenographic and clerical function in busy district offices.

SHARED FEDERAL/PROVINCIAL PROJECTS

These projects continue to enrich Departmental programmes, with the focus primarily in the child welfare programme. Use of project staff frees permanent staff from specialized aspects in the child welfare work and enables them to devote their attention to more rehabilitation counselling associated with the financial assistance programme. Projects this year moved their prime emphasis from adoptions to working with children in care of the Superintendent of Child Welfare, in changing their status to adoption placement, or working with families to have children in care returned to an improved and constructively functioning family unit.

TRAINING AND ORIENTATION COURSES

In the last year the Personnel Officer participated with other headquarters staff in meeting with Federal staff responsible for training at the professional level across Canada. Several Departmental suggestions were accepted, including the need to train social workers in administration and management in addition to the intensive counselling techniques inherent in their roles.

During this last year the Personnel Officer attended the Civil Service Commissions three-session seminar on Grievance Prevention and Handling, along with other Departmental and Commission Personnel Officers.

The following courses were arranged and (or) co-ordinated from the Personnel Office either within the Department, with the Civil Service Commission, or outside the Service:

For the first time in this Department, a training grant enabled a clerical staff member to take the *Technical Case Aide Training Course* at the Vancouver City College. Availability of these grants had been circulated throughout the Department and, while much interest was expressed, a variety of family responsibilities curtailed current participation.

Professional Training Courses were completed this year by the following staff who had received a training grant plus educational leave of absence:

In the first year, graduate studies—Miss J. Cox and G. Wellwood.

In the second year, masters' level—D. W. Barclay, Mrs. M. L. Friesen, Mrs. C. Whittaker, Mrs. H. V. E. Clarke, and Mrs. Lynne McKay.

The Department's *Training Grant Committee,* chaired by the Director of Operations with the Director of Office Administration and Public Information plus the Personnel Officer as members, continues to screen all applicants for training grants. Panel members review and assess the applicants' performance as reported by the appropriate director, career goals of the individual, potential for promotion, and share Departmental expectations regarding those to whom training grants may be given. This interpretation is proving constructive and clarifies mutual expectations.

Other orientation and training courses arranged and (or) co-ordinated include:

Orientation of Staff Returning From Educational Leave With Masters' Degrees—In May 1971, some nine staff received this special intensive one-week re-orientation to changes in Departmental policies and procedures; they also shared their ideas with senior staff. They visited Brannan Lake School and met with divisional directors and headquarters personnel. These staff members included

I. K. Bains, F. J. E. Hillary, W. G. Johnstone, E. Wong, Ms. C. R. Sinclair, D. N. Hillard, D. Hyslop, P. Waddell, and J. R. Johndal.

The UBC Registration Programme in Social Work Techniques attracted 16 staff. In addition to the correspondence section of the course, there was the one-month intensive workshop held at UBC in June.

The Executive Development Course operated by the Civil Service Commission saw three staff selected out of the 12 recommended to the Commission for the some 30 positions on the course which is open to all departments. This prestigious three-year correspondence course has intensive workshops at the University of Victoria each year.

The Public Administration Course operated by the Civil Service Commission for a one-year period and which includes correspondence material plus a one-week intensive workshop, had three Departmental members chosen for the 40 positions on the course, which is open to all departments.

The Supervisory Techniques Course operated from the Civil Service Commission saw some 14 recently appointed district supervisors fully involved in this course. Following the completion of their five correspondence sections, they participated in a two-and-one-half-day workshop in Victoria with the Civil Service Commission and then with headquarters staff, in a two-day workshop regarding programmes, policies, and Departmental expectations.

Some 14 line workers, recommended as having a possible promotional potential, commenced a similar course in February 1972.

There is a waiting-list of staff for this course.

A variety of miscellaneous courses was completed and included some 16 staff involved in primarily administrative and supervisory courses in local communities, plus two staff involved in an intensive one-week programme in training techniques.

Defensive Driving Courses were completed throughout the Province by 32 staff members who have to drive on their jobs. Plans are under way for all staff who are required to drive in their work to have this specialized training.

Efforts continue to revive the *Departmental Administrative Course* for senior clerical and stenographic staff.

Total numbers of staff who participated in these above-mentioned special training and orientation programmes amounted to 115.

The following tables (4A to 7, inclusive) are available from the Department of Rehabilitation and Social Improvement, Parliament Buildings, Victoria, on request:

Table 4A—Total Number of Casual and Permanent Staff (Clerical), Professional, and Technical That Were Employed, and Their Location in the Department, as of March 31, 1963, and March 31, 1972.

Table 5—Total Social Work Staff Employed for Fiscal Years Ended March 31, 1962, 1963, 1970, 1971, and 1972.

Table 6—Total Social Work Staff, According to Degrees and Training, as at March 31, 1972.

Table 7—Social Worker Separations Which Occurred During Fiscal Years 1962/63 and 1971/72, by Reason.

training reports . . .

MRS. E. I. ESAU, *Training Officer*

TRAINING COURSES

	Participants
Case aides—	
One five-day orientation course	12
One ten-day training course	9
Social workers—	
Four two-week introductory courses	61[1]
Three seven-day courses planned for participants of introductory courses	44[2]
	126

[1] Indian Affairs Branch sponsored 28 of these.
[2] Indian Affairs Branch sponsored 22 of these.

Inservice training on a contractual basis was provided for a number of Welfare Administrators of the Indian Affairs Branch and Band Council Welfare Administrators sponsored by the Indian Affairs Branch of the Department of Indian Affairs and Northern Development. These courses, which were shared with new staff members of the Department of Rehabilitation and Social Improvement, provided basic instruction in the social assistance programme, interpretation of other programmes for which this Department has responsibility, and an opportunity to learn about each department's responsibilities with the objective of improved service delivery. Evaluations indicated that the shared training project was beneficial to all participants.

The three seven-day courses planned as follow-up for the participants in these classes took place in Terrace, Abbotsford, and Prince George respectively, an experiment which had as its goal the relating of training to practise "where the action is." The response to this experiment was generally positive.

STAFF-DEVELOPMENT PROJECT, REGION VI

Under the direction of the Regional Director, Region VI, the Training Supervisor continued the staff-development project, initiated in September 1970, for a further 16 sessions to mid-summer 1971. Evaluation indicated it had achieved its purpose to a moderate degree. It was necessary to discontinue it when the Training Supervisor was required to carry out other training programmes for staff members who were newly appointed to the Department.

LIBRARY SERVICES

Six Library Bulletins were distributed to all district offices during the 12-month period April 1, 1971, to March 31, 1972. The Bulletin, which lists all accessions to the Library and includes brief reviews of the more pertinent journal articles and new books, is intended to be available to all staff members. The feedback, measured in terms of ever-increasing requests for articles and books, particularly those which have been reviewed, is most encouraging, and indicates that many workers are using this resource to improve their knowledge and skill.

The Library's films continue to be a popular method of interpreting the needs of children to community groups.

A DIALOGUE WITH SUPERVISORS

In February 1971 the Training Supervisor had the opportunity to meet with 14 Supervisors who were attending a Departmental workshop. They were asked to consider the responsibility, shared by Training Division and Supervisors, for the training of new workers during their first year in the Department, and to set down specific suggestions. This was a profitable exercise. Some suggestions were acted upon immediately, while others are still being worked out.

LOOKING AHEAD

Training Division has continuously been engaged in determining more effective methods of providing preparatory training, and other courses on request from Senior Administration, for workers who make the Department's programme operational. We appreciate the good spirit with which all members of staff have participated in the changes already initiated in response to evaluations, and count upon their continuing co-operation as further changes occur.

research . . .

A. W. RIPPON, *Research Officer*

The services of the Research Section were directed toward studies related to the Department's programmes, studies of programmes that could be utilized by the Department or affect the Department's services and the co-ordination and liaison with organizations undertaking research related to the Department's programmes.

The main area of activity in studies related to the Department's programme was the project, Applicants—Social Allowance, May 1971. This was a Province-wide study of the information supplied on the application form for social assistance and for the first time provided the Social Assistance and Rehabilitation Division and Senior Administration with a comprehensive picture of the general characteristics of persons applying for social assistance. It is expected a similar study will be repeated in the coming year so that change in applicant's circumstances can be noted and, where possible, trends can be established. Another project related to the Department's programme was a study of Social Allowance rates.

Activities of research concerning programmes that could be utilized by the Department were mainly directed toward review of the literature on the concept of the Guaranteed Annual Income. Studies of programmes that could affect the Department's services were directed to anticipated changes from Family Allowance to Family Income Security Plan of the Federal Government.

The liaison and co-ordinating function of the Research Section with other research organizations received considerable attention during the year. In particular, close liaison has been maintained with the Welfare Research Directorate, National Health and Welfare Department.

PART II—DIVISIONAL AND INSTITUTIONAL REPORTS

the director of programmes reports . . .

T. D. BINGHAM, *Director of Programmes*

Following are the reports of the

Director of Social Assistance and Rehabilitation Division;
Superintendent of Child Welfare;
Director of Health Care Division;
Director, Division on Aging;
Director, Brannan Lake School for Boys;
Director, Willingdon School for Girls;
Superintendent, Provincial Home;
Director, New Denver Youth Centre.

Each of the following divisional reports contain a brief glimpse of the varied programmes offered the people of the Province through the district, municipal, and divisional offices of the Department. Notable is the increase in the number if imaginative services being supplied to assist resolve the broad range of human and social problems.

The staff of these divisions and institutions are to be commended for their thoughtful and industrious effort on behalf of the people of British Columbia.

social assistance and rehabilitation division reports . . .

N. S. BROOKE, *Director*

This programme is administered through 52 Provincial and 13 municipal welfare offices. The Social Assistance and Rehabilitation Division is the central administration office for this programme.

PROGRAMME PROVISIONS AND SERVICES

Basic Social Allowance

Total expenditure for the 1971/72 fiscal year was $93,806,163.

A monthly average of 19,900 single men, 11,600 single women, and 25,100 heads of families were assisted by direct Social Allowance grants.

The total number of recipients, including children, as of March 31, 1972, was 118,405.

These costs included:

(1) Direct subsistance payments based on a Social Allowance schedule which is comprised of allowances for food, for sundries, and for shelter. At the end of the fiscal year these rates were increased to amounts that ranged from $102 a month for a single person to $384 a month for a family of one adult and six children.

(2) Shelter shortfall: Because shelter costs are usually well above the amounts provided for in the Social Allowance schedules, additional allowances are paid for shelter in an amount of one-half the unmet shelter costs.

During the fiscal year, actual shelter costs were higher in 70 per cent of the situations for single persons and families than those provided for in basic Social Allowance rates.

(3) Special dietary allowances of $10 a month are paid on the recommendation of the family doctor to help out with costs of special diets. These have been used especially to help with diets for diabetics, tuberculosis patients, expectant mothers, and elderly persons who were otherwise skimping on food.

(4) General overages: Many recipients, because of indebtedness, inability to budget, high shelter costs, or other reasons cannot make their allowance cover all basic necessities such as food, utilities, and heat. Frequent use, therefore, has had to be made of additional assistance to prevent hardship, especially when children or elderly persons are involved.

Emergency Health Aid

The expenditure for the fiscal year totalled $158,921.

Emergency health aid was originally intended to provide for sudden exigencies such as those resulting from a fire or from a flood. It has gradually been used for help with a great variety of special needs.

During the year, help has been provided with home repairs, upgrading accommodation, and to permit the obtaining of basic furnishings, including stoves, washers, refrigerators, beds, mattresses, and bedding materials.

Opportunities Allowances

During the fiscal year, 2,300 recipients participated in the Department's Opportunities Programme. This permits an additional payment of $50 a month for recipients who contribute a minimum of 30 hours a month of volunteer service through nonprofit community agencies. In practice many have volunteered much longer hours without additional payment. Approximately one-quarter achieved part or full-time employment immediately following this experience.

Many are not able to undertake regular employment because of pre-school-age children, the number of children, or severe disabilities.

The Department's Opportunities Programme is unique to British Columbia. It is designed especially to help individuals and families who have required continuing financial help because of special employment handicaps such as physical or mental health problems or in the case of a mother, the need to care for children. The programme has been popular with recipients and has enhanced community services. It has demonstrated that the majority of recipients want an opportunity to contribute. The Opportunities participants have served as school, health, library, recreation, and welfare aides, day-care assistants, as community information officers, and have provided clerical and other support services for a variety of private and public nonprofit agencies.

Education and Training

Some 1,300 social assistance recipients were assisted during the year in undertaking vocational training or academic upgrading. In addition to regular Social Allowances, help included fees, books, and a training allowance of $15 a month for a single recipient and $30 a month for those with families.

Although education and training were previously not seen as a public welfare function, the Department undertook to assist in this way because

(1) help could not be obtained through other sources;
(2) it was found many unemployed persons became locked in as social assistance recipients because they lacked the basic educational levels and skills required by British Columbia employers.

Over half were originally migrants from other provinces, especially from the Prairie Provinces and the Maritime Provinces, and perhaps reflected some previous lack of opportunity in schooling and training. This trend has now changed. The recipient is more youthful and commonly has dropped out of school by his own choice. Many are able to re-enter through adult education facilities and succeed in completing high school within a year or so. They are then able to move on to vocational training, to employment, or to post-secondary education.

Hostels

The Department maintains a number of hostels for the temporary accommodation and feeding of transient single persons in search of employment. The intention is to permit them to stop over for two or three days so that they have an opportunity to locate employment. During the fiscal year there were 16 such hostels with a combined capacity of 932 beds. These hostels have been a successful medium for employment placement because employers have used them as a quick and reliable source of labour supply.

During the summer months a large number of facilities were established by private groups throughout the Province to provide overnight lodging and meals for travelling youth. In general these arrangements were successful and few difficulties were encountered. Many were accommodated in private homes. The Department, when necessary, helped with the cost of shelter and food up to an amount of $3.50 a day for those who could not meet this cost. These special arrangements terminated at the end of the summer.

Boarding-homes and Rest Homes

An average of 3,021 persons was assisted monthly with the cost of care in boarding-homes and rest homes at a total cost for the fiscal year of $4,289,887. For the most part these are persons who cannot care for themselves adequately in their own homes because of mental or physical handicaps or because of the infirmities of age, but who do not require intensive nursing-type care. These facilities are licensed by the Department of Health and must meet standards for fire safety, sanitation, and nutrition.

Nursing-homes and Private Hospitals

An average of 1,556 persons was assisted monthly with costs of nursing-home or private hospital care at a total cost for the year of $3,016,165. These are usually patients who require 24-hour care and supervision, often involving full bed care, but not treatment as in an acute hospital. All must meet the licensing requirements of the Department of Health Services and Hospital Insurance.

Halfway Houses

Seventeen residential facilities with a capacity of 505 beds were operated during the year by nonprofit groups and agencies. These provide a combination of board, lodging, and rehabilitation service based on mutual help in solving problems of alcoholism and drug addiction. The Department assists on a basis of direct Social Allowance grants to the residents to permit them to pay the costs of their board and lodging.

Homemaker and Housekeeper Services

During the year, $1,187,491 was expended to assist with the cost of homemaker and housekeeper services.

This help is provided

(1) to permit elderly infirm persons to remain in their own homes;
(2) to care for children in their own home during sickness or necessary absence of the mother.

Special-care Homes

Nine facilities are operated by private agencies that provide residential care, work experience, and teaching inputs to upgrade the capacities of mentally retarded in functioning and self-care. They have a combined capacity of 375 beds. The Department assisted with costs which ranged from $6.43 to $12.50 a day per resident.

Work Activity Projects

A special section of the Canada Assistance Plan provides for Federal Government sharing in individual projects approved by the Federal Government. These

must not be of a make-work nature. They must provide a combination of work activity and training and be designed to assist persons who are not easily placeable in employment to become more employable. During the fiscal year there were six projects administered by municipalities, two administered by the Department in conjunction with the Provincial Parks Branch and Forestry Department respectively, and one operated by the Boys Club of Victoria. Total cost for the year, including subsistence allowances, was $359,511.23. Sixty-two were enrolled, the majority of them men with families.

Local Rehabilitation Committees

The Department co-ordinates with the Departments of Health and of Manpower through local rehabilitation committees in combining the resources of the three departments to assist in rehabilitation of disabled persons.

SOCIAL SERVICES

In addition to administration of various forms of Provincial assistance, the social workers of the Department and of municipal welfare agencies provide social assistance services to help in solving a great variety of complex social problems. These include

rehabilitation services—

(1) help in job placement;
(2) vocational counselling;
(3) referral to employment and training resources;
(4) liaison with community agencies.

preventive services—

(1) marital counselling;
(2) counselling in child care;
(3) counselling in relation to mental health problems;
(4) liaison with health and social agencies;
(5) referral to other resources.

The Department's staff in smaller communities, in particular, have had to cope with a wide demand for services because of the absence of other services.

GENERAL COMMENTS

The high level of public concern about social assistance began to subside in the latter part of the fiscal year, reflecting a drop in the numbers of recipients. This, evidentally, was attributable to some improvement in employment opportunities, to special projects to assist the unemployed, and most significantly to initiation of new Federal unemployment insurance measures that broadened eligibility and improved benefits.

Recipients continued to express frustration with the inadequacy of social assistance benefits, with difficulties encountered in obtaining these benefits, and with blocks to achieving self-dependence. The primary blocks relate to various kinds of personal handicaps combined with the selectivity of employers in choosing employees and lack of flexibility and tolerance in the employment market place to meet the particular handicaps of many recipients. The bulk of recipients is either not employable or have special handicaps that restrict their employability. Many have physical or mental health handicaps and many are older and in poor health. The largest group, with their children, accounting for one-half of all recipients, are mothers. They have difficulty in undertaking or remaining in employment because of the needs of

their children and the inadequacy of the remuneration that they can obtain. Day care is a necessary help for many mothers if they are to become independent, but is costly in relation to the earning potential of many recipients. When a child becomes sick the mother usually must stay home to provide care and frequently loses her employment as a result. Emotional problems may develop, especially with small children, because of her absence. Older children may lack adequate supervision. There is a need to recognize and accept that many mothers should be encouraged to remain at home with their children and be accorded dignity as mothers. Unfortunately, this is difficult to achieve because of the wide-spread public confusion that associates negative feelings about unemployment with all recipients. On the other hand, most recipients, even though they are unable to undertake full-time employment, want to make a contribution. The Department's Opportunities Programme has provided some scope for this. Development of part-time ongoing sheltered employment opportunities in community services could permit an enhancement of meager budgets, as well as satisfaction of the need to be part of and contributing to the community.

In contrast to the Department's experience in past years when few youths were seen in public welfare offices, many young persons have had to be assisted. Most are seeking employment and require only temporary help. A few have wished to receive continuing assistance while pursuing other personal interests. The wave of social thinking that gave rise to this now seems to be receding. Most of these people have subsequently become employed. There is a need to give special attention to the continuing larger numbers of unemployed young persons and of the large numbers of young persons reaching employment age to ensure there is adequacy of opportunity.

BOARDS OF REVIEW

There were 68 Boards of Review held during the year; of these, 57 were decided in favour of the applicant.

