

# ANNUAL REPORT

2019  
2020



540 GEORGE ST N • (705) 743-2272  
459 REID ST • (705) 742-4258

[www.ccrcc-ptbo.com](http://www.ccrcc-ptbo.com) • [ccrc@ccrc-ptbo.com](mailto:ccrc@ccrc-ptbo.com)

**CCRC**   
Turning things around



# Board of Directors

## 2019-2020

### **President**

*Julie Brundle*

### **Directors**

*Todd Barr*

### **Vice-President**

*Tanys Howell*

*Patricia Donnelly*

*Alicia Doris*

### **Treasurer**

*Emma Hillier*

*Nancy Martin*

### **Secretary**

*Lisa Dixon*

*Steve Milligan*

*Court Ostic*



For over 60 years, CCRC (Community Counselling Resource Centre) has provided professional, caring services that make a positive and lasting difference in people's lives and within the community.

CCRC is an accredited, community-based charitable organization.

## Table of Contents

- 03 Strategic Priorities & Goals
- 04 Executive Director & President Report
- 06 Impact Report
- 07 Professional Counselling
- 09 HRC/CCS/CSO Program Manager Report
- 10 Housing Resource Centre
- 11 Credit Counselling Service
- 13 Community Service Orders
- 14 Fundraising & Communications
- 16 Finance & Administration
- 18 Finance Committee
- 18 Volunteers, Students and Interns
- 19 Funders & Supporters
- 20 Community Partners

### **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 the community.

### **Values**

We promote individual and community well-being through:

**Respect**  
**Commitment to Clients**  
**Commitment to Community**  
**Leadership**  
**Volunteerism**



# CCRC Strategic Priorities & Goals 2017-2020

## 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

## CONTINUE CLIENT-CENTERED & 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

## INVEST IN STAFF, STUDENT & VOLUNTEER RESOURCES



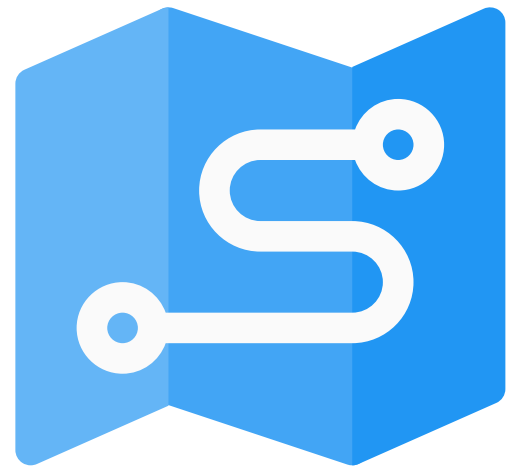
- Maintain a positive, caring culture
- Commit resources to maintain a skilled, competitive workforce
- Enhance opportunities for nimble, flexible action
- Enhance use of technology to support service delivery
- Enhance volunteer engagement



# Executive Director & President Report

The 2019-2020 year was a year of transition for CCRC. With a new Executive Director and two new Program Managers we had opportunities to explore and reimagine some of our services while maintaining excellent service delivery in all of our programs: Professional Counselling, Housing Resource Centre, Credit Counselling Service, Employee Assistance and Community Service Orders. We were also grateful to have received a grant from the Ontario Trillium Foundation to explore a new model, allowing clients with needs across multiple program areas the opportunity to meet with an Integrated Service Counsellor to address these needs. Throughout all of our programs we helped over 5500 households turn things around.

Our strategic plan continues to inform our decision making and strengthen our work. Our programs reflect our commitment to a client centered and social justice approach as does our internal work on the Equity Awareness and Action Committee, which seeks to ensure we are operating in a way that embraces the diversity of our staff and clients and provides a welcoming environment for all. We continue to prioritize sustainability and in doing so are working to strengthen our fundraising programs and explore additional sources of revenue. None of this could be done without the amazing work of our staff, volunteers, and students; we recognize their immense contributions and continue to prioritize their well-being. As this year ends the term of our current Strategic Plan, we look forward to working on a new and updated plan to guide our work for the next three years.



This report highlights our many successes; successes that are the result of the leadership of our managers and dedication of our staff. The spring of 2019 brought significant changes to our Leadership Team. Casey Ready, Executive Director; Rosemary O'Donnell, Housing Resource Centre Manager and Steve Wesley, Credit Counselling Service Manager retired with a combined almost 75 years of service with CCRC! While their expertise could never be replaced, we welcomed experienced staff into their roles.

Kirsten Armbrust moved into the role of Executive Director after spending 17 years in the Professional Counselling program, both as a Clinical Counsellor and Program Manager. Jane Wilders assumed the role of Program Manager of Professional Counselling and Employee Assistance after 11 years with CCRC as a Clinical Counsellor and Annie Hedden moved into the newly created role of Program Manager of the Housing Resource Centre, Credit Counselling Service and Community Service Orders after spending 7 years working in the Housing Resource Centre and Community Service Orders programs.



