

Annual Report

2010



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*Operation Come Home
prevents homeless youth
from becoming homeless adults!*



Introduction

Operation Come Home (OCH) started in 1971 due to a growing need to assist runaway youth to return home to their families. In 2002, OCH began to diversify its programs and services. Today, OCH provides six pillars of programming, all of which are designed to assist youth in reaching their potential. OCH offers youth an opportunity to finish their high school education, find jobs and housing. Operation Come Home provides local services in Ottawa and nationally in our reunite program.

Vision

To prevent homeless youth from becoming homeless adults.

Mission

To provide a comprehensive menu of preventive programs and services designed to engage youth in productive activities that will provide them with a foundation to move on with their life goals.

Chair of the Board

There were a great many positive changes at OCH in 2010. Some of the more significant organizational work that was accomplished included the development of a three year strategic plan, the development of a communications plan, revisions to our by-laws, our name change and trademark and the addition of a number of dedicated community members to our Board of Directors.

Due to the dedicated and hard work of our Executive Director and staff, there was a substantial increase in our budget in 2010 and that provided us with the ability to add a sixth pillar, housing, and to provide additional unique and innovative programs at OCH.

As Chair of the Board I am very proud to be associated with Operation Come Home (OCH). As a police officer, I see first hand a great many tragedies that could have been prevented, some of which involve youth. An organization like OCH is a positive step forward.

The Board is extremely grateful for all of the grants, donations and fundraising efforts that enable all of us to continue our services to youth. The generosity and kindness of the local and national community is very much appreciated.

Executive Director

As the Executive Director of Operation Come Home I am pleased to present the Annual Report for 2010. All of our staff, students and volunteers, have devoted their many talents to developing, enhancing and implementing programs that are designed to prevent homeless youth from becoming homeless adults.

Operation Come Home (OCH) had a very successful year in 2010. One of our many accomplishments included winning the Telus innovation award for one of our social enterprises, BeadWorks. Operation Come Home undertook an evaluation of the reunite program that measured return on investment and provided important insights and recommendations for the future. OCH developed and implemented an "after hours" program, Health Matters, which is designed to reduce harm whilst engage youth between the hours of 4:00pm-8:00pm with recreational and culinary activities.

OCH successfully registered 55 youth in the Achievement Centre, nine of these youth graduated with a diploma or certificate. OCH matched 98 youth with suitable employment, reunited 72 youth with their families, provided 150 youth with drop-in and resource services and reached out to hundreds of Ottawa youth to create awareness about Operation Come Home and the work that we do.

I am very proud of the work that Operation Come Home does, what we have accomplished and what we intend to achieve in the future on behalf of at risk and homeless youth within our community and across Canada.

The Pillars and Programs

Education Pillar:

The Achievement Centre

The Achievement Centre is a school at Operation Come Home where youth can come to achieve high school credits to further enable their graduation. The Student Success celebration for 2009-10 honoured one Ontario Secondary School Diploma graduate, three Ontario Secondary School Certificates and five General Education Development Testing in Ontario (GED).



Ottawa Catholic
School Board


Employment Pillar:

BottleWorks

BottleWorks is a commercial bottle pick up service that operates in partnership with Beau's All Natural Brewing Company. BottleWorks continued to grow this year and maintains an extensive customer base. Profits accrued through this enterprise allow for the continuation of the program and provide salaries to the youth while they are employed. In 2010, a total of 20 youth have participated in 3 month terms of employment.



BeadWorks

OCH  **BEADWORKS** BeadWorks is a jewelry design and production business. More than 150 youth have had the opportunity to design, craft and sell their products. The new studio has provided youth with a larger space, a beautiful show room and increased opportunities to sell their unique pieces to the general public.

Job Action Centre

The Job Action Centre is an eight week employment preparation program that engages youth in developing appropriate job skills. Of the 50 youth who began the program, 27 youth completed the program, 24 found employment and 7 returned to school.



