

ANNUAL REPORT 2023-2024



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Board of Directors 2023-2024

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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.



Vision

Thriving individuals, thriving communities



Values

Responsiveness, Integrity, Inclusivity, Community, Compassion



Mission

We empower people and strengthen our community by offering counselling and housing support, nurturing personal growth and stability



CCRC Strategic Priorities & Goals 2024-2028



1

Known Identity, Clear Access

- Clarify our identity and enhance our visibility
- Strengthen communications across communities
- Engaging information that clarifies service pathways



Trusted Leader, Regional Provider

- Enhance partnerships and regional outreach
- Understand regional needs and respond with our strengths
- Expand with consistency and excellence
- Advocate for community advancement

2

3

Strong Team, Stable Organization

- Diversify our financial base and foster a culture of giving
- Strengthen our commitment to Equity, Diversity, Inclusion and Accessibility (EDIA)
- Invest in technology to enhance service access
- Foster team development and capacity to drive innovation and responsiveness



Executive Director & President Report

This past year CCRC embarked on a strategic planning process, which strengthened our commitment to growth and leadership. Since our last annual report we have grown in new and exciting ways to better support our clients and neighbouring communities. In the summer of 2023 we entered into a partnership with the City of Kawartha Lakes to provide professional counselling services to their clients, and are continuing this important work. Later in this report you will also read about specialized services supporting those experiencing trauma. The Housing Resource Centre staff have been busy developing new ideas and pursuing new sources of funding. Their commitment and energy paid off and two exciting new programs were launched in April 2024

I am so thankful for the commitment of all our staff that work each and every day to support our clients. 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, Adina Muskat, Clinical Team Lead (currently on parental leave), Laura Geffert, Clinical Team Lead and Laura Greenwood, Manager of Community Engagement—a position created to lead a new initiative in HRC. 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

Patricia Donnelly
Board President



Impact Report

2023-2024

1471

People served through the Professional Counselling Program

\$44,000

Raised at Jukebox Mania 2023

505

Households received system navigation support

943

Service requests at the drop in housing help clinic

181

Households at imminent risk prevented from losing their housing

To increase client engagement, collaborate on counselling decisions, and enhance client outcomes, we have partnered with Greenspace, a measurement based care platform.

Working with community partners, the HRC team addressed identified housing service gaps by securing funding for and introducing the Paralegal Program and Community Mediation through HRC - implementation 2024/2025.



Professional Counselling

The Professional Counselling team is still working hard to address the needs of the community. The need for reasonably priced counselling services is still rising as everyday living becomes more stressful and expensive due to economic instability.

As an organization, we never stop looking for new funding to grow our services. Those receiving Ontario Works will continue to be served by our pilot program, which has been extended in collaboration with the City of Peterborough Social Services. In the City of Kawartha Lakes, we also started a pilot program that gave us the opportunity to hire two additional counsellors to provide services to individuals enrolled in the Housing program and to those receiving Ontario Works. This program was funded by the City of Kawartha Lakes. Additionally, we have grown our program in Northumberland and are now able to provide Campbellford residents in-person counselling. We can't wait to see where these new collaborations take us and provide the community with much-needed resources.

We applied for and were awarded a Bell Let's Talk grant this year. With the help of the grant, our organization was able to train additional counselors in EMDR therapy, which targets and treats PTSD. In order to improve our team's EMDR expertise, we were also able to purchase some EMDR equipment and access outside consultation. Our team's capacity to treat more clients using EMDR will, in our opinion, be of enormous help to our clients.

Additionally, we have started incorporating Measurement Based Care into our process of care. In order to increase client engagement, collaborate on counselling decisions, and enhance client outcomes, we have partnered with Greenspace, a technology that enables therapists and clients to collect data and insights. Greenspace regularly follows up with clients to find out how they are doing, gain a better understanding of their mental health, and make sure that daily events are tracked for the client's incorporation in the ongoing counselling plan. Going forward, we look forward to hearing from clients on how Greenspace affected their counselling experiences with CCRC.

Thanks to all our new funding sources we were able to grow our staff team in the last year and hire a number of Clinical Counsellors. We were able to hire a number of Clinical Counsellors. Kristen McGeown and Lisa Greci worked in the City of Kawartha Lakes, Phil Grills worked in both Campbellford and Peterborough, Viktoriia Moiseeva, Graham Petty and Rochelle Andrew saw clients in Peterborough. In addition Quinlan Clark joined the team as an Intake and Single Session Counsellor. A special thanks also goes out to our ongoing team members, Diane Caldwell, Emily Buckley and, Emily Rogers Nannarone who continue to provide services at CCRC. We are so grateful to have such a talented and diverse team of counsellors to support our community.

