

2021 2022

ANNUAL REPORT



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2021-2022

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Since 1956, 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 an accredited, community-based charitable organization.



Values

Social justice, trauma-informed, ethical, fun/humour, sustainable.



Vision

CCRC helps people strengthen their lives and promotes community well-being.

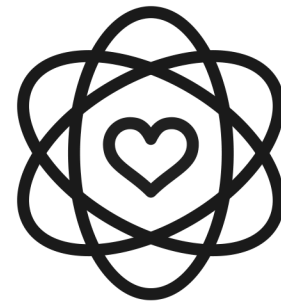


Mission

CCRC offers counselling support and resources to assist with personal well-being, housing stability and connection with community.



Celebrating
66 years
of exceptional
service

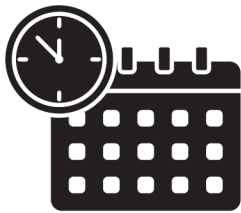


Principles

1. Client autonomy
2. Intersectionality & whole-person approach
3. Innovation
4. Collaboration (with individuals & families; within and across agencies, systems and policies)
5. Sustainability and growth
6. Healthy, welcoming, and strong team environment
7. Skilled management
8. Lean/efficient

CCRC Strategic Priorities & Goals 2020-2023

1



Innovative and Quality Services with Reduced Wait Times

- Provide access to timely services according to client needs and agency ability through a variety of delivery methods
- All services under one roof (improved accessibility - single point access)
- Systems change activities (shifting the conditions that hold a problem in place)
- Meet accreditation standards as set out by the Canadian Centre for Accreditation

2



Staff, Student & Volunteer Well-Being

- Regular transition and team-building activities
- Professional development - ensuring longevity and advancement
- Emphasis on work-life balance
- Emphasis on total compensation (including review of salary administration, benefits, sick time, etc.)
- Provide work-space and work practices to maintain staff, student, and volunteer well-being during pandemic

Executive Director & President Report

As a charity, CCRC is nothing if not nimble. As the needs of our community changes, so do our programs and services.

As we finished up the second year of providing services within the context of Covid we have learned, grown and adapted to reflect the needs of our clients. Services have been provided virtually, by phone, outside and in-person as safety allows.

Later in this report you will see that along with the various ways services have been provided—our programs themselves have changed. The Housing Resource Centre underwent many changes this past year, shifting focus and developing new staff roles. The Professional Counselling program expanded services and created a new role to reflect the needs of the staff. We were pleased to welcome Adina Muskat into the newly created role of Clinical Team Lead. Adina was in the position of Clinical Counsellor previously and took on additional clinical responsibilities as she accepted this position. Our Fundraising and Communications program has adapted as well, increasing our social media presence, redesigning Juke Box Mania and looking ahead to new ways to engage with donors and the community.



The flexibility and commitment to our clients is shown across all program areas. Thank you to all of our staff as they continue to demonstrate unwavering commitment to our clients. Special thanks to Lynda Terry, Manager of Finance and Administration, Annie Hedden, Program Manager Housing Resource Centre and Community Service Orders, Adina Muskat, Clinical Team Lead and Sarah Bass, Fundraising and Communications and PDAN Coordinator. Thank you also to our Board of Directors, who generously volunteer their time and expertise to support the work of CCRC.

Sincerely,

Kirsten Armbrust
Executive Director

Tanys Howell
Board President

Impact Report

2021-2022



Enhanced **eviction prevention** and **housing retention** work, preventing homelessness by keeping people housed

We launched our **Home Together** program- which connects people who are homeless to available housing by creating relationships with local landlords.



Implemented an **outreach and communications** plan to help raise community awareness of our Eviction Prevention, Drop-In and Landlord Engagement work.



Received funding for the Professional Counselling team to complete **Eye Movement Desensitization and Reprocessing** training. EMDR is a type of therapy that can help clients heal from symptoms and emotional distress resulting from disturbing life experiences.



817

People served through the Professional Counselling Program

83

Evictions prevented

\$21,000

Raised at Juke Box Mania Connections 2021

65

utility service disconnections prevented to retain housing



Professional Counselling

The Professional Counselling program has undergone many changes in the 2021-2022 year in order to adapt to the ever-uncertain times that the past few years have brought our community. We continue to offer a blend of in-person, virtual and telephone counselling in order to meet the diverse needs of the community. It is no surprise that the need for mental health support is more in demand than ever, and this has certainly been reflected at CCRC.