TABLE 8—EXPENDITURES FOR SOCIAL ALLOWANCES, 1971/72

	$
Basic Social Allowances	93,806,163
Repatriation, transportation within the Province, nursing- and boarding-home care, special allowances, and grants	7,685,491
Housekeeper and Homemaker Services	1,187,622
Emergency payments (such as where a family may lose its home by fire or similar circumstances)	158,921
Hospitalization of social assistance cases (short stay, etc.)	35,070
Total Social Allowance costs	102,873,267
Municipal share of costs	18,083,578
Federal-Provincial cost sharing—	
Canada Assistance Plan	50,536,217
Department of Indian Affairs	1,425,277

TABLE 9—TOTAL PERSONS RECEIVING SOCIAL ALLOWANCES AND COSTS IN REGIONS, BY PROVINCIAL AND MUNICIPAL AREAS, IN MARCH 1971 AND 1972

	Persons		Costs	
	March 1971	March 1972	March 1971	March 1972
REGION 1				
Provincial—			$	$
Campbell River	839	564	35,904	32,055
Courtenay	925	712	67,212	62,139
Duncan	1,113	898	63,896	54,917
Nanaimo	1,259	1,029	69,269	56,472
Port Alberni	425	351	23,542	18,680
Langford	1,514	1,356	95,764	76,645
Sidney	477	402	28,247	23,586
Parksville	498	393	25,866	21,733
Totals	7,050	5,705	409,700	346,227
Municipal—				
Campbell River	910	965	50,778	41,320
Courtenay	329	307	16,953	18,888
Duncan	287	284	16,743	18,326
Esquimalt	665	600	50,606	47,575
Ladysmith	207	163	11,139	10,575
Nanaimo	1,387	903	78,544	52,882
North Cowichan	660	611	35,731	35,428
Port Alberni	1,168	975	66,045	58,676
Oak Bay	149	111	9,107	7,765
Saanich	2,188	1,972	158,050	147,071
Victoria	5,658	4,746	405,521	349,421
Totals	13,608	11,637	899,217	787,927
Region totals	20,658	17,342	1,308,917	1,134,154
REGION 2				
Provincial—				
Port Coquitlam	87	35	6,169	1,386
Vancouver	919	738	49,238	43,460
Westview	198	169	13,143	12,685
Totals	1,204	942	68,550	57,531
Municipal—				
Burnaby	7,205	5,873	488,453	421,465
Coquitlam	3,049	2,635	144,427	151,756
Delta	1,317	968	78,264	65,322
New Westminster	3,530	2,897	240,699	221,954
North Vancouver City	1,658	1,427	111,792	107,925
North Vancouver District	1,077	719	69,900	52,626
Port Coquitlam	1,071	910	74,508	67,910
Port Moody	732	648	42,934	41,515
Powell River	519	451	28,034	24,419
Richmond	2,052	1,071	86,454	67,400
Vancouver (estimated)	37,160	33,033	2,861,150	2,659,854
West Vancouver	537	428	42,827	34,662
Totals	59,907	51,060	4,269,442	3,916,808
Region totals	61,111	52,002	4,337,992	3,974,339

TABLE 9—TOTAL PERSONS RECEIVING SOCIAL ALLOWANCES AND COSTS IN REGIONS, BY PROVINCIAL AND MUNICIPAL AREAS, IN MARCH 1971 AND 1972—*Continued*

	Persons		Costs	
	March 1971	March 1972	March 1971	March 1972
REGION 3				
Provincial—			$	$
Cache Creek	427	241	18,251	11,111
Kamloops	1,199	796	54,902	42,044
Kelowna	2,052	2,294	109,377	129,120
Lillooet	219	232	11,422	11,941
Merritt	266	147	12,804	9,030
Oliver	634	642	34,219	36,427
Penticton	478	373	23,644	21,253
Revelstoke	549	441	17,744	14,150
Salmon Arm	751	513	36,733	27,505
Vernon	1,463	1,231	71,245	60,940
Totals	8,038	6,910	390,341	363,521
Municipal—				
Kamloops	2,256	1,918	112,183	98,669
Kelowna	957	1,053	57,246	77,021
Merritt	294	239	18,565	12,497
Penticton	1,390	1,060	58,812	45,817
Revelstoke	137	126	6,470	5,745
Salmon Arm District	262	341	14,897	21,312
Summerland	163	168	11,058	11,569
Vernon	746	678	45,928	46,282
Totals	6,205	5,583	325,159	318,912
Region totals	14,243	12,493	715,500	682,433
REGION 4				
Provincial—				
Castlegar	689	543	40,474	33,252
Cranbrook	761	638	33,574	31,444
Creston	526	545	34,991	30,465
Fernie	398	357	18,287	17,088
Grand Forks	377	339	21,175	20,280
Nelson	727	632	42,086	38,888
New Denver	490	373	24,788	18,383
Trail	684	463	37,330	26,313
Totals	4,652	3,890	252,705	216,113
Municipal—				
Cranbrook	479	599	30,659	41,417
Creston	177	193	9,744	10,670
Fernie	206	145	10,395	7,985
Grand Forks	271	222	17,245	13,732
Kimberley	267	208	14,628	13,565
Nelson	485	430	31,216	30,340
Trail	366	331	24,589	21,129
Totals	2,251	2,128	138,476	138,838
Region totals	6,903	6,018	391,181	354,951
REGION 5				
Provincial—				
100 Mile House	----------	274	----------	14,789
Prince George	3,196	2,364	157,633	122,614
Quesnel	912	716	42,723	34,539
Vanderhoof	489	456	21,256	23,362
Williams Lake	1,122	655	48,878	28,223
Totals	5,719	4,465	270,490	223,527
Municipal—				
Prince George	2,418	1,750	163,851	119,733
Quesnel	581	289	25,968	16,825
Williams Lake	77	100	5,007	5,805
Totals	3,076	2,139	194,826	142,363
Region totals	8,795	6,604	465,316	365,890

TABLE 9—TOTAL PERSONS RECEIVING SOCIAL ALLOWANCES AND COSTS IN REGIONS, BY PROVINCIAL AND MUNICIPAL AREAS, IN MARCH 1971 AND 1972—*Continued*

	Persons		Costs	
	March 1971	March 1972	March 1971	March 1972
REGION 6				
Provincial—			$	$
Abbotsford	158	108	9,782	7,550
Chilliwack	1,054	365	49,935	20,106
Haney	143	68	7,230	4,099
Hope	.....	250	.....	14,139
Mission	448	498	23,998	26,831
Totals	1,803	1,289	90,945	72,725
Municipal—				
Chilliwack City	729	524	44,716	35,146
Chilliwhack Township	2,036	1,326	98,322	73,592
Hope	328	206	13,765	12,286
Langley City	340	408	21,021	24,390
Langley Township	1,470	1,118	94,584	82,369
Maple Ridge	2,051	1,537	145,194	126,990
Matsqui	1,992	1,617	93,574	79,765
Mission District	1,386	1,431	71,217	66,704
Sumas	380	316	24,466	23,098
Surrey	7,597	5,990	462,757	392,730
White Rock	827	576	55,825	42,747
Totals	19,136	15,049	1,125,441	959,817
Region totals	20,939	16,338	1,216,386	1,032,542
REGION 7				
Provincial—				
Burns Lake	284	314	13,810	15,616
Prince Rupert	506	301	22,792	15,546
Smithers	1,302	866	70,080	56,823
Terrace	705	506	35,762	29,318
Kitimat	132	80	7,155	4,414
Totals	2,929	2,067	149,599	121,717
Municipal—				
Prince Rupert	1,503	1,253	97,980	81,075
Terrace	712	654	41,450	40,270
Totals	2,215	1,907	139,430	121,345
Region totals	5,144	3,974	289,029	243,062
REGION 8				
Provincial—				
Dawson Creek	1,201	1,012	60,573	51,344
Fort Nelson	276	265	14,645	14,655
Fort St. John	617	567	35,185	29,163
Totals	2,094	1,844	110,403	95,162
Municipal—				
Dawson Creek	1,579	1,311	92,127	80,723
Fort St. John	648	479	41,750	30,958
Totals	2,227	1,790	133,877	111,681
Region totals	4,321	3,634	244,280	206,843
Region 1	20,658	17,342	1,308,917	1,134,154
Region 2	61,111	52,002	4,337,992	3,974,339
Region 3	14,243	12,493	715,500	682,433
Region 4	6,903	6,018	391,181	354,951
Region 5	8,795	6,604	465,316	365,890
Region 6	20,939	16,338	1,216,386	1,032,542
Region 7	5,144	3,974	289,029	243,062
Region 8	4,321	3,634	244,280	206,843
Totals	142,114	118,209	8,968,601	7,906,509

child welfare reports . . .

J. V. BELKNAP, *Superintendent*

The children of British Columbia generally enjoyed the privileges and benefits of our affluent state. They are richly endowed when compared to many millions of children in other parts of our world. The society, which encompasses them, provides a setting which generally respects their special place and is concerned and aware of what is essential to their basic needs.

There are, however, many children among us who suffer extreme deprivation and neglect. These children are not thriving and stand at risk. Unless efforts are made that are directed toward assisting these children and their families, our society stands to see another generation arise of problem people.

These children come from families of all classes of people—the poor and the rich, the educated and the uneducated, from the cities and the country.

A general system of child welfare that reflects the need of all people in our Province is what the Department attempts to provide.

Every child needs a family to provide the love and security necessary for the child to become a healthy and mature adult. Every family needs a community to which its members can belong and gain a deeper sense of self in interaction with others.

In order that this may be it is necessary that our programme must be directed toward building the necessary strengths within the families and their communities. The central concern of our programme must be the family. Our policies must be established in such an order that the child and his family are inseparable. Our policies must be devised to be desirable for people. What is desirable and meaningful for people is to experience satisfying human relationships.

This can be accomplished by everyone within our Provincial community having a regard for the lives and well-being of each other. Our efforts within the scope of child welfare legislation and policy are a small but vital aspect of how all of us comprehend and regard the whole Provincial family.

What follows in this report are the highlights of this endeavour.

CHILD PROTECTION SERVICES AND FAMILY SERVICES

"Statistics" reflect the numbers of children for whom "protection" has involved the removal of the child from his own family. They do not reflect the creative, innovative, and dedicated service offered by the field staff of the Department of Rehabilitation and Social Improvement to provide that protection to children within their own homes by ameliorating the conditions in the home leading to the neglect of children, and by offering individual counselling to families. Such services continue to be extended on an individual basis despite the lack of any over-all Provincial programme to provide a family service that would protect children by providing a service before the family was in a state of crisis. An effective preventive programme requires the commitment of the total community toward building programmes that will meet the problems of housing, recreation, mobility, unemployment, and similar threats to family life.

Nowhere is the need for prevention more obvious than among our Indian people. Statistics show that Indian children, once removed from their family and cultural roots, remain in care for longer periods and are frequently lost to their tribe.

The past year has been one in which there have been frequent meetings and discussions with the Indian people to plan with them toward the provision of a better child welfare and family service on the reserve. The problem of Indian children already separated from their families is also receiving close attention.

The past years have seen an increase in the complexity of cases brought to the Provincial Court under the *Protection of Children Act*. In many more cases legal services have been provided to the parents through Legal Aid, and there is an urgent need for such service to be more generally available in outlying areas of the Province.

Protective services to children must focus on the rehabilitation of the family and the eventual restoration of the child to his natural parents. The greater mobility of people within recent years has resulted in an increase in interprovincial contacts by all sections of Child Welfare. Where a child has been taken into care because of his need for protection, this mobility may seriously handicap the service provided him in terms of his return to his natural parents. The *Family Relations Act* which came into effect on July 1, 1972, has provided for certain rights, as well as responsibilities, to parents who previously had no rights within the law. Under certain conditions a common-law husband may be given custody of or access to a child born of his common-law union. The extension of the "rights" of natural parents by this Act has added to the Court responsibilities of the field staff who are required in many cases to appear and provide information which will assist the Court in making a decision. During the last year an agreement between the Public Trustee and the Superintendent of Child Welfare has resulted in the Public Trustee assigning guardianship of all of the orphans for whom he was guardian by reason of his office, to the Superintendent of Child Welfare. This has increased the numbers of children for whom the Superintendent of Child Welfare is guardian by approximately (300) and has extended to these children the broader service and supervision of the Provincial Department.

BATTERED CHILDREN

The number of cases of child abuse resulting in severe injury or death has been of serious concern. An amendment to the *Protection of Children Act* in 1967 required that "any person having information of the . . . physical ill treatment, or need for protection of a child" *shall* report such circumstances to the Superintendent of Child Welfare. Despite the mandatory nature of this amendment, a review of some of the serious cases of abuse reported shows that there were earlier incidents, and if they had been referred for service the more fatal consequence of the later incident might have been prevented. Child Welfare Division is presently working closely with the Provincial Department of Health to co-ordinate the service of these two departments in providing an earlier service to these children.

These two departments working with presently available information hope to be able to produce a "profile" of the "abusing" adult that will assist those in responsible positions to more quickly identify a case of suspected battering. Research into the causes of child abuse continues, but it is apparent from information presently available that the abusing parent is frequently an earlier abused child. This cycle of abuse can only be stopped by earlier recognition, referral, and service.

CHILD-IN-CARE SECTION

Child-in-care shifted focus and activity from review of internal and mechanical delivery systems to consultative services with field and some segments of community.

1. Child-in-care consultant and social work staff spent a significant portion of time in field offices

(*a*) to influence field staff to provide balance between the social assistance and child welfare programmes;

(*b*) to open lines of communication between the central area and field personnel;

(*c*) to assist field staff in development and maintenance of the residential resources programme.

2. Child-in-care was much more actively involved with B.C. Federation of Foster Parents than in past years. Because the federation has established its own organization, Child-in-care Section no longer serves as a co-ordinator but as a consultant to that organization. The federation, having finally grown through its organizational stage, is now focusing on its original and primary objective—improved services to children and their natural families. The organization is seeking education and training in order to better develop their parenting and other human skills. With greater competence and confidence they feel they will be able to better care for the increasingly complex child placed with them by the Superintendent of Child Welfare. The federation has hired a part-time co-ordinator to develop this service to foster parents, children-in-care, and natural parents.

3. Child-in-care Section made direct contact with three of the major native Indian organizations in an effort to stimulate concern in the Indian community over the fact that 40 per cent of the children-in-care of the Superintendent of Child Welfare are of Indian racial origin.

4. Our major effort, internally, was to stabilize the Child Welfare Accounting information and information-handling system in both the foster home and residential or subsidized-home area. We have managed only to stabilize the accounting aspects and had no opportunity to make use of the social data available from the system.

ADOPTION PLACEMENT SECTION

In British Columbia, as elsewhere in North America, Great Britain, and Europe, the adoption situation presents a challenge for prospective adopters and child welfare workers. As the number of white newborns with no problems has steadily diminished, many couples have found themselves able to become more flexible. No longer must the child of inter-racial heritage, the child with a severe medical problem, or the family group wait patiently, sometimes for years, for parents; there are now many couples eager and willing "to stretch," to open their hearts and their homes to the children who need them. Placements of family groups of three, even four children, attest to the sincerity and integrity of the adopting parents who say: "Try us"! This past year 25 family groups were placed, two families of three children and one a family of four, the eldest 11 years of age. (This latter group was placed on a permanent paid foster-home basis initially.)

The following summarizes the placement situation:

Total placements	839
Decrease from 1970/71	292
Hospital placements	290
Decrease	168
Children with health problems	151
Decrease	115
Children of inter-race or race other than white	237
Increase	48

Adoption homes available during year	1,412
Decrease	59
Adoption homes awaiting placement at March 31, 1972	440
Increase	134

Despite the wealth of approved homes in British Columbia, we have continued to use the resources of ARENA (Adoption Resource Exchange of North America) for certain children for whom we did not have a suitable home, and 14 children were placed in homes throughout the United States as a result. We have also co-operated with other provinces in Canada to place seven children known to us. One placement was made with adopting parents from Norway who, before our adoption situation changed so dramatically, had come to British Columbia and established residence here in order to have their application studied and approved. One placement was made in England with the child's paternal relatives.

Referrals of children for homes in British Columbia came from four Canadian provinces and Korea.

Seventeen children, one a family group of four, others with health problems, were placed on a permanent paid foster-home basis.

CHILD WELFARE PROJECT, 1971

During the summer of 1971, three social workers were assigned to this project to undertake a review of certain children in Region II. As a result, eight children were placed in adoption homes and two placed on a permanent paid foster-home basis. There are still some children before us whose problems are so complex that it has not been easy to find a suitable home. One is a girl of 8 who is spastic; a second, a child of 2 severely damaged by maternal deprivation; a third, a hyperactive boy of 4.

This project quickly demonstrated the need for a more selective approach to adopting applicants, and as a result two workers (one from the staff of Adoption Placement Section, one a project worker) were assigned to study selected homes in Campbell River and Fort St. John, with gratifying results. This aspect of the project has continued with the assignment of two part-time workers from the staff of Adoption Placement Section to study "special homes for special children" in the Surrey and Coquitlam offices.

RECRUITMENT OF SPECIAL HOMES FOR SPECIAL CHILDREN

As a means of interpreting to field staff the reality situation and keeping them abreast of current changes, the *Newsletter* was reactivated, as well as a *Bulletin* of children, which consists of brief information on certain children and coloured snapshots. Both have been helpful to staff in working with adopting applicants.

Meetings with prospective and approved adopting applicants were held in Surrey, Chilliwack, Coquitlam, and Duncan, attended by the Consultant. In Delta one worker from this office, with the co-operation of foster parents, spoke at a series of coffee parties on the needs of our special children and she, also, enlisted the support of the Ministerial Association in this endeavour.

SCHOOL OF SOCIAL WORK, UNIVERSITY OF BRITISH COLUMBIA

Under the direction of Dr. Henry Maas, three students completed a research project on families who adopted children of inter-racial heritage. Material for this research was provided by the questionnaires completed for the Adoption Conference held in 1967.

No students were placed here this year at our request. Staff changes and refocusing of programme did not allow time for student supervision.

LIAISON MEETINGS WITH CHILDREN'S AID SOCIETIES

This year, regular meetings with all three Children's Aid Societies and staff of Child Welfare Division were inaugurated under the leadership of Mrs. Preddy, Deputy Superintendent of Child Welfare. These meetings have been mutually helpful inasmuch as problems and solutions have been discussed and shared.

BRITISH COLUMBIA ASSOCIATION OF NONSTATUS INDIANS

Several meetings with representatives of this group were attended by Child-in-care Consultant and Adoption Placement Consultant with the object of stimulating interest of the Indian people in their children in our care. Folders of Indian children, with brief descriptions of each, were prepared and sent out with the co-operation of the Secretary to the locals of this association throughout the Province.

UNITED CHURCH HOME FOR GIRLS

We have continued to enjoy a most pleasant relationship with this resource for unwed mothers and we believe our role as Consultant has been helpful to the administrative staff as well as the social worker. It should be noted that 46 of our referrals came from this home and all were infants who, with one or two exceptions, were placed directly from hospital.

OPEN DOOR SOCIETY

As a delegate of this society, the Adoption Placement Consultant attended the First World Congress on Adoption and Foster Placement held in Milan, Italy, in September 1971. Only four Canadians were present—two from the parent organization of the Open Door Society in Montreal the third and the fourth were programme speakers.

This was a stimulating experience, for there were delegates from all countries, including Russia and her satellites. Also present were many adopting parents from Scandinavia, England, the Netherlands and, of course, Italy, and many brought their children.

ACKNOWLEDGMENTS

We are indebted to Dr. A. A. Cashmore, Mental Health Services; Dr. R. B. Lowry, Geneticist; and Dr. P. W. Laundy, Director, Medical Services, for their counsel and guidance given so graciously and willingly throughout the year.

To the Health Centre for Children we are especially indebted for their help in assessing children and in working with us to plan appropriate discharge plans.

ADOPTION COMPLETION SECTION

The total number of children for whose adoptions reports were submitted to the Supreme Court decreased markedly, from 2,780 in the 1970/71 fiscal year to 2,264 in 1971/72, a drop of about 18 per cent. These totals differ slightly from the totals of adoptions actually completed, as not all adoptions are completed in the same year that the report is submitted. The drop in total number of adoptions was largely due to the decrease in the number of infants available for placement. The number of adoptions in which the legal aspects were processed by the Depart-

ment was 1,416, being 62.54 per cent of the total. The other 37.46 per cent were largely step-parent, other relative, and privately arranged adoptions, in which the legal aspects are usually attended to by solicitors.

The adoption completion work load continued to be high despite the drop in total completions. Emphasis was put on adoptions of older children by foster parents who had in some cases been caring for them for many years. Because of difficulty in many of these cases in locating natural parents for adoption consents, completion of the adoptions of these older children is more complicated and time-consuming, as application must be made to the Courts to waive consents, and these applications must be well-documented. Also, the changes in the divorce laws in 1968 have resulted in an increase of divorces and remarriages, which has increased the number and complexity of step-parent adoptions. Throughout the years, step-parent adoptions have remained consistently at about 25 per cent of the total. This year, for the first time, they have increased to 33.1 per cent, with a corresponding drop of 7 per cent in Department and private agency placements.

TABLE 10—ADOPTIONS COMPLETED BY TYPE OF ADOPTION AND PERCENTAGES OF TOTAL, FISCAL YEARS 1970/71 AND 1971/72

Type of Adoption	Fiscal Year 1970/71		Fiscal Year 1971/72	
	Total Adoptions Completed	Per Cent of Total	Total Adoptions Completed	Per Cent of Total
Department and private agency placements	1,955	69.7	1,445	62.7
Step-parent adoptions	742	26.5	763	33.1
Other relative adoptions	69	2.5	65	2.8
Private adoptions[1]	38	1.3	33	1.4
	2,804	100.0	2,306	100.0

[1] Child and adopting parents not blood relations, and placement was arranged through means other than social agency or Department.

SPECIAL PLACEMENT SECTION

TRENDS

The attached tables show statistics for 1971/72 and the previous year so that a comparison can be made about the hard facts in connection with the children referred to us—facts about age, sex, and geographical location. It is not possible, however, to describe changes in the kinds of children who have been referred, because of an inadequate classification system. Our subjective opinion is that there has been an increase in the severity of disturbance in children, as well as in the number of severely disturbed children, although the latter may not indicate an increase in the percentages of such children as compared to the total population.

Table I—Referrals Received by Month and Sex shows that in 1971/72 there was a total increase of 4 per cent over similar figures in 1970/71. There was a decrease in the boys of 5 per cent and an interesting increase in the girls of 24 per cent.

Table II—Referrals Received by Age and Sex shows a change only among the boys. The largest number of referrals of boys in 1971/72 occurred in the 13 and 14 age-level, whereas in 1970/71 this was in the 15 and 16 age-level.

Table III—Referrals by Region shows little significant change, except perhaps in Region 7, which doubled the number of its referrals in 1971/72, and in Region 8, which halved its referrals, although the percentages of referrals compared with the total Province are in both cases still small.

Table IV—Referrals Made to Resources and Children Placed in Resources shows an increase of referrals made to resources of about 16 per cent, but no significant change in the number of children placed. In this table, the figures for 1970/71 were based on a seven-month period since statistics were not kept prior to September 1, 1970. However, the numbers themselves were projected forward to a 12-month period in order that a comparison could be made.