Sincerely,
Laura Geffert
Clinical Team Lead



Professional Counselling Snapshot

322

Intakes

78

**Violence Against
Women and
Sexual Abuse**

123

**Seniors and
Caregivers**

81

**Employee Assistance
Program**

49

**Children's
Mental Health
Counselling and
Family Support**

Professional Counselling Services to Clients

Total Client Inquiries - 1471

Intake - 322

OH funded - Seniors and Caregivers - 123

NIHB/IFHP-Funded - Indigenous and Refugee Clients - 2

MAG funded - Clients referred through Victim Quick Response - 1

MOH funded - Children's Mental Health Counselling and Family Support - 49

MCCSS funded-Violence Against Women/Sexual Abuse - 78

MCCSS funded - Men's Sexual Abuse - 43

MCCSS funded - Peaceful Families - 33

MCCSS funded - Clients referred by CAS - 22

City of Peterborough- 59

Homeward Bound - 1

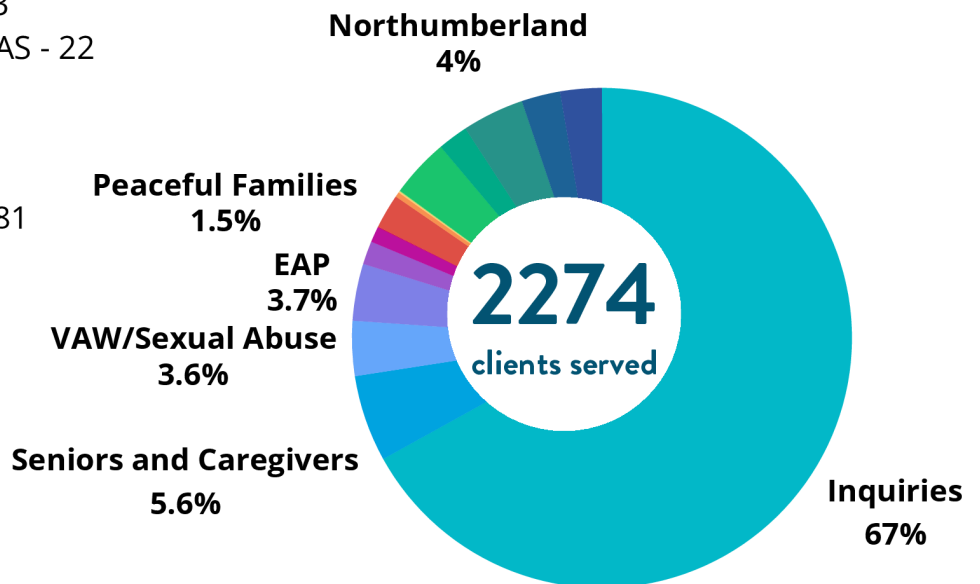
Full fee/self-funded clients - 7

Employee Assistance Program (EAP) - 81

Satellite Offices

City Kawartha Lakes - 55

Northumberland - 88



Housing Resource Centre

Moving in to the 2023-24 year, the HRC team had two main goals. The first was to prevent as many people as possible from experiencing homelessness. The second was to reach out to our community, get to know our community partners, and spread the word about who we are and what we do. I'm happy to report that we successfully completed both goals! As our community continues to face unprecedented challenges around housing and homelessness, the Housing Resource Centre continues to face unprecedented challenges around meeting demand for services. Just like last year, our Drop-In Housing Help service and our Eviction Prevention service were overwhelmingly busy. HRC's amazing staff team rose to the challenge and managed to save 181 at-risk tenancies. The team helped find new housing for 55 households who were homeless, or whose housing was inadequate to meet their needs. These are both incredible accomplishments that prevented vulnerable individuals and families from experiencing homelessness.

If you're reading this report, and you're a friend of HRC, you probably saw some of us out and about this past year attending team meetings, health fairs, and community events. We also hosted or co-hosted several workshops, trainings and community education events on topics related to tenants' rights and housing issues. We're really excited about all of the new connections we've made over the past year and we're looking forward to the new one's we'll make next year.

