



ANNUAL REPORT

2024 - 2025

ccrc-ptbo.com





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Board of Directors

2024-2025

President

Patricia Donnelly

Vice-President

Ray Dart

Treasurer

Emma Belleghem/
Mike Boyadjian

Secretary

Zoe King

Directors

Torri Balson
Colleen Patterson
Andrea Dunkley
Cassia Piper

Since 1956, CCRC (Community Counselling and 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 charity.

Land Acknowledgement

CCRC respectfully acknowledges that we live, work and provide services on the traditional territory of the Michi Saagiig Anishinaabeg, and in the territory covered by the Williams Treaty and Treaty 20. We give thanks to the First Peoples for their stewardship and teachings about this land.

We recognize the historical and ongoing oppression of Indigenous people in Canada and that the impact of this oppression will be felt by generations to come. We commit to learning from, listening to and building relationships with Indigenous peoples. We commit to taking action toward achieving the goals of allyship, reconciliation and decolonization.

Our Identity



Our Vision

Thriving
individuals,
thriving
communities



Our Mission

We empower
people and
strengthen our
community by
offering counselling
and housing
support, nurturing
personal growth and
stability



Our Values

Responsiveness,
Integrity,
Inclusivity,
Community,
Compassion

CCRC Strategic Priorities & Goals 2024-2028



1

Known Identity, Clear Access



- Clarify our identity and enhance our visibility
- Strengthen communications across communities
- Engaging information that clarifies service pathways

Trusted Leader, Regional Provider

2

- Enhance partnerships and regional outreach
- Understand regional needs and respond with our strengths
- Expand with consistency and excellence
- Advocate for community advancement

3

Strong Team, Stable Organization



- Diversify our financial base and foster a culture of giving
- Strengthen our commitment to Equity, Diversity, Inclusion and Accessibility (EDIA)
- Invest in technology to enhance service access
- Foster team development and capacity to drive innovation and responsiveness

Executive Director & President Report

Message from the Executive Director & Board President

This past year at CCRC has been one of growth, impact, and preparation for the future. As the needs in our community continue to shift and intensify, we remain committed to meeting people where they are—with compassion, professionalism, and practical support.

In the Housing Resource Centre, two major program launches—our Paralegal Program and Community Mediation Program—marked an important evolution in how we support individuals and families navigating housing challenges. Both initiatives have already made a meaningful difference, though not without challenges. Demand for services continues to grow, stretching our resources and underscoring the urgent need for sustainable support systems across the housing and legal landscapes.

I want to express deep gratitude to our leadership team: Lynda Terry, Manager of Finance and Administration; Annie Hedden, Manager of the Housing Resource Centre; Sarah Bass, Manager of Fundraising, Communications and PDAN; Adina Muskat and Laura Geffert, Clinical Team Leads; and Laura Greenwood, Manager of Community Engagement. Thank you for leading with purpose and heart.

Our partnership with the City of Kawartha Lakes Human Services department continues to thrive, providing professional counselling services to clients referred directly through their team. This collaboration ensures that individuals facing complex life challenges receive timely and skilled support within an integrated service system.

As always, the dedication and skill of our staff are what make this work possible.

This year we also said farewell to Tanyas Howell, who served with distinction as Board Chair, Past Chair, and as a key member of the Jukebox Mania committee.

We are deeply grateful for her years of thoughtful leadership and her contributions to CCRC's mission. To our entire Board of Directors—thank you for your governance, vision, and commitment. To our donors, partners, and community champions—your support makes our work possible.

As we look ahead to **CCRC's 70th anniversary** in 2026, we are excited to celebrate our legacy and, more importantly, to chart a bold course forward. Together, we continue to build a stronger, more inclusive community.

Kirsten Armbrust
Executive Director

Patricia Donnelly
Board President



Impact Report

2024-2025



295

Tenancies were preserved

Individuals and families at risk of homelessness were able to stay housed



442

Unique Households

Received drop-in support to stabilize or improve their rental housing situation

4413



Supportive Interactions

Including face-to-face, over the phone, text and email



1364

Inquiries

Number of people who called to inquire about Professional Counselling Services

977

Professional Counselling Services

Unique instances of a person accessing a counselling service



18%

Increase in Intakes Completed

Compared to the 2023/2024 Fiscal year



Working with community partners, the **HRC team addressed** identified housing service gaps by securing funding for and introducing the **Paralegal Program** and **Community Mediation** through HRC - implementation 2024/2025.