Lynda Terry has continued in the role of Manager of Finance and Administration, a position she has held most capably for the past 7 years. Many thanks to our amazing leadership team as they navigate many challenges of our ever changing environment. Along with new leadership, we welcomed Sarah Bass into the role of Fundraising and Communications Coordinator, following the resignation of Jason Stabler. Sarah came to us with many years of experience in the Non-Profit sector and brings fresh ideas, enthusiasm and passion to fundraising and spreading the message of CCRC.



The 2019-2020 year also saw changes in our Board of Directors, Beckie Evans and Charlie Martin stepped down from their roles as Board President, and Past Board President respectively. Kirsten would like to thank Julie Brundle for stepping into the role of President and Tanys Howell into the role of Vice-President. Julie, Tanys and the entire Board of CCRC have been instrumental in ensuring a smooth transition with the changes in CCRC's leadership.



The winter of 2020 brought changes none of us could have foreseen. As COVID 19 was declared a global pandemic by the World Health Organization, CCRC made the decision to shut our physical locations as of March 16, 2020. While this was a difficult decision, it was necessary to ensure the safety of our staff and clients. Our incredible program staff hit the ground running and were providing service by telephone that same day. The Finance and Administration team worked quickly to get everyone set up with remote access to be able to carry out our work at home. Our Program Managers researched diligently to find the best possible options for their staff to provide safe, confidential services virtually and to get these up and running as we moved into our 2020-2021 year.

Going forward we are looking to provide a blend of virtual and in-person services, always keeping the advice of Public Health and the Province of Ontario at the center of any decisions we make. We are humbled and amazed by the ability of all our staff to pivot so quickly to provide our clients and our community with exceptional services during these exceptional times. Thank you to each and every one of you who have taken on this challenge without hesitation and with the same level of professionalism and skill you demonstrate in all that you do.

Sincerely,  
*Kirsten Armbrust*  
**Executive Director**

*Julie Brundle*  
**Board President**



# Impact Report

2019-2020



Over 5500  
households  
served

“Credit Counselling has helped us so much through a difficult time! We have changed how we do things with our finances now, and we save for what we want! It has made all the difference.”

Credit Counselling Services Client Testimonial



Over \$30,000  
raised at Juke  
Box Mania  
2019

Increase in community referrals  
due to enhanced communication  
and campaigning efforts



100% of Professional Counselling  
clients who completed client  
satisfaction surveys reported their  
well-being improved as a result of  
counselling



Over 150 payments  
toward rent arrears  
to prevent evictions



**3986**  
HOURS

of Community  
Service contributed  
to Peterborough  
City and County

Participated in the community-wide  
launch of the Homelessness Coordinated  
Access System, aiming to eliminate  
chronic homelessness by 2025





The 2019-20 year has been an interesting time of change. Not only did it bring about a number of staffing changes, we also adapted new virtual ways to safely deliver counselling services during the Covid-19 global pandemic.

With Kirsten's move to the Executive Director role, the professional counselling team welcomed me back as Program Manager. We said farewell to two of our long time staff members, Ellie Wheeler and Joy Simmonds as they stepped into retirement. We welcomed Alex Barringer as Intake Worker in May 2019 and early in 2020, we welcomed Emily Rogers Nannarone, Adina Muskat, and Sarah Tucker to the team in clinical counselling roles.

We continue to market our EAP services and secured a new workplace contract in 2019. As well, we continue to build upon our strengths in workplace wellness and critical incident management, providing requested workshops and critical incident debriefs to community organizations. We were particularly delighted to partner with Trent University to offer a modified version of our Re-defining Me group to Trent University Students in the fall 2019 school term. In our ongoing commitment to inclusivity and accessibility, we have continued to provide counselling services through government funded programs to both Indigenous and Refugee clients. And as always, we continue to explore additional opportunities for increased funding to ensure we are serving as many clients as we are able.

When the Covid-19 pandemic called upon us to shelter at home, the Professional Counselling team quickly pivoted to providing the safest possible services to our clients using video conferencing and telephone. The counselling team stepped up and into learning how to safely implement this technology, to deliver this 'new to us' mode of services to our clients.

We expect to be offering a mix of both virtual and in-person services for some time as the pandemic continues to unfold. We look forward to more exciting changes, including the development of a client navigation service that incorporates single session therapy to improve service accessibility. Single session therapy was piloted in 2019 and is being used virtually during the pandemic for those who need brief assistance. We also look forward to implementing technological enhancements to our case management system to improve efficiencies.

Heart-felt thanks go out to our students who served our clients during their practicum placements. This year's cohort of Yorkville University students are the first, who by necessity, had the adventure of learning and incorporating virtual counselling into their practicum studies.

Words cannot express my gratitude to the Professional Counselling staff for all the ways they have demonstrated their commitment to helping people strengthen their lives in both ordinary and extraordinary times. 100% of the clients who completed client satisfaction surveys reported that their well-being improved as a result of counselling. This speaks to the exceptional ability of our staff to provide services reflective of CCRC's vision, mission, and values. I would like to extend my thanks to Ellie Wheeler, Joy Simmonds, Pete Marrocco, Scott Pearce, Anna Field, Anne Beach, Emily Rogers Nannarone, Adina Muskat, Sarah Tucker, and Alex Barringer - you truly "make a positive and lasting difference in people's lives".

