

**Community Counselling
& Resource Centre**

Annual Report

Helping turn things around

2007-2008



Reflections on 2007-08 Report of the President and Executive Director

We are pleased to report on the accomplishments of Community Counselling and Resource Centre (CCRC) in 2007-08, a year noted for high achievement in accreditation, continued strength in service delivery and an enhanced commitment to being proactive in addressing the issues affecting our clients.

CCRC received top ratings in Accreditation by the Ontario Association of Credit Counselling Services and Family Services Ontario. Accreditation is a seal of approval, assuring the community that CCRC has passed extensive internal and external review processes, measuring policies and procedures against sector standards and encouraging the use of best practice approaches in all areas of governance, administration and service delivery. This process included input from more than 20 community partners, who commented positively on the quality of our services, our responsiveness to client and community needs, the value of prevention in our programs and the strength of our community partnerships.

It is always remarkable to consider the number of clients served and the impact of CCRC services in *helping turn things around* for so many people. Over the past year over 11,000 people were assisted by CCRC, including but not limited to:

- individuals, couples and families seeking help with relationships, grief, stress, aging, caregiving and managing life's many twists and turns
- people living in poverty seeking help to prevent being evicted from their homes
- families living in social housing communities through programs for kids and teens, food programs, conflict management and community development
- adults and youth ordered by the courts to perform community service work
- women and children who have lived with and witnessed domestic violence who need help to recover and rebuild their lives
- individuals and households struggling with excessive debt and need advice and formal debt management programs to get back on their feet

Our Board and staff have worked this past year to find ways to be more proactive in addressing the issues our clients face and in promoting broader community well-being. This has included an agency-wide approach to anti-poverty and advocacy work guided by a commitment to assist clients overcome systemic factors causing poverty.

CCRC has provided public education programs for many years to assist people with credit management and personal well-being. Over the past year, through grants from The Trillium Foundation and United Way, we have expanded this work, with greater attention to agency-wide approaches to public education in the areas of personal, financial and housing well-being and more sessions related to credit management. This has included assisting the Affordable Housing Action Committee in developing a Housing Workers Network to offer ongoing training and support for housing workers in the City and County of Peterborough.

There are many people to thank for their commitment and dedication to CCRC and our clients over the past year. We thank all who have donated, partnered and volunteered with us, responding generously to the urgency of the needs we address. Special appreciation is

extended to the United Way of Peterborough and District, the City and County of Peterborough, Peterborough Utilities Services, the Province of Ontario, Service Canada, The Ontario Trillium Foundation and the Peterborough Foundation for making our services possible this year. We also thank the many community partners listed on the final pages of this report for their support, confidence and inspiration.

Volunteer leadership is crucial to the success of CCRC, and we extend our appreciation to all members of the CCRC Board of Directors for sharing their knowledge, skills, compassion and energy so generously throughout the year. Special thanks are sent to Judy Loukras, chair of *Juke Box Mania 2008*, for bringing us to a new venue with a new menu, as well as to our new hosts from the WOLF/KRUZ. This signature event has grown significantly since its launch as part of our 50th Anniversary celebrations in 2006, raising over \$10,000 in 2008 to help prevent homelessness through our Housing Resource Centre. To top it off, everyone had even more fun than ever!

Also to be singled out with special thanks are Board members Don Cumming for chairing our Communications and Fundraising Committee and bringing us a new Communications Plan and an almost 25% increase in fundraised dollars; Shirl Delarue for leading our Property Committee in its near relentless search for appropriate space for CCRC; and, Anne Adair for chairing our new Advocacy Committee as it has initiated its role and priorities.

With immense community need, multiple funding partnerships and a frequently changing landscape of community priorities, our management team has worked hard to ensure our services are of top quality, our clients are treated with care and respect, and our staff are supported in their work.

Special thanks are extended to the CCRC management team, Joanne Duquette, Shelley Giardino, Arthur Herold, Margaret McCutcheon, Rosemary O'Donnell, and Steve Wesley for their caring management and for their continued focus on the needs of the many people we serve.

In the coming year CCRC will be embarking on a strategic planning process, through which we will further engage our partners in helping to define a focus for our work over the coming three years. An ongoing area of concern raised by our partners during Accreditation is the need to have a single location that is adequate and accessible for our services. It is our hope that we will also move forward on this goal in the coming year.

To all who have contributed your time, expertise and resources this past year, we thank you for *helping turn things around*.

