

**Community Counselling  
& Resource Centre**

# Annual Report

*Helping turn things around*

2006-2007



## Reflections on 2006-07

### Report of the President and Executive Director

We are pleased to report on the accomplishments of Community Counselling and Resource Centre (CCRC) in 2006-07, a year marking the culmination of our 50<sup>th</sup> anniversary.

We were proud to involve many people connected with us now along with many of our friends from the past in the celebration of *Fifty Years of Caring*. Our anniversary year began with a Community Consultation in January, where we shared information on our history, programs and initiatives and received ideas to help shape our future. Recommendations from this session are already shaping our work, as we strive to be more proactive in communications, to enhance our public education role and to increase our work in issue based advocacy.

Our 50<sup>th</sup> anniversary events continued through the year, with the exciting launch of *Juke Box Mania* in May, a Name that Tune game that brought 400 people together to support CCRC and have a lot of fun doing it. Our Annual General Meeting in June featured a special speaker, Mississauga Mayor Hazel McCallion, speaking on *Creating Vibrant, Healthy Cities*. At the same time, we launched a new look for CCRC, with a new tagline: *Helping turn things around*. Our 50<sup>th</sup> anniversary celebrations concluded with the launch of the *Erica Cherney Inspiration Fund* in December, a fund to honour Erica Cherney as a community leader and inspire others to support the work of CCRC.

Continuing our fifty year tradition, the most significant achievements of the year were the services provided to over 8050 clients. These services helped people address issues such as poverty, domestic violence, homelessness and housing insecurity, credit and debt management, stress and isolation, and to improve their relationships and connection with the community.

Our appreciation is extended to all who have recognized the urgency of these needs and responded so 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, The Ontario Trillium Foundation and all other donors, partners and foundations who made our services possible this year. We value our association with our many community partners as listed on the final pages of this report.

The reach of our services has been extended, with new initiatives noted in each of our program reports. These include co-hosting a special Energy Conference, co-hosting a forum on National Housing Day, launching a new housing web-site, expanding summer programs offered through the Housing Social Worker program, introducing youth services in our Community Service Order program, expanding promotion and prevention services through Credit Counselling Services, expanding our group counselling services, and initiating a new event, *Home for the Holidays* in support of the Emergency Fund.

An important focus of the past year has been preparation for our accreditation review, a review that is conducted every five years. This is a comprehensive assessment of all program, governance and administrative functions of the agency, carried out by Family Service Ontario and the Ontario Association of Credit Counselling Services.

Two new directions were initiated late in 2006-07 that will carry forward through 2007-08 and beyond: an 18 month grant from The Ontario Trillium Foundation for public education and communications work and a commitment through a combined Board-staff session to define our approach to anti-poverty work and advocacy. We look forward to working on these throughout the upcoming year.

We extend special thanks to Helene Lowry for her leadership and commitment in chairing our 50<sup>th</sup> Anniversary Committee and for bringing us *Juke Box Mania*; to Don Cumming, our Communications and Fundraising Chair, for ably assisting us in developing a new look for the agency and in initiating the *Erica Cherney Inspiration Fund*; and to Shirl Delarue for leading our Property Committee with renewed vigor in its search for one building for CCRC.

We also extend our thanks and appreciation to retiring Board members, Judy Heffernan, Beth McMaster, Christine Post, Scott McMichael and Lily Schubert: all have shared their talents and time generously. A very special note of thanks is sent to Scott McMichael, Past-President and *Board member extraordinaire*, for his dedication and service to CCRC over the past eight years. Yes, Scott, we will finally let you go now...

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, Shelley Giardino, Rosemary O'Donnell, and Steve Wesley for their expertise, commitment and caring leadership.

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

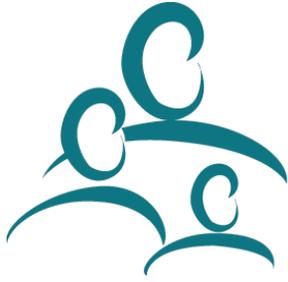
To all who have contributed your time, expertise, and resources this past year, we thank you for *helping turn things around*.

