



# 2022-2023 ANNUAL REPORT

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# Board of Directors

## 2022-2023

### **President**

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### **Vice-President**

*Patricia Donnelly*

### **Treasurer**

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*Alicia Doris*

*Zoe King*

*Torri Balson*

*Colleen Patterson*

*Cassia Piper*



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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.

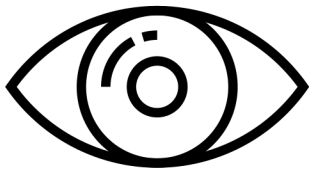
CCRC is an accredited, community-based charity.





## Values

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



## Vision

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



## 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



## Mission

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





# 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

The staff at CCRC never cease to amaze. They are able to continually adapt and provide excellent support to our clients all while dealing with pressures both personally and professionally as the pandemic continued and services changed. Last year, due to changes in the way that the Ministry of Community Safety and Correctional Services is administering the program CCRC is no longer operating the Community Service Order program. However, our Housing Resource Centre and Professional Counselling programs are busier than ever. Clients are presenting with increasingly complex issues and situations that require skilled interventions and support. Later in this report you can read the many ways our programs and services adapted to meet these needs.

Special thanks to Lynda Terry, Manager of Finance and Administration, Annie Hedden, Manager of the Housing Resource Centre, Sarah Bass, Manager of Fundraising, Communications and PDAN and Adina Muskat, Clinical Team Lead. Your leadership is vital to the work of CCRC. Thank you also to our Board of Directors, a wonderful group of volunteers who give so much to support our work.



Sincerely,

*Kirsten Armbrust*  
**Executive Director**

*Tanys Howell*  
**Board President**



# Impact Report

2022-2023

1718

People served through  
the Professional  
Counselling Program

62

Households at  
imminent risk  
prevented from losing  
their housing

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

\$21,000

Raised at  
Jukebox Mania  
2022

1062

Service requests  
at the drop in  
housing help  
clinic



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 traumatic life experiences.



A photograph of two women in a counselling session. One woman, with dark hair in a bun and wearing a light green shirt, is seated in a red armchair, facing the other woman. The second woman, with long dark hair and wearing a white button-down shirt, is seated in a grey armchair, facing the first woman. A small round wooden table between them holds a laptop, a notebook, and a cup of coffee. The background features a white wall, a black metal shelving unit with potted plants, and a large green plant on the right.

# Professional Counselling

The Professional Counselling team continues to see a significant increase in the need for counselling, as evidenced in the rise of intake calls over the past year. There are a variety of factors ranging from personal challenges to systemic inequalities that are contributing to the need for mental health and counselling supports in the community, as well as the recognition of the importance of mental health and counselling.

We continue to grow in the Northumberland region, and have begun a pilot program in partnership with the City of Peterborough Social Services to offer counselling to individuals receiving Ontario Works. We are consistently looking for ways to offer our services, build upon partnerships and resources to support our community.

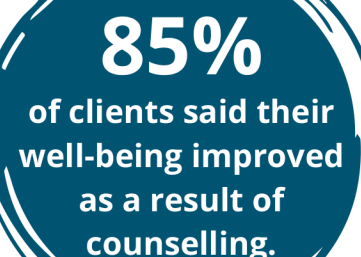
Our team continues to work tirelessly to provide trauma-informed and accessible care to the community through individual, couples and family counselling, as well as developing groups and workshops to meet the diverse needs of our clients.

While it has been a trying time for many of us across the sector, I want to highlight and celebrate some of our successes as well. Many of our counsellors are now qualified to deliver EMDR, a specific type of therapy focusing on addressing PTSD which has been highly beneficial for clients. We continue to offer a diverse range of counselling styles to best suit our client needs, and our client feedback continues to tell us we are on the right track of building a safe, non-judgmental and supportive space for people to talk through very difficult things and experience less shame as a result.

I share my endless gratitude to our Professional Counselling team and students for their ongoing work!

Thank you!

