



ANNUAL REPORT
2013/2014

The Building Blocks of Life Change

People Investing in People • Inspiring Hope • Transforming Life

The Building Blocks of Life Change

Many of us played with multi-coloured blocks as children. We created homes and cars and maybe even spaceships. These structures housed our imaginations as we pretended to be parents, race car drivers, or astronauts.

At Ray of Hope, we believe there are building blocks that help change lives. Our mission statement reminds us what these essentials are: People Investing in People, Inspiring Hope, and Transforming Life.

People Investing in People

We believe the most important activity our staff and volunteers engage in is building relationships. Bonds forged over time at our community centre, in our custody facilities, at our cafes, and through our other programs create a context for transformation.

While mixing a batch of muffins, young adults in the Youth Employment Program might share painful life experiences. Our café managers show God's love as they listen patiently, offering comfort and a way forward.



Inspiring Hope

To make changes, people need to believe that a different way of living is possible. Ray of Hope staff and volunteers help high school drop-outs to see themselves as productive employees. We help teens who struggle with addictions to imagine living, healthy fulfilled lives without depending on substances. And people in poverty to see themselves as wonderful creations of a God who loves them.

Transforming Life

Overwhelmed by their problems, people in need often don't have the energy to search for help. But if services are available in familiar surroundings, they are more likely to use them. Through trusting relationships built with youth in custody and people in poverty we have created spaces where the community and others agencies can reach out.

Men and women struggling with mental illness and addictions come to the community centre for a meal. While at the centre, they can get help for substance abuse on Monday nights at a Celebrate

Recovery support group.

Through a partnership with St. John's Kitchen, community centre guests can talk to a mental health and addictions nurse, a psychiatric nurse, or an addictions outreach worker once per week during our drop-in.

Community Justice Initiatives (CJI) offers weekly recreation nights and reintegration support to youth serving time at our Open and Secure Custody Facilities. Within our safe and familiar settings, youth connect with CJI volunteers who assist them when they leave custody.

To make our services as accessible as possible, we also enter the safe environments created by others. Ray of Hope youth addiction workers have offices at five local high schools. When youth struggling with addictions hit a crisis and are ready for change, they seek help from these trusted staff.

Working together with our staff and volunteers as well as other caring agencies, schools, and government organizations, we use the building blocks of life change daily as people invest in each other, hope is inspired, and lives are transformed.

Harry Whyte
CEO, Ray of Hope

Community Support Services

YOUTH REINTEGRATION

Assisting youth returning from custody

Ray of Hope staff supported 42 youth as they reintegrated back into the community. The teens completed probation, got jobs, found housing, finished school, maintained sobriety, and received mental health services.

Brothers in Crime Choose a New Path



We helped them before they got too far down the road of a life of crime.

– Kent Taylor, Ray of Hope Youth Reintegration Coordinator

Just two years apart, brothers Brad* and Jeremy*, hung out with the same bad crowd. One of them ended up in detention at a custody facility and hooked up with Ray of Hope's Youth Reintegration Program as he was returning to the community. The teens' conscientious single mom asked Kent Taylor if he would work with both the boys. "They were making irresponsible choices," says Kent.

Kent built friendships with them and mentored them. As they learned to trust Kent, they asked questions like, "What would happen if I robbed a store? How

much time would I have to do?" Kent told them the adult justice system was a lot harsher. "Once you're in the adult system you have a permanent record. And you'll be doing time with guys who have done everything from sex offences to murder. You don't want to be part of that dog-eat-dog world." Kent added, "It's better if you figure it out before you turn 18."

With support and some maturing, the young men are making better choices. The older brother is just finishing high school and Kent helped them both get jobs. "We helped them before they got too far down the road of a life of crime."

Photo: Dan A. Nachtnebel

*names changed



Photo: Ben Pillen

ALTERNATIVE EDUCATION

Helping teens with attendance issues complete high school credits and get their lives back on track

Most of our students struggle with addictions. This year was extremely challenging because some of them were using Methamphetamine (Meth)—which greatly alters their personalities. Thankfully one of the youth went to rehab.

