

# Community Counselling & Resource Centre

Helping turn things around

*2010 –2011 Annual Report*



CCRC's  
Vision:

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

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# President & Executive Director Report

The year 2010-2011 has truly been a transitional year for CCRC! A new President, an Interim Executive Director and a new location! With any transition comes a time of great opportunity, new perspectives and renewal. This year brought just such opportunities; a chance to celebrate our accomplishments, revisit our internal practices and processes and move forward with a strong sense of purpose.

In September, we received the Peterborough Business Excellence Award for a Not-for-Profit agency through the Greater Peterborough Chamber of Commerce. We shared this category with two other very deserving organizations and were proud to be recognized as an agency that displays strong leadership abilities and strategic planning and partnering. As well an acknowledgement for our excellent customer service skills and effective program development was noted.

CCRC has served the Peterborough community for 55 years. Over the past year, we assisted over 14,000 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.

We extend sincere thanks to the many partners, funders and donors who have made the move to our new location possible and who continue to support the work we do.

We extend heartfelt and special thanks to Don Cumming, our past President and chair of the Communications and Fund Development Committee as well as Helene Lowry, Board Member and volunteer on the Advocacy, Juke Box Mania and Human Resources committees. Their tireless efforts and support of CCRC will be missed as they complete their terms.

Our work continues to be supported by the leadership of a committed and talented Board of Directors. We thank all Board members for their support and guidance as we took on our new roles within the agency while continuing to further the strategic plan.

We have advanced our awareness and commitment to social change, inclusivity and diversity through a project funded by the Peterborough Partnership Council on Immigrant Integration (PPCII). Research completed through this study has shown that there exists an opportunity for our agency to work in partnership within this community to assist new immigrants in Peterborough City and County in more easily accessing housing and transportation. The past year has also marked our "best ever" Juke Box Mania, with over \$13,000 raised at an event on April 29<sup>th</sup>, 2011. The move to a new venue and new menu created a buzz and offers us an opportunity to continue to increase the capacity of this event in the future.

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.

Of course the success of any organization is always due to the commitment and hard work of those who show up every day to meet with clients, provide education and advocate for change. We want to thank our dedicated staff, who have worked very hard to integrate our services even more deeply over the past year. Many thanks go out to the wonderful team of managers who brought their leadership, strength and experience to work every day. Thank you Joanne Duquette, Shelley Giardino, Arthur Herold, Rosemary O'Donnell, and Steve Wesley - we appreciate the guidance you so generously gave to a new President and Interim ED as we found our way!

The coming year brings more change as our Executive Director, Casey Ready, returns from her one-year self-funded leave to work on her dissertation for a Ph.D. in Canadian Studies on July 1, 2011. We look forward to continued growth and success as we continue to settle into our new space over the coming year.

Emmet Connolly,  
President

Sue Stinson,  
Interim 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

The work of the Advocacy Committee in 2010/11 focused on developing the agency's capacity to conduct effective advocacy and public education related to systemic issues that affect our clients according to CCRC's Strategic Directions of "Commit to Social Change" and "Increase Inclusivity and Diversity".

### Accomplishments included:

- Meeting with Mayoral and Council candidates during the Municipal Election campaign and provision of Information Packages on CCRC's programs and services for the elected officials
- Review of Terms of Reference and Committee Membership resulting in selection of new chairperson, Sue Leeson and new members Helene Lowry and Nancy Jackson
- Review and endorsement of CCRC's "Principles of Advocacy" and development of Work plan
- Presentation to Committee Members by Terri Johnstone of the CAS Foster Parent program
- A survey of agency staff was conducted on the topic "What keeps you up at night?" in order to identify current systemic issues affecting clients and subsequently prioritize our advocacy efforts. Payday loans and energy retailers were confirmed as the two agency priorities for the upcoming year.
- A Board/Staff Session was successfully arranged and held in May, facilitated by Janice and Rick Green. Valuable input was obtained from Board and Staff members and The Advocacy Committee will coordinate advocacy and public education activities related to these priorities.

