



# ANNUAL REPORT 2018-2019

(705) 743-2272 | (705) 742-4258

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

540 George St N | 459 Reid St

[ccrc@ccrc-ptbo.com](mailto:ccrc@ccrc-ptbo.com)

# Board of Directors 2018-2019

President <i>Beckie Evans</i>	Directors <i>Todd Barr</i>
Past-President <i>Charlie Martin</i>	<i>Patricia Donnelly</i>
Vice-President <i>Julie Brundle</i>	<i>Alicia Doris</i>
Treasurer <i>Emma Hillier</i>	<i>Tanys Howell</i>
Secretary <i>Lisa Dixon</i>	<i>Courtney Ostic</i>



For 60 years, CCRC (Community Counselling and Resource Centre) has provided professional, caring services that make a positive and lasting difference in people's lives and within the community.

CCRC is a charitable, non-profit, community-based agency, accredited organization.

## Table of Contents

- 03** *Strategic Priorities and Goals*
- 04** *President & Executive Director Report*
- 06** *Impact Report*
- 07** *Fundraising & Communications*
- 08** *Professional Counselling*
- 10** *Housing Resource Centre*
- 12** *Credit Counselling*
- 13** *Community Service Order Program*
- 14** *Finance Committee*
- 15** *Funders & Supporters*
- 16** *Finance & Administration*
- 18** *Juke Box Mania*
- 20** *Community Partners*
- 22** *Volunteers, Students and Interns*

### 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 the community.

### Values

We promote individual and community well-being through:

Respect  
Commitment to Clients  
Commitment to Community  
Leadership  
Volunteerism

## STRENGTHEN SUSTAINABILITY



- Continue board commitment to resource development and fundraising
- Seek innovative, creative, resource development approaches that do not put vulnerable clients at risk
- Develop and manage resources to respond to pressing service needs while maintaining sustainable workloads
- Measure and communicate the impact of services
- Develop partnerships and collaborations that enhance services and are sustainable

## CONTINUE CLIENT-CENTERED & SOCIAL JUSTICE APPROACH



- Advocate for clients' needs
- Reduce wait-times and increase access to services
- Deepen understanding and commitment to diversity and inclusivity
- Address social injustices related to client needs, such as poverty and violence
- Influence public policies related to clients' needs

## INVEST IN STAFF, STUDENT & VOLUNTEER RESOURCES



- Maintain a positive, caring culture
- Commit resources to maintain a skilled, competitive workforce
- Enhance opportunities for nimble, flexible action
- Enhance use of technology to support service delivery
- Enhance volunteer engagement



*"CCRC Continues to provide exceptional service,*

*Combined we have served over 5,600 households."*

It is with pleasure that we reflect on the accomplishments and transitions the 2018-2019 year brought CCRC. CCRC continues to provide exceptional service in our Professional Counselling, Housing Resource, Credit Counselling, Employee Assistance and Community Service Order programs. Combined we have served over 5600 households, a number we are immensely proud of.

The strategic direction set out in our strategic plan continues to guide our work. To strengthen the sustainability of CCRC we have worked to increase revenue sources, develop new partnerships and continue with our commitment to fundraising. To ensure we are meeting our goals relating to a client-centered and social justice approach we are committing to ensuring staff receive training opportunities relating to diversity and equity and are exploring different methods of service delivery, including seeking a grant from the Ontario Trillium Foundation for an Integrated Social Worker, a position that would serve clients with multiple needs across our service areas. The staff, students and volunteers of CCRC are the heart of our agency and we recognize the importance of investing in our staff and recognizing their many contributions.

Juke Box Mania this year was a resounding success, with over 440 people joining together to 'name that tune', bid on silent auction items and enjoy delicious food from the 11 local vendors. This year's committee went above and beyond to ensure this event was executed flawlessly. A huge thank you to our committee; Lisa Dixon, Tanyas Howell, Tracey



Boyd, Victoria VanVeen, Sara George, Lynda Terry, Jason Stabler and Casey Ready as well as the many other staff and volunteers for all the work that went into this year's event.

Throughout this report many of the accomplishments of CCRC are highlighted, such as introducing single session counselling, the 30th anniversary of HRC and the 40th anniversary of CSO. This past year also brought the end of some programs, including the closure of the Havelock Hub, and the completion of the Green Shield Grant. While the ending of these programs has meant changes in services provided, we are continuing to look for innovative ways to increase service to our clients.

This coming year brings some change to our Board of Directors. We thank Charlie Martin, for his dedication and leadership to CCRC. Charlie is retiring from the Board after serving for 6 years in several positions, including President and Treasurer. Kirsten would also like to extend her thanks to Beckie Evans, who is retiring from her position as



# President & Executive Director Report

President of the Board this coming year. Beckie brought leadership, enthusiasm and a calm energy to the Board over the 5 years she has served and her contributions will be greatly missed. A sincere thanks to the entire Board for their leadership, support and dedication.

