






# ANNUAL REPORT 2017—2018

A YEAR OF ACCOMPLISHMENTS

 (705) 743-2272 | 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

2017 - 2018

Charlie Martin — President  
Beckie Evans — Vice-President  
Emma Hillier — Treasurer  
Janice Abbott — Secretary  
Todd Barr — Director  
Julie Brundle — Director  
Alicia Doris — Director  
Courtney Ostic — Director  
Lisa Dixon — Director

## Table of Contents

|  |    |
|--|----|
| Strategic Priorities and Goals.....            | 3  |
| President & Executive Director Report.....     | 4  |
| Impact Report.....                             | 6  |
| Professional Counselling.....                  | 7  |
| Housing Resource Centre.....                   | 8  |
| Credit Counselling.....                        | 10 |
| Community Service Order Program.....           | 11 |
| Resource Development & Finance Committee.....  | 12 |
| Philanthropy & Fund Development.....           | 13 |
| Finance & Administration.....                  | 14 |
| Auditor's Report.....                          | 15 |
| Juke Box Mania.....                            | 18 |
| Community Partners.....                        | 20 |
| Funders, Supporters, Volunteers, Students..... | 22 |
| Volunteers, Students, Interns.....             | 23 |

### 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

### 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

# CCRC STRATEGIC PRIORTIES AND GOALS 2017 TO 2020








## 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 and 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

# President & Executive Director Report



It is our pleasure to report on CCRC services, celebrations and challenges in 2017-18, and on exciting future plans.

CCRC continued to reach broadly into our community in 2017-18, helping almost 6,500 households maintain and secure housing,

strengthen relationships and gain control of their finances. CCRC reaches far beyond this, as our services impact the families, workplaces, friends and neighbourhoods of these households and as our involvements impact the entire community.

Our Strategic Plan 2017-2020 affirms our commitments to sustainability, client-centered and social justice approaches and investing in staff, students and volunteers. Following this, we are enhancing fundraising and sustainability, improving the quality of client services and building our cultural competency and awareness.

We successfully completed accreditation with the Canadian Centre for Accreditation (CCA) early in 2017-18. While we had been accredited through other sources for many years, this marked our first accreditation through CCA. We are delighted with this important seal of approval for all aspects of our governance, services and operations.

CCRC's Board and staff are working to increase our cultural awareness and the acceptance and safety all people feel as they approach, receive services and are involved

with CCRC. Our approach to this is anti-oppressive in that we recognize the need to analyze power relations and understand that power is not equal among differing groups. This work is ongoing and will involve training and changes to agency processes.

Juke Box Mania continued to be a tremendous success in 2018, as we built upon changes made in 2017 to move this popular name-that-tune event to a larger venue at the Memorial Centre and to involve fine foods from over a dozen local chefs. Through the leadership of Lisa Dixon, Chair of the Juke Box Committee, Juke Box expanded its sponsorships, donors, volunteers, food options and silent auction and improved use of its larger space to raise a net total of \$34,500 to support CCRC services. Thanks are extended to Lisa and her growing team for the hard work that went into this success.

This report shares information on the many achievements in all CCRC programs. These include seeking to decrease waiting lists for services, offering services in County locations such as through the Havelock Hub, and working with partnering agencies such as the New Canadians Centre. It also involves working in partnership with agencies in a variety of service sectors, such as collaborations in services for youth and children through the Ministry of Children and Youth Services and Kinark, integration of services for seniors and caregivers through the LHIN's Leadership Council, and coordination of housing and homelessness services through a variety of community groups.

Further improvements include plans by CCRC to pilot a program offering integrated counselling, credit counselling and housing services to our clients. We are seeking a grant to support this initiative through the Ontario Trillium Foundation. In addition, we are developing a more formal quality improvement approach to find ways to enhance services. We are also increasing ways we can be part of the community response to the opioid issues in our community.



# President & Executive Director Report

CCRC continues to be committed to philanthropy and fundraising and we thank all involved as donors, sponsors, volunteers and supporters. We were delighted to be involved with the Darling Insurance golf tournament this past fall, an event that raised over \$12,850 to support CCRC services.

We thank all CCRC funders, donors, partners and volunteers, with special appreciation to the City and County of Peterborough, Province of Ontario, United Way, Service Canada, Community Foundation of Greater Peterborough and Peterborough Utilities Services for their support for, and confidence in, our services.

There are many changes coming for CCRC in the coming year. Casey extends heartfelt thanks to Charlie Martin for his leadership and commitment as President of CCRC's Board over the past two years. Charlie has led the agency to a successful accreditation and to improvements such as cultural competence that will guide our growth in coming years. Charlie is thanked for his continuing wisdom, warmth and dedication. Casey extends further appreciation to all CCRC Board members for their ongoing commitment, insight and support.

The coming year will bring further changes in CCRC leadership. Casey will be retiring from her role as Executive Director in April 2019, following 18 years of service to CCRC. The Board has formed a search committee and has begun the process of seeking a new leader for this position. In addition, Steve Wesley, Manager of Credit Counselling Services, will be retiring in May 2019, following 32 years of service to CCRC. More will be said about both retirements in the coming year.

Sincere appreciation is extended to Janice Abbott who is retiring from the Board this year. Janice is thanked for the extensive community

experience she brought to the Board and for her leadership and energy in chairing our Resource Development Committee and undertaking an in-depth review of agency By-laws.

Last, but not least, we extend thanks to all CCRC staff, students and volunteers. You are the ones who make us who we are. Special thanks to Leadership Team members, Kirsten Armbrust, Hanah Howlett McFarlane, Rosemary O'Donnell, Lynda Terry and Steve Wesley for your expertise, commitment, leadership and kindness.

It's an honour to work with all of you!



