

Community Counselling & Resource Centre

Helping turn things around

2009 –2010 Annual Report



CCRC's
Vision:

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

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Board of Directors (from L-R): Casey Ready, Janice Green, Shirl Delarue, Karen Derian, Don C. Cumming, Sue Leeson, Helene Lowry, Meghann Agnew Missing: Emmet Connolly, Heide Flatten, Judy Loukras, Carole Pedler

President & Executive Director Report

This has truly been an exciting year for CCRC! With tremendous support from our Board, volunteers, staff, partners and all sectors of the community, a long-term dream came to fruition as we “*made the move*” to our new location at 540 George Street North.

CCRC has served the Peterborough community for 54 years. Over the past year, we assisted over 11,000 people. Our services promote individual and community well-being by addressing issues related to poverty, violence, homelessness, housing insecurity, credit and debt problems, stress, relationship problems and isolation. For the past eight years, we have offered these services from constrained space in three offices as well as from rented space for groups and larger meetings, limiting the services we could provide and making it difficult for people to visualize us.

This has all changed with our move to a larger, more visible and more accessible location at 540 George Street North. Through a unique partnership with George Street United Church, we have brought Credit Counselling, Community Service Orders and the Housing Resource Centre together under one roof, with our Counselling Service continuing to operate from our Reid Street location. We now have an expanded resource centre space, confidential offices for service delivery and meeting rooms for groups, public education and community meetings. As we settle in, we can already see benefits in enhancing our services and increasing connections with the community.

We were pleased to work in partnership with George Street United Church (GSUC) on the renovation and lease of this facility, which is owned by and adjacent to the church. GSUC contributed significant funds and volunteer time to make the renovations possible. This project benefits both partners, enabling CCRC to consolidate and expand our programs, services and staff and enabling GSUC to sustain and maintain its downtown, historical building.

We extend sincere thanks to the many partners, funders and donors who have made this move possible. These include George Street United Church, the federal government through their Community Adjustment Fund and the Peterborough Community Future's Development Corporation, The Ontario Trillium Foundation, The Peterborough Foundation, Peterborough Health Services Foundation and many individual donors. We were proud to thank and recognize this support at a “hard hat” tour in January and a much awaited Grand Opening in May, 2010, where we unveiled lasting recognition to our supporters on our new *Make the Move* donor wall.

We extend heartfelt and special thanks to Shirl Delarue, Board member and Chair of CCRC's Property Committee for her passionate commitment to create a new space for the work of CCRC. Shirl has worked tirelessly with GSUC and many community partners to create a beautiful and unique space with lasting benefit to CCRC clients and the

community. We are delighted that the City of Peterborough has honoured Shirl's leadership and dedication with a *Community Betterment Award*.

Somewhat like re-wiring a plane in flight, our service delivery and ongoing operations continued throughout this time of change. Over the past year, CCRC helped turn things around for 11,000 people. With the elimination of the Public Education Program we saw a slight decline in the total number of clients we served. We encourage you to read more about our services and the people helped in our program reports.

Our work is supported by the leadership of a committed and talented Board of Directors. We thank all Board members for successfully completing an energetic set of tasks over the past year. In the midst of plans for our move, our Board approved a strategic plan in April 2009, setting three directions to guide our work from 2009-2012: Enhancing Sustainability, Committing to Social Change and Increasing Inclusivity and Diversity. Our move to George Street is a first step in our plans for enhancing sustainability.

We have advanced our awareness and commitment to social change, inclusivity and diversity through Board-staff training events on Anti-Oppression (January 2010) and the Poverty Game (April 2010). The past year has also marked our “best ever” Juke Box Mania, with over \$12,000 raised at a sold-out event on May 1, 2010.

We thank all our partners, donors, funders and volunteers for your work and commitment over the past year. Special appreciation is extended to the United Way of Peterborough and District, the City and County of Peterborough, the Province of Ontario, Service Canada, The Ontario Trillium Foundation, the Peterborough Foundation and Peterborough Utilities Services for making our services possible.

Our services would not be successful without the tremendous care and commitment CCRC staff bring to their work. Special thanks are extended to all the staff of CCRC and to our managers, Joanne Duquette, Shelley Giardino, Arthur Herold, Rosemary O'Donnell, and Steve Wesley for *helping turn things around* during a time of great change and growth in 2009 -10.