*M. Jane Wilders, M.A., R.P.*

**Program Manager**

**Professional Counselling and Employee Assistance Programs**



# Professional Counselling Snapshot

630

Intake Clients



146

Violence Against  
Women and  
Sexual Abuse



15

Indigenous and  
Refugee Clients

231



Seniors and Caregivers

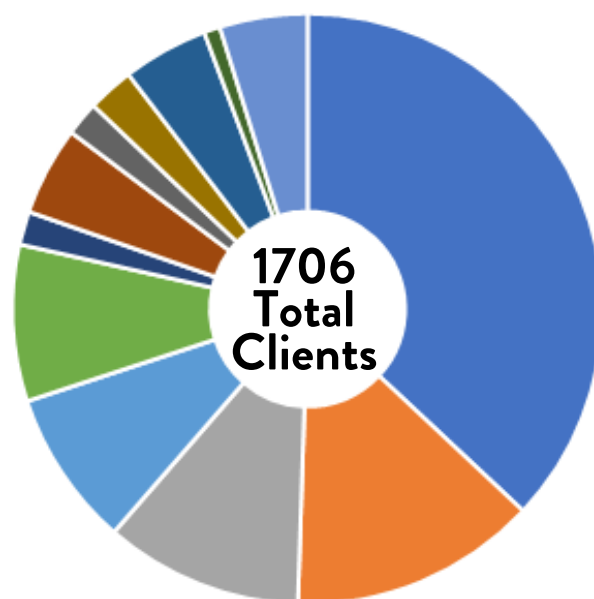
43

Children's Mental Health  
Counselling and Family Support



## Professional Counselling Services to Clients

- Intake | 630
- LHIN funded-seniors and caregivers | 231
- Core clients-funded through additional sources of revenue/fundraised dollars | 185
- MCCSS funded-Violence Against Women/Sexual Abuse | 146
- Employee Assistance Program (EAP) | 146
- MCCSS funded-Peaceful Families | 31
- MCCSS funded-clients referred by CAS | 83
- MAG funded-Clients referred through Victim Quick Response | 82
- MCCS funded Children's Mental Health Counselling and Family Support | 43
- Full fee/self-funded clients | 80
- NIHB/IFHP-Funded - Indigenous and Refugee Clients | 15
- Clients served by Community Request services (CIRs, Workshops) | 82





# HRC/CCS/CSO

## *Program Manager Report*

Just as 2019 was a year of new beginnings and new challenges for CCRC, it was a year of new challenges and new beginnings for me as well. This past year I took on an exciting new role as Program Manager for all 3 of CCRC's George St. programs: The Housing Resource Centre, the Credit Counselling Service, and the Community Service Orders programs. I am grateful to have been well-prepared to take on this role by the previous managers of these programs.

The purpose of my new position, (and my most important challenge!) was to foster integration and interconnectedness among the programs to help CCRC clients benefit from the full range of services we have to offer in a coordinated and cohesive way.

A grant from the Ontario Trillium Foundation allowed us to embark on yet another new and challenging project. As part of a one-year pilot project we hired an Integrated Services Counsellor (ISC) to work with clients requiring services from more than one CCRC program. The ISC program has been successful in discovering that the complexity of need among our clients is often deeper than it appears; in addressing this need; and in creating positive outcomes for CCRC clients. I would like to extend my sincere thanks to Leigh Carrod for taking on this somewhat experimental role, and for her commitment to CCRC and to serving our clients.

I would like to thank Larry Keller, a long-term Credit Counsellor who finished his last day at CCRC on March 31st after 24 years of service. Larry provided outstanding, caring services to Credit Counselling clients throughout his time at CCRC. We wish Larry all the best in his future endeavours.

I would like to express my gratitude to the entire 2019 staff across all 3 programs: Nancy Jackson and Larry Keller, Credit Counsellors; Andrea Meredith, Rent Supplement Coordinator; David Haw, Auden Palmer, Annette Pedlar, Kelly Scott and Lauren Voore, Housing Counsellors; Amanda Sterling, CSO Coordinator, and Saskia Wilson, Intake Worker. I would also like to thank Nathan Dunn, Canada Summer Jobs staff; Ashley Barrie, Haley Thornhill and Taylor Hunter, Student Housing Associates; and Kim Tasker, Volunteer. You have all helped to make my first year leading the integrated team memorable, challenging, and more fulfilling than I could imagine.

Sincerely,  
*Annie Hedden*

**Program Manager**  
**Housing Resource Centre, Credit Counselling Service and Community Service Orders**



2019 was a year of endings and beginnings for the Housing Resource Centre. We bid farewell to several long-term staff, welcomed a host of new staff to the team, re-envisioned our Intake services, deepened our connection to the community and streamlined services across CCRC programs.

2019 began by saying goodbye to retired Manager Rosemary O'Donnell and Housing Counsellors Kelly Scott, and David Haw. Later in the year we said goodbye to Housing Counsellor Lauren Voore. We wished them well as they moved on to exciting new opportunities. Although we were sad to see them go, we were excited to welcome three new Housing Counsellors and an Intake Worker to the team. The new staff brought with them new challenges, opportunities, and insights. Most importantly they brought with them a passion for serving our clients and our community.