*Casey Ready*  
Executive Director

*Charlie Martin*  
President



# 2017-2018 Impact Report



Successful Completion with Canadian Centre for Accreditation



Increased involvement in the local opioid crisis



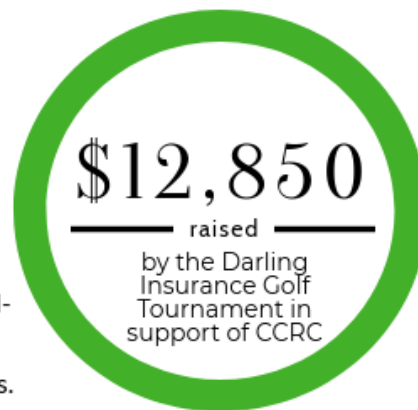
81 successful completions of Community Service Order Program



"Re-defining Me" self esteem group helped 41 women who experienced sexual and/or domestic abuse.

## 95%

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



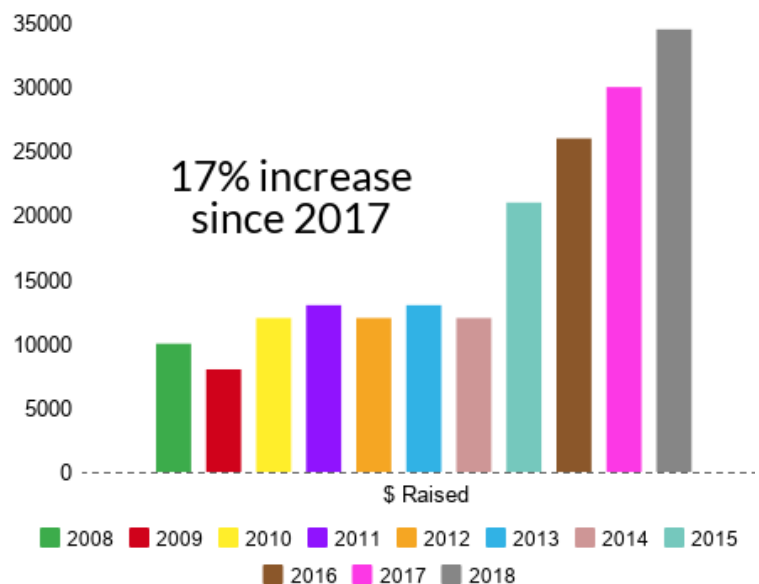
## 147%

Increase in services in the first year of the Havelock Hub's first year of operation

"I always thought I was alone until I came to this group, connecting with other women has shown me that I am not"

—  
-Testimonial from 2017 'Redefining Me' Participant

### JukeBox Mania Funds Raised 2008-2018



# Professional Counselling

In an ever changing and ever challenging non-profit environment we look forward each year to new opportunities, while others come to a close. This coming year will bring the end of two time limited grants; “Green Shield Counselling Initiative” which allowed us to serve homeless, unemployed and underemployed transitional aged youth and/or parents and “Redefining Me” a self-esteem group for women who have experienced Intimate Partner Violence and/or Sexual Abuse. We were thrilled to have been given the opportunity to serve a combined total of 142 individuals through these programs.

In looking forward we recently began a process with Health Canada for our counsellors to be recognized as able to provide culturally sensitive counselling services to Indigenous clients. This is but one step of our ongoing commitment to offering an inclusive counselling environment to our community. We continue to market our EAP services and have been leveraging our expertise in workplace wellness

to provide workshops for local organizations. As we continue to look 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 amazing efforts of the Professional Counselling staff team. I have the honour of reviewing client satisfaction forms and reading comments on the many ways in which our clients feel supported. 95% of clients who completed

these forms reported that their well-being improved as a result of counselling. This speaks to the outstanding ability of our staff to provide clients with services that reflect the vision, mission and values of CCRC. Anne Beach, Anna Field, Peter Marrocco, Scott Pearce, Ellie Wheeler, Joy Simmonds, and Jane Wilders, you truly make a positive and lasting difference in people’s lives. Thank you.

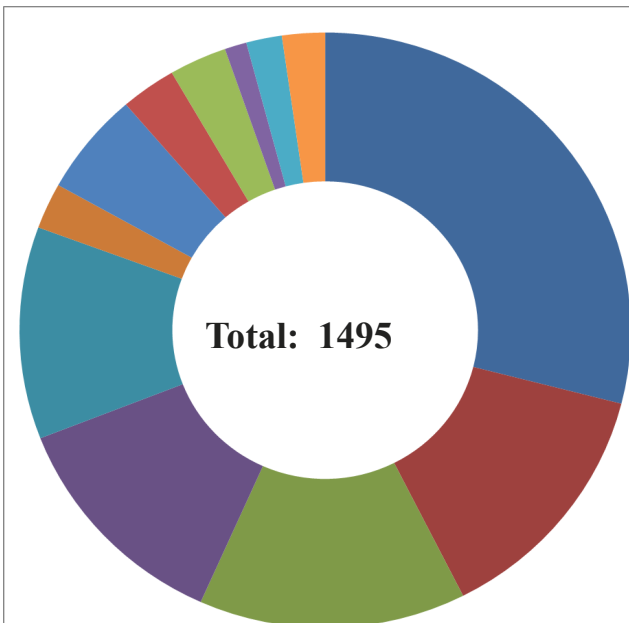
*-Kirsten Armbrust  
Manager, Professional Counselling*

**142**

PEOPLE REACHED

Through Green Shield  
Counselling Initiative and  
‘Redefining Me’ Women’s Self-  
Esteem Group.