As we worked through these two goals we identified some gaps in the services we were providing and some exciting opportunities for collaboration within the community, and we pursued some new sources of funding to help us move in new directions to fill those gaps and better meet the needs of our clients and community. This resulted in the creation of two new programs at HRC, the Paralegal Program, which allowed us to hire Jessa McAuliffe, a licensed Paralegal with a background in advancing access to justice for marginalized populations, and the Housing Mediation program, which is a collaboration with the John Howard Society, and allowed Laura Greenwood to move into a new role as HRC's Manager of Community Engagement, leading the Housing Mediation project along with our Community Education project.

I'd like to thank all of the staff who have made our past year so successful: Leigh Carrod, Laura Greenwood, Kristina Thirlwell, Amanda Pratt, Andrea Holtrust, Allison McKinlay, Natasha Van Renesse, Auden Palmer, Jessa McAuliffe, and Quinlan Clark. I'd also like to extend thanks to the placement students who supported our work: Hailey Snarr, Gaganprit Kaur, Grayden Hatherly, Halona Sine, Pallvi Pallvi, Jessica Bowen, and Maddy Welsh.

Sincerely,
Annie Hedden
Manager, Housing Resource Centre



Fundraising & Communications

CCRC made tremendous gains over the past year, with our first in-person Jukebox Mania since 2019 raising over \$44,000 in gross revenue.

Over the past year, CCRC was grateful to receive:

\$30,000 from the Community Foundation of Greater Peterborough, and **\$9291** from the Peterborough Foundation to offset technology upgrades **\$20,000** from Bell Let's Talk to assist with delivering Eye Movement and

Desensitization Reprocessing therapy to those impacted by Post Traumatic Stress Disorder

\$10,000 from Cameco to support our Professional Counselling program in Northumberland

We were also so excited to welcome back our legacy board members, the people who helped build our organization since it's humble beginnings in 1956.



Thank you to our incredible stakeholders, staff, volunteers, board members, donors and community partners, who, have made CCRC a trusted resource, partner and service provider. I'm continuously humbled by the grace and passion you bring to conversations around CCRC's efforts in our community.

Thank you to Kirsten, Alicia, Bob, Sheila, Torri, Victoria, Tanys and Cassia for your work on the Fundraising & Communications Committee and the Jukebox Committee. Thank you to Karter - who assisted all things Fundraising, Communications and PDAN in the summer of 2023, and Geri who was instrumental in the development of the 2023 community snapshot and other events for PDAN over the 2023/2024 year. Also thank you to Michelle who, also on placement, assisted with a number of both PDAN and JBM items this spring.

Sincerely,
Sarah Bass

Manager - Fundraising, Communications, PDAN

PDAN



Peterborough
Domestic
Abuse
Network

AN AWARENESS-BUILDING COMMUNITY EVENT

IT HAPPENS HERE.

CONVERSATIONS ABOUT VIOLENCE AGAINST WOMEN

Join us to hear the latest local statistics on violence against women-identified people, and learn from survivors and community service organizations about the difficulties faced by survivors, what resources are available, and what you can do to help.

THURSDAY, DEC 7
3:00 PM - 5:00 PM

MARKET HALL
140 CHARLOTTE ST. PTBO



Peterborough
Domestic
Abuse
Network

WITH KIND SUPPORT FROM



Building on the momentum of affiliate violence against women coordinating committees across the province, PDAN organized delegations to both City of Peterborough and County of Peterborough municipal leadership and presented the collated statistics of domestic violence/intimate partner violence (DV/IPV) for our region. We did so with an ask that both councils declare DV/IPV an epidemic.

Both councils unanimously agreed.

On the heels of this, PDAN hosted 'It Happens Here' a community event that discussed the prevalence and impact of DV/IPV for people in our community. It included both recorded and live comments from survivors and those who support them.

In the spring of 2024, we completed another revision of the handbook for survivors of DV/IPV. Each of these events and activities required careful planning, including input and feedback from survivors themselves. It was a tremendous privilege to engage directly with survivor consultants on each of PDAN's planned activities over the past year, and I continue to be awed, humbled and grateful to be part of the work with both the courageous women who have shared their thoughts and expertise, and with the people who work on the front lines, helping people, mainly women, through incredibly difficult situations every day.

PDAN is comprised of 30+ organizations who support survivors of DV/IPV in some way working collaboratively to mitigate and end Gender Based Violence.