Janice Green
President

Casey Ready,
Executive Director

Strategic Commitments & Achievements 2007- 08

Commitments	Achievements
<p>STRENGTHEN SERVICES</p> <ul style="list-style-type: none"> ◆ Increase accessibility & affordability ◆ Increase integration of services ◆ Ensure services respond to changing needs ◆ Increase county wide services 	<ul style="list-style-type: none"> ◆ Served over 11,000 clients ◆ Enhanced & integrated approach to public education through Trillium and United Way ◆ Added to counselling groups with new men's group ◆ Supported the development of a new Housing Worker's Network
<p>STRENGTHEN AGENCY CAPACITY</p> <ul style="list-style-type: none"> ◆ Tell more people about what we do and why ◆ Increase volunteer involvement ◆ Increase membership base ◆ Obtain resources needed for quality services 	<ul style="list-style-type: none"> ◆ Passed accreditation with one of the highest ratings in the country ◆ Finalist in Chamber of Commerce Awards of Excellence ◆ Enhanced communications through Trillium grant and new Communications Plan ◆ Fundraised over \$106,000 - a 24% increase over 2006-07 ◆ 2nd annual <i>Juke Box Mania</i> event sold out ◆ <i>Erica Cherney Inspiration Fund</i> supported 4 program initiatives ◆ <i>Home for the Holidays</i> and <i>Jazz at George St. United Church</i> concerts to supported Housing Resource Centre and the Emergency Fund
<p>TAKE A PROACTIVE ROLE WITH ISSUES AFFECTING CLIENTS</p> <ul style="list-style-type: none"> ◆ Be proactive in community partnerships, education and advocacy 	<ul style="list-style-type: none"> ◆ Approved agency-wide policy and direction for anti-poverty and advocacy work ◆ Returned portion of National Child Benefit funds, with \$336,000 returned to 2,208 children on social assistance ◆ Took action on issues related to poverty, housing, mental health and corrections ◆ Participated in a variety of community groups ◆ Active involvement with United Way campaign and input on community funding issues
<p>BE A DESIRED PLACE TO WORK & VOLUNTEER</p> <ul style="list-style-type: none"> ◆ Affirm the value of staff and volunteers ◆ Enhance internal volunteer management ◆ Develop resources to better use information technology 	<ul style="list-style-type: none"> ◆ Updated Human Resource policies ◆ Upgraded computer systems through government & The Peterborough Foundation ◆ Increased student placements ◆ Exceeded goal in internal United Way campaign ◆ Continued property search



Community Counselling & Resource Centre

VISION

**CCRC exists to make a positive and lasting
difference in people's lives**

MISSION

**CCRC helps people strengthen their lives and
promotes community well-being.
We do this through services that offer counselling,
support and resources to assist with personal well-being,
credit and financial management, access to housing
and connection with community.**

VALUES

We promote individual and community well being through:

Respect

Meeting people with caring, compassion, acceptance

Commitment to Clients

Offering high quality, supportive, accessible, and integrated services

Commitment to Community

Addressing issues including those related to poverty
and social justice which affect our clients,
through involvement in partnerships, education and advocacy

Leadership

Providing expertise and support
to identify and respond effectively
to emerging needs relevant to our purpose

Volunteerism

Recognizing the importance of volunteerism



Community Counselling & Resource Centre

Strategic Commitments

◆ STRENGTHEN SERVICES

- ◆ Increase accessibility & affordability
- ◆ Improve integration of services
- ◆ Ensure services respond to changing needs
- ◆ Increase county wide services

◆ STRENGTHEN AGENCY CAPACITY

- ◆ Tell more people about what we do and why
- ◆ Increase volunteer involvement
- ◆ Increase membership base
- ◆ Obtain resources needed for quality services

◆ TAKE A PROACTIVE ROLE WITH ISSUES AFFECTING CLIENTS

- ◆ Be proactive in community partnerships, education and advocacy

◆ BE A DESIRED PLACE TO WORK & VOLUNTEER

- ◆ Affirm the value of staff and volunteers
- ◆ Enhance internal volunteer management
- ◆ Develop resources to better use information technology

BOARD OF DIRECTORS

Janice Green, President

Don Cumming, Vice-President

Meghann Agnew, Treasurer

Shirl Delarue, Secretary

Anne Adair

Emmet Connolly

Karen S. Derian

****Tracey Gainforth***

Sue Leeson

Judy Loukras

Helene Lowry

Carole Pedler

**resigned during the year.*

CCRC STAFF – 459 REID STREET

Casey Ready, M.S.W., R.S.W., Executive Director

COMMUNITY COUNSELLING PROGRAM

Art Herold, M.Ed., R.M.F.T., Clinical Manager

**Kirsten Armbrust, M.S.W., R.S.W., Clinical Counsellor*

***Marisa Barnhardt, B.A., M.S.W., Clinical Counsellor*

Trevor Hosier, B.A., M.S.W., ICADC, Clinical Counsellor

Kim Heise, M.S.W., R.S.W., Clinical Counsellor

Brenda Logan, Clinical Counsellor

Nina Papazian, M.S.W., R.S.W., Clinical Counsellor

*Leni Rautiainen, Domestic Violence Community Coordinating
Committee, Project of PDAN*