We are going into the 2019-2020 year with a number of changes to our leadership team. We said good-bye and wished Hanah Howlett MacFarlane, the Manager of Fundraising and Philanthropy, well and welcomed Jason Stabler into the role of Manager of Fundraising and Communications. Jason has since moved on to another position, and we thank him for his contributions during his time with us. With the retirements announced of three members of our leadership team, Casey Ready, Rosemary O'Donnell and Steve Wesley we launched the 75 fund to honour the legacy of these amazing individuals who contributed more than 75 years of combined service to CCRC and our community. We welcomed Kirsten Armbrust into the role of Executive Director. Kirsten moved into the role following her leadership in the Professional Counselling and Employee Assistance programs, making room for Jane Wilders to return to CCRC in the role of Program Manager of these programs. CCRC is committed to working towards program integration and as part of this strategy, Annie Hedden was promoted from her position as Housing Counsellor to Program Manager of the Housing Resource Centre, Credit Counselling and Community Service Orders. We know Kirsten, Jane and Annie will continue to serve CCRC with

the passion and enthusiasm demonstrated so ably by Casey, Steve and Rosemary. Lynda Terry continues to lead the Finance and Administration team with skill and integrity and we would like to take this opportunity to thank all members of the Leadership team, past and present, for their dedication and commitment to CCRC. We would also like to thank the staff, students and volunteers for their significant contributions to our agency and the residents of Peterborough.



*Beckie Evans*  
**Board President**



*Kirsten Armbrust*  
**Executive Director**

# Impact Report

## 2018-2019



**239**

Evictions/Utility Disconnections  
were prevented

**59%**

reduction in  
Community Service  
Orders Program  
clients charged for  
non-compliance



Our combined  
programs  
have served  
over 5,600  
households



We continue  
helping clients  
overcome barriers  
and injustice to  
achieve housing  
stability

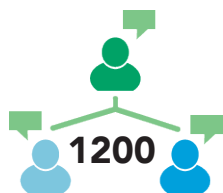


Community Service  
Orders Program  
increased its  
participation in the  
Ontario Community  
Justice Association and  
Human Services and  
Justice Coordinating  
Committee



*"Now, years later,  
I just made my last  
payment! Words  
cannot express  
how happy and  
appreciative I am! I  
am now debt free  
because of your  
hard work and  
help!"*

**Testimonial  
from Credit Counseling  
Client**

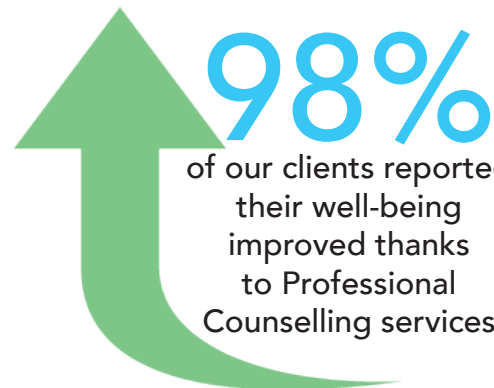


**1200**

Credit Counselling  
clients reached through  
workshops



Our professional  
counsellors offer  
culturally sensitive  
counselling to Indigenous  
and refugee clients



**98%**

of our clients reported  
their well-being  
improved thanks  
to Professional  
Counselling services



Over \$27,000  
raised at Juke  
Box Mania  
2019

New support from the  
Peterborough & Kawartha  
Association of Realtors  
(PKAR) annual grant  
program 2019



## WHAT'S AHEAD?

Professional Counselling  
will pilot and launch single  
session therapy services



# Fundraising & Communications

We had another successful fundraising year in 2018/19, with new donors and increased generosity from existing donors, both individuals and organizations. There are many ways people support us, from one time donations, monthly commitments and through the “Darling Fund”, our Planned Giving Program which gives supporters an option to support our work through a legacy gift. Along with individuals we had support from the Community Foundation of Greater Peterborough and Nurse Metals. We have been working to increase our on-line profile with increased following on both Twitter and Facebook and in December we launched a digital campaign with great results. This generosity from the community helps us serve more clients and improve access to housing, financial literacy and professional counselling for those in the greatest need. I would like to thank Todd Barr for providing leadership to the Fundraising and Communications committee, as well as Alicia Doris and Janice Abbott for their commitment to supporting the staff of CCRC in this endeavor.

We had another successful Juke Box Mania, thanks to the entire committee and numerous staff and volunteers who helped in so many ways throughout the event, with special thanks to Tanys Howell and Lisa Dixon for providing Board support and leadership to this amazing and hardworking committee!

The close of the 2018/19 year brought some exciting news in Fundraising as we look forward. We launched the 75 fund, with a goal of raising \$75,000 to honour the legacy of over 75 years of leadership by Casey Ready, Steve Wesley and Rosemary O'Donnell as they move into retirement. We also heard that CCRC was one of three organizations that the Peterborough and the Kawarthas Association of Realtors (PKAR) has decided to support this coming year! It is such an honour to be chosen and we look forward to this partnership in the coming year.



I would like to express sincere thanks to Hanah Howlett McFarlane and Jason Stabler for their roles in Philanthropy, Fundraising and Communication this past year, as well as the Staff, Leadership Team and Board of CCRC, all of whom contribute to supporting our goals in so many ways.

