

AT THE Table

Serving with faith, hope, and love

Ray of Hope
Annual Report 2010/2011

Secure Custody • Open Custody

Youth Justice Services

Providing provincially mandated custody and detention for 12-17 youth in a caring environment.

Secure Custody

- 237 youth (aged 12-17) were cared for a total of 4,418 days in our 26-bed facility in 2010/2011
- 50 males and 1 female were in custody (post sentencing) and 164 boys and 22 girls were in detention (pre sentencing)
- Youth struggle with significant mental health issues, learning disabilities, abuse and major family dysfunction
- 50% of the youth attended weekly chapel times
- 3-7 teens attended weekly Bible studies

Open Custody

- A total of 160 boys aged 12-17 were admitted for 679 offences
 - Average age 16; most stayed about 19 days
- Offence type and number:**
Breach of Probation (306), Failure to Comply (57), Procedural Offences (21), Property Offences (228), Violent Offences (67)
- 99% of youth attend chapel weekly
 - Residents were taken to local churches 46 times

For 25 years Ray of Hope's Open Custody staff have invested in the lives of residents and their families!

One young man was being convicted by God's Spirit as he went to bed after evening chapel. Unable to sleep, he read the Bible that I had given him. He realized he desperately needed to confess his sins and turn to Christ, so he prayed in the middle of the night.

– John Murray, Chaplain

Causes for Celebration in 2010/2011

- Number of parents accessing the parent support group grew to 60 over the year
- A teacher was added to the core staff of the Day Treatment Program, which enhances relationships with the schools and our ability to address learning-related issues
- Community Based Treatment began 2 days/week at a new high school; 5 area schools are served; other schools also want our services but additional funding is needed

Program	# of Youth (13-17) Served	Services Provided
Residential Treatment	53 (boys only) Avg. stay =77days	A personalized plan of recovery including: peer support, counselling, life-skills development, formal schooling, recreation and spiritual care.
Day Treatment	37	Youth received 2,113 face-to-face visits, 538 phone visits, and participated in 236 group sessions.
Community Based Treatment	200	Counselling, weekly support group, family mediation, spiritual guidance and coaching to help overcome challenges related to substance use.

People Investing in People

Community Based Treatment • Day Treatment • Residential Treatment

Youth Addiction Services

Helping youth and their families overcome substance misuse.

Nicole* struggled with substance abuse that was straining her relationship with her parents. She joined our Day Treatment Program the first summer it was open (2007) and planned to return to high school that fall.

When the fall came, she didn't feel ready for school even though she had stopped misusing substances and was rebuilding her relationship with her parents. Instead, after attending school half days, she returned full time in second semester and continued to be supported by a Ray of Hope Community Treatment Worker at her school.

Nicole will graduate this spring and is planning to go to college.

– Glynis Burkhalter, Program Director

*Name changed

Ray of Hope's Youth Addiction Services is the only substance abuse program with both in-patient and out-patient services for youth in the Waterloo and Wellington areas.

Inspiring Hope

Morning Glory Cafés • Alternative Education Centre

Youth Employment Services

Holistic support for youth and young adults who have struggled to complete high school or become employed.

When Ian* began the employment training program in April 2010, he had not had a job in over a year. Ian has ADHD and had dropped out of school in grade 11. He turned to drugs and was getting in a lot of fights. When not in foster care, he was being raised by a single parent. At 22 years old, Ian had a strong desire to turn his life around—so we gave him a chance.

His great attention to detail allowed him to excel at cooking and cleaning. While working at the café, Ian was noticed by an employer who asked for his résumé. Since he graduated in October 2010, Ian has had a full-time position in a job where his attention to detail is an asset.

– Fiona Kangaloo and Sharlene Wallace, Café Managers

*Name changed

Morning Glory Cafés

- 16 youth aged 15-30 received instruction in life skills, Safe Food Handling, Smart Serve, First Aid, and resume building through this 6-month employment training program.
- 11 graduated; 7 got a job or returned to school.

Congratulations to Café Manager Fiona Kangaloo who was featured as one of The Waterloo Region Record's 2010 Top 40 Under 40!