**Kim Rogers, B.S.W., R.S.W., Clinical Counsellor*

Carson Ryner, M.S.W., R.S.W., Clinical Counsellor

Ellie Stewart, Intake Worker

Maisie Watson, B.A., B.S.W.N., R.S.W., Housing Social Worker

Janice Wuerch, Project Coordinator DART/PDAN

Group Facilitators:

Janice Austin, Peaceful Families

Sue Gastle, Peaceful Families

Linda Herold, Personal Growth Groups for Women

Heather Karkheck, Peaceful Families

Brenda Logan, Coordinator, Peaceful Families

Nicole Ring, Peaceful Families

Kelly Scott, Peaceful Families

Kevin St. Louis, Peaceful Families

Monique Watford, Peaceful Families

FINANCE, ADMINISTRATION & COMMUNICATIONS

Joanne Duquette, Manager

Dianne Borrow, Finance Assistant

Kim Hamilton, Program/Administrative Assistant

Summer Students & Student Placements:

Anna Gartshore, Clinical Program

Amanda Ginrich, Clinical Program

Andrea Holtrust, FAC, Peaceful Families

Brenda Logan, Clinical Program

Kelly Scott, Housing Social Worker Program

**on maternity leave.*

***left during the year.*

CCRC STAFF – 229 KING STREET

COMMUNITY SERVICE ORDER PROGRAM

Shelley Giardino, Manager
Karyn Gimblett S.S.W., Case Coordinator
Christine Hignett, B.A., Program Assistant

HOUSING RESOURCE CENTRE

Rosemary O'Donnell, Manager
Leigh Carrod B.A.,(Hons), HRC Intake Worker
Barb Hawthorn, Housing Counsellor
Karen Hennessey B.Sc., Housing Counsellor
Margaret McCutcheon, M.A., Housing Counsellor
Kelly Scott, Housing Counsellor

CCRC STAFF – 351 CHARLOTTE STREET

CREDIT COUNSELLING PROGRAM

Steve Wesley, B.A., B.I.A., Manager
Nancy Jackson, B.I.A., Intake/Community Education Coordinator
Larry Keller, Credit Counsellor

PUBLIC EDUCATION

Margaret McCutcheon, M.A., Manager (Aug./07)

Summer Students & Student Placements:

Kunj Acharya, Credit Counselling
Sophia Ayala, Community Service Orders
Ashley Hamilton, Housing Resource Centre
Simon Partridge, Housing Resource Centre
Sean Ruddy, Housing Resource Centre

COMMUNITY COUNSELLING PROGRAM

CCRC undergoes a rigorous and thorough accreditation process every 5 years through Family Service Ontario and the Ontario Association of Credit Counselling Services. We are proud to report that this year our Family Counselling Program and Employee Assistance programs have both been accredited, each scoring 94% on all standards! We are pleased that this feedback confirms a high level of achievement regarding the “best practices” that we continuously strive to actualize.

Individual, couple, family, and group counselling are the “core” services provided through the Community Counselling Program. We are proud to offer these services to residents of Peterborough City and County irrespective of their ability to pay. Last year we provided face-to-face counselling services to 1731 people amounting to 9,412 direct hours of counselling.

This considerable task was accomplished by myself and the other members of the Counselling Team: Kirsten Armbrust, Kim Heise, Brenda Logan, Nina Papazian, Kim Rogers, Carson Ryner, Ellie Stewart, and Maisie Watson. We have been ably assisted by our contract group counsellors Sue Gastle, Linda Herold, Andrea Holtrust, Heather Howe, and Kelly Scott. Brenda Logan completed her B.S.W. (Bachelor of Social Work) placement with us in December, and Anna Gartshore will be finishing her M.S.W. (Master of Social Work) placement in June. Both made significant contributions to our program this year. Our community owes a debt of thanks to all of these professionals for their heartfelt commitment and dedication to this work!

Part of our service to the community comes in the form of providing Employee Assistance Program (EAP) counselling for numerous local businesses and organizations. We are pleased to provide these services on a contract basis for employers who see the wisdom in assisting their staff in maintaining optimum emotional health and life balance. Revenue from these contracts supports and helps to maintain our other services. We have recently been contracted by the Fairhaven Long-Term Care Facility to provide their EAP services. We appreciate their confidence in our services and look forward to partnering with them in optimizing their organizational and employee health.

In addition to the above, the Counselling Program provides social work services to social housing communities by way of a contract with the City of Peterborough. Maisie Watson, our Housing Social Worker, is involved in helping tenants do what is needed to retain their housing and avoid eviction. She provides counselling, advocacy and conflict resolution as needed. As well, she has engaged in various community development activities. These include: initiating a Community Kitchen program and a food bank depot, and running Christmas holiday, March Break, and summer programs for children and teens in partnership with the City Recreational Department. Maisie devotes one half day a week to her role as Aphasia Social Worker, which she undertakes as part of the Aphasia Day Program, sponsored by the Central East LHIN.