*Kirsten Armbrust*  
**Executive Director**

## PKAR

Peterborough and The Kawarthas Association of REALTORS®



**Community  
Foundation**  
of Greater Peterborough



In this season of new growth and possibility, I am humbled and grateful to be back at CCRC in my new role as Program Manager. Change seems to be a theme carried through 2018 which brought an end to the “Green Shield Counselling Initiative” which focused on serving homeless, unemployed and underemployed transitional aged youth and/or parents. In 2018 we served 64 clients before this time limited grant closed. We are pleased to now offer the “Redefining Me” group through a Ministry funded program. Going forward we are excited to pilot and launch single session therapy services. This model offers timely service to our clients while aiming to reduce current wait times.

In our ongoing commitment to offering an inclusive counselling environment, two of our counsellors have recently sought approval through the Interim Federal Health Program to provide counselling to refugees in the community. In addition, our counsellors, are now recognized by Health Canada to provide culturally sensitive counselling to Indigenous clients and served nine Indigenous clients through this program this past year.

We continue to market our EAP services and have been leveraging our expertise in workplace wellness and critical incident response to local organizations. Looking forward we will explore additional opportunities for increased funding to ensure we are serving as many clients as we are able.

None of this would be possible without the incredible efforts of the Professional Counselling staff. 98% of clients who completed client satisfaction evaluations reported that their well-being improved as a result of counselling. This speaks to the exceptional ability of our staff to provide services reflective of CCRC’s vision, mission, and values. I would like to extend my thanks to Anne Beach, Anna Field, Peter Marrocco, Scott Pearce, Joy Simmonds, Ellie Wheeler, and our students - you truly “make a positive and lasting difference in people’s lives”. We also look forward to welcoming Alex Barringer into her new role as Intake Worker in the coming year. In closing, I would like to acknowledge two individuals who will leave our team in the coming year. Thank you to Ellie Wheeler for many years of dedication to our counselling team; we wish you lots of adventures in your upcoming retirement. And finally, a heart-felt thank you to Kirsten Armbrust for her leadership to the counselling team over the past seven years. We are thrilled with her promotion to Executive Director.

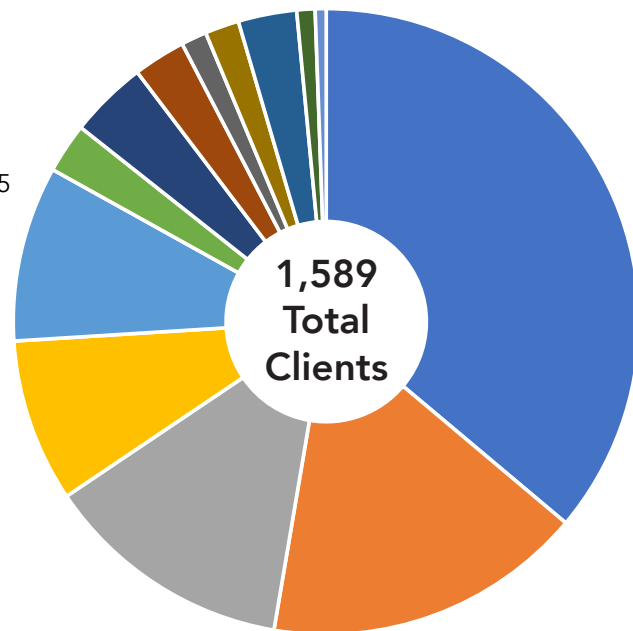
*M. Jane Wilders, M.A., R.P.*

**Program Manager, Professional Counselling and Employee Assistance Programs**



## Professional Counselling Services to Clients

- Intake (excluding EAP) | 574
- LHIN funded-seniors and caregivers | 263
- Core clients-funded through additional sources of revenue/fundraised dollars | 205
- MCCSS funded-Violence Against Women/Sexual Abuse | 134
- Employee Assistance Program (EAP) | 144
- MCCSS funded-Peaceful Families | 41
- Green Shield Counselling Initiative | 64
- MCCSS funded-Clients referred by CAS | 43
- MAG funded-Clients referred through Victim Quick Response | 21
- MCCSS funded-Children's Mental Health Counselling and Family Support | 28
- Full fee/self-funded clients | 48
- MCCSS funded-Redefining Me (Women's Self-Esteem Group) | 15
- NIHB – funded – Indigenous Clients | 9



Seniors and Caregivers



Peaceful Families and Children's Mental Health Counselling and Family Support



**134**  
Clients  
Supported

Violence Against Women and Sexual Abuse



Women's Self-Esteem Group

The past year brought significant change, systemic challenge and new opportunity to the HRC clients, staff and services. Conditions in the rental market continued to create a severe shortage of affordable housing options for our clients however increased municipal support for rent supplements provided much needed stability for more vulnerable households. In total, the HRC serviced 2,076 distinct households with 4,612 service requests during 2018.

The closure of the Havelock Hub in August was a disappointing conclusion to the pilot project by multiple organizations to improve service delivery for rural households. The improved client outcomes achieved with coordinated service delivery at the Hub demonstrated without a doubt that this longstanding inequity for County residents can and must be resolved with innovation and collaboration.

I am proud to say that 2019 marked the 30th anniversary of the Housing Resource Centre. The Centre opened officially in March 1989 in response to a recommendation from the Mayor's Task Force on Housing. At that time the HRC served an average of 75 households per month; had 1.5 staff, and was supported by annual funding of \$68,000 (90% Provincial; 10% Municipal). Demand for services grew rapidly during the early years.

