Ray of Hope

Serving young people
in your community

# 2008-2009 Transitions and Transformations

# From the CEO

It's been a year of significant transitions and transformations at Ray of Hope.

As we have constructed new buildings and renovated old ones, hired additional staff, and added new programs, **we have expanded our capacity to serve this community.**

**Capacity expansions included:**

- Major construction and renovation projects at our Community Centre (Oasis) and secure custody facilities that have extended the usefulness of these buildings.
- Expanding our Youth Addiction Treatment Services by broadening the availability of our community-based treatment options at the request of the Waterloo Wellington Local Health Integration Network
- Hiring additional staff to increase the reach and effectiveness of our youth reintegration and mentoring programs for teens returning to the community from custody or one of our addiction treatment programs.

In 2008, our board and staff reflected on the heart of Ray of Hope and what we are trying to accomplish. This resulted in changes to our logo, how we communicate about our programs, as well as adjustments to our mission and vision statements.

**Our new logo is a visual reminder that Ray of Hope engages with people on the journey down life's road** and serves as a signpost to help direct them. That signpost is also a cross that represents our desire to see people meet Jesus.

**Ray of Hope is one ministry with many parts.** Uniting our programs under four service areas—**Youth Justice, Youth Employment, Youth Addiction, and Community Support**—makes our organization easier to understand and access.

A small but significant modification to **our mission statement reminds us that the love of Christ is not only demonstrated *by* our staff and volunteers, but also in the lives of our guests, clients, and residents, as they interact *with us* and each other.** Our new statement reads *To demonstrate the love of Christ with those who are disadvantaged, marginalized or troubled.*

We have also reflected on and **developed a new vision statement—*People investing in people, inspiring hope, transforming life***. As we shared stories about the core of Ray of Hope, three themes emerged:

- People and relationships create opportunities for ministry—programs and facilities are secondary. As one of our staff suggested, "You only invest in the things you value." God values people and so do we.
- Helping people find renewed hope in their lives leads to transformation.
- It's not just the client's life that is transformed. The lives of staff, volunteers, families, friends, neighbours and even our communities are changed as we invest in each other.

**As you read the stories of transformation in this annual report, I trust you will share our thankfulness for the way God has worked in us and through us in 2008-2009.** Even with all the transitions in the past year, we know that we have only begun a process that will continue over the next few years. We look forward to the next steps as we follow God's vision.

Thank you for your partnership and for journeying with us as we bring hope and transformation to troubled lives.

In Christ,
Harry Whyte
CEO, Ray of Hope

# Youth Justice Services

## They came to serve their time in custody...

**"We attempt to point them to Christ, and Christ shows them hope. With a renewed sense of hope, a resident has the potential to experience transformation."**

Sarah Martin-Mills
Chaplain, Ray of Hope

**In our open custody facility:**

- 186 young men aged 12-17 served a court-appointed sentence in 2008/2009
- on an average they stayed between 7 and 32 days
- 90% of youth attended onsite chapels; 172 residents went to community churches throughout the year

**In our secure custody facility:**

- 268 males and 47 females aged 12-17 served time this year
- more youth had mental health and substance abuse issues
- the female unit was frequently at capacity due to an increased number of girls committing serious crimes
- 70% of youth attended onsite chapels; 30% went to weekly Bible study

Residents in both facilities learned the importance of responsibility, accountability, and self-care. In cooperation with parents or guardians and probation officers, Ray of Hope staff developed a plan of support for each young person to identify and work on areas of risk and need. Onsite education, work or trade skills training, a sports program, and spiritual discovery opportunities were also available.

## ...and tasted eternity.

**"Most of the residents that we serve come from dysfunctional families; this has caused them to feel unloved... They don't believe they can change and they don't believe life has much for them."**

Sarah Martin-Mills
Chaplain, Ray of Hope

### A Clean Slate

*When Dave* arrived at Ray of Hope, he was angry and had a "tough guy" persona. Dave had come from a secure facility to finish his time with us in Open Custody for a very serious crime.*

*Over time, Dave began to soften. Many of our staff had an impact on him as they listened and shared their lives. Seeds of hope and transformation were planted on a daily basis.*

*Dave attended and participated in weekly chapels. He enjoyed having conversations with me and the guest speakers about God and his life. A few months into his 9-month stay, Dave started attending church with a staff member.*

*After five months, Dave began to share that he was a Christian. For the first time, he really understood what salvation was all about—by placing his faith in Christ, Dave discovered that he could be given a clean slate. Christianity was not something he earned or did, but it was all about a relationship with his Creator, Jesus Christ.*

*During the last month of his stay, Dave asked to be baptized. After some preparation, he was baptized at a local church. That morning, Dave powerfully shared his testimony in front of a packed auditorium. That day may be the most meaningful event that I have ever experienced in my time with Ray of Hope.*

John Murray
Chaplain, Ray of Hope

* name changed

# Youth Employment Services

## She needed a job...

We thank God for nine years of preparing youth for employment through two Morning Glory Café locations (at 256 King Street East in Kitchener and Heffner Lexus Toyota, 3131 King Street East in Kitchener). Twenty-four youth entered our 6 month employment training program this past year; 15 found work or returned to school. Many participants struggled with addictions—significantly more than previous years—which led to a high drop out rate.