The coming year brings more change as our Executive Director, Casey Ready, embarks on a one-year self-funded leave on July 1, 2010 to work on her dissertation for a Ph.D. in Canadian Studies. As we prepare for this leave, we are pleased to welcome Susan M. Stinson as Interim Executive Director. We look forward to continued growth and success as we settle into our new space over the coming year.

Don Cumming
President

Casey Ready,
Executive Director

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.

Advocacy Committee Report

In 2009/2010, the Advocacy Committee continued its work to reinforce CCRC's Strategic Directions to "Commit to Social Change" and to "Increase Inclusivity and Diversity." The Committee focused its efforts on integrating and coordinating activities to promote an agency culture that facilitates advocacy work in relation to the systemic issues affecting CCRC's clients.

Specific accomplishments included:

- The development of new Terms of Reference for the committee to better reflect the Agency's Strategic Directions.
- Review and endorsement of CCRC's Principles of Advocacy.
- Planning and organization of a Board/Staff Session which featured "The Poverty Game" and the sharing of examples of the issues front line staff experience on a day to day basis.
- Working with Program staff to include advocacy issues in our newsletters to donors and to the community.
- Production of a summary report identifying the Agency's Strategic Partnerships within the local and wider community.

On-going development of a process for gathering input from staff on current and emerging issues which affect our clients.

Many thanks to the Committee members – Rosemary O'Donnell, Maisie Watson, Sue Leeson and Casey Ready for their participation, insight and dedication.

Respectfully Submitted,
Janice Green, Chair

Human Resource Policy Advisory Committee Report

The Human Resource Policy Advisory Committee undertook to review CCRC's human resource policies, particularly to study the effects of how staff are paid within the organization. Staff are currently paid within a range and cannot normally move up within the range. The committee carefully studied the implications of moving to a grid system that would provide for movement up the range, usually in accordance with length of employment.

After much research and discussion, the committee developed a report with 7 recommendations to improve the existing system, including the recommendation that the grid system was not fiscally possible at this time. The report was circulated to the staff and was approved by the Board in March, 2010.

This was a lengthy, fact-gathering project and the committee's commitment to the project was vital to the preparation of the final report. The Committee included Board members Karen Derian, Sue Leeson and myself, community volunteer Barb Thompson and staff, Casey Ready, Arthur Herold, Joanne Duquette, Kim Hamilton, and Margaret McCutcheon.

This was a complex and sensitive project, which could not have been accomplished without the dedication and skills of all members of the Committee.

Respectfully Submitted,
Helene Lowry, Chair



CCRC's Values:

We promote individual & community well-being through:

- Respect
- Commitment to Clients
- Commitment to Community
- Leadership
- Volunteerism

CCRC Strategic
Commitment:

Enhance Sustainability

- * Secure new sustainable resources to provide quality services
- * Increase collaborations & partnerships in the community
- * Increase understanding of our role in the social determinants of health
- * Enhance use of technology to support service delivery
- * Tell more people about what we do & why

Juke Box Mania Committee Report

The Juke Box Mania Fundraising Committee is a dedicated group of community and agency volunteers, who meet on a regular basis during the year to plan and improve this annual event. Celebrating its 5th anniversary in 2010, Juke Box Mania has more than established itself as an amazing fundraiser, which not only serves a great cause but is a lot of fun to attend.

All proceeds from the event will help prevent homelessness through the important work of CCRC's Housing Resource Centre. With over \$12,000 Juke Box Mania 2010 raised more funds than ever and the money will be put to great use as housing help, support and information are greatly needed in the City and County of Peterborough and the program needs funds to meet rising service demands.

Starting on the Committee in 2009, I had the pleasure of chairing it for Jukebox Mania 2010.

I would like to thank the committee members for their dedication and all their hard work to make this event so succesful: Emmet Connolly, Judy Loukras, Helene Lowry, Kathy Makowchik, Shelley Giardino, Kim Hamilton, Casey Ready and Jean Sararas.

Respectfully Submitted,
Heide Flatten, Event Chair

Communications & Fund Development Committee Report

The role of this Committee has been redefined this year to include agency marketing as well as internal and external communications' protocols and initiatives. We also continue to strive for excellence in the area of stewardship.