I look forward to continuing to support the community collaboration that is the cornerstone of the prevention, education and support efforts we are all undertaking.

Thank you to everyone who is part of this work and also to the Community Foundation of Greater Peterborough for funding the venue for our December 8th event.

Sincerely,
Sarah Bass

Manager - Fundraising, Communications, PDAN

City of Peterborough declares intimate partner violence an epidemic



By Greg Davis · Global News

Posted November 28, 2023 1:17 pm · 4 min read



Brittany McMillan, left and Kim Dolan, middle, speak to Peterborough city council on Nov. 27, 2023 prior to council voting on a motion to declare intimate partner violence an epidemic. Robert Lotbalian/Global News Peterborough

Grants



Peterborough Foundation

Funding to support technology upgrades



United Way
Peterborough & District

United Way - Reaching Home

Funding to support people affected by Housing Unit Takeovers.



Community Foundation
of Greater Peterborough

Community Foundation of Greater Peterborough

Community Services Recovery Fund in support of our technology upgrades.

A Vital Community Grant and funding to assist PDAN in hosting 'It Happens Here' and event about Domestic Violence in Peterborough



Bell
Let's Talk

Bell Let's Talk

Funding to expand Eye Movement Desensitization and Reprocessing therapy for trauma survivors



Government of Canada

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



We are delighted to share the financial summary for the fiscal year ending March 31, 2024. CCRC ended the year with a surplus of \$61,203, a testament to our careful financial management and commitment to serving our community. Almost 80% of our budget, amounting to \$1,461,246, was dedicated to salaries and direct program expenses, underscoring our focus on delivering impactful services.

This year has been exceptionally busy for the Finance and Administration team. In addition to our regular operations, we successfully implemented a major IT migration to MS365 during the fall. This project significantly improved our efficiency and was made possible by a \$30,000 grant from the Community Foundation of Greater Peterborough and a \$9,291 grant from The Peterborough Foundation. Our team worked diligently to ensure a smooth transition, and their efforts have truly paid off.

We are immensely thankful to our Finance and Administration team: Humay Narimanova (Finance and Administration Coordinator), Amanda Pratt (Program and Administration Assistant, who was seconded to the Housing Resource Centre in July 2023), Allison McKinlay, and our new Program and Administration Assistant, Caitlin Wilkins. Each team member has gone above and beyond to maintain our IT systems, ensure our building and equipment remain in good repair, ensure HR records are managed effectively, and provide accurate payroll and accounting services. They have also ensured that our clients are welcomed and treated with respect and dignity.

We would also like to extend our heartfelt thanks to the Finance Committee—Allison Smith (Treasurer), Emma Belleghem (Treasurer), Patricia Donnelly (Board Chair), Charlie Martin, and Kirsten Armbrust. Their insight and thoughtful contributions have been invaluable to the sustainability of our agency. Together, we are making a meaningful difference in our community, and we are deeply grateful for everyone's dedication and hard work.

Thank you all for your continued support and commitment to our mission.

Sincerely,
Lynda Terry
Manager of Finance and Administration



Finance Committee

CCRC's Finance Committee is pleased to share the financial results of CCRC's fiscal year ending March 31, 2024. Notably, CCRC achieved a surplus of \$61,013—demonstrating the organization's prudent financial stewardship and commitment to long-term sustainability.

The organization continues to explore ways to provide excellent community services while making everyday processes more efficient. Thanks to generous funding received from the Community Foundation of Greater Peterborough and the Peterborough Foundation, CCRC was able to seamlessly transition to Microsoft 365.

CCRC deeply appreciates the support of its dedicated staff, volunteers, donors, and community partners. Their contributions are vital to sustaining CCRC's ongoing operations. Especially in these challenging times, we recognize the critical role that CCRC's programs play in providing essential community support.

I would like to thank Lynda Terry (Manager of Finance and Administration) and the entire Finance and Administration team who are dedicated to ensuring CCRC's financial and payroll records are accurate, IT systems operate effectively, and overall help ensure the organization has the resources needed to operate smoothly. I would also like to thank my fellow Finance Committee members – Patricia Donnelly (Board Chair), Charlie Martin, Kirsten Armbrust (Executive Director) and Allison Smith (Treasurer).