Building on the solid foundation laid for us by previous staff and leadership, we undertook a major overhaul of our Intake service. Based on feedback from new staff, clients, and our community we transformed our Intake service into a Housing Help Clinic, which has reduced wait times for clients and improved our ability to meet our clients where they're at, addressing their needs on the spot when they arise. The Housing Help Clinic has streamlined the process of applying for emergency financial assistance, enabling our Housing Counsellors to spend less time on administrative tasks, and more time providing direct support to individuals and families experiencing complex housing-related needs.

Beginning in April, with the launch of the community-wide Homelessness Coordinated Access System we have been working more closely than ever with our valued community partners in an effort to eliminate chronic homelessness by 2025. It is an ambitious goal, but we are confident that with the passion, drive, and commitment that we see every day in our community, we can achieve this goal together. We are grateful to be part of a community that prioritizes the needs of the most vulnerable.



In deepening our connection to the community, we identified gaps in understanding about what services HRC provides, and how we provide them. We've worked hard to increase our communication about the services we are so proud to provide, through direct contact with community partners, a robust social media campaign, and widespread distribution of informational fliers. These enhanced communication efforts have resulted in an increased number of referrals from the community, meaning that those who need are services are more likely to receive them.

Thank you to all friends, family, community partners, landlords-- everyone who has referred anyone to HRC for support.

Sincerely,  
*Annie Hedden*

**Program Manager**

**Housing Resource Centre, Credit Counselling Service and Community Service Orders**



2019 was a challenging year for the Credit Counselling program. Staffing changes, funding challenges, and shifting priorities within the wider Credit Counselling community have created opportunities for critical reflection, improvement, and new successes within our program. With mixed feelings, we started the year by fondly saying goodbye to former Credit Counselling Service Manager Steve Wesley and welcomed Annie Hedden as our Program Manager.

Throughout 2019 our single greatest challenge continues to be securing sustainable funding that does not rely on revenues from our debt management program. Despite the many benefits they provide to people wishing to pay off their debts, the popularity of Debt Management Programs (DMPs) has declined over the past several years, partly because not-for-profit Credit Counselling services continue to be overshadowed by for-profit Insolvency Trustees and large online Credit Counselling companies. As a result of the loss of DMP revenue, staff hours were unfortunately reduced.

A concurrent upward trending interest in financial literacy in our community has resulted in a strong demand for our workshops and public education events, highlighting the need for a shift in funding challenges. In this regard, we are very grateful to welcome and have the assistance of Sarah Bass, CCRC's Fundraising and Communications Coordinator who is helping to launch the Credit Counselling Program onto an active and engaging social media platform, increasing our community presence. We also want to acknowledge and thank Nathan Dunn, our summer student who helped us accomplish our annual mass communication and annual review project with all of our Debt Management Program clients.

In the community, through a unique collaborative project with City of Peterborough Social Services Division, we provided in-house training on financial literacy to 93 staff. Building on the 'Bridges out of Poverty' model of looking at, and responding to financial hardship through the lens of those most marginalized, this workshop offered strategies and practical tips to engage clients in discussing financial challenges and provided helpful knowledge and resources to share.





We were very pleased to engage in the City of Peterborough's second cohort of Homeward Bound; a single mother lead families project. We delivered a five session financial literacy program designed to help eight participants to attain and sustain financial stability now and into the future. We were thrilled to be invited to the Grand Opening of the new accommodations on Bonaccord Street. We congratulate the City and our former CCRC Counsellor Maisie Watson, who played a major role in this project, and wish Homeward Bound every success!

Seniors in Peterborough County were offered a free financial workshop in collaboration with the Norwood Public Library. After the workshop, participants reported that they were surprised at how much they learned, acknowledging that the financial world has changed and recognized the importance of keeping "up to date" to avoid being a victim of fraud, financial abuse and consumer scams. Evaluations showed that they especially enjoyed the opportunity to talk openly about financial concerns such as the rising cost of living and changes in the banking industry.

Our community continues to turn to us as their trusted consumer credit and financial literacy resource, referring clients, employees, friends and neighbours to CCRC.

Sincerely,  
*Annie Hedden*

**Program Manager**

**Housing Resource Centre, Credit Counselling Service and Community Service Orders**



**298**

**Debt Management Programs**

**1730**

**Clients reached  
through workshops**



**32**

**Workshops and Fairs**



**438**

**Clients reached  
through CCS  
services**



**\$748,065.43**

**Disbursed for clients  
back to their creditors**



2019 marked another successful year for clients of the CSO program with 3986 hours of community service contributed to Peterborough City and County. Since 1978, the CSO Program, in collaboration with many amazing community partners, has empowered justice-involved individuals to be successful in the completion of their community service. In 2019, the CSO program continued to support clients by providing opportunities to participate in meaningful placements that enrich our community.