*Adina Muskat*  
**Clinical Team Lead**

A circular graphic with a dark blue background and a white border. Inside the circle, the text '85%' is written in large white font, followed by 'of clients said their well-being improved as a result of counselling.' in smaller white font.

**85%**  
of clients said their  
well-being improved  
as a result of  
counselling.

# Professional Counselling Snapshot

543

Intakes

79

Violence Against  
Women and  
Sexual Abuse

179

Seniors and  
Caregivers

65

Employee Assistance  
Program

30

Children's  
Mental Health  
Counselling and  
Family Support

## Professional Counselling Services to Clients

Intake - 543

LHIN funded-seniors and caregivers - 179

MCCSS funded-Violence Against Women/Sexual Abuse - 79

Employee Assistance Program (EAP) - 65

MCCSS funded-Peaceful Families - 10

MCCSS funded-clients referred by CAS - 29

MAG funded-Clients referred through Victim Quick  
Response - 5

MCCS funded Children's Mental  
Health Counselling and Family  
Support - 30

Full fee/self-funded clients - 12

NIHB/IFHP-Funded - Indigenous  
and Refugee Clients - 4

Clients served by Community

Request services (CIRs,  
Workshops) - 4

CIR (ppl attended) - 19

Community Consultations - 2

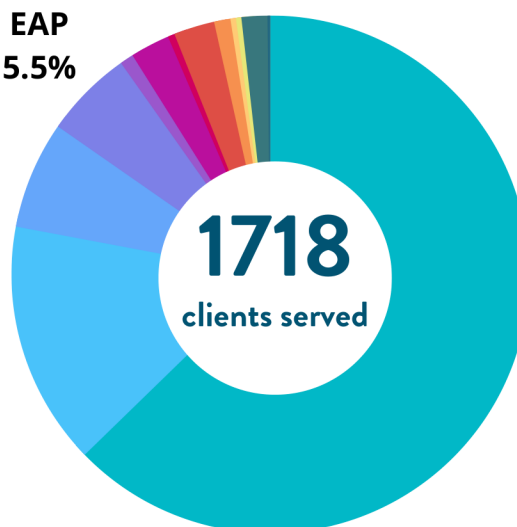
Client Inquiries - 737

VAW/Sexual Abuse  
6.7%

Seniors and Caregivers  
15.2%

CIR (ppl attended)  
1.6%

EAP  
5.5%



1718

clients served

Inquiries  
62.7%



# Housing Resource Centre



This past year has been a year of possibility for HRC. Hot off the heels of 3 years of constant change, 2022 is the year we found our groove. Our Drop-In Housing Help Clinic is swamped, our Eviction Prevention service is busier than ever, and we're helping people search for housing in the most difficult rental housing market of our lifetime. To be honest, we often feel overwhelmed by the immensity of it all.

Despite these challenges, we are thriving under our new service model, and we've turned our sights outward to the community we serve to identify gaps, and do what we can to fill them.



Our HRC Instagram account has over 400 followers, our Housewarming Project is providing baskets of household items to 12 households, and we're holding regular drop-in hours at local shelters. Our intensive project this year has been *Finding Home*, a collaboration with One City Peterborough and CMHA, supporting people involved in Housing Unit Takeovers. It's been amazing to be out in the community and working with other organizations toward our common goals.

I'm looking forward to continuing this work, and trying new things, as we keep moving along with our community out of uncertainty and into possibility. I am eternally thankful to the HRC team whose vision, values and dedication make this work happen.

Sincerely,  
*Annie Hedden*  
**Manager, Housing Resource Centre**

# Fundraising & Communications

On average, **1150** people reach out to CCRC each month for housing help or who are seeking professional counselling. While that number reflects both new and existing clients - it also speaks to how much CCRC's services are **needed** in our community.

Donors are a big part of the reason CCRC can provide the services it does to the people who walk through our doors, or who make that phone call to inquire about services. You, our donors are why we're just a phone call away for our many community partners, allowing us to working together to help people facing complicated challenges.

