

LOCATIONS



540 George Street North
Peterborough, ON, K9H 3S2

T: 705.743.CCRC (2272)

F: 705.742.3015

Credit Counselling
Community Service Orders
Housing Resource Centre
Administration



459 Reid Street
Peterborough, ON, K9H 4G7

T: 705.742.4258

F: 705.741.1734

Counselling Program

Toll Free: 1.800.274.1611

www.ccrc-ptbo.com
www.housingpeterborough.com
www.creditcounsellingptbo.com



**Community Counselling
& Resource Centre**

Helping turn things around

www.ccrc-ptbo.com

Thank You!

**Your donations are
helping turn things
around.**



Ontario Canada



Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

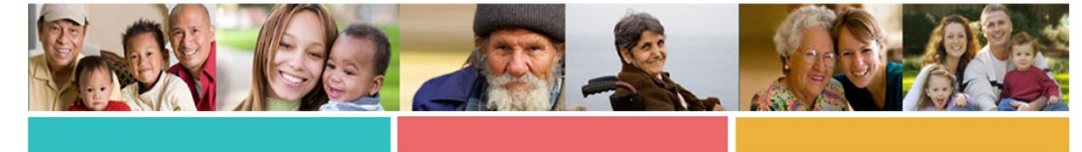


George Street United Church



**Community Counselling
& Resource Centre**

Helping turn things around



2013 – 2014 Annual Report



*Visit us online: **www.ccrc-ptbo.com***

WHO WE ARE

Board of Directors 2013 - 2014

Bob Campbell — President
Mike Burger — Vice President
Charlie Martin — Treasurer
Rick Green — Secretary
Janice Abbott — Director
Brittany Cadence — Director
Maureen Condon — Director
Peter Darling — Director

Table of Contents

President & Executive Director Report	2
Juke Box Mania 2014	4
Resource Development Committee	5
Social Justice & Social Impact Committee	6
Community Service Order Program	7
Credit Counselling Program	8
Counselling Program	9
Housing Resource Centre	10
Staff & Volunteer Development Committee	11
Finance & Administration	12
Finance Committee	13
Health and Safety Committee	13
Auditors' Report	14
Funders & Supporters	17
Community Partners	18

President & Executive Director Report

It is always a pleasure to report on the work of Community Counselling and Resource Centre (CCRC) and particularly so on our achievements in 2013-14. If we were to try to reflect on the year in just a few words, the ones that most come to mind for us include client-centred, compassion, dedication, hard work, strategic, collaboration, and, well, reviews!

At the top of the list, we bring attention to the 7,220 households CCRC assisted over the past year throughout Peterborough City and County. Our services help people facing issues with their personal and relationship problems, difficulties with debt, housing instability and homelessness, and the need to connect with the community.

Our highly trained staff and volunteers engage with clients and the community in one-to-one and group services and in broader collaborations with a wide range of partners to advocate for clients' needs and for changes impacting the root causes of the issues they face. We were pleased to partner this year with over 90 groups and organizations listed at the end of this report, including a number of formal partnerships, all working toward our vision of making a positive and lasting difference in people's lives.

We were delighted when the CCRC Board of Directors approved our new Strategic Plan in May 2013, moving us forward in three key directions: *Strengthen Sustainability, Deepen Client Centred & Social Justice Approach* and *Invest in Staff and Volunteer Resources*. We are committed to this plan and believe you will see the impact it is making as you read this report. An important first step was revising our Board committee structure to focus on these priorities.

There have also been challenges this year, which we believe we have met well, with thanks to the dedication of our Board, staff and volunteers.

Continued on page 3

Community Partners

- | | |
|---|--|
| Coalition | Haliburton |
| • Peterborough Examiner | • St. John's Retirement Centre |
| • Peterborough Housing Corp. | • Suicide Self Help |
| • Peterborough Homelessness Support Services Coordinating Committee | • Support Team for Abuse Response Today (START) |
| • Peterborough-Lakefield Community Police Victim Services | • Teach Centre Havelock |
| • Peterborough Poverty Reduction Network (PPRN) | • The WOLF/KRUZ |
| • Peterborough Northumberland Victim Services | • Toronto Dominion Bank |
| • Peterborough Regional Health Centre Adult Outreach Program (PRHC—AOP) | • Trent Centre for Community Based Education |
| • Peterborough Social Planning Council | • Trent University |
| • Peterborough Youth Services | • Tyndale Seminary |
| • Probation & Parole Services | • United Way of Peterborough & District |
| • Promise Committee | • United Way Simcoe |
| • Royal Bank of Canada | • University of Manchester |
| • Rural Outreach Centre Buckhorn | • University of Windsor |
| • Sir Sandford Fleming College | • Victim Witness Assistance Program |
| • SIRCH Community Services, | • Victorian Order of Nurses for Canada, Ontario Branch |
| | • Women's Health Care Centre |
| | • Youth Emergency Shelter |
| | • YWCA Peterborough Haliburton |



Continued from page 18

Juke Box Mania Volunteers:

- * Michelle
- * Marianne
- * Susan
- * Maryam
- * Natasha
- * Ana
- * Jeremy
- * Lizzie
- * Jacob
- * Marissa
- * Monique
- * Nate
- * Carly

Students:

- * Grace Caron
- * Anna Field
- * Rain Gill
- * Davy Guo
- * Sarah Johnson
- * Emily Larkin
- * Meghan Leckie
- * Tanya Stewart
- * Jennifer Teefy
- * Mike Waddams
- * Jessica Wiebe

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

**Thank you
volunteers and
students!**

*Your generous gifts
of time, effort,
and skill allows us
to provide high
quality service
to our clients.*

Volunteers:

- * Janice Green
- * Barbara Harper
- * John Hunter
- * Glen Jones
- * Christine Liew
- * Helene Lowry
- * Amber Lyon
- * Nancy Martin
- * Ashleigh Perry
- * Sue Stinson
- * Joanne Ward

*** McColl-Turner
Chartered
Accountants who
assisted with our
Tax Clinics**

*** Members of the
CCRC Board of
Directors**

Continued on page 19

Community Partners

- Abuse Prevention of Older Adults Network
- Adult Protective Services
- Affordable Housing Action Committee (AHAC)
- A. Farber & Partners Inc.
- All Saints Anglican Church
- Bank of Montreal
- Bank of Nova Scotia
- Brock Mission
- Canadian Mental Health Association
- CHEX TV
- Canadian Imperial Bank of Commerce
- Community Care Access Centre, Peterborough
- Children's Services Planning Table
- City & County of Peterborough
- Community Care Peterborough
- Community Living Peterborough
- Crown Attorney's Office
- Curve Lake First National Band Office
- Dalhousie University
- Elizabeth Fry Society
- Elder Abuse Prevention Network of Ontario
- Family & Youth Clinic
- Federal Economic Development Agency for Southern Ontario
- Five Counties Children's Centre
- FourCAST
- Habitat For Humanity
- Health at Work Committee
- Help Centre—Cobourg
- Homelessness Coordinating Response Team
- Hospice Peterborough
- Housing Workers Network
- Institute of Chartered Accountants Ontario
- John Howard Society
- Kawartha Credit Union
- Kawartha Family Court Assessment
- Kawartha Food Share
- Kawartha-Haliburton Children's Aid Society
- Kawartha Sexual Assault Centre
- Kinark Child and Family Services
- Laridae Communications
- LHIN Peterborough Integrated Planning Table (IPT)
- Lovesick Lake Native Women's Association
- McColl Turner Chartered Accountants
- Lighthouse Drop-In Centre
- New Canadians Centre
- Nijkiwendidaa Anishnabe-Kwewag Services
- Northern Lights Employment Centre
- Ontario Criminal Justice Association
- Peterborough and Kawartha Lakes Human Services and Justice Coordination Committee
- Peterborough AIDS Resource Network (PARN)
- Peterborough Area Fundraisers Network
- Peterborough Children's Services Committee
- Peterborough Coalition for Dental Health Care
- Peterborough Community Garden Network
- Peterborough Community Legal Centre
- Peterborough County-City Health Unit
- Peterborough Domestic Abuse Network (PDAN)
- Peterborough Drug Awareness

Continued from page 2

Through the leadership and hard work of our Board, Leadership Team, Finance and Administration Manager, Lynda Terry, and Financial Officer, Sarah Bailey, we are pleased to end 2013-14 year with a small surplus. Having too few resources continues to challenge us as we strive to meet needs presented in all program areas and face waiting lists and sometimes limited service options. We thank all staff and volunteers for working together on creative solutions to offer high quality services to our clients.

We are actively involved with the Local Health Integration Network (LHIN) planning initiative with five other organizations offering community based health services: Community Care Peterborough, Hospice Peterborough, Lovesick Lake Native Women's Association, St. John's Retirement Homes and the Victoria Order of Nurses (VON), resulting in an Integration Plan we expect to be approved in late June. This Plan offers resources to support closer work among the agencies. We look forward to increased collaboration with Hospice Peterborough in the delivery of caregiver support services and ongoing involvement on the new Community Support Services Leadership Council.

United Way is initiating significant changes through a Community Impact process we have been involved with over the past year. It has ended its funding commitments to current member agencies and announced an open call to a new funding model. We were pleased to have input to the priority setting process for this and look forward to reporting positive results, and a strong ongoing partnership with United Way, at our next AGM.

In a year of reviews, we were pleased to also be involved with the City of Peterborough's 10 Year Plan for Housing and Homelessness. Effective January 2014, this plan recognizes the value of our Housing Resource Centre in preventing homelessness and supporting access to affordable housing. We are working with the City of Peterborough to review and update our agreement with them to align with this plan.

The Ministry of Community Safety and Correctional Services is undertaking a review in 2014 of Community Service Order (CSO) programs across

the province. This review is in mid-process and we look forward to positive results from it.