Sincere thanks are extended to members Janice Green, Helene Lowry, Sue Stinson, Nancy Jackson, Maisie Watson and Rosemary O'Donnell.

Respectfully submitted,  
~ Sue Leeson, Chairperson





# Juke Box Mania Committee Report

**T**he 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 6th anniversary in 2011, Juke Box Mania is continuing to gain a great reputation as an amazing fundraiser which not only serves a great cause but is also a lot of fun to attend.

This year we had a “New Venue New Menu” theme as we moved to the Trentwinds International Centre with an Italian buffet style dinner. The move proved to be a great success as we raised over \$13,000, more than any previous event, and the venue has additional capacity for even better results in the future.

All proceeds from the event help prevent homelessness through the important work of CCRC’s Housing Resource Centre. The money we raised will be put to great use as housing help, support and information are greatly needed in the City and County of Peterborough.

Starting on the Committee in 2009, I had the pleasure of chairing it for Jukebox Mania 2011.

I would like to thank the committee members for their dedication and all their hard work to make this event so successful: Lindsay Archer, Helene Lowry, Kathy Makowchik, Shelley Giardino, Rick Green, Kim Hamilton, Sue Stinson and Rebecca Swankie.

Respectfully Submitted,  
~ Emmet Connolly, Event Chair



## CCRC’s Values:

We promote individual & community wellbeing 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

## Communications & Fund Development Committee Report

In 2010-11, the Communications and Fund Development Committee adopted its new committee name and continued with its fundraising work, including a focus on the transition to the CCRC's new home on George Street.

In response to growing needs in the City and County, the CCRC carried on with its stewardship and cultivation programs. These included the publication of two agency newsletters, a donor report, three e-newsletters and the production of the required Annual Report.

The year also provided an opportunity to consider how better linkages can be made to other committees, and how more support could be provided for the management team and programs within the CCRC. These discussions will continue into the 2011-12 year. A priority for the CCRC will be to continue to communicate the organization's advocacy mission in the community, and to provide strong messages about social justice and stewardship of donors.

I want to thank the Committee members Christine Post, Heather Watson, Joanne Duquette and Sue Stinson for their dedication and creativity in working to enhance the CCRC's communications and fund development activities.

Respectfully submitted,  
~ Don C. Cumming, Chair

## Health & Safety Committee Report

The Health and Safety committee met three times during the year to address various issues and new requirements that come along from time to time. Fortunately, the H1N1 crisis did not develop any further and so we were able to concentrate on other basic 'housekeeping issues'. The perceived H1N1 threat did, however, provide us with an opportunity to develop a safety measure template for use in any other similar related circumstances.

We are currently arranging workshops or information sessions to be offered to staff on issues such as crisis intervention training and safe bio-hazard cleanup measures. Committee members include Shelley Giardino, Jane Barry, Kim Hamilton and Steve Wesley.

Respectfully submitted,  
~ Steve Wesley, Chair

# Community Service Order Program

In 2010, the Community Service Order (CSO) Program carried over 202 clients from 2009 in addition to receiving 339 new youth and adult orders, an increase of 40 orders over the previous year. Youth orders came in just below target while adult orders increased. Additional funds were received in March 2011 for the increase in adult orders received. Overall, CSO clients contributed 13,883 hours to non-profit organizations and municipally funded services within Peterborough City and County.

The CSO Program saw a number of changes in 2010 including a move to the new George St. location. In June 2010, Case Coordinator Karyn Gimblett left the program after 2 years. In July 2010, Wanda Prince joined us as Program Assistant and

then in August, Dana Hetherton accepted the position of Case Coordinator.

During the year, CSO staff made 106 contacts with community partners including maintenance of registered placements, special event requests and developed 7 new placements. In all, 191 placements are registered with the program providing clients a variety of options for special events and regular placements to complete hours. Additionally, staff attended 12 community initiatives including: Youth Advisory Council, Youth Justice Networking Committee, Blue Sky Event Committee, Human Justice Services Committee, Ontario Criminal Justice Association, and Peterborough Drug Awareness Coalition.