## Professional Counselling Services to Clients



|  |     |
|--|-----|
| Intake (excluding EAP)   | 523 |
| LHIN funded-seniors and caregivers   | 245 |
| Core clients-funded through additional sources of revenue/fundraised dollars | 155 |
| MCSS funded-Violence Against Women/Sexual Abuse                              | 114 |
| Employee Assistance Program (EAP)  | 108 |
| MCSS funded-Peaceful Families  | 45  |
| Green Shield Counselling Initiative  | 101 |
| MCYS funded-Clients referred by CAS  | 53  |
| MAG funded-Clients referred through Victim Quick Response                    | 55  |
| MCYS funded-Children’s Mental Health Counselling and family Support          | 21  |
| Full fee/self-funded clients   | 34  |
| MCSS funded-Redefining Me (Women’s Self-Esteem Group)                        | 41  |

# Housing Resource Centre

In 2017, the HRC assisted 2,187 unique households with services that support housing stability, with a continued increase in high needs clients requesting HRC services. This is evidenced by a decrease in unique households served compared to previous years and a corresponding increase in service requests from households with more complex barriers to housing, requiring more intense case management and support. Staff responded to over 8,189 service requests from the 2,187 households served.

The local rental market in 2017 created an affordability crisis for clients. Low vacancy rates combined with very high rents presented very few options for lower income tenants seeking appropriate housing in the City of Peterborough and even fewer options for County residents.

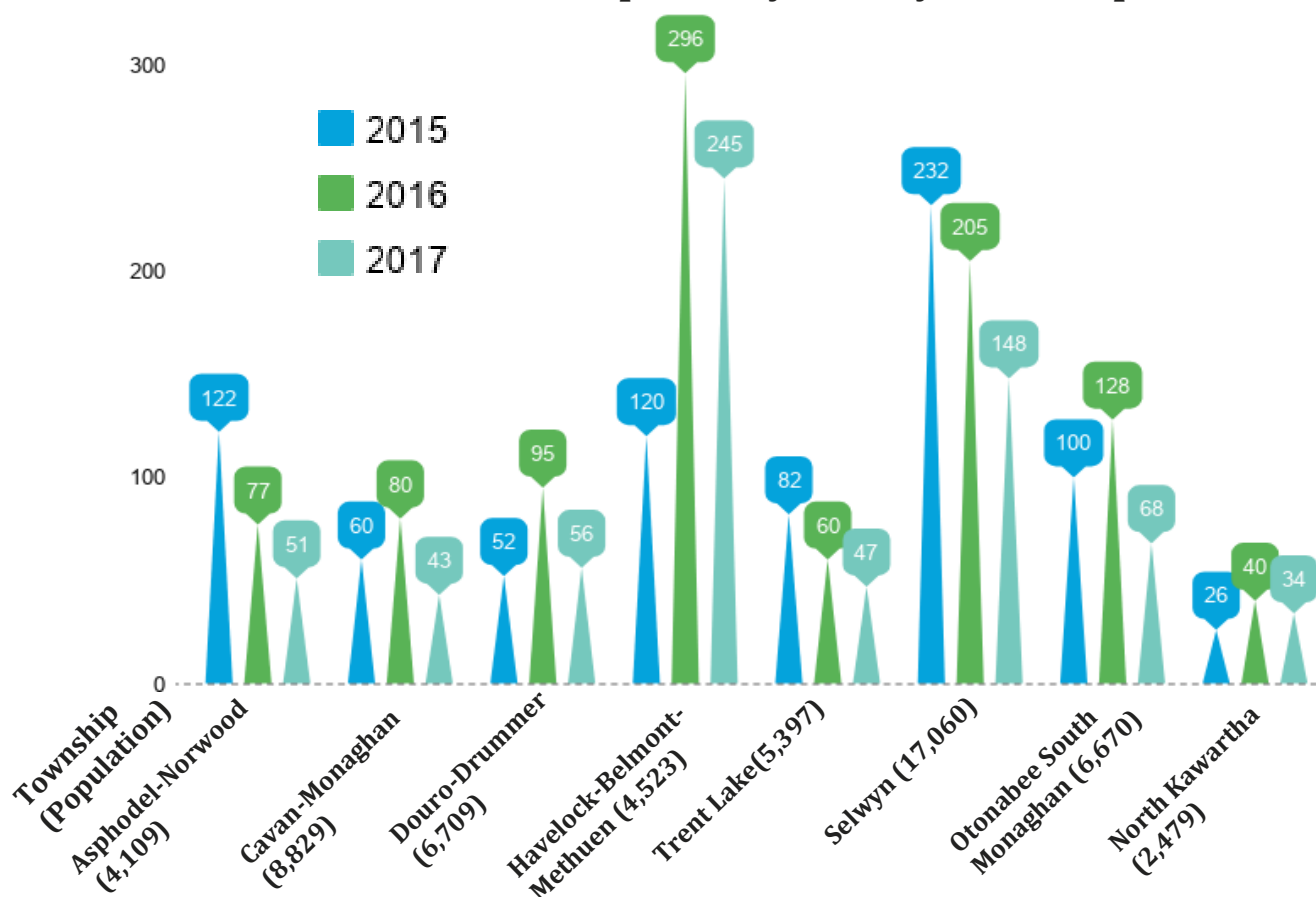
As Lead Agency for the Havelock Hub Collaborative, we thank the 12 member

agencies for their efforts to address the long-standing inequity in service access for County residents. Sustainability continues to be a challenge for this Collaborative; however, there can be no doubt that local access to services is successful. The HRC alone saw a **147% increase** in the number of services delivered to Havelock residents in the first year of the Hub's operations.

I extend sincere gratitude to the HRC staff, Anne Beach, Annie Hedden, Karen Hennessey, Andrea Meredith and Kelly Scott and our students for their determination and dedication to achieving the best possible outcomes for clients. It continues to be an honour to work with CCRC colleagues and HRC staff. I would particularly like to thank Casey Ready, for her extraordinary leadership, vision and kindness over the past 17 years.

