



Restoring Hope and Purpose

Annual Report 2014/2015



Ray of Hope 



Restoring Hope and Purpose

Have you ever seen the reality TV show American Restoration? Whenever

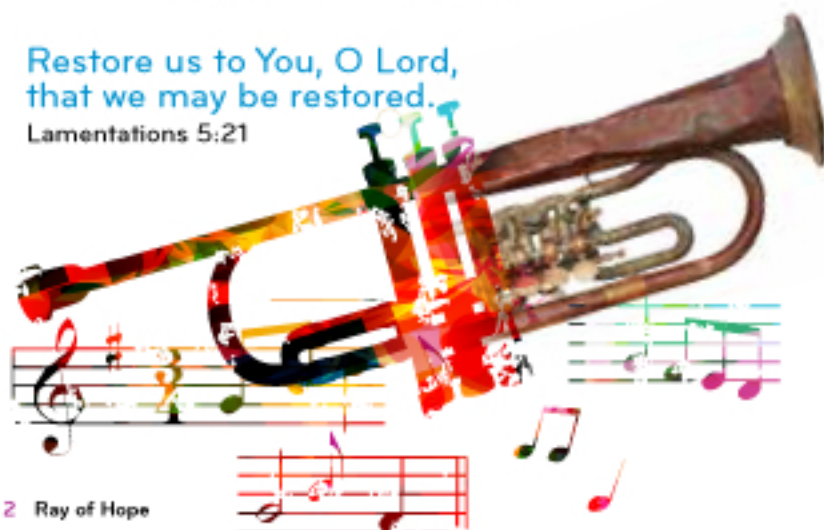
I come across it I can't help but watch.

In every episode, someone brings expert restorer, Rick Dale, something that looks like a piece of junk—usually very worn with parts missing and definitely not in working order. But it has some sentimental or historical value, so the person wants it reconditioned. Rick often describes what the object looked like originally, its history, and even how it is supposed to work. After painstakingly refurbishing it, Rick ends the show with a big reveal of the fully restored item.

This past year at Ray of Hope has been one of restoration on many fronts. We have been restoring buildings, restoring processes and programs, but most importantly restoring people.

**Restore us to You, O Lord,
that we may be restored.**

Lamentations 5:21



We tackled renovating the space within the Ray of Hope Community Centre [ROHCC]. This has not only transformed the look and functionality of the building, but also led to new ways of providing services and engaging with our guests. While the process for serving meals [shorter lines], and distributing food hampers [personal appointments] has changed, the real focus has been on creating time to build relationships with our guests and responding more broadly to their complex challenges.

We can't do this on our own—other service providers in our community now engage with people here at the ROHCC (pronounced "rock"). **As we work together to help people in poverty, hope and purpose are revitalized in people's lives.**

Whether we meet troubled youth through our Justice, Addictions, or Employment programs we have found that they struggle with many of the same issues. To be better equipped to assist youth, we have started to train our staff in the "Transition to Independence Process" or "TIP" for short. Based on proven principles, TIP affirms the strengths of youth and young adults despite their challenges. Using TIP, our staff help youth set goals and work toward a positive future.

Unlike on American Restoration, everything doesn't wrap up in 30 minutes. We usually don't see the completely restored version of the people we work with. In our limited time with them, we can only make a small contribution to the intricate restoration of an individual or family. But **we experience great joy in glimpsing the good work that God has begun** in them and we pray for its completion.

Harry Whyte
CEO, Ray of Hope



Activity Groups Build Confidence, Community, and Skills



People learning to play drums and guitar at the Ray of Hope Community Centre during the weekly Rhythms of Hope music group. With a mixture of fear, excitement, and pride, the group performed at Ray of Hope's Community Centre Open House in March 2015.



Seated with African Djembe drums between their knees, men and women take turns repeating a rhythm that volunteer Jisca Wichers beats out. Jisca repeats the rhythm and gives the person another chance. A satisfied smile breaks out when someone successfully duplicates the right combination of firm and light taps with the heel of their hands or finger tips.