We thank the sponsors, donors and 320-plus participants who raised \$12,100 to help prevent homelessness and support other CCRC services at this year's Juke Box Mania event. Special thanks are extended to the new *Juke Box Heroes* for pledging support to Juke Box Mania participants and boosting the energy of this already dynamic event. Watch for the *10th Annual Juke Box Mania Extravaganza* in 2015!

It is our pleasure to thank all CCRC funders, donors, partners and volunteers. Special thanks are extended to the City and County of Peterborough, Province of Ontario, United Way of Peterborough and District, Ontario Trillium Foundation, Service Canada, Community Foundation of Greater Peterborough, Peterborough Foundation and Peterborough Utilities Services, for their support for, and confidence in, our services.

In a note from Casey, very special thanks are extended to Bob Campbell for his role as President of CCRC for the past two years. We thank Bob for the intelligence, energy, insights and deep commitment he has shared with us and for guiding us to a strong, strategic spot in the midst of much change. We look forward to his involvement with us as Past-President. We also congratulate Bob on his new role as Vice-President of Family Services Ontario, where his vision and leadership will benefit the entire province!

Our services would not be possible without the values, hard work and commitment of CCRC Board members, staff and volunteers. We extend deep appreciation to all of these caring individuals and wish to note special thanks to our Leadership Team: Kirsten Armbrust, Shelley Giardino, Hanah Howlett-McFarlane, Rosemary O'Donnell, Lynda Terry and Steve Wesley. It is an honour to work with you!

Sincerely,

Bob Campbell,
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.

Juke Box Mania Committee

The ninth annual Juke Box Mania event on April 25, 2014 was a smashing success on all counts! Hundreds of local residents came out to enjoy the music trivia night, silent auction, and hearty buffet which raised \$12,100 for CCRC. New this year was the introduction of *Juke Box Heroes*, an online campaign participants used leading up to the big night to recruit sponsors for their teams. This wonderful new fundraising tool on its own helped raise \$2,600 towards the event's goal, and promises to significantly boost proceeds in coming years. The energetic team of youth volunteers kept the night hopping while chasing after score sheets, taking photos, live tweeting and stealing the show with their

impromptu air guitar performances (*see below*) during musical interludes. The pinnacle of the night came when The Sofa Kings team took first prize for the first time, edging out defending champions LLF Lawyers. Check out the photo gallery on the CCRC website for more great shots of this fantastic evening. Next year's event promises to be even better as Juke Box Mania celebrates its tenth anniversary in Peterborough.

Mark your calendars for April 24, 2015, and be sure to sign up early as this event continues to sell out every year.

~ Brittany Cadence,
Chair, Juke Box Mania Committee



Top: Gold winners, "Sofa Kings"
Bottom: Best Dressed,
"Trivia Newton Johns"



Volunteer "Air Guitarists"

Funders & Supporters

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

- * Canadian Bankers Association
- * Canadian Centre for Accreditation
- * City & County of Peterborough
- * Cogeco Cable Solutions
- * Community Foundation of Greater Peterborough
- * Community Opportunity & Innovation Network (COIN)
- * Credit Counselling Canada
- * Credit Canada Debt Solutions
- * Credit Counselling of Toronto
- * Doyle Scholarship
- * Enbridge Gas (LEAP Program)
- * Erica Cherney Fund
- * Family Service Ontario (FSO)
- * Family Service Employee Assistance Program (FSEAP)
- * George St. United Church
- * Housing Help Association Ontario (LEAP Program)
- * Hydro One (LEAP Program)
- * Industry Canada
- * Juke Box Mania Sponsors
- * Ministry of Children & Youth Services
- * Ministry of Community Safety & Correctional Services
- * Ministry of Community & Social Services
- * Ministry of Health & Long Term Care / Central East Local Health Integration Network (LHIN)
- * Ontario Housing Help Centre Network
- * Peterborough Foundation
- * Ontario Trillium Foundation
- * Peterborough Community Futures Development Corporation
- * Peterborough Utility Services
- * Service Canada
- * United Way of Peterborough & District
- * Debt Management Program partners
- * Landlords who listed their rental vacancies on our Housing Registry
- * Community placement organizations for CSO clients

Thank you also, to our donors, and to the individuals and organizations who support us in many different ways.



With the support of our funders & donors, we are able to support individuals and families in our community.

Thanks to you, CCRC helped turn things around for many individuals and families.