~ Shelley Giardino, Manager

2010 CSO Charges (Top 5 charges)	Youth	Adult
Fail to comply with YCJA Act	25.5%	-
Theft under	12.5%	15%
Mischief Property	10%	-
Assault	9%	7.5%
Possession (stolen property)	7%	-
Fail to comply with Probation	-	12%
Fail further to appear on Recog		7.5
Possession a Sched. 1, 11, 111 Substance		6.5%
Total charges	192	404

Total Hours Ordered:

13,272 Adult  
1,115 Youth  
**14,387 Total**

Total Hours Completed:

10,921 Adult  
2,962 Youth  
**13,883 Total**

Range of Hours Ordered:

10 - 240  
Adult  
10 - 120  
Youth

Client Referrals:

244 Adults  
93 Youth  
**337 Total**

## 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

## Housing Resource Centre

As anticipated, the first year in our new location brought change, opportunity and challenges, as the vision of integrated services and enhanced capacity were realized. The following new initiatives created valuable service opportunities for the agency.

- Peterborough Rent Support and Stabilization Program (PRSSP) Year One which provided \$80,000 in one time and ongoing assistance to 103 households
- Two Income Tax Clinics for low-income agency clients offered in partnership with the ICAO and local Chartered Accountants from McColl Turner and PepsiCo.
- Housing Stability Workshop Series in partnership with Peterborough Social Services and numerous volunteer facilitators
- Youth Intern/Community Access Program in partnership with COIN
- Newcomer Community Liaison Project (Housing and Transportation) in partnership with New Canadians Centre and funded by the Peterborough Partnership Council on Immigrant Integration

Service statistics show a 37% increase in Homelessness Prevention Funds distributed attributable to the new Peterborough Rent Support and Stabilization Program. The decrease

in households served is due to an ongoing shift to accessing vacancy listings electronically from other locations via our website rather than in person, and this is reflected by a corresponding 115% increase in website visits.

We would like to express our gratitude to all of our funders especially The City and County of Peterborough's Housing and Social Services divisions. There have been some major changes to energy markets and utility funds over the past year and we are also grateful for the ongoing cooperation and support of Peterborough Utilities Services and Enbridge Gas in the implementation of the new Low Income Energy Assistance Program (LIEN).

The HRC staff extends our heartfelt thanks to the Board of Directors and the Fundraising Committee for the funds raised for HRC Services through this year's successful 'Jukebox Mania'. I would like to extend special acknowledgement to the HRC staff team for their extraordinary efforts over a very intense few weeks during the implementation of PRSSP. Our final acknowledgement belongs to Sue Stinson, Interim Executive Director for her inspiration and leadership during this challenging but successful year.