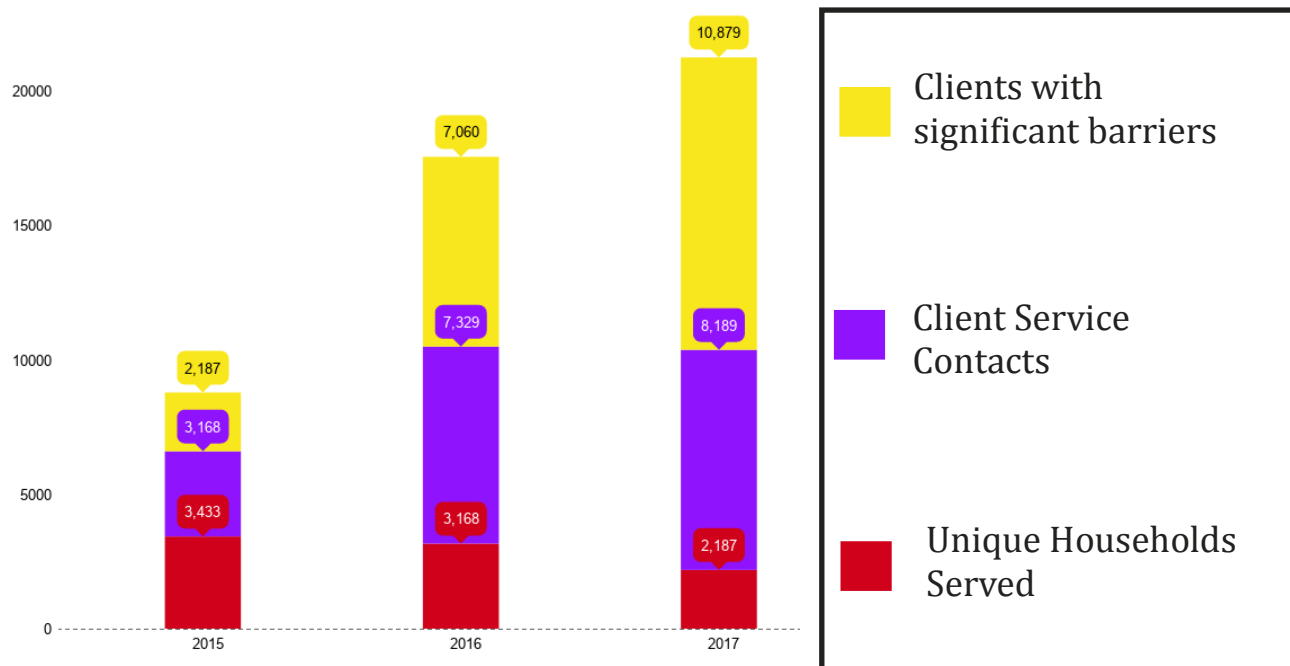
*-Rosemary O'Donnell  
Manager of Housing Resource Centre*

## HRC Service Requests by County Township





## Housing Resource Centre Clients Served 2015—2017



## Client Story

Moira rented a room from a dear friend in her friend's home. Moira trusted this friend to not only be her landlord, but as her health deteriorated, also her caregiver, and eventually even her Power of Attorney. For a while the friend managed Moira's bills, scheduled her medical appointments, and provided care to her, but this level of care became inconsistent, and Moira began feeling socially isolated and worried about her wellbeing. Moira was afraid to speak up in case it led to an even worse outcome. She sometimes tried explaining her experience to others, but that only had the effect of making her feel even more isolated, as people often didn't believe her, and in some cases, even decided to stop visiting her.



It is often not that easy for victims to leave their abusers, but Moira knew she needed a way out. She was afraid of leaving her stable housing, but with the help of one of CCRC's Housing Counsellors who listened, and validated her experience, Moira developed a plan, and also a sense of emotional strength from finally having someone believe her.

First the Housing Counsellor supported Moira as she changed her Power of Attorney, and removed names from her bank account, and then they discussed housing options that allowed Moira to have easier access to the medical support she required. After a successful application for Rent Geared to Income housing, she happily moved into her new apartment. The Housing Counsellor continued working with Moira after she was settled in her new home, in order to complete additional assessments to help Moira receive added medical and social supports to make her life a little bit easier.



# Credit Counselling Service

During the 2017 year we met with and counselled 772 individuals and families as well as led and participated in 34 workshops and fairs which reached an estimated additional 1812 individuals. During this period we also maintained 285 Debt Management Programs and disbursed \$1,069,619 for our clients through the trust account back to their creditors. We provided 281 contractual bankruptcy counselling sessions.

This has continued to be a challenging year for the credit counselling program not only in Peterborough but all across Canada. Fluctuating employment, outside competition and real estate fluctuations directly impact our program but we are continuing to work closely with Credit Counselling Canada and our major funders. We have continued to provide our community with an unyielding commitment and professional service delivery.

We have been able to successfully negotiate with Canadian Tire Bank (CTB) the right to offer our successfully completed DMP clients the ability to obtain, if they so wish, an unsecured CTB MasterCard. This will not only allow our clients to more quickly re-establish their credit rating but will also help us to regain a needed competitive edge within the field. We have also taken a leading role on the local Financial Literacy Steering Committee, along with other community partners and Prosper Ontario, and have attended numerous community meetings with the goal of identifying those services needed but lacking in the community. Once identified, it is our expectation that those needs will be met through increased service provision and funding.

Special thanks go to Larry Keller and Nancy Jackson for their dedication to clients and ongoing perseverance.

*-Steve Wesley, Manager, Credit Counselling Services*

## Clearing Debt

Bill, a 90 year old retired railroad engineer, requested a home visit from us to help him deal with a large credit card debt. His wife, Betty, was living in a long term care facility and they were both listed as borrowers on the card application. The debt had been incurred years before in order to cover the shortfall on high medical expenses not covered by work pension or government assistance. Bill had been forced into bankruptcy but the collection agent pursued both Betty and their son who held power of attorney. The resulting stress was negatively affecting everyone's health.