As we listen to student's stories and meet their needs, a door may open to share God's love. Other Ray of Hope services including the Community Centre, Youth Addictions, Youth Reintegration, and Chaplain John have been valuable resources for the teens.

This year, 18 students earned 22 credits; some youth increased their attendance by 95%

We took three students fishing. Between them they caught 30 sun fish. It was a thrill to watch their reactions.



– Donna Beerman, Ray of Hope Alternative Education Centre Teacher

Ray of Hope 3

Community Support Services

COMMUNITY CENTRE

Redesigned for expanded ministry to people in poverty

We have been in our new location for three-and-a-half years and have begun to implement plans for growing programs and renovating the Community Centre.

It has been exciting to see the walls rise and equipment installed. In our redesigned commercial kitchen, we make meals, train people to prepare food, and will restart our baking program. Larger offices better accommodate our staff and hundreds of volunteers.

Improved bathroom, shower, and laundry facilities are also available for guests. As well, there is a dedicated chapel space, and flexible meeting rooms that can be used by other groups.

We Show God's love to Community Centre guests through:

- Serving meals during afternoon and evening drop-in times
- Distribution of food hampers and emergency clothing
- Pool, cards, and other games during drop-in
- Bible studies
- A Celebrate Recovery group
- Footcare nurse visits and distribution of new socks and shoes
- Chapel services on Sundays
- Advocacy and housing support (started in January 2014)
- Mental health & addictions support with St. John's Kitchen

A core member of our faith family has achieved two years of sobriety from drug use and has begun to take on leadership duties!

—Colin Wallace, Community Centre Chaplain



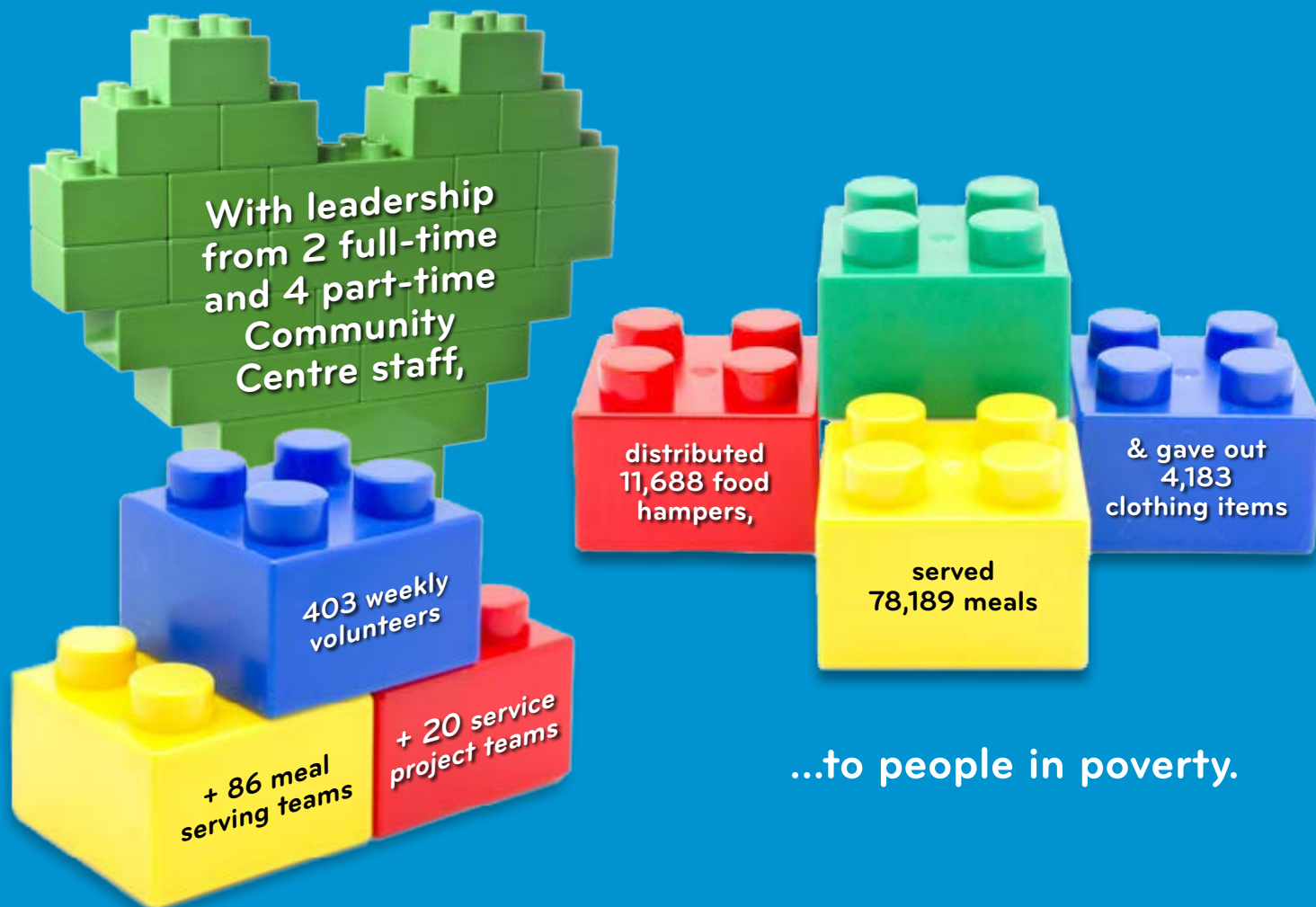
Streetwise Panthers Celebrate a Full Year of Giving Back