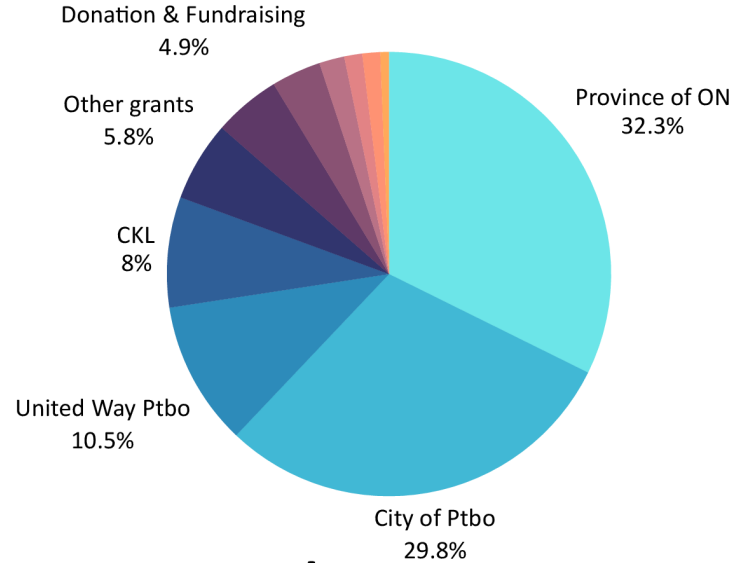
Sincerely,
Emma Bellegham
Interim Treasurer



Revenue & Expenses

Community Counselling and Resource Centre
Revenue for the Year Ending March 31, 2024

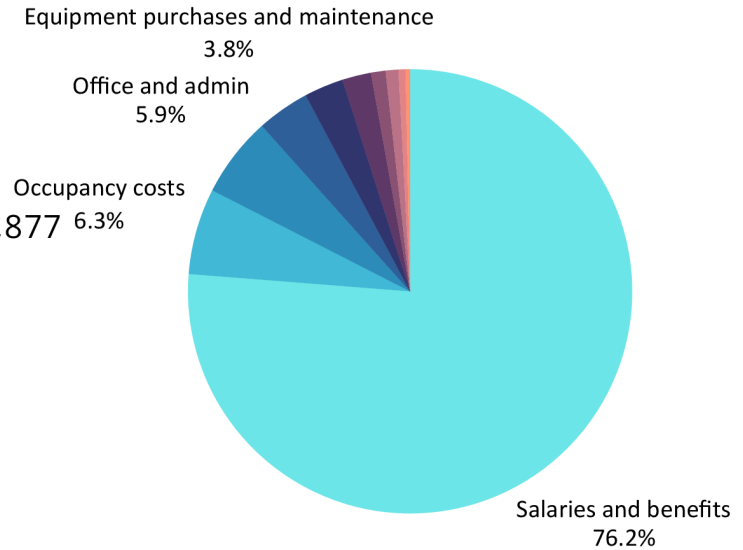
- Province of Ontario: \$616,712
- City of Peterborough: \$567,848
- United Way: \$200,484
- City of Kawartha Lakes \$153,328
- Other grants: \$111,094
- Donations and fundraising: \$93,042
- Fees and user charges: \$68,994
- Interest: \$34,985
- Northumberland County \$25,000
- Trillium Foundation: \$24,826
- Amortization of deferred capital contributions: \$11,966



Total Revenue:
\$1,908,279

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

- Salaries and benefits: \$1,408,513
- Occupancy costs: \$115,803
- Office and administration: \$108,289
- Equipment purchases and maintenance: \$70,877
- Program: \$52,733
- Purchase service: \$38,810
- Fees and dues: \$19,548
- Amortization: \$17,185
- Promotion: \$9,368
- Recruitment and education: \$6,140



Total Expenses:
\$1,847,266

Community Counselling & Resource Centre

STATEMENT OF OPERATIONS

For the Year Ended March 31, 2024

	2024	2023
	\$	\$
Revenue		
Province of Ontario	616,712	607,234
City of Peterborough	567,848	531,427
United Way	200,484	199,647
City of Kawartha Lakes	153,328	-
Northumberland County	25,000	-
Trillium Foundation	24,826	94,787
Other grants and miscellaneous income	111,094	64,190
Donations and Fundraising	93,042	94,219
Fees and user charges	68,994	92,866
Interest	34,985	15,735
Amortization of deferred capital contributions	11,966	11,945
Housing utility funds	-	51,006
	1,908,279	1,763,056
Expenses		
Salaries and benefits	1,408,513	1,231,041
Occupancy costs	115,803	105,482
Office and administration	108,289	87,334
Equipment purchases and maintenance	70,877	48,778
Program	52,733	97,896
Purchase service	38,810	29,487
Fees and dues	19,548	17,664
Amortization	17,185	18,837
Promotion and publicity	9,368	17,669
Recruitment and education	6,140	9,719
	1,847,266	1,663,907
Excess (deficiency) of Revenue over Expenses for the Year	61,013	99,149