Success for some students may be attending three days a week instead of not at all. For others, it's completing up to 7 credits in one semester or finding work. We walk alongside them in whatever capacity is needed. Several of the students were able to obtain a job and continue coming to school, which in our situation is phenomenal.

– Donna Beerman, Program Coordinator



One of our students worked with Alternative Education Centre teacher, Mark Brubacher, to create a Food Drive poster for the Food Bank of Waterloo Region as part of his high school community service hours.

Alternative Education Centre

23 youth leaving custody, or who refused to attend community schools, worked on high school credits or were supported as they found jobs.

Transforming Life

Community Centre • Youth Reintegration • Chaplaincy

Community Support Services

Providing practical, spiritual, and emotional support to youth as they reintegrate back into the community and to adults struggling with poverty.

Ray of Hope Community Centre

In the fall of 2010, we assumed responsibility for the Waterloo Regional Dream Centre building and program. The Ray of Hope Community Centre is the result of merging the best of the Dream Centre and Oasis Drop-in Centre. Our biggest challenges as we serve local people in need are repairing the building and fostering unity among the Oasis and Dream Centre volunteers. We now have 325 volunteers on 43 teams in 8 departments as well as

70+ community groups bringing and serving meals. Over 1,000 different people volunteered during our first 6 months at the new centre.

Each month the Community Centre serves 5,250 meals, gives 941 food hampers, supplies 828 people with 2,400 clothing items, provides 30 showers and 100 laundry facility uses.

This year we will serve about 63,000 meals as compared to 44,000 per year at our former location.

If the rest of the Ray of Hope Community Centre is the hands and feet of Jesus demonstrating the Good News to the disadvantaged and marginalized, then chaplaincy is the mouth of Jesus, declaring and teaching the Good News.

– Rev. Colin Wallace, Community Centre Chaplain

Celebrating Chaplaincy at the Community Centre in 2010/2011

- A chaplain was hired to serve the spiritual needs of Community Centre guests and to lead the church that meets on Sundays
- 40 to 80 people attend the Community Centre church each week
- 1 person was baptized and two others are in process
- In partnership with two churches, Celebrate Recovery was started on Monday nights
- A young man who has been part of the drop-in community for many years came to Celebrate Recovery, excited for the chance to work on his recovery from a serious opiate addiction
- We started Children's Church for young families
- 7 music groups from area churches led worship
- A worship leader is training our own home-grown band

Ray of Hope partners with the Downtown Community Health Centre, ROOF, and the Working Centre to raise awareness about poverty and homelessness.

Youth Reintegration

53 youth received practical and emotional support with job searching, housing, addictions, and schooling as they left open and secure custody facilities and returned to the community.

Several youth completed the program and are no longer involved with the criminal justice system, including one young man who will be attending University.

Increased funding is needed to meet the demand for this successful program.



From the CEO

Since I assumed my role at Ray of Hope three years ago, the expression "at the table", has taken on a whole new meaning. I hear it most often when individuals or groups want to discuss a major policy decision or social issue so they can collaborate on solutions.

Over the past few years, Ray of Hope has been coming to the table with other local agencies to develop things like an integrated drug treatment

strategy for youth. We recognize that our community needs us to address difficult situations holistically—not as silo agencies, but as true partners that provide complementary services.

Commonly "at the table" is associated with meals and in particular family meals. I remember our classic 1950's kitchen table. It had bright chrome legs, a gray and white Arborite top, and matching padded vinyl-covered seats. It wasn't just a place for meals, but also a place for homework, games, and conversations. So much of life happened around that kitchen table. Of all the locations in the home, perhaps the kitchen table is where the sense of family identity is truly formed.

So it's not surprising to me that in almost all of our Ray of Hope programs there is a connection around food and a table as we interact with youth in custody, guests at our community centre, youth in residential addiction treatment, or even customers at the Morning Glory Café. A place at the table satisfies more than just the physical needs of hunger. It is a place of belonging, of being recognized and welcomed, a place of relief and rejuvenation.

In the Bible, Elihu comments to his friend Job in the midst of his struggles:

"But those who suffer he delivers in their suffering; he speaks to them in their affliction. He is wooing you from the jaws of distress to a spacious place free from restriction, to the comfort of your table laden with choice food." Job 36:15-16.