Following a province-wide cut funding in 1996, the HRC closed its doors. Over the next 32 months, the need for housing related services was felt acutely throughout the City and County by clients and community partners. Happily, the Centre reopened in 1999 with local support and funding from the City and County and the United Way. Since that time, the HRC has continued to evolve and maintain the capacity to provide services that support housing stability.

This was only possible through generous financial support from the City and County of Peterborough as well as individual donors,

corporate sponsors and charitable organizations. We are deeply grateful to them and to the many people who deserve thanks for their support of the HRC over the past 30 years. I would like to especially acknowledge some former colleagues for their outstanding contribution to the HRC: Casey Ready, Karen Hennessey, Anne Beach, Margaret McCutcheon, and Tara Lyn Prindiville.

I extend my deep admiration to HRC staff members in 2018: Karen Hennessey, Kelly Scott, Andrea Meredith, Annie Hedden, Amanda O'Rourke, Alex Barringer, David Haw and students, Nathan Dunn, Kimberly Starr and Uyen Phan. We said farewell to some as they moved on to new roles and recently welcomed Auden Palmer and Lauren Voore. I am grateful to all for their commitment to helping clients overcome barriers and injustice to achieve housing stability. The HRC team sincerely thanks to CCRC's Board of Directors; Executive Director, Kirsten Armbrust; and the Finance & Administration team lead so capably by Lynda Terry.

It has been an honour to work as Manager of the HRC since 1991. During that time I have been privileged to directly and indirectly serve thousands of clients. As I retire from CCRC in May 2019, I am delighted that Annie Hedden will assume this role. Annie brings years of experience as a Housing Counsellor on the HRC team and has earned the respect of clients, colleagues and the community.

This is an exciting time for CCRC with filled with fresh energy, perspectives and opportunity. I am confident the organization will continue to make a significant contribution to the community and a positive difference in people's lives in future. I cannot imagine a more worthwhile endeavor.

Submitted with gratitude,

*Rosemary O'Donnell*

**Manager, Housing Resource Centre**



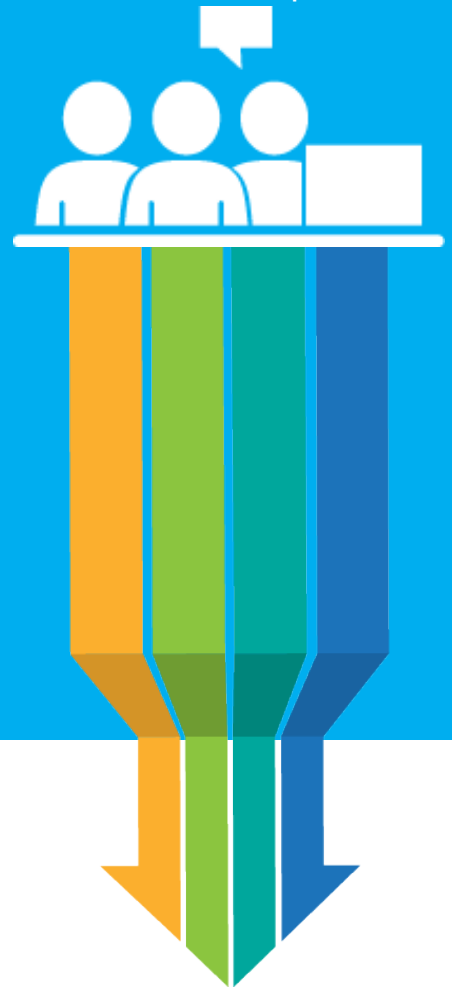
**30th  
Anniversary**

The Housing Resource  
Centre officially opened in  
March 1989

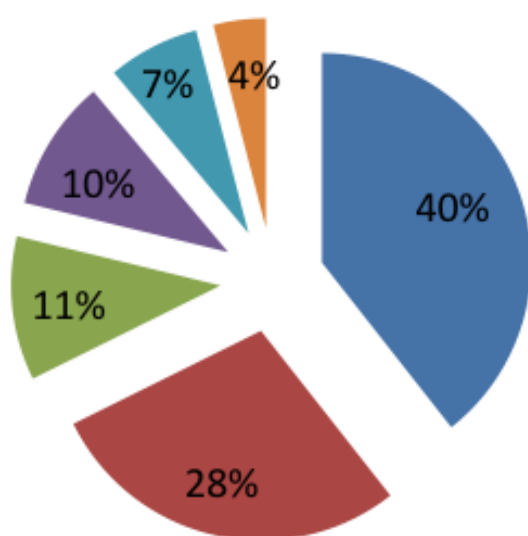


**2,076**  
Distinct Households  
Served

**4,612**  
Service Requests



## HRC Services Provided 2018



- Housing Support and Counselling
- Vacancy Listings
- Rent Supplement
- Homelessness Prevention Funds
- Information/Referral
- Advocacy/Negotiation



During the 2018-2019 year the Credit Counselling program had the pleasure of meeting with and counselling 597 individuals and families, helping them to manage their debts, and regain control of their finances. Our trusted and experienced Credit Counsellors achieved this by maintaining 336 Debt Management Programs, disbursing \$899,061 for our clients through the trust account back to their creditors, and providing 219 one-on-one contractual bankruptcy and insolvency sessions.