Some Community Centre guests want to give back, so we started our first Guest Meal Team in May 2013. The Streetwise Panthers, as they call themselves, serve a meal once per month. They have learned to prepare food, work together, and follow safe food handling practices. Through her service, a woman got hired fulltime by one of our volunteers. We are working on a second Guest Meal Team. As well, some guests belong to our regular church meal teams.

Faith at the Centre

- 35–40 people worship with a “family of faith” during Sunday Afternoon Chapel at the Community Centre
- 10–12 people grow as Christians through After-Chapel Groups
- 20–25 people get help with addictions at a Celebrate Recovery group on Monday nights
- 5 women support each other at a Ladies Group
- 48 chapel attendees had fun swimming, eating, talking and connecting at our Kiwanis Park day in July 2013

LOVE IN ACTION



...to people in poverty.

Youth Employment Services

The youth employment program has been through many changes since the first Morning Glory Café & Bakery launched in 2000 in downtown Kitchener. Our commitment to training youth with barriers to finding jobs has not changed, but the way we deliver our services has.

Significant in 2013/2014

- Downtown café location closed due to prohibitive occupancy and overhead costs
- Food for catering is still prepared in the downtown café kitchen
- Catering sales increased significantly in spring 2014
- Federal funding was discontinued in September 2013
- Provincial funding was secured, which required shifting our focus to higher-functioning youth with a greater chance for success
- A café location opened at The Family Centre in Kitchener in partnership with Family & Children Services of the Waterloo Region (F&CS). Youth employed by the café are referred by F&CS.

Through successful collaborations with Heffner Toyota and The Family Centre, facility costs are covered for our two cafés. This allows us to focus on providing excellent employment training for young adults.

We continue to explore federal or alternative funding so that we can serve more youth with higher needs. It is more expensive to help high-needs youth because they require additional personal support and life skills training.

Eleven participants went through the Youth Employment Program in 2013/2014. Seven are currently employed.



From Addiction and Crime to Steady Employment

Robert* had already overcome an addiction to prescription medications, but he was still on probation for committing a crime. Ray of Hope's Youth Reintegration Coordinator, Kent Taylor, got to know Robert while working with other young men in trouble with the law. Kent encouraged him to apply at the Morning Glory Café.

"He was fantastic," says Program Director for Youth Employment Services, Sharlene Wallace. "He was really reliable right away." Robert was doing so well that his probation officer did not need to see him as regularly. He satisfied his probation requirements while in the Youth Employment Program.