It has been a year of significant growth, as we have expanded our counselling services to individuals in Northumberland County. We have also recently taken over the Healing From Within program, previously offered through the John Howard Society, which supports men who have experienced sexual harm. We are thrilled to be able to expand our services to meet the ongoing mental health needs of the community.

Our staffing team has also experienced some significant transitions. Anna Field and Peter Marrocco both moved on from the agency after over 15 years of combined service. We have certainly missed their presence this year and cannot begin to express the gratitude towards their contributions over their time here. We have welcomed Emily Buckley as our Intake and Single Session Therapy Counsellor, Ruth Anne Devereaux, Rhea Eady, Thomas McVeigh and Lori Montgomery as Clinical Counsellors on the team.

As we continue to support the community I want to extend my deepest gratitude to the entire counselling team. In addition to the staff mentioned above, I want to thank Diane Caldwell, Beth Pink, Sarah Tucker and Emily Rogers Nannarone. As we are all aware, everyone has been impacted over the past three years, frontline workers and helping professionals are no exception. I am in continuous awe of your ongoing flexibility, resilience, humour and care that you provide to our clients and one another.

Thank you!

Adina Muskat
Clinical Team Lead

Professional Counselling Snapshot



Intakes

101

Violence Against
Women and
Sexual Abuse

165

Seniors and
Caregivers

100

Clients who were
supported through
alternate revenue
sources (i.e.
fundraising)

15

Children's
Mental Health
Counselling and
Family Support

Professional Counselling Services to Clients

Intake 294

LHIN funded-seniors and caregivers 165

Core clients-funded through additional
sources of revenue/fundraised dollars 100

MCCSS funded Violence Against
Women/Sexual Abuse 101

Employee Assistance Program (EAP) 68

MCCSS funded Peaceful Families 12

MCCSS funded clients referred by CAS 40

MAG funded clients referred through Victim
Quick Response 5

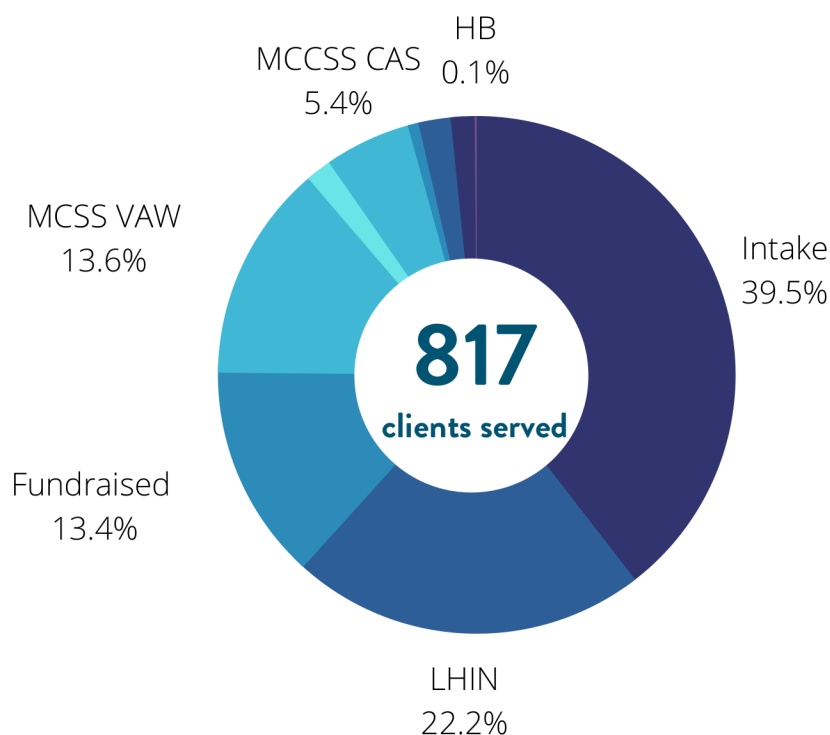
MCCSS funded Children's Mental Health
Counselling and Family Support 15

Full-fee/self-funded clients 11

Homeward Bound 1

Canadian Women's Foundation N/A

Community Foundation of Greater
Peterborough N/A



HRC, CCS, CSO



This past year HRC faced one of our biggest challenges yet: a complete transformation of the services we provide and the way we provide them.

After almost a decade of administering the Housing Stability Fund and various Rent Supplement programs on behalf of the City of Peterborough, we wrapped up those programs at HRC and shifted administration over to the City. We are grateful to the City for the opportunity to have administered those funds, and thankful also, for the opportunity to think deeply and creatively about where our strengths lie, what services our clients and community need, and how best we could provide them.



