



2016 – 2017 Annual Report



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WHO WE ARE

Board of Directors 2016 - 2017

Charlie Martin — President
Mike Burger — Past-President
Beckie Evans — Vice-President
Emma Hillier — Treasurer
Janice Abbott — Secretary
Julie Brundle — Director
Theresa Butler-Porter — Director
Brittany Cadence — Director
Lisa Dixon — Director



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President & Executive Director Report

We are pleased to report on the services, events, celebrations and challenges in 2016-17 and on our future plans. The year began on the heels of our exciting 60th anniversary and builds on its successes.

CCRC served 7,262 households in 2016-17. Our professional, caring staff helped people maintain and secure housing, strengthen relationships and gain control of their finances. These services have a broad, ripple effect, reaching far beyond the people served to impact their families, workplaces, friends, neighbourhoods and the entire community.

The year brought a strong focus on the quality of our services and operations as we worked on our accreditation with the Canadian Centre for Accreditation (CCA). While CCRC has been accredited for many years, the review in 2017 marks our first accreditation through CCA. We are in the final stages of this review and look forward to a positive decision by mid-summer.

Juke Box Mania 2017 was a tremendous success, raising over \$30,000, well beyond its \$27,000 goal and completing an exciting shift in its venue and menu. Many thanks to Co-Chairs Bob Campbell and Rick Green, Honourary Chair Linda Kash, Board member Lisa Dixon, and all involved in moving this event to the Memorial Centre and introducing fine foods from 10 local chefs, earning it a new sub-title of *Sound Bites and Taste Bites*. All funds raised support CCRC services.

CCRC is committed to philanthropy and fundraising and we thank all involved as donors, sponsors, volunteers and supporters. We're excited to announce a new planned giving program this month, to further support sustainability of our services.

We encourage you to learn about our many other achievements outlined in this report. These include decreasing the waitlist for Counselling services to an average of 3 months over the past year, lower than our goal of 6 months or less, through the receipt of a two-year grant from Green Shield. We worked throughout the year with many partners to offer services through the Havelock Hub, and continued to work with the New Canadians Centre and other agencies to help people coming to Peterborough as refugees from Syria, offering assistance with housing, mental health and financial literacy services.

We were pleased to work with McColl Turner Chartered Accountants to assist 65 individuals at our Income Tax Clinic

Continued on page 3

Continued from page 2 this year. Through our Housing Resource Centre and the Havelock Hub, we assisted low income families and individuals reduce their electricity costs through the Ontario Electricity Support Program (OESP). We continue to participate on the LHIN's Leadership Council to work on integration of services for seniors, and on a core services group with the Ministry of Children and Youth Services and Kinark, to work on collaborative plans for services for children and youth.

The year presented challenges as well, as we continue to work on recovery from cuts of \$120,000 from United Way in the past two years. While we were pleased to receive a 5% increase from United Way this year, the effects of the larger cuts are still impacting services and we remain committed to work on agency sustainability in 2017-18.

This year was a time for thinking about our future, as our Board, staff and community partners were engaged in preparing our Strategic Plan for 2017-2020, approved in April 2017. This plan affirms our commitments to sustainability, client-centred and social justice approaches and investing in staff, students and volunteers, with heightened attention to innovation, partnerships, inclusivity and diversity, access to services, and maintaining a skilled, competitive workforce.

We thank all CCRC funders, donors, partners and volunteers, with special appreciation to the City and County of Peterborough, Province of Ontario, United Way, Service Canada, Community Foundation of Greater Peterborough and Peterborough Utilities Services for their support for, and confidence in, our services.

Casey extends heartfelt thanks to Charlie Martin for the leadership, wise counsel, deep commitment to the community and kind humour he brings to CCRC as President of the Board. She also extends appreciation to all CCRC Board members for their ongoing dedication, insight and support.

Charlie would like to thank the staff and leadership team for their hard work, long hours and ongoing dedication to the organization. He

would also like to thank Casey for her calm leadership, superb organizational skills and great commitment to CCRC and the community through the year.

Sincere appreciation is extended to Mike Burger, Brittany Cadence and Theresa Butler-Porter, who are retiring from the Board this year. They have provided exemplary leadership to CCRC and brought friendship and humanity to our work. Special thanks are extended to Mike for his leadership as CCRC President through the difficult cuts in funding from United Way and also through the positive changes with our re-branding and the many celebrations of our 60th anniversary. We will miss all of them on the Board, and look forward to their continued involvement as volunteers.