Community Garden made possible by the Erica Cherney Fund

Auditors' Report

COMMUNITY COUNSELLING & RESOURCE CENTRE

STATEMENT OF CHANGES IN NET ASSETS For the Year Ended March 31, 2014

	Unrestricted 2014 \$	Invested in Capital Assets 2014 \$	Internally Restricted 2014 \$	Externally Restricted 2014 \$	Total 2014 \$	Total 2013 \$
Net assets - beginning of year	77,353	130,051	136,041	3,912	347,357	413,173
Excess (deficiency) of revenue over expenses for the year	16,349	(14,560)	(1,000)	824	1,613	(65,816)
Additions to capital assets	(3,352)	3,352	-	-	-	-
Net assets - end of year	90,350	118,843	135,041	4,736	348,970	347,357

COMMUNITY COUNSELLING & RESOURCE CENTRE

STATEMENT OF OPERATIONS For the Year Ended March 31, 2014

	2014 \$	2013 \$
Revenue		
City of Peterborough	924,458	746,040
Province of Ontario	645,357	619,385
Credit Counselling donations and fees	298,143	298,319
United Way	191,511	205,612
Housing utility funds	61,209	65,209
Fees and user charges	58,682	40,744
Trillium Foundation	54,469	33,057
Donations and fundraising	45,730	42,445
Amortization of deferred capital contributions	34,030	40,617
Other income	30,891	23,870
	2,344,480	2,115,298
Expenses		
Salaries and benefits	1,321,478	1,347,568
Program expenses	611,038	425,718
Occupancy costs	99,187	95,217
Office and administration	85,933	94,818
Purchased services	84,955	93,152
Amortization	48,590	51,260
Equipment purchases and maintenance	40,851	13,598
Fees and dues	26,417	26,981
Promotion and publicity	17,717	28,022
Recruitment and education	6,701	4,780
	2,342,867	2,181,114
Excess (Deficiency) of Revenue over Expenses for the Year	1,613	(65,816)

Extracted from the Audited 2014 Financial Statements prepared by Collins Barrow Kawartha LLP.
Copies of the 2014 Financial Statements and the Auditor's Report are available to any member upon request.



Resource Development Committee

The newly formed Resource Development Committee (formerly the Communications & Fund Development Committee) focused our efforts in 2013-14 in fulfilling goals to strengthen agency sustainability as directed by the strategic plan.

To fulfill these goals, the committee focused on 3 areas:

1) Communication of Agency Work

The committee worked with Board & Staff to create a common message for communicating the work of the CCRC to partners and supporters and provided agency leadership, presenting and communicating the various roles and commitments associated with continually building support and capacity.

2) Sustainable Fundraising Plan

The committee met the goal of creating a three-year sustainable fund development plan for presentation and approval by the Board of Directors. The plan includes potential fundraising initiatives, donor relations and necessary training, encompassing goals outlined in our 3 year Ontario Trillium Foundation grant, while also maintaining flexibility in order to meet emerging needs as they are identified within our organization.

3) Ongoing Commitment to Resource Development

The Resource Development Committee is committed to becoming the expert resource for the organization. This includes support for CCRC programs and services through increased fundraising, increased volunteer capacity when required, and advancing fundraising and marketing initiatives.

With this nimble approach, our staff and volunteer roles are constantly evolving and growing to meet future needs for communicating our messages and mission to the community. Thank you to Peter Darling (Board), Janice Abbott (Board), Nancy Martin (Community), Casey Ready (Executive Director), Joy Simmonds (Staff), Sarah Bailey (Staff), Anne Rushton (Staff), and especially Hanah Howlett McFarlane (Resource Development Coordinator) for their ongoing commitment to the sustainability of CCRC.

Respectfully Submitted,
Rick Green, Chair & Board Member

CCRC's Vision:

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

CCRC's Values:

We promote individual & community well-being through:

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

Social Justice & Social Impact Committee

Formerly the Advocacy Committee, the Social Justice and Social Impact Committee was established out of our 2013-2016 agency Strategic Plan. Since our new mandate, we have developed, reviewed and approved new terms of reference which will be reviewed every three years.

Purpose of Social Justice Social Impact Committee

- 1) Increase understanding and capacity for social justice and social impact among agency staff and volunteers.
- 2) Develop strategies to increase diversity and inclusivity.
- 3) Reinforce commitment to CCRC's strategic direction to deepen client-centered social justice approach.

Actions over the past year

Energy Contracts:

We have ensured consistent identification of CCRC clients with costly energy contracts and successfully assisted many to be released from their contracts. We researched the contract data to ensure our advice continues to benefit the clients. A waiver has been created to ensure clients are clear of their choice to withdraw from the contract.

Process Improvements:

- We have completed our work plan effective May 22, 2014
- We advocated for an education session with Staff and Board on May 14, 2014 to collaboratively identify what Social Justice and Social Impact mean to them (*See Social Justice word art below*).
- We are finalizing interviews with Managers and staff specifically targeting their understanding of social justice, their current social impacts and their needs to enable them to enhance both at CCRC. On their completion we will prepare a detailed report to both the Executive Director and the Board, of current successes as well as recommendations for improvement for both Board consideration and operational implementations.

Sincere thanks to this creative and committed group of volunteers: Bob Campbell (Board), Janice Green (Community), Casey Ready (Executive Director), Rosemary O'Donnell (Manager), Nancy Jackson (Staff) and Maisie Watson (Staff), Annie Rushton (Staff), and Helene Lowry (Community). We are proud to be associated with the service of such an organization and its dedicated staff who exhibit such passion for social justice.