At any given time in the 1971/72 period there were about 303 children in 19 specialized child-care resources (14 in-province, 5 out-of-province). In 1970/71 this figure was 270. The increase of 12 per cent can be attributed to 27 additional beds in the in-province resources, and a greater use of the William Roper Hull Home in Calgary.

Specialized Child-care Resources

One new resource, Laurel House Society, which serves autistic pre-school children, was developed during this period. The established resources have been extending themselves into work with families and into after-care work with the children returning home in order to help with the integration process. Although we have now a fairly wide spectrum of services for children with special needs, gaps in the programme still remain. We have inadequate services for the psychotic child, for the child with physiological complications, and for the child who is potentially dangerous to himself or others.

The concentration of the specialized child care resources in the Lower Mainland area is not a satisfactory situation and some resources are now moving out into other areas. The present aim is that there should be smaller units specifically designed to meet the needs of local communities, and using community support services along with professionally trained house-parents.

Projects

The Referral Guide is in its final testing stage. It is hoped it can be a useful tool in exploring with families the problem, its development, and possible solutions to it. It provides necessary information to Special Placement Section in making the important decision as to which resource can best meet the needs of the child, and it serves an equally important purpose for the resource in deciding how to work with the child and family.

The need for a child to come into the care of the Superintendent of Child Welfare in order to receive the services of a specialized child-care resource has been distressful to parents and social workers. In order to alleviate this need, a three-party agreement is being devised with the co-operation of the Attorney-General's Department. This is a contract made with the parents, the resource, and the Superintendent of Child Welfare outlining the responsibility each will carry during the time the child is receiving service.

In the spring of 1971 the Superintendent of Child Welfare appointed a committee whose function is to formulate a set of standards toward which all child-care resources should reach. It was proposed that the standards should be viewed as a guide in the initial period until enforcement machinery is devised.

The Association of Child Care Services to which staff from Special Placement Section belong is presently engaging the community colleges in a review of child-care training courses in an attempt to make these more pertinent to the work of the child-care resources.

DAY-CARE SERVICES

The year was chiefly notable for activity in the licensing area, which indirectly affected day-care development. The transfer of the responsibility for licensing to the Department of Health on April 1, 1971, resulted in a period of at least six months of difficulty for the general public and local staff, as confusion existed about what responsibility each individual had, and how they were expected to carry it out. By the end of 1971 this problem was beginning to clear for most parts of the Province except, unfortunately, the urban area where day-care services are most needed, Vancouver City, and, to some degree, the immediately adjacent municipalities.

Here the situation was complicated by the fact that the Provincial licensing staff had also had responsibility for interpreting the payment programme to local day-care centres, forwarding information from them to the Child Welfare Division when they were eligible for financial help and processing their bills. Special mention deserves to be made of Mrs. G. Maycock, who was left with only half her time available to our Department after the change but still continued to maintain the essential financial services to the Greater Vancouver area centres and pass on essential information on projected centres. This situation, unfortunately, was still unresolved by the end of the year, and thanks should be given to her for continuing to extend her efforts far beyond the hours of her official employment.

A second factor affecting new centres was the discovery in December 1971 that starting centres could obtain immediate funds from the Local Initiative Programme without having to meet Provincial requirements, and generally the funds received were greater than what would have been available from Provincial sources.

These two situations resulted in a further drop in the number of new centres applying for and receiving approval for payments from the Superintendent of Child Welfare, and only 11 were authorized in the 1971/72 fiscal year, although the number of new centres opening in the Province was probably relatively constant.

Families who qualify as needing help to pay for day-care services can have their child paid for at any licensed centre or approved family day-care home (except where the centre is already funded by the Local Initiative Programme, where such arrangements would produce double payments). The steady increase in use of these provisions by the families of the Province was proven by the financial records which showed again an added $375,000 expended in 1971, this total arising from payments made at the daily rates. This was quite comparable to the increase made in the 1970 calendar year and meant that over $1,100,000 is now being spent by the Province on this programme, compared to less than $100,000 in 1967.

Despite this increase, however, comments from the general public make it distressingly obvious that, even when only the children of steadily employed lone family heads are considered, not all parents can yet find suitable service in a reasonably accessible location for the cost they are able to pay, and available during their working-hours.

New centres must continue to be opened at a speed consistent with satisfactory service to the children they care for. Some centres need to be innovative in devising ways to vary their service so it meets their local need. Above all, an innovative programme is required to give encouragement and recognition to family day-care homes so their services can provide a flexible alternative form of care for the child below 3 years of age, the child who merely requires sporadic care, and the child whose geographic location makes a group programme impractical.

It is to be hoped that developments will occur during the coming year in response to some of these needs.

UNMARRIED PARENTS

The number of children born out of wedlock shows a decrease of 1.8 per cent from last year. Services to the unmarried mother have shown a corresponding decrease, but more unmarried mothers are attending Court for support from the putative father (110 this year as compared to 71 in the previous year). This would tend to confirm that more women are electing to keep their children.

There has also been considerable activity in following up Court orders made in previous years, particualrly among the mothers who are working and supporting their children. It is apparent that these support payments on a regular basis are a considerable help in their budget planning.

More emphasis will be placed on assisting the very young and immature mother to make an adequate plan for her child. This will mean supportive services when appropriate, including development of innovative programmes for these single parents facing responsibilities with which they need help.

I am grateful for the many ordinary and extraordinary efforts of the social workers, the foster parents, and the many everyday people of this Province who have taken the best interests of children and their families as their special concern. Without these efforts, both big and small, there would be many children in our midst who would not have the security and sense of belonging that is so necessary to become members of our British Columbia family.

TABLE 11—NUMBER OF FAMILY SERVICE CASES (NOT IN RECEIPT OF FINANCIAL ASSISTANCE FROM DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT) SERVED BY DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT DURING FISCAL YEAR 1971/72.

	Total at Beginning of Month	Opened	Closed	Total at End of Month	Total at End of Same Month Previous Year
April	2,613	277	330	2,560	2,707
May	2,560	316	299	2,577	2,670
June	2,577	231	260	2,548	2,656
July	2,548	260	284	2,524	2,615
August	2,524	248	261	2,511	2,574
September	2,511	322	275	2,558	2,573
October	2,558	284	245	2,597	2,574
November	2,597	283	248	2,632	2,619
December	2,632	223	241	2,614	2,612
January	2,614	271	218	2,667	2,606
February	2,667	246	232	2,681	2,625
March	2,681	312	221	2,772	2,613

TABLE 12—CASES[1] RECEIVING SERVICES FROM DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT AND CHILDREN'S AID SOCIETIES[2] RELATED TO PROTECTION OF CHILDREN BY TYPE OF SERVICE FOR FISCAL YEARS 1971 AND 1972.

Type of Service	Opened During Year		Carried During Year		Incomplete at End of Year	
	1970/71	1971/72	1970/71	1971/72	1970/71	1971/72
Custody	111	125	143	156	31	50
Repatriation	784	581	822	674	95	101
Immigration	85	105	112	122	17	32
Legitimation	6	2	6	6	4	-----
Totals	986	813	1,083	958	147	183

[1] Cases are the number of family units receiving services on behalf of their children.
[2] Children's Aid Societies are Vancouver Children's Aid Society, Catholic Family and Children's Service of Vancouver, and Children's Aid Society of Victoria.

TABLE 13—NUMBER OF UNMARRIED MOTHERS SERVED BY DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT AND CHILDREN'S AID SOCIETIES FOR FISCAL YEAR 1971/72.

	Number at Beginning of Fiscal Year	Number Opened	Number Served	Number Closed During Fiscal Year	Number at End of Fiscal Year
Superintendent of Child Welfare	797	1,198	1,995	1,405	590
Children's Aid Society, Vancouver	179	291	470	350	120
Catholic Children's Aid Society	181	175	356	209	147
Family and Children's Service, Victoria	136	194	330	265	65
Totals	1,293	1,858	3,151	2,229	922

TABLE 14—NUMBER OF CHILDREN BORN OUT OF WEDLOCK IN BRITISH COLUMBIA BY AGE-GROUP OF MOTHER DURING FISCAL YEARS 1970/71 AND 1971/72

Fiscal Year	Age-group of Mother						
	Under 15 Years	15–19 Years	20–24 Years	25–29 Years	30–39 Years	40 Years and Over	Total
1970/71	36	1,975	1,597	655	295	34	4,592
1971/72	45	1,656	1,302	586	354	38	3,981

TABLE 15—NUMBER OF CHILDREN IN CARE OF SUPERINTENDENT OF CHILD WELFARE AND CHILDREN'S AID SOCIETIES DURING AND AT END OF FISCAL YEAR 1971/72.

	During 1971/72	At March 31, 1972
Superintendent of Child Welfare	10,385[1]	7,061
Vancouver Children's Aid Society	2,405	1,502
Catholic Family and Children's Service, Vancouver	1,323	940
Victoria Family and Children's Service	1,294	771
Totals	15,407	10,274

[1] These figures show considerable reduction from previous years because children in care seven days or less are no longer counted. Six hundred and thirty-nine of these children were paid for through short-stay billings in 1971/72.

TABLE 16—NUMBER OF CHILDREN IN CARE[1] OF SUPERINTENDENT OF CHILD WELFARE AND OF CHILDREN'S AID SOCIETIES BY LEGAL STATUS, BY REGIONS, AND BY SOCIETIES, AS AT MARCH 31, 1972.

Children in Care	P.C.A. Wards	Before Court	J.D.A. Wards	Assigned Guardianship	Other Provinces' Wards	Non-wards	Other Agency Non-wards, Wards, and Before Court	Total
Superintendent of Child Welfare—								
Region 1	704	61	127	11	24	174	30	1,131
Region 2	803	66	209	32	28	182	18	.....
Region 3	909	48	131	3	30	193	24	1,331
Region 4	317	27	39	3	8	45	17	.....
Region 5	446	38	88	6	5	74	18	675
Region 6	705	52	151	9	25	176	35	.....
Region 7	295	28	53	6	12	61	5	460
Region 8	172	12	50	.....	5	28	1	268
Superintendent of Child Welfare and agency wards supervised by another province	195	1	10	17	.....	4	15	242
Totals, Superintendent of Child Welfare	4,546	333	858	87	137	937	163	7,061
Vancouver Children's Aid Society	819	19	237	.....	1	304	122	1,502
Catholic Family and Children's Service, Vancouver	672	63	75	.....	7	71	52	940
Victoria Family and Children's Service	411	30	120	.....	18	104	88	771
Total of Superintendent of Child Welfare and three Children's Aid Societies	6,448	445	1,290	87	163	1,416	425	10,274

[1] "In care" is defined as the actual number of children being cared for by the agency, regardless of which agency has legal responsibility for the child.

TABLE 17—NUMBER OF CHILDREN WHO ARE THE LEGAL RESPONSIBILITY OF THE SUPERINTENDENT OF CHILD WELFARE AND OF CHILDREN'S AID SOCIETIES BY LEGAL STATUS, BY REGIONS, AND BY SOCIETIES, AS AT MARCH 31, 1972.

Children in Care	P.C.A. Wards		Before Court	J.D.A. Wards	Assigned Guardianship	Other Provinces' Wards	Non-wards	Total
	Permanent	Other						
Superintendent of Child Welfare—								
Region 1	221	483	61	127	11	24	174	1,101
Region 2	255	548	66	209	32	28	182	.....
Region 3	280	629	48	131	3	30	193	1,314
Region 4	110	207	27	39	3	8	45	439
Region 5	138	308	38	88	6	5	74	657
Region 6	485	220	52	151	9	25	176	.....
Region 7	86	209	28	53	6	12	61	455
Region 8	45	127	12	50	.....	5	28	267
Children under other agency supervision	22	70	3	30	21	27	52	225
Wards supervised by another province Child Welfare Act	61	134	1	10	17	.....	4	227
Total number of children who are the legal responsibility of Superintendent of Child Welfare	1,703	2,935	336	888	108	164	989	7,123
Vancouver Children's Aid Society	176	643	19	237	.....	.....	305	1,380
Children in Superintendent of Child Welfare or other agency care	12	52	.....	12	.....	.....	6	82
Total who are the legal responsibility of Vancouver Children's Aid Society	188	695	19	249	.....	.....	311	1,462
Catholic Family and Children's Service of Vancouver	166	506	63	75	.....	.....	71	881
Superintendent of Child Welfare or other agency care	9	61	.....	4	.....	.....	.....	74
Total who are the legal responsibility of Catholic Family and Children's Service of Vancouver	175	567	63	79	.....	.....	71	955
Victoria Children's Aid Society	153	258	30	120	.....	.....	104	665
Superintendent of Child Welfare or other agency care	8	17	.....	3	.....	.....	2	30
Total who are the legal responsibility of Victoria Children's Aid Society	161	275	30	123	.....	.....	106	695
Total who are the legal responsibility of Superintendent of Child Welfare and three Children's Aid Societies	2,227	4,472	448	1,339	108	164	1,477	10,235

The Children's Aid Societies' children (15 in number) in another province are shown in Table 16, section "Superintendent of Child Welfare and agency wards supervised by another province," "Other Agency Nonwards, Wards, and Before Court."

TABLE 18—CHILDREN IN CARE OF SUPERINTENDENT OF CHILD WELFARE AND CHILDEN'S AID SOCIETIES, BY AGE-GROUP, AT MARCH 31, 1972

Age-group	Superintendent of Child Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	Total
Under 3 years	645	95	117	54	911
3–5 years, inclusive	757	124	107	84	1,072
6–11 years, inclusive	1,991	425	260	202	2,878
12–15 years, inclusive	2,086	377	227	207	2,897
16–17 years, inclusive	1,232	391	187	175	1,985
18 years	350	90	42	49	531
Totals	7,061	1,502	940	771	10,274

TABLE 19—NUMBER OF CHILDREN IN CARE OF SUPERINTENDENT OF CHILD WELFARE AND CHILDREN'S AID SOCIETIES BY TYPE OF CARE, AS AT MARCH 31, 1972.

Type of Care	Superintendent of Child Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	Total
Paid foster-home care	4,653	1,054	558	497	6,762
Boarding-home, child maintains self	105	24	80	13	222
Free home and free relatives' (or parents') home	784	89	73	75	1,021
Adoption home	328	66	80	12	486
Resources[1]	1,052	230	141	160	1,583
A.W.O.L.	139	39	8	14	200
Totals	7,061	1,502	940	771	10,274

[1] This is a new term covering the wide variety of placements ranging from subsidized receiving homes to Government institutions formerly reported as "institutions."

TABLE 20—NUMBER OF CHILDREN ADMITTED TO CARE OF SUPERINTENDENT OF CHILD WELFARE AND OF CHILDREN'S AID SOCIETIES BY LEGAL STATUS DURING FISCAL YEAR 1971/72.

Legal Status	Superintendent of Child Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	Total
Apprehended under *Protection of Children Act*	1,188[1]	97	138	156	1,579
Committed under *Juvenile Delinquents Act*	465	47	18	44	574
Assigned guardianship	98	------	------	------	98
Nonwards	1,459	546	128	208	2,341
Other provinces' wards	57	------	------	------	57
Total new admissions	3,267[1]	690	284	408	4,649
Transfer of supervision	111	213	99	115	538
Total new admissions and transfers	3,378[1]	903	383	523	5,187

[1] These figures show considerable reduction from previous years because children in care seven days or less are no longer counted. Six hundred and thirty-nine of these children were paid for through short-stay billings in 1971/72.

TABLE 21—REASONS FOR NEW ADMISSIONS OF CHILDREN TO CARE OF SUPERINTENDENT OF CHILD WELFARE AND OF CHILDREN'S AID SOCIETIES DURING FISCAL YEAR 1971/72.

Reason	Superintendent of Child Welfare	Number of Children			Total
		Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	
Physical abuse	38	5	5	4	52
Parental failure	909	179	14	72	1,174
Desertion or abandonment	291	56	21	28	396
Emotional disturbances, needing treatment	118	84	7	34	243
One parent deceased	31	6	1	5	43
Sole parent deceased	23	8	2	9	42
Parental illness, mental	140	30	11	40	221
Parental illness, physical	134	31	15	19	199
Awaiting adoption placement	311	23	2	41	377
Removed from adoption placement	11	1	.....	1	13
Awaiting permanent plan	88	72	164	29	353
Rehabilitation plan for parents	172	46	10	34	262
Physical handicap	20	3	3	1	27
Mental retardation	76	8	1	4	89
Delinquent behaviour (*Juvenile Delinquents Act* only)	465	73	18	42	598
Transient	81	5	2	5	20
Unmarried mother	56	7	6	8	77
Parental failure to provide needed medical treatment or prevention	51	10	.....	4	65
Parent or parents imprisoned	51	7	2	2	62
Inability of family to provide needed education and training	64	36	.....	17	117
Requested by other province	58	.....	.....	.....	58
Transfer of guardianship	30	.....	.....	9	39
Assignment of guardianship	99	.....	.....	.....	99
Lack of housing for family	20	N/A	N/A	...	20
Total new admissions	3,264	690	284	408	4,646
Transfer of supervision from other British Columbia agencies	114	213	99	115	541
Total new admissions and transfers	3,378	903	383	523	5,187

[1] These figures show considerable reduction from previous years because children in care seven days or less are no longer counted. Six hundred and thirty-nine of these children were paid for through short-stay billings in 1971/72.

TABLE 22—NUMBER OF CHILDREN DISCHARGED FROM CARE OF SUPERINTENDENT OF CHILD WELFARE AND OF CHILDREN'S AID SOCIETIES BY LEGAL STATUS DURING FISCAL YEAR 1971/72.

Legal Status	Superintendent of Child Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	Total
Protection of Children Act wards—					
Permanent	271	68	81	24	444
Other	532	128	81	65	806
Juvenile Delinquents Act wards	431	81	25	52	589
Before the Court	417[1]	32	51	46	546
Assigned guardianship	1	.....	.....	.....	1
Nonwards	1,159	448	91	170	1,868
Other provinces' wards	64	.....	.....	.....	64
Total direct discharges from care	2,875[1]	757	329	357	4,318
Transfer of supervision	88	212	74	87	461
Total direct discharges and transfers	2,963	969	403	444	4,779

[1] These figures show considerable reduction from previous years because children in care seven days or less are no longer counted. Six hundred and thirty-nine of these children were paid for through short-stay billings in 1971/72. In addition, during changeover to the new computer programme, detail of some discharges was not counted.

TABLE 23—REASONS FOR DISCHARGE OF CHILDREN IN CARE OF SUPERINTENDENT OF CHILD WELFARE AND CHILDREN'S AID SOCIETIES FOR FISCAL YEAR 1971/72

Reason for Discharge	Superintendent of Child Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Family and Children's Service Victoria	Total
Wards					
19 years of age	309	108	47	25	489
Married (female)	23	5	4	5	37
Deceased	12	1	------	2	15
Committal order terminated	263	50	29	51	393
Returned to parents (J.D.A.)	339	22	13	35	409
Transfer of guardianship	11	18	2	10	41
Returned to own province	64	------	------	------	64
Adoption order granted	277	73	92	13	455
Subtotals	1,298	277	187	141	1,903
Before the Court					
Withdrawn from Court	192[1]	22	45	27	286
Order under section 8 (9) (*a*) (i)	138	2	1	6	147
Deceased	2	------	------	------	2
Direct transfer to other agencies	------	2	------	------	2
Adoption order granted	10	------	------	------	10
Married (female)	------	------	------	------	------
Apprehended but not presented	75[1]	6	5	13	99
Subtotals	417[1]	32	51	46	546
Nonwards					
18 years of age	61	16	6	------	83
Married (female)	4	------	------	------	4
Deceased	4	1	------	------	5
To parents or relations	925	387	78	132	1,522
Placed for adoption	166	43	4	37	250
Other	------	1	3	1	5
Subtotals	1,160[1]	448	91	170	1,869
Total direct discharge	2,875	757	329	357	4,318
Transfer of supervision	88	212	74	87	461
Total of direct discharges and transfers	2,963	969	403	444	4,779

[1] These figures show considerable reduction from previous years because children in care seven days or less are no longer counted. Six hundred and thirty-nine of these children were paid for through short-stay billings in 1971/72. In addition, during changeover to the new computer programme, detail of some discharges was not counted.

TABLE 24—CHILDREN WHO ARE LEGAL RESPONSIBILITY OF SUPERINTENDENT OF CHILD WELFARE AND CHILDREN'S AID SOCIETIES RECEIVING INSTITUTIONAL CARE AS AT MARCH 31, 1972.