Resource Centre

HRC has always been and will remain a prevention-focused service guided by our unwavering belief that housing is a human right. In support of these core values, we focused our services on **four main areas**:

- We enhanced our Eviction Prevention and Housing Retention work, which prevents homelessness by keeping people housed.
- We re-opened our Drop-In Housing Help Clinic, which provides on-the-spot housing help to anyone experiencing a housing-related problem.
- We expanded our capacity to provide Community Education that empower tenants with the knowledge, skills and tools they need to resolve a housing crisis.
- We embarked on a brand new project, our Home Together initiative, led by a Housing Locator who connects with local landlords who want to contribute to positive change in our community by moving people into housing from homelessness.

The Community Service Orders program has embraced an exciting new opportunity to revise the referral model and to provide an expanded range of CCRC services to clients of the Peterborough Probation and Parole Office.

As ever, our biggest strength is our staff. Thank you to: Andrea Holtrust, Housing Help Clinic Coordinator & Community Service Orders Coordinator; Auden Palmer, Housing Counsellor; and Leigh Carrod, Housing Counsellor. Thank you to our former staff: Amanda Sterling, Community Service Orders Coordinator & Housing Counsellor; Olivia Kunzel, Housing Locator; Morgan Carl, Intake Worker; Elyssa Bisset, Intake Worker; Caroline Henson, Community Services Worker; and placement student Lisa McKay.

Sincerely,

Annie Hedden

**Program Manager
Housing Resource Centre and Community Service Orders**

*Housewarming
Project*





Fundraising & Communications

Turning things around

It's CCRC's tagline, but it's also a feeling, a process and a result.

Often when people are faced with really difficult situations or choices and they manage to persevere, there is some kind of catalyst that set them on the path to where they want to be. For many people in Peterborough, that catalyst is the connection with our services. The situations many people in our community face are heartbreaking, difficult and complex, a direct reflection or even an amplification of the challenges that our community and so many more across the province and country are grappling with.

Fred Rogers once said: 'When I would see scary things in the news, my mother would say to me, "Look for the helpers. You will always find people who are helping."' Our staff are those people, who walk with clients to listen and explore options. Sometimes that's all they can do, other times they can help a person navigate processes, applications, and systems to find real, long-term, life-changing solutions.

This work couldn't be possible without our donors, supporters and partner organizations, those who donate to our cause, amplify our messages, work with us toward a common goal and most importantly, share with others the impact of the work we do.

Over the past year, CCRC's Housing Resource Centre introduced the 'Housewarming Project' in partnership with local organizations, it's a means to provide someone moving from homelessness to housed with a starter kit of essentials for life in their new space.

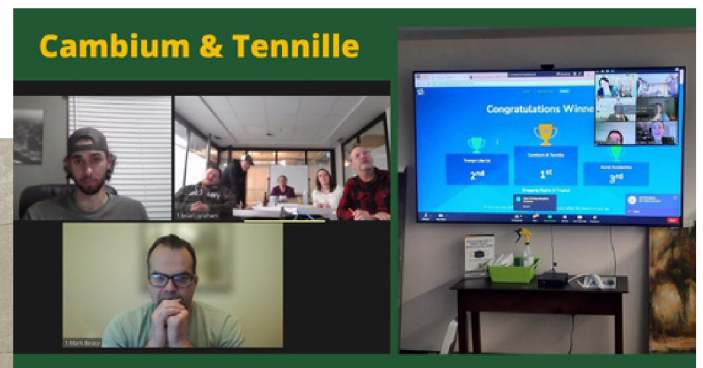
In June 2021 we were able to host our first-ever virtual offering of Jukebox Mania and online auction. With the ever-entertaining assistance of host Megan Murphy, we were delighted to host just under 200 players for this evening of fun. We are so grateful for the support of our sponsors and the local businesses that donated items to our auction. JBM 2021 brought in just over \$26,000 in gross revenue.

We were fortunate to receive funding from both Canada Summer Jobs and Digital Skills for Youth to hire youth to assist with our fundraising and communications efforts. Thank you so much to Czarina Garcia and Amanda Goodall for their efforts in those roles.

Thank you also to our Fundraising and Communications Committee: Todd Barr, Alicia Doris, Sheila Ferguson and Bob Campbell for all that you do to support CCRC's fund development needs.

Sincerely,
Sarah Bass

Fundraising and Communications Coordinator



Grants



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Ontario Trillium Foundation

Funding to increase the capacity of the Housing Help Drop-In clinic to provide on the spot support for people who are searching for housing or having a problem with their housing.