Robert quickly learned the skills needed to work in food service. Like all Café participants, he received First Aid training, WHIMIS training to deal with hazardous substances, and a Safe Food Handling certificate. Immediately after graduating, he got a job at a restaurant.

Though his first two jobs were not a good fit, Robert eventually found his place at a fast food restaurant where he loves the work and has been steadily employed.

*name changed

Youth Addiction Services

RESIDENTIAL, DAY & COMMUNITY TREATMENT PROGRAMS

Parents, school staff, or probation officers often coerce youth who are abusing substances to seek treatment. But if teens aren't willing to participate, treatment won't help.

In 2013/2014, Ray of Hope staff developed brief intervention sessions that educate reluctant youth about substances and their impacts. During meetings with the youth, we build positive, non-judgemental relationships. We respect their right and responsibility to choose change. When youth are ready, they know where to turn for help.

	TYPE OF TREATMENT		
	Residential	Day	Community
Individuals served	23	90	637
Visits with Staff	1,427	1,552	7,969
Group interactions	4,406	2,551	na
Treatment days	1,914	2,051	na
Avg. length of stay	104.53	68.16	na
Avg. # days waited for service	14	9	4



I am just proud to be alive. I am proud to be a functioning member of society. I am proud that I am not using.

– Deanna, a teen helped by YAS

Collaborating with Other Agencies

This year, 50+ people from Waterloo and Wellington Regions who work with youth and their families around mental health/addiction, justice, child protection, housing, recreation, and education gathered at the Ray of Hope (ROH) Community Centre. They gave input on the proposed Regional Integrated Youth Addiction Treatment Program. ROH staff created a report from the wide-ranging and thoughtful feedback. This collective wisdom will guide ROH and other agencies as they co-operate on youth addiction treatment services.

We Help Youth:

Develop Life Skills

I learned emotion management. That is something I use in my everyday life. Before I had any of these skills, I was a train wreck. Once you have practiced the skills so long you are in a more peaceful mindset.

–Deanna (supported by YAS for 6 years)

Deal with their Experiences

I want people to know this is a safe place—you can express yourself without fear of being judged. It's really supportive.

–Lily, (involved with YAS for 3 years)

Dream of a New Future

Going to Residential [treatment] showed me what life I could live instead of the life I was living.

– Aaron (connected to YAS for 18 months)

Youth Justice

OPEN AND SECURE CUSTODY FOR YOUTH IN CONFLICT WITH THE LAW

What Kind of Man are You Going to Be?

David* has been in and out of our custody facilities over the past several years. When he was with us, he went to chapel, Bible study, church outings, and our Character Learning Group. But each time he got out, it was back to an irresponsible and selfish life.

The last time David was in custody was different. He reached a breaking point. God was asking him to decide what kind of man he was going to be.

After several heart-to-hearts with staff and the chaplain, he decided it was time to surrender his life to Jesus.

Now with God's help and the support of a church, David plans to get a job and finish high school. He wants to help provide for his single mom and her four kids. A talented athlete, David also hopes to play basketball at a higher level.

98% of youth in Open Custody and approximately 60% in Secure Custody attend weekly chapel times.

Through chaplaincy programs at Open and Secure, which serve the spiritual needs of youth from all religions, we:

- encourage young men to reject violence and substance abuse.
- inspire youth to become loving, peaceful, kind, patient, contented, generous, and self-controlled.
- highlight the need for prayer and the presence of God.
- demonstrate the power of love and trust in relationships rather than fear and mistrust.

*name changed



Youth Justice

He Looks Good on a Lawn Mower

The day Trevor* graduated from high school, the cook at Ray of Hope's Secure custody facility made a special meal with dessert. A friend from the community and his Family & Children's Services worker came to celebrate.

Trevor worked hard to complete his credits while at Secure and has been accepted into college in a video game design program.

"Now that he has graduated, we need to keep him busy learning more skills," says Secure Program Director, Robert Vermette. Trevor is learning to mow lawns and landscape. "He looks good on the zero-turn lawnmower," says Robert. As the 18-year-old receives training from a professional painter, the Secure facility is getting a facelift.