Institutions Primarily Providing for—	Superintendent of Child Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	Total
Shelter					
YWCA and YMCA hostels, etc.	4	7	.....	.....	11
Other	1	2	13	2	18
Educational					
Indian residential	21	.....	2	2	25
Private boarding-schools	4	3	.....	.....	7
Other	4	1	.....	.....	5
Physical Care					
Maternity homes	24	3	1	1	29
Jericho Hill School	4	.....	.....	.....	4
Special children's hospitals	7	2	.....	1	10
General hospitals	11	3	3	2	19
Private hospitals	.....	.....	.....	.....	.....
Other	9	.....	3	1	13
Mental Retardation					
Group homes for the retarded	21	1	.....	.....	22
Retarded Association hostels	9	.....	.....	.....	9
St. Christopher and Chrisholme	29	7	3	.....	39
Dr. Endicott's Home	9	.....	.....	.....	9
Woodlands, Tranquille, etc.	73	24	12	2	111
Other	30	.....	.....	.....	30
Behavioural Difficulties					
House of Concord	20	4	.....	.....	24
Own agency receiving-homes	118	.....	.....	23	141
Diagnostic Centre	14	.....	.....	.....	14
Probation or remand hostels	4	3	3	1	11
Special camps	7	.....	.....	.....	7
Other agency receiving or group home	13	5	8	.....	26
Own agency group home	198	70	34	47	349
Riverview and other mental health	6	1	1	6	14
Secret Harbour	7	.....	.....	1	8
Other special treatment outside Province	5	1	.....	.....	6
CCM Group Home	15	8	4	3	30
Youth Resources Society	25	13	.....	2	40
Browndale	28	10	4	1	43
Laurel House and others	7	4	6	.....	17
New Denver	24	5	.....	1	30
Children's Foundation	25	4	5	.....	34
Sevenoaks	4	7	.....	11	22
Pacific Centre for Human Development (i.e., Island Treatment Centre)	30	5	3	5	43
St. Euphrasia	16	5	7	.....	28
Willingdon	74	5	3	1	83
Brannan Lake School	92	11	5	7	115
Cedar Lodge	3	2	.....	4	9
The Maples	22	7	.....	2	31
City and Provincial gaols	39	7	5	6	57
Federal Penitentiary	1	.....	.....	1	2
Totals	1,057	230	125	133	1,545

TABLE 25—COST OF MAINTAINING CHILDREN, 1971/72

The cost to Provincial Government of maintaining children for the fiscal year was as follows:

	$
Gross cost of maintenance of children in Child Welfare Division foster homes	8,920,670
Gross cost to Provincial Government of maintenance of children in care of Children's Aid Societies	10,286,507
Gross cost of transportation of children in care of Superintendent	116,583
Gross cost of hospitalization of newborn infants being permanently planned for by Superintendent	66,535
Gross expenditures	19,390,295
Less collections	7,158,361
Net cost to Provincial Government, as per Public Accounts	12,231,934

TABLE 26—NUMBER OF CHILDREN PLACED FOR ADOPTION BY THE DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT AND CHILDREN'S AID SOCIETIES FOR FISCAL YEARS 1970/71 AND 1971/72.

	1970/71		1971/72	
Regions		1,131		839
Children's Aid Society, Vancouver	353		219	
Catholic Family and Children's Service, Vancouver	127		100	
Victoria Children's Aid Society	130		96	
Subtotals		610		415
Grand totals		1,741		1,254

TABLE 27—NUMBER OF CHILDREN WITH SPECIAL NEEDS PLACED FOR ADOPTION BY DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT AND CHILDREN'S AID SOCIETIES DURING FISCAL YEAR 1971/72.

	Department of Social Welfare	Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society	Total
Inter-racial origin and origin other than white	226	43	38	13	320
Health problems	151	4	4	.....	159
Over 1 year of age[1]	68	50	6	5	129
Totals	445	97	48	18	608

[1] Children over 1 year of age who are of inter-racial origin and origin other than white or have a health problem have been shown in either one of the first categories and are not shown in the category "Over 1 year of age."

TABLE 28—NUMBER OF ADOPTION HOMES AWAITING PLACEMENT, IN WHICH PLACEMENT MADE, AND HOMES CLOSED FOR FISCAL YEAR 1971/72

	Homes Awaiting Placement During Year				Homes in Which Placement Made				Homes Closed During Year				Homes Awaiting Placement at March 31			
	Protestant	Roman Catholic	Hebrew	Other	Protestant	Roman Catholic	Hebrew	Other	Protestant	Roman Catholic	Hebrew	Other	Protestant	Roman Catholic	Hebrew	Other
Region 1	207	37	1	11	101	30	.....	1	26	.....	.....	2	80	7	.....	8
Region 2	332	31	4	18	220	23	.....	1	27	1	.....	2	85	7	3	17
Region 3	145	28	1	2	79	23	.....	.....	11	1	.....	.....	55	4	1	2
Region 4	81	23	.....	5	58	16	.....	1	15	2	.....	.....	8	5	.....	4
Region 5	82	15	.....	4	46	11	.....	2	3	2	.....	.....	33	2	.....	2
Region 6	217	30	3	.....	123	16	.....	.....	28	2	.....	.....	66	12	3	.....
Region 7	55	12	.....	3	26	8	.....	.....	5	1	.....	.....	24	3	.....	3
Region 8	23	4	.....	2	19	4	.....	.....	.....	.....	.....	.....	4	.....	.....	2
Subtotals	1,142	180	9	45	672	131	.....	5	115	9	.....	4	355	40	7	38
Vancouver Children's Aid Society	287	16	6	27	195	6	5	10	22	2	.....	3	70	8	1	14
Catholic Family and Children's Service, Vancouver	.....	152	.....	.....	.....	72	.....	.....	.....	24	.....	.....	.....	56	.....	.....
Victoria Children's Aid Society	101	13	.....	.....	72	9	.....	.....	12	1	.....	.....	17	3	.....	.....
Grand totals	1,530	361	15	72	939	218	5	15	149	36	.....	7	442	107	8	52

TABLE 29—NUMBER OF ADOPTION PLACEMENTS MADE BY DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT (BY REGIONS) AND CHILDREN'S AID SOCIETIES BY TYPE OF PLACEMENT FOR FISCAL YEAR 1971/72.

	Type of Placement					Total
	Direct Placement		Foster Home to Adoption			
				In Another Home		
	6 Months' Probation	Long-term Probation[1]	Within Same Home	6 Months' Probation	Long-term Probation[1]	
Region 1	37	.....	23	72	.....	132
Region 2	93	.....	31	117	3	244
Region 3	42	.....	10	50	.....	102
Region 4	24	.....	16	35	.....	75
Region 5	24	.....	11	23	1	59
Region 6	52	.....	19	68	.....	139
Region 7	12	.....	1	21	.....	34
Region 8	4	.....	2	17	.....	23
Outside Province	1	.....	8	22	.....	31
Subtotals	289	.....	121	425	4	839
Vancouver Children's Aid Society	118	.....	51	50	.....	219
Catholic Family and Children's Service, Vancouver	28	.....	28	44	.....	100
Victoria Children's Aid Society	42	.....	7	47	.....	96
Grand totals	477	.....	207	566	4	1,254

[1] These are placements of children with health or other problems requiring a longer period of probation.

TABLE 30—NUMBER OF ADOPTION PLACEMENTS MADE BY DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT (BY REGIONS) AND CHILDREN'S AID SOCIETIES BY RELIGION OF ADOPTING PARENTS FOR FISCAL YEAR 1971/72.

	Religion				
	Protestant	Roman Catholic	Hebrew	Other	Total
Region 1	101	30	.....	1	132
Region 2	220	23	.....	1	244
Region 3	79	23	.....	.....	102
Region 4	58	16	.....	1	75
Region 5	46	11	.....	2	59
Region 6	123	16	.....	.....	139
Region 7	26	8	.....	.....	34
Region 8	19	4	.....	.....	23
Outside Province	23	8	.....	.....	31
Subtotals	695	139	.....	5	839
Vancouver Children's Aid Society	196	6	5	12	219
Catholic Family and Children's Service, Vancouver	5	95	.....	.....	100
Victoria Children's Aid Society	84	12	.....	.....	96
Grand totals	980	252	5	17	1,254

TABLE 31—AGES OF CHILDREN PLACED FOR ADOPTION BY DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT AND CHILDREN'S AID SOCIETIES DURING FISCAL YEAR 1971/72.

Ages	Number of Children				
	Superintendent of Child Welfare		Vancouver Children's Aid Society	Catholic Family and Children's Service, Vancouver	Victoria Children's Aid Society
	Regions I to VIII	Outside Province			
Birth up to but not including 15 days	262	3	103	28	35
15 days up to but not including 1 month	120	1	13	11	20
1 month up to but not including 3 months	105	-----	14	16	25
3 months up to but not including 6 months	59	-----	9	3	2
6 months up to but not including 1 year	58	2	7	11	3
1 year	57	8	8	11	3
2 years	28	3	10	8	-----
3 years	36	4	8	3	4
4 years	19	1	10	3	1
5 years	24	2	12	1	2
6 years	10	1	4	2	-----
7 years	11	-----	4	-----	-----
8 years	5	2	6	-----	-----
9 years	4	2	5	1	-----
10 years	-----	2	-----	1	-----
11 years	1	-----	1	-----	-----
12 years	4	-----	1	-----	-----
13 years	-----	-----	1	-----	-----
14 years	-----	-----	-----	-----	-----
15 years	1	-----	1	-----	-----
16 years	2	-----	-----	-----	-----
17 years	1	-----	1	1	-----
18 years	1	-----	1	-----	1
19 years	-----	-----	-----	-----	-----
20 years	-----	-----	-----	-----	-----
Totals	808	31	219	100	96

TABLE 32—NUMBER OF LEGALLY COMPLETED ADOPTIONS BY TYPE OF PLACEMENT, BY REGIONS, AND CHILDREN'S AID SOCIETIES DURING FISCAL YEAR 1971/72.

Region and Society	Type of Placement				Total
	Agency	Relative		Private	
		Step-parent	Other		
Region 1	174	109	8	-----	291
Region 2	286	168	9	4	467
Region 3	139	85	11	3	238
Region 4	66	31	1	3	101
Region 5	73	46	6	6	131
Region 6	144	114	15	5	278
Region 7	42	28	6	7	83
Region 8	22	30	1	2	55
Subtotals	946	611	57	30	1,644
Vancouver Children's Aid Society	299	73	3	2	377
Catholic Family and Children's Service, Vancouver	106	20	2	-----	128
Victoria Children's Aid Society	94	59	3	1	157
Subtotals	499	152	8	3	662
Grand totals	1,445	763	65	33	2,306

health care division reports . . .

DR. P. W. LAUNDY, *Director*

Senior Division staff continue to study and plan in the field of care for the chronically handicapped as a result of the inevitable process of aging or the disturbed equilibrium of youth.

Although not directly under our purview, we have taken an interest in the increasing number of emotionally handicapped children who at some point spend time in a residential centre. The cost is tremendous; the results sometimes disappointing. The fact that but one in ten of these in the community gets some treatment in or out of an institution is alarming. But what is to be done? No one yet appears to have the answers. It seems obvious, however, that a reshuffling of existing services and further development of new techniques must be undertaken. Therefore, it is important that persons in the medical and paramedical areas should be aware and actively involved in the search for the answers to the problems of our future adult citizens.

Remedies as far as possible should be simple, reasonable in cost, and more effective than at present. Perhaps society will be required to explore treatment and organizational methods somewhat removed from those that have not served us as well as we would like to think.

Money is not the answer unless it is used effectively.

The Department has moved a step forward this year by introducing the Handicapped Persons' Allowance for adult persons accepted as having a permanent medical handicap to the extent of excluding them from productive employment.

It seems necessary in times of high unemployment to use moneys in a way that will help to train and motivate persons into new employment. In those cases where this is not possible, attention should be directed toward effective functioning, which usually requires stimulus and activity. Thus, in any rehabilitation programme, great attention to health and assessment is required.

We would like to see a pilot clinic where intensive individual medical assessment would be carried out soon after a person has become unemployed. The examination itself, apart from any treatment, could provide reassurance and thus act to encourage the person to seek employment actively.

The Division staff continue to administer the numerous ancillary health benefits to eligible persons.

As expected, in these inflationary times, costs continue to rise proportionately greater than the increase in persons entitled to benefits.

The *Drug Benefit List* new major revision came into effect this year. We still believe that this method functions effectively to provide a broad range of drug products within a fair price ceiling.

It becomes more apparent each year how tremendously important are voluntary groups and organizations in our complex society. Problems today are increasing with such rapidity that no one can say with a clear conscience "let the Government do it."

Many in the community, thank goodness, are already actively engaged in planning and working to help sort out and solve the community's own problems. It is up to more of us to get in and help.

To all those in agencies, professions, institutions, businesses, and Government departments with whom we work we extend our thanks for assistance and co-operation.

And again to my own staff thanks for doing a good job.

TABLE 33—GROSS COSTS OF MEDICAL SERVICES FOR FISCAL YEARS 1965/66 TO 1971/72

Year	Medical	Drugs[1]	Dental	Optical	Transportation	Other	Total
	$	$	$	$	$	$	$
1965/66	1,985,970	2,148,641	590,074	113,337	144,757	40,510	5,023,289
1966/67	2,422,702	2,095,733	670,580	118,003	183,285	48,723	5,539,026
1967/68	2,344,676	2,157,182	773,979	145,588	187,357	50,524	5,659,306
1968/69	1,403,378	2,423,798	792,475	140,591	212,550	53,571	5,026,363
1969/70	465,738	2,444,968	1,611,115	219,858	252,999	72,862	5,067,540
1970/71	591,206	3,102,874	2,491,589	282,272	326,166	121,892	6,915,999
1971/72	614,365	3,334,160	2,403,257	290,116	342,712	165,979	7,150,589

[1] Not included in these figures is the cost of drugs purchased by the dispensary for welfare institutions.

TABLE 34—PAYMENTS TO BRITISH COLUMBIA DOCTORS (GROSS COSTS)

Fiscal Year	Medical Agreement	Other	Total
	$	$	$
1965/66	1,979,597	6,373	1,985,970
1966/67	2,414,967	7,735	2,422,702
1967/68	2,335,238	9,438	2,344,676
1968/69	1,392,952	10,426	1,403,378
1969/70	454,705	11,033	465,738
1970/71	576,329	14,877	591,206
1971/72	589,748	24,617	614,365

TABLE 35—TOTAL NUMBER OF PERSONS ELIGIBLE FOR HEALTH CARE AT DECEMBER 31 FOR THE YEARS 1965 TO 1970, INCLUSIVE[1]

	Fiscal Year Total
December 31, 1965	75,857
December 31, 1966	76,474
December 31, 1967	79,085
December 31, 1968	85,430
December 31, 1969	98,902
December 31, 1970	115,512
December 31, 1971	115,813

[1] Since Medicare came into effect, we no longer have the categorical breakdown of medical coverage with number of persons eligible.

TABLE 36—DRUG COSTS

Fiscal Year	Number of Prescriptions			Cost of Medicines		
	Provincial Pharmacy[1]	Drug Stores	Total	Provincial Pharmacy[2]	Drug Stores	Total
				$	$	$
1965/66	18,972	619,845	638,817	274,239	1,874,402	2,148,641
1966/67	18,318	629,085	647,403	267,836	1,827,897	2,095,733
1967/68	17,258	820,262	837,520	225,247	1,931,935	2,157,182
1968/69	17,752	722,450	740,202	265,314	2,158,484	2,423,798
1969/70	49,178	671,877	721,055	306,843	2,138,125	2,444,968
1970/71	39,153	831,655	870,808	300,758	2,802,116	3,102,874
1971/72	44,801	926,456	971,257	334,376	2,999,784	3,334,160

[1] The number of prescriptions shown for the Provincial Pharmacy covers only the number supplied to
(1) individual patients outside nursing-homes;
(2) nursing-home patients receiving prescriptions which are required by law to be numbered.
The bulk of the volume goes to nursing-homes and, as most of these prescriptions are not required by law to be numbered, they *are not* counted in the number of prescriptions.

[2] The cost of drugs for the Provincial Pharmacy includes all costs with the exception of the cost of those supplied to certain Provincial Government institutions.

TABLE 37—DENTAL EXPENSES

Fiscal Year	Examinations, Prophylaxis, Miscellaneous	Surgery	Restorations	Dentures and Repairs	Total
	$	$	$	$	$
1965/66	64,209	49,652	237,004	239,209	590,074
1966/67	80,893	73,568	312,686	203,433	670,580
1967/68	101,391	89,782	378,476	204,330	773,979
1968/69	107,777	96,682	334,424	253,592	792,475
1969/70	301,279	212,667	621,890	475,279	1,611,115
1970/71	510,776	323,906	976,703	680,204	2,491,589
1971/72	528,717	288,391	1,033,400	552,749	2,403,257

TABLE 38—OPTICAL COSTS

Fiscal Year	Optometric Examinations	Glasses	Total
	$	$	$
1965/66	24,384	88,953	113,337
1966/67	27,005	90,998	118,003
1967/68	36,506	109,002	145,588
1968/69	10,482[1]	130,109	140,591
1969/70	28[2]	219,886	219,858
1970/71	-------	282,272	282,272
1971/72	-------	290,116	290,116

[1] Paid through Medicare, effective July 1, 1968.
[2] Credit.

division on aging reports . . .

E. W. BERRY, *Director*

For over 45 years the Division on Aging (formerly the Old Age Assistance Board, prior to that the Old Age Pension Board and originally the Old Age Pension Department of the Workmen's Compensation Board), has had the role of determining eligibility for pensions and allowances. This was the primary purpose of the administration over the years.

With the introduction of the universal pension (old age security) on January 1, 1952, and a Federal supplement to this (guaranteed income supplement) on January 1, 1967, the functions of the Division have been gradually directed toward those day-to-day needs other than financial. The Division continued to process all applications for Blind Persons' and Disabled Persons' Allowances and approximately 40 per cent of applications received for Provincial Supplementary Social Allowance from persons age 65 and over who were in need. The staff became increasingly involved with service-oriented programmes. This was a reflection of the current public emphasis upon the physical, social, and psychological needs of older persons.

Some of the programmes which now concern the Division are:

1. *Senior Citizen Counsellor Programme*—Over 65 senior citizens located in key population areas throughout British Columbia assist their contemporaries to solve their problems whatever they may be. These Counsellors are volunteers who are assisted financially with individual expenses up to $40 a month. The programme, administered by the Division, has been in operation for four years and is extremely well received by all concerned. Each year more counsellors are appointed.

2. *Bus passes*—Over 16,000 B.C. Hydro bus passes, valid in the Greater Victoria and Greater Vancouver area, are issued by the Division every six months to persons who are in receipt of any portion of the Federal guaranteed income supplement or the Provincial Supplementary Social Allowance. The fee is $5 and this entitles the person to ride without fare during nonrush hours and all day Sundays and holidays. (Soon after the closing of the fiscal year under review the ruling was changed so that a person can now ride at any time.)

3. *Activity centres for the handicapped*—During the fiscal year, financial assistance became available for staffing of centres providing activities to 10 or more adult handicapped persons, regardless of the person's handicapping condition. An Advisory Committee of concerned citizens under the auspices of the Social Planning and Review Council (SPARC) of British Columbia was set up to assess applications for support and recommend financial assistance where necessary. (At the present time this function is being handled by the Division.) Over 25 centres were assisted and continue to be assisted in varying amounts from $300 to $1,700 per month.

Many meetings, conferences, and institutes were attended throughout the year. The Division maintains almost daily contact with the Volunteer Bureau of Greater Vancouver; the Canadian National Institute for the Blind; the Volunteers for Seniors Programme, both in Vancouver and on the North Shore; the Centre for Continuing Education at UBC; the Committee on Aging of Social Planning and Review Council; as well as various branches of the Old Age Pensioners Organization, Senior Citizens Association, and Federated Legislative Council of Elderly Citizens of British Columbia.

In concluding this report, the Director wishes to express his sincere appreciation on behalf of the Division for the loyal and efficient work of the office and field staffs throughout the year and for the continued co-operation of other departments of Government and many outside agencies.

TABLE 39—SHOWING EFFECTIVE DATES AND AMOUNTS PAID IN OLD AGE PENSIONS, FEDERAL GUARANTEED INCOME SUPPLEMENTS, AND PROVINCIAL SUPPLEMENTARY SOCIAL ALLOWANCES FROM SEPTEMBER 1, 1927, TO END OF FISCAL YEAR (AND INCLUDES RATES AS FROM APRIL 1, 1972).

	Single				Married			
	Basic Pension F	Guaranteed Income Supplement F	Supplementary Social Allowance F/P	Total	Basic Pension F	Guaranteed Income Supplement F	Supplementary Social Allowance F/P	Total
	$	$	$	$	$	$	$	$
Sept. 1, 1927	20.00	.....	.....	20.00	40.00	.....	.....	40.00
Apr. 1, 1942	20.00	.....	5.00 P	25.00	40.00	.....	10.00 P	50.00
Sept. 1, 1943	25.00	.....	5.00 P	30.00	50.00	.....	10.00 P	60.00
Jan. 1, 1947	25.00	.....	10.00 P	35.00	50.00	.....	20.00 P	70.00
May 1, 1947	30.00	.....	10.00 P	40.00	60.00	.....	20.00 P	80.00
May 1, 1949	40.00	.....	10.00 P	50.00	80.00	.....	20.00 P	100.00
Apr. 1, 1954	40.00	.....	15.00 P	55.00	80.00	.....	30.00 P	110.00
Apr. 1, 1956	40.00	.....	20.00 P	60.00	80.00	.....	40.00 P	120.00
July 1, 1957	46.00	.....	20.00 P	66.00	92.00	.....	40.00 P	132.00
Nov. 1, 1957	55.00	.....	20.00 P	75.00	110.00	.....	40.00 P	150.00
Apr. 1, 1960	55.00	.....	24.00 P	79.00	110.00	.....	48.00 P	158.00
Feb. 1, 1962	65.00	.....	24.00 F/P	89.00	130.00	.....	48.00 F/P	178.00
Oct. 1, 1963	75.00	.....	24.00 F/P	99.00	150.00	.....	48.00 F/P	198.00
Jan. 1, 1965	75.00	.....	25.00 F/P	100.00	150.00	.....	50.00 F/P	200.00
Feb. 1, 1965	75.00	.....	30.00 F/P	105.00	150.00	.....	60.00 F/P	210.00
Jan. 1, 1967	75.00	30.00	30.00 F/P	135.00	150.00	60.00	30.00 F/P	240.00
Jan. 1, 1968	76.50	30.60	30.00 F/P	137.10	153.00	61.20	30.00 F/P	244.20
Jan. 1, 1969	78.00	31.20	30.00 F/P	139.20	156.00	62.40	30.00 F/P	248.40
Jan. 1, 1970	79.58	31.83	30.00 F/P	141.41	159.16	63.66	30.00 F/P	252.82
April. 1, 1970	79.58	31.83	38.59 F/P	150.00	159.16	63.66	47.18 F/P	270.00
Jan. 1, 1971	80.00	33.60	38.60 F/P	152.20	160.00	67.20	47.20 F/P	274.40
Apr. 1, 1971	80.00	55.00	38.60 F/P	173.60	160.00	95.00	47.20 F/P	302.20
Jan. 1, 1972	82.88	67.12	38.60 F/P	188.60	165.76	119.24	47.20 F/P	332.20
Apr. 1, 1972	82.88	67.12	41.10 F/P	191.10	165.76	119.24	52.20 F/P	337.20

F=Federal. P=Provincial.