Through the cooperation of their lawyer, physician and bankruptcy trustee we were able to present a comprehensive case for loan forgiveness to the original creditor. We were able to provide justifiable grounds to have the debt set aside and were able to convince the lender of the futility of further collection. It was in everyone's best interest to simply forgive the remaining balance. This was a case where common sense prevailed but it took an organized methodical process to convince all parties of the best course of action.



772

INDIVIDUALS & FAMILIES  
SERVED



285

DEBT MANAGEMENT  
PROGRAMS



34

WORKSHOPS AND FAIRS

\*1812

PEOPLE REACHED  
THROUGH  
WORKSHOPS



281

CONTRACTUAL BANKRUPTCY  
COUNSELLING SESSIONS



\$1,069,619

DISBURSED FOR CLIENTS  
BACK TO THEIR CREDITORS

# Community Service Order Program

Community service is an alternative sentencing option that aims to prevent incarceration and reduce recidivism by providing opportunities for justice-involved clients to participate and succeed in their community, in a manner that promotes personal development and inclusion.

In 2017, the Community Service Order (CSO) Program received 133 new referrals. CSO clients who completed their community service in 2017 contributed 4609 hours to non-profit organizations and municipally funded services within Peterborough City and County. 81 community service orders were successfully completed.

In September 2017, former Program Coordinator, Jillian Standing, left and, Amanda Sterling, with education in Law and Social Service Work, took on the role of Program Coordinator.

The CSO Program increased its emphasis on finding placements that align with the interests and goals of clients, increasing the potential for successful completion. We have also embarked on a social media campaign to promote CSO services, highlight clients' skills and abilities, and draw attention to their positive contributions to the community.

## 2017 Closed Orders

Completed



Charged



Transferred



Other



The CSO Program would like to thank the many community members and organizations that collaborated with us in 2017 to provide meaningful and satisfying placements to our clients. The placements who welcomed the most CSO clients in 2017 were:



Organizations who joined the CSO program's network of placement options in 2017 include:



The CSO program looks forward to continuing our work with clients and community partners to provide meaningful placement opportunities that promote both personal and community growth.

*-Amanda Sterling, CSO Coordinator*



*CSO Home projects donated to One Roof.*

# Resource Development Committee

The 2017/18 year was one of steady upward growth, and rich conversations at the committee level, which we hope will extend outward to our network of supporters throughout the upcoming year.

We have continued the conversation about ethical and community-centered fundraising, and the influence of neoliberalism on our work in philanthropy, both within the agency, as well as at the community level. It has been an interesting year as CCRC's fundraising has shifted toward telling more authentic stories to help capture the impact of donor dollars, while balancing the need for client confidentiality and dignity.

We were pleased to welcome new donors into the "Darling Fund," our Planned Giving Program, and hope this will be an upward trend as people see the value of a long-term commitment to CCRC. Donations to the Darling Fund will continue to support CCRC's enduring commitment to improve access to housing, financial literacy, wellness, and meaningful connection with community.

I would like to thank Peter Darling, Alicia Doris, Hannah Routly, Casey Ready, and staff lead, Hanah Howlett McFarlane, for their commitment and creativity on this committee.

*-Janice Abbott*

*Chair, Resource Development Committee*

## Finance Committee

During my first year as Treasurer, the agency's Finance Committee met to discuss, review and recommend the 2017-2018 operating budget and the 2016-2017 financial statements for board approval. A big thank you to fellow committee members Charlie Martin, Janice Abbott, Mike Burger, Lynda Terry and Casey Ready for raising many insightful points at each meeting. The Committee is very thankful to Lynda Terry and the 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*



*Kirsten Armbrust, Manager,  
Professional Counselling & Emma  
Hillier, Treasurer at Darling*



# Philanthropy & Fund Development



2017/18 was an incredibly successful year for Philanthropy at CCRC. Our unrestricted fundraising revenue went up 72% from the prior year, due to increased support from existing donors, several

new and generous donors, as well as added support from the Darling Insurance Charity Golf Tournament.

Juke Box Mania again broke fundraising records, due to an incredibly dedicated team of volunteers, some wonderful businesses who sponsored in both food and dollars, as well as a continuation of strategic decision-making at the committee level. I would like to extend my deepest thanks to Lisa Dixon for her leadership around the event coordination and for ensuring our commitment to social justice, diversity and anti-oppression extends to all of our agency's activities. A special thanks to Janice Abbott, who served as the Chair of the Resource Development Committee who brought a strong background in philanthropy and community connections, and to Tanys Howell for her impressive dedication to all things Juke Box, and for engaging some talented people to join the Juke Box Mania team!

Thank you to the staff, volunteers and contractors who supported our



*Peter Darling and Hanah Howlett McFarlane celebrate the initiation of the 'Darling Fund' for legacy gifts to CCRC*

culture of Philanthropy: Victoria Van Veen, Sara George, Nancy Duprey, Amy Thompson, Safiya Lambert, Reilly Porter, and Dakshina Clark. I would also like to thank the CCRC staff members, the Leadership Team, as well as all members of the Board of Directors, Juke Box Mania Committee and Resource Development Committee. Finally, thanks to Casey Ready for her mentorship and leadership, as she steers the ship so gracefully and teaches us all so much.

*-Hanah Howlett McFarlane  
Manager, Philanthropy & Fund Development*

# 32%

## INCREASE IN REVENUE

Due to our amazing existing donors, our generous new donors, and the Darling Insurance Golf Tournament!