Janice Green  
President

Casey Ready,  
Executive Director

## Strategic Commitments & Achievements 2006–07

Commitments	Achievements
<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 8050 clients</li> <li>◆ Initiated Board-Staff work on agency commitment to anti-poverty and advocacy work</li> <li>◆ Initiated work on service integration through housing retention group</li> <li>◆ Maintained and increased program funds in a challenging funding environment</li> <li>◆ Launched new website <a href="http://www.housingpeterborough.com">www.housingpeterborough.com</a></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>◆ Completed 50<sup>th</sup> anniversary celebrations</li> <li>◆ First <i>Juke Box Mania</i> event sold out</li> <li>◆ Launched new branding for the agency</li> <li>◆ 50<sup>th</sup> anniversary AGM with Mayor Hazel McCallion</li> <li>◆ Launched <i>Erica Cherney Inspiration Fund</i></li> <li>◆ Expanded fundraising for Emergency Fund with new event, <i>Home for the Holidays</i></li> <li>◆ Total fundraising grew by 49% over 2005-06</li> <li>◆ Individual donors increased by 7.4% over 2005-06</li> <li>◆ Received Trillium grant for Public Education and communications</li> <li>◆ Maintained accreditation, prepared for review in 2007</li> <li>◆ Enhanced 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, with over \$400,000 sent to over 2300 children on social assistance</li> <li>◆ Co-sponsored conferences on Energy, National Housing Day, Grief in the Workplace and domestic assault</li> <li>◆ Presented to City and County Councils</li> <li>◆ Participated in a wide variety of community groups</li> <li>◆ Active involvement with United Way campaign and input on community funding issues</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>◆ Provided staff 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**

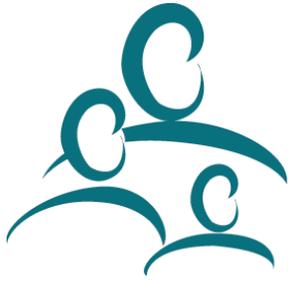
Addressing issues including those related to poverty and social justice which affect our clients, through involvement in partnerships, education and advocacy

### **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
  - ◆ Improve 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**

***Janice Green, President***

***Scott McMichael, Past President***

***Don Cumming, Vice-President***

***Meghann Agnew, Treasurer***

***Shirl Delarue***

***Karen S. Derian***

***Judy Heffernan***

***Helene Lowry***

***Beth McMaster***

***Carole Pedler***

***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., R.S.W., Housing Social Worker**

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

### **Group Facilitators:**

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

**Sue Gastle, Peaceful Families**

**Brenda Logan, Peaceful Families**

**Nicole Ring, Peaceful Families**

**Kevin St. Louis, Peaceful Families**

## **FINANCE, ADMINISTRATION & COMMUNICATIONS**

**Joanne Duquette, Manager**

**Dianne Borrow, Finance Assistant**

**Kim Hamilton, Program/Administrative Assistant**

### **Student Placements:**

**Linda Bovolotto, Clinical Program**

**Lucas Burton, Clinical Program**

**Renee Gunn, Administration/Group Facilitator**

**Erin McIntosh, Administration/Group Facilitator**

*\*Left during the year.*

## **CCRC STAFF – 229 KING STREET**

### **COMMUNITY SERVICE ORDER PROGRAM**

**\*Joanne Fulford, B.A., M.S.W.,** Manager  
**Shelley Giardino,** Case Coordinator  
**Karyn Gimblett, S.S.W.,** Case Coordinator

### **HOUSING RESOURCE CENTRE**

**Rosemary O'Donnell,** Manager  
**Leigh Carrod B.A.(Hons),** HRC Intake Worker  
**\*Paul Cummings,** Program Fund Developer  
**\*Patrick Fuellbeck,** Housing Support Worker  
**\*Lloyd Graham, F.I.C.B.,** Program Fund Developer  
**Karen Hennessey B.Sc.,** Housing Counsellor  
**Margaret McCutcheon, B.A., M.A.,** Housing Counsellor  
**Kelly Scott, S.S.W.,** Housing Counsellor