Djembe means "everyone gather together in peace". This embodies the purpose of activity groups started in 2014 at the Ray of Hope Community

We want to give people a place to plug in and belong.

— Jessica Van Es, Ray of Hope Community Centre Staff Member

Centre (ROHCC)—to create a safe environment where guests and volunteers gather to share friendship while learning a skill.

The Rhythms of Hope music group, which meets on Monday afternoons, is led by Jisca—a Music Therapy student at Wilfrid Laurier University. During the weekly sessions, anyone can learn to play African

hand drums and guitar.

ROH staff also introduced the Joy of Baking class and a weekly knitting session called Closely Knit. In the baking class, Community Centre guests work alongside volunteer Andrew Bray, a chef at the Black Badger, to create delicious treats that are served during afternoon drop-in at the Centre.

"We want to give people a place to plug in and belong," says ROHCC staff member Jessica Van Es. "These programs are a conduit for closer community—you have a common denominator to talk about and to grow from."

Jessica says the groups also help guests build self-confidence as they develop their skills. "It helps battle the lies that they are useless."

One man connects with friends at both the Joy of Baking and Rhythms of Hope. "There is a huge source of pride for him that he is learning something. He bought his own guitar and practices at home. He is thrilled," says Jessica. She says coming to these groups gives people in poverty a reason to get up in the morning. "People need a sense of purpose."



COMMUNITY SUPPORT SERVICES

Ray of Hope Community Centre...

meeting the practical, relational, and spiritual needs of people in poverty



2014/2015 HIGHLIGHTS

- Renovations are complete; better use of space made it possible to improve programs and add new ones.
- We now have 19 weekly programs including groups for baking, knitting, and music as well as Bible studies and a Celebrate Recovery group.
- Clients contributed to our March 2015 Open House as the baking group provided the desserts, the Rhythms of Hope group played music, and other groups created table centerpieces and helped to prepare and serve the meal.
- Through our new, more dignified way of distributing groceries, clients arrange a one-on-one appointment to "shop" for food and hygiene supplies. Volunteers have more time to listen and to talk to clients about nutrition and budgeting. Other organizations have adopted similar programs.

CELEBRATE!

- We helped Centre guests get addiction treatment at Teen Challenge, Harbour Light in Toronto, and Newport Rehab Centre in Port Colborne.
- We supported a young mother through difficult court processes and F&CS meetings when her child was apprehended.
- 92 volunteer groups served 73,526 meals to more than 2,000 people in need.
- The Community Centre faith family averages 37 people during weekly chapel services.

Co-operating on Community Solutions

- In collaboration with the Waterloo Region Food Bank, we piloted the Link2Feed database, which allows agencies to input information into a central system to better serve people in need. We helped train 56 other local programs to implement the system. 1,000 guests are in our database 11,000 people are registered in the region.
- To replace Out of the Cold, Ray of Hope partnered with other agencies on a "Housing First" solution

that quickly moves people into independent, permanent housing and provides additional supports as needed. This has significantly reduced the number of homeless people living out of doors in Waterloo Region.

- Ray of Hope also participates in the region-wide STEP Home Outreach that offers interrelated programs run by several agencies to end persistent homelessness. **Watch a video about STEP at <http://bit.ly/1DKYclm>**

COMMUNITY SUPPORT SERVICES

Youth Reintegration

Assisting youth returning from custody.

In 2014/2015 Ray of Hope staff supported 41 youth—35 males and 6 females—as they returned to the community and got jobs, found housing, finished school, stayed away from drugs and alcohol, completed probation orders, and received mental health services.

"More and more we are working with at-risk females that are pregnant," say YRP Program Director, Kent Taylor. To serve the needs of these young women, Ray of Hope staff collaborate with Marillac Place, St. Monica House, and R00F.

