

# 50 Years of Caring



**Community Counselling  
& Resource Centre**

## Annual Report

**2005-2006**



## **Reflections on 2005-06**

### **Report of the President and Executive Director**

We are pleased to report on the accomplishments of Community Counselling and Resource Centre (CCRC) in 2005-06, a special 50<sup>th</sup> anniversary year.

True to our history, the highest quality of caring was maintained as we provided service to over 7,800 clients and saw an additional 7,500 people for one-time service over the past year. These services helped people address issues such as relationship problems, poverty, domestic violence, homelessness and housing insecurity, credit and debt management, isolation and stress.

We thank all who recognized the urgency of these needs and responded generously. Warm thanks are extended to the United Way of Peterborough and District, the City and County of Peterborough, Peterborough Utilities Services, the Province of Ontario, Service Canada and all donors, partners and foundations who made our services possible this year.

Program highlights are described in our program reports. New services and service expansions include development of the capacity to bid on Employee Assistance Program contracts locally followed by the addition of two new contracts, expansion of the Community Service Order program to include 12-15 year olds, a new agreement for counseling services in partnership with the Children's Aid Society, and involvement in a number of conferences and educational sessions. These have featured Dr. Peter Jaffe on domestic violence and Ellen Roseman on financial and credit management as well as sponsorship of the Ontario Housing Help Centres annual meeting.

We were pleased to continue to offer the Housing Social Worker program, which assists residents in social housing communities and to have received increased support from the Province of Ontario for Violence Against Women, Seniors and Caregivers counselling services and to extend our counselling services to include new support for the Aphasia Day Program.

Clients in all programs were surveyed in the fall regarding their satisfaction with our services and how we could better integrate our services. Client satisfaction was at high levels in all services. A committee of staff members reviewed responses to this and input from other staff to determine ways to improve integration among our four programs.

We are pleased that so many people have connected with us through our 50<sup>th</sup> anniversary events and celebrations. Over 60 people joined with us in January at a Community Consultation, confirming our strategic directions and providing valuable input on how we can better communicate about the services of CCRC and the needs we seek to address.

Our 50<sup>th</sup> anniversary committee sought an exciting new fundraising event to bring to Peterborough for our anniversary year – and succeeded with records blazing! Many thanks to Helene Lowry, Chair of this committee, and to her team and all who sponsored and supported our first *Juke Box Mania* event. A sold out and enthusiastic crowd helped us celebrate our 50<sup>th</sup> anniversary in style, and we look forward to *Juke Box Mania 2007!*

Special thanks are also extended to Janice Green and members of the Communications and Fundraising Committee. They have been focusing their work on exciting new ways to bring needed resources to support agency services that will be unveiled later in our anniversary year.

The staff and volunteers of CCRC put their hearts and souls into their service to the community, and we thank all of you for this dedication in our anniversary year, and for the difference you have made for half a century. Special thanks are extended to the CCRC management team, Joanne Duquette, Joanne Fulford, Arthur Herold, Rosemary O'Donnell, and Steve Wesley, for their expertise, commitment and caring leadership.

Volunteer leadership is also crucial to the success of CCRC, and we extend our gratitude to all members of the CCRC Board of Directors for sharing their knowledge, skills, compassion and energy so generously throughout the year.

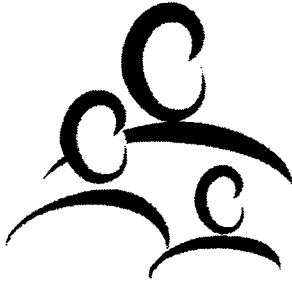
To all who have contributed their time, expertise, and resources this past year and over the past fifty years, thank you for making a positive and lasting difference in peoples' lives!