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

### **CREDIT COUNSELLING PROGRAM**

**Steve Wesley, B.A., B.I.A.,** Manager  
**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  
**Karyn Gimblett,** Community Service Orders  
**Bhauneet Randhawa,** Credit Counselling  
**Sean Ruddy,** Housing Resource Centre  
**Devin Termarsch,** Credit Counselling

## COMMUNITY COUNSELLING PROGRAM

Individual, couple, family, and group counselling are the “core” services provided through the Community Counselling Program. 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 1812 people amounting to 8,907 direct 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, Carson Ryner, and Ellie Stewart. We have been ably assisted by our contract group counsellors Sue Gastle, Linda Herold, Brenda Logan and Kevin St. Louis. Our placement student Lucas Burton made a significant contribution, and recently completed work toward his M.A. in counselling psychology. Our community owes a debt of thanks to these professionals for their heartfelt commitment and dedication to this work!

Part of our service to the community comes in the form of providing Employee Assistance Program (EAP) counselling for numerous local businesses and organizations. We are pleased to provide these services on a contract basis for employers who see the wisdom in assisting their staff in maintaining optimum emotional health and life balance. Revenue from these contracts supports and helps to maintain our other services.

In addition to the above, the Counselling Program provides social work services to social housing communities by way of a contract with the City of Peterborough. Maisie Watson, our Housing Social Worker, is involved in helping tenants do what is needed to retain their housing and avoid eviction. She provides counselling, advocacy and conflict resolution as needed. As well, she has engaged in various community development activities. These include: initiating a Community Kitchen program and a food bank depot, and running Christmas holiday, March Break, and summer programs for children and teens in partnership with the City Recreational Department. Maisie devotes one half day a week to her role as Aphasia Social Worker, which she undertakes as part of the Aphasia Day Program, sponsored by the Central East LHIN.

Working to end violence against women and children has continued to be a cornerstone of the Counselling Program. This year we sponsored and administered a project funded by the Ministry of Community and Social Services in support of the activities of the Peterborough Domestic Assault Network (PDAN). I would like to thank Janice Wuerch and Leni Rautiainen for their leadership in coordinating this year's PDAN project. As well, we continued our Peaceful Families group counselling program to help children and their mothers heal from the effects of domestic violence. We also counselled over 170 women and their children in individual and family format to assist their recovery from violence and assure their ongoing right to live free from violence. In addition, we carried on with our partnership with the Kawartha-Haliburton Children's Aid Society in providing access to counselling for selected clients of theirs dealing with domestic violence.

We are currently involved in renewing our efforts to promote our Seniors and Caregivers Programs, including our Caregiver Groups. We have designed a new poster for the promotion of these programs. We are involved as well in the development of the Local Health Integration Network, which will soon be reorganizing healthcare services in our community. We are participating in the Seamless Care for Seniors Network of the Central East LHIN.

This year we lost Beth-Ann Prime from our team, as she has moved on to other challenges, and we gained Carson Ryner, who brings to us 14 years of professional experience. As well, Kirsten Armbrust and Kim Rogers have been visited by “the stork.” We are thrilled for both of our first-time mothers-to-be! Marisa Barnhart is joining us on contract until Kirsten returns, and Kim will be beginning her maternity leave later in the summer. Carson has assumed the Outreach counselling role from Kirsten, visiting Havelock and Apsley as demand dictates.

Achieving clinical excellence and professional growth are ongoing aspects of this work. This year we retained the services of Dr. Mike Burger to consult with us regarding challenging clinical presentations. We also received training in Depression Mapping, psychodrama, and energy psychology, among other topics.

The Clinical Program is a tapestry made up of contributions from sources that are many and varied, including all of those who contribute to the United Way in Peterborough City and County. We are grateful as well for the funding we receive from the Central East LHIN; Ministry of Community, Family and Children’s Services; and the Ministry of Community and Social Services. As mentioned above, the Housing Social Worker Program is made possible by funding from the City and County of Peterborough; and EAP counselling is funded through the organizations that make EAP services available to their staff.

CCRC Executive Assistant Kim Hamilton is a vital link in the Clinical Program, providing an ever friendly, supportive presence at Reid Street and supporting our work in numerous ways. She has been a great ally this year as we have taken on the extra work of preparing for accreditation by Family Service Ontario.

