



Rapport Youth & Family Services

Happier Youth, Healthier Communities

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2008/2009 Annual Report*

Our Mission: *To strengthening the social and emotional well-being of youth and families through counselling and related support services.*

Chairperson's and Executive Director's Report

Staff and volunteers at Rapport were quite busy during 2008/2009, our 39th year of operation. Client services held steady from the previous year, while at the same time we saw a large increase in requests for services we are unable or not mandated to provide. This increase is likely a reflection of the heightened visibility that Rapport has gained over the past few years through its fund development and marketing initiatives.

The year started with a high level of excitement in April as we welcomed over 200 guests at our gala fundraising event to hear keynote speaker Lieutenant General (Ret.) Senator Roméo Dallaire. Later in the Fall Rapport hosted a very successful seminar for non-profit agencies that featured speakers with expertise in the areas of fund development and philanthropy. A follow-up seminar focusing on fund development partnership strategies is being planned for early summer 2009.

In May, Board members and staff joined together to explore a strategic plan for the coming three-year period. An ad hoc Strategic Planning Action Committee is scheduled to deliver its recommendations to the Board of Directors by June 2009.

On the program side, the first Youth Arts Against Violence Festival was held in October 2008, with plans being made for a second festival in October 2009. Rapport's 3rd annual fundraising gala will be held in conjunction with the festival. Towards the end of 2008/09 Rapport received funding from the Region of Peel to hire two Youth Outreach Workers as part of the Region's Neighbourhood Capacity Support Strategy. In addition, the RBC Foundation provided a grant to enable 15 youth to participate in Modern Batik Art workshops run by artist David Kibuuka. The artwork is stunning and will be available for viewing in a variety of formats throughout 2009, which is the 40th anniversary of Rapport's founding. Throughout the year we will be celebrating this significant milestone in the history of our organization, and we welcome you to celebrate with us.

Linda Foster
 Chairperson

Paul Sherman
 Executive Director

Rapport's Services

Rapport primarily provides individual, family, and group counselling services for adolescents and young adults experiencing personal, social, or familial discord. Clients seen at Rapport are typically between 12 and 20 years of age, and are residents of Peel Region. All services at Rapport are provided on a voluntary and confidential basis, with clients being seen at one of Rapport's four locations or in a variety of community settings.

Rapport offers two distinct counselling programs. Youth aged 12 to 15 years old facing imminent risk of leaving home, and indicating reluctance to engage in counselling, may be eligible for the Counselling Program For Families At Risk. Young persons aged 12-20 years old requiring counselling assistance may be eligible for the more generic Youth Counselling Program.

Rapport also operates a multi-service drop-in centre (ECLYPSE) in the Brampton area, the Youth Arts Against Violence program which encourages young persons to use artistic expression as a means of promoting non-violence, and a school-based prevention/diversion program, which serves youth aged 12 to 17 years of age who are in conflict, or at risk of involvement, with the youth justice system.

Rapport strongly believes in the value and benefits associated with volunteerism, mentoring, and youth engagement. Rapport promotes these practices in various activities as opportunities arise.

Client Services

	Served
Individual/Family/Groups	822
ECLYPSE Drop-in	278
School-based Prevention/Diversion	431
Information/referrals	140
Total Clients Served	1,671

2007/2008 Highlights

- 287 volunteers (191 youth and 96 adults) contributed a total of 6,150 hours of service in a variety of capacities.
- New initiatives funded in 2008/09 included a Fund Development Capacity Building strategy and Youth Outreach Workers in high needs priority neighborhoods.
- Rapport welcomed over 50 attendees from non-profit agencies to its inaugural seminar on Fund Development Strategies.