We thank all CCRC staff, students and volunteers. Our services, credibility and valuable role in the community are only possible through their commitment and hard work. Special thanks go to our Leadership Team, Kirsten Armbrust, Hanah Howlett McFarlane, Rosemary O'Donnell, Lynda Terry and Steve Wesley, who brought energy, leadership, creativity, persistence and kindness to our work, every day of the year.

It's an honour to work with all of you!

Casey Ready
Executive Director

Charlie Martin
President



Professional Counselling

With every year comes new challenges and opportunities. We continue to build the sustainability of our professional counselling program and work to serve as many clients as we can. This past year we were able to expand our counselling services through the receipt of a two-year grant from Green Shield Canada. Through this grant we have been able to provide counselling at no charge to individuals who were experiencing homelessness, unemployment or underemployment and thus unable to pay fees for service, and also to reduce the waiting time for our services. We also received funding through MCSS to run self-esteem groups for women who have experienced domestic violence or sexual abuse. Both of these grants enabled us to provide services similar to those previously funded through United Way.

We finished the 2016-17 year strong with an amazing staff team of Maisie Watson, Ellie Wheeler, Brenda Logan, Jane Wilders, Joy Simmonds, Peter Marrocco, Scott Pearce and Anna Field. Through their unfailing efforts we were able to provide 1375 services to clients. Their dedication to clients, professional development and collegial support is demonstrated every day and it is with genuine admiration I offer my gratitude and appreciation for the work they do.

We continue to partner with a number of post-secondary institutions providing placement and internship opportunities to students. This year we developed a new partnership with Trent University and hosted a student in the first cohort of Trent's new BSW program! Many of our former students return to us as staff and in May 2017 we welcomed Anne Beach back to our team as a counsellor. Anne completed her BSW placement with us in 2015 and now, after the completion of her MSW, will divide her time between the Professional Counselling Program and the Housing Resource Centre. We look forward to next year, but will greatly miss two of our long term employees. Brenda Logan, who finished 14 years of service before retiring in April 2017, and Maisie Watson, who provided 21 years of service before moving on to another opportunity in June 2017. We wish them all the best as they embark on these exciting new chapters!

~ Kirsten Armbrust
 Manager, Professional Counselling

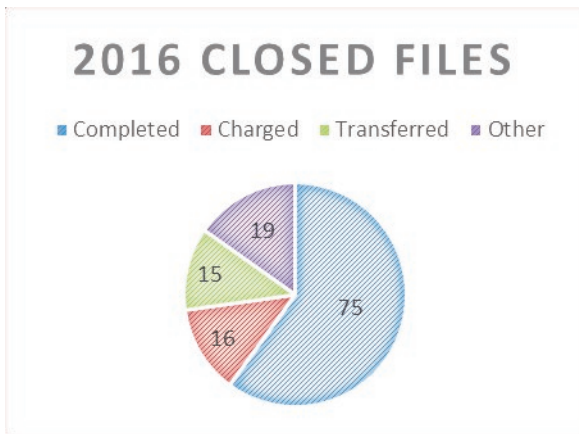
Program	Services to clients
Intake (excluding EAP)	479
LHIN funded-seniors and caregivers	224
Clients subsidized through additional revenue (e.g. fees, UW, donations)	197
MCSS funded-Violence Against Women/Sexual Abuse	120
Employee Assistance Program (EAP)	80
Housing Social Work	71
MCSS funded-Peaceful Families	48
Green Shield Counselling Initiative	46
MCYS funded-Clients referred by CAS	84
MAG funded-Clients referred through Victim Quick Response	41
MCYS funded-Children's Mental Health Counselling and Family Support	32
"Pilot Project" - full fee paying clients	37
MCSS funded-Redefining Me (Women's Self-Esteem Group)	16
Total	1375



Community Service Order Program

Community service is an alternative sentencing option that aims to prevent incarceration and reduce recidivism by providing opportunities for justice-involved clients to participate and succeed in their community.

In 2016, the Community Service Order (CSO) Program received 161 new adult referrals, an increase of 16% over last year. 75 clients successfully completed their CSO in 2016. CSO clients who completed their community service in 2016 contributed 4165 hours to non-profit organizations and municipally funded services with



Peterborough City and County. The number of hours clients were ordered to complete ranged from 15 to 240.

In September 2016, Jillian Standing took on the role of Program Coordinator after having completing a student placement in the CSO program last Fall. Under new leadership, the CSO program has renewed its focus on creating

meaningful placement opportunities for clients.