The counselling team and I also want to thank Casey for her stalwart and always-capable support! And we want to thank the Board, as well as our other volunteers, for their energetic and ongoing commitment to this essential, important work.

Arthur Herold  
Clinical Manager

## COMMUNITY SERVICE ORDER PROGRAM

In 2006, the Community Service Order (CSO) program received a record number of youth referrals, up 39% from 2005. Additionally adult referrals increased 16.5% Overall, the program received 397 referrals and clients contributed 16,243 hours of community service in Peterborough City and County.

The program carried over 252 clients into the New Year and between January and March 2007, the program received another 87 client referrals. Furthermore, as the result of a joint proposal submitted by the Community Counselling and Resource Centre and the John Howard Society of Peterborough the CSO program started to provide services to 12 – 15 year olds in April 2006. Youth referrals exceeded the projected totals by 21% for the year and had hit 126 referrals by end of March 2006.

In 2006, staff in the program increased contacts with community partners by 7% including maintenance of registered placements and development of 19 new placement opportunities for clients, 8 of which were developed specifically for youth. New partners to the program included:

***Apsley Archery Club***  
***Art School of Peterborough***  
***Get Real Programs (City of Peterborough)***  
***Kingswood Life Centre***  
***Get Outdoors Club (Peterborough Youth Services/Federation of Anglers & Hunters)***  
***St. Peter's Cemetery***  
***Street Hoops Basketball***  
***Youth Woodworking Shop – John Howard Society***  
***Bandage International***  
***Canadian Mental Health Association***  
***Hope Valley Day Camp***  
***Hospice Peterborough***  
***New Beginnings Transition House***  
***Open Doors Food Program***  
***Peterborough County-City Health Unit***  
***ReStore Centre – Habitat for Humanity***  
***St. Stephen's Presbyterian Church***  
***Whitepath***

Further development of youth specific placements is planned for 2007 made possible following a summer student through Service Canada.

CSO newsletters were distributed bi-annually instead of quarterly due to staffing constraints last year to over 379 people including placements, Probation Officers, Crowns and Judges. The newsletter included anonymous client stories and successes, as well as offered community partners an opportunity to advertise information about their programs and upcoming events.

Staff also continued participation in community initiatives including the Ontario Community Justice Association, Youth Justice Partnership Council, Champions for Youth, Peterborough Youth Networking Committee, Peterborough Drug Awareness Coalition and the Peterborough Oral Health Coalition.

In the summer and early fall of 2006, program policies and procedures were also evaluated and modified according to the Ministry of Youth and Children's Services best practices.

Students from the Social Service Worker program at SSFC contributed to the program as well with Andrew Chuckleton completing a 4-month placement in May of 2006 and Karyn Gimblett from January to May 2007. Both students helped with administrative, newsletter, community development, program evaluation and case management duties. In March 2007 Joanne Fulford left the program after 7 years as Program Manager. Karyn Gimblett went above and beyond to assist during the transitional period. In April 2007 this writer accepted the position of Program Manager and in May 2007 Karyn Gimblett accepted the position of Case Coordinator with the program.

With the recent expansion of services and continuing caseload demands, the focus for the 2007/2008 Operational Plan is to advocate for increased annualized dollars to fund staffing requirements, youth outreach and community development with an emphasis on promoting the positive aspects of our services, expanding opportunities for clients and increasing capacity.

Shelley Giardino  
Program Manager

## CREDIT COUNSELLING SERVICES

The Credit Counselling Service has, during the last year, helped over 1400 individuals and families solve a wide variety of different types of financial problems. We have provided financial, legal and budgeting advice to many families while at the same time administering the payment of client trust funds for 483 Debt Management Program participants in the amount of \$1,196,376. The average personal debt load, excluding mortgages, of our clients was approximately \$36,500. The personal debt accumulation disclosed, by new clients seen in our offices, totaled almost \$4,116,231.

Through our educational program we provided workshops and seminars to public and private institutions within our service region to more than 1507 individuals. Topics included personal budgeting, goal setting, credit and legal issues. We also provided educational packages to a multitude of industries and agencies within the locality.