**"Optimism is the faith that leads to achievement. Nothing can be done without hope or confidence."**

Helen Keller

## ...and found a purpose.

*Nadine* came to Ray of Hope's employment training program in May 2008. She had been clean for 12 weeks after completing drug treatment for a heroin addiction. We gave her a spot in our program with the understanding that her mother, with whom she was living, would help keep her accountable.*

*Nadine is extremely smart, very creative, and has a fun loving personality. She excelled in catering and our customers loved her. But after about 8 weeks, she looked tired and confused and was often late. When we confronted her, she told us she had started using drugs again. We contacted her mother right away.*

*It was decided that Nadine should move to Edmonton with her dad in order to get away from destructive friends.*

*Thankfully, Nadine got clean again and returned home to Kitchener. She told us that Morning Glory changed her life—it had given her a passion to better herself and to find employment. Nadine is currently employed as a waitress at a local restaurant. She is having fun with friends and family who are a good influence on her as she enjoys a drug-free life.*

Fiona Kangaloo
Café Manager

* name changed

## Alternative Education Prepares Youth for Employment

Helping youth complete their high school education is an important part of preparing them for employment and a self-sustaining future. Youth who can't or won't attend school often face limited options for the rest of their lives. The Ray of Hope Educational Centre helps youth leaving a custody facility to continue their education until they can transition to a regular school. Our alternative classroom, which accommodates up to 8 youth at a time, is also open to teens who have given up on school and are about to be charged with truancy.

*Michelle* came to Ray of Hope's Educational Centre this past year because she was not attending school. As a stubborn perfectionist, Michelle had difficulty keeping up in school because she put too much time and effort into producing perfect answers.*

*Michelle's parents are divorced and the week before she started our program her stepfather passed away.*

*To cope with her troubles, Michelle regularly used substances. While attending our program, Michelle decided she didn't want that life style any more and has been substance free for 6 months!*

*It has been marvellous to watch Michelle set goals and attain them. She completed 6 credits in 5 months! Her mother was amazed that she stayed up all night to complete assignments instead of staying out all night to get high.*

*Michelle still has many hurdles to overcome—including making it through the summer and returning to a school where the majority of her friends use drugs. I pray that God will surround her with his love and guidance.*

Donna Beerman, Program Coordinator
Alternative Education Services

**"Every youth who graduates from high school has a higher chance of holding steady employment. People who keep a job become overall contributors to the economic and social fabric of our society. Ray of Hope programs contribute to the process by which at-risk youth find their feet, graduate from high school or get a GED."**

Glynis Burkhalter, Program Director
Youth Addiction Services, Ray of Hope

* name changed

# Resources

Ray of Hope is pleased to report that for the 2nd consecutive year we have ended with a small surplus due to the conscientious, efficient work of our staff and managers.

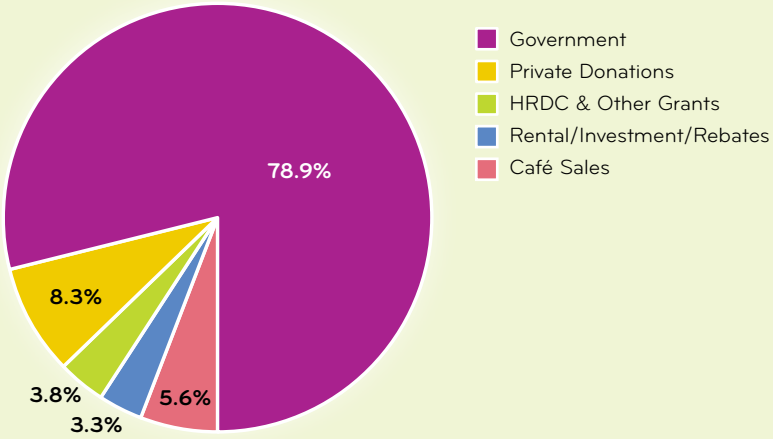
This surplus goes towards building the necessary reserve needed to make us a financially strong and secure charitable organization, as directed by our Board of Directors.