* covering the period from April 1, 2008 to March 31, 2009

Over the past year the following individuals have been instrumental in the successful operation and provision of services at Rapport:

Board Members

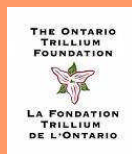
Linda Foster	Chairperson
John Matos	Vice Chairperson
Rick Tredwell	Treasurer
Raman Joshi	Secretary
Kennedy Mohochi	
Cynthia Kenth	
Douglas Keaney	
Genither Dujon	
Taufic Saliba	

Staff Members

Paul Sherman	Executive Director
Joan Manning	Manager, Counselling Services
Rob El-Sayed	Manager, Fund Devel. & Communications
Doris Millar	Executive Assistant
Raj Bacchus	Groups Coordinator/Counsellor
Susanna Kennedy	Counsellor
Gilda Capraro	Counsellor
Shalah Mark	Counsellor
Karlene Grant	Counsellor
Amanda Prasad	Intake Worker
Sasha Allsion	Youth Arts Against Violence Coordinator
Louroz Mercader	Youth Can Move The World Coordinator
Samantha Menezes	Youth Can Move The World Assistant
Rochele Reid	Youth Worker
Krista Titherington	Youth Worker
Everton Clennon	Youth Worker
Donovan Dunn	Youth Worker
Jacque Lewis	Youth Worker
Tamar Cox	Youth Worker
Akeem Yusuff	Youth Outreach Worker
Robin Simoes	Secretary/Receptionist
Lynn Pipe	Secretary/Receptionist

Financial/In-Kind Support (minimum value of \$100)

F.K. Morrow Foundation, J.P. Bickell Foundation, Rotary Club of Mississauga City Centre, Bramclaire Management Co., Cineplex Media, City of Brampton, Charity Village Ltd., St. Edmund Campion S.S., Brampton Arts Fair, Ontario English Catholic Teachers' Association (Dufferin-Peel), Academy of Learning, Neilson & Associates, Lansol Technologies Inc., Brampton Board of Trade, Brampton Guardian, Rogers TV, Alte-Rego, Rosa Filipe, Ingrid Jagtoo, David and Debbie Moulson, Paul Burke, Vanessa McDonald, Anonymous.



Client Profile (Counselling Services)

		Change from prior year
Gender		
* Female	59%	↑ 1%
* Male	41%	↓ 1%
Age		
* 12-15 years	29%	↓ 5%
* 16-21 years	71%	↑ 5%
Area of residence		
* Brampton	57%	0%
* Mississauga	38%	0%
* Caledon	5%	0%
Primary sources of referral		
* Schools	52%	↓ 7%
* Agencies/hospitals/physicians	30%	↑ 7%
* Self/family/friend	13%	0%
* Other	5%	0%
Primary presenting problems		
* Anger/violence related difficulties	26%	↑ 5%
* Depression/anxiety/suicidal	23%	↑ 12%
* Family related conflict	23%	↓ 8%
* School related difficulties	9%	↑ 2%

Client Satisfaction and Outcomes

In 2008-09, 59 new counselling service clients contacted by telephone after completion of counselling (25% response rate), reported the following satisfaction ratings:

- Quality of services received was good to excellent - 95%
- Satisfied with amount of services received - 92%
- Services received met expectations - 93%
- Overall satisfied with services received - 90%
- Most or almost all needs were met - 80%
- Would return to Rapport, if needed - 90%
- Would recommend Rapport to friends - 92%

... and reported the following outcomes:

- Better able to deal with problems - 95%
- Made positive changes in their life - 88%
- Significantly reduced how often the family fights - 56%
- Significantly reduced frequency of school problems - 64%
- Significantly reduced frequency of personal problems causing trouble for self or with others - 51%

186 new Group Program clients gave the following ratings:

- Thought the group was helpful to them - 96%
- Overall satisfied with group services received - 95%
- Group helped make positive changes in their life - 89%

Client Testimonials

"I've been with Rapport since I was 7 years old [and they are] amazing. I still come by to keep in touch with my counsellor. I couldn't have asked for a better place to come. I'm currently 23 years old and would recommend anyone to come to Rapport."

"I think you guys are awesome and you help a lot. Thank you for helping my sister."