The CSO Program would like to thank the many community members and organizations that partnered with us in 2016 to provide meaningful and satisfying placements to our clients. The placements who welcomed the most CSO clients in 2016 were:

Habitat for Humanity ReStore
Kawartha Food Share
Brock Mission

Organizations who joined the CSO program's network of placement options in 2016 include:

Royal Canadian Legion - Havelock
Cogeco - Public Television
One Roof Community Centre

The CSO program reintroduced client feedback forms in 2016 in an effort to improve client engagement and program outcomes. Clients reported the following was most satisfying about their placements:

“Great people”
“Helping the customers”
“Knowing it was helpful to the community”
“Helping people”
“Realizing I can still work”



CSO home projects

The CSO program looks forward to continuing our work with clients and community partners toward the common goal of a safe and inclusive community.

~ Jillian Standing, CSO Coordinator

Resource Development Committee

CCRC's Mission:

CCRC helps people strengthen their lives & promotes community well-being.

We do this through services that offer counselling, support & resources to assist with personal well-being, credit & financial management, access to housing & connection with community.



The 2016/17 Resource Development Committee concentrated primarily on promotional and stewardship-related activities throughout our 60th anniversary year allowing us to take advantage of this unique opportunity to raise CCRC's profile in the community. We are delighted to share that this focus has led to heightened media attention and a higher degree of community involvement and interest in CCRC activities.

Recognizing that mission-driven sustainability is impossible without enhanced resourcing opportunities, we launched a planned giving program to attract and encourage legacy commitments from members of our community. Investing in the future of CCRC is a visionary, yet extremely practical approach to ensuring that CCRC will continue to have the resources necessary to make lasting change in our community for decades to come. Aligning individual beliefs and values with CCRC's enduring commitment to improve access to housing, financial literacy, wellness, and meaningful connection with community is an opportunity for long-term supporter engagement. We believe strongly that a proactive planned giving program will be integral to CCRC's ability to impact the future of our community.

Throughout the year we also worked together with the 60th Anniversary Committee to organize several events including a Wine & Cheese evening for former CCRC Board members providing them with an opportunity to reconnect and reengage with our organization. A very good thing!

Without a doubt, it's been a milestone year for CCRC. I would like to thank Janice Abbott, Peter Darling, Rick Green, Casey Ready, and staff lead, Hanah McFarlane for their commitment and creativity on this committee. Without their unwavering support, patience and dedication – much of what we are celebrating this year wouldn't have taken place.

Onwards....

~ Theresa Butler-Porter
Chair, Resource Development Committee

Credit Counselling Service

During the 2016-17 year we met with and counselled 927 individuals and families as well as led and participated in 37 workshops and fairs which reached an additional 1556 individuals. During this period, we also maintained 349 Debt Management Programs and disbursed \$1,158,198.50 for our clients through the trust account back to their creditors. We provided 281 contractual bankruptcy counselling sessions.



This has continued to be a challenging year for the Credit Counselling Program, not only in Peterborough, but also across Canada. Fluctuating employment and real estate statistics directly impact our program but we are continuing to work closely with Credit Counselling Canada and our major funders to maintain services to clients. We continue to provide our community with an unyielding commitment to professional service delivery. Special thanks go to Larry Keller and Nancy Jackson for their dedication to clients and ongoing perseverance.

~ Steve Wesley
Manager, Credit Counselling Program



2016 Summer Students: (from left to right) Jasmin, Em, Safiya, Brittany, Lisa, Georgio

CCRC's Vision:

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

CCRC's Values:

- We promote individual & community well-being through:
- Respect
 - Commitment to Clients
 - Commitment to Community
 - Leadership
 - Volunteerism

Finance & Administration

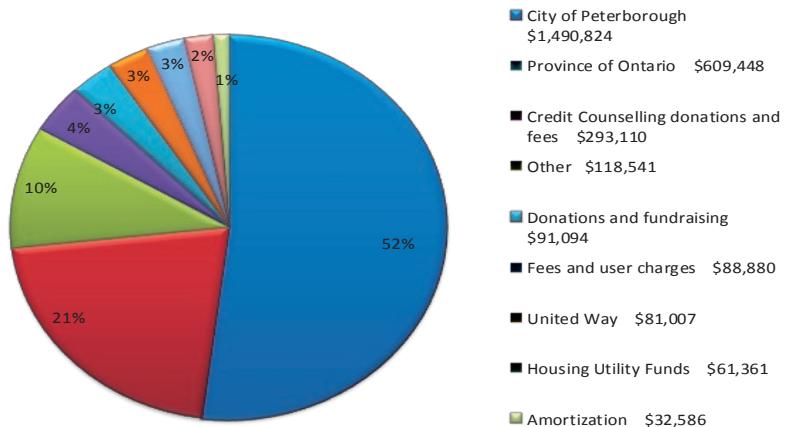
CCRC has been actively promoting a sense of wellbeing for community members in Peterborough and the surrounding area for over 60 years by helping people turn things around. Frontline staff provide caring and respectful services to help a wide range of clients by providing access to counselling, financial literacy, housing stability and a connection with the community.