**\$94,218**

Raised from events & donations



Helped families **access** help to stay in their home or find a **safe** place to live



Helped people get the counselling they **needed**

This year, we we raised funds at Jukebox Mania and with the Peterborough Petes, receiving proceeds from the chuck-a-puck. We were also grateful to receive funds from the Ontario Trillium Foundation to work with a consultant to build a more sustainable fundraising program, while making sure we were taking care of our amazing donors and supporters.





# THANK YOU!

Words cannot describe the gratitude we have for our donors, sponsors, funders, and community partners. Without you, we wouldn't be able to deliver life-changing services to people in our communities.

**A special thank you to our Jukebox Mania Committee & Fundraising & Communications Committee volunteers: Tanys Howell, Tracey Boyd, Victoria van Veen, Alicia Doris, Todd Barr, Bob Campbell, Sheila Ferguson and Torri Balson. Thank you to Amanda Pratt for her work as a Canada Summer Jobs youth in 2022 and Amanda Goodall, my Fundraising & Communications Assistant in 2022/2023.**



**Peterborough  
Domestic  
Abuse  
Network**

## PDAN

The Peterborough Domestic Abuse Network (PDAN) is a network of organizations that support survivors of Domestic Violence and Intimate Partner Violence in Peterborough City and County. CCRC is the fundholder and a partner member of PDAN. Together, this group produced the first snapshot on Domestic Violence for Peterborough City and County, created a new website with improved navigation for those experiencing violence in the home, and launched a newly revised version of the handbook for survivors. These achievements garnered both local and national media coverage, to recognize that violence in the home remains a problem for people in our community and the need for more resources for survivors.

Working with the people who support survivors is an incredible honor & learning experience. I look forward to continuing to assist the network in their efforts to end violence against women in our communities. Thank you to Taylor Watson, who while working as a CSJ and then on placement, was instrumental in developing the survivor navigation tools and the 2022 Snapshot.

Sincerely,  
*Sarah Bass*

**Manager - Fundraising, Communications, PDAN**



# Grants



## Ontario Trillium Foundation

Funds to rebuild and recover from impacts of COVID-19 by working with a fundraising firm to develop a new fundraising strategy and plan to create new, sustainable revenue.



## Canadian Women's Foundation

Funding for EMDR training and technology for the Professional Counselling Program.



## United Way - Reaching Home

Funding to support people affected by Housing Unit Takeovers.



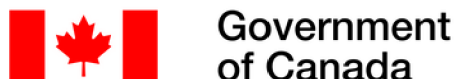
## Community Foundation of Greater Peterborough

Vital Community Grant in support of the people, ideas and activities that build community vitality in the Peterborough area.



## Grant Thornton Foundation

Funds in recognition of World Mental Health Day.



## Canada Summer Jobs Grant

Funding for Canada Summer Jobs students to support CCRC operations.



## The Wiseman Foundation

Funding to support Professional Counselling Services in Northumberland.



## Cameco

Funding to support Professional Counselling Services in Northumberland.





# Finance & Administration

The Finance and Administrative team works diligently to support the operations of CCRC and fulfill our mission. Our dedicated frontline staff consistently deliver compassionate and respectful support, working with a diverse clientele by providing professional counselling, supporting housing stability, and fostering community connections. We deeply value our role within the community and are committed to empowering individuals to turn things around.

Our recent financial statement revealed an operating surplus of \$99,149. This surplus strengthens our reserves and increases the overall sustainability of CCRC. Notably, the majority of our \$1.6 million expenses, totaling over \$1.3 million (80%), was allocated to staffing and direct client support, as depicted in the accompanying pie chart.

It's crucial to acknowledge that CCRC's impactful work hinges on the generous contributions of Donors, Community Partners, and Funders. We extend our gratitude to all who supported us, including one time support from Trillium, Community Foundation of Greater Peterborough, United Way Peterborough (Reaching Home), United Way Northumberland (Clinical Counselling), New Canadian Centre (NCC), and Canadian Women's Foundation. Their financial backing enabled us to fulfill our mission through a hybrid service model by supporting technology upkeep, which allowed clients to access our services through a variety of methods.