Our booklets HELP YOU, HELP YOURSELF continue to be in great demand and have required a further printing. Information mail outs and direct contact with the medical and legal industries have generated positive feedback and referrals. Our educational services continue to help define our uniqueness and value as a not for profit, community based service. We have been fortunate in receiving ongoing funding from the United Way and further funding from the City Of Peterborough to help us in the provision of this aspect of the service. During the last fiscal year we provided bankruptcy and insolvency counselling, as mandated by the federal Bankruptcy Act, to approximately 93 individuals.

I would like to thank all Credit Counselling staff and volunteers who have made this a successful year through their tireless efforts and professionalism. We are very fortunate in having the highest caliber of staff possible and this is what ultimately determines our effectiveness to the community.

Steve Wesley  
Program Manager

## HOUSING RESOURCE CENTRE (HRC)

I am very pleased to report on the significant accomplishments and challenges for HRC services and staff during 2006. First, I would like to honour the work of Housing Counsellors, Karen Hennessey, Margaret McCutcheon and Kelly Scott for their perseverance in responding to more than 7,600 client requests with creativity and initiative in an often-challenging environment and with limited resources.

Impediments to housing stability include both income and health or social barriers that affect capacity. When housing is de-stabilized, all aspects of life are affected, especially the spiral into poverty. Preventing or reversing this spiral provides immense social value and is highly cost effective. Our housing help services assist people who are homeless or housing insecure to find and keep their homes.

We were proud to launch [www.housingpeterborough.com](http://www.housingpeterborough.com) last November. This website provides one-stop information on affordable housing and homelessness services in Peterborough City and County. It offers local vacancy listings online and valuable information and links. I would like to acknowledge the talented work of Margaret McCutcheon (project leader), Kate Dougherty (website designer), and Jeremy Yates of the PUS Technology Division!

During 2006, we partnered with the Affordable Housing Action Committee in organizing two exciting local events. In May, the "Heat, Eat, or Pay the Rent" conference brought provincial experts and advocates to Peterborough to explore solutions to the impact of rising energy prices on low-income households. Later in the year, on National Housing Day, we co-sponsored a community forum with keynote speaker, Professor J. David Hulchanski.

We remain very concerned about the energy burden of our clients and continue to consult with community partners and elected representative on this issue. Recently, our staff have had considerable success assisting more than 40 families to end high cost contracts with energy retailers.

With funding from Service Canada we were able to hire a Fund Developer for a short term contract to assist us in creating a sustainable fundraising strategy for our HRC Emergency Fund. Donations in 2006 were higher than ever, however, community need is great and we are still seeking a stable funding base. Unfortunately, there were several months in 2006 when the Fund was unavailable because it was depleted of funds.

I was honoured to serve on the Executive of the Housing Help Association of Ontario and to participate in the rebirth of a provincial association, lost amidst the funding cuts of the mid 1990s, to support the work of similar organizations throughout the province.

A very successful year is summarized in the statistical chart below. I would like to highlight the following:

-In spite of a 52% increase in households *at imminent risk of homelessness* there was a 41% drop in the number of *homeless without shelter* clients served. This is in part attributable to the 52% increase in the number of households receiving housing counselling services to avoid eviction.

-Our prevention funds remain a cost effective alternative to homelessness: for an average of just \$356 per household, homelessness was avoided for 569 local households.

We extend deep appreciation to our donors and funders for their ongoing support including The City and County of Peterborough, The United Way of Peterborough and District, Peterborough Utilities Services, the Province of Ontario (Energy Fund and Rent Bank), and the New Horizons Band, who performed a wonderful concert in December, "*Home for the Holidays*", in support of the Emergency Fund!

We also send sincere thanks to contract staff Lloyd Graham and Paul Cummings and to program and student volunteers Patrick Fuellbeck, Sean Ruddy, Colin Wickham, and Tom Robbins.

In conclusion, I would like to convey my gratitude to our committed CCRC colleagues and dedicated Board for their example; to Casey for generously sharing her exceptional skills; and to our clients for providing the inspiration.