In 2016-17, we recognize a \$9,318 surplus which is a great improvement over our prior year deficit. This is mainly a result of a two year Greenshield grant for our Counselling program which brings much needed support for client services plus revenue earned from the OESP (Ontario Electric Support Program) to provide utility cost relief to low income earners and seniors. As noted in the pie chart, almost \$2.5 million of CCRC expenses (85%) go directly to staffing and direct program support for clients.

I would also like to send a big thank-you to all my team members, Kim Hamilton, Program and Administrative Assistant, Sandy Garvey and Amanda Van Halteren, Finance and Administrative Assistants, for all their hard work, dedication and many contributions to CCRC. Appreciation also goes to our Executive Director, Casey Ready; our volunteer Board of Directors; our Treasurer, Emma Hillier; and our Leadership Team, Kirsten Armbrust, Hanah Howlett McFarlane, Rosemary O'Donnell and Steve Wesley.

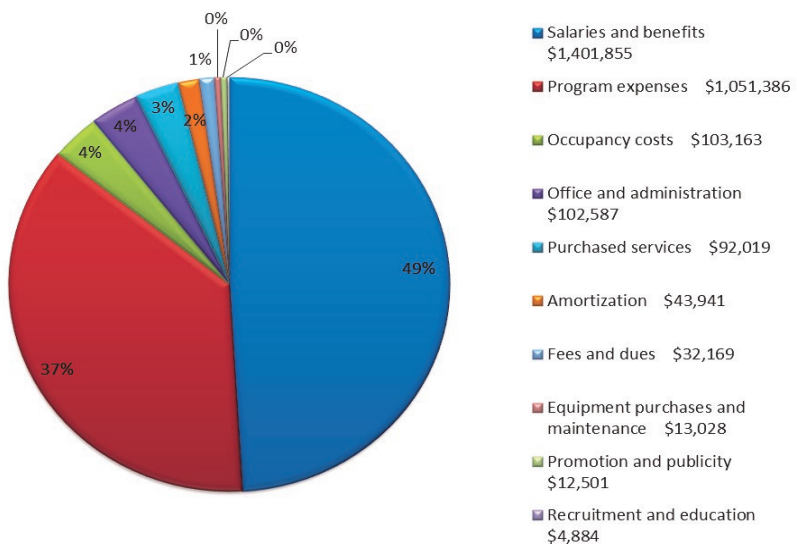
~ Lynda Terry
 Manager, Finance & Administration

**Community Counselling and Resource Centre
 Sources of Revenue for the Year Ending
 March 31, 2017**



Total Revenue: \$2,866,851

**Community Counselling and Resource Centre
 Expenses for the year ending
 March 31, 2017**



Total Expenses: \$2,857,533

Auditor's Report



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INDEPENDENT AUDITOR'S REPORT

To the Directors of Community Counselling & Resource Centre

Report on the Financial Statements

We have audited the accompanying financial statements of Community Counselling & Resource Centre, which comprise the statement of financial position as at March 31, 2017, the statements of changes in net assets, operations and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian Accounting Standards for Not-for-Profit Organizations, and for such internal controls as management determines are necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with most not-for-profit organizations, Community Counselling & Resource Centre derives revenue from fundraising and donations, the completeness of which is not susceptible to satisfactory audit evidence. Accordingly, our verification of these revenues was limited to the amounts recorded by the Organization and we were not able to determine whether any adjustments might be necessary to revenue, excess of revenue over expenses, assets and net assets.

Qualified Opinion

Except as noted in the above paragraph, in our opinion, these financial statements present fairly, in all material respects, the financial position of Community Counselling & Resource Centre as at March 31, 2017 and the results of its operations and cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

Collins Barrow Kawartha LLP

Chartered Professional Accountants
Licensed Public Accountants

Peterborough, Ontario
June 12, 2017

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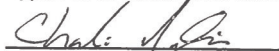
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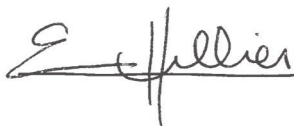
COMMUNITY COUNSELLING & RESOURCE CENTRE