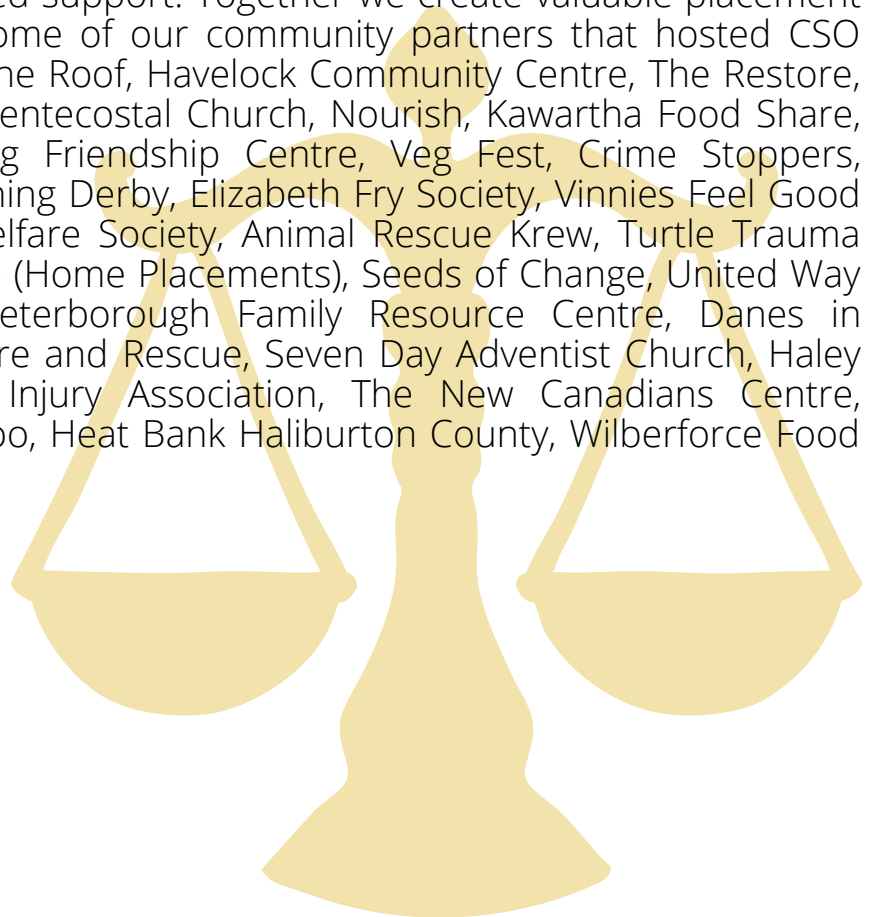


The CSO Program continues to contribute to client success by finding placements that go beyond satisfying the conditions of probation orders within the community. Through comprehensive assessments and cultivating relationships with community organizations, CSO clients are paired with placements that align with their unique skills, abilities and interests.

The CSO Program has continued its participation in the Ontario Community Justice Association and Human Services and Justice Coordinating Committee, which enhances the Program's capacity to support clients in meaningful ways.

The CSO Program would like to thank all participating community members and organizations for their continued support. Together we create valuable placement experiences for our clients. Some of our community partners that hosted CSO placements in 2019 include: One Roof, Havelock Community Centre, The Restore, St. Peter's Cemetery, Calvary Pentecostal Church, Nourish, Kawartha Food Share, Warming Room, Nogojiwanong Friendship Centre, Veg Fest, Crime Stoppers, Liftlock Hockey, Greenwing Fishing Derby, Elizabeth Fry Society, Vinnies Feel Good Shopping, Lakefield Animal Welfare Society, Animal Rescue Krew, Turtle Trauma Centre, Riverview Park and Zoo (Home Placements), Seeds of Change, United Way of Peterborough, Telecare, Peterborough Family Resource Centre, Danes in Distress, CMHA, Trent Lakes Fire and Rescue, Seven Day Adventist Church, Haley House, Global Angels, Brain Injury Association, The New Canadians Centre, P.A.R.N., Indian River Reptile Zoo, Heat Bank Haliburton County, Wilberforce Food Bank and many more.

Sincerely,  
*Amanda Sterling*  
**CSO Program Coordinator**





# Fundraising & Communications

A necessary part of any charity, fundraising and communications is an opportunity to tell the story of 'why' an organization exists. When I started in my role as Fundraising & Communications Coordinator at CCRC, I had the privilege of talking with a number of staff, donors and former clients to learn about the impact of CCRC's services. Those conversations reflected the empathy, compassion, dedication and respect for the people served by all of CCRC's programs.



"Their work is life-changing", a former client told me one day. It really is. CCRC serves thousands of households each year, with everything from helping clients understand their rights, what benefits & assistance they qualify for, to mediation with landlords or in-depth multi-session individual or group counselling. It's problem solving with people who know what resources are available and how to access them.

The work is multi-faceted but fluid and responsive, recognizing that there can be many factors contributing to what seems like a singular problem. CCRC's multiple services are available to make it much easier for people to get the help they need to address the different challenges they are facing, so they can turn things around with a solid foundation going forward.