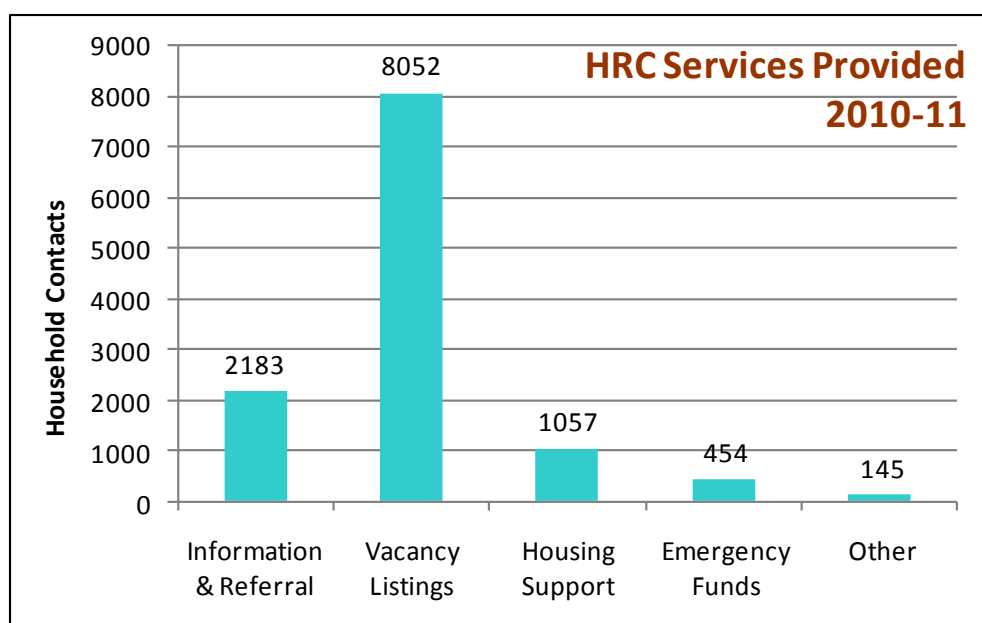
~ Rosemary O'Donnell, Manager



## Housing Resource Centre Services Provided 2010/11

Housing Search Assistance	2,132
Housing Information in Person	2,196
Housing Information by Telephone	311
Counselling & Advocacy In Person	580
Housing Stabilization Funds	534

Fiscal Year	2007/08	2008/09	2009/10	2010/11	% change
Households Served	3897	5091	4,747	3,103	-35%
Total Client Contacts	5,230	7,647	10,129	9,142	-10%
Website Users	n/a	3,033	11,408	24,575	115%
At risk of homelessness within 30 days	1,719	2,094	919	832	-9%
Households Accessing Emergency Funds	460	570	534	484	-9%
Total Funds Allocated	\$220,141	\$227,587	\$231,046	\$339,044	47%



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.

# Counselling Program



The Counselling Program continues to operate out of 459 Reid Street

Last year the Counselling Program provided services to almost 2,000 residents of Peterborough City and County.

97% of clients surveyed reported that their emotional well-being improved either “somewhat” or “a lot” as a result of our services. These services consist mainly of individual, couple, family and group counselling.

Although most of our work continues to be individual counselling, our strategic direction this year has been to maintain an expanded roster of group counselling offerings. Our men’s Managing Change group and the Choices and Changes (for women examining their patterns in intimate relationships) group have continued to draw ever-increasing interest.

Last year we hired a 2<sup>nd</sup> Housing Social Worker with 2-year funding received from the City of Peterborough. Dawn Thexton has made a good start to that work, which

is focused within the Sunshine Homes housing community.

We recently welcomed back Kirsten Armbrust from her maternity leave. We were fortunate that Mandy Hamu filled-in during Kirsten’s absence and has now been rehired on a one year part-time contract.

With our expanded office space at Reid Street we were able to welcome four placement students. These students participate in a win-win arrangement that sees us providing them with valuable experience and supervision, while they in turn provide supervised counselling services that increase our capacity to serve the community and reduce our wait list.

Looking forward, reducing the wait list, while maintaining the cohesion and clinical excellence of our counselling team are our goals.

~ Arthur Herold, Manager

## Counselling Clients Seen/Program

Child & Family Intervention	34
Violence Against Women Counselling	94
Peaceful Families	66
Caregiver Counselling	92
Seniors Counselling	198
Housing Social Worker	478
United Way	513
Employee Assistance Program	188
CAS Differential Response	89
Information & Referral	247
Total	1999

# Credit Counselling Program

The national media continue to send conflicting messages to us regarding the economy. Ontario's employment data shows that "employment levels are back to a normal level since the beginning of the recession". While this might hold true for some regions in the province, our clients continue to tell us stories of either finding lower paying, temporary jobs or else no jobs at all. In fact a recent newspaper article told of a higher unemployment rate still being experienced in the Peterborough region.

The effect that this has on the Credit Counselling program is multi fold. The client of today compared with five years ago often experiences more stress and desperation. Their ability to engage in a debt management program is reduced due to a lack of any surplus income and their overall indebtedness seems to be heavier due to their need to pay for everyday necessities on credit. This, of course, impacts on our ability to provide concrete answers and solutions for many of our clients. In order to address this new financial reality within our community we are continuing to focus on educational

workshops, budgeting sessions and have realigned our association with the national Credit Counselling Canada and the Credit Canada Network.