STATEMENT OF FINANCIAL POSITION As at March 31, 2017

	2017	2016
	\$	\$
ASSETS		
Current assets		
Cash	552,917	486,202
Investments	96,271	94,814
Accounts receivable	65,580	74,008
Prepaid expenses	52,931	50,285
	767,699	705,309
Long-term assets		
Tangible capital assets	213,795	243,411
	981,494	948,720
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable and accrued liabilities	124,355	137,766
Deferred revenue	310,060	240,607
	434,415	378,373
Long-term liabilities		
Deferred capital contributions	104,297	136,883
	538,712	515,256
Net assets		
Unrestricted	196,007	187,159
Invested in tangible capital assets	109,498	106,528
Internally restricted	132,541	135,041
Externally restricted	4,736	4,736
	442,782	433,464
	981,494	948,720

Approved on behalf of the Board:

 , President

 , Treasurer

*Extracted from the Audited 2017 Financial Statements prepared by Collins Barrow Kawartha LLP.
Copies of the 2017 Financial Statements and the Auditor's Report are available to any member upon request.*



Auditor's Report

COMMUNITY COUNSELLING & RESOURCE CENTRE

STATEMENT OF CHANGES IN NET ASSETS For the Year Ended March 31, 2017

	Unrestricted 2017 \$	Invested in Tangible Capital Assets 2017 \$	Internally Restricted 2017 \$	Externally Restricted 2017 \$	Total 2017 \$	Total 2016 \$
Net assets - beginning of year	187,159	106,528	135,041	4,736	433,464	445,371
Excess (deficiency) of revenue over expenses for the year	20,673	(11,355)	-	-	9,318	(11,907)
Interfund transfer for additions to tangible capital assets	(14,325)	14,325	-	-	-	-
Interfund transfer to operations	2,500	-	(2,500)	-	-	-
Net assets - end of year	196,007	109,498	132,541	4,736	442,782	433,464

	2017 \$	2016 \$
Revenue		
City of Peterborough	1,490,824	1,450,982
Province of Ontario	609,448	610,340
Credit Counselling donations and fees	293,110	296,524
Donations and fundraising	91,094	87,797
Fees and user charges	88,880	73,034
United Way	81,007	90,050
Housing utility funds	61,361	39,366
Amortization of deferred capital contributions	32,586	32,586
Trillium Foundation	-	37,007
Other	118,541	43,235
	2,866,851	2,760,921
Expenses		
Salaries and benefits	1,401,855	1,388,580
Program	1,051,386	961,418
Occupancy costs	103,163	105,278
Office and administration	102,587	93,403
Purchased services	92,019	97,118
Amortization	43,941	41,859
Fees and dues	32,169	32,795
Equipment purchases and maintenance	13,028	28,915
Promotion and publicity	12,501	17,683
Recruitment and education	4,884	5,779
	2,857,533	2,772,828
Excess (Deficiency) of Revenue over Expenses for the Year	9,318	(11,907)

*Extracted from the Audited 2017 Financial Statements prepared by Collins Barrow Kawartha LLP.
Copies of the 2017 Financial Statements and the Auditor's Report are available to any member upon request.*



Juke Box Mania Committee

CCRC's Juke Box Mania went through many changes, and came out the other side stronger than ever! Together with sponsors, participants, and other fundraising-related efforts, and despite changes to the event, we raised over \$30,500, exceeding our goal of \$27,600. For the first time ever, our over 400 participants joined us at the Peterborough Memorial Centre to play the ever-popular 'name that tune' game. The exceptional food heightened the event to a new level, and set an incredibly high bar for future events. All funds raised support CCRC services that help people secure and maintain housing, strengthen relationships, and take control of their lives.



We wish to extend thanks to all members of the Juke Box committee who provided great organization, creativity, and leadership: Bella Bettencourt, Casey Ready, Dilaksana Suntharalingam, Heather Cunningham, Kelly Scott, Kim Hamilton, Lisa Dixon, Madison Lucas, and Event Planner Victoria Van Veen of Evvvents, with special thanks to staff lead, Hanah Howlett McFarlane, for supporting this event through many positive changes.

Congratulations are extended to Collins Barrow's 'Others' team who won Gold this year, and our title sponsors, LLF 'Speedwagon' Lawyers, who took home the Silver prize. In 3rd place, winning the Bronze medal was 'Sofa Kings.' Once again, Janice Green's team continued to uphold their



LLF Speedwagon

multi-year winning streak for 'Best Costume,' as they dressed up as the group 'Black Eyed Peas.' Finally, CCRC's staff team led by Kirsten Armbrust won the title of Juke Box Heroes for raising the most money in our peer-to-peer component.

Once again we would like to extend special recognition to LLF Lawyers for their generous "Nothing's Going to Stop us Now" donation, and to all of our sponsors, media sponsors, and donors for their exceptional support.