As members of the Connectivity Tables in Kitchener and Cambridge, YRP staff cooperate with other agencies to help youth with complex mental health issues.

Beginning in 2014, through the Connectivity Tables, health and social service agencies meet weekly to proactively address risky situations and to flexibly respond to individual needs. Collectively, they want to provide the "right help, to the right people, at the right time."

Alternative Education

Helping youth exiting custody, or who are truant to the point of being charged, to complete high school credits.

In 2014/2015, 15 youth attended Alternative Education earning 28 high school credits by completing Independent Learning Courses.

Second Chance Success

As a child, Ahmed lived in a refugee camp with his mom. In and out of custody in Canada, Ahmed was polite and pleasant when at Alternative Education the first time. But at night and on weekends, he couldn't stay out of trouble. Believing people can change, I accepted him back into the program after another stint in custody. When he arrived, he showed us goals he had written down—school goals and personal goals—both long-term and short-term. During the summer he was with us, he started playing basketball and met a teacher from his high school. The teacher helped him get back to his regular high school. Ahmed earned six credits last year and played basketball on the school team as well as community teams. Grateful for our support, Ahmed drops in regularly to see us.*

—Donna Beerman, Teacher,
Alternative Education Program
*not his real name

Ray of Hope Volunteers in Action



Carl mentors Dominic—a new recruit.



Emmanuel Bible College team prepares a meal.



Justine knits with guests.



Tim helps with maintenance.



Getting to know guests over games.



Mitchell washes dishes at the Community Centre.



Nimalja helps Chuck "shop" for food.



Manulife team bakes cookies.

I absolutely loved the precious time I spent at Ray of Hope. I appreciated the way Ray of Hope treats their guests. Even the fact that they call those who join them for meals "guests" tells of Ray of Hope's perception of those whom they serve... I enjoyed serving food and coffee, cleaning up the facility, doing the dishes, and making food. Above all else, I loved sitting with and getting to know the guests. Each one comes from a different background—many from different countries. It was amazing to learn "about" as well as "from" each guest and to share in their joys and sufferings.

—Richelle, Community Centre Volunteer

God reveals his love as each one plays his or her part

In 2014/2015

- 181 new individual volunteers and 29 groups began serving at Ray of Hope
- 77 people completed 2744 community service hours
- 36 students completed 8732 volunteer hours during educational placements at Ray of Hope; they learned while assisting people in poverty, helping youth trapped by addictions, and caring for youth in custody

Fun Facts

- Ray of Hope student volunteers study at several local colleges and universities including Conestoga College (78 volunteers), University of Waterloo (48), Wilfrid Laurier University (20), Emmanuel Bible College (9), St. Mary's High School (9), Eastwood Collegiate Institute (6)
- Volunteers usually hear about Ray of Hope through friends and family or a current volunteer or staff person
- Community volunteers come from a variety of professions including machine operator, sales associate, early childhood educator, teacher, plumber, actuarial analyst, insurance broker, chiropractor, and more
- 49% of volunteers were male while 51% were female
- 43% of individual volunteers have a church background—they belong to 63 different local congregations

2,504 VOLUNTEERS GAVE 46,173 HOURS IN 2014/2015



YOUTH JUSTICE SERVICES

Open Custody/Detention, and Secure Custody/Detention



While serving time, youth aged 12-17 are given opportunity to prepare for a positive life through year-long schooling, life skills training, money management, character building groups, anger management, trades training, recreation nights with volunteer groups, chapel times, addiction recovery groups, and one-on-one support.