Respectfully submitted,
Maureen Condon
(Chair &
Board Member)

*Words generated at
Board & Staff
Social Justice session*



Auditors' Report

COMMUNITY COUNSELLING & RESOURCE CENTRE

STATEMENT OF FINANCIAL POSITION
As at March 31, 2014


	2014 \$	2013 \$
ASSETS		
Current assets		
Cash	553,366	346,131
Investments	64,745	26,050
Accounts receivable	66,251	114,642
Prepaid expenses	30,604	16,354
	714,966	503,177
Long-term assets		
Capital assets	323,223	368,461
	1,038,189	871,638
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable and accrued liabilities	186,743	185,396
Deferred revenue	298,096	100,475
	484,839	285,871
Long-term liabilities		
Deferred capital contributions	204,380	238,410
	689,219	524,281
Net assets		
Unrestricted	90,350	77,353
Invested in capital assets	118,843	130,051
Internally restricted	135,041	136,041
Externally restricted	4,736	3,912
	348,970	347,357
	1,038,189	871,638

Approved on behalf of the Board:

16, President

Charles J. Peters, Treasurer

*Extracted from the Audited 2014 Financial Statements prepared by Collins Barrow Kawartha LLP.
Copies of the 2014 Financial Statements and the Auditor's Report are available to any member upon request.*

 Collins Barrow
Chartered Accountants

Auditors' Report



Collins Barrow Kawartha LLP
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K9J 2V4

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www.collinsbarrowkawartha.com

INDEPENDENT AUDITORS' REPORT

To the Directors of Community Counselling & Resource Centre

Report on the Financial Statements

We have audited the accompanying financial statements of Community Counselling & Resource Centre, which comprise the statement of financial position as at March 31, 2014, the statements of changes in net assets, operations 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 Accounting Standards for Not-for-Profit Organizations, 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 auditor considers 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 for our qualified audit opinion.

Basis for Qualified Opinion

In common with most not-for-profit organizations, Community Counselling & Resource Centre derives revenue from fundraising and donations, the completeness of which is not susceptible of 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 expenses, 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 & Resource Centre as at March 31, 2014 and the results of its operations and cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

Collins Barrow Kawartha LLP

Chartered Professional Accountants
Peterborough, Ontario
May 29, 2014

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Community Service Order Program

In 2013, the Community Service Order (CSO) Program carried over 169 clients from 2012, in addition to receiving 210 new adult orders. During 2013, CSO clients contributed 8,040 hours to non-profit organizations and municipally funded services in Peterborough City and County.

Beginning in November 2013, the Community Service Order Program partnered with Trent Centre for Community Based Education (TCCBE) students Nicolas Valverde & Adam Bala-Gaye to complete a 7 year evaluation of the program's community impact. The students reviewed data and provided feedback in their report, which available on our agency website. Thanks to Hanah Howlett McFarlane and former Program Assistant Wanda Prince for their administrative and placement

development work throughout the year.

Insufficient funding for this program continues to be a challenge and CCRC continues to bring concerns forward to the Ministry of Correctional Service and Community Safety and the Minister of Finance via the Ontario Criminal Justice Association.

Clients	Adult
New Referrals	210
Completed	133
Transferred/Incomplete	31
Charged	39
Active at Year End	153

After receiving 150 hours for an alcohol related offence, "Jeff" met with Shelley to get started on his community service hours. During this intake he reported that the behavior that led to the offence was completely out of character for him. Jeff completed his required hours assisting a training club, and throughout the order he received glowing compliments from the placement supervisor about how reliable, helpful and considerate he was at placement. Jeff continued to assist the placement three evenings per week until all classes for the season ended, providing an additional 25 hours beyond his mandated hours. The placement supervisor was so thrilled that they contacted Shelley to advise her that they would be providing a letter of recommendation and a gift card for Jeff for exceeding their expectations. Yes, the offence was most definitely out of character for this young man!

During the year, CSO staff made 247 placement contacts with community partners, including maintenance of registered placements and special event requests. All 190 Peterborough City and County placements are registered with the program, and program staff did an additional 12 placement presentations reaching 19 people in order to discuss possible partnerships with our program. CSO staff attended 5 community initiatives including; Ontario Criminal Justice Association and the Peterborough Drug Awareness Coalition, United Way, Katimavik and TCCBE meetings.

~ Shelley Giardino — Manager
Community Service Order Program

Most prevalent charges in 2013
Theft Under
Failing to Comply with Probation
Assault

CCRC Strategic Priorities and Goals 2013 to 2016:

Strengthen Sustainability

- ◆ Increase Board commitment to resource development and fundraising
- ◆ Develop and manage resources to respond to pressing service needs
- ◆ Develop a sustainable fundraising plan
- ◆ Measure and communicate the impact of services

Credit Counselling Program

During the 2013-14 year we met with and counselled 1117 individuals and families as well as leading and participating in 20 workshops and fairs which reached an additional 1554 individuals. During this period we maintained 398 Debt Management Programs and disbursed \$1,229,772 for our clients through the Trust Account, back to their creditors. We provided 297 contractual bankruptcy counselling sessions.