Rosemary O'Donnell  
Manager, Housing Resource Centre

<b>Housing Resource Centre</b>	<b>2005/06</b>	<b>2006/07</b>	<b>% Change</b> (2005/06-2006/07)
<b>Households Served:</b>			
Total Client Contacts	*	7,689	
Vacancy Listings	3,642	3,870	6%
Landlord Properties Listed	n/a	585	
Homeless without Shelter	139	82	-41%
Homeless with Shelter or Temporary Housing	1,155	1,006	-13%
Homelessness Imminent <i>within 30 days</i>	713	1,084	52%
Housing Counselling / Support Provided	2,488	3,870	56%
Households Accessing Emergency Funds	379	569	50%
• HRC Emergency Fund	128	138	8%
• F.U.S.E.	141	147	4%
• Winter Warmth – Enbridge	27	34	26%
• Emergency Energy Fund Ontario	58	128	121%
• Rent Bank	24	122	408%
<b>Homelessness Prevention Funds:</b>			
HRC Emergency Fund	\$39,794	\$41,634	5%
F.U.S.E.	\$34,204	\$38,450	12%
Winter Warmth – Enbridge	\$7,650	\$9,914	30%
Emergency Energy Fund Ontario	\$19,373	\$51,421	165%
Rent Bank	\$10,779	\$61,168	467%
<b>Total Assistance Allocated</b>	<b>\$111,800</b>	<b>\$202,587</b>	<b>81%</b>
<i>Average Allocation per household</i>	<i>\$295</i>	<i>\$356</i>	<i>24%</i>

\* Total Contacts – 2 year comparison unavailable until next year due to change in service definitions in the new database

## FINANCE, ADMINISTRATION AND COMMUNICATIONS

Wrapping up our first half-century has been eventful. Our 50<sup>th</sup> anniversary celebrations have made CCRC much more visible within the communities we serve. Our new branding materials launched at our last AGM have been used for many purposes, allowing us to present our agency message much more clearly.

As I look back over the past year, I continue to see a powerful thread running through our efforts and our constant endeavor is to increase the awareness of and advance the effectiveness of our communications tools on what our agency is all about.

One of our accomplishments this year was the acceptance of our new Ontario Trillium Foundation proposal, which will allow us to hire a Public Education Manager for an 18-month period, expand our Fund Development strategies and tools and kick off a volunteer recruitment campaign. We are looking forward to moving forward with the recommendations of our 2006 Community Consultation, which in summary are to effectively get our messages out into the community, increase our local connections and partnerships and produce preventative tools relating to the work we do. CCRC has much to offer within our community but is sometimes just like a best kept secret. Through the hard work of our Communications/Fundraising Committee members, we have accomplished our initial goal of identifying our agency "Branding" and our Executive Director, Communications/Fundraising Committee and Management Team are working towards the completion of a new and exciting Communications Plan.

Our branding materials also helped us launch a successful direct mail donor campaign in December 2006, allowing us to connect with many more people who want to make a difference within the communities that they live.

On the finance side of things, we have been busy researching the best options for the replacement of our obsolete accounting software and have been successful. The software packages we selected will benefit the agency not just in finance but will assist in communications as well with increased report-generating capacity. The transfer to the new systems will keep the FAC team out of trouble for a while!

We are also pleased that through the use of cost recovery and the support of our funders we have been able to accomplish much of our capital equipment replacement long term plan. However in the ever-advancing age of technology we still have much more to accomplish and we will continue to be resourceful in our endeavours. Thanks to capital funding this year from the Ministry of Community and Social Services I now have a new office and Dianne Borrow, the Finance Assistant finally has her own office after many years of sharing.

In our quest to increase our volunteer capacity, we were fortunate again this year to have a Social Services Worker placement student from Fleming. Erin McIntosh was a wonderful addition to the FAC team, and her enthusiasm and contributions to communications and in co-facilitating a counselling group were very much appreciated. Our second annual Juke Box Mania couldn't have been accomplished without the tremendous work and creativity Erin contributed, and her design talents were an asset. Unfortunately she left for a summer job out west just before the event and wasn't able to see the fruits of her labours! Juke Box Mania 2007 was again a success and we are looking forward to our next event in Spring 2008.

I would like to thank our funders and donors who provide the resources for the invaluable work we provide the community. I would also like to thank our wonderful volunteers who make such a difference in the work they do for us. You are an important part of our team.