To **increase client engagement, collaborate on counselling decisions, and enhance client outcomes**, our **Professional Counselling program** has partnered with Greenspace, a measurement based care platform.

Professional Counselling

The Professional Counselling (PC) team continues to provide non-judgmental, supportive and quality care to clients while the need for affordable and accessible mental health services continues to grow exponentially. Recognizing that there is no “one size fits all” approach, the PC team has acted creatively to meet diverse client needs through individual counselling, groups, as well as workshops and educational series.

We continue to offer a variety of counselling types, including EMDR to treat PTSD. We have also begun exploring and using Siy.ai, an AI-generated note taking app, which was designed and built specifically for counselling in order to help reduce administrative tasks for staff and support quality documentation for clients. We continue to use Greenspace to provide measurement-based care for clients to engage in their progress and for staff and clients alike to have concrete outcomes to inform their work together.

In the City of Kawartha Lakes Social Services, our program will offer services to individuals receiving Ontario Works subsidies.

We have welcomed many students over the past year as well, continuing to situate CCRC as a centre for learning, education and supporting the next generation of clinical counsellors. It is a privilege to get to work with and learn from students from a variety of backgrounds, and grow our partnerships with post-secondary institutions. We receive excellent feedback from clients about the quality of counselling that they receive from our students. Thank you to our students from the past year: Jimmy McIsaac, Matthew Walmsley and Mikayla Hubble.

An enormous thank you to the PC team: Emily Rogers Nannarone, Diane Caldwell, Graham Petty, Viktoriia Moiseeva, Lori Montgomery, Jay Lehman, Kristen McGowen, Emily Buckley and Quinlan Clark – your tireless dedication is so valued and appreciated!

Sincerely,
Laura Geffert
Clinical Team Lead



Professional Counselling Snapshot

Professional Counselling Services

Total Client Inquiries - 1364

Intake - 379

OH funded - Seniors and Caregivers - 124

NIHB/IFHP-Funded - Indigenous and Refugee Clients - 0

MAG funded - Clients referred through Victim Quick Response - 0

MOH funded - Children's Mental Health Counselling and Family Support - 58

MCCSS funded-Violence Against Women/Sexual Abuse - 125

MCCSS funded - Men's Sexual Abuse - 46

MCCSS funded - Peaceful Families - 47

MCCSS funded - Clients referred by CAS - 46

City of Peterborough- 38

Homeward Bound - 1

Full fee/self-funded clients - 7

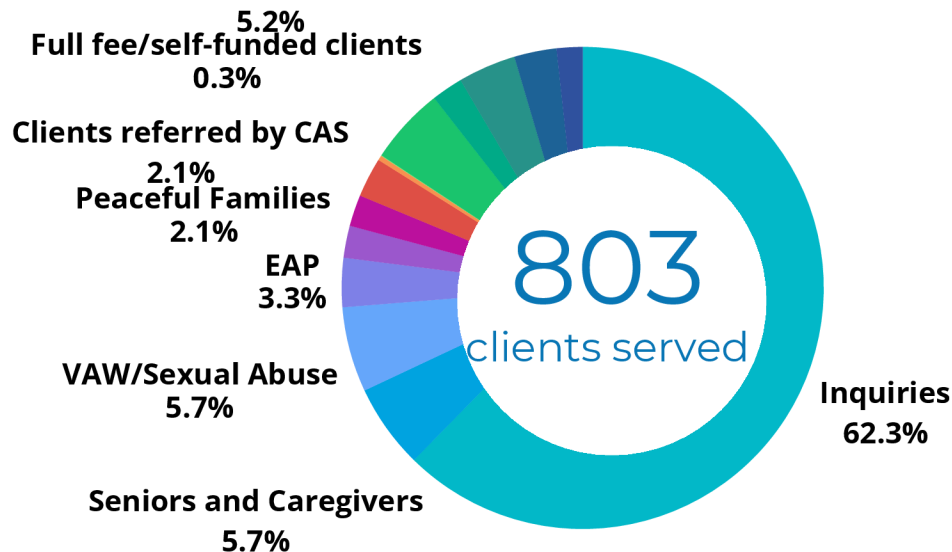
Employee Assistance Program (EAP) - 72

Satellite Offices

City Kawartha Lakes - 62

Northumberland - 85

Core clients-funded through additional sources of revenue



379

Intakes
Completed

125

Violence
Against
Women and
Sexual Abuse

124

Seniors and
Caregivers

72

Employee
Assistance Program

58

Children's
Mental Health
Counselling
and Family
Support



Housing Resource Centre

The past year has been an exciting one for the Housing Resource Centre. In addition to our core Eviction Prevention and Housing Help Drop-In services, we piloted two innovative projects: the Paralegal Project and the Housing Mediation Project, with the shared goal of preventing evictions and fostering housing stability.