We have remained committed to providing public education and increasing Financial Literacy in our community by leading or participating in 44 educational workshops that reached over 1200 individuals.

2018 has been a challenging year for community-based, not-for-profit Credit Counselling services, not only in Peterborough, but all across Canada. Our program is directly impacted by increased demand caused by reduced employment, fluctuations in the real estate market, and significant competition from for-profit debt management companies. We firmly believe in the benefits of not-for-profit Credit Counselling services because we see the positive outcomes it provides every day. We are continuing to work closely with Credit Counselling Canada and our other major funders to mitigate these impacts and overcome the challenges they pose.

As circumstances around us change, so do circumstances within the Credit Counselling program. This year saw the retirement of Steve Wesley, after 33 years of dedicated service. We were lucky enough to benefit from Steve's expertise and commitment during his time with CCRC, and we wish him all the best in his retirement.

Annie Hedden is excited to be taking on a leadership role as Manager of the Credit Counselling program, working alongside long-standing Credit Counsellors Nancy Jackson and Larry Keller, who deserve very special thanks for their hard work, dedication to clients and perseverance throughout the year.

*Steve Wesley,*  
**Manager, Credit Counselling Service**

*Annie Hedden,*  
**Program Manager, Housing Resource Centre, Credit Counselling**

## CREDIT COUNSELING CLIENT TESTIMONIAL

*"I would like to thank you for your help in paying off my debt. I called for help when I felt I was drowning. Creditors would call constantly and I would cry – I felt helpless. I appreciate your understanding when I had a month where money was tight and I couldn't make a payment. I never felt judged. You just told me you would make it work. Now, years later, I just made my last payment! Words cannot express how happy and appreciative I am! I am now debt free because of your hard work and help!"*

This year marked the Community Service Orders (CSO) Program's 40th year in operation. Since 1978, the CSO Program has been instrumental in empowering justice-involved individuals to be successful in the completion of their community service. This has been achieved by providing opportunities to participate in meaningful placements within the community, in a manner that promotes personal development and inclusion.

In 2018, the CSO Program received 152 new referrals. Overall, CSO clients contributed 4305 hours to non-profit organizations and municipally funded services within Peterborough City and County.

Compared to last year, this year saw a 59% reduction in clients charged for non-compliance.

The CSO Program continues to strive for client success by finding placements that go beyond satisfying the conditions of probation orders. Through comprehensive assessments and cultivating relationships with community organizations, CSO clients are paired with placements that align with their unique skills, abilities and interests.

The CSO Program has increased its participation in the Ontario Community Justice Association and Human Services and Justice Coordinating Committee in order to increase our capacity to support clients.

The CSO Program would like to thank all participating community members and organizations for their continued support. Together we create valuable placement experiences for our clients.

The placements who welcomed the most CSO clients in 2018 were Kawartha Food Share and One Roof Community Diner.

Organizations who joined the CSO program's network of placement options in 2018 include Curve Lake First Nations and Habitat for Humanity.

The CSO Program looks forward another successful year in 2019!

*Amanda Sterling,*  
**CSO Program Coordinator**

**40**  
**Years**  
1978 - 2018

**4305**  
hours of helping within our community

**59% reduction in**  
clients being  
charged for  
non-compliance

**HSJCC**  
Human Services & Justice  
Coordinating Committee

**KAWARTHA**  
**FOOD SHARE**



**One Roof Community Diner**  
a welcoming place to share a meal

**- AANIN - WELCOME -**  
**CURVE LAKE FIRST NATION**  
TERRITORY

**Habitat for Humanity** | **ReStore**



CSO home project  
donated to  
Riverview Park and  
Zoo



CSO home project  
donated to Lakefield  
Animal Welfare  
Society



# Finance Committee

*A letter from our Treasurer*

During my third year as Treasurer, the agency's Finance Committee met to discuss, review and recommend the 2019-2020 operating budget and the 2018-2019 financial statements for board approval.

A big thank you to fellow Finance/Executive committee members Charlie Martin, Beckie Evans, Julie Brundle, Lisa Dixon, Lynda Terry, Kirsten Armbrust and Casey Ready for raising many insightful points at each meeting. The Committee is very thankful to Lynda Terry and the whole Finance and Administration team, whose hard work ensures that the complex financial aspects of the organization are handled correctly and efficiently.

CCRC proves to be a resilient organization thanks to the dedication of its staff, volunteers and donors, as well as the Board's commitment to stewardship and strengthening sustainability. We look forward to building on these strengths over the coming year to ensure the long term sustainability of CCRC.

-Emma Hillier, CPA, CA  
Treasurer & Board Member

## Spring Forward 75 Fund

The 75 Fund celebrates and honours three retiring CCRC leaders with over 75 years of service to CCRC and the community!

**Casey Ready's** [right] leadership over the past 18 years, helped CCRC make the transition from two agencies into one, move to a visible downtown location and serve over **175,000 households!**

For more than 28 years, **Rosemary O'Donnell's** [centre] leadership and passion in advocating for social justice has helped over **80,000 people** to find and keep their housing.

