

# Operation Come Home



# Opération revenir au foyer

## *Vision*

*To prevent homeless youth from becoming homeless adults*

## *Mission*

*To provide a comprehensive menu of innovative programs and services that will provide them with a foundation to move on with their life goals*

## *Value Statement*

*Operation Come Home strives to create a professional, non-judgemental, caring, confidential, consistent, youth-centered environment that empowers youth, staff and volunteers to actively promote: advocacy, youth success through opportunity, adaptability, integrity and equality through a team approach while maintaining respect for human worth and dignity*

*Staff and volunteers work hard to create a safe "home away from home."*



# 2013 Annual Report

### ***A few words from our Executive Director...***

Operation Come Home (OCH) was very busy in 2013 working on our new Strategic Action Plan. This plan was completed at the end of the year and has a number of directions that the agency will focus on in this next three years. In addition, OCH developed a vision, mission and value statement which is prominently hung in the front foyer of our location. The Strategic Plan will concentrate on directions such as: promotion of our vision and mission in the hopes of informing stakeholders of all that we do; ensuring that we have ample resources to continue our important work; expanding our Housing Works program to assist a greater number of young people to find and maintain housing; to continue our innovation and unique programming for those youth at risk and that are homeless; to continue to be the leader in our community with respect to social enterprise development and the creation of jobs for young people; to take the lead in offering at risk youth the opportunity to start their own businesses; to expand the original reunite program to ensure that youth have support on their way home to their families and to further enhance our digital footprint including the use of social media.

Operation Come Home successfully operates five social enterprises, a high school, two entrepreneurial programs, supported employment and a number of services that matter to the youth that OCH serves. These programs provide young people with the skills, experience, confidence and motivation to succeed with their goals and aspirations.

Operation Come Home significantly increased the number of affiliates for our Reunite program across Canada in 2013 with the current number at 10. Affiliate staff have the permission to assist young people that have run away from home in person at their location and to travel youth home on our behalf. Greyhound continues to provide in-kind tickets to OCH.

Operation Come Home won the community award for Turning Lives Around from the United Way in 2013. OCH had a number of partnerships in 2013 including: Upstream for housing; affiliates for Reunite; Collins Barrow, our auditors; Housing Help; the Royal Ottawa Mental Health Centre; Sage Youth; City of Ottawa; Ottawa Catholic School Board and the Ontario Network for Education.

A snapshot of our corporate sponsors include: Telus, Ultramar, Beaus All Natural Brewing Company; Tartan Homes; Knifewear; Community Supported Agricultural Share members; CIBC; Scotiabank; Convention Centre; Rogers; Hydro Ottawa; TD Canada Trust and Green Shield Canada. All of our corporate sponsors have provided us with financial support.

In 2013, OCH had 794 encounters with young people in Ottawa; engaged 472 unique clients in our drop-in and resource centre; assisted 101 youth find and maintain jobs; enrolled 87 youth in school; reunited 79 youth with their families; provided 59 at risk and homeless youth with addictions support; assisted 41 young people in completed financial literacy; assisted 6 youth in our Housing Works program and 2,161 hours of volunteer work were completed in the high school and outreach.

Operation Come Home grew our annual budget to \$1,222,024, an increase of 8% from the previous year. OCH provided valuable, unique, innovative programs and services to some of the most marginalized youth in our community and across Canada. OCH continues to be on the leading edge of best practice approaches and new methodologies to engage at risk and homeless youth. It is the youth that OCH serves that continue to direct our programming day-by-day based on what they need, their goals and what motivates them to succeed. The youth are the centre of our vision, mission and values.

Elspeth McKay, Executive Director



Staff Sgt. Dana Reynolds  
Chair of the Board of Directors



Elspeth McKay  
Executive Director

**BOTTLEWORKS FARMWORKS FINANCE MATTERS REUNITE**  
**RE: PURPOSE DROP-IN BYBO ENTREPRENEURSHIP WORKS**  
**JOB ACTION CENTRE HOUSING WORKS OUTREACH**

**Housing Works**

Housing Works provides up to 10 youth per year with a matching subsidy based on what they save for their housing expenses. The program also provides an opportunity to receive assistance in finding and maintaining a job. In 2013, Housing Works accepted 6 youth into the program and 2 of the youth attained housing.

**The Drop-in Resource Centre**

The Resource Centre is often the first point of contact for youth when accessing OCH. Youth are welcomed with a hot breakfast, and are able to access computers, phone, clothing donations, Food Bank, and one-on-one social support. Youth are able to search for emergency and/or long-term housing, conduct job searches and work on resumes. The Drop-in offers a safe environment where youth can get connected with the resources they need.

**Rogers Achievement Centre (RAC)**

The Rogers Achievement Centre (RAC) provides opportunities for high school credit achievement, general equivalency diplomas (GED), independent learning credits (ILC), guidance and referral services, and life skills to street-involved youth.

**Finance Matters**

Finance Matters delivers a six week financial literacy course using materials adapted from the Canadian Centre for Financial Literacy that combines group classes and one-on-one coaching focusing on saving, budgeting, credit, debt, investing and consumerism.

**Job Action Centre (JAC)**

In 2013, JAC redesigned its program and introduced youth to the opportunity of completing a 10 week work placement.