Trevor's sentence ends in 2015. But in light of his incredible progress, he is seeking early release. "It's a long shot," says Robert. No matter when he leaves Secure, Trevor will take with him a high school diploma, new skills, and hope for a better life.

Photo: Aws4x / flickr.com

*name changed

Significant in 2013/2014

Across the province, fewer youth were held in custody and detention centres. Ray of Hope's occupancy rate was 50% of 26 beds in Secure Custody and 46% of 12 beds at Open Custody during the year.

In addition to school all year long, Open and Secure provide life skills training, character-building groups, trades training, recreation nights with volunteer groups, chapel times, addiction recovery groups, and one-on-one support.

The number of youth with mental health problems increased again this year. It has never been more critical to provide a safe, loving environment where rehabilitation can take place.



Financials

Consolidated Statement of Financial Position, ending March 31, 2014

ASSETS	2014	2013
Current		
Temporary investment, subject to restrictions	302,070	367,312
Temporary investment, unrestricted	1,215	1,162
Accounts Receivable	120,646	91,734
Inventory	7,937	8,984
Prepaid expenses	9,409	9,384
Government remittances recoverable	0	26,779
	<u>441,277</u>	<u>505,355</u>
Investments, subject to restrictions	402,459	392,049
Capital assets	<u>9,843,112</u>	<u>9,582,081</u>
	10,686,848	10,479,485
LIABILITIES		
Current		
Bank indebtedness	124,215	31,223
Accounts payable and accrued liabilities	1,516,519	1,357,886
Government remittances payable	50,076	0
Deferred contributions	313,885	136,293
Current portion of long term debt	1,069,426	787,231
	<u>3,074,121</u>	<u>2,312,633</u>
Deferred capital contributions	3,481,561	3,586,560
Long term debt	22,430	449,072
Capital lease obligation	<u>0</u>	<u>0</u>
	6,578,112	6,348,265
Net assets		
Net assets restricted for government programs	(500,536)	(508,063)
Net assets internally restricted	68,155	68,155
Net assets invested in capital assets	5,493,160	4,972,275
Unrestricted net assets	<u>(952,043)</u>	<u>(401,147)</u>
	<u>4,108,736</u>	<u>4,131,220</u>
	10,686,848	10,479,485

Consolidated Statement of Operations & Net Assets, ending March 31, 2014

REVENUE	2014	2013
Government contributions	6,132,643	6,419,083
Private contributions (donations)	775,147	683,198
HRDC & other grants	151,877	206,391
Gain on sale of assets	-	-
Gain on investments	(10,281)	751
Rental, investment & rebates	386,967	336,947
Café sales	339,852	343,552
	<u>7,776,205</u>	<u>7,989,922</u>
EXPENSES		
Salaries & benefits	5,689,697	5,875,312
Amortization	196,021	206,004
Building occupancy	682,030	701,448
Capital acquisitions	146,735	149,731
Interest on long term debt	47,877	53,173
Office & other	163,696	158,157
Program & client needs	644,298	558,394
Promotion & publicity	57,103	40,874
Purchased services	53,961	82,384
Travel	117,271	126,743
	<u>7,798,689</u>	<u>7,952,220</u>
Excess of revenue over expenses	(22,484)	37,702

2013/14 EXPENSES BY FUNDING GROUP

58%	Youth Justice	4,567,980	4,703,973
21%	Youth Addiction	1,607,296	1,730,987
13%	Community Services	1,002,636	887,365
8%	Youth Employment	620,777	629,895
		<u>7,798,689</u>	<u>7,952,220</u>



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Ray of Hope's foundation was established in 1967. Our continuing commitment to demonstrate the love of Christ and operate based on our Christian value system supports all the work that we do. We serve everyone in our community and invite anyone to come alongside us and serve in our programs regardless of their personal faith commitment or tradition.

We couldn't do it without you.

Thanks for making a difference in the lives of disadvantaged,
marginalized and troubled youth and adults!



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