## Statement of Revenue and Expenses

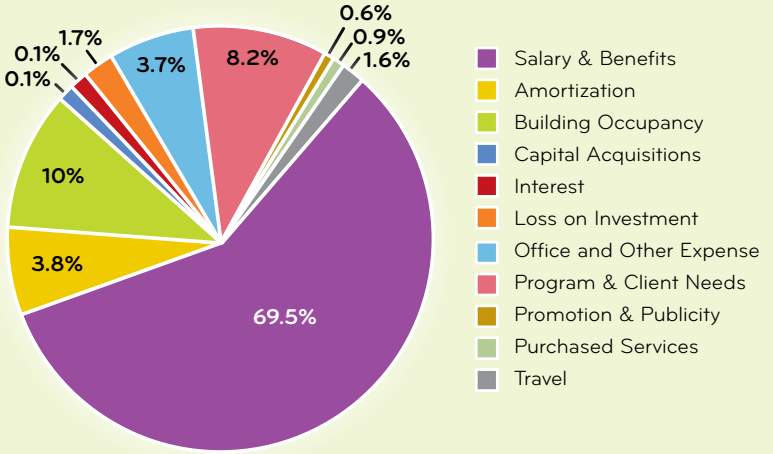
For the Year Ending March 31st, 2009

| | |
|---|---|
| **Source of Revenue:** | |
| Government | 4,888,108 |
| Private Donations | 515,977 |
| HRDC & Other Grants | 234,066 |
| Rental/Investment/Rebates | 206,342 |
| Café Sales | 349,670 |
| | **6,194,163** |
| **Expenditures:** | |
| Salary & Benefits | 4,215,778 |
| Amortization | 231,712 |
| Building Occupancy | 606,810 |
| Capital Acquisitions | 3,425 |
| Interest | 3,092 |
| Loss on Investment | 102,302 |
| Office & Other Expense | 222,276 |
| Program & Cient Needs | 495,432 |
| Promotion & Publicity | 33,702 |
| Purchased Services | 53,229 |
| Travel | 95,192 |
| | **6,062,950** |
| Surplus for the Year | 131,213 |

## Sources of Revenue

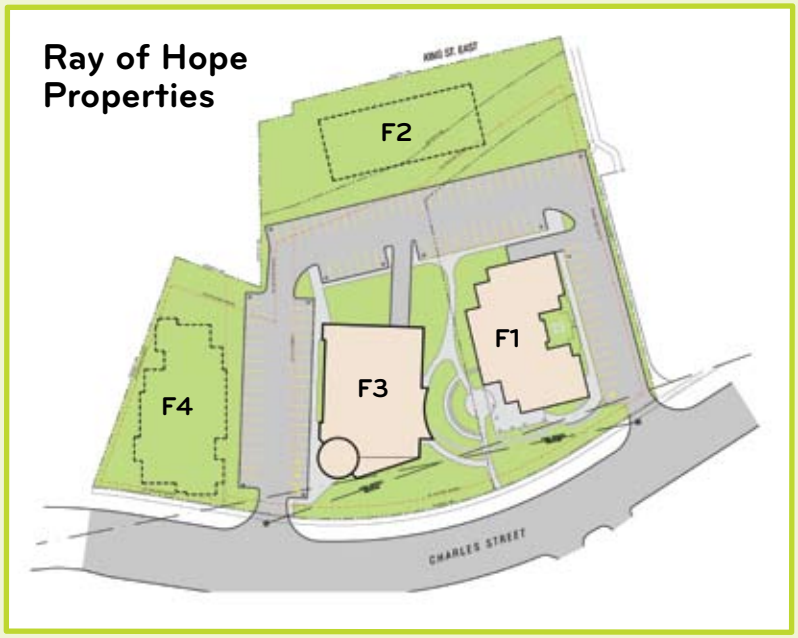



## Expenditures



# Looking to the Future

There have been several turns in the road since the properties on Charles and King Streets were donated to Ray of Hope. In partnership with several other service providers, we continue to prayerfully consider how best to use this generous gift to meet community needs. We are convinced that this series of projects has great potential to positively impact our region.




- The proposed Youth Addiction Treatment Centre (F1) is on hold as we determine the most suitable facility to accommodate our current programs.
- Plans are underway for a 46-unit affordable housing apartment building (F4).
- We are developing a 41,000 sq. ft. charity office building to house complementary service organizations.
- We are discussing how best to use the F2 portion of the site.