Canadian Women's Foundation

Funding for EMDR training and technology for the Professional Counselling Program



United Way - Reaching Home

Funding to increase staffing and provide emergency housing funding for rent arrears, household items and other housing-related expenses. Also used to create and distribute household supplies for people being housed from homelessness.



Community Foundation of Greater Peterborough

Funding for staff lunch and ongoing covid costs



Canada Summer Jobs Grant

Funding for a Canada Summer Jobs student to support CCRC operations



Pinnqua

Digital Skills for Youth funding to hire an Administrative and Communications Assistant



Finance & Administration

This has truly been an exciting and a year full of change for CCRC. For over 65 years CCRC has served the Peterborough community in promoting individual and community well-being. There was a bustle of activity in the 2021-22 fiscal year as we settle into our one location at 540 George Street providing a hybrid model of service delivery. We also saw a major change in administering two programs at CCRC. In May 2021, we closed our Credit Counselling Program after 48 years of administering it due to changes in the industry. On January 1st, 2022 in our Housing Resource Centre Program (HRC), we transferred the rent supplement programs and housing stability funds to the City of Peterborough while Annie Hedden and her team re-envisioned the service delivery model of the HRC Program.

As you can see in the operating statement, CCRC experienced an operating surplus of \$7,737 which included the administrative transfer in City of Peterborough funding effective January 1, 2022 for the client rent subsidies as well as the reduction in Credit Counselling donation and fees due to the divestment of the program to Credit Canada Debt Solutions. As shown in the pie chart, which illustrates CCRC's operating expenses, over \$2 million of CCRC's \$2.4 million expenses (86%) went to staffing and direct client support.

CCRC's essential work could not be easily implemented without the generous support of our Donors, Community Partners and Funders. I would like to thank our donors, funders along with Community Foundation of Greater Peterborough, United Way Peterborough (Reaching Home), Canadian Women's Foundation and Pinnguaq who provided one time funding support for project based client assistance and technology maintenance which supported CCRC's mission utilizing a hybrid model of service delivery.

It was another unique and extremely busy year for the Finance and Administration team as we adjust to the financial and service changes throughout the agency and as we head into the 2022-23 fiscal year we bid farewell to Sandy Garvey (Finance Assistant) who retired in July 2022 after 6 years of dedicated service. I would like to thank Sandy, Kim Hamilton (Program and Administrative Assistant) and welcome Humay Narimanova (Payroll/Accounts Payable Coordinator) who joined us in August. With their amazing contributions and unwavering commitment to CCRC, we managed to provide continual support and assistance in our operational endeavors. I would also like to thank our Finance Committee, Allison Smith (Treasurer and Finance Committee Chair) along with committee members Emma Hillier, Charlie Martin, Tanys Howell and Kirsten Armbrust for all their insightful contributions to CCRC along with the professional support and expertise.

Lynda Terry
Manager
Finance and Administration

Finance Committee

This year for the CCRC continued to be a year of changes and transitions. The agency continued to adapt to changes due to COVID-19 impacting staff, administration of programs, and fundraising events. Nonetheless, the CCRC was successful in several applications for additional grant funding. For the year ended March 31, 2022, CCRC had an excess of revenue over expenses for the year of \$7,737 from its operations, which arose from a multitude of factors. This is a positive result given the budgeted deficit for the year of \$25,000.

The CCRC is grateful for the generosity of its staff, volunteers, donors, and community partners, who have supported the continued operations of the CCRC. It is this commitment from the community which highlights the importance of programs and services that are offered CCRC. Though the organization has encountered a number of challenges during the year and foresees additional challenges throughout the remainder of 2022 and 2023, the community support has assisted in assuring continued success.

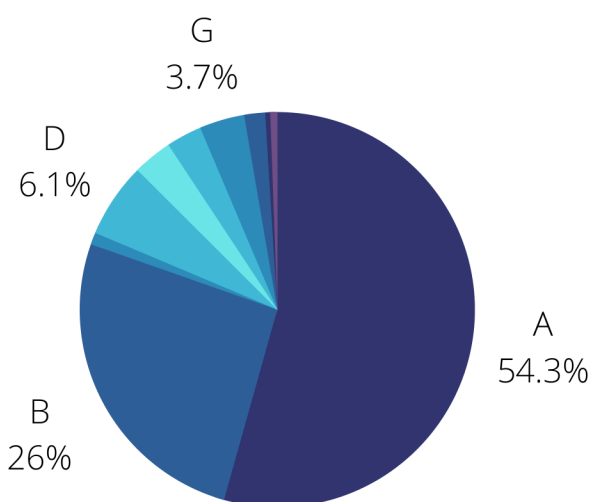
The contributions of the Finance Committee members; Tanys Howell, Emma Hillier, Kirsten Armbrustand Charlie Martin are greatly appreciated, and especially those of Lynda Terry and the entire Finance and Administration team at CCRC.