During the year ending March 31, 2011 we provided 37 workshops that reached more than 700 individuals. In addition more than 450 families and individuals participated in our Debt Management Program in which we assisted clients in providing a framework to repay \$1,359,700.00 back to creditors. We also provided face to face counselling to more than 841 individuals. The ability to provide these services wouldn't be possible without the ongoing help from CCRC staff and Board, the United Way and community donations.

~ Steve Wesley, Manager



Credit Counselling Services	2009/10	2010/11
Total Cases Served	742	841
Brief Service Cases	587	363
BIA Counselling	166	109
DMP Funds Distributed	\$1,320,582	\$1,359,701
Preventative Education	2100	1068
Workshops	41	37
TV / Radio	5	5

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

## Finance, Administration and Communications

As Finance and Administration moved to our new 540 George Street location, we welcomed Denise Huntley as our George Street Receptionist. Our new reception desk has become a welcoming place to greet all of our clients, and we've enjoyed many compliments on our new space, from both clients and visitors.

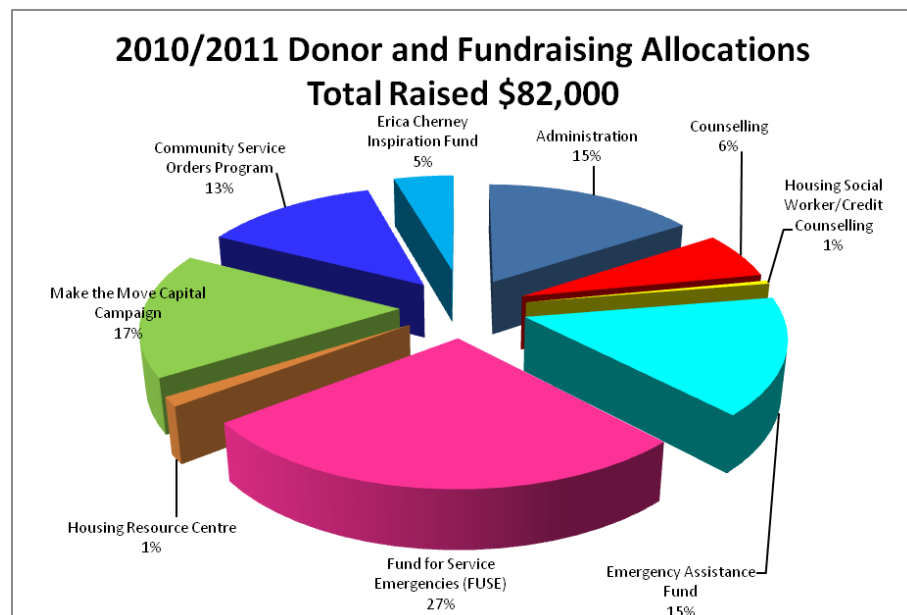
Integrating Finance, Administration and Communication (FAC) with our Housing Resource Centre, Community Service Orders and Credit Counselling programs has brought many positive changes to the agency. Although we miss working with the Counselling team at Reid Street as well as our team member Kim Hamilton, we have become an integral part of our new location. Adding new accounting software made the year just that much more interesting but we do love a challenge.

We would like to express our sincere thanks to all our generous and committed donors. The kindness of contributors to our Make the Move

capital campaign, direct mail campaigns and our dedicated monthly and annual donors, directly benefits our work. Donations received by CCRC are used within the year to deliver services, often providing necessities that many people could not otherwise afford.

Many thanks go to Casey Ready, Shirl Delarue and the property committee for all their hard work in making our new location a wonderful reality. We would also like to express our thanks to Sue Stinson for providing support through our growth and integration in our new space. Heartfelt thanks go out to the amazing FAC team (Kim Hamilton, Sarah Bailey, Denise Huntley and Heather Watson) for all your dedication during such an intense year. We wish Heather all the best in her new position; she was an asset to our area of communications and has been missed. Finally, I would like to express my thanks to our dedicated volunteers, funders and donors who truly support *Helping Turn Things Around*.