Working to end violence against women and children has continued to be a cornerstone of the Counselling Program. This year we sponsored and administered two projects in support of the Peterborough Domestic Assault Network (PDAN). In this capacity, we act as the community “flow through” agency, applying for the funding, flowing it to the project, hiring personnel, and ensuring that reports to the funder are completed and submitted.

The Ministry of Community and Social Services funded a project that enabled PDAN to follow up on the Domestic Assault and Domestic Violence Response Protocols drafted the previous year by a partnership of “first responding” community services. There was a public “rollout” in October 2007 and an orientation to the Protocols provided for all PDAN organizations. I would like to thank Leni Rautianen for her very able coordination of this project.

The Ministry of the Attorney General funded a very successful project that provided training sessions for survivors of domestic violence regarding “navigating the criminal justice system,” as well as paying for a reprinting of numerous resources relating to domestic violence and assisting survivors in accessing services. I would like to thank Janice Wuerch for her excellent leadership in coordination of this project.

Thanks to annualized funding through the Ministry of Community and Social Services, this year we continued our Peaceful Families group counselling program to help children and their mothers heal from the effects of domestic violence. We also counselled over 170 women and their children in individual and family format to assist their recovery from violence and assure their ongoing right to live free from violence.

As well, we have been approached by MCSS to provide further counselling in their Violence Against Women programming through a Sexual Assault Counselling Program, and will be signing a service contract with them for this, to commence in June 2008. Our partnership with the Kawartha-Haliburton Children’s Aid Society in providing access to counselling for selected clients of theirs dealing with domestic violence also continued through the year and extends through next year.

Caregiver Support Groups ran twice this year, and our Seniors and Caregivers Programs provided quick-access counselling for 221 individuals. We are participating in the Seamless Care for Seniors Network of the Central East Local Health Integration Network, and will be looking for opportunities for innovation and partnerships in delivering service in our community, in accordance with the mandate of the LHIN. We have continued our membership in the Abuse Prevention of Older Adults Committee, and our participation on the APOAN Case Consultation Committee by way of Kim Heise’s participation there.

The Women’s Personal Growth Groups have continued to be a cornerstone of our programming this year, with 9 groups having run for 10 weeks each. There are 4 different groups offered, as determined by demand, covering the areas of: self-esteem, assertiveness, anger management, and stress management. As well, this year, through the initiative of Carson Ryner, we added a men’s group called Managing Change Effectively, which has proved to be a popular program that may become a fixture of our offerings, funded through our United Way dollars. Carson has also been carrying “outreach” duties, staffing our offices in Havelock and Apsley weekly, or as needed.

This year we lost Nina Papazian from the counselling team, who has moved on to other challenges. Nina will be missed deeply by both clients and staff, as she takes with her a repertoire of exceptional clinical skills and an equally exceptional, endearing personality capped with a quicksilver wit. We have missed both of our first-time moms Kirsten Armbrust and Kim Rogers, who have been on maternity leave for much of the year, and look forward to their returning in the coming months. I want to thank Marisa Barnhart, Trevor Hosier, and

Brenda Logan, who have ably and professionally filled in the two maternity leave positions, assuring the continuity of high-quality counselling.

We have been generously assisted for many years now by Lois Reynolds, who has worked on a volunteer basis providing needed photocopying services, dealing with machinery that has varied greatly in ability to function: thanks Lois!

Achieving clinical excellence and professional growth are ongoing aspects of this work. This year we continued to retain the services of Dr. Mike Burger to consult with us regarding challenging clinical presentations. Members of the counselling team also received training in narrative therapy, complicated grief, and alternative dispute resolution, among other topics. We were recently treated to a one day workshop on “therapeutic use of self” by Brian Nichols, a well-know local play and art therapist.

The Clinical Program is a tapestry made up of contributions from sources that are many and varied, including all of those who contribute to the United Way in Peterborough County. We are grateful as well for the funding we receive from the Central East LHIN; Ministry of Community, Family and Children’s Services; and the Ministry of Community and Social Services. As mentioned above, the Housing Social Worker Program is made possible by funding from the City and County of Peterborough; and EAP counselling is funded through the organizations that make EAP services available to their staff.

CCRC Executive Assistant Kim Hamilton is a vital link in the Clinical Program, providing an ever-friendly, supportive presence at Reid Street and supporting our work in numerous ways.

The counselling team and I also want to thank Casey for her consistent and capable support. And we want to thank the Board, as well as our other volunteers, for their energetic and ongoing commitment to this essential, important work.

Arthur Herold
Clinical Manager

COMMUNITY SERVICE ORDER PROGRAM

In 2007, the Community Service Order (CSO) program referrals remained high with a 5% decrease from the previous year; youth referrals increased by 2% whereas adult referrals showed a decrease of 9% from the previous year. Overall, the program received 374 referrals and clients contributed 16,315 hours of community service in Peterborough City and County.