For 16 weeks, youth were taught a variety of pre-employment skills, and worked onsite with an employer of their choice. Employers were subsidized for the placement in exchange for providing a valuable work opportunity with the potential for hire afterwards.

**Reunite**

Operation Come Home continues to run our founding program, Reunite. For youth between the ages of 16-19 who have run away from home but are hopeful to reconnect with family, Operation Come Home supports youth by reuniting them with their family anywhere within Canada. Through our partnership with the Canadian Bus Association and Greyhound Canada, our program was able to reunite.

**Buy Your Beau's Online**

Buy Your Beau's Online is a social enterprise that focuses on offering job skills training and experience for at-risk youth in Ottawa. Customers order Beau's beer and have it delivered to their front door. In 2013, 339 orders were delivered and 3 youth were employed through the program.

**FarmWorks**

FarmWorks is our newest social enterprise at Operation Come Home, and was developed to train and prepare at-risk youth while allowing them to develop life skills and become educated on farming and agriculture for future employment and education opportunities. The produce grown on the farm is sold through Community Support Agriculture (CSA) shares.

**BeadWorks**

In 2013 BeadWorks embarked on a new journey and introduced a youth peer leader to lead and coordinate the

BeadWorks social enterprise. Audrey Hayes has been able to develop leadership skills, motivation, trust, and use her creative talent. BeadWorks continues to thrive with lots of youth creating beautiful pieces.

**re:Purpose**

With over 63 artists in the store, we have been very busy. re:Purpose continues to think of creative ways to welcome customers by hosting coffee houses, shopping parties, going on the road with the product and an Annual Christmas Shopping Party. The youth in the store continue to grow and learn new skills to be successful in their futures.

**BottleWorks**

BottleWorks has been going strong since 2008. With so many youth employed within the BottleWorks program over the years, OCH feels proud of the accomplishments and partnerships we have made along the way. BottleWorks continues to support youth with employment, social supports and skills development.

**Substance Use**

Operation Come Home's substance use program uses a variety of formal and informal techniques that concentrate on providing youth with support, treatment, education and prevention options. While using a harm reduction approach the program strives to assist youth in gaining control over their use to gain stability in other areas of their lives.

**Outreach**

OCH's Outreach team provides front line crisis intervention, basic needs, referrals and emergency/long term housing supports to homeless or at-risk youth. This service is offered Monday to Friday both in the day and evening.

## Board of Directors

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Treasurer

Ms. Luisa Russo-Lemay  
Secretary

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Mr. John May  
Mr. Tom Gougeon  
Mr. Bruce Nicol  
Ms. Elspeth McKay  
*Executive Director*

## Staff

**Elspeth McKay**  
Executive Director  
**Natalie Elliott**  
Co-Manager of Operations  
**Lynda Franc**  
Co-Manager of Operations  
**Emily Miller**  
Executive  
Assistant/Administration

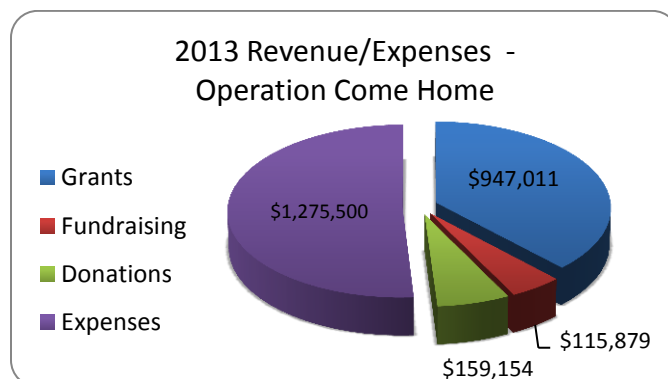
**Liz Thompson**  
OCSB Teacher  
**Ashley Mathieu**  
RAC Staff /Financial  
Literacy  
**Catherine Dowdell**  
FarmWorks  
**Shauna Macleod**  
Job Action Centre

**Melanie Savage**  
Job Action Centre  
**Ashley Augstman/Katie Sanders**  
Outreach/Addictions Staff

**Jacob McIsaac**  
Drop-in/Housing Staff  
**Carolyn McLelland**  
Drop-in/FarmWorks Staff  
**Bobbi Love**  
BottleWorks Staff

## Funding Profile

(2013 compared to 2012)



## Partners

Royal Ottawa Mental Health  
Centre

Housing Help  
Pathways for Success

Lester B. Pearson High  
School

ISisters  
Sage Youth

## Sponsors

Cadillac Fairview Corporation &  
Rideau Centre  
Beau's All Natural Brewing  
Company  
Ottawa Catholic School Board  
(OCSB)  
ONFE Breakfast Program

The Ontario Trillium Foundation  
Community Foundation of Ottawa  
CIBC  
Scotiabank (Rideau & William)  
City of Ottawa  
Human Resources and Skills  
Development Canada

Bon Appetit Ottawa  
United Way Ottawa  
La Fondation Ultramar  
Rogers  
Raising the Roof  
5 Days for Homelessness  
Knifewear

Hydro Ottawa  
TD Canada Trust  
Green Shield Canada  
Telus  
Mischa Weisz Foundation  
Anonymous Funders & Donors

**Thank you also to all of our volunteers for your time and efforts! We couldn't do what we do without you!**