~ Joanne Duquette, Manager





# Auditors' Report



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## INDEPENDENT AUDITORS' REPORT

### TO THE BOARD OF DIRECTORS OF COMMUNITY COUNSELLING AND RESOURCE CENTRE

#### *Report on the Financial Statements*

We have audited the accompanying financial statements of Community Counselling and Resource Centre, which comprise the statement of financial position as at March 31, 2011 and the statements of operations, changes in net assets and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

#### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal controls as management determines are necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditors' Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis of our audit opinion.

#### *Basis for Qualified Opinion*

In common with most not-for-profit organizations, the Community Counselling and Resource Centre derives revenue from donations and fundraising events, the completeness of which is not susceptible to satisfactory audit evidence. Accordingly, our verification of these revenues was limited to the amounts recorded by the organization and we were not able to determine whether any adjustments might be necessary to the revenues, excess of revenue over expenditure, assets and net assets.

#### *Qualified Opinion*

Except as noted in the above paragraph, in our opinion, these financial statements present fairly, in all material respects, the financial position of Community Counselling and Resource Centre as at March 31, 2011 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  
June 21, 2011

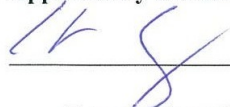
# Auditors' Report

## **COMMUNITY COUNSELLING AND RESOURCE CENTRE**

### **STATEMENT OF FINANCIAL POSITION At March 31, 2011**

	2011 \$	2010 \$
<b>ASSETS</b>		
<b>Current</b>		
Cash	299,483	305,193
Investments	30,042	-
Accounts receivable	95,923	224,680
Prepaid expenses	17,587	18,832
	443,035	548,705
<b>Long-Term</b>		
Investments	56,110	-
Capital assets	472,298	586,010
	528,408	586,010
	971,443	1,134,715
<b>LIABILITIES AND NET ASSETS</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	169,701	243,321
Deferred revenue	42,667	80,350
Promissory note	-	147,500
	212,368	471,171
<b>Long Term Liabilities</b>		
Deferred capital contributions	319,644	335,680
<b>Net Assets</b>		
Invested in capital assets	152,654	250,330
Internally restricted	132,952	135,267
Externally restricted	3,089	2,952
Unrestricted	150,736	(60,685)
	439,431	327,864
	971,443	1,134,715

Approved By The Board,

 \_\_\_\_\_, President

 \_\_\_\_\_, Treasurer

*Extracted from the Audited 2011 Financial Statements prepared by Collins Barrow Kawartha LLP.  
Copies of the 2011 Financial Statements and the Auditor's Report are available to any member upon request.*

# Auditors' Report

## **COMMUNITY COUNSELLING AND RESOURCE CENTRE**

### **STATEMENT OF OPERATIONS For The Year Ended March 31, 2011**

	2011 \$	2010 \$
<b>Revenue</b>		
Province of Ontario	700,354	690,533
United Way of Peterborough and District	220,590	222,416
City of Peterborough	619,922	477,326
Federal government	-	10,989
Fees and user charges	151,035	149,456
Donations and fundraising	278,562	270,290
Erica Cherney Inspiration Fund donations	3,685	6,122
Other income	60,882	41,631
Amortization of deferred capital contributions	42,485	9,166
Gain on sale of building	139,787	-
	2,217,302	1,877,929
<b>Expenditures</b>		
Salaries and benefits	1,337,469	1,212,699
Program expenses	313,124	286,409
Purchased services	117,718	106,946
Occupancy costs	99,401	66,507
Equipment purchases and maintenance	20,141	12,909
Office and administration	101,233	97,996
Recruitment and education	8,195	7,813
Promotion and publicity	19,749	30,242
Dues and fees	29,575	28,774
Amortization	59,130	17,077
Financing fees	-	2,147
	2,105,735	1,869,519
<b>Excess Of Revenue Over Expenditures For The Year</b>	<b>111,567</b>	<b>8,410</b>