The program carried over 234 clients into the New Year and between January and March 2007, the program received another 23 client referrals. Furthermore, as the result of a joint proposal submitted by the Community Counselling and Resource Centre and the John Howard Society of Peterborough the CSO program started to provide services to 12 – 15 year olds in April 2006. Youth referrals have continued to be high with a 39% increase the previous year and another 2% increase in 2007.

In 2007, staff in the program made 147 contacts with community partners including maintenance of registered placements and development of 10 new placement opportunities for clients, 31% of which were rural placements, increasing placements by 5% over the previous year. New partners to the program included:

Hucklebug Stepping Stone

4th Line Theatre

Camp Kawartha & The Kawartha Outdoor Education Centre

Safe Program

Personal Disabled Placement

Peterborough Symphony Orchestra

Bridgenorth Beautification Committee

Kinsmen Club of Peterborough

Multiple Sclerosis Society

As You Like It Face Painting

Notably, the program underwent staffing changes in 2007 including having a new Program Manager and new Case Coordinator. A summer student made possible through Service Canada assisted in placement development for 6 weeks helping increase youth opportunities. Additionally, in December 2007, some additional funding was secured through the Ministry of Children and Youth Services allowing a Program Assistant to be hired for .4 FTE.

CSO newsletters were distributed bi-annually instead of quarterly due to staffing constraints last year to over 353 people including placements, Probation Officers, Crowns and Judges. The newsletter included anonymous client stories and successes, as well as offered community partners an opportunity to advertise information about their programs and upcoming events.

Staff also continued participation in community initiatives including the Ontario Community Justice Association, Youth Justice Partnership Council, Champions for Youth, and Youth Justice Networking Committee in addition to training to remain current with best practices.

With the recent expansion of services and continuing caseload demands, the focus for the 2007/2008 Operational Plan is to advocate for increased annualized dollars to fund staffing requirements and community development with an emphasis on promoting the positive aspects of our services, expanding opportunities for clients and increasing capacity.

Shelley Giardino
Program Manager

CREDIT COUNSELLING PROGRAM

2007 was a year of celebration as the Credit Counselling Program received accreditation through the Ontario Association of Credit Counselling Services as part of the agency-wide accreditation through this Association and Family Services Ontario. We were pleased to celebrate this with our community partners, funders and associations. This also provided us with opportunities for enhanced community awareness of our services and to recognize the commitment and dedication of all staff members.

The Credit Counselling program was also pleased to be awarded the Community Impact Grant through the United Way of Peterborough and District which enabled us to reprint our most recent edition of the booklet, *Help You Help Yourself*, and to provide much needed educational workshops within the community.

We were able to provide service last year to over 1500 families and individuals in the region. We provided personal financial information and advice and administered the payment of over \$1,239,000 to creditors on behalf of our clients. The average personal debt load, excluding mortgages, of our clients was \$16,381 and the total personal debt accumulation reported by our clients was over \$3,227,000. Through our educational workshops we were able to provide service to an additional 1500 individuals.

Bankruptcy and Insolvency counselling, as required by the Bankruptcy Act, were provided to 141 individuals.

We are most grateful to the United Way of Peterborough and District and to all of our funders and supporters for their ongoing funding and recognition.

Steve Wesley
Program Manager

FINANCE, ADMINISTRATION AND COMMUNICATIONS (FAC)

Thanks to the increasing support of our funders, donors, partners and volunteers, we have experienced a year of growth and increased support for the work we do in our community. We published our first annual donor report, keeping our donors connected with CCRC and up to date on the tremendous impact of their donations. As CCRC's services are so diverse, donations benefit our community in areas from homelessness prevention to providing much needed programs for women and children who have experienced violence.

Our newsletters have been enhanced and will continue to evolve to provide information on CCRC's community connections and advocacy work, as well as information on our services and consumer advice thanks to our Public Education Program funded through the Ontario Trillium Foundation.

We were very pleased with increased volunteer capacity during the past year with individual volunteers and agency volunteer partnerships, enhancing agency Communications and Fundraising as well as providing support to individual Programs. Two new Communication volunteers that require special mention this year are Andrea Holtrust, our Fleming Social Services Worker placement student, and Savorn Noun, our volunteer from Trent University. Their expertise and hard work is very much appreciated.

An enormous thanks to **all** our invaluable volunteers, you are a very important part of our agency team.

Finally, I would like to thank our funders and donors who provide the resources for the invaluable work CCRC does for our clients and the community, the very hardworking FAC team who are proving to be more amazing each year and Casey for her strength and insight as we continue to grow.