**Thank you, Donors!**

# Finance & Administration

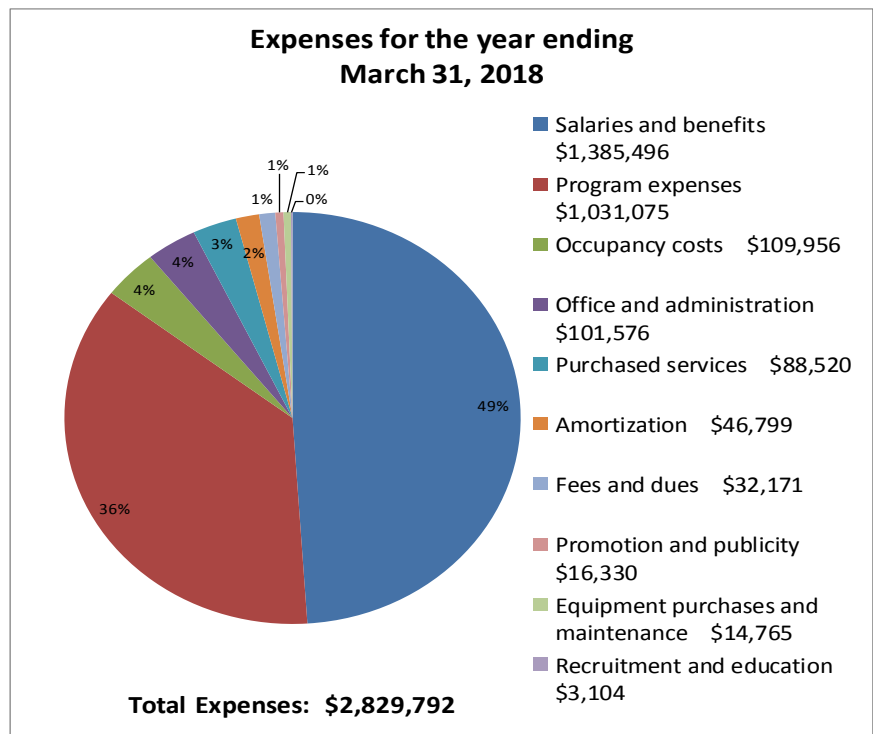
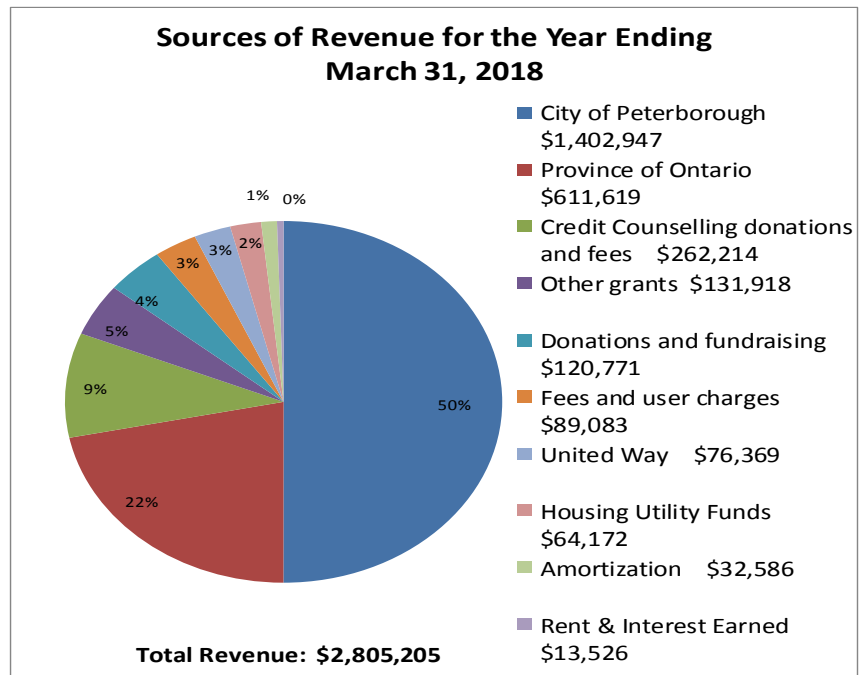
CCRC has been actively promoting a sense of wellbeing for community members in Peterborough and the surrounding area for over 60 years by helping people turn things around. Frontline staff provide caring and respectful services to help a wide range of clients through access to counselling, financial literacy, housing stability and a connection with the community. Coming to CCRC connects you with many services whose staff and volunteers' primary goals are to help.

In 2017-18, CCRC experienced a \$24,587 deficit which was primarily a result of our Housing Social Worker Program closing and lower than expected revenues in our Credit Counselling program. As we experienced these challenges, we were pleased to also see an increase of almost \$30,000 (32%) in donations and gross fundraising revenue, which helped offset these challenges. As shown in the pie chart, over \$2.4 million of CCRC's 2.8 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 Amanda Van Halteren, Finance and Administrative Assistants, for all their hard work, dedication and many contributions to CCRC. Appreciation also goes to our Executive Director, Casey Ready; our volunteer Board of Directors; our Treasurer, Emma Hillier; and our Leadership Team, Kirsten Armbrust, Hanah Howlett McFarlane, Rosemary O'Donnell and Steve Wesley.

*-Lynda Terry*

*Manager, Finance and Administration*





## **INDEPENDENT AUDITOR'S 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, 2018, 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.

#### *Auditor's 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 auditor's 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 donations and fundraising, 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 revenue, excess (deficiency) of revenue over expenses, assets and net assets.