While CCRC receives program funding for ongoing services, we also rely on the generosity of people and businesses in our community to fill funding gaps and help us increase our capacity while addressing changing needs. In the 2019-2020 year, CCRC was grateful to receive financial support from a number of sources including: Peterborough and the Kawarthas Association of Realtors - Realtors CARE Foundation to support our Housing Resource Centre; the Peterborough Foundation to help us upgrade several of our computers and the Commonwell Mutual Insurance CARE program in support of all of our programs.

CCRC is so fortunate to have an incredibly supportive base of donors. People who share the same values as the organization and who are the backbone of why CCRC can do what it does best; provide service to those who need it, when they need it so that everyone in our community can thrive. Thank you so much to everyone who continues to invest in the people of our community through CCRC.



For our fundraising efforts, we tried something new in 2019/2020 and launched our first ever Trip Raffle - a chance to win a \$5000 trip voucher to vacation anywhere that CWT Vacations travels, including many destinations in Canada.

Tickets are still available for \$10 each or 3 for \$25 and the draw has been rescheduled for December 18, 2020 at noon. The winner can travel anywhere from January 2021 - January 2022. For more information or to purchase tickets, please email me at [sbass@ccrc-ptbo.com](mailto:sbass@ccrc-ptbo.com).



# Fundraising & Communications

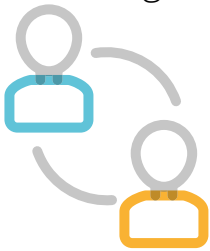


**Presented by:**



Our lead-up to Jukebox Mania was filled with support from local businesses and past participants, all brimming with excitement to participate in what would have been the 15th annual Jukebox Mania that was scheduled for April 24. As you know, the COVID-19 pandemic changed all of that. It changed things for CCRC and for the people and businesses in our community. Our incredible Jukebox Mania Committee pivoted, they pulled together a broadcast featuring local musicians and an online auction to help us raise funds to support our programs in place of Jukebox Mania. Thank you so much to my fellow committee members: Lisa Dixon, Tanys Howell, Victoria VanVeen, Tracey Boyd, Kirsten Armbrust and Lynda Terry for everything they did to pull Jukebox Connections together.

The pandemic is something we are all living and breathing as we move through the phases and prepare for what is to come in the fall and winter. It is perhaps felt hardest by those who have lost loved ones, are experiencing health challenges, lost jobs or are struggling with the stress and mental health implications of trying to navigate this new way of being. For many, it's compounding an already untenable situation. For others, it's the first time they've dealt with anxiety or depression or the prospect of unemployment or health problems. For everyone, it's still new and unfolding.



This is why CCRC's services are so critical moving forward. As a multi-service organization, CCRC is well equipped to help people deal with the implications of income loss, debt and credit challenges, housing uncertainty and mental health impacts. Our staff are skilled and are willing and able to help people navigate these stressors. Often our biggest challenge is finding a way to get the word out about what we do, and to find resources to fill funding gaps.

The pandemic is changing the landscape of communications and fundraising, but also creating more opportunities to try new things and create new avenues for connection. Thank you so much to the Fundraising and Communications Committee: Todd Barr, Alicia Doris, Steve Milligan and Kirsten Armbrust for your invaluable insight and feedback to further CCRC's fundraising and communications efforts over the past year and as we move forward into this new landscape.

*Sarah Bass*  
**Fundraising & Communications Coordinator**

Thanks to Tim Farquharson and John Lyons of the Peterborough Police Service and to Kirsten Armbrust and Julie Brundle for their efforts as our 2020 Jukebox Heroes. Thanks also to Rob Phillips, our 2020 Honorary Chair and Catherine Hanrahan for her assistance as MC.



**Jukebox Mania 2019 net revenue \$30,000**



# Finance & Administration

At CCRC, we strive to continually find new and better ways to enhance client-focused services, increase client satisfaction and achieve better outcomes. Our frontline staff continues to provide caring and respectful services to help a wide range of clients with access to counselling, financial literacy, housing stability and a connection with the community. We value our role in the community and we understand our responsibilities by continually striving to help people turn things around.



Due to the COVID pandemic, on March 16, we made the decision to shutter our buildings from face-to-face services and quickly pivoted to provide remote access for all of our staff. Innovative solutions were created and implemented to continue to provide telephone and virtual services to our clients. I am very proud of how nimble our agency has proven itself to be during this unprecedented time.

2019-2020 was also the year of change for CCRC as we welcomed our new Executive Director, Kirsten Armbrust, and our two new Program Managers, Annie Hedden and Jane Wilders, who have seamlessly transitioned into their new roles at the agency.

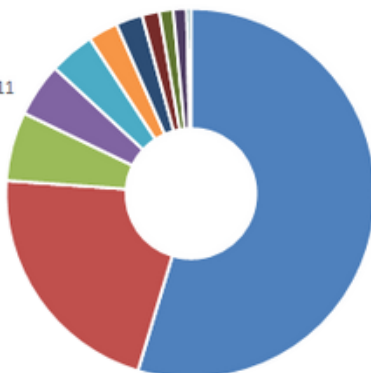
In 2019-2020 CCRC experienced a \$21,124 surplus as we continue to see that our generous donors have donated almost \$59,000 to our general fund, \$30,000 to our Housing funds and we grossed over \$48,500 (\$30,000 net after direct expenses) from our Jukebox Mania event held in April 2019. Thank you to all of our donors, fundraising event attendees and sponsors. As shown in the pie chart, over \$2.5 million of CCRC's \$2.9 million expenses (86%) go to staffing and direct program support for clients.