Joanne Duquette, Manager
Finance, Administration and Communications

HOUSING RESOURCE CENTRE

In the last fiscal year more than 5,000 households in Peterborough City and County utilized our services in the traditional way: in person at our offices or by telephone. However, 2007 also marked the first complete year where newer online services were available at www.housingpeterborough.com. Over the past year online usage surged to more than 11,268 visits and 68,000 'hits' from tenants and landlords who chose to obtain housing and vacancy information from the site. This year we plan to update and broaden the site's functionality with online information, tools and resources.

We remain very concerned about the impact of energy poverty for our clients living in private rental, social housing as well as low income homeowners as their housing affordability is further threatened by rising energy costs. Over the past year these are reflected by the 34% increase in the average allocation of funds to prevent homelessness and by the 54% increase in households facing homelessness within 30 days. The energy burden for our clients reflects not just their lower incomes but also issues with lack of insulation, less efficient heating systems and older appliances.

Centres providing similar services to ours across the province officially formed a new provincial association in 2007. We are pleased to be participating in The Housing Help Association of Ontario (HHAO) as it gains momentum and strength toward the goals of providing shared knowledge, resources and education.

We are overwhelmed by the ongoing community support for our work from so many diverse people and groups. Our supporters are as diverse as the community itself and impossible to fully list. A few examples of this support over the past year include: a former client who roams the streets finding new apartment-for-rent signs; a landlord who reduces the rent for a tenant who loses a job; musicians and faith-based groups holding concerts for the Emergency fund; families giving a couple of dollars a month through their hydro bill to support the FUSE fund; a Board member trying to find temporary accommodation for homeless clients; media reps reminding the public during the holiday season about poverty; politicians and city staff finding creative solutions to another urgent need; administration staff working late to prepare a special report or cheque; and last but not least, the ongoing determination, commitment and dedication of the HRC staff team. We thank them all.

Rosemary O'Donnell
Program Manager

Housing Resource Centre	2006/07	2007/08	%change
<i>Households Served</i>			
Total Client Contacts	7,689	5,230	-32%
Website Visits (www.housingpeterborough.com)		11,268	
Website 'Hits'		68,000	
Vacancy Listings Distributed In Person	3,870	2,039	-47%
Landlord Properties Listed	585	594	2%
Homeless without Shelter	82	65	-21%
Homeless with Shelter or Temporary Housing	1,006	704	-30%
Homelessness Imminent <i>within 30 days</i>	1,084	1,719	59%
Housing Support Provided	3,870	3,671	-5%
Households Accessing Emergency Funds	569	460	-19%
HRC Emergency Fund	138	69	-50%
F.U.S.E.	147	159	8%
Winter Warmth - Enbridge	34	31	-9%
Emergency Energy Fund Ontario	128	56	-56%
Rent Bank	122	145	19%
<i>Emergency Funds Allocated</i>			
HRC Emergency Fund	\$41,634	18,951	-54%
F.U.S.E.	\$38,450	\$48,508	26%
Winter Warmth - Enbridge	\$9,914	\$11,229	13%
Emergency Energy Fund Ontario	\$51,421	\$25,581	-50%
Rent Bank	\$61,168	\$115,872	89%
Total Assistance Allocated	\$202,587	\$220,141	9%
Average Allocation per household	\$356	\$479	34%

PUBLIC EDUCATION PROGRAM

In August CCRC embarked on a new 18-month initiative, funded by The Ontario Trillium Foundation, to enhance the agency's capacity to undertake public education, issues-based advocacy, and promotional activities. This initiative is also intended to advance the agency's goal of greater program integration.

The first eight months of the project have been busy, involving a variety of consultation, planning and implementation activities. I have had the pleasure of working with colleagues in each program, providing support in creating or revising presentations, workshops, and educational and promotional materials. During this period we developed and delivered workshops on money management, credit education and savings; promotional presentations on the Housing Social Worker program, the Housing Resource Centre, and CCRC's advocacy focus; and workshops on energy poverty for the Affordable Housing Action Committee's Sustainability by Design forum. I have also assisted with the revision of Credit Counselling's popular *Help You Help Yourself* booklet and the development of an Accessible Housing brochure for HRC clients, as well as contributing to the 2008 edition of the Affordable Housing Action Committee's *Housing Is Fundamental* publication.

This fall the Public Education Program and HRC partnered with the Affordable Housing Action Committee's Community Education Working Group and other community partners to initiate a Housing Workers Network (HWN) for Peterborough City & County. The Network supports communication, collaboration and training among staff and volunteers who work with people who are homeless or at risk of losing their housing. The HWN was officially launched in March following two development meetings, and we look forward to several training sessions and a forum in the next fiscal year.