**The Thursday afternoon crew serves lunch to people in poverty at the Ray of Hope Community Centre—including homemade pizza baked in our new gas ovens that allow us to make 3X as much food at one time. Front, L to R: Al, Patty, Anna, Dolores Back, L to R: John, Ed, Betty Anne**

**Thanks to the 69 church groups who served over 28,000 meals on 223 occasions last year!**

## We couldn't do it without You!

129 people volunteered with Ray of Hope in 08/09, 71 of them were new volunteers. They volunteered at the community centre reaching out to people in need, as mentors for youth returning to the community from custody, as chapel volunteers for youth in custody and more.

An average of 18 groups per month served a meal at the Community Centre, ran a sports night for youth in custody, or led a chapel time teens in custody. A total of 213 groups served last year.

Through monthly collection drives, churches donated: 900 pairs of socks, 300 bottles of shampoo, 45 large bottles of ketchup, and many other items needed at the community centre.

# Youth Addiction Services

## They were out of control...

Local youth lead the province for use of tobacco, ecstasy, alcohol, cannabis, and Oxycontin. 25% of the 43,000 secondary students in the Waterloo and Wellington public and separate school districts admitted they had a drug use problem.*

*According to a 2007 CAMH survey of Ontario students in grades 7-12

## ...and found freedom.

*A concerned mother found Ray of Hope's youth addiction treatment services on the internet. Her son was admitted to our residential treatment program and after four months moved back home. He and his family were supported through our community based treatment as the teen attended a peer support group and a Ray of Hope staff member met with him regularly. Today he is drug free! He says the program 'helped me develop in all areas, like talking to parents, opening up to others and living everyday life.'*

### Community Based Treatment:

- 28 youth accessed services including peer support groups, and one-to-one counselling
- 15 teens were referred to other treatment; 5 graduated from our program

### Residential Treatment

- 28 young men were admitted to our 8-bed facility for a total of 1902 days; 10 graduated

**Increased funding and community partnerships allowed us to:**

- Increase residential treatment beds from 6 to 8
- Offer e-learning and other educational options to teens in residential treatment
- Start a day-treatment program with 8 spaces
- Hire more staff to serve more youth and families through community-based treatment
- Offer parent support programs
- Place community treatment workers in 4 local high schools

# Community Support

## They were alone without hope...

Poverty, addictions, criminal behaviour, family problems and other struggles separate youth and adults from vital support systems and make them vulnerable. Ray of Hope comes alongside those who are disadvantaged, marginalized or in trouble.

## ...and found a place to belong.

### Reintegrating Youth

Our staff emotionally supported 23 young men and 4 female youth and helped them find employment, education, and housing as they returned to the community from custody facilities.

With our help, a former member of a local street gang relocated to another city. He is finishing high school in an adult education program and hopes to apprentice in a trade.

### Mentoring At-Risk Youth

Ray of Hope volunteers mentored 7 youth in 2008-2009; the youth will graduate from the program later this year.

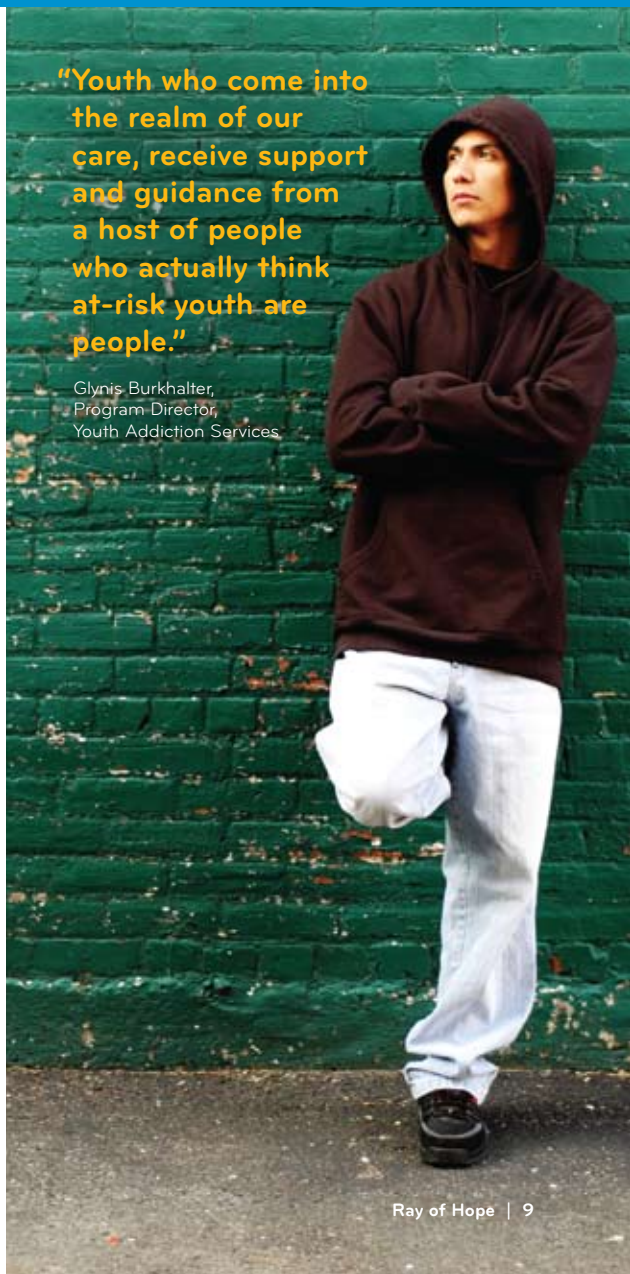
We hired a full-time staff member which allows us to offer mentoring to teens leaving custody as well as youth receiving our employment training and addiction treatment services. Now all we need is more volunteer mentors!