What a wonderful picture of God moving us from suffering to comfort with him.

This past year, has been significant for Ray of Hope as we merged the ministry of the Waterloo Regional Dream Centre with ours to serve people in poverty 7 days per week. God has provided a spacious place for our ministry, a place of comfort and choice food. He has not abandoned the afflicted but is inviting them to His table at the Community Centre. While the needs are great, our community has responded incredibly with 70 groups providing and preparing meals and over 235 new volunteers engaging around our tables.

I consider it a real privilege to be at the table with you.

Our ministry would not exist without your support. Every day our vision is lived out as, people invest in people, inspire hope and transform life for the marginalized, disadvantaged and troubled of our community.

Yours in Christ,
Harry Whyte, CEO,
Ray of Hope

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— Harry Whyte, CEO

From the Board President: What a Family

What a family we have at Ray of Hope! With a strong base of corporate members, supporters, volunteers, friends, those we are privileged to serve, staff and directors walking together to face life's joys and heartaches.

Our staff members are dedicated and skilled, our volunteers are unselfish with their time and talents. Others pray and help pay the bills.

As a family operating within a community, we are blessed in the Waterloo Region as we share in this great adventure with other agencies and individuals equally committed to meeting people's needs.

Ray of Hope staff and volunteers often act as family for struggling youth and adults as they offer understanding and a path to hope. Whether they are

providing training to open a door to self-sufficiency or simply a shoulder to cry on, they give people a boost through a difficult patch. Walking with youth in the midst of court appearances and incarceration, meeting short term needs by giving a meal, clothing, toys for a child, a shower, or a safe place to grow spiritually are all part of this family's DNA.

May Ray of Hope remain faithful to the call of Christ and may each member of this family experience God's blessing as we step into the future, trusting God in all circumstances.

Thanks for being part of the Ray of Hope family,

Noel Churchman
Board Chair, Ray of Hope

Some of the Other Tables We Sit at to Help Solve Community Problems

Ray of Hope partners with St. Mary's Counselling Service, Portage, and CADS at Homewood as part of the Integrated Youth Addiction Treatment Program.

Our Youth Addictions Program Director, Glynis Burkhalter, represents addiction treatment agencies from Waterloo Wellington Local Health Integration Network (WWLHIN) on the board of Addictions Ontario.

Harry Whyte and Glynis Burkhalter participate in the Addiction Service Group (ASG), a system coordination body for addiction service providers in Waterloo-Wellington.

Harry Whyte represents the ASG on the Core Action Group, the governing body of the Addiction & Mental Health Network for WWLHIN. The Core Action Group provides advice to the WWLHIN regarding system needs and transformation with respect to addictions & mental health services.

Harry Whyte is also on the boards of Waterloo Region Homes for Mental Health and the Alliance for Children and Youth.

Three of our custody facility staff volunteer with Community Justice Initiatives.

An Open Custody supervisor, Adam Lewis, and staff member, Mark MacGregor, volunteer with Victim Services of the Waterloo Region.

Sarah Martin-Mills, one of our chaplains, participates in the Youth Network for Kitchener-Waterloo.

Dan Wideman, Director of Operations, sits on the Youth Justice Ontario, and the local JAG (Justice Advisory Group).

Jon Hill, Community Centre Program Director, is part of the Food Assistance Network which operates Waterloo Region Shares.

A wide variety of volunteers give their time:

- a Senior Marketing Manager from RIM
- a fire prevention officer, several loss prevention officers
- 2 local artists
- a Romanian Youth Pastor
- numerous university & college students
- local business owners
- many church members
- 2 celebrated chefs
- a brain damage survivor ... and lots more!



Faithful Community Centre volunteer June who attends Grandview Baptist Church sorts through donations in the clothing processing room.

In addition to community volunteers, Ray of Hope provides opportunities for people receiving Ontario Works and Ontario Disability Support, clients from the John Howard Society, and adults with developmental delays from KW Habilitation Services.

These volunteers provide valuable services as they clean and maintain the Community Centre while they gain skills for employment, complete court-ordered community hours, or build friendships to enrich their lives.