Our direct mail campaigns have expanded to reach out to a greater number of individuals and communities, and the generous support of our valuable donors has continued to grow. The personal feedback from our donors demonstrates a very positive connectivity with our agency. CCRC's new website has received great reviews, and a donor bill of rights has been added to the donor section. An effective agency "brand" has been developed resulting in the revamped look of our agency hard copy newsletter, e-newsletter and annual Donor Report. As well, the response to our newsletters has been excellent. Our goal is to provide information that is readily shared within the community. Finally, a plan was developed to effectively communicate the news of our move to 540 George Street to our funders, community partners, clients and the public.

I want to thank Committee members Christine Post, Janice Green, Casey Ready, Heather Watson, Nancy Jackson and Joanne Duquette for their continued enthusiasm and commitment to agency communications and fund development.

Respectfully Submitted
Don C. Cumming, Chair



CCRC Strategic
Commitment:

Commit to Social Change

- * Increase public education & prevention work
- * Influence public policies related to clients' needs
- * Educate the public about & be responsive to the reality of social injustices related to client needs, such as poverty & violence

CCRC Strategic
Commitment:

**Increase
Inclusivity &
Diversity**

- * Be proactive in addressing poverty issues
- * Enhance services for county residents & seniors
- * Develop a diversity lens & enhance inclusion of diverse groups in the agency & in service delivery

Property Committee Report

Over the past three years the Property Committee has completed its original mandate (2006) “to assist the Board in finding a property appropriate to the Agency needs by:

- i) developing the criteria for a search
- ii) conducting a financial review and analysis of our capacity to fund the purchase or construction or renovation and leasing of a facility
- iii) exploring and evaluating property and funding option
- iv) developing a plan to acquire the appropriate building
- v) recommending to the Board the acquisition and/or lease of a building”

Over the past two years the Property Committee has completed its expanded mandate to make further recommendations to the Board regarding:

- i) a partnership with George Street United Church
- ii) the hiring of an architectural designer (Laurie Young)
- iii) the plans for renovation
- iv) a proposed budget including funding sources
- v) a negotiated lease
- vi) the hiring of a contractor (Mike Whitfield)
- vii) the sale of King Street (through Dave Smith, DNS Realty)
- viii) the timelines for each phase of the process

Thank you to the members of the Property Committee: Emmet Connolly, Janice Green, Carole Pedler, Judy Loukras, Joanne Duquette, Casey Ready and to Board Chair, Don Cumming and Board Treasurer, Meghann Agnew for their advice regarding this project and most importantly to Casey Ready for her superb leadership through the many years of CCRC’s property search.

Respectfully Submitted,
Shirl Delarue, Chair

Health & Safety Committee Report

The Health and Safety Committee meets on a regular basis during the year to discuss and plan for issues that could potentially affect the safety of staff and clients alike. Committee representation is made up from staff at both agency locations. This was a particularly important year for the committee due to the preparations needed to ensure maximum safety precautions associated with the H1N1 virus threat.

Other Health & Safety accomplishments during the year include ensuring that staff were trained in CPR and First Aid, implementing the Business Continuity Plan and completing workplace inspections. I would like to thank the current committee members Kim Hamilton, Shelly Giardino and Jane Barry for their substantial insight and involvement during this challenging year.

Respectfully Submitted,
Steve Wesley, Chair

CCRC has been a valuable part of the Peterborough community for over 50 years.



Counselling Program



The Counselling Program continues to operate out of 459 Reid Street

In the past year the Counselling Program has continued to focus on the mental/emotional wellbeing of the residents of Peterborough City and County, providing direct services to over 1800 clients. These clients have been seen in group format, as members of couples or families, individually, and by our Housing Social Worker in Peterborough's social housing communities.

This year we continued our efforts to expand our offerings of counselling groups, running the Choices and Changes Group (for women examining their patterns in intimate relationships) in the fall, winter, and spring.

Besides continuing to run all of our existing programs, the Counselling Program, in partnership with the City of Peterborough as funder, has developed a plan for adding a second Housing Social Worker to the Counselling Team. This individual will be working exclusively in the Sunshine Homes housing community to help the community develop cohesion and

enhance the quality of life of its residents.

The year past saw some significant staffing changes on the Team as Kim Rogers and Kim Heise departed, Kristina Schwalm joined us, and Mandy Hamu assumed the maternity leave contract replacing Kirsten Armburst for a year. We provided placement opportunities for three students over the year.