The past year posed unique challenges for our Finance and Administration team as we navigated financial shifts and evolving service demands. We bid farewell to valued team members Sandy Garvey (Finance Assistant) and Kim Hamilton (Program and Administrative Assistant) following years of dedicated service. Welcoming Humay Narimanova (Payroll/Accounts Payable Coordinator) and Amanda Pratt (Program and Administrative Assistant) infused new energy into our team. Their dedication, combined with the efforts of our Finance Committee led by Allison Smith (Treasurer and Finance Committee Chair), along with committee members Emma Hillier, Charlie Martin, Tanys Howell, and Kirsten Armbrust, strengthened our operations.

In conclusion, this year exemplified our commitment to excellence and resilience, with a strong team and supportive partnerships propelling CCRC's mission forward.

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

# Finance

## Committee

The CCRC is pleased to note another successful year despite the changes in funding from key supports. The CCRC was able to conclude the year with a surplus of \$99,000, a significant improvement over the balanced budget planned for the year. This is attributed to some additional unplanned grants being received. In addition, the Finance Committee made the decision to capitalize on rising interest rates and earn higher than budgeted interest income on investments. This surplus will be used to assure the continued success of the CCRC's operations as the agency expands the reach of its services.

During the year, the CCRC underwent a salary review to be more aligned with the salaries of comparable organizations. The Board determined that this adjustment was imperative to the continued operations of the CCRC and well-being of staff. This is effective for fiscal 2024 and it is important to note as this will have an impact on the CCRC's salary costs moving forward, estimated to be \$86,000 for the upcoming year. The staff and Executive Director made commendable efforts to continue programs and services despite temporary hiring freezes put in place to enable the salary adjustment.

The CCRC is grateful for the generosity of its staff, volunteers, donors, and community partners, who are essential to the continued operation of the CCRC. More than ever, we are reminded of the importance of the community supports that the CCRC offers through its programs.

The contributions of the Finance Committee members; Tanys Howell, Kirsten Armbrust, Emma Hillier and 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**

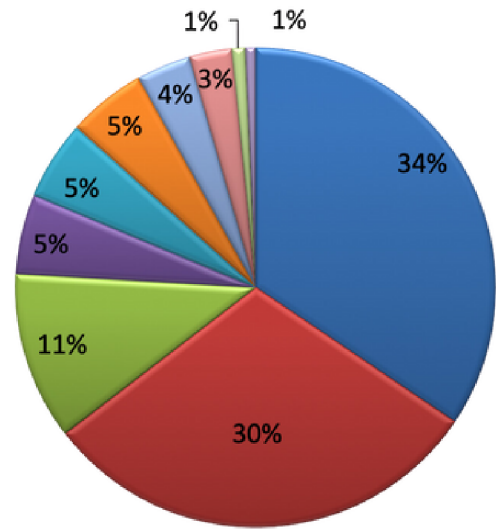




# Revenue & Expenses

## Community Counselling and Resource Centre Revenue for the Year Ending March 31, 2023

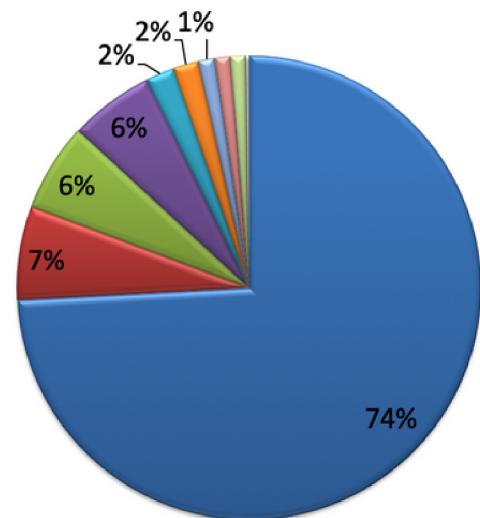
- Province of Ontario: \$607,234
- City of Peterborough: \$531,427
- United Way: \$199,647
- Trillium Foundation: \$94,787
- Donations and fundraising: \$94,219
- Fees and user charges: \$92,866
- Other grants: \$64,190
- Housing utility funds: \$51,006
- Interest: \$15,735
- Amortization of deferred capital contributions: \$11,945