And finally, I would like to thank Kim Hamilton and Dianne Borrow, the hard working FAC staff who keep adapting to our growing agency, and Casey for the vision and expertise she brings to CCRC. It's been a very busy but great year!

Joanne Duquette, Manager  
Finance, Administration and Communications

STATEMENT OF NO EMPLOYEE SALARIES TO DISCLOSE

COMMUNITY COUNSELLING + RESOURCE CENTRE  
(name of organization)

In 2006, no employees were paid a salary, as defined in the  
*Public Sector Salary Disclosure Act, 1996* of \$100,000 or more.

JANICE GREEN  
**Name**  
(of highest ranking Officer of the Employer)

PRESIDENT  
**Position Title**

Janice Green  
**Signature**

Feb 27/07  
**Date**

Prepared under the *Public Sector Salary Disclosure Act, 1996*

If you have no employee salaries to disclose, please fax or e-mail a copy of this Statement to:

[Ministry, contact name and fax number]

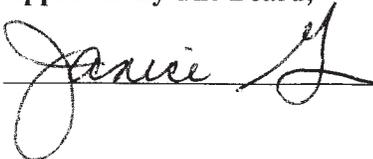
by March 12, 2007.

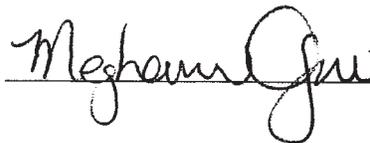
**COMMUNITY COUNSELLING AND  
RESOURCE CENTRE**

**STATEMENT OF FINANCIAL POSITION  
At March 31, 2007**

	2007 \$	2006 \$
<b>ASSETS</b>		
<b>Current</b>		
Cash	164,858	229,040
Accounts receivable	49,792	47,547
Prepaid expenses	15,053	15,252
	229,703	291,839
<b>Capital Assets</b>	243,907	235,427
	473,610	527,266
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	85,603	88,722
Current portion of deferred contributions	19,491	81,723
Current portion of mortgage payable	-	118
	105,094	170,563
<b>Long Term Liabilities</b>		
Deferred contributions	50,291	46,348
<b>Fund Balances</b>		
Operating fund	99,508	97,084
Reserves	216,347	210,901
Doyle Scholarship Fund	2,370	2,370
	318,225	310,355
	473,610	527,266

Approved By The Board,

 , President

 , Treasurer

*Extracted from the Audited 2007 Financial Statements prepared by Collins Barrow Kawarthas.  
Copies of the 2007 Financial Statements and the Auditor's Report are available to any member upon request.*

**COMMUNITY COUNSELLING AND  
RESOURCE CENTRE**

**STATEMENT OF OPERATIONS AND CHANGES IN OPERATING FUND BALANCE  
For The Year Ended March 31, 2007**

	2007 \$	2006 \$
<b>Revenue</b>		
Province of Ontario	570,790	541,646
United Way of Peterborough and District	190,868	180,949
City of Peterborough	841,016	676,661
Federal government	31,115	5,701
Fees and user charges	339,218	372,909
Donations and fundraising	51,491	18,853
Interest	426	386
Other income	45,299	47,470
	2,070,223	1,844,575
<b>Expenditures</b>		
Salaries and benefits	1,124,359	1,098,517
Program expenses	239,849	163,595
Purchased services	47,232	45,001
Occupancy costs	66,146	63,213
Equipment purchases and maintenance	13,411	19,009
Administration expense	82,343	82,034
Recruitment and education	9,708	11,941
Promotion and publicity	31,912	20,126
Dues and fees	26,391	28,407
Amortization	15,950	13,991
National Child Benefit Fund recipient payments	408,248	318,654
	2,065,549	1,864,488
<b>Excess (Deficiency) Of Revenue Over Expenditures Before Transfer</b>	4,674	(19,913)
<b>Transfer To Erica Cherney Inspiration Fund</b>	(2,250)	-
<b>Excess (Deficiency) Of Revenue Over Expenditures For The Year</b>	2,424	(19,913)
<b>Operating Fund Balance, Beginning Of Year</b>	97,084	116,997
<b>Operating Fund Balance, End Of Year</b>	99,508	97,084