I would like to send a big thank-you to my team members, Kim Hamilton, Program and Administrative Assistant and Sandy Garvey, Finance Assistant, for their exceptional work, dedication and many contributions to CCRC. Kimberly Starr, our Finance and Administrative Assistant moved to BC in March 2020 and I would like to thank her for her contributions and wish her all the best in her future endeavors. Appreciation is also extended to our volunteer Board of Directors; our volunteer on the finance committee, Charlie Martin; and our Treasurer; Emma Hillier.

*Lynda Terry, Manager,*  
**Finance and Administration**

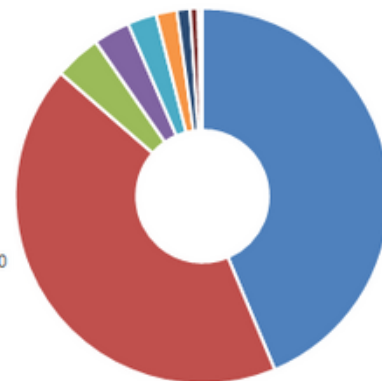
**Community Counselling and Resource Centre**  
**Sources of Revenue for the Year Ending March 31, 2020**

■ City of Peterborough	\$1,599,403
■ Province of Ontario	\$628,983
■ Credit Counselling donations and fees	\$176,411
■ Donations and fundraising	\$137,572
■ Fees and user charges	\$115,840
■ United Way	\$76,309
■ Housing Utility Funds	\$68,184
■ Other grants	\$44,524
■ Trillium Foundation	\$35,529
■ Amortization	\$34,253
■ Rent	\$8,037 & Interest \$2,460



**Community Counselling and Resource Centre**  
**Expenses for the Year Ending March 31, 2020**

■ Salaries and benefits	\$1,270,127
■ Program expenses	\$1,239,801
■ Occupancy costs	\$115,802
■ Office and administration	\$91,944
■ Purchased services	\$73,054
■ Amortization	\$52,155
■ Fees and dues	\$32,605
■ Equipment purchases and maintenance	\$20,470
■ Promotion and publicity	\$8,084
■ Recruitment and education	\$2,339





# Community Counselling & Resource Centre

## STATEMENT OF OPERATIONS

For the Year Ended March 31, 2020

	2020	2019
	\$	\$
<b>Revenue</b>		
City of Peterborough	1,599,403	1,409,430
Province of Ontario	628,983	631,336
Credit Counselling donations and fees	176,411	210,078
Donations and fundraising	137,572	114,797
Fees and user charges	115,840	99,345
United Way	76,309	76,309
Housing utility funds	68,184	47,274
Other grants	44,524	123,047
Trillium Foundation	35,529	-
Amortization of deferred capital contributions	34,253	32,586
Rent	8,037	13,362
Interest	2,460	1,806
	2,927,505	2,759,370
<b>Expenses</b>		
Salaries and benefits	1,270,127	1,330,192
Program	1,239,801	1,019,779
Occupancy costs	115,802	110,581
Office and administration	91,944	98,916
Purchase service	73,054	83,458
Amortization	52,155	45,164
Fees and dues	32,605	29,908
Equipment purchases and maintenance	20,470	24,714
Promotion	8,084	21,436
Recruitment and education	2,339	1,790
	2,906,381	2,765,938
<b>Excess (deficiency) of Revenue over Expenses for the Year</b>	<b>21,124</b>	<b>(6,568)</b>



# Finance Committee

During my fourth year as Treasurer, the agency's Finance Committee met several times to review monthly financial statements and discuss, review and recommend the 2020-2021 operating budget and the 2019-2020 audited financial statements for board approval. A big thank you to fellow Finance Committee members Julie Brundle, Lynda Terry, Kirsten Armbrust and Charlie Martin for raising many insightful points at each meeting. The Committee is very thankful to Lynda Terry and the whole Finance and Administration team, whose hard work ensures that the complex financial aspects of the organization are handled correctly and efficiently.

Overall, CCRC showed a strong financial performance in the 2019-2020 fiscal year, with an excess of revenue over expenses for the year of \$21,124. I think that this year's performance has better positioned CCRC to weather the unpredictable times we currently find ourselves in. CCRC is very fortunate to have dedicated staff, volunteers, donors and community partners, and this has been very evident in the past few months. While the impacts of COVID-19 have had an endless number of challenges, I think it has further demonstrated the importance of the programs and services that CCRC offers to our community.

*Emma Hillier, CPA, CA*

**Treasurer and Board Member**

## Volunteers, Students & Interns

### Volunteers

Tracey Boyd  
Peter Darling  
John Hunter  
Charlie Martin  
Larry Piccinin  
Kim Tasker  
Victoria Van Veen  
and all of our  
2019 Jukebox  
Mania Volunteers!