BLIND PERSONS' ALLOWANCE

TABLE 40 (B.P.A.)—DISPOSITION OF APPLICATIONS

New applications received	60
Reapplications	5
Applications granted	42
Applications refused, withdrawn, etc.	21

TABLE 41 (B.P.A.)—REASONS WHY APPLICATIONS NOT GRANTED

	Number	Per Cent
Not blind within the meaning of the Act	7	33.34
Income in excess	2	9.52
Applications withdrawn	2	9.52
Died before grant	1	4.76
Transfer of property	----	----------
War Veterans' Allowance	----	----------
Information refused	6	28.58
Whereabouts unknown	2	9.52
Other	1	4.76
Totals	21	100.00

TABLE 42 (B.P.A.)—SEX OF NEW RECIPIENTS

	Number	Per Cent
Male	24	54.55
Female	20	45.45
Totals	44	100.00

TABLE 43 (B.P.A.)—MARITAL STATUS OF NEW RECIPIENTS

	Number	Per Cent
Married	8	18.18
Single	30	68.18
Widowed	2	4.55
Separated	4	9.09
Divorced	----	----------
Totals	44	100.00

TABLE 44 (B.P.A.)—AGES AT GRANTING OF ALLOWANCE

Ages	Men	Women	Number	Per Cent
18 to 19	11	11	22	50.00
20 to 24	4	1	5	11.36
25 to 29	2	----	2	4.55
30 to 34	----	----	----	----------
35 to 39	----	----	----	----------
40 to 44	----	3	3	6.82
45 to 49	2	----	2	4.55
50 to 54	----	1	1	2.27
55 to 59	----	1	1	2.27
60 to 64	5	3	8	18.18
Totals	24	20	44	100.00

TABLE 45 (B.P.A.)—FORMS BY WHICH AGE PROVEN

	Men	Women	Number	Per Cent
Birth certificates	19	20	39	88.64
Baptismal records	5	----	5	11.36
Census records alone	----	----	----	----
Tribunal	----	----	----	----
Other records	----	----	----	----
Totals	24	20	44	100.00

TABLE 46 (B.P.A.)—BIRTHPLACE OF NEW RECIPIENTS

	Men	Women	Number	Per Cent
British Columbia	15	10	25	56.82
Other parts of Canada	6	8	14	31.81
United States of America	----	----	----	----
British Isles	1	1	2	4.55
Other parts of British Commonwealth	----	----	----	----
Other foreign countries	2	1	3	6.82
Totals	24	20	44	100.00

TABLE 47 (B.P.A.)—WHERE NEW RECIPIENTS ARE LIVING

	Men	Women	Number	Per Cent
In own home	3	7	10	22.73
In children's home	----	----	----	----
In parents' home	11	10	21	47.72
In home of other relative	2	----	2	4.55
In rented house	2	----	2	4.55
In rented suite	3	2	5	11.36
In housekeeping room	1	----	1	2.27
In single room (eating out)	1	----	1	2.27
Boarding	1	1	2	4.55
In public institutions	----	----	----	----
In private institutions	----	----	----	----
Totals	24	20	44	100.00

TABLE 48 (B.P.A.)—WITH WHOM NEW RECIPIENTS LIVE

	Men	Women	Number	Per Cent
Living alone	5	2	7	15.90
Living with spouse	----	3	3	6.82
Living with spouse and children	2	----	2	4.55
Living with children	----	3	3	6.82
Living with parents	11	11	22	50.00
Living with other relatives	2	----	2	4.55
Living with others	4	1	5	11.36
Totals	24	20	44	100.00

TABLE 49 (B.P.A.)—ECONOMIC STATUS OF NEW RECIPIENTS

(*a*) Holding personal property of value—

	Men	Women	Number	Per Cent
$0	15	15	30	68.19
$1 to $250	4	4	8	18.18
$251 to $500	3	1	4	9.09
$501 to $750	1	----	1	2.27
$751 to $1,000	1	----	1	2.27
$1,001 to $1,500	----	----	----	----------
$1,501 to $2,000	----	----	----	----------
$2,000 and up	----	----	----	----------
Totals	24	20	44	100.00

(*b*) Holding real property of value—

$0	20	14	34	77.28
$1 to $250	----	----	----	----------
$251 to $500	1	----	1	2.27
$501 to $750	----	----	----	----------
$751 to $1,000	----	1	1	2.27
$1,001 to $1,500	----	1	1	2.27
$1,501 to $2,000	1	1	2	4.55
$2,001 and up	2	3	5	11.36
Totals	24	20	44	100.00

TABLE 50 (B.P.A.)—NUMBER OF RECIPIENTS LIVING IN OTHER PROVINCES AS AT MARCH 31, 1972, WHOSE ALLOWANCES ARE PAID BY THIS PROVINCE

Alberta	8
Ontario	1
Total	9

TABLE 51 (B.P.A.)—DISTRIBUTION OF BRITISH COLUMBIA RECIPIENTS ACCORDING TO THE AMOUNT OF ALLOWANCE RECEIVED (BASIC ALLOWANCE, $75)

Amount of Allowance	Per Cent
$75	95.46
$50 to $74.99	2.27
$49.99 and less	2.27
Totals	100.00

TABLE 52 (B.P.A.)—AGES OF RECIPIENTS AT DEATH

Ages	Number	Per Cent
18 to 29	1	12.50
30 to 39	2	25.00
40 to 49	---	------
50 to 59	2	25.00
60 to 69	3	37.50
Totals	8	100.00

TABLE 53 (B.P.A.)—MISCELLANEOUS

(*a*) British Columbia recipients—	
Suspended	35
Reinstated	3
Transferred to other provinces	4
Returned to British Columbia	3
Transferred to Old Age Security	18
Deaths	7
(*b*) Other-province recipients—	
New transfers to British Columbia	------
Retransferred to British Columbia	3
Reinstated	3
Transferred out of British Columbia or suspended	2
Deaths	2
Transfers to Old Age Security	------
Suspended	4
(*c*) Total on payroll at end of fiscal year—	
British Columbia	392
Other provinces	37
Total	429

DISABLED PERSONS' ALLOWANCES

TABLE 54 (D.P.A.)—DISPOSITION OF APPLICANTS

New applications received	470
Reapplications	68
Applications granted	277
Applications refused, withdrawn, etc.	211

TABLE 55 (D.P.A.)—REASONS WHY APPLICATIONS NOT GRANTED

	Number	Per Cent
Transfer of property	1	0.47
Not 18 years of age	2	0.95
Too much income	28	13.27
Refused information	7	3.32
Whereabouts unknown	5	2.37
Unable to meet medical test	134	63.51
Mental hospital	6	2.85
Hospital	4	1.90
Nursing-home	----	----
Application withdrawn	11	5.21
Died before grant	5	2.37
Not sufficient residence	1	0.47
War Veterans' Allowance	1	0.47
Allowance under *Blind Persons' Allowances Act*	----	----
Receiving Old Age Security	----	----
Referred for rehabilitation	1	0.47
Institutions	4	1.90
Unable to prove residence	1	0.47
Totals	211	100.00

TABLE 56 (D.P.A.)—SEX OF NEW RECIPIENTS

	Number	Per Cent
Male	144	48.00
Female	156	52.00
Totals	300	100.00

TABLE 57 (D.P.A.)—MARITAL STATUS OF NEW RECIPIENTS

	Number	Per Cent
Married	23	7.61
Single	243	81.00
Widowed	13	4.33
Separated	13	4.33
Divorced	5	1.67
Totals	300	100.00

TABLE 58 (D.P.A.)—AGES AT GRANTING OF ALLOWANCE

Ages	Men	Women	Number	Per Cent
18 to 19	62	53	115	38.34
20 to 24	25	33	58	19.33
25 to 29	9	9	18	6.00
30 to 34	5	7	12	4.00
35 to 39	10	7	17	5.67
40 to 44	6	4	10	3.33
45 to 49	3	7	10	3.33
50 to 54	1	11	12	4.00
55 to 59	9	11	20	6.66
60 to 64	14	14	28	9.34
Totals			300	100.00

TABLE 59 (D.P.A.)—FORMS BY WHICH AGE PROVEN

	Men	Women	Number	Per Cent
Birth certificates	130	128	258	86.00
Baptismal records	4	10	14	4.67
Census records alone	2	8	10	3.33
Tribunal	2	1	3	1.00
Other records	6	9	15	5.00
Totals			300	100.00

TABLE 60 (D.P.A.)—BIRTHPLACE OF NEW RECIPIENTS

	Men	Women	Number	Per Cent
British Columbia	86	81	167	55.67
Other parts of Canada	47	61	108	36.00
United States of America	1	----	1	0.33
British Isles	1	4	5	1.67
Other parts of British Commonwealth	----	----	----	----
Other foreign countries	9	10	19	6.33
Totals			300	100.00

TABLE 61 (D.P.A.)—WHERE NEW RECIPIENTS ARE LIVING

	Men	Women	Number	Per Cent
In own house	16	7	23	7.67
In children's home	1	3	4	1.33
In parents' home	94	79	173	57.66
In home of other relatives	4	10	14	4.67
In rented house	7	7	14	4.67
In rented suite	4	13	17	5.67
In housekeeping room	3	1	4	1.33
In single room (eating out)	2	----	2	0.67
In boarding-home	11	32	43	14.33
In public institutions	2	3	5	1.67
In private institutions	----	1	1	0.33
Totals			300	100.00

TABLE 62 (D.P.A.)—WITH WHOM RECIPIENTS LIVE

	Men	Women	Number	Per Cent
Living alone	12	7	19	6.33
Living with spouse	5	8	13	4.33
Living with spouse and children	10	1	11	3.67
Living with children	----	4	4	1.33
Living with parents	99	86	185	61.67
Living with other relatives	5	11	16	5.33
Living with others	13	39	52	17.34
Totals			300	100.00

TABLE 63 (D.P.A.)—ECONOMIC STATUS OF NEW RECIPIENTS

(*a*) Holding personal property of value—

	Men	Women	Number	Per Cent
$0	100	123	223	74.34
$1 to $250	30	21	51	17.00
$251 to $500	5	2	7	2.33
$501 to $750	3	3	6	2.00
$751 to $1,000	----	----	----	----
$1,001 to $1,500	4	3	7	2.33
$1,501 to $2,000	----	2	2	0.67
$2,001 and up	2	2	4	1.33
Totals			300	100.00

TABLE 63 (D.P.A.)—ECONOMIC STATUS OF NEW RECIPIENTS—*Continued*

(*b*) Holding real property of value—

	Men	Women	Number	Per Cent
$0	130	150	280	93.34
$1 to $250	----	1	1	0.33
$251 to $500	2	----	2	0.67
$501 to $750	1	----	1	0.33
$751 to $1,000	1	----	1	0.33
$1,001 to $1,500	----	----	----	----
$1,501 to $2,000	1	----	1	0.33
$2,000 and up	9	5	14	4.67
Totals			300	100.00

TABLE 64 (D.P.A.)—NUMBER OF RECIPIENTS LIVING IN OTHER PROVINCES AS AT MARCH 31, 1972, WHOSE ALLOWANCES ARE PAID BY THIS PROVINCE

Alberta	9
Manitoba	7
Ontario	3
Quebec	1
Saskatchewan	2
Yukon Territory	1
Total	23

TABLE 65 (D.P.A.)—DISTRIBUTION OF BRITISH COLUMBIA RECIPIENTS ACCORDING TO THE AMOUNT OF ALLOWANCE RECEIVED (BASIC ALLOWANCE, $75)

	Per Cent
$75	93.67
$50 to $74.99	2.33
$49.99 and less	4.00
Total	100.00

TABLE 66 (D.P.A.)—AGES OF RECIPIENTS AT DEATH

Ages	Number	Per Cent
18 to 19	2	4.26
20 to 24	5	10.63
25 to 29	2	4.26
30 to 34	----	----
35 to 39	5	10.63
40 to 44	4	8.51
45 to 49	5	10.63
50 to 54	7	14.90
55 to 59	8	17.02
60 to 64	9	19.16
Totals	47	100.00

TABLE 67 (D.P.A.)—MISCELLANEOUS

(*a*) British Columbia recipients—		
Suspended		188
Reinstated		83
Transferred to other provinces		7
Transferred to Old Age Security		39
Deaths		44
(*b*) Other-province recipients—		
Suspended		19
New transfers to British Columbia		4
Transferred out of British Columbia or suspended		11
Reinstated		6
Deaths		4
Transferred to Old Age Security		4
(*c*) Total on payroll at end of fiscal year—		
British Columbia	2,396	
Other provinces	222	
		2,618

TABLE 68 (D.P.A.)—PRIMARY CAUSES OF DISABILITY ON ACCEPTED CASES

	Number	Per Cent
Infective and parasitic diseases	8	2.66
Neoplasms	5	1.67
Allergic, endocrine system, metabolic, and nutritional diseases	6	2.00
Diseases of blood and blood-forming organs	-----	------
Mental, psychoneurotic, and personality disorders	157	52.34
Diseases of the nervous system and sense organs	67	22.33
Diseases of the circulatory system	5	1.67
Diseases of the respiratory system	1	0.33
Diseases of the digestive system	1	0.33
Diseases of the genito-urinary system	3	1.00
Diseases of the skin and cellular tissues	-----	------
Diseases of the bones and organs of movement	23	7.67
Congenital malformations	9	3.00
Symptoms, senility, and ill-defined conditions	-----	------
Accidents, poisoning, and violence (nature of injury)	15	5.00
Totals	300	100.00

TABLE 69 (D.P.A.)—INFORMATION REGARDING SUPPLEMENTARY SOCIAL ALLOWANCE TO OLD AGE SECURITY CATEGORY

Disposition of Applications	
New applications received	3,124
Reapplications received	87
Applications granted	2,940
Applications not granted (refused, withdrawn, dead, etc.)	391

TABLE 70 (D.P.A.)—TOTAL NUMBER IN RECEIPT OF SUPPLEMENTARY SOCIAL ALLOWANCES AS AT MARCH 31, 1972

British Columbia cases	16,990
Other-province cases	------
Total	16,990

brannan lake school for boys reports . . .

J. NOBLE, *Director*

As understanding of our programme spreads, we can see a gradual improvement in the use being made of our service by the referring agencies. Effective use of the resource demands an informed preparation of the child before, and adequate supportive service after the period of intensive residential care. Our follow-up reports continue to show 60 to 65 per cent satisfactory progress or better. With improved after-care service, a considerable number could be transferred from the border line to the satisfactory category.

We have seen an increasing use of our programme for boys with histories of previous resource placement and for chronic runaways. These two categories often coincide and it is still wrongly assumed that we provide a containment facility. However, we do persevere with the runaway, relying on staff supervision, individual, and group treatment methods and the co-operation of the community agencies in arranging for the early return of those who succeed in reaching home. The runaway is caught in an emotional, vicious circle of anxiety and poor impulse control and there is no immediate cure. Only patient, repeated efforts over several months can achieve success in most cases.

Many boys come to us branded as "unmotivated" and "unresponsive." We find these to be temporary states and they should not be used as permanent labels which can become self-fulfilling. Surely motivating children to learn and eliciting response are adult responsibilities. If the child is expected to do the whole job of rehabilitation by himself, then what need is there for trained professionals? At Brannan Lake School the name of the game is learning to take responsibility for one's self, but it is the function of the staff to teach the necessary skills. We also foster individuality and do not attempt to "cure" personality characteristics. We are all delinquent to some extent—the difference is one of degree. The boys who come to us have the same basic goals as the majority of adults, namely, security, prosperity, recognition, and all the things that are generally held desirable. However, they have used inadequate means to achieve these goals and have been unsuccessful even in that. J. A. Mack, of the University of Glasgow, studied successful adult criminals who had avoided conviction and of 102, more than one-third had no juvenile record. The average juvenile delinquent can be compared in many ways to the child who is unsuccessful in school, and it comes as no surprise to find that the two are often combined in the same person.

We are presently in a crisis in this field because public confidence in innovative and more effective methods has not yet grown to the point where the more immediately satisfying harsh punishments and primitive stigmatization can be abandoned. Effective methods have to be demonstrated in the face of much ill-informed opposition, and the cause is not helped by those who preach permissiveness with no rationale other than the emotional satisfaction such an approach provides for some adults. Permissive and punitive tend to be very similar in that they meet the needs of inadequate adults rather than those of troubled children.

Our return rate over the year was 11½ per cent, so that I am free to attack the concept of recidivism without appearing biased. Recidivism is no more than a punitive label. If our return rate were 100 per cent, this would be much more indicative of the need for service than any reflection on the success or failure of our

programme. The only test is a return to the community, and many boys require repeated supportive service during adolescence. Some will need help all their lives. Boys often benefit more the second time around because they have had the opportunity to develop a more realistic view of their difficulties.

The hundreds of visitors to the school over the year have made their contribution to reducing the many misconceptions about our programme. There are still two Brannan Lake Schools, the real one and the one that is used to frighten kids into good behaviour. We see the second diminishing in importance as information spreads and effective methods of rehabilitation gradually replace punitive scapegoating, which is known to contribute to the problem rather than to the solution.

We continue to enjoy the full co-operation of the local School Board in the provision of our academic programme, and there has been an increase in contact for the boys in such things as soccer games and chess tournaments. Boys have enjoyed success in the Vancouver Island Exhibition of arts and crafts and in poster competitions. We have continued to benefit from the help of local congregations whose church services the boys attend on Sunday mornings.

I regard residential child care as an art form involving all the treasured human values and I wish to acknowledge the very high level of ever-increasing skill and effective concern constantly demonstrated by the workers at the school. I consider them to be creative artists in a very demanding field.