Thank you to our wonderful and energetic Honorary Chair, Linda Kash, as well as all participants, volunteers, and Juke Box Heroes!

~ Bob Campbell & Rick Green
Co-Chairs, JBM Committee

JBM Food Providers:

Amusé Coffee Co.
Black Honey
Chasing the Cheese
EC Catering
La Hacienda
NaKeD Chocolate
Primal Cuts
Rare Grill House
South Pond Farms
Taste of India





Juke Box Mania Photos

Finance Committee

During my first year as Treasurer, the agency's Finance Committee met to discuss, review and recommend the 2017-2018 operating budget and the 2016-2017 financial statements for board approval. A big thank you to fellow committee members Charlie Martin, Janice Abbott, Mike Burger, Lynda Terry and Casey Ready for raising many insightful points at each meeting. The Committee is very thankful to Lynda Terry and the Finance and Administration team, whose hard work ensures that the complex financial aspects of the organization are handled correctly and efficiently.

CCRC proves to be a resilient organization thanks to the dedication of its staff, volunteers and donors, as well as the Board's commitment to stewardship and strengthening sustainability. We look forward to building on these strengths over the coming year to ensure the long term sustainability of CCRC.

~ Emma Hillier, CPA, CA
Treasurer & Board Member

Philanthropy & Fund Development

CCRC Strategic Priorities and Goals 2017 to 2020:

Strengthen Sustainability

- ◆ *Continue Board commitment to resource development and fundraising*
- ◆ *Seek innovative, creative, resource development approaches that do not put vulnerable clients at risk*
- ◆ *Develop and manage resources to respond to pressing service needs while maintaining sustainable workloads*
- ◆ *Measure and communicate the impact of services*
- ◆ *Develop partnerships and collaborations that enhance services and are sustainable*

Over the past year, as you will see in the Resource Development Report below, we have raised the profile of CCRC and re-engaged former members of CCRC. Our Alumni Wine & Cheese served as an excellent opportunity to reconnect with Board members and to launch our Planned Giving Program, with Peter and Jane Darling stepping forward as our inaugural members.

We were pleased with a well-attended launch, with funds supporting CCRC, for our Executive Director Casey Ready's book 'Shelter in a Storm: Revitalizing Feminism in Neoliberal Ontario.' Her book has been an excellent conversation-starter about changes in funding that have had a profound impact on the way the non-profit sector operates, and how it influences our work in philanthropy.

We are continuing to grow a culture of philanthropy across the organization, and to find better ways to share our stories with our community. In doing so, we hope to better demonstrate the invaluable impact CCRC makes when people invest in this important work. Storytelling and social media policies approved this year by the Board will allow us to share these stories more widely, while maintaining the highest degree of confidentiality and dignity for our clients. Our new brand identity will be making its public appearance on our website later this year after lots of behind-the-scenes work, and our stories will be showcased across a variety of communications channels through our website, across social media, and in printed publications aimed at donors and supporters.

I would be remiss to not at least briefly mention the great results of changes to Juke Box Mania which brought with them a 17% increase in net profitability, and an overall facelift for the ever-popular event. I would like to extend my thanks to Bob Campbell & Rick Green for their leadership in taking this event 'up a notch.' A special thanks to Lisa Dixon for her leadership in taking the quality of food at Juke Box Mania above anyone's wildest expectation, and to Dr. Mike Burger whose support in gaining sponsorships for Juke Box set a high bar for Board-engagement in philanthropy!

I would like to thank the CCRC staff members, the Leadership Team, as well as all members of the Board of Directors and Resource Development Committee. Special thanks goes to Theresa Butler-Porter, who served as the Chair of the Resource Development Committee and who acts as my mentor/cheerleader when things get busy and demanding.

~ Hanah Howlett McFarlane,
Manager, Philanthropy
& Fund Development



Housing Resource Centre

In 2016 the HRC assisted 3,168 unique households with services that support housing stability. 160 County households accessed HRC services in their own community during the Havelock Hub’s first year of operation. An additional 128 households received the services of the Hubs 13 partner organizations. We are encouraged by the steady growth and diversity of Hub services addressing the interrelated barriers faced by rural residents throughout the County.

We were honoured to participate in the impressive community effort led by the New Canadians Centre last year toward housing 300 Syrian Refugees arriving in Peterborough. HRC staff provided refugee households and support teams with training, orientation and support to find and maintain appropriate housing.

Monthly rent supplements averaging \$225/month were provided to over 200 low income households together with ongoing supports for those with complex needs. An additional 650 qualified households have requested a supplement. Even a modest rent supplement is highly effective in creating stability for individuals and families in need.