### Helping People in Poverty

We served 42,000 meals to approximately 1400 youth and adults in poverty at the Ray of Hope Community Centre (Oasis) we hired 5 of our Community Centre guests to help with renovations to the facility; two got more work based on our recommendations; two attended our evening spiritual life classes.

God continues to work in small but significant ways in people who come to our devotion times and small group sessions.

In partnership with the Downtown Community Health Centre, a Health Outreach Worker serves our guests one afternoon per week.



**"Youth who come into the realm of our care, receive support and guidance from a host of people who actually think at-risk youth are people."**

Glynis Burkhalter,
Program Director,
Youth Addiction Services

# From the Board Chair

It has been another eventful year at Ray of Hope with new programs, renovations to some of our facilities, and new staff hired. But most importantly, lives were changed as our committed staff and volunteers lived and told of the love of the Lord Jesus.

During these tougher financial times, we hear about people dealing with loss of jobs and homes. Some local people who are struggling came to the Ray of Hope Community Centre where we served more meals than ever before. This allowed our staff to build relationships with an increasing number of people.

As board members, we appreciate all of Ray of Hope's staff. We know that you serve "in the trenches." We pray not only for the people you help but for you. We pray that you will have the stamina to serve in difficult circumstances and to keep your smile. Your smile comes from heaven and is the smile of Jesus in your corner of his world.

Though, these difficult financial times have stretched our budget, we have a very faithful God. Our audited financial reports speak to His faithfulness as we have balanced our budget and even have a small surplus.

The board, along with our CEO and senior staff anticipate many challenges on the horizon. But we have confidence that we do not walk or make decisions alone as we put our hope in the living God.

*This is a trustworthy saying that deserves full acceptance (and for this we labour and strive), that we have put our hope in the living God, who is the Saviour of all men, and especially of those who believe.* 1 Timothy 4:9-1 0

In Christ,
Ken Smith
Board Chair, Ray of Hope

# 2008/2009 Board of Directors

**Ken Smith**, Board Chair, (President, Heritage Design)

**Harold Paisley**, Vice President (Proprietor, Northfield Chiropractic Associates)

**Tiffany Svensson**, Secretary (Hydrogeologist, Water & Earth Science Associates)

**Wayne Martin**, Treasurer (President, Way-Mar Inc.)

**Barbara Ballantyne** (Accounts Receivable Analyst, Revera Inc.)

**Noel Churchman** (Retired Consultant)

**Steve Hahn** (Pastor, Country Hills Missionary Church)

**Greig Harrigan** (Contract Manager, Manulife Financial)

**Keith Martin** (RSW, MSW Counsellor/Conestoga College)

**Reta Malloy** (Case Manager, Community Care Access Centre)

**Bruce Nicholson** (Proprietor, Nicholson Realty)

**Herb Spencer** (Retired VP, Sun Life Financial/Clarica)

**Paul Wagler** (Proprietor, St. Clements Heart & Home)

Ray of Hope

## Serving young people in your community

**Our Mission** To demonstrate the love of Christ with those who are disadvantaged, marginalized or in trouble.

**Our Vision** People investing in people, inspiring hope, transforming life.

**Local youth need your help!** Your generous gifts transform young lives. Donate today by calling (519) 578-8018 or give online at **www.rayofhope.net**.

Ray of Hope

37 Market Lane Kitchener, ON N2H 1A1
Tel: (519) 578-8018 | Fax: (519) 578-8784

www.rayofhope.net