Through **Steve Wesley's** [left] 34 years of leadership and dedication, almost **30,000 households** have received debt relief and improved their financial literacy.



# Funders & Supporters

- \* All Saints Anglican Church
- \* Canadian Bankers' Association
- \* Canadian Centre for Accreditation (CCA)
- \* City & County of Peterborough
- \* Community Foundation of Greater Peterborough (CFGP)
- \* Credit Counselling Canada
- \* Credit Canada Debt Solutions
- \* Doyle Scholarship Fund
- \* Employment Planning & Counselling
- \* Enbridge Gas (LEAP Program)
- \* Erica Cherney Fund
- \* Family Service Ontario (FSO)
- \* Family Service Employee Assistance Program (FSEAP)
- \* Emmanuel (formerly George St.) United Church
- \* Hydro One (LEAP Program)
- \* Industry Canada
- \* 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 (CE-LHIN)
- \* Peterborough Utility Services
- \* Service Canada
- \* United Way of Peterborough & District
- \* Victim Services of Peterborough and Northumberland (VSPN)
- \* Debt Management Program partners
- \* Community placement organizations for CSO clients



# Finance & Administration

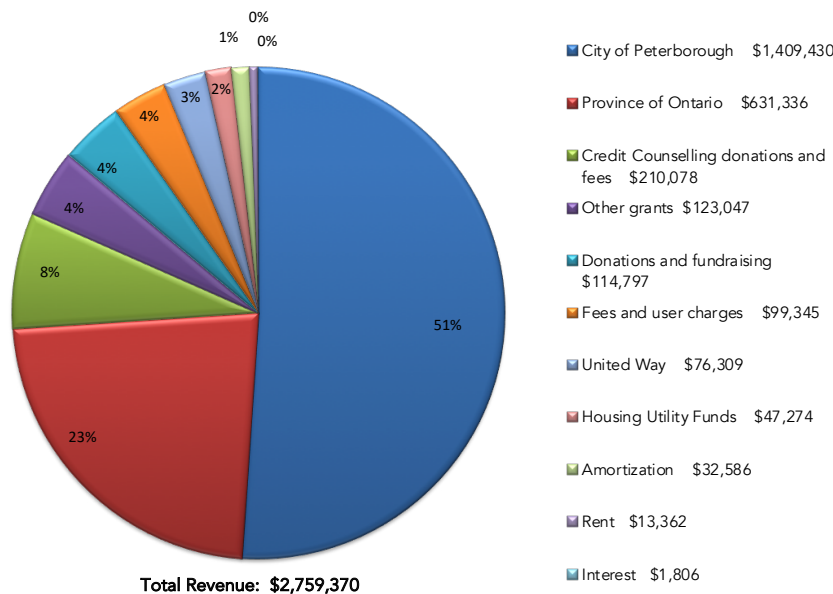
CCRC has been actively promoting a sense of wellbeing for community members in Peterborough and the surrounding area for over 60 years by helping people turn things around. Frontline staff provides caring and respectful services to help a wide range of clients by providing access to counselling, financial literacy, housing stability and a connection with the community.

In 2018-19, CCRC experienced a \$6,568 deficit which was a result of lower than expected revenues and pressures in our Credit Counselling program. As we experienced these challenges, we were pleased to also see an increase of almost \$20,000 (6%) in MCSS/MCYS funding for our Professional Counselling programs and an increase City of Peterborough rent supplement funding of almost \$54,000 (8%) which directly supports our housing clients. As shown in the pie chart, over \$2.3 million of CCRC's 2.7 million expenses (85%) go to staffing and direct program support for clients.

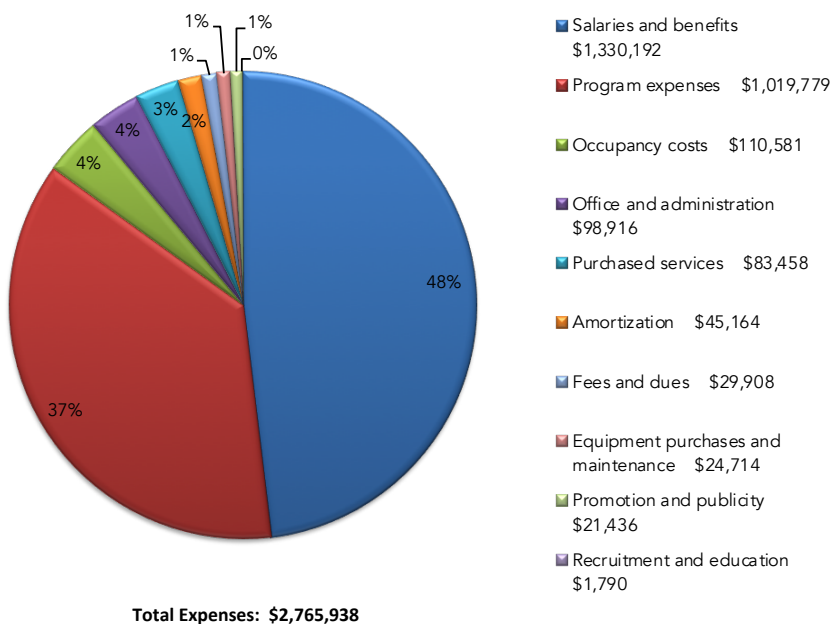
I would like to send a big thank-you to all my team members, Kim Hamilton, Program and Administrative Assistant, Sandy Garvey and Kimberly Starr, Finance and Administrative Assistants, for all their hard work, dedication and many contributions to CCRC. I would also like to thank past Finance and Administration staff Amanda Van Halteren and Nancy Duprey for their support and assistance throughout the year. Appreciation also goes to our past Executive Director, Casey Ready; our incoming Executive Director, Kirsten Armbrust; our volunteer Board of Directors; our Treasurer, Emma Hillier; and our Leadership Team, Annie Hedden, Jane Wilders and our past and retired leadership staff Jason Stabler, Hannah McFarlane, Rosemary O'Donnell and Steve Wesley.