### Practicum Placements & Interns

Matthew Asser  
Ashley Barrie  
Diane Caldwell  
Kate Griffith  
Taylor Hunter  
Beth Pink  
Kayla Sparkes  
Haley Thornhill

### Canada Summer Jobs Participants

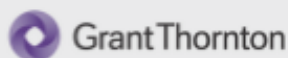
Nathan Dunn  
Czarina Garcia  
Amy Govender  
Kayli Hill





# Funders & Supporters

## Thank you so much to our Jukebox Mania Connections 2020 Sponsors!



Partnerships and collaboration are fundamental for community organizations to succeed. We are so grateful to our partner organizations & funders for their ongoing support of CCRC's programs and services.

- All Saints' Anglican Church
- Canadian Bankers Association
- Canadian Centre for Accreditation (CCA)
- Central East Local Health Integration Network
- City and County of Peterborough
- Community Foundation of Greater Peterborough (CFGP)
- Commonwell Mutual Insurance
- Credit Counselling Canada
- Credit Canada Debt Solutions
- Doyle Scholarship Fund
- Emmanuel United Church
- Employment Planning & Counselling
- Enbridge Gas (LEAP Program)
- Erica Cherney Fund
- Family Service Ontario (FSO)
- Family Service Employee Assistance Program (FSEAP)
- Hydro One (LEAP Program)
- Industry Canada
- Ministry of Community Safety & Correctional Services
- Ministry of Health
- New Canadians Centre
- Ontario Trillium Foundation
- Peterborough Foundation
- Peterborough Utilities 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



# Community Partners

- Abuse Prevention of Older Adults Network
- Adult Protective Services
- A. Farber and Partners Inc.
- All Saints' Anglican Church
- Bank of Montreal
- Bank of Noval Scotia
- BDO Cobourg Region
- Brock Mission
- Canadian Mental Health Association
- Canadian Imperial Bank of Commerce
- Community Care Access Centre
- City and County of Peterborough
- Community Care Peterborough
- Community Living Peterborough
- Crown Attorney's Office
- Curve Lake First Nation Band Office
- Diversity Equity & Inclusion Network
- Elizabeth Fry Society
- Elder Abuse Prevention Network of Ontario
- Emmanuel United Church
- Family and Youth Clinic
- Five Counties Children's Centre
- Fleming College
- FourCAST
- Habitat for Humanity
- Hospice Peterborough
- Institute of Chartered Accountants Ontario
- John Howard Society
- Institute of Chartered Accounts 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
- New Canadians Centre
- Nijikiwendidaa Anishnabe-Kwewag Services
- Nogojiwanong Friendship Centre
- Northern Lights Employment Centre
- Nourish Project
- Ontario Criminal Justice Association
- Peterborough and Kawartha Lakes Human Services and Justice Coordination Committee
- Peterborough AIDS Resource Network (PARN)
- Peterborough Area Fundraisers Network
- Peterborough Community Legal Centre
- Peterborough Domestic Abuse Network (PDAN)
- Peterborough Drug Awareness Coalition
- Peterborough Planning Table for Children and Youth
- Peterborough Public Health







- Peterborough Examiner
- Peterborough Housing Corporation
- Peterborough Police Victim Services
- Peterborough Northumberland Victim Services
- Peterborough Probation and Parole Office
- Peterborough Regional Health Centre Adult Outreach Program (PRHC-AOP)
- Peterborough Social Planning Council
- Peterborough Youth Services
- Probation and Parole Services
- Royal Bank of Canada
- SIRCH Community Services, Haliburton
- St John's Retirement Centre
- Suicide Self Help
- Support Team for Abuse Response Today (START)
- 101.5/Fresh Radio 100.5
- Toronto Dominion Bank
- Trent Community Research Centre (TCRC)
- Trent University
- United Way of Peterborough and District
- United Way Simcoe Muskoka
- Victim Services of Peterborough and Northumberland
- Victorian Order of Nurses for Canada, Ontario Branch
- Women's Business Network
- Women's Health Care Centre
- Yorkville University
- YourTV Peterborough
- YES Shelter for Youth and Families
- YWCA Peterborough Haliburton

### **CCRC staff donations to the United Way's 2019/2020 campaign**



**CCRC's 2019 United Way Organizing Committee from left: Kate Griffin, Sandy Garvey, Annie Hedden, Kim Hamilton & Anna Field**



# How you can help

## Spread the word



**'I've heard they help with...'**  
People don't always know that there is help out there. This statement can be all that someone needs to hear to reach out and get the help they need, without the need to share personal details.

## Donate



**Every donation to CCRC is an investment in the people of Peterborough City and County.**  
Monthly donations are an affordable way to make a difference for so many in our community. Visit our website [ccrc-ptbo.com](http://ccrc-ptbo.com) for more information

## Follow us on Social



**Keep up to date with our latest news and event information, and help us share our work with the people in your networks.**



**@ccrc\_ptbo**



**@CCRC\_Ptbo**



**@CCRC.Peterborough**

*'Thank you for your help when I needed to be safe and couldn't stay at home. Words can't express what it meant to me.'*

**A former client of CCRC**

[www.ccrcc-ptbo.com](http://www.ccrcc-ptbo.com)

**CCRC**   
Turning things around