In the fall of 2014, Billy Moore (standing) began training youth in basic auto mechanics at Ray of Hope's Open facility. While working, Billy shares his journey from addiction to freedom. Watch Billy's story at bit.ly/1Dv5YQw

In 2014/2015

- 117 Youth were at Ray of Hope Secure
- 25% of teens were at Open for 2 days or less, while another 25% stayed 27 or more days; the average time was 20 days
- Revamps to the Open program—including adding a new incentive system for the youth and more lifeskills training were well received by the Ministry of Children and Youth Services
- Numbers were down at Open; 50 youth served time
- Issues faced by youth in custody (past and current trauma, serious substance abuse, mental illness, gangs, violence, family dysfunction etc.) continue to intensify
- We equip youth for a healthy, independent life by modelling and teaching key character qualities like diligence, initiative, accountability, and responsibility

94% of youth in Open and 64% in Secure attended weekly chapel times.

Through chapel times and one-on-one conversations with Ray of Hope chaplains, staff, and volunteers the youth in custody from a variety of faith backgrounds, including Muslim and Christian, were challenged to think more deeply about their faith, beliefs, and lifestyle choices.

Football Player's Story Gets His Attention

Hostile toward staff and other residents at ROH Secure, Garth had no interest in faith or spirituality. But one day when the Toronto Argonauts came to chapel, he decided to go. The story of one of the Christian football players caught his attention and he began asking questions. With tears in his eyes, after the service he said to the athlete, "You're real man, you're real." Following this experience, Garth attended several other chapel times and spoke with the Chaplain about his life and the idea of faith in Jesus Christ.*

*name changed

YOUTH ADDICTION SERVICES



Residential, Day & Community Based Treatment

Youth aged 13-17+, who struggle with substance abuse, learn to manage emotions, resolve conflict, handle finances, relate better socially, get a job, as well as self-care skills and daily living skills like cooking and cleaning.

HOW MANY WE HELPED	TYPE OF TREATMENT			
	Residential Treatment	Day Treatment	Community Based Treatment	Addiction Assessments
# of clients served	27	26	258	140
Staff interactions w/youth	1,276	1,235	6,197	1,394
Attendance days	1,744	862	na	na
Avg. # of days in program	85 days	92 days	na	na

207 parents of children with substance abuse problems participated in 36 support group meetings. Staff supported parents with 306 phone visits and 467 face-to-face meetings.

2014/2015 Highlights

We piloted two successful gender-specific Day Treatment groups during the school year. Staff more effectively engaged males and females separately and responded to their needs with tailored curriculum. Young men shared more deeply in the boys-only group; girls felt safer in their gatherings.

ROH Day Treatment Supervisor, Don Plant, became a Transitions to Independence Trainer (TIP), along with other youth mental health & addictions professionals from our area. Don trained Youth Addiction's staff in TIP so they can more effectively help youth identify their strengths and get equipped for independence.

CELEBRATE! Residential Treatment staff heard from a young man helped by the program who has been sober for three years. He is successfully managing the stresses of working and maintaining a relationship while raising very young children—without relying on substances.



YOUTH EMPLOYMENT

Equipping Young Men and Women for Independence

The Youth Employment program helps youth with significant challenges to gain employment skills through on-the-job training. Young adults are instructed in customer service, food prep, baking, catering, and cleaning. Through life skills sessions, participants learn to manage their emotions, how to set goals, and how to navigate relationships. They receive certified training in Safe Food Handling, First Aid, and Smart Serve.

In 2014/2015

- After the Federal Government discontinued funding, Ray of Hope redesigned and relaunched the Youth Employment program in September 2014.
- The new program serves more participants (up to 21/year) with fewer managers.
- Most participants are trained for 17.5 hrs/week during a 17-week volunteer placement at the cafés—Morning Glory at Heffner's, or Morning Glory at the Family Centre—or the catering location in the renovated Ray of Hope Community Centre kitchen.
- Participants earn a \$250/month stipend and receive a program completion bonus of \$1,250.
- The new program is going very well and graduates have been successful.
- Since September 2014, there have been 16 participants and 9 graduates; 7 are still enrolled.
- 8 out of 9 graduates found employment.
- Catering sales are up 20 percent from last year.
- Partnerships with Heffner Lexus Toyota and Family & Children's Services are critical to the viability of the program but funding continues to be an issue.