This has been a challenging year for all not-for-profit credit counselling services across Canada. The fact that we held steady in our numbers from the previous year, compared to other agencies, is exceptional and speaks to the long standing reputation of the service and to the support of our Board and the professionalism of our staff, Nancy Jackson & Larry Keller, as well as contract staff Holly Corcoran & Krista Foster.

Our new website (www.creditcounsellingptbo.com), community involvement and ongoing media coverage all confirm our commitment to the Peterborough region. We will continue to respond to the changing and diversified demographic and financial landscape in the City and County of Peterborough during the next year.

See the passage below, which has been taken from a note received from an individual who recently contacted our service.

~ Steve Wesley — Manager,
Credit Counselling Services

“Today you met with my best friend. I needed to tell you thank you!!! Seven days ago she called me and she fell apart on the phone. We don't live in the same city anymore and it has been killing me that I can't be there with her to help her though this. I did my best with a visit on the weekend and giving her the number for your debt counselling service. Today she called me with a smile on her face. She said she had met a Credit Counsellor today who was her guardian angel, and was everything she needed, and that she was going to be OK. I have not slept through the night in seven days because I have been so worried about her. Tonight, thanks to you, she is in a good place and so am I. Thank you from the bottom of my heart, thank you for taking care of her when I could not. I am so grateful for you.”

Check out our new website:
www.CreditCounsellingPtbo.com



Finance Committee

In our first year of existence the Finance Committee engaged in a number of lively discussions regarding the financial direction of CCRC. Our accomplishments include recommending the approval of the 2014-15 fiscal operating budget and reviewing and recommending the 2013-14 Annual Financial Statements for Board approval. After a challenging year in 2013-14, we are pleased that the hard work of the Staff, Leadership Team and Board has paid off with a significant improvement in the operating results for the 2013-14 fiscal year. We look forward to continuing to support the activities of CCRC in the coming year.

~Charlie Martin, Treasurer & Board Member

540 George St. N



459 Reid St.



Health & Safety Committee

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 geographical locations.

Issues examined and dealt with during the year included upgrading locks on staff washrooms, fire extinguisher inspections, emergency lighting maintenance and workplace inspections. I would like to thank the current committee members Kim Hamilton, Shelley Giardino and Jane Wilders for their substantial insight and involvement over the course of the year.

~ Steve Wesley, Chair



Finance and Administration

As I look back on the past year, it is clear to me why, for almost 60 years, CCRC is recognized as valuable part of our community. Our dedicated group of staff, volunteers and Board Members make a positive and lasting difference in people’s lives. Each of our programs and services contribute to our mission to help people strengthen their lives and promote community well being.

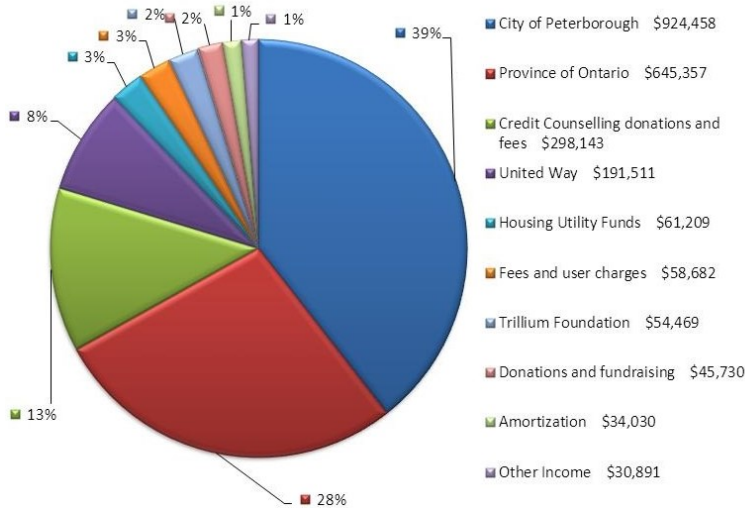
Our agency concluded the March 31, 2014 fiscal year with a balanced budget, showing a surplus of over \$1,600, a great improvement over our last fiscal year. This was a result of the collective input from our Executive Director Casey Ready, our Leadership Team, Kirsten Armbrust, Shelley Giardino, Hanah Howlett McFarlane, Rosemary O’Donnell and Steve Wesley, our Board and our Treasurer, Charlie Martin, each of them making a strong commitment to seeing things turn around. Looking to the future, we will continue to face challenges head on, and we will continue to add value to the services we provide in the community.

I would like to thank all of my team members for their hard work, dedication and contributions to CCRC: Sarah Bailey, Financial Officer; Kim Hamilton, Program and Administrative Assistant; and our Program Assistant/Receptionists Anne Rushton, Rain Gill and Magenta Ross, who held the position variously throughout the year. Thank you also, to Hanah Howlett-McFarlane, Resource Development Coordinator whose many talents contribute to the success CCRC experiences.