Allison Smith, CPA

Treasurer and Board Member

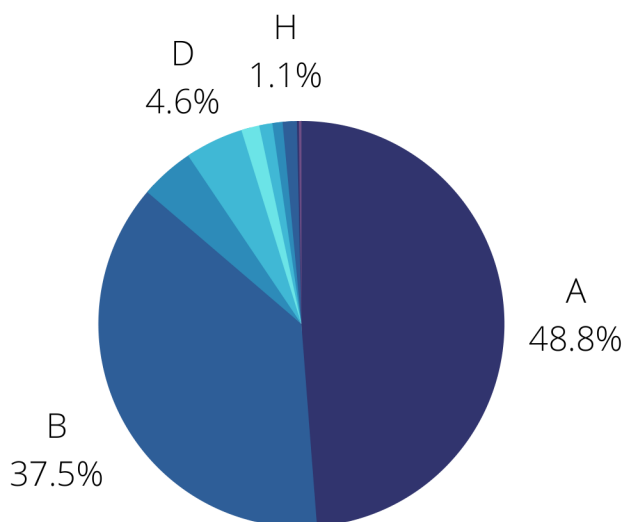
Community Counselling and Resource Centre Revenue for the Year Ending March 31, 2022

- A - City of Peterborough \$1,285,785
- B - Province of Ontario \$615,496
- C - Credit Counselling Donations \$23,237
- D - United Way \$145,039
- E - Other grants \$76,274
- F - Fees & user charges \$68,996
- G - Donations & Fundraising \$87,274
- H - Trillium Foundation \$40,487
- I - Housing Utility Funds \$9,527
- J - Amortization \$13,657



Community Counselling and Resource Centre Expenses for the Year Ending March 31, 2022

- A - Salaries and benefits \$1,150,409
- B - Program expenses \$884,401
- C - Occupancy costs \$101,544
- D - Office and administration \$109,616
- E - Purchased services \$34,087
- F - Equipment purchases and maintenance \$24,641
- G - Fees and dues \$19,043
- H - Amortization \$26,685
- I - Promotion \$3,569
- J - Recruitment and education \$4,792



Community Counselling & Resource Centre

STATEMENT OF OPERATIONS

For the Year Ended March 31, 2022

	2022 \$	2021 \$
Revenue		
City of Peterborough	1,285,785	1,432,610
Province of Ontario	615,496	635,929
United Way	145,039	125,412
Donations and fundraising	87,274	81,392
Other grants	76,274	112,049
Fees and user charges	68,996	91,519
Trillium Foundation	40,487	39,471
Credit Counselling donations and fees	23,237	129,245
Amortization of deferred capital contributions	13,657	13,768
Housing utility funds	9,527	22,805
Interest	752	1,843
Government Temporary Wage Subsidy	-	25,000
Rent	-	1,200
	2,366,524	2,712,243
Expenses		
Salaries and benefits	1,150,409	1,209,446
Program	884,401	1,051,745
Office and administration	109,616	92,894
Occupancy costs	101,544	113,680
Purchase service	34,087	66,376
Amortization	26,685	21,925
Equipment purchases and maintenance	24,641	35,436
Fees and dues	19,043	30,976
Recruitment and education	4,792	1,939
Promotion	3,569	2,598
	2,358,787	2,627,015
Excess of Revenue over Expenses Before the Undernoted	7,737	85,228
Gain on sale of tangible capital assets	-	128,846
Excess (deficiency) of Revenue over Expenses for the Year	7,737	214,074

Funders & Supporters

- All Saints' Anglican Church
- Canadian Bankers Association
- Canadian Centre for Accreditation (CCA)
- City and County of Peterborough
- Community Foundation of Greater Peterborough (CFGP)
- Credit Counselling Canada
- Credit Canada
- Doyle Scholarship Fund
- Emmanuel United Church
- Employment Planning & Counselling
- Enbridge Gas (LEAP Program)
- Erica Cherney Fund
- Family Service Canada
- Family Service Ontario (FSO)
- Family Service Employee Assistance Program (FSEAP)
- Hydro One (LEAP Program)
- Industry Canada
- Kinark Child and Family Services
- Ministry of Community Safety & Correctional Services
- Ministry of Children, Community & Social Services
- Ministry of Health
- New Canadians Centre
- Ontario Health
- Ontario Trillium Foundation
- Peterborough Foundation
- Peterborough Utilities 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

Partnerships and collaboration are fundamental for community organizations to succeed. We are so grateful to our partner organizations & funders for their ongoing support of CCRC's programs and services.