With the move to George Street occurring, the Counselling Program has expanded into 3 additional offices, with space for both Housing Social Workers and a dedicated student office. We look forward to continuing to develop our program and pursuing excellence in our work.

~ Arthur Herold, Manager

Counselling Clients Seen/Program

Child & Family Intervention	37
Violence Against Women Counselling	94
Peaceful Families	56
Caregiver Counselling	74
Seniors Counselling	206
Housing Social Worker	327
United Way	596
Employee Assistance Program	175
CAS Differential Response	59
Information & Referral	214
Total	1838

Housing Resource Centre

We continue to be grateful for the invaluable support of our core service partners: the City and County of Peterborough's Housing Division and the United Way of Peterborough and District. Over the past year we enthusiastically developed new service opportunities in partnership with funding from the Social Services Division of the City, including the Reducing Rural Poverty and Homelessness project.

We offer our sincere thanks to our service partners in Havelock, Apsley and Buckhorn who have generously shared their expertise and facilities and helped to establish Outreach Centres where County residents can access City based services. Over the past year 17.5% of the total households served by the HRC lived in the County and 45%* of available homelessness prevention funds were allocated to County households.

There have been a number of changes to HRC staffing in the last year as we bid farewell to longtime staff member Margaret McCutcheon, as

well as Margaret Carson. Karen Hennessey and Kelly Scott were both on maternity leave to care for newborn daughters and we welcomed new contract staff members Jaime Bowen, Jennifer Kalus and Christine Hignett who bring considerable skills and energy to our team. I sincerely thank all of the HRC staff for their extraordinary commitment to our mission and clients.

On behalf of the HRC, I extend deep appreciation to Casey Ready and our Board of Directors for the inspired leadership and determination in creating our new office building on George St. This outstanding space will substantially improve CCRC's ability to provide quality service to the community for many years!

** % excludes funds that are not available County wide e.g. FUSE)*

~ Rosemary O'Donnell, Manager



Total
Households
Served:

4,747

Public
Education:

315

Community Service Order Program

Total Hours Ordered:

11,815 Adult
4,028 Youth
15,843 Total

Total Hours Completed:

7,995 Adult
3,673 Youth
11,668 Total

Range of Hours Ordered:

10 - 210 Adult
15 - 120 Youth

Client Referrals:

209 Adults
90 Youth
299 Total

In 2009, the Community Service Order (CSO) Program carried 181 clients over from 2008 in addition to receiving 299 new youth and adult orders, with referrals slightly down over the previous year. Overall, CSO clients contributed 11,668 hours to non-profit organizations and municipally funded services within Peterborough City and County. The youth program secured some additional funding to alleviate budget stresses and enhance client services towards the end of December 2009. Special thanks to Case Coordinator Karyn Gimblett and former Program Assistant Christine Hignett for their hard work and dedication to the program.

During the year, CSO staff made 104 contacts with community partners including maintenance of registered placements and development of five new

placements. In all, 186 placements are registered with the CSO program providing clients a variety of options for regular and special event placements to complete hours. Additionally, CSO staff attended 20 community initiatives including: Youth Advisory Council, Youth Justice Networking Committee, Ontario Criminal Justice Association, the United Way Youth Service Providers Cooperative and the Human Justice Services Committee.

The CSO Networker newsletter, distributed bi-annually, reached a total of 530 community partners, members of the judiciary and Probation and Parole to communicate program news, program related issues and client stories.

~ Shelley Giardino, Manager

2009 CSO Charges	Adult	Youth
Theft Under	7%	11%
Fail to Comply with Probation	7%	24%
Fail to Comply with Undertaking	--	6%
Assault Summary	4%	--
All Other Offences	46%	40%
Multiple Charges (2 - 9 charges)	36%	--
Multiple Charges (2 - 20 charges)	--	19%

Represents the five most frequent charges for each service group.

Credit Counselling Program

Although the economy is beginning to show signs of recovery from the recent recession, we are still helping a steady stream of clients who are feeling the effects of unemployment. Those people who have been recalled to previous jobs or who have found new work are now looking for solutions to help them deal with high levels of accumulated debt. In many cases credit card, loan or mortgage payments have fallen into arrears and solutions must now be found.