Food Matters

Food Matters began in 2008 as a volunteer cooking program. In 2010, eight youth were employed over the course of six months. When the program ended, four youth found jobs in the hospitality sector and two returned to school.



Housing Pillar:

Housing Works

Housing Works is the newest of Operation Come Home's programs to serve youth. It provides up to 10 youth each year with a matching subsidy for a portion of their housing expenses. Housing Works also provides youth with assistance in finding and maintaining safe, affordable housing and assistance towards employment and educational retention.



Drop In and Resource Pillar:

The Drop-In and Resource Centre

The Drop-In and Resource Centre provides a variety of services to youth. Our partner agencies and staff provide crisis intervention, mental health and addictions support as well as services related to housing, basic needs and resources. More than 150 youth gained access to the drop-in and resource centre in 2010.

Reunite Pillar:

Reunite

Reunite is the original of the many programs within Operation Come Home. OCH has been reuniting runaway youth for more than 35 years. In 2010, 152 people were reached through this program and 72 youth were successfully returned home. Partnerships with the Greyhound Bus Association and Orleans Express facilitate the travel fares and ensure the safety of these youth as they travel great distances to return home.

Street Outreach Pillar:

Street Outreach

The street outreach team grew significantly in 2010. The team does both day and evening outreach five days and evenings every week. The team assists youth both "on the streets" as well as in the drop-in centre. The outreach team engaged more than 140 youth in 2010.



Funding

All funds for Operation Come Home are derived from individual donations, fundraising events, corporate and foundation contributions and government grants. Thanks to the very generous contributors we are able to continue the very vital and unique work that we do every year. Please note that a more comprehensive list of donors will be published in our Christmas newsletter. Operation Come Home and the youth that we serve, are indebted to them.

The list in this report is based on financial support of \$5,000 or more in 2010.

Scotiabank

Canadian Imperial Bank of Commerce

Ottawa Airport Authority

Telus

Ultramar

CUPE-Hospitality and Trades Union, Local 261

Crime Prevention Ottawa

Community Foundation of Ottawa

Ontario Trillium Foundation

Harry P. Ward Foundation

Ministry of Health Promotion

City of Ottawa

Human Resources Skills Development Canada

The Ottawa Catholic School Board

Lester B. Pearson High School

WCPD Foundation

HOPE Volleyball

United Way of Ottawa

Children's Hospital of Eastern Ontario

Gourmet Events Inc.

Anonymous donors

Our 2010 Partners

Operation Come Home would like to acknowledge the very generous contributions of our partners.

Sage Youth

Ottawa Urban Arts Group

Beau's All Natural Brewing Company

Royal Ottawa Mental Health Centre

Rideauwood Addictions Services

Housing Help

City of Ottawa

The Ottawa Centre for Research and Innovation

Ottawa Catholic School Board

Greyhound Bus

Orleans Express

Measured Outcomes

ByWard Market Business Improvement Association

Family Services Ottawa

Genmora Consulting

Banfield Seguin

Borden Ladner Gervais

Chez 106

Courtyard Resturant

Board of Directors of 2010

Pierre Belanger, *Past Chair*
Staff Sgt. Dana Reynolds, *Chair*
Frank P. Lambros, *Vice Chair*
Warren Schou, *Treasurer*
Shaun Vardon, *Secretary*
David W. Scott, *Q.C.*
Pat Kelly

Eric Bollman
Inspector Russo-Lemay
Mary-Ellen Hurd
Phil Wasserman
Graham Bird
Daniel Vallee
Elsbeth McKay, *Executive Director*