Scott McMichael,  
President

Casey Ready,  
Executive Director

## Strategic Commitments & Achievements 2005-06

<b>Commitments</b>	<b>Achievements</b>
<p><b>STRENGTHEN SERVICES</b></p> <ul style="list-style-type: none"> <li>◆ Increase accessibility &amp; affordability</li> <li>◆ Increase integration of services</li> <li>◆ Ensure services respond to changing needs</li> <li>◆ Increase county wide services</li> </ul>	<ul style="list-style-type: none"> <li>◆ Served over 7,800 clients and provided one-time support to an additional 7,500 clients</li> <li>◆ Affirmed commitment to strategic directions through Community Consultation in January</li> <li>◆ Surveyed clients and implemented ideas to improve services and integration of services</li> <li>◆ Gained ability to hold local EAP contracts</li> <li>◆ Contracted with two new groups for EAP services</li> <li>◆ Connected counselling service with new County service node through Community Social Plan</li> </ul>
<p><b>STRENGTHEN AGENCY CAPACITY</b></p> <ul style="list-style-type: none"> <li>◆ Tell more people about what we do and why</li> <li>◆ Increase volunteer involvement</li> <li>◆ Increase membership base</li> <li>◆ Obtain resources needed for quality services</li> </ul>	<ul style="list-style-type: none"> <li>◆ Launched 50<sup>th</sup> anniversary celebrations</li> <li>◆ Launched sold-out Juke Box Mania event</li> <li>◆ Expanded connections with individuals, businesses and other community groups</li> <li>◆ Develop new branding for the agency</li> <li>◆ Hired fundraiser for Emergency Fund</li> <li>◆ Donors grown from 133 in 04-05 to 202 in 05-06</li> <li>◆ Maintained and increased program funds in a challenging funding environment</li> <li>◆ Maintained accreditation with mid-term report</li> <li>◆ Continued search for one building</li> </ul>
<p><b>TAKE A PROACTIVE ROLE WITH ISSUES AFFECTING CLIENTS</b></p> <ul style="list-style-type: none"> <li>◆ Be proactive in community partnerships, education and advocacy</li> </ul>	<ul style="list-style-type: none"> <li>◆ Returned portion of National Child Benefit funds to 2195 children on social assistance</li> <li>◆ Co-sponsored conferences on domestic assault, housing help centers and credit management</li> <li>◆ Met with Peterborough City and County representatives regarding services and issues</li> <li>◆ Participated in a wide variety of community groups</li> </ul>
<p><b>BE A DESIRED PLACE TO WORK &amp; VOLUNTEER</b></p> <ul style="list-style-type: none"> <li>◆ Affirm the value of staff and volunteers</li> <li>◆ Enhance internal volunteer management</li> <li>◆ Develop resources to better use information technology</li> </ul>	<ul style="list-style-type: none"> <li>◆ Updated Human Resource policies</li> <li>◆ Exceeded goal in internal United Way campaign</li> <li>◆ Implemented new database for Housing Resource Centre in partnership with Peterborough Utilities Services</li> <li>◆ Updated web-site and improved computer skills</li> <li>◆ Supported staff through training and development sessions</li> </ul>



# **Community Counselling & Resource Centre**

## **VISION**

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

## **MISSION**

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

## **VALUES**

**We promote individual and community well being through:**

### **Respect**

**Meeting people with caring, compassion, acceptance**

### **Commitment to Clients**

**Offering high quality, supportive, accessible, and integrated services**

### **Commitment to Community**

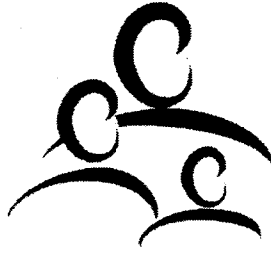
**Addressing issues including those related to poverty  
and social justice which affect our clients,  
through involvement in partnerships, education and advocacy**