TABLE 71—NUMBER OF COMMITTALS TO BRANNAN LAKE SCHOOL FROM VARIOUS ADMINISTRATIVE AREAS, 1971/72

SUPERVISING AGENCIES

	Admissions	Readmissions	Total
Region 1			
Department of Rehabilitation and Social Improvement—			
Campbell River	6	—	6
Courtenay	2	—	2
Duncan	4	—	4
Nanaimo	6	2	8
Parksville	1	—	1
Port Alberni	1	—	1
Powell River	3	—	3
Victoria	3	—	3
Family and Children's Service—Victoria	11	2	13
	37	4	41
Region 2			
Department of Rehabilitation and Social Improvement—			
Delta	2	—	2
New Westminster	3	—	3
Port Coquitlam	5	—	5
Vancouver	4	1	5
Catholic Family and Children's Service	9	1	10
Children's Aid Society	15	2	17
Children's Aid Society and Social Welfare Department, North Vancouver	1	—	1

TABLE 71—NUMBER OF COMMITTALS TO BRANNAN LAKE SCHOOL FROM VARIOUS ADMINISTRATIVE AREAS, 1971/72—*Continued*

Region 2—Continued

	Admissions	Readmissions	Total
Social Service Department—			
Burnaby	4	2	6
West Vancouver	2	—	2
Coquitlam	4	2	6
North Vancouver	7	2	9
Richmond	4	—	4
	60	10	70

Region 3

Department of Rehabilitation and Social Improvement—			
Cache Creek	1	—	1
Kamloops	2	—	2
Kelowna	2	1	3
Lillooet	1	—	1
Merritt	1	—	1
Penticton	4	—	4
Revelstoke	1	—	1
Salmon Arm	4	—	4
Vernon	1	1	2
Social Service Department—Kamloops	5	1	6
	22	3	25

Region 4

Department of Rehabilitation and Social Improvement—			
Cranbrook	5	—	5
Creston	1	—	1
Fernie	1	—	1
Trail	2	—	2
	9	—	9

Region 5

Department of Rehabilitation and Social Improvement—			
Prince George	6	1	7
Quesnel	6	—	6
Vanderhoof	1	—	1
	13	1	14

TABLE 71—NUMBER OF COMMITTALS TO BRANNAN LAKE SCHOOL FROM VARIOUS ADMINISTRATIVE AREAS, 1971/72—*Continued*

Region 6

	Admissions	Readmissions	Total
Department of Rehabilitation and Social Improvement—			
Abbotsford	1	1	2
Chilliwack	4	2	6
Maple Ridge	2	----	2
Mission	2	----	2
Murrayville	1	----	1
White Rock	2	----	2
Social Service Department—Surrey	8	----	8
	20	3	23

Region 7

Department of Rehabilitation and Social Improvement—			
Burns Lake	2	----	2
Kitimat	2	----	2
Prince Rupert	4	2	6
Smithers	4	----	4
Terrace	2	----	2
	14	2	16

Region 8

Department of Rehabilitation and Social Improvement—			
Dawson Creek	2	----	2
Fort St. John	7	1	8
	9	1	10

TABLE 72—AGE-DISTRIBUTION OF BOYS COMMITTED TO BRANNAN LAKE SCHOOL, 1971/72

	Admissions	Readmissions	Total
Age upon admission—			
12 years	1	----	1
13 years	15	----	15
14 years	61	5	66
15 years	60	10	70
16 years	46	9	55
17 years	1	----	1
	184	24	208
Average age—14.8 years	14.7 (years)	15.2 (years)	
Religions—			
Roman Catholic	70	13	83
Protestant	110	11	121
Others	3	----	3
Not listed	1	----	1
	184	24	208
With Indian status—16.3 per cent of admissions	34	----	34
Last living with—			
Mother and father	58	8	66
Mother	29	6	35
Father	7	1	8
Mother and stepfather	7	1	8
Father and stepmother	4	1	5
Relatives	2	----	2
Foster home	31	3	34
Brother	4	----	4
Unknown	1	----	1
The Maples	1	1	2
Browndale	1	----	1
House of Concord	2	----	2
Boarding-home	4	----	4
Sister	3	----	3
Grandparents	2	----	2
Detention home	2	1	3
Alma House	1	----	1
Group home	12	1	13
Aunt and uncle	1	----	1
On his own	7	----	7
Grandmother	2	----	2
Diagnostic Centre	1	1	2
Friend	1	----	1
Duncan Farm Commune	1	----	1
	184	24	208

TABLE 73—NUMBER OF ADMISSIONS TO BRANNAN LAKE SCHOOL, 1971/72

1 admission	184
2 admissions	22
3 admissions	2
	208
Rate of recidivism	11.5 per cent

TABLE 74—MOVEMENT OF SCHOOL POPULATION, INCLUDING A.W.O.L.S AND INFORMATION REGARDING BOYS OF BRANNAN LAKE SCHOOL, 1971/72

Number in school, April 1	134
Number A.W.O.L., April 1	11
Number on visit, April 1	1
Number of new admissions	184
Number of readmissions	24
Percentage of recidivism	11.5
Number of discharges	238
Number in school, March 31	53
Number A.W.O.L., March 31	5
Number on overstayed visit, March 31	4
Number on visit, March 31	54
Average daily population	108
Total days care	39,504
Average length of stay in months	7
Total A.W.O.L.s during fiscal year	270[1]

[1] Involving 123 boys or 34.7 per cent of boys worked with.

A.W.O.L.s

Number of boys worked with who did not run away	231
Number of boys who had one A.W.O.L.	55
Number of boys who had two A.W.O.L.s	26
Number of boys who had three A.W.O.L.s	21
Number of boys who had four A.W.O.L.s	13
Number of boys who had five A.W.O.L.s	3
Number of boys who had six A.W.O.L.s	3
Number of boys who had seven A.W.O.L.s	1
Number of boys who had eight A.W.O.L.s	1
	354

willingdon school for girls reports . . .

MISS W. M. URQUHART, *Director*

Willingdon School continues to receive the girls who refuse to stay in their own homes or participate in other programmes. One must assume that they are a minority group in our total society and they frequently arrive at Willingdon somewhat resistant to treatment, hostile or withdrawn, and very mixed up in their feelings about themselves and their relationship to others. They are in need of a protective, supporting safe place where they are accepted and in their own way and in their own time may be helped to sort out their innermost feelings, develop their own controls, discover their own abilities, and so prepare to return to a happier life in their own community. Much imagination, patience, and team work is required among staff. Our social workers carry a heavy load with their "clients" always present and constantly making demands. They provide individual and group counselling, arrange family conferences whenever possible, and keep in touch with the social workers "back home" so that their girls are always reassured that plans are in the making for their return. They must also exchange information with all other child care and teaching staff. This year, Miss Dolly Johnstone, Casework Supervisor, took over responsibility for processing all referrals for admissions and contacting the referring agency social workers.

At Willingdon everyone believes in the girl's ability to succeed, expectations are high, but never higher than each girl can reach. Classroom instruction is carried on in a relaxed, comfortable, controlled atmosphere. Individual remedial instruction helps most girls who considered themselves "stupid" in their former schools over the hump. Music and art and play acting are useful tools. One of our teachers, Mrs. Vera Turnbull, has prepared a song book of 60 songs which the girls love to sing, so with autoharps and guitars there is always music spilling over from the classrooms into the whole institution and out into the community.

Our energetic Physical Education and Recreation Director arranged for volleyball and basketball teams from Willingdon to enter the Burnaby School District league. This was a real experience both for our girls and the community teams, too. Our girls found warm acceptance and the others found that we were just as keen good sports as they and that Willingdon gym was a really good place for a game. During the summer we accepted the services of the Children's Spontaneous Music Group, one of the Opportunity for Youth groups. Their style of free music produced by any number of participants on a wide variety of instruments was exciting at first, but very few girls maintained their enthusiasm, perhaps because the group itself seemed unable to give acceptance and attention to more than a very few at a time, and much of their efforts were bent toward producing touring programmes in an effort to get extended grants.

The following figures provide some interesting facts:

	April 1971 to March 1972	April 1970 to March 1971	April 1969 to March 1970	April 1968 to March 1969	April 1967 to March 1968	April 1966 to March 1967
Admissions	129	126	153	139	143	129
Days care	21,072	20,952	24,608	28,390	30,690	31,926

This chart shows no significant change in the annual number of admissions. There has been a gradual drop in the average length of stay from 9.5 months in 1967

to 7.8 months this year. This in part explains the high drop in inmate days with a resulting rise in *per diem* costs. I am sorry to report an increase in the numbers constantly absent without leave. The lure of the big city and the easy access to drugs and sniffing in "skid road" area, plus a variety of places giving temporary care to runaway children makes it very difficult to settle and hold on to some of our girls. A few are out for lengthy periods and then turn up back home or at Willingdon ready to accept help and make a fresh start. Others are constantly in and out of the school. This can be very upsetting to the girls who are trying hard to sort out their problems and relationships, it is also disrupting to any programme. One cannot help but speculate if "outreach" facilities were provided in local communities these children would run to them from their own homes and get the help they are so in need of from professionals who appear to the children only to be "good guys" without any sign of authority. Such places could be set up and operated at a minimum cost since they cannot have any sign of sophistication, authority, or organization about them. At the same time the regular social work counsellor, instead of spending time on the child, would spend much time supporting and counselling the families. From my observations this type of care could very well meet the needs of about one-third of children who at present are running away from the more expensive and established forms of care provided in group homes and at Willingdon. This would give our established resources a much greater opportunity to rehabilitate the children who are most in need of structure and a chance to form sound relationships with their peer group and adults. The degree of emotional disturbance seems to be an increasing factor, particularly in the very young teen-age group and made more difficult to cope with by the drug scene. There is a definite need for some increase in staff if Willingdon is to operate effectively at capacity.

We welcomed students from the Department of Special Education, Faculty of Education, and from the School of Social Work, University of British Columbia, and from Douglas College Child Care Course for their practical experience. These enthusiastic students help to enrich our programme, and the girls thrive on the individual attention they receive.

Our volunteer friends have continued their enthusiastic work with us. This year one lady has come regularly one evening a week, bringing all her own equipment, to teach and do liquid embroidery with paints with the girls. This is a great attraction. Several bands, made up of young men, have offered their services for lively evening programmes. We are most grateful to all these friends.

We have continued to give service to the increasing number of professional groups who wish to tour our facility.

Douglas College arranged to hold one of their Child Care Courses "Human Development" (Emotional Growth) at Willingdon School two mornings a week for 14 weeks to make it possible for 10 of our staff to attend, along with staff from other agencies. Those on duty were freed for these periods. Several other staff attended evening classes at Douglas College. This is a real step forward in our staff-training programme.

In November I was appointed a member of the Douglas College Advisory Committee in Residential Child Care Programme. I have also been appointed the representative of the B.C. Corrections Association for Child Care on the Provincial CELDEC (Commission on Emotional and Learning Disorders in Children) Committee. I found both these assignments stimulating.

It is really impossible to produce accurate figures by which one can measure success in the rehabilitation of disturbed teen-agers. This can best be gauged by the hundreds of girls who keep in touch with members of staff over the years or turn up unexpectedly for a visit years after they have left the school. One has her own

beauty parlour establishment, another employed in the records of a local hospital, another in a responsible position at B.C. Automobile Association, another a swimming-pool instructor, and many are happy wives and mothers. Most of them unhesitatingly state: "No way would I be where I am today if I hadn't come to Willingdon." The following is an excerpt from one letter received this year from a graduate of 12 years ago:

> The years have flown by but I have not forgotten the school or the people who tried so hard to help me. At the time I was a handful and ungrateful. Today I must admit it has helped my way of life. I am very happily married with two wonderful boys. I could have been a very unhappy woman with lots of children, no husband and a near alcoholic. I was headed in that direction. I sometimes sit back and think of my life at the school. I had many advantages. I received my modeling diploma, completed my swimming, did some hairdressing and even learnt to knit and crochet. If a girl takes advantage of all the school offers she will become a much happier and more knowledgeable person. For all this I am very grateful to you and the staff. You all had the patience of Saints.

I take pleasure in submitting this report on my 17th year as Director.

TABLE 75—NUMBER OF COMMITTALS TO WILLINGDON SCHOOL FROM VARIOUS FAMILY AND CHILDREN'S COURTS, BY REGIONS, 1971/72

Region 1	
Victoria	9
Nanaimo	3
Duncan	3
Port Alberni	1
Campbell River	2
Region 2	
Burnaby	14
New Westminster	2
Vancouver	20
North Vancouver	2
West Vancouver	3
Powell River	3
Richmond	3
Port Coquitlam	2
Coquitlam	2
Region 3	
Salmon Arm	1
Penticton	2
Lillooet	3
Kamloops	2
Revelstoke	1
Kelowna	1
Cache Creek	1
Vernon	1
Region 4	
Cranbrook	1
Creston	2
Fernie	1

TABLE 75—NUMBER OF COMMITTALS TO WILLINGDON SCHOOL FROM VARIOUS FAMILY AND CHILDREN'S COURTS, BY REGIONS, 1971/72—*Continued*

Region 5	
Prince George	3
Williams Lake	3
Region 6	
Maple Ridge	2
Chilliwack	4
Surrey	5
Abbotsford	2
Region 7	
Kitimat	6
Prince Rupert	7
Burns Lake	1
Terrace	4
Smithers	1
Region 8	
Fort St. John	4
Fort Nelson	1
Dawson Creek	1

TABLE 76—RECORD OF POPULATION MOVEMENT AT WILLINGDON SCHOOL FOR FISCAL YEAR 1971/72

Number in school, April 1, 1971	73
Number A.W.O.L., April 1, 1971	11
Number elsewhere (other institutions), April 1, 1971	*Nil*
Number of new admissions	108
Number of repeaters from previous years	21
Total number of admissions during year	129
Number transferred out	129
Number of A.W.O.L.s, March 31, 1972	22
Number elsewhere (other institutions), March 31, 1972	*Nil*
Number in school, March 31, 1972	62
Average daily population	54.99
Total days care	21,072
Average length of stay (months)	7.8

TABLE 77—RANGE OF AGE UPON ADMISSION TO WILLINGDON SCHOOL FOR FISCAL YEAR 1971/72

Age (Years)	Number of Girls
12	2
13	13
14	45
15	43
16	25
17	1

provincial home reports . . .

G. P. WILLIE, *Superintendent*

During this fiscal year the Provincial Home in Kamloops was again used to capacity caring for the aged and infirm who requested the care it provides. A goodly number of runaway youths was also cared for pending other arrangements.

The year commenced with 145 residents and ended with 149 in the Home. During the year, 133 men were admitted, 89 took leave of absence, of which many again returned, and 40 residents passed away. The majority of the deceased have been buried in the Provincial Home Cemetery.

The *per diem* rate has taken a rise, going from $5.56 the previous year to $6.52 for this year, or $0.96 per day. The main expenses for the increase were salaries, medical supplies, laundry services, and burials, and could be related to the more feeble and sickly applicant who was accepted and cared for. There was no significant change in the staff, with a low turnover during the year.

The Public Works expenditure at the Provincial Home more than doubled from the previous year, mostly for steam heat. The west wing was touched up outside with paint and the fire escapes were repaired. A new relay to the city fire hall was installed. Two ramps in the main hallway had extra rails attached. Wards 1, 2, and 11 and the walk-in cooler were completely redecorated.

The Provincial Home purchased a new Ford custom ranch wagon to be used for transporting laundry to and from Tranquille, and also residents when required. A large colour television set was bought and surely brought much pleasure to the residents. Other major purchases consisted of an electric sewing-machine, a hand-model aneroid for taking blood pressure, and 24 spring-filled mattresses.

The residents' leisure time was mostly spent watching television, going for walks in the city, small games, pool and billiards, bingo, and visiting among themselves. The various religious denominations again took care of all the men's needs. At Christmas, the community excelled itself with gifts, entertainment, and personal visits with best wishes.

As many of our residents feel aged, but never old, their interests are continually observed. Some arrive from homes of offspring who did not want them, others through bereavement, and many who just cannot go it alone any longer. When the heavy heart is lifted by tender, loving care, consisting of a well-balanced diet, nursing with compassion, and a feeling they are still wanted, a vast improvement is soon noticed in their daily living. It is always hoped that the old-time graciousness of courtesy and chivalry is not absent among the staff while caring for our guests.

I sincerely wish to thank senior officials, Home staff, and all others who assisted during the past year.

new denver youth centre reports . . .

W. J. PARKER, *Director*

It is my belief that the past fiscal year was a successful one for the Youth Centre. The year involved much experimenting with new ideas and in consolidating and reinforcing our successes. Until the beginning of this year the four cottages were so structured that new boys were placed in an "admissions" cottage, progressed to an intermediate cottage, and later moved to a senior cottage. Under that system it made for simpler programming, yet it was contradictory to the family concept which is the cornerstone of our programme. After a year of study and testing, we now have boys being admitted to all four cottages, where they remain until their discharge. This has given the cottages a wide range of ages; the bigger older boys who have responded to treatment are now being modelled on by younger lads. The total child-care staff now enjoy a greater sense of job satisfaction when they can see, on the discharge of their boys, the fruits of their labours.

Nine of our 32 boys attended the local junior-senior secondary school; they were in Grades VII, VIII, and IX. The school within the Youth Centre continued to develop and sharpen the skills of the teachers. Twice during the year an educational psychologist was brought in to conduct a two- and three-day training session for our teachers and others involved in the academic programme. Reality therapy was introduced into our school, which is now set up along the lines of Dr. Glasser's "Schools Without Failure."

During the year we ran pilot projects of "Behaviour Modification" for all our boys; there was some variation in the programme in each cottage. At the end of the project it was agreed that not all boys needed to be on such a programme. It was further agreed that some boys could most benefit from a programme of shaping their general over-all behaviour, while another smaller group required a programme that concentrated on a particular behaviour problem, shaping small facets of that behaviour at a time. This is the approach we have now adopted.

Valuable assistance was given to us by Peter Kosof, a psychologist with Selkirk Mental Health Unit, during our initial projects with "Behaviour Modification."

Throughout the year every attempt was made to strengthen our public relations. Classes of adults have made use of the craft rooms in the evenings after the boys' recreation programme was over. Adult education classes also made use of the gym for recreation, and another group took woodwork in the Industrial Arts Shop. I have made a rule not to field a team of our boys to compete against boys from the village in any sport; rather, we are to consider ourselves as part of New Denver, and, as a result, our boys are playing baseball, hockey, soccer, and lacrosse as members of a community team.

In the fall of 1971 we introduced the Duke of Edinburgh's Award scheme on a voluntary basis, and in order to stimulate as much interest as possible we invited Commander G. J. Manson, the National Director of the Duke of Edinburgh Award in Canada, to visit the Youth Centre. One evening after having supper with us he talked to an assembly of all the boys, and later he visited the cottages and recreational activities going on. Before a boy can participate in this scheme he has to be 14 years old or very close to it; that stipulation precludes half of the boys in residence. We plan to have a scaled-down programme for the younger boys along the same lines in preparation for them to enter the Duke of Edinburgh's Award scheme

when they are old enough. On the 1st of April 1971 there were two vacancies at the Youth Centre. During this 12-month period there was a 50-per-cent turnover, with 16 discharges and 18 new admissions. The average length of stay for the 16 boys discharged was two years and four months. The length of stay ranged from seven months to 59 months. In this 12-month period there were five cases of boys absconding; one boy accounted for two of them. One of the five cases was while the boy was visiting his home. In the year 1973/74 it is hoped to conduct a research project to try to establish how all the boys who have passed through the New Denver programme have functioned since discharge and how they are functioning to date.

PART III—REGIONAL ADMINISTRATION

the director of operations reports . . .

R. J. BURNHAM

The reader of the eight Regional Directors' reports which follow will recognize that they all have much in common, yet each, because of geography and its attendant socio-economic structure, presents unique situations. Social priorities and activities vary with the region, population density, the local economy, and public conscience.

The development of local services based on local priorities and participation, designed to augment the basic Province-wide social insurance and public assistance services, are an important and integral part of the over-all social services delivery system. Their development and co-ordination is one that is making increasing demands on staff if our personnel are to fully participate in social agency planning and co-ordination in the local area. I think the reader will be impressed with the degree of participation and energy expended by our staff in this area.

Staffing local offices, while not a problem, requires continuing effort, particularly to find qualified personnel prepared to serve in the more remote areas. A recent development has been the employment of case aides to administer our financial assistance programmes and in this they have proven effective and efficient. There were some changes in supervisory personnel with promotion from within the Department, but no personnel changes among the eight Regional Directors.

region 1 reports . . .

J. A. MOLLBERG, *Regional Director*

The past year was one of business as usual. A new receiving-home was opened by the Nanaimo Youth Service Society. This has been a real asset in our resources for children. Indian Affairs have rapidly increased the number of Band case aides, who have obtained orientation through our Department and are working closely with our social workers in an effort to improve service to our native people.

There has been a continued increase in economic development, particularly in the Port Hardy area, and a continued increase in migration from the other provinces. This migration brings the needed manpower to British Columbia and the region, but also brings many accompanying problems which have increased our work load.

All offices did an intensive review of eligibility and a number of case aides were hired to facilitate this review. The review uncovered a certain amount of fraud but also uncovered many situations where more help was necessary. At the same time a renewed emphasis was placed on permanent planning for our children in care, in order to obtain the best permanent plan possible, for not only every child presently in care but for new children coming into care.

The above activity has resulted in increased pressure on our social work staff who were hard pressed in the first place. In order to continue a sound, positive programme it will be necessary to add additional staff in the coming year.

I would like to thank the clients for their patience, members of the community for their co-operation, and staff for their untiring effort during the past year. We will look forward to greater and better things in the future.

region 2 reports . . .

WALTER J. CAMOZZI, *Regional Director*

Every appropriate agency, plus 200 householders, were responsible in Vancouver for looking after over 20,000 transient young people who came here between May and October. Great credit is deserved here for the smooth operation, which contrasted so sharply with the debacle of the year before.

This element of sophistication extended, too, to a great variety of "make work" projects throughout the region. The Cypress Bowl project, which was a clearing job done in collaboration with Federal Government money and Provincial Parks Department, occupied about 196 people on social assistance, 40 per cent of whom went to employment. The processing and control was an immense job, and the results to the people problematical, but a lot of work was done—as was done by local improvement projects and SHARE (a local Coquitlam self-help project), which offered a Crisis Centre Community Information newspaper and incentive programme. Here Mrs. Sheila Kincaid, widow of the previous Welfare Administrator for the District of Coquitlam, officially cut the ribbon in the dedication ceremony of the "John Kincaid Receiving Home," which houses eight teen-agers.

Although there is a boom in Squamish, and the work load warrants the two workers now occupied there, the load right in the town is still under 50, and our *per capita* arrangement can continue for a while at least. Planning for a senior citizens' home started here, too.

In the same district, the Sechelt Indian Band (very active and generous beyond Band activities) hired a social worker who will be greatly appreciated. The addition of an extended-care unit to St. Mary's Hospital is the final outcome of the donation of land by the Sechelt Band.

The Fraser Indian Band has had a welfare aide on the Mount Currie Reserve, too. The news from Ocean Falls and Bella Coola is not so good, for the area sorely needs bolstering from appropriate agencies. The closing of the Ocean Falls papermill was a blow to all local people.