Funders

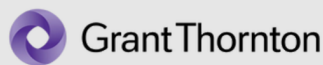
- Bell Let's Talk
- Cameco - Step up for Mental Health
- Canadian Women's Foundation
- City of Kawartha Lakes
- City of Peterborough
- Community Foundation of Greater Peterborough
- Emmanuel United Church
- Ministry of Children, Community & Social Services
- Ministry of Health
- New Canadian's Centre
- Northumberland County
- Ontario Health
- Ontario Trillium Foundation
- Peterborough Foundation
- Service Canada
- United Way Northumberland
- United Way Peterborough & District
- United Way Simcoe Muskoka (LEAP Program)
- Victim Services of Peterborough and Northumberland
- Ontario Energy Board (OESP Program)

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.

Memberships and Affiliations

- Family Service Ontario
- Canadian Centre for Accreditation
- Family Services Employee Assistance Program
- Family Service Canada

Thank you to our Jukebox Mania 2023 Sponsors!



Community Partners & Supporters

- Adult Protective Services
- All Saints' Anglican Church
- Brock Mission
- Campbellford Memorial Hospital
- Canadian Mental Health Association
- City of Peterborough Social Services
- City of Peterborough Housing Division
- County of Peterborough
- Community Care Peterborough
- Community Living Trent Highlands
- 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
- Five Counties Children's Centre
- Fleming College
- FourCAST
- Habitat for Humanity
- Hospice Peterborough
- John Howard Society
- Kawartha Family Court Assessment
- Kawartha Food Share
- Kawartha-Haliburton Children's Aid Society
- Kawartha Sexual Assault Centre
- Kinark Child and Family Services
- My FM Cobourg/Go Northumberland
- New Canadian's Centre
- Nijkiwendidaa Anishnaabekwewag Services Circle
- Nogojiwanong Friendship Centre
- Northumberland United Way
- Ontario Provincial Police
- Peterborough and Kawartha Lakes Human Services and Justice Coordinating Committee
- Peterborough AIDS Resource Network
- Peterborough Area Fundraisers Network
- Peterborough Child and Family Centres
- Peterborough Community Legal Centre
- Peterborough Domestic Abuse Network
- Peterborough Drug Strategy
- Peterborough Planning Table for Children and Youth
- Peterborough Public Health
- Peterborough Housing Corporation
- Peterborough Police Service



- Peterborough Police Victim Services Unit
- Peterborough Probation and Parole
- Peterborough Regional Health Centre: Adult Outreach Program, Family and Youth Clinic, Women's Health Care Centre
- Peterborough Youth Services
- The Wolf 101.5/Fresh Radio 100.5 (Corus)
- Thrive Housing & Support
- Trent Community Research Centre
- Trent University
- Tyndale University
- United Way of Peterborough and District
- Victim Services Peterborough Northumberland
- Victorian Order of Nurses for Canada
- Watton Employment
- Yorkville University
- YES Shelter for Youth and Families
- YWCA Peterborough Haliburton



Volunteers, Students & Interns

Canada Summer Jobs Participants

Karter Deedman
Allison McKinlay

Volunteers

Tracy Boyd
Bob Campbell
Shelia Ferguson
Charlie Martin
Victoria Van Veen

Practicum Placements & Interns

Gerri Blinick
Quinlan Clark
Gryden Hartherly
Gaganprit Kaur
Kristen McGeowen
Pallvi Pallvi
Graham Petty
Michelle Ruallo
Halona Sine
Hailey Snarr

In Memory of Todd Barr and Meghann Agnew

We were saddened to hear of the loss of two of our former board members over the past year. Todd and Meghann served on our board during different terms, but both of these people gave their time, passion and expertise to CCRC over the course of their time with us.

We'd like to extend our gratitude for their work and our sincere condolences to their families and friends.





Thank you for helping people in our communities thrive.

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, 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



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