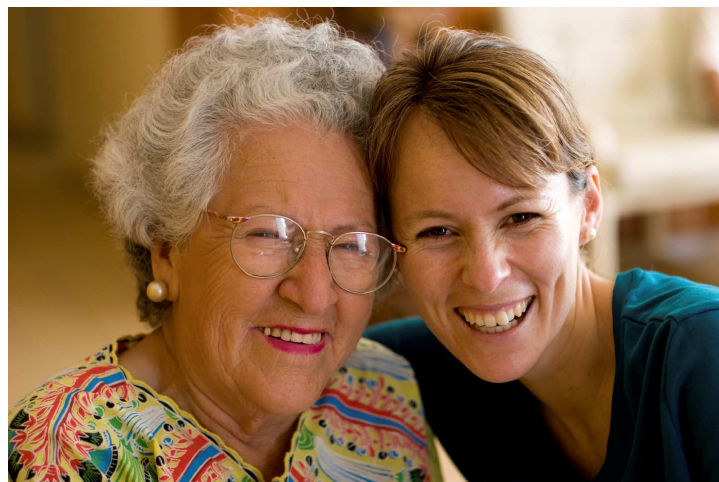
To that end we have been providing counselling, repayment programs and community educational workshops.

During the year ending March 31, 2010 we provided 41 workshops that reached more than 2100 individuals. Also, 467 families and individuals participated in our Debt

Management program where we assisted clients in providing a framework to repay over \$1,320,000.00 back to creditors and we provided face to face counseling to over 700 clients. The ability to provide these services couldn't happen without the ongoing support from the CCRC staff and Board, United Way and Donors.

~ Steve Wesley, Manager

Credit Counselling Services	2008/09	2009/10
Total Cases Served	572	742
Brief Service Cases	1011	587
BIA Counselling	141	166
DMP Funds Distributed	\$ 1,136,999	\$1,320,582
Preventative Education	1550	2100
Workshops	31	41
TV / Radio	8	5
Print Articles	12	7



We offer an encouraging, supportive, non-judgemental & friendly environment. Our skilled staff are highly trained & knowledgeable about community services & work according to high standards of client service & confidentiality. We work with clients to help them find the solutions & resources they need, & also advocate on their behalf where appropriate.

Finance & Administration

In January 2010 our Make the Move Capital Campaign was announced.

Our goal: To raise \$500,000 to help facilitate our move.

In January, \$420,000 had already been committed from our Funding Partners:

- * Federal Community Adjustment Fund
- * George St United Church
- * Trillium Foundation
- * Community Futures
- * Donations

The generous support of our donors has been inspirational to agency staff and volunteers. Donations are an investment in making a difference in the lives of many people in our community and the social result of donations is immediate. The positive feedback we have received through donor notes and letters has emphasized to us the connection that our donors have with CCRC.

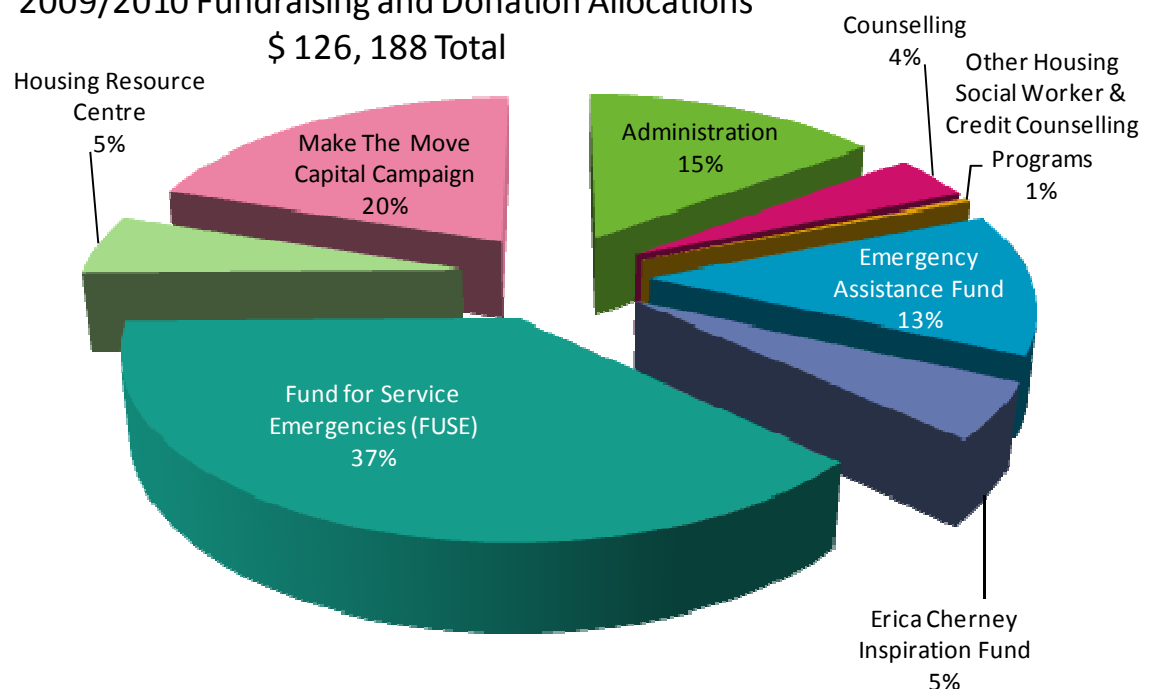
We introduced an exciting new agency website in early 2009 and are thrilled to continue to manage our website in-house, allowing us to keep our website fresh and interesting. Our current and archived newsletters and Annual Reports are posted on our site

