CCRC
Turning things around

COMMUNITY COUNSELLING AND RESOURCE CENTRE

https://www.ccrc-ptbo.com/

Services Provided, Communities Served, and Associated Fees

CCRC's counselling and housing programs are designed to support individuals and families experiencing poverty, housing instability, and complex life challenges. Through accessible, needs-based services – many offered at no cost – CCRC helps prevent homelessness, improve mental health, and strengthen community well-being.

These activities align with recognized charitable purposes, including the **relief of poverty**, **advancement of health**, and **other purposes beneficial to the community**.

1. Specific Services Provided

CCRC delivers two integrated program streams: **Professional Counselling Services** and the **Housing Resource Centre (HRC)**. Together, these services support individuals and families experiencing housing instability, poverty, mental health challenges, and family stress.

Professional Counselling Services

CCRC provides short- to mid-term counselling through:

- Individual, couples, and family counselling
- Group counselling and psychoeducational workshops
- Crisis-informed and trauma-informed support

Areas of support include:

- Mental health and emotional well-being
- Family conflict, parenting, and relationship breakdown
- Grief and loss
- Caregiving stress (including seniors and caregivers)
- Gender-based violence, abuse, and recovery from trauma

These services are delivered by qualified professionals and are designed to stabilize individuals and families, reduce crisis, and strengthen long-term well-being.

Housing Resource Centre (HRC)

The HRC provides practical and legal supports to individuals and families who are **at risk of eviction or homelessness**, including:

- Housing Help Drop-In (no appointment required)
- Eviction prevention and housing stabilization support
- Housing mediation (tenant–landlord and household conflict resolution)
- A **free paralegal program** for low-income tenants facing legal housing issues
- Assistance navigating housing systems, applications, and supports
- Weekly vacancy listings and housing search assistance

These services are focused on **keeping people housed and preventing homelessness**, particularly for individuals facing financial hardship and complex barriers.

2. Populations Served and Access to Services

CCRC serves individuals and families across:

- Peterborough City and County
- Northumberland County
- City of Kawartha Lakes (through referral partnerships)

The primary populations served include:

- Individuals and families with **low income or financial instability**
- People at risk of **eviction or homelessness**
- Survivors of violence and trauma
- Seniors and caregivers
- Families experiencing conflict or breakdown
- Individuals experiencing mental health challenges

Access to Services

Services are designed to be **low-barrier and accessible**, including:

- Direct intake via phone for counselling services
- Walk-in/drop-in access for housing services
- Referrals from community partners (e.g., social services, healthcare providers)
- Self-referral without requirement for diagnosis or formal documentation

This approach ensures that individuals experiencing urgent or complex challenges can access support quickly and without unnecessary barriers.

3. Fee Structure and Needs-Based Access

CCRC operates using a **mixed funding model** that prioritizes accessibility for those with financial need.

- Many services are **offered free of charge**, thanks to funding from government, municipal, United Way, and foundation support
- The Housing Resource Centre's **paralegal services are provided at no cost** to low-income tenants
- Counselling services are delivered through a combination of:
    - Fully funded (no-cost) programs for priority populations
    - Subsidized or low-cost options
    - Limited fee-for-service streams where appropriate

Importantly, **inability to pay is not a barrier to receiving essential services**. Programs are intentionally structured to support individuals experiencing financial hardship, and a significant proportion of clients access services at no cost.

This model aligns strongly with the **relief of poverty**, as services are targeted toward individuals facing economic barriers, housing instability, and limited access to private supports.

4. Public Benefit and Charitable Purpose

CCRC's activities provide a clear and measurable public benefit aligned with recognized charitable purposes, particularly:

Relief of Poverty

- Supports individuals and families experiencing financial hardship
- Provides free legal and housing supports to low-income tenants
- Reduces the risk of homelessness and associated economic and social costs

Prevention of Homelessness and Housing Stabilization

- In 2024-25 alone, CCRC helped **preserve 295 tenancies** and supported **442 households** to stabilize their housing
- Preventing eviction reduces strain on shelters, healthcare, and emergency services

Advancement of Health (Mental Health and Family Stability)

- We delivered **977 counselling services** to individuals facing mental health, trauma, and family challenges
- Supports improve emotional well-being, reduce crisis, and strengthen family functioning

Community Benefit

- Services reduce isolation, improve resilience, and enable individuals to remain safely housed and connected
- CCRC works in partnership with healthcare, social services, and community organizations to ensure coordinated care

Together, these outcomes demonstrate a **direct and substantial public benefit**, particularly for vulnerable populations who would otherwise face significant barriers to support.