The volunteer agencies of the North Shore of the greater Vancouver Region, apart from serving over 8,000 meals on wheels, now has a day-care centre for older people at St. Andrew's Church in North Vancouver, and at St. Stephen's, baby-sitting for babies, as well as other information provided by community help and Information Centre, FISH (a church lay organization), and personal service. Lions Gate Hospital, too, has daytime activities for the elderly. The *Mothers Incorporated* newsletter supplies like information given here, and it is typical of many such papers printed throughout the region.

Richmond service clubs continue their interest in low-rental housing. The Kiwanis Club extended its basic 124 low-rental units to 150, and the Royal Canadian Legion opened a low-rental project for 44 singles and four married couples. Richmond General Hospital now has a 75-bed extended-care wing.

New Westminster opened two apartment complexes for older people—one, "Ross Towers," named after the late Ted Ross, was sponsored by the city and is a fine memorial to a very fine man, who was the city's senior servant and a great community worker. The Rotary Club, too, opened "Rotary Towers," which offers similar low-cost accommodation to elderly, self-sufficient people.

I have sampled the more substantial things that have gone on in the region, and have not included everything in this line, since a report should be more than a cata-

logue. Catalogues tend to give the impression of a "busy-busy-all-is-right-with-the-world" flavor. Well, all is not right with the world. The patch-work quilt of services continues to proliferate and peripheral agencies breed and flutter like moths about the ambient glow of public money; public money which must be diverted to basic care for the distressed which we are pledged to serve. Vast sums have been spent on hobby-horse ventures, yet basic Social Allowances do not meet the basic needs of the poor and the disabled, who are growing in numbers in the long run, and plans should be made for them now for the long run. Until this is done, anything else is redundant and dishonest.

We cannot indict agencies or people for dishonesty in the short run because energy is being expanded in a great variety of services, and there is some social benefit, but there is crossing over of services and self-indulgence and lack of committal to an over-all wish to get back to fundamentals which may be less glamorous, but must be faced or else we can never face ourselves.

region 3 reports . . .

G. A. REED, *Regional Director*

This year can be described as one of review and consolidation of services and resources which continued to be stretched by rapid development. This development involved economic and industrial activity as well as population growth. According to Statistics Canada, the Central Okanagan part of the region had a population growth rate of 47.9 per cent from 1966 to 1971, one of the highest in Canada. Similar growth took place in the greater Kamloops area. In these areas, and to a lesser extent throughout the region, population growth was accompanied by the development of secondary industries. Also, rapid expansion took place in the development of the natural resources of forestry, mining, and hydro. Such development, which was noted in previous reports, has strained the availability of suitable housing. More and more those on low incomes have had to seek the less adequate and habitable housing at increasing rents which strained their limited budget. This has been a significant factor in the costs of our financial assistance programme. It may also have had some influence on whatever increase that existed in fradulent applications for financial assistance. However, of greatest concern is the affect of this cost increase in housing and food essentials for those receiving financial assistance, with no opportunity to augment this by their own efforts through part-time earnings.

Despite this increased population growth, the total case load dropped from 11,256 in March 1971 to 11,066 in March 1972, and this was representative of other months in the year. However, there was a significant increase in the number of cases active and in new inquiries and referrals. This means an increase, particularly in counselling services to those seeking help from the Department. In the previous year, staff exerted a concerted effort to review all cases of financial assistance to ensure proper eligibility and that appropriate services were being given. In this fiscal year, five temporary staff were made available for a period of approximately four months to further ensure proper receipt of financial assistance. This proved most helpful as it meant new cases could be home-visited immediately as part of the application follow-up. It also freed staff to focus on employment and rehabilitation opportunities where possible for those on assistance. Close contact was maintained with Canada Manpower and Provincial Alliance of Businessmen offices to ensure employment opportunities or vocational retraining opportunities being available to those receiving assistance. We greatly appreciate the concern, help, and co-operation of these agencies, and as a result of joint activity and planning, a significant number obtained employment.

Full use was made of the Canada Manpower training on-the-job and their other programmes, the Provincial training on-the-job programme and the Job Opportunities Programme. As a result of all of these efforts, coupled with an improved economic situation, there has been a noticeable downward trend of grants to unemployed employable persons. I'm sure this has been a happy result for those no longer on assistance as the feed back from staff is that those who can, want to work. The region's social assistance costs, despite increased population and increased individual grants, were $33,000 less in March 1972 over March 1971.

While there was strong emphasis on rehabilitation services to employable persons, concern was also strong for those on assistance over a longer term. The Exten-

sion of Opportunities Programme was continued at a high level. Many had an opportunity to experience a protected work situation where they could make their contribution and receive credit for their efforts, where they could brush up old skills and learn new ones and thereby gain a current assessment of their capabilities, and where they could have new and meaningful contacts with others and get new motivation and positive feeling of accomplishment. The Idea Exchange Programme was continued in Penticton. In Kelowna, much staff time was given to assisting Action Self Help, a group of those on Social Allowance engaged in helping to improve their circumstances. In Vernon a Single Parents' Association was formed with the purpose of providing opportunities to develop homemaking and leadership skills and family life techniques, and we acted as consultants to this. Concern has continued in regard to the responsibility of the separated father to support his family, and a number of offices report increased payments under the *Wives' and Children's Maintenance Act*.

Child welfare services were maintained, and in co-operation with community organizations, new resources were developed. In Golden, after several years of planning and hard work by the Kinsmen Club, the Group Receiving and Remand Home was opened in October 1971.

A similar resource was opened in Salmon Arm providing emergency facilities there also. The community-sponsored group-living home for teen-agers in need of treatment services, continued to operate successfully in Kelowna. In Penticton we continued our very close co-operation and considerable staff input with the Human Resource Society in the operation of their reception and assessment centre and Kaleden Group Home. This resource was established by the drive and leadership of its first Executive Director, Andrew Mikita, who has moved to Prince Edward Island.

Staff in both municipal and Provincial offices spent many uncounted hours working with many community organizations who were concerned with the plight of others and the development of family and related services. The roll call would be lengthy, but in part would include the Advisory Committee to the Cariboo College Case Aide Programme and the practical training of students, advisers, or member of committees for Adult and Youth Hostels, Big Brother and Big Sister Associations, social planning councils, Homemaker Associations, Day Care Associations, low-cost housing surveys, Intermediate Care Demonstration Projects, and many more.

In Kelowna, as a result of two grants from the Royal Bank of Canada, and with our Minister's approval, an in-depth survey was commenced on the unmet needs, outlooks, and conditions of the social assistance recipient in the Kelowna District. In Penticton, under a Federal grant, the Human Resources Society sponsored "Imagine Penticton," an innovative programme for the study and prevention of the nonmedical use of drugs and the improvement of the quality of community life. In Vernon, the Vernon Housing Association was formed as a result of the interest and activity of the Vernon Social Planning Council in the need for low-cost housing. Staff have participated and assisted in these and other developments.

While this only highlights some of the community interest and development, it is heartening in the technological space age to see increasing concern developing for all members of the community. I know staff have found their associations with such groups very rewarding, and, on their behalf, a note of appreciation goes to this army of concerned community citizens. Words of thanks and appreciation are most merited when the daily job expectations are exceeded and excelled. Therefore, to all staff, Provincial and municipal, my appreciation for your co-operation, concern, and your unstinting extra time in practically demonstrating your belief in helping others help each other.

region 4 reports . . .

T. PRYSIAZNIUK, *Regional Director*

In marked contrast with the preceding year, this fiscal year was characterized by improvement in the economy of the region with a subsequent decline in the number of social assistance applications. Our staff were no longer faced with an overwhelming number of people requiring services and consequently experienced some breathing space in which needs and priorities could be reassessed and new directions could be initiated. With the decline in case loads, our services have become more selective, intensive and, consequently, more effective.

ECONOMIC, DEMOGRAPHIC, AND SOCIAL CHANGES

The economy of the West Kootenay areas has shown a gradual expansionary trend. With an upsurge of construction activities, plus industrial expansion, and with a multitude of Federally funded O.F.Y. and L.I.P. programmes, opportunities for employment did increase appreciably. In addition, amendments to the *Unemployment Insurance Act,* which lowered eligibility requirements and increased benefits, have made it possible for many more people to survive periods of unemployment without recourse to social assistance. However, delays in the processing and adjudication of Unemployment Insurance claims had imposed hardships on a number of people who were forced by economic necessity to apply for temporary assistance pending receipt of Unemployment Insurance benefits.

Cranbrook continues as the fastest-growing community in the Kootenays and is now the largest city in the region. The Kaiser developments in the Fernie area have resulted in rapid population growth. The Sparwood and Elkford areas have experienced a constant turnover in population due to the transient nature of the work force in that area, and this, in itself, has contributed to a number of family breakdowns. Additionally, population increases are markedly evident in the unorganized areas adjoining Cranbrook and Fernie, with the result that demands for services are also increasing in these areas.

DEVELOPMENT OF RESOURCES

A theme common to practically all communities in this region is the conviction of the general public and allied professionals that effective social services to people require the active involvement and participation of local communities in the study and establishment of resources to meet rapidly changing social needs of each community. A large number of societies, organizations, and agencies have been established in this fiscal year which are providing vitally important services in their respective communities. It is hoped that this interest and dedication will continue in order to meet other demonstrated needs which are not presently being met.

Characteristic of new resources which have been established is the development of a Child-care Society in the East Kootenays which has the objective of establishing and operating comprehensive treatment centres for children in the Cranbrook-Kimberley area. To date this society has established a residential home to provide care for six disturbed children. Positive results from this endeavour are already evident. At the present time the same society is involved in the development of a

similar resource for adolescents in the Kimberley area. The tremendous support and participation of many people in these communities toward these objectives is greatly appreciated.

The Nelson Day-care Centre, under the auspices of the Nelson District Child-care Society, has expanded its services to provide a comprehensive child-care programme in a newly acquired two-storey building. The capacity of this service has doubled, and a programme has been developed to include treatment of special needs children as well as a broad range of day-care services. This centre has also proved to be a viable therapeutic milieu for selected teen-agers and adults through the use of the Opportunities Incentive Programme. Similarly, the Kootenay-Columbia Child-care Society was formed in Castlegar with the objective of providing day-care services in that community. A suitable building was acquired and it is anticipated that this day-care centre will be operational early in the new fiscal year.

A co-operative venture with the Mental Health Branch for the development of boarding-homes for dischargees from Mental Health institutions was initiated and, although progress is slow, some indications of success are evident. In the Cranbrook area, approximately 35 patients from Tranquille have been placed in boarding-homes where they received good-quality physical care and are involved in a variety of social and vocational activities.

During the year a number of Crisis Centres became operational in the larger communities under the sponsorship of Federal funding agencies such as O.Y.P. and L.I.P., as well as through the financial participation of local communities. Youth hostels established during the summer months provided a very necessary service to travelling youth.

The Extension of Opportunities Programme has been well utilized throughout the region during the past year. This programme continues to prove itself to be a very positive vehicle for reactivation and rehabilitation of the marginal employable individual.

Despite the number of new resources for children which has been established or expanded during the past year, we continue to experience insufficient resources for disturbed children and in particular for those children in the adolescent age-group. In most instances, foster homes are either not available or suitable for adolescents with emotional problems A variety of group-care facilities need to be developed at the local or regional level in order that preventive or ameliorative services to children can be expanded. We have, however, been fortunate in being able to keep the number of children in care at a fairly constant level and this is a reflection of the preventive services presently being given to families and children by our social workers and allied professionals.

Reflecting an increasing interdisciplinary approach to social services is the area of rehabilitative services to the handicapped. A full-time Rehabilitation Consultant under the auspices of the Division for Aid to the Handicapped, Department of Health, was appointed in this region in November 1971 and has worked very actively with our staff and other agencies in providing rehabilitation services to those individuals who had physical, mental, or social disabilities. As of March 3, 1972, comprehensive assessment and (or) training programmes involved a total case load of 72 persons. It is anticipated that this number will rise substantially in the next year.

NEW DENVER PAVILION

This small nursing-home, operated by the Department, continues to provide a valuable service to elderly male and female patients in the New Denver area. A maximum occupancy of 16 patients has been maintained for half of this fiscal year,

with an average of 15.2 patient occupancy for the entire year. Mrs. H. H. Horswill was appointed matron in April 1971, and is to be commended for her efficient management of the pavilion. The staff has remained stable during this year and are eager to take part in staff meetings, reading and study sessions, and educational courses connected with the care of the elderly. The patients are encouraged to be as mobile as possible and the staff and community volunteers assist greatly by taking patients for drives, outings, shopping, etc., as well as visiting them in the nursing-home. Many gifts are received by the patients from citizens of the area and service clubs, churches, etc., particularly at the Christmas season. Crafts and hobbies have been made available for those patients who wish to take advantage of them. The quality of care remains high and we are pleased to note that there have been substantial improvements in furnishings and equipment which has greatly assisted the staff to continue to provide devoted care to the patients in the pavilion.

GENERAL COMMENTS

Throughout the region, but most evident in the population-growth areas of the East Kootenay, is the shortage of suitable housing for people on low, fixed incomes. Rents continue to escalate far in excess of any increases in social assistance or pension rates and, as a result, many poor people are forced to reside in unsuitable housing or are paying a disproportionate amount of their income to acquire decent shelter. The inevitable consequence is an acceleration in the incidence of social and health problems.

I would like to thank sincerely all our staff for their co-operation and dedication toward the goals of human betterment. Their enthusiasm and eagerness to provide meaningful and viable services warrants special recognition. The enlightened interest and participation of other agencies and individuals in the development of resources and social services is most appreciated. We are looking forward toward another year of productive and co-operative endeavours in meeting the rapidly changing needs of our communities.

region 5 reports . . .

R. K. BUTLER, *Regional Director*

It was a good year. We gave a better service, we responded more appropriately to need, we reached out more into the community, and we achieved some of our specific goals and objectives. It was the skill, commitment, and dedication of our staff that made the year as successful as it was.

Over all, the case load for the region decreased by 1,459 cases or 23 per cent. All the major categories of service showed a decrease. The largest decrease was in the Social Allowance load, a decrease of 1,327 cases or 33 per cent, and the decrease showed in each of the district offices in the region. This reduction in the Social Allowance load should have represented a decrease in work pressures for our staff, but it did not. Because economic conditions were good and jobs were available, people from all parts of the Province and country came to live in the north central Interior and in many instances brought their problems with them. It takes a great deal of a social worker's time and skill to help a "first" applicant. The number of cases opened and closed each month is a major reason for the high level of activity in the region's district offices.

Only one of the reasons for the reduction in the total number of Social Allowance cases were the good economic conditions. Each district office developed new approaches and techniques in administering the programme and delivering its services. A specialized case load for employables was set up in Prince George with emphasis on placing employables in jobs in close co-operation with the Provincial Alliance of Businessmen office. This co-operation provided the social workers with information about the people they were working with, information they had no previous knowledge about and which now made the person's behaviour and situation understandable. For example, the social workers found out about a marital problem, a child problem, or a drinking problem previously unknown to them. In Williams Lake they routinely made home visits before a Social Allowance grant was issued. Almost one-half of the applicants withdrew their application when they learned that a home visit was to be made before a grant was issued. The applicant felt better because he was prevented from making a questionable application, the social workers felt better because they had the benefit of factual information, and the community felt better because they had faith in our programme. We were fortunate this year in being able to hire, on a temporary basis, four extra case aides in the region for the purpose of home-visiting and following up on situations of suspected fraud. Their services were invaluable and proved to us that there is no substitute for visiting people in their homes to determine need and eligibility. The service becomes much more personal, meaningful, and credible. We feel our experience in Region 5 justifies any recommendation for the hiring of additional case aides for the Department.

Our staff's community contacts this year soared in numbers and relevancy. We demonstrated the importance of regular and personal contact with staff of all the various related Government departments, private individuals, groups, agencies, and societies. Our major thrust was the goal of becoming more involved with the school system to begin to understand their problems, to develop means of identifying problem children early, and to co-ordinate efforts in bringing together all the services for children in a meaningful and beneficial way. There are many very

skilled and capable people in all our communities, but they have one thing in common, they lack confidence in their own capacities to deal with people in trouble. Ways to gain this confidence are to have frequent and close contact with one another about individual case situations and also to have regular joint in-service training sessions. This has begun in the region and must continue even on a much larger scale to cope with the feeling of "being alone with the problem."

Services to children and families were more intensive and skilled. The number of children in care decreased in the region, most noticeably in the Prince George district office, which showed a decrease of 29 children. This office set up three specialized child-in-care case loads where the emphasis was on service to children already in foster homes toward some kind of a permanent plan being made for them. Prince George also set up specialized Court and protection workers to serve the families, the Courts, and to collaborate with the probation staff in serving juveniles and their families. Significant improvements and gains resulted from these specializations. Staff, more than ever before, are asking for training opportunities to develop their skills in serving troubled children and families. Our training opportunities for staff were minimal this year, which has to be to the detriment of the people asking for help. Moreover, there is still a significantly high number of children in our care who are not being adequately planned for.

All the communities in the region continue to be very active in developing resources and services. The Prince George Receiving Home Society continues to be a strength, and this year we were pleased to see the development of a new child-care resource by the Cariboo Action Training Society. This new resource is named "Camp Trapping." It is an "outward bound" type of programme and is directed by Bruce Hawkenson, a former probation officer. It is definitely meeting the needs of many of the children entrusted to our care.

Many positive things were achieved this year and I hope the above examples reflect this. One that should be mentioned was the establishment of a new district office in 100 Mile House. We were pleased to have Jim Eredics, social worker from Prince Rupert, open that office for us. As the north continues to grow, we can foresee the need to open district offices in communities like Fort St. James, Mackenzie, and McBride.

This has been about this year and what we may expect for next year. We have set some objectives for the region. We want to work toward the reduction of our case loads to a manageable size, we want to provide various types of training opportunities for our staff, we want to plan more effectively for our children in care, we want to increase our services to children in their own homes, we want to involve natural parents where this has not been done, and we want to respond to the stated concerns of the family and individuals immediately.

Staff and the communities have so ably demonstrated their dedication and commitment that I have no doubt that these next-year objectives will be achieved.

region 6 reports . . .

A. E. BINGHAM, *Regional Director*

What was the quality and the tone of our service in the region during the year? There is no quick way to summarize the services that we provided the individuals, families, children, and senior citizens served by our staff. The summary is really written in the lives and experiences of people of the Fraser Valley who asked us to share with them during some stress or crisis in their lives.

The reports by Senior Administration and divisions preceeding in this Annual Report give comprehensive coverage of our broad programmes. Thus I will mention a few trends and developments in the region.

TRENDS AND DEVELOPMENTS

EMPLOYMENT

As sometimes occurs, one theme emerges from a review of a year's happenings. One expectation placed on staff during the year was to move as many people as possible off public assistance and into employment. A striking anomaly is the fact that there can be a number of job vacancies at the same time as many people are out of work. Here are some of the mechanisms used in the region to ensure greater penetration into the job markets by the disadvantaged.

Work Preparation Project—The project commenced in the Fraser Valley in July 1971. By the end of the year it involved four crews of 10 men each. Men were drawn from Maple Ridge, Mission, Chilliwack, and Abbotsford. Each crew spent three weeks on work arranged and supervised by the B.C. Forest Service, and one week in a classroom setting. The emphasis in the classroom setting is on life skills.

The project was a positive tool to assist married men, conditioned by failures, disappointments, and frustrations, to obtain feelings of accomplishment and pride. All the men on the programme for any length of time changed in some way as a result of their exposure to the programme. Changes in family living patterns, friendships formed, skills acquired, all help to a difference in awareness of one's self worth. In addition to this, approximately 50 per cent of the men were assisted to gainful employment.

Job Opportunity Programme — Under this programme, which started on November 1, the Provincial Government paid 50 per cent of the wages of workers who received social assistance for three months and who were resident in British Columbia for one year. They had to be hired for at least eight weeks and the jobs offered must be new ones. Each office co-operated in this plan and the result was that a number of people were able to enter the work stream. Surrey, in particular, found this to be an excellent way to assist a large number of recipients locate employment.

Job-search techniques—Most offices had special workers to assist employable clients. These workers used a spectrum of services to connect clients with employment. One service added this year was instruction in job-search techniques to benefit inexperienced young people. This review gives them a greater feeling of security to go and seek jobs and helps them to be aware of what employers expect.

Incentive Opportunities Programme—This programme provides for people on assistance to accept work in a nonprofit setting and receive an additional $50 for 30 hours' work per month. Many who take part are mothers with children. The majority indicate that the personal benefits are most important. These include an opportunity to become involved in community activities, gain self-confidence, mix with other people, and have a break from household chores.

For a number of individuals who have been out of the work force for several years, the practical experience is a benefit since they can gradually become re-oriented and brush up on job skills.

FRAUD

Another expectation placed on staff during the year was an increasing vigilance to assure that only those who were clearly eligible received help from public funds. Most people receive Social Allowance through necessity. There is a small minority which tries to cheat. Because this small minority casts an unfavourable reflection on others on Social Allowance, it was necessary during the year to add investigators on a temporary basis to review all case loads carefully. Surrey found it necessary to add an investigator on an ongoing basis.

COMMUNITY DEVELOPMENT

Frequently the delivery of human services results in gaps. Also new needs are continually being presented. It is with special interest, therefore, in all parts of the region that we view the development of voluntary community associations, which close the gaps and meet new needs by implementing programmes and facilities in the health and welfare field. Developments during the year have covered a wide variety of activities such as clothing depots, meals on wheels, Family Life, Community Service Associations, activity workshops, Homemaker Service, Head Start, Home Aides, day-care, etc.