providing an easy reference for the community. Preparing for all the communication logistics of our move to 540 George Street North, as well as identifying the agency publications and materials that required updated information on our now two locations, Reid and George Street kept us quite busy.

A heartfelt thanks to the hard working and dedicated FAC team and to the volunteers, funders and donors who support all CCRC programs. When you support our agency you become an important part of a network of people who are committed to making a difference in the lives of the people within their community.

~ Joanne Duquette, Manager

2009/2010 Fundraising and Donation Allocations \$ 126,188 Total



Auditors' Report



Chartered Accountants

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AUDITORS' REPORT

To The Board of Directors of Community Counselling and Resource Centre

We have audited the statement of financial position of Community Counselling and Resource Centre as at March 31, 2010 and the statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with most organizations of this type, the organization derives revenue from donations and fundraising and user charges and fees, the completeness of which are not susceptible to satisfactory audit verification. Accordingly our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to these revenues, assets and fund balances.

In our opinion, except for the effects of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the revenues referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the organization as at March 31, 2010 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Collins Barrow Kawarthas LLP

Chartered Accountants
Licensed Public Accountants

Peterborough, Ontario
May 28, 2010

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Auditors' Report

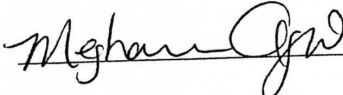
COMMUNITY COUNSELLING AND RESOURCE CENTRE

STATEMENT OF FINANCIAL POSITION At March 31, 2010

	2010 \$	2009 \$
ASSETS		
Current		
Cash	305,193	266,075
Accounts receivable	224,680	42,601
Prepaid expenses	18,832	10,339
	548,705	319,015
Capital Assets	586,010	226,027
	1,134,715	545,042
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	243,321	158,545
Deferred revenue	80,350	25,316
Promissory note	147,500	-
	471,171	183,861
Long Term Liabilities		
Deferred capital contributions	335,680	41,727
Net Assets		
Invested in capital assets	250,330	184,300
Internally restricted	135,267	132,545
Externally restricted	2,952	2,609
Unrestricted	(60,685)	-
	327,864	319,454
	1,134,715	545,042

Approved By The Board,

 , President

 , Treasurer

Extracted from the Audited 2010 Financial Statements prepared by Collins Barrow Kawartha LLP.
Copies of the 2010 Financial Statements and the Auditor's Report are available to any member upon request.