The **Paralegal Project** connects tenants facing complex barriers to a Licensed Paralegal and a Housing Counsellor, improving access to housing justice and the supports required to **engage in legal processes and maintain housing stability meaningfully.**

The **Housing Mediation Project** offers conflict coaching and facilitates constructive conversations among landlords and tenants, roommates, and neighbors **when interpersonal tensions threaten housing security.**

These impactful initiatives were made possible by the dedication and creativity of the HRC staff: Amanda Pratt, Andrea Holtrust, Jessa McAuliffe, Kristina Thirlwell, Laura Greenwood, and Leigh Carrod.

We also received invaluable support from placement students and Canada Summer Jobs staff: Carlee Oliphant, Deanna Clayton, Dhwani Bhavsar, Gracie Davis, Irebodunde Fasoyin, Jessica Bowen, Kendall Chamberlain, Madelyn Welsh, Madison Rice, Maribeth Calma, Nagma, Rebekka Landon and Rose Baidoo.

Sincerely,
Annie Hedden
Manager, Housing Resource Centre



Fundraising & Communications

Over the past year, much of our fundraising and communications efforts at CCRC has focused on building and strengthening our presence within the community. We actively participated in numerous outreach fairs and were honored to be invited to speak at a variety of events, sharing information about the vital services we provide.

From counselling to housing support, we explored how our services create meaningful change for those who reach out for help, and better ways to convey that impact to the communities we serve.

As we approach our 70th year of service, we continue to hear powerful stories about the difference our team makes. Whether it's couples counselling that opens the door to difficult but healing conversations, or housing services that help a tenant communicate effectively with a landlord and avoid eviction, our staff offer support that is both compassionate and practical.

We are committed to helping people move forward in their lives, and as such, we're going to be refining how we communicate—ensuring our messages reach those who need our services, those who refer others to us, and those who support our mission. Our goal is to stay responsive, accessible, and aligned with the needs of the people in our communities.

Thank you to everyone who continues to support CCRC, through funding, donations, attending or sponsoring our events or simply sharing our messages.

Sincerely,
Sarah Bass

**Manager - Fundraising,
Communications, PDAN**

THANK
YOU



PDAN



Peterborough
Domestic
Abuse
Network

The Peterborough Domestic Abuse Network (PDAN) had a number of achievements in the 2024-2025 Fiscal year:

No Wrong Door

An event that explored how organizations can work together to improve service navigation for survivors

Take Back the Night

Participated in the organization of the event, including a table with information about CCRC/PDAN and the march

Delegations to City and County Councils

Provided an update related to local statistics and PDAN efforts to address violence against women locally

Published local statistics

Compiled and published local statistics related to violence against women

December 6 Vigil

Assisted in the organizing efforts to mark the anniversary of the Ecole Polytechnique Massacre

Community Attitudes Survey

In partnership with the Trent Community Research Centre, we hosted the first community attitudes survey in Ontario about domestic violence - Recommendation 24 from the Renfrew Coroners Inquest

Looking ahead

PDAN is hosting a workshop for service organizations that will explore navigating IPV through the Justice System, once again participating in Take Back the Night, a vigil recognizing the Ecole Polytechnique Massacre, exploring the implementation of the 'See it, Name it, Change it' campaign locally and the possibility of community wide bystander intervention training.

Sincerely,
Sarah Bass
**Manager - Fundraising,
Communications, PDAN**

Grants



As is the case with many charities, government funding doesn't keep pace with demand, inflation and, rising costs.

Often, we rely on grants and donations to fill gaps in funding and allow us to meet the needs of people who turn to us for help.

Thank you to the foundations and other funders who make it possible for us to fill gaps in funding and continue to serve the needs of our communities



United Way
Peterborough & District

Reaching Home

Funding to support people affected by Housing Unit Takeovers.