Volunteers

Judi Tedlie
James Ragsdale
Paula Kaiser
Hazel Lambert
John Jorgenson

Jamie Hammond
Noel Dhingra
Jacqueline Stol
Alex Dyck
Michèle Lafleur

Fundraising Committee of 2010

Caroline Bédard, *Chair*
Elsbeth McKay
Karine Savranskaia
Michael Gough

Lisa Kates
Franceska Gnaronski
James Ragsdale

Operation Come Home Staff of 2010

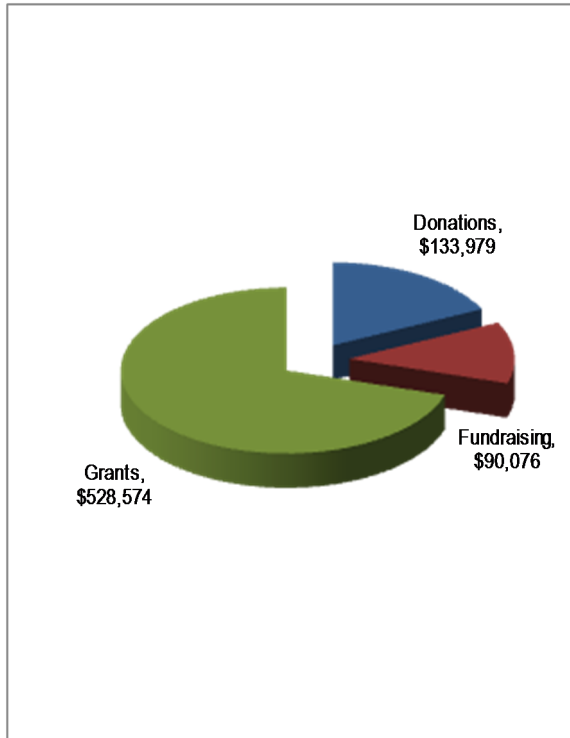
Elsbeth McKay
Executive Director
Karine Savranskaia
Executive Assistant / Events
Coordinator
Natalie Elliott
Manager of Operations
Gerald Dragon
Manager of Employment
Laura Francoeur
BottleWorks Staff

Elizabeth Thompson
Teacher OCSB
Melanie Savage
Employment Support Staff
Ayan Bihi
BeadWorks Staff
Amber Cauley
Employment Support / Housing
Support Staff
Ashley Augstman
Education / Health Matters
Staff

Michelle Vording
Drop-in / Support Staff
Kate Greenland
BeadWorks Staff
Lisa Kates
Food Matters Staff
Shauna MacLeod
Drop-In / Reunite Support
Staff
Ashley Mathieu
Health Matters Staff

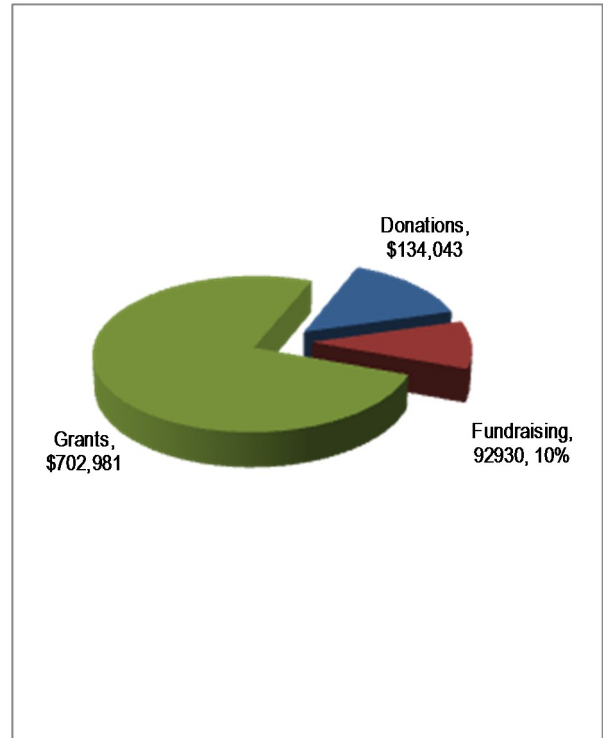
Financial Snapshot for 2009 and 2010

2009



Total revenue: \$752,629
Expenses: \$739,563
Other Income: \$712.00
Excess of revenue over expenses:
\$13,778

2010



Total revenue: \$929,954
Expenses: \$911,490
Other Income: \$6,318
Excess of revenue over expenses:
\$24,782