 **Collins Barrow**
Chartered Accountants

Auditors' Report

COMMUNITY COUNSELLING AND RESOURCE CENTRE

STATEMENT OF OPERATIONS For The Year Ended March 31, 2010

	2010 \$	2009 \$
Revenue		
Province of Ontario	690,533	713,848
United Way of Peterborough and District	222,416	221,444
City of Peterborough	477,326	425,369
Federal government	10,989	10,142
Fees and user charges	62,284	65,179
Donations and fundraising	357,462	318,915
Erica Cherney Inspiration Fund donations	6,122	21,005
Other income	41,631	40,883
Amortization of deferred capital contributions	9,166	11,898
	1,877,929	1,828,683
Expenditures		
Salaries and benefits	1,212,699	1,206,535
Program expenses	286,409	289,459
Purchased services	106,946	71,153
Occupancy costs	66,507	64,761
Equipment purchases and maintenance	12,909	13,146
Office and administration expense	97,996	97,998
Recruitment and education	7,813	7,576
Promotion and publicity	30,242	20,427
Dues and fees	28,774	31,953
Amortization	17,077	16,752
Financing fees	2,147	-
	1,869,519	1,819,760
Excess Of Revenue Over Expenditures For The Year	8,410	8,923

*Extracted from the Audited 2010 Financial Statements prepared by Collins Barrow Kawarthas LLP.
Copies of the 2010 Financial Statements and the Auditor's Report are available to any member upon request.*

 **Collins Barrow**
Chartered Accountants

Auditors' Report

COMMUNITY COUNSELLING AND RESOURCE CENTRE

STATEMENT OF CHANGES IN NET ASSETS For The Year Ended March 31, 2010

	Capital Assets \$	Internally Restricted \$	Externally Restricted \$	Unrestricted \$	2010 Total \$	2009 Total \$
Balance, beginning of year	184,300	132,545	2,609	-	319,454	310,531
Excess (deficiency) of revenue over expenditures for the year	(7,911)	2,722	343	13,256	8,410	8,923
Additions to capital assets	377,060	-	-	(73,941)	303,119	-
Amounts financed by deferred contributions	(303,119)	-	-	-	(303,119)	-
Balance, end of year	250,330	135,267	2,952	(60,685)	327,864	319,454

*Extracted from the Audited 2010 Financial Statements prepared by Collins Barrow Kawarthas LLP.
Copies of the 2010 Financial Statements and the Auditor's Report are available to any member upon request.*



Acknowledgement of Support

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

- * City & County of Peterborough
- * Ministry of Children & Youth Services
- * Ministry of Community & Social Services
- * Ministry of Health & Long Term Care / Central East Local Health Integration Network
- * Ministry of Community Safety & Correctional Services
- * Peterborough Utility Services
- * Service Canada
- * The Ontario Trillium Foundation
- * United Way of Peterborough & District
- * Family Service Canada
- * Family Service Ontario
- * Cogeco Cable Solutions
- * Doyle Scholarship
- * Enbridge Gas (Winter Warmth Program)
- * Greater Peterborough Health Services Foundation
- * The Peterborough Foundation
- * Hydro One (Winter Warmth Program)
- * The Companies who support our Debt Management Programs
- * Canadian Bankers Association
- * Credit Counselling Canada
- * Credit Counselling of Toronto
- * Ontario Association of Credit Counselling Services
- * Ontario Housing Help Centre Network
- * The landlords who listed their rental vacancies on our Housing Registry
- * The community organizations that are placements for Community Service Orders clients
- * George St. United Church
- * Greater Peterborough Community Futures Development Corporation

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



With the support of our funders & donors, we were able to respond wherever the need was greatest to support individuals and families in our community.

Thanks to **YOU**, CCRC has been able to *Help turn things around* for many individuals and families. Our donors' names do not appear here to respect confidentiality.

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

Community Partners

- * Affordable Housing Action Committee
- * Alan Lawson, Fisher Inc.
- * Alternatives
- * BIRCH Centre
- * Brock Mission
- * Canadian Mental Health Association
- * Community Access Centre, Peterborough
- * Champions for Youth
- * City & County of Peterborough
- * Cogeco Cable Solutions
- * Community Care Peterborough
- * Crown Attorney's Office
- * Curve Lake First Nations Band Office
- * Elizabeth Fry Society
- * Elder Abuse Prevention Network of Ontario
- * Family Services Kingston
- * Family Services Toronto
- * Family Services Ottawa
- * Family & Youth Clinic
- * Federal Economic Development Agency for Southern Ontario
- * Five Counties Children's Centre
- * Fleming College
- * George Street United Church
- * Greater Peterborough Business Development Corporation
- * Greater Peterborough & Area Economic Development Corporation
- * Help Centre - Cobourg
- * Homegrown Homes
- * Hometown Learning Centre Havelock
- * Housing Access Peterborough
- * Housing Workers Network
- * John Howard Society
- * Kawartha Connected Communities
- * Kawartha-Haliburton Children's Aid Society
- * Kawartha Pine Ridge District School Board
- * Kawartha Sexual Assault Centre
- * Lakefield Affordable Housing Group
- * New Canadians' Centre
- * Nijkiwendidaa Anishnaabe-Kwewag Services
- * Ontario Criminal Justice Association
- * Ontario Disability Support Program
- * Peterborough Aids Resource Network
- * Peterborough Area Fundraisers Network
- * Peterborough Children's Services Committee
- * Peterborough Coalition for Dental Health Care
- * Peterborough Community Legal Centre
- * Peterborough County-City Health Unit
- * Peterborough County OPP