*Lynda Terry*  
**Manager, Finance and Administration**

**Community Counselling and Resource Centre  
 Sources of Revenue for the Year Ending  
 March 31, 2019**



**Community Counselling and Resource Centre  
 Expenses for the year ending  
 March 31, 2019**





# Community Counselling & Resource Centre

## STATEMENT OF OPERATIONS For the Year Ended March 31, 2019

	2019 \$	2018 \$
<b>Revenue</b>		
City of Peterborough	1,409,430	1,402,947
Province of Ontario	631,336	611,619
Credit Counselling donations and fees	210,078	262,214
Other grants	123,047	131,918
Donations and fundraising	114,797	120,771
Fees and user charges	99,345	89,083
United Way	76,309	76,369
Housing utility funds	47,274	64,172
Amortization of deferred capital contributions	32,586	32,586
Rent	13,362	12,318
Interest	1,806	1,208
	<b>2,759,370</b>	<b>2,805,205</b>
<b>Expenses</b>		
Salaries and benefits	1,330,192	1,385,496
Program	1,019,779	1,031,075
Occupancy costs	110,581	109,956
Office and administration	98,916	101,576
Purchase service	83,458	88,520
Amortization	45,164	46,799
Fees and dues	29,908	32,171
Equipment purchases and maintenance	24,714	14,765
Promotion	21,436	16,330
Recruitment and education	1,790	3,104
	<b>2,765,938</b>	<b>2,829,792</b>
<b>Deficiency of Revenue over Expenses for the Year</b>	<b>(6,568)</b>	<b>(24,587)</b>

# Juke Box Mania Committee

Once again we celebrate a successful Juke Box Mania! This year celebrated 14 years of Juke Box Mania and we again enjoyed amazing food by 11 local vendors, a wonderful silent auction and a lively “name that tune” game all at the Peterborough Memorial Centre, raising over \$27 000 to support the CCRC’s services! Juke Box Heroes, our peer fundraising competition, was a success once again, with the Board Stiffs team, Tanys Howell and Patricia Donnelly raising the most money with Kirsten Armbrust and Casey Ready (ED squared), Dani Gupy and Pete Dalliday (Fresh Air) and our Honourary Chairs Brad and Katie Watts (in Rare Company) competing for the title and contributing to the good work of CCRC.

We had a number of amazing and generous sponsors, including our “Nothing’s Going to Stop us Now” sponsors; LLF Lawyers, Grant Thornton, Baker Tilly and Russelle Toyota. Thank you also to our long time media sponsors; 101.5 The Wolf, 100.5 Fresh Radio, The Peterborough Examiner and Global

Peterborough. Congratulations are extended to our music savvy winners, Baker Tilly’s ‘Overdrive’ taking home first place, followed closely by LLF Lawyers ‘LL Cool F’ in second place and Russelle Toyota taking third place. Well done!

Heartfelt thanks goes to our numerous community volunteers including runners from The Running Room, the Designing Women, Cindy and Don Hudson and the many staff, friends and family who pitched in to support our event, we couldn’t have done it without you! Thank you also to the fabulous Juke Box committee who worked tirelessly to ensure this event went off without a hitch; Tanys Howell, Tracey Boyd, Jason Stabler, Lynda Terry, Casey Ready and Kirsten Armbrust and Event Planners, Victoria VanVeen and Sara George of EVvVents you were amazing!

*Lisa Dixon*

**Chair Juke Box Mania Committee**



## JBM Committee

Casey Ready  
Jason Stabler  
Kirsten Armbrust

Lisa Dixon (Chair)  
Lynda Terry  
Sara George

Tanys Howell  
Tracey Boyd  
Victoria Van Veen

## Food Vendors:

Primal Cuts, Rare Grill, EC Catering, La Hacienda, Naked Chocolate, Chasing the Cheese, Kenner Culinary School, Black Honey, Sam’s Deli, Shafiq’s Taste of India, Amuse Coffee Co.





## Special thanks to the Juke Box Mania 2019 sponsors and partners

"Nothing's Going to Stop Us Now" sponsors, "We Will Rock You" sponsors, and our media sponsors, MC sponsors and event planning team.