We would like to acknowledge the City of Peterborough’s Housing and Social Services divisions and the United Way for the funding, partnership and support provided for our services. We also want to acknowledge the staff and management of Peterborough Utilities for their generous support and partnership over many years in the development, funding and delivery of locally responsive solutions to energy poverty.

I extend thanks and my constant admiration to the people who contribute their significant skills to the HRC: firstly to the staff team for their perseverance and dedication to the agency, to each other and to clients: Anne Beach, Annie Hedden, Karen Hennessey, Andrea Meredith, and Kelly Scott.

I join all HRC Team members in thanking Havelock Hub Coordinators, HRC students, Contract Staff and Volunteers: Amanda O’Rourke, Matthew Ferguson, Helene Lowry, Jillian Standing, Em Farquar, Jasmin Knoche, Lisa Page-Bourn, and Wayne Gosein. It is a privilege to work at CCRC because of the commitment and professionalism of the extraordinary Staff, Executive Director, Leadership Team colleagues and Board of Directors.

~ Rosemary O’Donnell

Manager, Housing Resource Centre



	Total Unique Households Served	Unique County Households Served	Total Client Contacts	Energy & Housing Stability Funds Allocated	Rent Supplement Payments Allocated	Contacts Count Clients with Significant Barriers
2016	3,168	587	7,329	\$393,646	\$605,367	7,060
2015	3,433	476	5,420	\$350,900	\$522,780	7,520

Community Partners



- * Abuse Prevention of Older Adults Network
- * Adult Protective Services
- * Affordable Housing Action Committee (AHAC)
- * A. Farber & Partners Inc.
- * All Saints Anglican Church
- * Bank of Montreal
- * Bank of Nova Scotia
- * BDO Cobourg Region
- * Brock Mission
- * Canadian Mental Health Association
- * CHEX Peterborough
- * Canadian Imperial Bank of Commerce
- * Community Care Access Centre, Peterborough
- * Children's Services Planning Table
- * City & County of Peterborough
- * Community Care Peterborough
- * Community Living Peterborough
- * Crown Attorney's Office
- * Curve Lake First Nation Band Office
- * Elizabeth Fry Society
- * Elder Abuse Prevention Network of Ontario
- * Energy Cost Work Group
- * Family & Youth Clinic
- * Five Counties Children's Centre
- * FourCAST
- * Habitat For Humanity
- * Havelock Collaborative Member Organizations
- * Health at Work Committee
- * Help Centre—Cobourg
- * Homelessness Coordinating Response Team (HCRT)
- * Homegrown Homes

Continued on page 17

- * Hospice Peterborough
- * Institute of Chartered Accountants Ontario
- * John Howard Society
- * Kawartha Credit Union
- * Kawartha Family Court Assessment
- * Kawartha Food Share
- * Kawartha-Haliburton Children's Aid Society
- * Kawartha Participation Projects (KPP)
- * Kawartha Sexual Assault Centre
- * Kinark Child and Family Services
- * LHIN Peterborough Leadership Council
- * Lovesick Lake Native Women's Association
- * McColl Turner Chartered Accountants
- * Lighthouse Drop-In Centre
- * New Canadians Centre
- * Nijkiwendidaa Anishnabe-Kwewag Services
- * Northern Lights Employment Centre
- * Ontario Criminal Justice Association
- * Peddle O'Hare Law Firm
- * Peterborough and Kawartha Lakes Human Services and Justice Coordination Committee
- * Peterborough AIDS Resource Network (PARN)
- * Peterborough Area Fundraisers Network
- * Peterborough Coalition for Dental Health Care
- * Peterborough Community Garden Network
- * Peterborough Community Legal Centre
- * Peterborough Public Health
- * Peterborough Domestic Abuse Network (PDAN)
- * Peterborough Drug Awareness Coalition
- * Peterborough Examiner
- * Peterborough Housing Corporation
- * Peterborough Homelessness Support Services Coordinating Committee
- * Peterborough-Lakefield Community Police Victim Services
- * Peterborough Poverty Reduction Network (PPRN)
- * Peterborough Northumberland Victim Services
- * Peterborough Regional Health Centre Adult Outreach Program (PRHC—AOP)
- * Peterborough Social Planning Council
- * Peterborough Youth Services
- * Probation & Parole Services
- * Royal Bank of Canada
- * Rural Outreach Centre Buckhorn
- * Sir Sandford Fleming College
- * SIRCH Community Services, Haliburton
- * St. John's Retirement Centre
- * Suicide Self Help
- * Support Team for Abuse Response Today (START)
- * Teach Centre Havelock
- * 101.5 THE WOLF / CHEX Television / 100.5 FRESH FM
- * Toronto Dominion Bank
- * Township of Havelock-Belmont-Methuen
- * Trent Community Research Centre (TCRC)
- * Trent University
- * United Way of Peterborough & District
- * United Way Simcoe Muskoka
- * Victim Services of Peterborough and Northumberland
- * Victorian Order of Nurses for Canada, Ontario Branch
- * Women's Health Care Centre
- * Yorkville University
- * Youth Emergency Shelter
- * YWCA Peterborough Haliburton