Community Partners

- * Peterborough Domestic Assault Network
- * Peterborough Drug Awareness Coalition
- * Peterborough Homelessness Support Services Coordinating Committee
- * Peterborough Poverty Reduction Committee
- * Peterborough-Lakefield Community Police
- * Peterborough Northumberland Victim Services
- * Peterborough Regional Health Centre
- * Peterborough Social Planning Council
- * PVNC Catholic District School Board
- * Peterborough Utilities Services
- * Peterborough Youth Services
- * Probation & Parole Services
- * Rural Outreach Centre Buckhorn
- * Salvation Army
- * Service Canada
- * St. Vincent de Paul
- * Suicide Self Help
- * Supportlink
- * Telecare Peterborough
- * Toronto Hostels Training Centre
- * Township of Asphodel Norwood
- * Trent Centre for Community Based Education
- * Trent University
- * United Way of Peterborough & District
- * Victim Witness Assistance Program
- * Victorian Order of Nurses
- * Women's Health Care Centre
- * Youth Emergency Shelter
- * Youth Justice Networking Committee
- * Youth Justice Partnership Council
- * YWCA of Peterborough Victoria & Haliburton

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



Volunteers
are an
essential
part of CCRC.

Volunteers Make a Difference

You provide your generous gifts of time, effort, and skill which allows us to provide high quality service to our clients. We would like to extend our *thanks* to all of our volunteers for all that you do.

Mandy Hamu

Molly Stollmeyer

John Hunter

Barbara Thompson

John Jalsevac

Patricia Train

Jay Lough-Hayes

All the volunteers with Juke
Box Mania

Kathy Makowchik

Members of the CCRC Board
of Directors

Peter Marocco

Beth McMaster

Christine Post

Tom Robbins

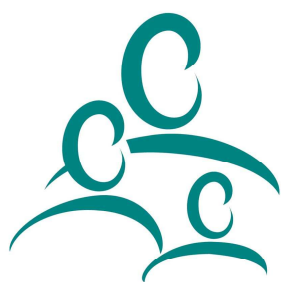
Lisa Sedgwick



Agency Statistics

	2008/09	2009/10
Counselling Program	1733	1838
Community Service Order Program	533	480
Credit Counselling Program	3299	3635
Housing Resource Centre	5091	5062
Public Education	1759	--

www.ccrc-ptbo.com



**Community Counselling
& Resource Centre**

Helping turn things around



All are Welcome!

Our services are available to everyone in Peterborough City and County. Our Credit Counselling Services are also available in Lindsay, Cobourg and Haliburton. All of our services are available in accessible locations.

WHO WE ARE

2009 - 2010 Board of Directors

Don C. Cumming - President
Emmet Connolly - Vice President
Janice Green - Past President
Meghann Agnew - Treasurer
Shirl Delarue - Secretary
Karen S. Derian - Member
Sue Leeson - Member
Judy Loukras - Member
Helene Lowry - Member
Heide Flatten - Member

LOCATIONS

Credit Counselling
Community Service
Orders
Housing Resource
Centre
Administration

540 George Street North
Peterborough, ON, K9H 3S2
T: 705.743.CCRC (2272)
F: 705.742.3015 (Main)
705.742.2895
(Credit Counselling)

Counselling

459 Reid Street
Peterborough, ON, K9H 4G7
T: 705.742.4258
F: 705.741.1734

Toll Free: 800.274.1611

On Line

www.cccr-ptbo.com
www.housingpeterborough.com



Thank You!

Your donations are
helping turn things around.



Canada



George Street United Church