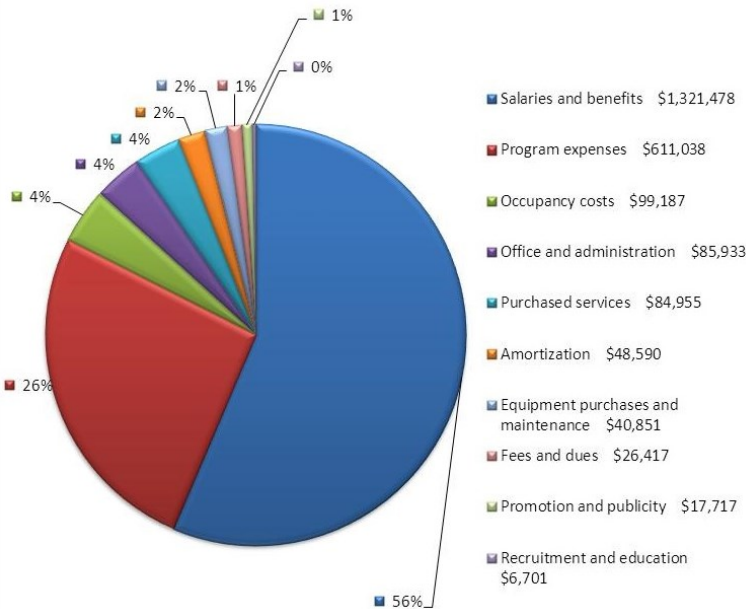
CCRC’s vision to make a positive and lasting difference in peoples lives is confirmed by the positive feedback we receive from our clients and supporters. A big thank you to all our staff, volunteers, funders, donors and supporters who enable us to continue our valuable work in the community.

~ Lynda Terry — Manager, Finance and Administration

Community Counselling and Resource Centre
Sources of Revenue for the Year Ended March 31, 2014



Community Counselling and Resource Centre
Expenses for the Year Ended March 31, 2014



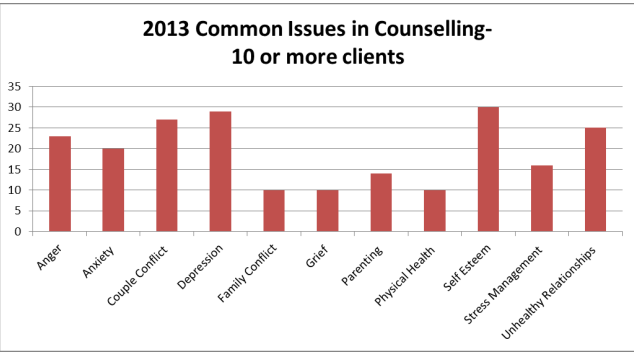
Counselling Program

The counselling program has continued to see a great demand for our services in the 2013-2014 year, with ongoing waitlists for service throughout. We were able to serve 1962 clients for 10,414 hours of service for a variety of issues (See Common Issues chart below).

Counselling Program	2012/13
Child and Family Intervention	32
Child Witness Program	63
Counselling for Seniors	153
United Way	402
CAS Differential Response	73
Violence Against Women	185
Caregiver Counselling	76
Housing Social Worker	421
Employee Assistance Program	177
Information & Referral	380
Total	1962

We are always looking for ways to improve our services, increase our income and manage our waitlist. This year we were able to contract with an additional organization to provide EAP services and have also expanded our services to provide immediate counselling to victims of crime.

Recently a community colleague facilitated a presentation to the counselling staff group. Afterwards he said to me in awe, “Is that your team? Wow, they are amazing,” and I couldn’t agree more. It is with gratitude that I acknowledge the current staff team of Brenda Logan, Peter Marrocco, Joy Simmonds, Ellie Stewart, Jane Wilders, Maisie Watson, Sylvia Payne and Scott Pearce, who joined our team in February 2014 replacing Carson Ryner. While it was hard to say goodbye to Carson, we were thrilled to have Scott rejoin our team, having completed a placement with us in the past as well as having worked in our Peaceful Families program.



We have been fortunate to have had eight student placements, some who stayed on in a voluntary capacity, which enriches our team and increases our ability to serve clients.

~ Kirsten Armbrust — Manager
Counselling Program

CCRC Strategic
Priorities
and Goals
2013 to 2016:

Deepen Client
-Centered &
Social Justice
Approach

- ♦ Advocate for clients’ needs
- ♦ Focus on diversity and inclusivity
- ♦ Address social injustices related to client needs, such as poverty and violence
- ♦ Influence public policies related to clients’ needs

CCRC Strategic
Priorities
and Goals
2013 to 2016:

Invest in Staff
and Volunteer
Resources

- ♦ Maintain a positive, caring culture
- ♦ Commit to leadership and skills training
- ♦ Enhance opportunities for nimble, flexible action
- ♦ Enhance use of technology to support service delivery
- ♦ Enhance volunteer engagement