Government of Canada

Canada Summer Jobs

Funding for Canada Summer Jobs students to support CCRC operations.



The Wiseman Hamilton Foundation
Thinking Globally - Acting Locally

Funding to support Professional Counselling Services in Northumberland.



Funding to support Professional Counselling Services in Northumberland.

Ontario Trillium Foundation



Fondation Trillium de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Funding to launch the Paralegal Program through our Housing Resource Centre



United Way
Haliburton Kawartha Lakes

Funding to pay for specialized training for the permanent CKL Counsellor

Finance & Administration

We're happy to share a snapshot of CCRC's finances for the year ending March 31, 2025. Thanks to careful stewardship, we closed the year with a surplus of \$22,606—proof that we're using our resources wisely to support our community. Nearly 80% of our \$2 million budget went directly to staff and program expenses, showing our continued focus on frontline services and meaningful impact.

We're deeply grateful to all our funders, whose support makes our work possible. A big thank you to United Way Peterborough for a two-year Reaching Home grant, with nearly \$150,000 in the first year, supporting the Finding Home initiative (with CMHA and One City Peterborough) and our new Mediation Program with the John Howard Society.

We're also thankful to the Ontario Trillium Foundation for a \$200,000 two-year grant to grow our Paralegal Project within the Housing Program—helping tenants better understand and assert their rights.

And in Northumberland County, thanks to Cameco (\$15,000) and United Way Northumberland (\$35,000), we've been able to continue offering essential mental health supports in the region.

We truly couldn't do this without your partnership—thank you!

Behind the scenes, we couldn't do this work without our incredible Finance and Admin team. Thank you to Humay Narimanova, our Finance and Administration Coordinator, and to Sandy Garvey, who stepped in seamlessly during Humay's leave. And of course, hats off to Caitlin Wilkins, our ever-reliable Program and Admin Assistant. Whether it's keeping the building running, managing payroll, or making clients feel welcome, this team keeps things humming with care and dedication.

We're also deeply thankful for our Finance Committee—Allison Smith, Emma Bellegheem, Mike Boyadjian (welcome aboard!), Patricia Donnelly, Charlie Martin, and Kirsten Armbrust—whose thoughtful guidance helps keep us strong and sustainable.

To everyone who supports us—thank you. Together, we're building a stronger, more connected community.

Sincerely,
Lynda Terry

Manager of Finance and Administration



Finance Committee



CCRC's Finance Committee is pleased to share the financial results of CCRC's fiscal year ending March 31, 2025. Notably, **CCRC achieved a surplus of \$22,606**—demonstrating the organization's prudent financial stewardship and commitment to long-term sustainability.

The organization continues to explore ways to provide excellent community services. CCRC deeply appreciates the support of its dedicated staff, volunteers, donors, and community partners. Their contributions are vital to sustaining CCRC's ongoing operations.

Especially in these challenging times, we recognize the critical role that CCRC's programs play in providing essential community support.

I would like to thank Lynda Terry (Manager of Finance and Administration) and the entire Finance and Administration team who are dedicated to ensuring CCRC's financial and payroll records are accurate, IT systems operate effectively, and overall help ensure the organization has the resources needed to operate smoothly.

I would also like to thank my fellow Finance Committee members – Patricia Donnelly (Board Chair), Charlie Martin, Kirsten Armbrust (Executive Director).