I have enjoyed being a member of CCRC's new Advocacy Committee as we work to develop and implement agency principles for advocacy, identify issues affecting CCRC clients, set priorities and prepare tools for advocacy work. As part of this effort I collaborated on an all-candidates backgrounder on social issues; developed a position paper on Electricity Retailers; and participated in the Ontario Power Authority consultation on low income energy issues across the province. Working with Casey and other staff I also developed media releases on topics including poverty levels in Peterborough, the effect of housing costs on low income residents, and Credit Week financial wellness tips.

I would like to thank Casey for her exceptional support and guidance and the managers and staff for sharing their time and expertise. I would also like to thank Savorn Noun, a volunteer who went above and beyond in the creation of the November newsletter.

Margaret McCutcheon
Program Manager

STATEMENT OF NO EMPLOYEE SALARIES TO DISCLOSE

COMMUNITY COUNSELLING AND RESOURCE CENTRE
(name of organization)

In 2007, no employees were paid a salary, as defined in the *Public Sector Salary Disclosure Act, 1996* of \$100,000 or more.

Janice Green

Name

(of highest ranking Officer of the Employer)

President, Board of Directors

Position Title

Janice A
Signature

Feb 28/08
Date

Prepared under the *Public Sector Salary Disclosure Act, 1996*

If you have no employee salaries to disclose, please fax or e-mail a copy of this Statement to

Ministry of Health and Long-Term Care
Adriana Dutkiewicz (416)327-8791

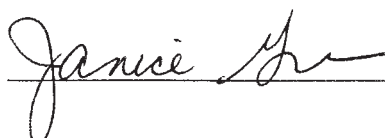
by March 7, 2008

**COMMUNITY COUNSELLING AND
RESOURCE CENTRE**

**STATEMENT OF FINANCIAL POSITION
At March 31, 2008**

	2008 \$	2007 \$
ASSETS		
Current		
Cash	237,317	164,858
Accounts receivable	60,498	49,792
Prepaid expenses	17,467	15,053
	315,282	229,703
Capital Assets		
	239,259	243,907
	554,541	473,610
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	115,059	85,603
Deferred revenue	75,326	7,783
	190,385	93,386
Long Term Liabilities		
Deferred capital contributions	53,625	61,999
Net Assets		
Invested in capital assets	185,634	181,908
Internally restricted	217,503	215,347
Externally restricted	2,609	3,370
Unrestricted	(95,215)	(82,400)
	310,531	318,225
	554,541	473,610

Approved By The Board,

 , President

 , Treasurer

*Extracted from the Audited 2008 Financial Statements prepared by Collins Barrow Kawarths LLP.
Copies of the 2008 Financial Statements and the Auditor's Report are available to any member upon request.*

**COMMUNITY COUNSELLING AND
RESOURCE CENTRE**

**STATEMENT OF OPERATIONS
For The Year Ended March 31, 2008**

	2008	2007
	\$	\$
Revenue		
Province of Ontario (Note 6)	678,016	559,082
United Way of Peterborough and District	195,715	190,868
City of Peterborough (Note 6)	783,633	840,593
Federal government (Note 6)	8,999	30,669
Fees and user charges	329,489	339,218
Donations and fundraising	56,245	51,491
Erica Cherney Inspiration Fund donations	7,156	3,196
Other income	55,232	45,725
Amortization of deferred capital contributions (Note 4)	13,374	12,577
	2,127,859	2,073,419
Expenditures		
Salaries and benefits	1,203,275	1,124,359
Program expenses	251,835	239,849
Purchased services	57,818	47,232
Occupancy costs	66,280	66,146
Equipment purchases and maintenance	27,525	13,411
Administration expense	87,581	82,343
Recruitment and education	14,033	9,708
Promotion and publicity	34,471	31,912
Dues and fees	36,183	26,391
Amortization	17,055	15,950
National Child Benefit Fund	339,497	408,248
	2,135,553	2,065,549
Excess (Deficiency) Of Revenue Over Expenditures For The Year	(7,694)	7,870

*Extracted from the Audited 2008 Financial Statements prepared by Collins Barrow Kawarthas LLP.
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**COMMUNITY COUNSELLING AND
RESOURCE CENTRE**

**STATEMENT OF CHANGES IN NET ASSETS
For The Year Ended March 31, 2008**

	Capital Assets \$	Internally Restricted \$ (Note 5)	Externally Restricted \$ (Note 5)	Unrestricted \$	2008 Total \$	2007 Total \$
Balance, beginning of year	181,908	215,347	3,370	(82,400)	318,225	310,355
Excess (deficiency) of revenue over expenditures for the year	(3,681)	2,156	(761)	(5,408)	(7,694)	7,870
Additions to capital assets	12,407	-	-	(12,407)	-	-
Amounts financed by deferred capital contributions	(5,000)	-	-	5,000	-	-
Balance, end of year	185,634	217,503	2,609	(95,215)	310,531	318,225

*Extracted from the Audited 2008 Financial Statements prepared by Collins Barrow Kawartha LLP.
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COMMUNITY PARTNERS

We would like to extend our appreciation to all of those agencies and committees who we have had the privilege of partnering with to serve this community.