*Extracted from the Audited 2011 Financial Statements prepared by Collins Barrow Kawarthas LLP.  
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# Auditors' Report

## ***COMMUNITY COUNSELLING AND RESOURCE CENTRE***

### **STATEMENT OF CHANGES IN NET ASSETS For The Year Ended March 31, 2011**

	Capital Assets \$	Internally Restricted \$	Externally Restricted \$	Unrestricted \$	2011 Total \$	2010 Total \$
Balance, beginning of year	250,330	135,267	2,952	(60,685)	327,864	319,454
Excess (deficiency) of revenue over expenditures for the year	123,142	(2,315)	137	(9,397)	111,567	8,410
Additions to capital assets	35,131	-	-	(8,682)	26,449	303,119
Amounts financed by deferred contributions	(26,449)	-	-	-	(26,449)	(303,119)
Interfund transfer	(229,500)	-	-	229,500	-	-
<b>Balance, end of year</b>	<b>152,654</b>	<b>132,952</b>	<b>3,089</b>	<b>150,736</b>	<b>439,431</b>	<b>327,864</b>

*Extracted from the Audited 2011 Financial Statements prepared by Collins Barrow Kawartha LLP.  
Copies of the 2011 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
- \* Employment Ontario
- \* Industry Canada
- \* 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)
- \* Peterborough Partnership Council on Immigrant Integration
- \* COIN
- \* The Companies who support our Debt Management Programs
- \* Canadian Bankers Association
- \* Credit Counselling Canada
- \* Credit Counselling of Toronto
- \* The Credit Canada Network
- \* 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.

## 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.

## Community Partners

- \* Affordable Housing Action Committee
- \* Alan Lawson, Fisher Inc.
- \* Alternatives
- \* SIRCH Centre
- \* Brock Mission
- \* Canadian Mental Health Association
- \* Community Access Centre, Peterborough
- \* City & County of Peterborough
- \* Cogeco Cable Solutions
- \* Community Care Peterborough
- \* Credit Counselling Canada
- \* Crown Attorney's Office
- \* Curve Lake First National 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 Help Association Ontario (HHAO)
- \* 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
- \* Nijikiwendidaa 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
- \* Peterborough Domestic Abuse 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

## Community Partners

- \* St. Vincent de Paul
- \* Suicide Self Help
- \* Supportlink
- \* Telecare Peterborough
- \* 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

## 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.

Erica Cherney

Andrea Dicks

John Hunter

Kathy Makowchik

Peter Marocco

Beth McMaster

Terry Noble

Scott Pearce

Christine Post

Tom Robbins

Lindsay Archer

Barbara Thompson

Rebecca Swankie

All the volunteers with Juke Box Mania

Members of the CCRC Board of Directors

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.



## WHO WE ARE

### Board of Directors 2010 - 2011

Emmet Connolly - President

Don C. Cumming - Past President

Meghann Agnew - Treasurer

Shirl Delarue - Secretary

Sue Leeson - Director

Helene Lowry - Director

Peter Darling - Director

Rick Green - Director

David Smith - Director

Bob Campbell - Director

### LOCATIONS

- Administration
- Credit Counselling
- Community Service Orders
- Housing Resource Centre

540 George Street North  
Peterborough, ON, K9H 3S2

T: 705.743.CCRC (2272)

F: 705.742.3015 or 705.742.2895

#### Counselling

459 Reid Street  
Peterborough, ON, K9H 4G7

T: 705.742.4258

F: 705.741.1734

Toll Free: 800.274.1611

#### On Line

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

[www.housingpeterborough.com](http://www.housingpeterborough.com)



**Community Counselling  
& Resource Centre**

Helping turn things around



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

# Thank You!

Your donations are  
helping turn things around.



**Canada**

**Peterborough  
Community Futures  
Development Corporation**



**Ontario**



*George Street United*