*[In the life skills session]
I learn how to cope with
problems and how to cope
with stress. I can talk about
my problems. It's a weight
off my shoulders.*

— a Youth Employment Program participant

FINANCIALS



Consolidated Statement of Financial Position ending March 31, 2015

ASSETS

Current

	2015	2014
Cash	89,973	
Temporary investment, subject to restrictions	314,446	302,070
Temporary investment, unrestricted	4,229	1,215
Accounts Receivable	128,061	120,646
Inventory	6,664	7,937
Prepaid expenses	27,396	9,409
Government remittances recoverable	85,139	52,897

655,908 494,174

Investments, subject to restrictions 402,450 402,459

Capital assets 10,368,248 9,843,112
11,426,615 10,739,745

LIABILITIES

Current

Bank indebtedness	0	124,215
Accounts payable and accrued liabilities	1,634,755	1,516,519
Government remittances payable	68,551	102,973
Deferred contributions	191,946	313,885
Current portion of long term debt	962,048	1,069,426
	2,857,300	3,127,018

Deferred capital contributions 3,361,972 3,481,561

Long term debt 505,761 22,430

Capital lease obligation 0 0

6,725,033 6,631,009

Net assets

Net assets restricted for government programs	(528,987)	(500,536)
Net assets internally restricted	89,059	68,155
Net assets invested in capital assets	5,846,411	5,493,160
Unrestricted net assets	(704,901)	(952,043)
	4,701,582	4,108,736
	11,426,615	10,739,745

Consolidated Statement of Operations & Net Assets ending March 31, 2015

REVENUE

	2015	2014
Government contributions	6,239,338	6,132,643
Private contributions (donations)	1,087,182	669,046
HRDC & other grants	212,931	307,012
Gain on sale of assets	231,464	-
Gain on investments & assets	3,905	(10,281)
Rental, investment & rebates	369,184	337,933
Café sales	295,279	339,852
	8,439,283	7,776,205

EXPENSES

Salaries & benefits	5,583,838	5,689,697
Amortization	219,643	196,021
Building occupancy	651,441	682,030
Capital acquisitions	303,312	146,735
Interest on long term debt	44,398	47,877

Office & other	156,942	163,696
Program & client needs	634,910	644,298
Promotion & publicity	84,732	57,103
Purchased services	54,015	53,961
Travel	113,206	117,271
	7,846,437	7,798,689

Excess of revenue over expenses 592,846 (22,484)

2014/15 Expenses by Funding Group

Youth Justice	4,616,594	4,567,980
Youth Addiction	1,641,917	1,607,296
Community Support Services	1,070,000	1,002,636
Youth Employment	517,926	620,777
	7,846,437	7,798,689

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

2014/2015 Board

Lyle Shapansky – Retired Senior Benefit Consultant [Board President]*

Tiffany Svensson – Senior Hydrogeologist, BluMetric Environmental Inc. [Board VP]

Michelle Scott – Nursing & HR Management [Secretary]

Dave McKee – Vice President & Associate General Counsel, Sun Life Financial [Treasurer]

Dan Murray – CEO, Teen Challenge Canada [Director at Large]

Marlies Hofmann – Registered Nurse, Child & Adolescent Services, Grand River Hospital

Sandra McGillivray – Managing Partner, Valency Inc.

Gerry Martin – Owner, Waterloo County Construction

Dave Roach – Real Estate Broker, Keller Williams Realty

David Reid – President, Hawksview Homes

Douglas Witmer – Retired Administrator, WLU

Jeff Wong – Patent Agent/ Partner, Gowling Lafleur Henderson LLP

* Sadly, Lyle Shapansky passed away May 17, 2015.



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.



230-659 King St. East
Kitchener, ON N2G 2M4
Tel: 519-578-8018

Give online at www.rayofhope.net www.facebook.com/RayofHopeInc.