**Thank you to our
Jukebox Mania 2021 Sponsors!**



Community Partners

- Abuse Prevention of Older Adults Network
- Adult Protective Services
- A. Farber and Partners Inc.
- All Saints' Anglican Church
- Bank of Montreal
- Bank of Nova Scotia
- BDO Cobourg Region
- Brock Mission
- Canadian Mental Health Association
- Canadian Imperial Bank of Commerce
- Community Care Access Centre
- City of Peterborough Social Services
- City of Peterborough Housing Division
- County of Peterborough
- Community Care Peterborough
- Community Living Peterborough
- Crown Attorney's Office
- Curve Lake First Nation Band Office
- Diversity Equity & Inclusion Network
- Elizabeth Fry Society
- Elder Abuse Prevention Network of Ontario
- Emmanuel United Church
- Family and Youth Clinic
- Family Service Canada
- Five Counties Children's Centre
- Fleming College
- FourCAST
- Habitat for Humanity
- Hospice Peterborough
- Institute of Chartered Accountants Ontario
- John Howard Society
- Institute of Chartered Accounts Ontario
- 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
- Lovesick Lake Native Women's Association
- New Canadians Centre
- Nijikiwendidaa Anishnabe-Kwewag Services
- Nogojiwanong Friendship Centre
- Northern Lights Employment Centre
- Northumberland United Way
- Nourish Project
- Ontario Criminal Justice Association
- Peterborough and Kawartha Lakes Human Services and Justice Coordination Committee
- Peterborough AIDS Resource Network (PARN)
- Peterborough Area Fundraisers Network
- Peterborough Community Legal Centre
- Peterborough Domestic Abuse Network (PDAN)
- Peterborough Drug Awareness Coalition
- Peterborough Planning Table for Children and Youth
- Peterborough Public Health
- Peterborough Examiner
- Peterborough Housing Corporation

- Peterborough Police Victim Services
- Peterborough Northumberland Victim Services
- Peterborough Probation and Parole Office
- Peterborough Regional Health Centre Adult Outreach Program (PRHC-AOP)
- Peterborough Social Planning Council
- Peterborough Youth Services
- Probation and Parole Services
- Royal Bank of Canada
- SIRCH Community Services, Haliburton
- St John's Retirement Centre
- Suicide Self Help
- Support Team for Abuse Response Today (START)
- 101.5/Fresh Radio 100.5
- Toronto Dominion Bank
- Trent Community Research Centre (TCRC)
- Trent University
- United Way of Peterborough and 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
- YourTV Peterborough
- YES Shelter for Youth and Families
- YWCA Peterborough Haliburton

Volunteers, Students & Interns

Practicum Placements & Interns

Rhea Eady
Tia Clark
Megan Gallagher
Lisa McKay
Amanda Goodall

Volunteers

Tracey Boyd
Victoria Van Veen
Sheila Ferguson

Canada Summer Jobs Participants

Morgan Carl
Czarina Garcia
Caroline Henson

\$1,300

raised by CCRC
staff for the
2021/2022 United
Way Workplace
Campaign



Turning things around



Together, we can overcome. Thank you for helping people find a new path to a better life.

HOLD A FUNDRAISER. It could be a portion of sales from a side-hustle or asking people for donations in lieu of birthday or other holiday gifts.

SPREAD THE WORD about what we do. It could be as simple as 'I've heard they help with....' to get someone on the path to a better future for themselves and their family.

DONATE Whether it's one-time or monthly, donations to CCRC are investments in a better tomorrow for people in our community.

LIKE and follow us on Instagram, Twitter, Facebook, and LinkedIn to stay up-to-date with our latest news and program offerings.



@ccrc_ptbo



@CCRC_Ptbo



@CCRC.Peterborough



CommunityCounsellingandResourceCentre

QUESTIONS? Give us a call at 705-743-2272 or visit our website ccrc-ptbo.com

ccrc-ptbo.com ~ ccrc@ccrc-ptbo.com