#### *Qualified Opinion*

In our opinion, except for the effects of the matter described above in the basis for qualified opinion paragraph, these financial statements present fairly, in all material respects, the financial position of Community Counselling & Resource Centre as at March 31, 2018 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 Kawarthas LLP*

Chartered Professional Accountants  
Licensed Public Accountants

Peterborough, Ontario  
May 31, 2018

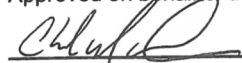
# Auditor's Report

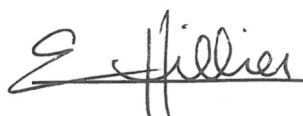
## COMMUNITY COUNSELLING & RESOURCE CENTRE

### STATEMENT OF FINANCIAL POSITION As at March 31, 2018

|  | 2018<br>\$ | 2017<br>\$ |
|--|------------|------------|
| <b>ASSETS</b>                            |            |            |
| <b>Current assets</b>                    |            |            |
| Cash                                     | 454,542    | 552,917    |
| Investments                              | 97,480     | 96,271     |
| Accounts receivable                      | 86,570     | 65,580     |
| Prepaid expenses                         | 52,638     | 52,931     |
|  | 691,230    | 767,699    |
| <b>Long-term assets</b>                  |            |            |
| Tangible capital assets                  | 187,064    | 213,795    |
|  | 878,294    | 981,494    |
| <b>LIABILITIES AND NET ASSETS</b>        |            |            |
| <b>Current liabilities</b>               |            |            |
| Accounts payable and accrued liabilities | 115,564    | 124,355    |
| Deferred revenue                         | 272,824    | 310,060    |
|  | 388,388    | 434,415    |
| <b>Long-term liabilities</b>             |            |            |
| Deferred capital contributions           | 71,711     | 104,297    |
|  | 460,099    | 538,712    |
| <b>Net assets</b>                        |            |            |
| Unrestricted                             | 165,565    | 196,007    |
| Invested in tangible capital assets      | 115,353    | 109,498    |
| Internally restricted                    | 132,541    | 132,541    |
| Externally restricted                    | 4,736      | 4,736      |
|  | 418,195    | 442,782    |
|  | 878,294    | 981,494    |

Approved on behalf of the Board:

 , President

 , Treasurer

*Extracted from the Audited 2018 Financial Statements prepared by Collins Barrow Kawartha LLP.  
Copies of the 2018 Financial Statements and the Auditor's Report are available to any member upon request.*



## COMMUNITY COUNSELLING & RESOURCE CENTRE

### STATEMENT OF OPERATIONS For the Year Ended March 31, 2018

|  | 2018<br>\$       | 2017<br>\$       |
|--|------------------|------------------|
| <b>Revenue</b>   |                  |                  |
| City of Peterborough   | 1,402,947        | 1,490,824        |
| Province of Ontario  | 611,619          | 609,448          |
| Credit Counselling donations and fees                            | 262,214          | 293,110          |
| Other grants   | 131,918          | 109,225          |
| Donations and fundraising  | 120,771          | 91,094           |
| Fees and user charges  | 89,083           | 88,880           |
| United Way   | 76,369           | 81,007           |
| Housing utility funds  | 64,172           | 61,361           |
| Amortization of deferred capital contributions                   | 32,586           | 32,586           |
| Rent   | 12,318           | 7,860            |
| Interest   | 1,208            | 1,456            |
|  | <b>2,805,205</b> | <b>2,866,851</b> |
| <b>Expenses</b>  |                  |                  |
| Salaries and benefits  | 1,385,496        | 1,401,855        |
| Program  | 1,031,075        | 1,051,386        |
| Occupancy costs  | 109,956          | 103,163          |
| Office and administration  | 101,576          | 102,587          |
| Purchased services   | 88,520           | 92,019           |
| Amortization   | 46,799           | 43,941           |
| Fees and dues  | 32,171           | 32,169           |
| Promotion and publicity  | 16,330           | 12,501           |
| Equipment purchases and maintenance                              | 14,765           | 13,028           |
| Recruitment and education  | 3,104            | 4,884            |
|  | <b>2,829,792</b> | <b>2,857,533</b> |
| <b>Excess (Deficiency) of Revenue over Expenses for the Year</b> | <b>(24,587)</b>  | <b>9,318</b>     |

## COMMUNITY COUNSELLING & RESOURCE CENTRE

### STATEMENT OF CHANGES IN NET ASSETS For the Year Ended March 31, 2018

|   | Unrestricted<br>2018<br>\$ | Invested in<br>Tangible<br>Capital<br>Assets<br>2018<br>\$ | Internally<br>Restricted<br>2018<br>\$ | Externally<br>Restricted<br>2018<br>\$ | Total<br>2018<br>\$ | Total<br>2017<br>\$ |
|---|----------------------------|--|--|--|---------------------|---------------------|
| <b>Net assets - beginning of year</b>                       | 196,007                    | 109,498  | 132,541                                | 4,736                                  | 442,782             | 433,464             |
| Excess (deficiency) of revenue over expenses for the year   | (10,374)                   | (14,213)   | -                                      | -                                      | (24,587)            | 9,318               |
| Interfund transfer for additions to tangible capital assets | (20,068)                   | 20,068   | -                                      | -                                      | -                   | -                   |
| <b>Net assets - end of year</b>                             | <b>165,565</b>             | <b>115,353</b>   | <b>132,541</b>                         | <b>4,736</b>                           | <b>418,195</b>      | <b>442,782</b>      |

*Extracted from the Audited 2018 Financial Statements prepared by Collins Barrow Kawartha LLP.  
Copies of the 2018 Financial Statements and the Auditor's Report are available to any member upon request.*



# Juke Box Mania Committee

The success of CCRC's Juke Box Mania was amplified as we surpassed the \$200K mark, netting \$204,500 over its 13 year history, all in support of CCRC services.

Thanks to almost 500 participants of the ever-popular 'name that tune' game, as well as dozens of sponsors, donors, volunteers and Juke Box Heroes, Juke Box Mania 2018 raised \$34,500 to support CCRC services that help people maintain and secure housing, strengthen their relationships and gain control over their finances.

Charlie Martin & Casey Ready were this year's Juke Box Heroes, and collectively with Catherine Hanrahan & Ben Van Veen, Alicia Doris & Bob Campbell, and Vince Bierworth & Mike Judson, these Juke Box Heroes surpassed their goal by 46% to raise an impressive \$5,841!