PETERBOROUGH  
BATH RENOVATORS



Ward-Lucas Martin LLP  
Chartered Professional Accountants

D  
DARLINGINSURANCE

CUPE 3908 SCFP  
Canadian Union of Public Employees



ISL Irwin, Sargent & Lowes Limited  
INSURANCE BROKERS

THE OLDE STONE  
BREWING COMPANY



TEAM  
VANRAHAN  
CENTURY 21.  
United Realty Inc.



Fresh  
RADIO 100.5  
TODAY'S BEST MIX

THE PETERBOROUGH  
EXAMINER  
SINCE 1847





# Community Partners



- \* Abuse Prevention of Older Adults Network
- \* Adult Protective Services
- \* A. Farber & Partners Inc.
- \* All Saints Anglican Church
- \* Bank of Montreal
- \* Bank of Nova Scotia
- \* BDO Cobourg Region
- \* Brock Mission
- \* Canadian Mental Health Association
- \* CHEX Peterborough
- \* Canadian Imperial Bank of Commerce
- \* Community Care Access Centre
- \* Children's Services Planning Table
- \* City & County of Peterborough
- \* Community Care Peterborough
- \* Community Living Peterborough
- \* Crown Attorney's Office
- \* Curve Lake First Nation Band Office
- \* Elizabeth Fry Society
- \* Elder Abuse Prevention Network of Ontario
- \* Family & Youth Clinic
- \* Five Counties Children's Centre
- \* FourCAST
- \* Habitat for Humanity
- \* Health at Work Committee
- \* Help Centre—Cobourg
- \* Hospice Peterborough
- \* 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 Participation Projects (KPP)
- \* Kawartha Sexual Assault Centre

- \* Kinark Child and Family Services
- \* LHIN Peterborough Leadership Council
- \* Lovesick Lake Native Women's Association
- \* McColl Turner Chartered Accountants
- \* New Canadians Centre
- \* Nijikiwendidaa Anishnabe-Kwewag Services
- \* Northern Lights Employment Centre
- \* Ontario Criminal Justice Association
- \* Ian Peddle Law Firm
- \* Peterborough and Kawartha Lakes Human Services and Justice Coordination Committee
- \* Peterborough AIDS Resource Network (PARN)
- \* Peterborough Area Fundraisers Network
- \* Peterborough Coalition for Dental Health Care
- \* Peterborough Community Garden Network
- \* Peterborough Community Legal Centre
- \* Peterborough Public Health
- \* Peterborough Domestic Abuse Network (PDAN)
- \* Peterborough Drug Awareness Coalition
- \* Peterborough Examiner
- \* Peterborough Housing Corporation
- \* Peterborough-Lakefield Community Police Victim Services
- \* Peterborough Northumberland Victim Services
- \* Peterborough Regional Health Centre Adult Outreach Program (PRHC—AOP)
- \* Peterborough Social Planning Council
- \* Peterborough Youth Services
- \* Probation & Parole Services
- \* Royal Bank of Canada
- \* Sir Sandford Fleming College
- \* SIRCH Community Services, Haliburton
- \* St. John's Retirement Centre
- \* Suicide Self Help
- \* Support Team for Abuse Response Today (START)
- \* 101.5 THE WOLF/CHEX Television/100.5 FRESH FM
- \* Toronto Dominion Bank
- \* Trent Community Research Centre (TCRC)
- \* Trent University
- \* United Way of Peterborough & District
- \* United Way Simcoe Muskoka
- \* Victim Services of Peterborough and Northumberland
- \* Victorian Order of Nurses for Canada, Ontario Branch
- \* Women's Health Care Centre
- \* Yorkville University
- \* YES Shelter for Youth and Families
- \* YWCA Peterborough Haliburton



# Volunteers, Students & Interns

## Volunteers

Alicia Hamstra  
The Designing Women  
Don & Cindy Hudson  
Glen Jones  
Janice Abbott  
John Hunter  
Kim Fleming  
Marianne Donovan  
Peter Darling  
Sarah Tucker  
Tina Johnston  
Tracey Boyd

## Interns & Placement Students

Alexandra Barringer  
Caitlin Raftis  
Kimberly Starr  
Makayla Chartrand  
Makayla Ellis  
Malav Shah  
Matthew Asser  
Priyal Shah  
Uyen Phan  
Yash Patel

## Summer Students

Julia Brown  
Nathan Dunn  
Troy Weis

*Thank you  
volunteers, interns  
and students!*

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





Thank You

Your support is turning things around for many people in this community.



Turning things around

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



[facebook.com/CCRC.Peterborough](https://facebook.com/CCRC.Peterborough)



[@CCRC\\_ptbo](https://www.instagram.com/CCRC_ptbo)



[@CCRC\\_ptbo](https://twitter.com/CCRC_ptbo)



Canada



Ontario





# LOCATIONS



**540 George Street North**  
Peterborough, Ontario  
K9H 3S2

*Credit Counselling Services*  
*Housing Resource Centre*  
*Community Service Orders*  
*Administration*

T: 705-743-CCRC (2272)

F: 705-742-3015

Toll Free: 1-800-274-1611



**459 Reid Street**  
Peterborough, Ontario  
K9H 4G7

*Professional Counselling*  
*Employee Assistance Program*

T: 705-742-4258

F: 705-741-1734

Toll Free: 1-800-274-1611