GH was a mid-40's single male [receiving Ontario Works]. He had the best attitude you could ever ask for; cheerful, friendly and always willing to work at any task. After one janitorial shift, I asked him how things were going. He replied 'OK, I guess,' but said he wished he could clean more than 1 shift per week. The following week he began to clean every day Monday to Friday and was much happier. Within a month he was hired full time and I lost the hardest-working cleaner we have had.

— Ken Wideman, Volunteer Coordinator

Between January and April 2011, 1,000 different people generously volunteered 12,000 hours!

RAY OF HOPE INC.

Consolidated Statement of Financial Position ending March 31, 2011

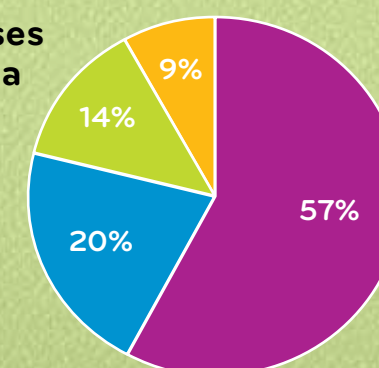
	2011	2010
ASSETS		
Current		
Cash	311,875	413,993
Temporary investment, subject to restrictions	271,907	227,284
Temporary investment, unrestricted	1,143	1,050
Accounts Receivable	91,105	31,932
Inventory	10,630	10,935
Prepaid expenses	8,706	8,834
	<u>695,366</u>	<u>694,028</u>
Investments, subject to restrictions	434,352	195,673
Capital assets		
Unrestricted	7,000,935	5,157,539
Restricted	2,082,139	1,967,030
	<u>9,083,074</u>	<u>7,124,569</u>
	<u>10,212,792</u>	<u>8,014,270</u>
LIABILITIES		
Current		
Accounts payable and accrued liabilities	1,430,004	1,415,109
Deferred contributions	74,902	48,930
Current portion of long term debt	62,319	52,109
Current portion of capital lease obligation	9,983	9,983
	<u>1,577,208</u>	<u>1,526,131</u>
Deferred capital contributions		
Unrestricted	678,008	605,387
Restricted	2,013,361	1,867,819
	<u>2,691,369</u>	<u>2,473,206</u>
Long term debt	2,081,651	470,302
Capital lease obligation	4,992	14,975
	<u>6,355,220</u>	<u>4,484,614</u>
Net assets		
Net assets restricted for government programs	(509,349)	(513,103)
Net assets internally restricted	70,378	64,871
Net assets invested in capital assets	4,246,734	3,679,004
Unrestricted net assets	49,809	298,884
	<u>3,857,572</u>	<u>3,529,656</u>
	<u>10,212,792</u>	<u>8,014,270</u>

Consolidated Statement of Operations & Net Assets ending March 31, 2011

	2011	2010
REVENUE		
Government contribution	5,804,490	5,859,655
Private contributions (donations)	609,969	418,077
HRDC & other grants	350,068	403,732
Rental, investment & rebates	260,834	318,770
Café sales	315,398	299,744
	<u>7,340,759</u>	<u>7,299,978</u>
EXPENSES		
Salaries & benefits	5,347,696	5,165,651
Amortization	208,837	269,818
Building occupancy	556,533	641,169
Capital acquisitions	188,411	175,741
Interest on long term debt	27,427	21,807
Loss on investment	34,219	-
Office & other	172,930	157,857
Program & client needs	526,585	458,330
Promotion & publicity	11,073	23,509
Purchased services	24,952	53,120
Travel	109,180	126,374
	<u>7,207,843</u>	<u>7,093,376</u>
Excess of revenue over expenses	132,916	206,602
Youth Justice	4,145,646	4,161,931
Youth Addiction	1,412,223	1,430,968
Community Services	1,000,948	914,684
Youth Employment	649,026	585,793
	<u>7,207,843</u>	<u>7,093,376</u>

2010/11 Expenses by Program Area

- Youth Justice
- Youth Addiction
- Community Services
- Youth Employment/ Café Sales



Local youth and adults need your help! Your generous gift transforms lives.

Donate today by calling 519-578-8018 x 210 or give online at www.rayofhope.net.

Or send back the reply form www.rayofhope.net

Ray of Hope

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