Housing Resource Centre		
Housing Resource Centre	2012-13	2013/14
Unique Households Served	1,975	2,209
Total Client Contacts	6,657	5,094
Households Receiving Emergency Financial Assistance	419	542
Total Funds Allocated	302,406	388,628
# Households receiving Monthly Rent Supplements	112	126
<div><div><p>Housing Resource Centre (HRC) services impacted more than 2,000 local households over the past year by assisting clients to find or stabilize housing. We are pleased to share positive results, realized amidst the harsh economic realities faced by our clients, as evidenced in the ‘Shelter to Income Ratio’ chart (See page 11).</p><p>Vacancy listings were provided 9,000 times on our website and sent weekly to 105 email subscribers. Housing information on a myriad of subjects was also provided to 900 households. An average rent supplement of \$212 per month was paid to landlords on behalf of 97 recipient households.</p><p>200 client contacts were made at The Lighthouse and nearly 400 County-based households were</p></div><div><p>assisted. Housing support and counselling helped 900 individuals and families to find or retain housing.</p><p>The outcomes created by these activities would not exist without the generous support and cooperation of funders such as the City and County of Peterborough and other community partners such as the United Way, Peterborough Utility Services, Peterborough Poverty Reduction Network, Enbridge Gas, and Hydro One. We were honoured recipients of the Doris Fund, a grant from All Saints Anglican Church to provide emergency assistance to people living downtown, from the estate of the late Lee sisters.</p><p>Thank you to our volunteers especially the extraordinary Helene Lowry; to our talented</p></div></div>		

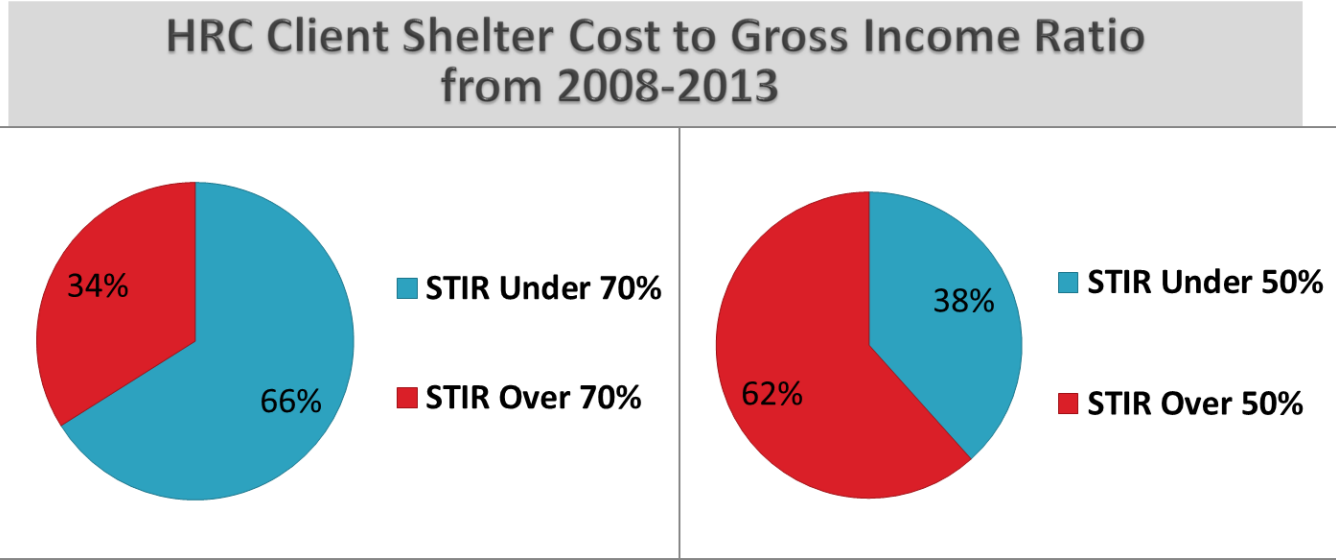
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students Tara-Lyn Prindiville, Sarah Johnson & Mike Waddams; to our dedicated CCRC Board of Directors; the skilled Finance and Resource Development staff; and to Casey our inspirational Executive Director.

Finally, I extend thanks to the HRC Staff team who create little miracles daily ... one client at a time: Kelly Scott, Andrea Holtrust, Annie Hedden, Anne Rushton and Karen Hennessey (on leave).

Respectfully submitted,
Rosemary O'Donnell, Manager
Housing Resource Centre



Staff & Volunteer
Development Committee

Other the past year the agency’s Human Resources Committee met regularly to look at issues relating to benefits, policies and staff needs. In order to better align with our strategic plan the decision was made to change the name to the ‘Staff and Volunteer Development Committee’ and while we will continue to address issues related to human resources, this committee will also shift focus to include staff and volunteer training, development and wellness. Thank you to Kirsten Armbrust, Casey Ready, Peter Darling, Sarah Bailey and Hanah Howlett McFarlane for their dedication to staff needs.

~ Bob Campbell, Chair and Board Member