CCRC Strategic Priorities and Goals 2017 to 2020:

Continue Client- Centred & Social Justice Approach

- ◆ *Advocate for clients' needs*
- ◆ *Reduce wait-times and increase access to services*
- ◆ *Deepen understanding and commitment to diversity and inclusivity*
- ◆ *Address social injustices related to client needs, such as poverty and violence*
- ◆ *Influence public policies related to clients' needs*

Funders & Supporters

- * Agilec
- * All Saints Anglican Church
- * Canadian Bankers' Association
- * Canadian Centre for Accreditation
- * City & County of Peterborough
- * Community Foundation of Greater Peterborough (CFGP)
- * Community Opportunity & Innovation Network (COIN)
- * Credit Counselling Canada
- * Credit Canada Debt Solutions
- * Doyle Scholarship Fund
- * Employment Planning & Counselling
- * Enbridge Gas (LEAP Program)
- * Erica Cherney Fund
- * Family Service Ontario (FSO)
- * Family Service Employee Assistance Program (FSEAP)
- * George St. United Church
- * Hydro One (LEAP Program)
- * Industry Canada
- * Ministry of Children & Youth Services
- * Ministry of Community Safety & Correctional Services
- * Ministry of Community & Social Services
- * Ministry of Health & Long Term Care / Central East Local Health Integration Network (CE-LHIN)
- * Ontario Trillium Foundation
- * Peterborough Utility Services
- * Service Canada
- * United Way of Peterborough & District
- * Victim Services of Peterborough and Northumberland (VSPN)
- * Debt Management Program partners
- * Community placement organizations for CSO clients

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Volunteers:

- * Jay Adams
- * Brenda Boyes
- * Sylvia Dick
- * Marianne Donovan
- * Rachelia Giardino
- * Janice Green
- * Christine Hamilton & Children
- * John Hunter
- * Glen Jones
- * Linda Kash
- * Jasmin Knoche
- * Helene Lowry
- * Nancy Martin
- * Alana & Bentley Nabigon-Froese & Children
- * Emma Newman
- * Courtney Ostic
- * Robyn Smith
- * Victoria Van Veen & Kristine Hamilton & Children
- * Tina Johnston & Designing Women
- * LCS Volunteers:
Santiago, Emilia, Annie,
Ayda, Tiffany, Amy,
Yaming, Morgyn

* McColl-Turner
Chartered Accountants
who assisted with our Tax
Clinics

* Members of the
CCRC Board of Directors

Interns & Placement Students:

- * Bella Bettencourt
- * Hsiu-Chia Cheng
- * Jasmin Knoche
- * Katie McIver
- * Lisa Page-Bourn
- * Kara Pearson
- * Dilaksana Suntharalingam
- * Nikyla Talgoy
- * Amanda Wilson

Summer Students:

- * Giorgio Bibatiotis
- * Em Farquhar-Barrie
- * Jacy Grant
- * Hailey Guertin
- * Safiya Lambert
- * Katie Mulligan

*CCRC Strategic
Priorities
and Goals
2017 to 2020:*

*Invest in Staff,
Student and
Volunteer
Resources*

- ♦ *Maintain a positive, caring culture*
- ♦ *Commit resources to maintain a skilled, competitive workforce*
- ♦ *Enhance opportunities for nimble, flexible action*
- ♦ *Enhance use of technology to support service delivery*
- ♦ *Enhance volunteer engagement*



LOCATIONS



540 George Street North

Peterborough, ON, K9H 3S2
Credit Counselling Services
Housing Resource Centre
Community Service Orders
Administration

T: 705-743-CCRC (2272)

705-742-3015

Toll Free: 1-800-274-1611



459 Reid Street

Peterborough, ON, K9H 4G7
Professional Counselling

Employee Assistance Program

705-742-4258

F: 705-741-1734

Toll Free: 1-800-274-1611



www.ccrc-ptbo.com

Thank You!

Your support is
turning things
around for many
people in this
community.



@CCRC_Ptbo



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generous monthly &
annual donors