Sincerely,
Mike *Boyadjian*
Treasurer



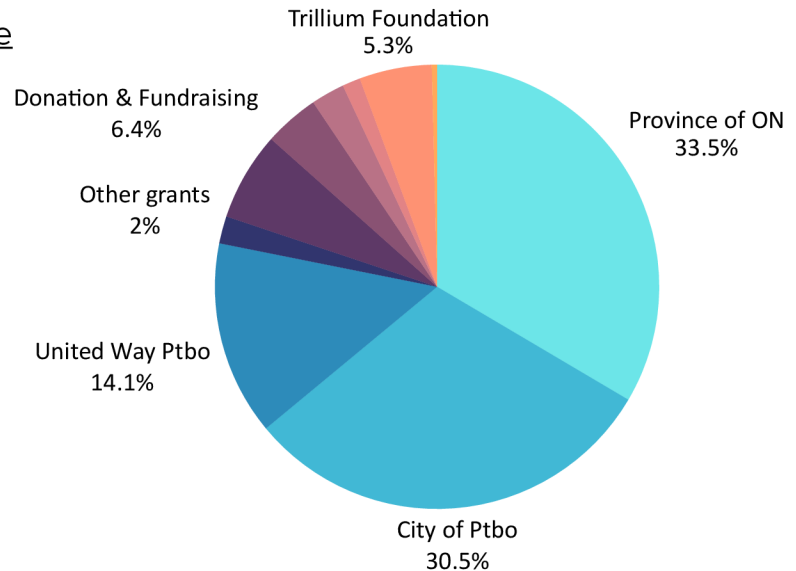
Revenue & Expenses



Community Counselling and Resource Centre

Revenue for the Year Ending March 31, 2025

- Province of Ontario: \$637,201
- City of Peterborough: \$580,340
- United Way: \$269,143
- City of Kawartha Lakes \$153,331
- Other grants: \$37,774
- Donations and fundraising: \$122,670
- Fees and user charges: \$76,254
- Interest: \$46,505
- Northumberland County \$25,000
- Trillium Foundation: \$100,480
- Amortization of deferred capital contributions: \$7,134

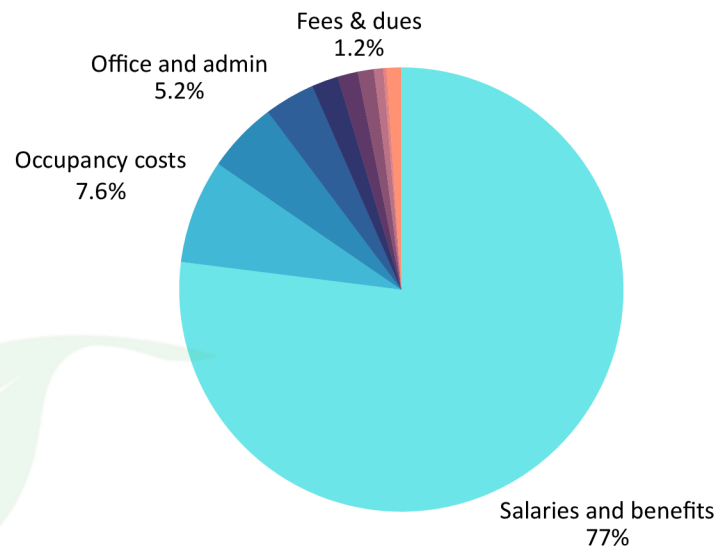


Total Revenue:
\$2,055,832

Community Counselling and Resource Centre

Expenses for the Year Ending March 31, 2025

- Salaries and benefits: \$156,5486
- Occupancy costs: \$154,142
- Office and administration: \$105,121
- Equipment purchases and maintenance: \$75,028
- Program: \$39,388
- Purchase service: \$29,873
- Fees and dues: \$23,795
- Amortization: \$13,805
- Promotion: \$4,639
- Recruitment and education: \$21,949



Total Expenses:
\$2,033,226

Community Counselling & Resource Centre

STATEMENT OF OPERATIONS

For the Year Ended March 31, 2025



	2025	2024
	\$	\$
Revenue		
Province of Ontario	637,201	616,712
City of Peterborough	580,340	567,848
United Way	269,143	200,484
City of Kawartha Lakes	153,331	153,328
Northumberland County	25,000	25,000
Trillium Foundation	100,480	24,826
Other grants and miscellaneous income	37,774	111,094
Donations and Fundraising	122,670	93,042
Fees and user charges	76,254	68,994
Interest	46,505	34,985
Amortization of deferred capital contributions	7,134	11,966
Housing utility funds	-	-
	2,055,830	1,908,279
Expenses		
Salaries and benefits	1,565,486	1,408,513
Occupancy costs	154,142	115,803
Office and administration	105,121	108,289
Equipment purchases and maintenance	75,028	70,877
Program	39,388	52,733
Purchase service	29,873	38,810
Fees and dues	23,795	19,548
Amortization	13,805	17,185
Promotion and publicity	4,639	9,368
Recruitment and education	21,949	6,140
	2,033,226	1,847,266
Excess (deficiency) of Revenue over Expenses for the Year	22,606	61,013

Funders & Benefactors

- Cameco - Step up for Mental Health
- Canadian Federation of University Women
- City of Kawartha Lakes
- City of Peterborough
- Community Foundation of Greater Peterborough
- Emmanuel United Church
- Ministry of Children, Community & Social Services
- Ministry of Health
- New Canadians Centre
- Northumberland County
- Ontario Health
- Ontario Trillium Foundation
- Service Canada
- United Way Haliburton Kawartha Lakes
- United Way Northumberland

- United Way Peterborough & District
- United Way Simcoe Muskoka (LEAP Program)
- Victim Services of Peterborough and Northumberland
- Ontario Energy Board (OESP Program)
- 100 Women Who Care Northumberland
- 100 women PTBO

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.