**Total Revenue:**  
**\$1,763,056**

## Community Counselling and Resource Centre Expenses for the Year Ending March 31, 2023

- Salaries and benefits: \$1,233,687
- Office and administration: \$108,786
- Occupancy costs: \$102,571
- Program: \$98,147
- Equipment purchases and maintenance: \$33,372
- Purchase service: \$29,487
- Amortization: \$18,837
- Promotion: \$17,669
- Fees and dues: \$17,664
- Recruitment and education: \$3,687



**Total Expenses:**  
**\$1,663,907**

# Community Counselling & Resource Centre

## STATEMENT OF OPERATIONS

For the Year Ended March 31, 2023

	2023	2022
	\$	\$
<b>Revenue</b>		
Province of Ontario	607,234	615,496
City of Peterborough	531,427	1,285,785
United Way	199,647	145,039
Trillium Foundation	94,787	40,487
Donations and fundraising	94,219	87,274
Fees and user charges	92,866	68,996
Other grants	64,190	76,274
Housing utility funds	51,006	9,527
Interest	15,735	752
Amortization of deferred capital contributions	11,945	13,657
Credit Counselling donations and fees	-	23,237
	1,763,056	2,366,524
<b>Expenses</b>		
Salaries and benefits	1,233,687	1,150,409
Office and administration	108,786	109,616
Occupancy costs	102,571	101,544
Program	98,147	884,401
Equipment purchases and maintenance	33,372	24,641
Purchase service	29,487	34,087
Amortization	18,837	26,685
Promotion	17,669	3,569
Fees and dues	17,664	19,043
Recruitment and education	3,687	4,792
	1,663,907	2,358,787
<b>Excess (deficiency) of Revenue over Expenses for the Year</b>	<b>99,149</b>	<b>7,737</b>



# Funders

- All Saints' Anglican Church
- Cameco
- Canada Women's Foundaion
- City of Peterborough
- County of Peterborough
- Community Foundation of Greater Peterborough (CFGP)
- Emmanuel United Church
- Employment Planning & Counselling
- Erica Cherney Fund
- Ministry of Community Safety & Correctional Services
- Ministry of Children, Community & Social Services
- Ministry of Health
- New Canadians Centre
- Ontario Energy Board
- Ontario Health
- Ontario Trillium Foundation
- Peterborough Foundation
- Peterborough Utilities Services
- Government of Canada
- United Way of Northumberland
- United Way of Peterborough & District
- United Way Simcoe Muskoka
- Victim Services of Peterborough and Northumberland (VSPN)

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 2022 Sponsors!



Susan McCaig-Campbell  
& Bob Campbell

# Community Partners & Supporters

- 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
- 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
- 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
- New Canadians Centre
- Nijkiwendidaa Anishnabe-Kwewag Services
- Nogojiwanong Friendship Centre
- Northern Lights Employment Centre
- Nourish Project
- Ontario Criminal Justice Association
- Peterborough and Kawartha Lakes Human Services and Justice Coordinating 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 Business Network
- Women's Health Care Centre
- Yorkville University
- YourTV Peterborough
- YES Shelter for Youth and Families
- YWCA Peterborough Haliburton

# Volunteers, Students & Interns

## Practicum Placements & Interns

Lauren Voore  
Kristen McGeowen  
Ashley Rose  
Allison McKinlay  
Lindsay Jackson  
Taylor Watson

## Volunteers

Tracey Boyd  
Victoria Van Veen  
Sheila Ferguson  
Bob Campbell

## Canada Summer Jobs Participants

Taylor Watson  
Amanda Pratt  
Kyle Hudin-Lamoureux

# \$706

raised by CCRC  
staff for the  
**2022/2023 United  
Way Workplace  
Campaign**



**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 small business 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, or a Legacy gift, 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](http://ccrc-ptbo.com)



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