### **Leadership**

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

### **Volunteerism**

**Recognizing the importance of volunteerism**



## **Community Counselling & Resource Centre**

### **Strategic Commitments**

#### **◆ STRENGTHEN SERVICES**

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

#### **◆ STRENGTHEN AGENCY CAPACITY**

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

#### **◆ TAKE A PROACTIVE ROLE WITH ISSUES AFFECTING CLIENTS**

- ◆ Be proactive in community partnerships, education and advocacy

#### **◆ BE A DESIRED PLACE TO WORK & VOLUNTEER**

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

**BOARD OF DIRECTORS**

***Scott McMichael, President***

***Janice Green, Vice-President***

***Earl Newell, Treasurer***

***Don Cumming, Secretary***

***Louise Bennett***

***Gary Duim***

***Judy Heffernan***

***Helene Lowry***

***Beth McMaster***

***Christine Post***

***Lily Schubert***

# **CCRC STAFF – 459 REID STREET**

**Casey Ready, B.S.W., M.S.W., Executive Director**

## **COMMUNITY COUNSELLING PROGRAM**

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

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

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

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

**Beth-Ann Prime, M.S.W., Clinical Counsellor**

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

**Ellie Stewart, Intake Worker**

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

**Janice Wuerch, Project Coordinator DART/PDAN**

## **Group Facilitators:**

**Leslie Armstrong, Art Therapy**

**Linda Herold, Personal Growth Groups for Women**

**Brenda Logan, Peaceful Families**

**Nicole Ring, Peaceful Families**

**Kevin St. Louis, Peaceful Families**

**Suzanne Steele, Peaceful Families**

## **FINANCE, ADMINISTRATION & COMMUNICATIONS**

**Joanne Duquette, Manager**

**Dianne Borrow, Finance Assistant**

**Kim Hamilton, Program/Administrative Assistant**

## **Student Placements:**

**Linda Bovolotto, Clinical Program**

**Renee Gunn, Administration/Group Facilitator**

**Holly Johnson, Administration**

**Stephanie Knapp, Communications**

**Jennifer Pedersen, Communications**



## **CCRC STAFF – 229 KING STREET**

### **COMMUNITY SERVICE ORDER PROGRAM**

**Joanne Fulford, B.A., B.S.W., Manager**  
**Shelley Giardino, Case Coordinator**

### **HOUSING RESOURCE CENTRE**

**Rosemary O'Donnell, Manager**  
**\*Kerri Boyd, Housing Support Worker**  
**Paul Cumming, Program Fund Developer**  
**Shelley Giardino, Intake Worker**  
**Barb Hawthorn, Housing Support Worker**  
**\*\*Karen Hennessey, Housing Support Worker**  
**\*Anne Knox, B.S.W., M.S.W., Housing Support Worker**  
**Carol Maltais, Client Service Representative**  
**Margaret McCutcheon, B.A., M.A., Housing Support Worker**  
**Kelly Scott, Housing Support Worker**

## **CCRC STAFF – 351 CHARLOTTE STREET**

### **CREDIT COUNSELLING PROGRAM**

**Steve Wesley, B.A., B.I.A., Manager**  
**\*Stephanie Curtin, Accreditation Assistant**  
**Nancy Jackson, B.I.A., Intake/Program Assistant (Education Coordinator)**  
**Larry Keller, Credit Counsellor**  
**Therse Patterson, B.I.A., Counselling Assistant**

### **Student Placements:**

**Andrew Chuckleton, Community Service Orders**

\* Left during the year  
\*\* On Maternity Leave

## COMMUNITY COUNSELLING PROGRAM

As CCRC celebrates its 50<sup>th</sup> anniversary, and enters into its 51<sup>st</sup> year of serving the community, the Counselling Program has been both stable and dynamic: stable in continuing to provide vital, core services, and dynamic in adding new dimensions of service.

Individual, couple, family, and group counselling are our "core" services. We are proud to offer these services to residents of Peterborough City and County irrespective of their ability to pay. Last year we provided face-to-face counselling services to 1686 people amounting to 10,598 hours of counselling.

This considerable task was accomplished by myself and the other members of the Counselling Team: Kirsten Armbrust, Kim Heise, Nina Papazian, Beth-Ann Prime, Kim Rogers, and Ellie Stewart. We have been ably assisted by our contract group counsellors Renee Gunn, Brenda Logan and Kevin St. Louis, as well as by Linda Herold, finishing her 9<sup>th</sup> year as leader of the Women's Personal Growth Groups. Our placement student Linda Bovolotto made a significant contribution, and recently completed work toward her M.A. in psychology at the Adler School of Psychology. Kudos to Linda, and as well to Beth-Ann and Kirsten, who were awarded their M.S.W. degrees this year! Our community owes a debt of thanks to these professionals for their heartfelt commitment and dedication to this work!

In addition to the above, the Counselling Program provides social work services to social housing communities through a contract with the City of Peterborough. Maisie Watson completed her first full year as Housing Social Worker, and in addition to core social work services, has begun various community development activities. These include: securing a unit for program use at Alexander Avenue, initiating a Community Kitchen and a food bank depot, and running a summer program for children and teens in partnership with the City Recreation Department. A new development is Maisie's additional role as Aphasia Social Worker, which she undertakes as part of the Aphasia Day Program, sponsored by the Ministry of Health, once weekly.

In January we wrapped up our role as lead agency for the very successful Coordination Project of the Peterborough Domestic Abuse Network (PDAN, formerly DART). Almost simultaneously, PDAN was funded for continuation of this work through fiscal 2006/07 by way of an initiative of the Ministry of Community and Social Services, and we are again assuming the role of lead agency, playing an administrative and support role to the project. We are proud of our contribution to PDAN and of our partnership with 23 other organizations as we work toward our mission of ending domestic abuse in our community. It continues to be a pleasure to work with the PDAN Executive and in particular with Janice Wuerch, the Project Coordinator.

Continuing with the theme of new initiatives, this year we signed 3 important contracts to provide services for a fee, enhancing our service capacity. Two of these are local Employee