Each of these developments is the result of hard work by interested, imaginative citizens. Also, staff gave time making needs known for community resources and thus stimulating community action.

Participating with other agencies and local groups is an integral part of our service and, accordingly, many staff members spent time in attending community meetings centring on programmes or services which affect public welfare programmes.

STAFF DEVELOPMENT

During the fall the region hosted an eight day in-service training programme at Abbotsford. The course was unique as it included Indian Affairs Branch representatives, Band Council representatives, and newly appointed members of the Department from Regions 1, 2, and 6. We also made use of Douglas College to provide some of the lecturers.

MENTAL HEALTH

In June, three case aides were assigned to the region by the Mental Health Branch, to work under our administration. Their role is to provide the financial services needed by approximately 500 improved mental health patients placed in boarding-home care within the Fraser Valley.

STAFFING

As social workers terminated during the year, they were mainly replaced by Social Service Counsellors (case aides). This change in the mix of our staff results from a study of the functional requirements of our service. The study showed that social workers were doing routine chores, when their primary role is counselling.

Social Service Counsellors are now responsible to insure that needy persons are provided with the funds that they require and services to help them toward self-help. In keeping with this change in personnel practice, the social worker will be able to spend more time in counselling, with emphasis on help to families.

INNOVATIONS

During the year a number of innovative techniques was explored. For example, one very disturbed child was kept in his own home and in his own community by the appointment of a child-care worker to work with him on a one-to-one basis. The child was too impulsive to attend school, and the alternative was admission to a treatment centre. The social and financial benefits indicate that we should use this technique more frequently.

Services were expanded at Menno Home, Abbotsford. This facility is unique because it now provides at one location, all inclusive service to the elderly, i.e., boarding-home, limited personal care, and extended hospital care.

In Chilliwack, group counselling was established for parents who had children in foster-home care. Two social workers took part in the role of group counsellors. They were active not only in discussions, but also in teaching techniques of dealing with specific family problems and the principles and attitudes which make for successful parenthood. One separated mother started with a disturbed relationship with six children. The tone of family life was hostile, tense, chaotic, and bitter. The group sessions, over a considerable period of time, helped with a new growth of co-operation, affection, self worth, and support. We have been able to return one child to the home.

During the past two summers the Chilliwack office found that our teen-agers in foster- and group-home care require planned activity. Through joint co-operation with the Parks Branch a plan was developed for the youths to work half-time at a Provincial park. The work activity ran to August 12 and was followed by a camping trip. It was necessary for a social worker to share in the supervision, both on the job and on the camping trip. These planned activities are essential and are both preventive and rehabilitative.

APPRECIATION

I wish to thank all the individuals, foster parents, group-home parents, client groups, voluntary associations, and public agencies throughout the region who joined forces with us in our attempt to prevent, alleviate, and resolve social problems.

Appreciation is also due to a conscientious and dedicated staff for their activity and creative energy.

region 7 reports . . .

A. J. WRIGHT, *Regional Director*

A considerable number of changes has occurred over the past year. One change of significance was the extension of the northern boundary of Region 7. The Terrace district office now takes in Telegraph Creek and Eddontenajon. The reason for this move was the improved transportation and communication that occurred between Terrace and points north. As well as this, it is now possible to drive from Terrace through to Telegraph Creek and as far as Cassiar. For the same reason Stewart was moved, from the jurisdiction of the Prince Rupert district office to the Terrace district office. This was brought about by the opening of the road link between Terrace and Stewart. It is hoped that with this road now being open we will be able to provide better and more consistent service to the Stewart area. Prior to this, the only method of transportation to the Stewart area was either by sea or air from Prince Rupert. Because of weather conditions experienced on the north coast, this method was never truly satisfactory. By placing these areas in the Terrace office it also comes in line with the other agencies servicing these northern communities, which increases our efficiency and betters our service to them.

Also of significance were changes in staff which were noted throughout the whole region, particularly in Prince Rupert. The District Supervisor, Mr. Fagan, left during the middle of the year and was replaced shortly thereafter by Mr. Drake. Unfortunately, Mr. Drake did not remain long in the Prince Rupert office and that office experienced the misfortune of having no one to supervise. In spite of this, the service to our clients and the community continued at a fairly high standard of performance.

With the continued growth and expansion of the communities in this region, increases in staff and possible office accommodation are always under constant study. Consideration was given to the possibility of opening an office in the Houston area. However, this was shelved when it was learned that the pulp-mill had been sold and no expansion to the point that we had anticipated was going to take place. Houston, therefore, continues to be serviced from the Smithers office, although there is the distinct possibility that, in the near future, consideration will have to be given to the establishment of an office in that area.

Stewart is another town of considerable expansion. It is a mining town that has grown rapidly over the past few years and has given no indication that this growth is slowing down. Office accommodation has been obtained in the Government Building and we are hopeful that a part-time person can be hired to provide service to Stewart.

Case loads during the past year showed only a slight increase. This was noted in almost all categories. There was, however, a significant drop in the number of transients passing through the region. It is believed that the reason for this was the rather stable economic situation that occurred in this area, accompanied by a normal growth in the total population. As no major projects started in this area, the transiency was seen to drop off. This was in sharp contrast to the situation that we experienced the year before. Prince Rupert, however, experienced its usual fluctuation in case loads which is the result of seasonal employment. Terrace on the one hand showed a decrease in the total number of cases, whereas Smithers showed an increase. This accounts for the small increase in regional totals.

The operation of our existing resources continued at near full capacity over the past year, with the exception of the Hagwilget Receiving-home. It has been

decided, because of the condition of the building and also its lack of use, that this resource will be closed down. The two remaining receiving-homes in Prince Rupert and Terrace continue to be used to a great extent and provide great service to children who come into our care for a short period of time. After a slow start, the Prince Rupert Permanent Foster Home was occupied by a family group and now is filled to near capacity. The Kitimat Permanent Foster Home is operating at capacity. The two group homes in Prince Rupert, which serve our teen-age children, are also at full capacity. It was unfortunate that our Prince Rupert Permanent Foster Home parents left us during the year and the Girl's Group Home parents moved into their place. This necessitated recruiting a new set of parents for our Girl's Home. Unfortunately, this always causes some disruption to the children in the home. This year saw the completion of the new Hazelton Children's Home on the hospital grounds. This is a larger, more convenient type of building as it is specifically designed for the use of the children and staff, whereas the older building was simply a former doctor's residence. Along with more floor space and brighter atmosphere, larger play areas have been provided. The children in this home who need to be near a medical service continue to get a high level of care.

Terrace saw the opening of the Alice Olsen Home during the year. This is a joint effort between the Mental Health Branch and our District Office as well as interested members of the community in the area of the retarded child. A suitable building was found near the Retarded Children's School, and foster parents to operate it were also obtained. It is now operating to capacity and providing not only a homelike atmosphere but also a home near a resource that provides the special education and training that these children require.

Another area in which we look to improve our service to children is in the formation of a committee in Prince Rupert to study the possibility of amalgamating our children's resources. It is hoped that this will result in a uniform level of service to the children. It is also hoped that once this is under way the committee can undertake the study to refine and expand these services.

Services to adults and families were also improved in the region in the past year. In the Kispiox Valley, outside of Hazelton, the Salvation Army opened a treatment centre for alcoholics. It is planned to operate it on the same basis as the Miracle Valley in the Fraser Valley. The cottages and clearing of the land was done by men moved up by the Salvation Army from Miracle Valley. It is hoped that when it is fully completed it will be handling between 15 and 20 men.

In Prince Rupert, two resources came into effect for families. The largest development was the low-cost rental housing unit that was completed during the past year. This has been of great value to the people of Prince Rupert in that it is providing adequate and satisfactory housing for a large number of families who are either in the low-income bracket or in receipt of Social Allowance. Also, as a result of concern expressed about families and single women coming to Prince Rupert, arrangements were made with the Salvation Army to provide accommodation in the Kanata Residence for these people. The Kanata Residence was formerly a home for young girls who the Indian Affairs Branch had brought into town for higher education. Due to change in policy, it was no longer used for this and as it was suitable for our needs, we undertook this new programme.

Staff during the past year have had heavy demands placed upon them, but have continued to serve the people of this area to the best of their abilities. Co-operation with allied agencies such as Indian Affairs, Mental Health, Probation, and the Courts, has remained at its usual high standard and their work with us has been of great value.

region 8 reports . . .

R. E. PHILLIPS, *Regional Director*

The most striking trend in Region 8 in the 1971/72 fiscal year was the over-all reduction in Social Allowance cases and expenditures. While the regional case load in all categories reduced 9 per cent over the year, there was a 17 per cent reduction in Social Allowance categories.

Implementation of the new Federal Government Unemployment Insurance programme was certainly the major reason for the reduction of Social Allowance cases. This is demonstrated in the 10-per-cent reduction in regional expenditures to unemployed employables, combined with a remarkable 80-per-cent reduction in expenditure on supplementation of Unemployment Insurance.

Perhaps these figures on expenditures to employables can be said to mirror varying rates of economic development in different parts of the region. The trend toward economic stability in the South Peace was evidenced by a 25-per-cent reduction in expenditures to employables, as well as by significantly reduced activity in the Dawson Creek men's hostel. But north of the Peace River, Fort St. John experienced only an 8-per-cent reduction in Social Allowances to employables. On the other hand, Fort Nelson's continuing rapid growth is shown by an increase of more than 300 per cent in expenditures to employables over the year. The latter community's growth was bolstered by completion of the PGE northern extension from Fort St. John in September 1971.

There were two other important reasons for the reduction in Social Allowance cases. One was revision and improvement of methods of eligibility determination and ongoing service delivery, with ultimate improvement of Social Allowance caseload management. A second reason was the excellent integrated intake-job placement programme with the local office of the Provincial Alliance of Businessmen. This concept of integration of the two programmes should be seriously considered for use in other regions of the Province.

A disquieting fact was a 26-per-cent increase in total children in care by the end of the fiscal year. Most of this net gain consisted of adolescents committed to care under the *Juvenile Delinquents Act*. The quest for appropriate resources to meet the needs of this group continued, but with limited success.

Staff turnover was high during the year, especially in the spring and summer of 1971. Many social workers with us for several years transferred to other employment or to other regions. As part of an over-all staff-utilization plan, many social worker vacancies were filled by case aides. With this new mixture of staff, a "team approach" to service delivery has developed. While this case aide/social worker team approach to service delivery has inherent problems, the general result has been most successful.

In other Departmental activity, C. N. Sacuta was appointed District Supervisor in Fort St. John on June 1, 1971. Two case aides were hired on a special project basis to complete an audit of regional Social Allowance case loads. This audit provided us with valuable information about our financial assistance programmes, and it is hoped that this project may be repeated in the future, perhaps in an effort to review other services. One of the project case aides was taken on full-time staff on the conclusion of the project. In that same month, an excellent conference of group home houseparents and support staff was held in Prince George. Our regional adoption programme was given a shot in the arm through two visits by Mrs.

McKay, of Adoption Placements. Staff knowledge of specialized resources for the emotionally disturbed child was enhanced by a visit from Ian Bain, of Special Placement Section, in November 1971.

Communities were quite active during the year, with some projects being brought to completion, while others progressed busily. In Dawson Creek a new receiving-home for teen-agers opened in February in the home of Mr. and Mrs. George Richter. Day-care services in the city took a leap forward in June with the opening of the Dawson Creek Day-care Centre, under the sponsorship of the Lutheran Church.

The local Rotary Club is proceeding at a steady pace with renovation of a vast office building into a boarding-home for senior citizens.

Further north, the Fort St. John Friendship Society continued an active programme of fund-raising projects and social activities. One of this organization's major goals is to eventually open a full time drop-in centre in the present building for various social activities. One important role of the society at present is to assist native Indian people in finding out about and using community resources.

The Damlahagit youth project received two substantial Federal Government grants this year. One was an Innovative Project Grant to do with the nonmedical use of drugs. Canada Manpower's Local Incentive Programme provided the society with over $25,000 for creation of a centre for development of interest in arts and crafts among youth.

The Chetwynd Metis housing project was all but completed in the fiscal year. Some 16 houses will have been built in an attractive subdivision with full involvement of the owner-builders. Families that once lived in crowded shacks on the edge of the community now live in modern homes with all village services. The success of this has led to talk of expanding the project. Existing Metis housing underwent some improvement under the "Winter Warmth" programme sponsored by the B.C. Association of Non-Status Indians and funded by the Federal Government. Funds for the programme were somewhat limited this year, but such items as heating systems and insulation were repaired or replaced in a substantial number of homes in the region.

Efforts in the previous year to establish a mental health centre in the region were at least partially successful. A psychiatric nurse was appointed in September 1971, with a psychologist joining the team in November. These two people were to provide the range of assessment and counselling services to the whole Peace-Liard region from Fort St. John. But demands for mental health services in this large region are heavy. The size of the region to be served, coupled with the shortage of staff in the centre itself, indicates the need for serious consideration to be given to opening a separate mental health centre in Dawson Creek as well.

During the past year priority has been given to improving service delivery in our financial assistance programmes. New staff-utilization plans and social audit systems were initiated to this end. We developed fraud prevention and detection procedures which have confirmed that there is abuse of Social Allowance, but the incidence of abuse has proved to be slight in this region. With the over-all improvements in management of our income maintenance programmes, we see our regional priorities shifting. A much greater input into our family and child welfare services is urgently needed if we are to cope with problems of family breakdown and increasing admission of children to our care.

Shifting priorities place great demands on all staff. Again I feel that all the staff of Region 8 should be commended for their ability to respond to new demands with flexibility and purpose.

PART IV—LEGISLATION

ACTS ADMINISTERED BY THE DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT

DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT ACT (R.S.B.C. 1960, Chap. 111)

This Act establishes the Department of Rehabilitation and Social Improvement as having jurisdiction of all matters relating to social and public welfare and social assistance.

SOCIAL ASSISTANCE ACT (R.S.B.C. 1960, Chap. 360, as Amended)

The purpose of this Act and its regulations is to provide financial assistance and other services that are essential for a reasonably normal and healthy existence to individuals and families who are unable to maintain themselves by their own efforts.

PROTECTION OF CHILDREN ACT (R.S.B.C. 1960, Chap. 303, as Amended)

The purpose of this Act is to provide protection and care for children who are neglected, abused, abandoned, or without proper supervision or guardianship.

CHILDREN OF UNMARRIED PARENTS ACT (R.S.B.C. 1960, Chap. 52, as Amended)

This Act is to ensure that the interests of the mother and her child born out of wedlock are protected.

ADOPTION ACT (R.S.B.C. 1960, Chap. 4, as Amended)

The purpose of this Act is to provide the same rights and privileges for adopted children as those of children born to both parents in a family.

OLD-AGE ASSISTANCE ACT* (R.S.B.C. 1960, Chap. 270)

The purpose of this Act is to provide financial assistance to persons between 65 and 68 years of age who have limited assets or income.

DISABLED PERSONS' ALLOWANCES ACT (R.S.B.C. 1960, Chap. 113, as Amended)

This Act provides financial assistance to persons over 18 years of age who are totally and permanently disabled and who have limited assets or income.

* Replaced by Federal Old-age Security and Guaranteed Income Supplement Programmes, effective January 1, 1970; certain cases still active, however.

BLIND PERSONS' ALLOWANCES ACT
(R.S.B.C. 1960, Chap. 29, as Amended)

This Act provides financial assistance to blind persons over 18 years of age and who have limited assets or income.

PROVINCIAL HOME ACT
(1969, Chap. 29)

The purpose of this Act is to provide care for persons who are unable to maintain themselves by their own efforts.

PART V—STATISTICAL REPORTS AND TABLES

NOTE—With the exception of Tables 78 to 81 listed below, the Statistical Report of the Department of Rehabilitation and Social Improvement activities for the fiscal year 1971/72, to compare with activities in previous Annual Reports and published as a supplement, have been incorporated in the text of the Report. The table index numbering coincides with the numbering titles, and content of previous years.

TABLE 78—AVERAGE MONTHLY NUMBER RECEIVING SOCIAL ALLOWANCES DURING 1970/71 AND 1971/72

	Average Case Load and Recipients per Month, 1970/71	Average Case Load and Recipients per Month, 1971/72[1]
Heads of families	26,890	25,102
Single persons	35,750	34,432
Total case load (average)	62,640	59,534
Dependents	73,898	66,759
Totals	136,538	126,293

[1] Includes an estimate for Vancouver City.

TABLE 79—CHILDREN IN CARE, 1971/72

	Monthly Average Number of Children, 1971/72	Monthly Average Number of Days' Care, 1971/72
Vancouver Children's Aid Society	1,323	37,639
Catholic Children's Aid Society	812	22,963
Victoria Children's Aid Society	591	17,037
Child Welfare Division foster homes	5,117	147,613
Totals	7,843	225,252

TABLE 80—PROPORTION OF TOTAL GROSS WELFARE EXPENDITURE

	1970/71		1971/72	
	Value	Per Cent	Value	Per Cent
	$		$	
Administration (includes Minister's Office and part of Accounting Division	1,056,026	0.7	1,205,110	0.8
Institutions	1,583,874	1.1	1,769,238	1.2
Field service	4,725,763	3.2	5,481,303	3.7
Provincial Alliance of Businessmen	175,368	0.1	289,439	0.2
Maintenance of dependent children (includes New Denver Youth Centre)	18,918,764	12.8	19,678,227	13.2
Medical services, drugs, etc.	6,915,999	4.7	7,150,589	4.8
Social Allowances and burial of indigents	102,429,438	69.4	103,232,778	69.3
Allowances for aged and handicapped (Blind and Disabled Persons' Allowance and Supplementary Social Allowance)	8,784,052	6.0	10,122,773	6.8
Grants-in-aid of construction of homes and recreation centres for elderly citizens	2,918,684	2.0	[1]	——
Totals	147,507,968	100.0	148,929,457	100.0

[1] This expenditure transferred to the Department of Provincial Secretary in 1971/72.

TABLE 81—EXPENDITURE FOR PROVINCIAL HOME, KAMLOOPS, FISCAL YEAR ENDED MARCH 31, 1972

		$
Salaries		226,031.00
Expenses—		
Office expense		570.00
Travelling expense		341.00
Medical services		4,408.00
Clothing and uniforms		187.00
Provisions and catering		47,505.00
Laundry and dry goods		9,274.00
Equipment and machinery		5,527.00
Medical supplies		8,153.00
Maintenance of buildings and grounds		1,370.00
Maintenance and operation of equipment		1,265.00
Transportation		849.00
Motor-vehicles and accessories		
Burials		4,450.00
Incidental expenses		5,946.00
		315,876.00
	$	
Less—Board	780.00	
Rent	300.00	
		1,080.00
		314,796.00

Summary

Provincial Home expenditure	314,796.00
Public Works expenditure	36,444.00
	351,240.00
Cost *per diem* (351,240÷53,888)	6.52
Pensions paid to Government Agent, Kamloops	203,985.86
Comfort Money paid to pensioners	18,288.97

Inmate Days

Inmates in the Home, April 1, 1971	145	
Inmates admitted during the year	133	
		278
Inmates discharged	89	
Inmates deceased	40	
		129
Total number of inmates, March 31, 1972		149
Number of inmate-days for the year		53,888

PART VI—PROVINCIAL ALLIANCE OF BUSINESSMEN

The Provincial Alliance of Businessmen opened two additional offices in the Vancouver area during the year to bring the total in the Province to 10. Service to all areas of the Province was provided by centrally located offices in Vancouver, Victoria, Nanaimo, Castlegar, Kelowna, Kamloops, Prince George, and Dawson Creek.

During the year a total of 10 staff were hired in various capacities and five resigned for a variety of reasons, with total staff at the end of the year at 26.

Table 82 summarizes the activity and operation of the 10 PAB Offices up to and including February 29, 1972.

TABLE 82—A SUMMARY OF ACTIVITY, ALL OFFICES OF PROVINCIAL ALLIANCE OF BUSINESSMEN, UP TO AND INCLUDING FEBRUARY 29, 1972.

	Current Month	Month to Date	Totals			Accumulative Totals		
			1972	1971	1969/70	Subtotal	Total	Gross
Applicants registered—								
Social assistance	2,349	788	3,137	7,786	5,883	16,806	33,092	
Not social assistance	773	683	1,456	6,599	8,231	16,286		
Files retired—								22,616
Social assistance	1,148	4,621	5,769	1,478	N/A	7,247	10,476	
Not social assistance	603	2,012	2,615	614	N/A	3,229		
Placements—								
Social assistance, permanent	1,055	337	1,392	3,425	1,868	6,685	7,557	
Social assistance, temporary	48	53	101	640	131	872		
Not social assistance, permanent	405	195	600	2,491	1,775	4,866		13,382
Not social assistance, temporary	57	33	90	613	256	929	5,825	
Management interviews	1,769	805	2,574	4,668	3,581	10,823	10,823	
Off social assistance[1]	1,322	590	1,912	7,057	2,112	11,153	11,153	

[1] As from October 23, 1970.

Printed by K. M. MACDONALD, Printer to the Queen's Most Excellent Majesty
in right of the Province of British Columbia.
1973

2030-1272-9940