*Extracted from the Audited 2007 Financial Statements prepared by Collins Barrow Kawarthas.  
Copies of the 2007 Financial Statements and the Auditor's Report are available to any member upon request.*

## **COMMUNITY PARTNERS**

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

Affordable Housing Action Committee  
Alan Lawson, Fisher, Inc.  
Alternatives  
Brock Mission  
Canadian Mental Health Association  
Champions for Youth  
City and County of Peterborough  
Cogeco Cable Solutions  
Community Care Peterborough  
Crown Attorney's Office  
Curve Lake First Nations Band Office  
Domestic Assault Response Team  
Elizabeth Fry Society  
Elder Abuse Prevention Network of Ontario  
Family Services Ottawa  
Family & Youth Clinic  
Five Counties Children's Centre  
Greater Peterborough Business Dev.Corp.  
Homegrown Homes  
Housing Access Peterborough  
Help Centre - Cobourg  
Hometown Learning Centre Havelock  
John Howard Society  
Kawartha Connected Communities  
Kawartha-Haliburton Children's Aid Society  
Kawartha Pine Ridge District School Board  
Kawartha Sexual Assault Centre  
Nijkiwendidaa Anishnaabe-Kwewag Services  
Lakefield Affordable Housing Group  
New Canadians' Centre  
Ontario Community Justice Association  
Ontario Disability Support Program  
Peterborough Affordable Housing Foundation  
Peterborough Aids Resource Network  
Peterborough Area Fundraisers Network

Peterborough Coalition for Dental Health Care  
Peterborough Community Access Centre  
Peterborough Community Legal Centre  
Peterborough County-City Health Unit  
Peterborough County OPP  
Peterborough Drug Awareness Coalition  
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  
Sir Sandford Fleming College  
SIRCH Centre  
St. Vincent de Paul  
Suicide Self Help  
Supportlink  
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 and Haliburton

## **AGENCY VOLUNTEERS:**

**We would like to thank our invaluable volunteers for all of their hard work, dedication and commitment. On behalf of the Board of Directors and all the Staff at CCRC –**

**THANK YOU FOR YOUR SUPPORT!**

*Lucas Burton  
Andrew Chuckleton  
Renee Gunn  
Judy Loukras  
Bhauneet Randhawa  
Lois Reynolds  
Sean Ruddy*

*Linda Bovolotto  
Karyn Gimblett  
John Hunter  
Erin McIntosh  
Devin Termarsch  
Tom Robbins  
Barb Thompson*

## **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 and County of Peterborough  
Ministry of Children & Youth Services  
Ministry of Community and Social Services  
Ministry of Health and Long Term Care  
Ministry of Community Safety and Correctional Services  
Peterborough Utilities Services  
Service Canada  
The Ontario Trillium Foundation  
United Way of Peterborough & District*

**Canadian Bankers Association  
Credit Counselling Canada  
Credit Counselling Service of Toronto  
Family Service Canada  
Family Service Ontario  
Ontario Association of Credit Counselling Services  
Ontario Housing Help Centre Network**

Canadian Federation of University Women  
Cogeco Cable Solutions  
Doyle Scholarship  
Enbridge (Winter Warmth Program)  
Investors Group  
Peterborough Community Housing Dev.Corp.  
Peterborough Social Planning Council  
Rotary Club of Peterborough Kawartha Inc.  
Royal Gardens  
St. John's Anglican Church  
Sisters of St. Joseph  
Y.W.C.A. of Peterborough, Victoria & Haliburton

The Companies who support our Debt Management Programs.  
The community organizations that are placements for Community Service Order clients. The landlords who listed their rental vacancies on our Housing Registry.

**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.**

# We would like to recognize and thank our funders including:

The Ministry of Children and Youth Services  
The Ministry of Community and Social Services  
The Ministry of Health and Long Term Care  
The Ministry of the Attorney General  
The Ministry of Community Safety and Correctional Services



County and City of Peterborough



Peterborough Utilities Services  
Service Canada  
The Ontario Trillium Foundation



United Way of Peterborough and District



# 2006-2007