Memberships and Affiliations

- Family Services Employee Assistance Program
- Family Service Canada
- Family Service Ontario
- Canadian Centre for Accreditation

Thank you to our Jukebox Mania 2024 Sponsors!





Community Partners & Supporters

- Campbellford Memorial Hospital
- Canadian Mental Health Association
- City of Peterborough Social Services
- City of Peterborough Housing Division
- County of Peterborough
- Community Care Peterborough
- Community Resilient Action Network
- Consent at Trent
- Curve Lake First Nation
- Diversity Equity & Inclusion Network
- Elder Abuse Prevention Network of Ontario
- Emmanuel United Church
- Five Counties Children's Centre
- Fleming College
- FourCAST
- Hospice Peterborough
- John Howard Society of Peterborough
- Kawartha Family Court Assessment
- Kawartha Food Share
- Kawartha- Haliburton Children's Aid Society
- Kawartha Sexual Assault Centre
- Kinark Child and Family Services
- My FM Cobourg/Go Northumberland
- New Canadians Centre
- Nijikiwendidaa Anishnaabekwawag Service Circle
- Nogojiwanong Friendship Centre
- Northumberland United Way
- One City Peterborough
- Peterborough Area Fundraisers Network
- Peterborough Community Legal Centre
- Peterborough Domestic Abuse Network
- Peterborough Planning Table for Children and Youth
- Peterborough Public Health
- Peterborough Police Victim Services Unit
- Peterborough Regional Health Centre
- Trent Community Research Centre
- Trent University
- Tyndale University
- Victim Services Peterborough Northumberland
- Victorian Order of Nurses for Canada
- Watton Employment
- Yorkville University
- YWCA Peterborough Haliburton



Volunteers, Students & Interns

At the heart of every thriving charity is **a group of passionate people** who give their time, energy, and compassion - not for recognition, but for impact. Volunteers, students and interns bring fresh perspectives, tireless dedication, enthusiasm and an understanding that our community is better when everyone can thrive.



Thank you to every single person who has given us their time over the past year, whether that's greeting clients with kindness, or lending skills and insight behind the scenes. You have made it possible for us to reach further and do more to serve the people in our communities who need us.

Canada Summer Jobs

Hannah Kelpin
Carlee Oliphant

Volunteers

Tracey Boyd
Victoria vanVeen
Sheila Ferguson
Bob Campbell
Cassia Piper
Charlie Martin
Emma Belleghem

Practicum Placements & Interns

Mackenzie Molnar
Irebodunde Fasoyin
Jay Lehman
Matthew Walmsley
Jimmy McIssac
Mikayla Hubble
Madelyn Welsh
Gracie Davis
Rebekka Landon
Nagma
Madison Rice
Deanna Clayton
Jessica Bowen
Rose Baidoo
Maribeth Calma
Dhwani Bhavsar
Kendall Chamberlain

Your Support Means People Can Thrive

HOLD A FUNDRAISER It could be a portion of sales from a small business or asking people for donations in lieu of birthday or other holiday gifts.

SPREAD THE WORD about what we do. A simple phrase like, '**I've heard they help with...**' can be the first step on someone's path to a stronger, more hopeful future—for themselves and the people they love.

DONATE Whether it's one-time, monthly, or a gift in your Will, **donations to CCRC are investments** in a better tomorrow for people in our community.

LIKE and follow us on Instagram, Facebook, and LinkedIn to stay up-to-date with our latest news and program offerings.

 @ccrc_ptbo

 @CCRC.Peterborough

 CommunityCounsellingandResourceCentre

QUESTIONS? Give us a call at 705-743-2272 or visit our website: ccrc-ptbo.com



ccrc-ptbo.com
ccrc@ccrc-ptbo.com