Affordable Housing Action Committee
Alan Lawson, Fisher, Inc.
Alternatives
Brock Mission
Canadian Mental Health Association
Champions for Youth
City and County of Peterborough
Cogeco Cable Solutions
Community Care Peterborough
Crown Attorney's Office
Curve Lake First Nations Band Office
Domestic Assault Response Team
Elizabeth Fry Society
Elder Abuse Prevention Network of Ontario
Family Services Ottawa
Family & Youth Clinic
Five Counties Children's Centre
Greater Peterborough Business Dev. Corp.
Homegrown Homes
Housing Access Peterborough
Help Centre - Cobourg
Hometown Learning Centre Havelock
John Howard Society
Kawartha Connected Communities
Kawartha-Haliburton Children's Aid Society
Kawartha Pine Ridge District School Board
Kawartha Sexual Assault Centre
Nijkiwendidaa Anishnaabe-Kwewag Services
Lakefield Affordable Housing Group
New Canadians' Centre
Ontario Criminal Justice Association
Ontario Disability Support Program
Peterborough Affordable Housing Foundation
Peterborough Aids Resource Network
Peterborough Area Fundraisers Network

Peterborough Coalition for Dental Health Care
Peterborough Community Access Centre
Peterborough Community Legal Centre
Peterborough Communication Support Systems
Peterborough County-City Health Unit
Peterborough County OPP
Peterborough Drug Awareness Coalition
Peterborough-Lakefield Community Police
Peterborough Northumberland Victim Services
Peterborough Regional Health Centre
Peterborough Social Planning Council
PVNC Catholic District School Board
Peterborough Utilities Services
Peterborough Youth Services
Probation & Parole Services
Rural Outreach Centre Buckhorn
Salvation Army
Service Canada
Sir Sandford Fleming College
SIRCH Centre
St. Vincent de Paul
Suicide Self Help
Supportlink
Toronto Hostels Training Centre
Township of Asphodel Norwood
Trent Centre for Community Based Education
Trent University
United Way of Peterborough & District
Victim Witness Assistance Program
Victorian Order of Nurses
Women's Health Care Centre
Youth Emergency Shelter
Youth Justice Networking Committee
Youth Justice Partnership Council
YWCA of Peterborough Victoria and Haliburton

AGENCY VOLUNTEERS:

We would like to thank our invaluable volunteers for all of their hard work, dedication and commitment. On behalf of the Board of Directors and all the Staff at CCRC –

THANK YOU FOR YOUR SUPPORT!

Kathy Flannagan	Andrea Holtrust
John Hunter	Savorn Noun
Beth McMaster	Lois Reynolds
Tom Robbins	Barb Thompson

All the volunteers with Juke Box Mania

ACKNOWLEDGEMENT OF SUPPORT

The Board and Staff of CCRC would like to extend our appreciation and gratitude to all of our funders and supporters:

*City and County of Peterborough
Ministry of Children & Youth Services
Ministry of Community and Social Services
Ministry of Health
Ministry of Safety and Correctional Services
Ministry of the Attorney General
Peterborough Utilities Services
Service Canada
The Ontario Trillium Foundation
The Peterborough Foundation
United Way of Peterborough & District*

**Canadian Bankers Association
Credit Canada
Credit Counselling Canada
Family Service Canada
Family Service Ontario
Housing Help Association of Ontario
Lawson, Fisher Inc.
Ontario Association of Credit Counselling Services**

Cogeco Cable Solutions
Doyle Scholarship
Eastern Peterborough Lions Club Inc.
Enbridge (Winter Warmth Program)
George St. United Church Outreach Committee
Greater Peterborough Business Development Centre
Keene Lion's Club
Kiwanis Club of Peterborough
Kawartha Credit Union

Kinsmen Club of Peterborough
Kiwanis Club of Scott's Plains
New Horizons
OPSEU Local 327
Peterborough Community Housing
Development Corporation
Peterborough Law Association
Peterborough Social Planning Council
St. John the Evangelist Anglican Church
Warsaw & District Lions Club

The Companies who support our Debt Management Programs.
Community organizations that are placements for Community Service Order clients.
The landlords who listed their rental vacancies on our Housing Registry.

We also extend our sincere appreciation to our members, donors, and to the many individuals, organizations, and agencies who share their expertise and wisdom, their interest and quiet support, often anonymously, but always with impact.

We would like to recognize and thank our funders including:

The Ministry of Children and Youth Services
The Ministry of Community and Social Services
The Ministry of Health and Long Term Care
The Ministry of the Attorney General
The Ministry of Community Safety and Correctional Services



County and City of Peterborough



Peterborough Utilities Services

Service Canada



United Way of Peterborough and District



2007-2008