We wish to extend thanks to all members of the Juke Box committee who provided impressive organization, creativity, and leadership: Tracey Boyd, Nancy Duprey, Tanys Howell, Cindy Hudson, Amy Thompson, Casey Ready, Kim Hamilton and Event Planners Victoria Van Veen and Sara George of Evvvents, with special thanks to staff lead, Hanah Howlett McFarlane, for ensuring the committee was supported in their work. Thanks also to



## 2018 Juke Box Heroes!

Honourary Chair Dan Duran for lending his profile to this important flagship fundraiser for CCRC. Congratulations are extended Gold winners: LLFAO (LLF Lawyers), Silver winners: Tout Alors, and Bronze winners: Collins Barrow #1. Congratulations to the Hospice team for their creativity, which led them to win Best Costume prize.

Food vendors this year amplified the experience for all, and included; Amusé Coffee Co., Black Honey, Chasing the Cheese, EC Catering, La Hacienda, NaKeD Chocolate, Primal Cuts, Rare Grill House, Sam's Place, Silk Roots, Taste of India, and volunteers from Kenner Collegiate. Thanks to all of them for their tasty involvement!

The committee extends special recognition *Nothing's Going to Stop Us Now* sponsor – LLF Lawyers, whose enthusiasm and competitive drive is unstoppable! Thanks are also extended to *We Will Rock You* Sponsor – Grant Thornton, as well as long-time media sponsors - 101.5FM The Wolf, Chex Television, 100.5 Fresh Radio, The Peterborough Examiner and PTBO Canada. If it wasn't for the over 100 businesses who supported this event, it would not be the great success it is.

~ Lisa Dixon, Chair, Juke Box Mania Committee

## JBM Committee:

- |                      |                     |
|----------------------|---------------------|
| * Tracey Boyd        | * Cindy Hudson      |
| * Lisa Dixon (Chair) | * Hanah Howlett     |
| * Nancy Duprey       | McFarlane           |
| * Sara George        | * Casey Ready       |
| * Kim Hamilton       | * Amy Thompson      |
| * Tanys Howell       | * Victoria Van Veen |

## JBM Runners:

- |          |                   |
|----------|-------------------|
| * Raine  | * Faith           |
| * Chloe  | * Jayda           |
| * Hailey | * Morgyn          |
| * Noelia | * Kiara           |
| * Jonny  | * Volunteers from |





**\$34,500**  
Raised at JBM 2018



**'Nothing's Going to Stop Us Now' Sponsor:**  
LLF Lawyers

**'We Will Rock You' Sponsor:** Grant Thornton



## Sponsors

## Caterers





## 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
- \* BDO Cobourg Region
- \* Brock Mission
- \* Canadian Mental Health Association
- \* CHEX Peterborough
- \* 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 Nation Band Office
- \* Elizabeth Fry Society
- \* Elder Abuse Prevention Network of Ontario
- \* Energy Cost Work Group
- \* Family & Youth Clinic
- \* Five Counties Children's Centre
- \* FourCAST
- \* Habitat for Humanity
- \* Havelock Hub Collaborative Member Organizations
- \* Health at Work Committee
- \* Help Centre—Cobourg
- \* Homelessness Coordinating Response Team (HCRT)

- \* Homegrown Homes
- \* 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
- \* Lighthouse Drop-In Centre
- \* 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 Homelessness Support Services Coordinating Committee
- \* Peterborough-Lakefield Community Police Victim Services
- \* Peterborough Poverty Reduction Network (PPRN)
- \* 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
- \* Rural Outreach Centre Buckhorn
- \* 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
- \* Township of Havelock-Belmont-Methuen
- \* 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
- \* Youth Emergency Shelter
- \* YWCA Peterborough Haliburton



## 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



*Staff & Board accreditation certification celebration*



*Third Party Fundraisers: Sue & Larry Stinson's 'Bring Down the House' (left), Darling Insurance's Gore Mutual grant (bottom left), Beckie Evans' Wellness Day*



## Volunteers

- \* Jay Adam
- \* Dave Adams
- \* Brenda Boyes
- \* Evan Brockest
- \* Peter Darling
- \* Sylvia Dick
- \* Marianne Donovan
- \* Dan Duran
- \* Alisha Embury
- \* Kim Fleming
- \* Rachelia Giardino
- \* Rick Green
- \* Kristine Hamilton
- \* John Hunter
- \* Glen Jones
- \* Emma Newman
- \* Robyn Smith
- \* Tina Johnston
- & Designing Women
- \*Juke Box Heroes

## Summer Students

- \* Chanel Attema
- \* Georgio Bibatiosis
- \* Reilly Porter
- \* Tessa Kellow
- \* Safiya Lambert
- \* Christina Brown

## Interns & Placement Students

- \* Farah Bubteina
- \* Samantha Doran
- \* Lissie Dunphy
- \* Chelsea Gannon
- \* Michelle Searles
- \* Amanda Stirling
- \* Kristen Taylor
- \* Amy Thompson
- \* Sarah Tucker
- \* Alyssa Twomey
- \* Lauren Voore

***Thank you  
volunteers, interns  
and students!***

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



## LOCATIONS



### **540 George Street North**

Peterborough, ON, K9H 3S2

*Credit Counselling Services*

*Housing Resource Centre*

*Community Service Orders*

*Administration*

T: 705-743-CCRC (2272)

705-742-3015

Toll Free: 1-800-274-1611



### **459 Reid Street**

Peterborough, ON, K9H 4G7

*Professional Counselling*

*Employee Assistance Program*

705-742-4258

F: 705-741-1734

Toll Free: 1-800-274-1611

# Thank You!

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

For more information, visit us online at:

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



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



[@CCRC\\_Ptbo](https://twitter.com/CCRC_Ptbo)



Emmanuel United  
Church



Ontario

Canada



ENBRIDGE