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Report of the Chairperson and the Executive Director

By All Accounts...A Successful Year

Toward the end of 2001, Rapport's most recent strategic planning process resulted in minor modifications to our name, mission statement and key objectives. These adjustments were designed to more accurately reflect Rapport's current services and guide its future direction. Implementation of these changes is proceeding at all levels of the organization. As indicated elsewhere in this report, the demand for Rapport's services continues to grow, with an overall increase of 23% in clients served over the past year. The **ECLYPSE** program alone accounted for a staggering 57% increase in young people served. Over 1,500 youth received assistance at the ECLYPSE drop-in program, with over 400 of them finding new employment opportunities. The **Volunteer Connections Program** completed its first year of a three-year evaluation process conducted by the Centre for Applied Social Research, University of Toronto. The results, at this point, seem to confirm our belief that mentoring can be a very valuable experience for the mentor and mentee, as well as an effective adjunct in the provision of more comprehensive client services. Given the continual requests for **group services** at Rapport, we reintroduced formal group programming into the **Core Counselling Services**, and as anticipated, it has become a very popular format in a relatively short period of time. **Volunteering** at Rapport continues to be a very attractive activity, as evidenced by the over 130 individuals who contributed their significant time and efforts in the past year. While 2001/02 was, by all accounts, a very rewarding and successful year at Rapport, we fully appreciate the continual dilemma faced by non-profit organizations providing human services. The demand for services continues to rise, while the funding resources with which to operate these services becomes more competitive with each passing year. No doubt, 2002/03 promises to be a challenging period in our quest to find more permanent funding for some of our newer initiatives of the past few years.

Jane Clifton, Chairperson

Paul Sherman, Executive Director

Statement of Operating Activities (from the 2001/2002 Financial Audit)

<u>OPERATING REVENUES</u>	<u>2002</u>	<u>2001</u>
Ministry of Community and Social Services	\$ 394,646	\$ 390,964
United Way of Peel Region	217,000	212,000
Human Resources Development Canada	423,445	271,554
Ontario Trillium Foundation	69,476	67,700
Fundraising	21,774	28,632
Other	26,594	24,363
	1,152,935	995,213
<u>OPERATING EXPENSES</u>		
Salaries and employee benefits	927,118	742,175
Rent	110,992	98,980
Administrative support and office supplies	52,217	67,946
Travel	8,606	5,758
Telephone	14,580	10,538
Fundraising	13,964	10,433
Amortization	20,009	21,213
Purchase of services	2,350	7,050
Training	4,304	4,532
Sundry	24,304	15,402
Goods and services tax	6,567	6,722
Audit and legal	3,463	14,758
	1,193,474	1,005,507
Excess of expenses over revenue	\$ (40,539)	\$ (10,294)



Rapport Youth & Family Services

2001/2002 Annual Report

Services and Programs

Rapport primarily provides individual, group and family counselling for adolescents and young adults experiencing personal, social, or familial discord. Clients seen at Rapport are between 12 and 30 years of age, and are either residing, attending school or working in Peel Region. All services at Rapport are provided on a voluntary and confidential basis, with clients being seen at one of Rapport's three office locations or in a variety of community settings. Rapport offers two distinct core counselling programs. Youth aged 12-15 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 14-20 years old requiring counselling assistance may be eligible for the more generic *Youth Counselling Program*. Rapport's drop-in program (*ECLYPSE*), located at the Bramalea City Centre, offers a variety of pre-employment and vocational support services to young persons aged 15-30 years old in north Peel. The annual *Peel Youth Arts Festival* and *Volunteer Connections Program* make extensive use of Rapport's volunteer component in offering alternate proactive activities and supports for young people in Peel.

Mission Statement

Rapport is a community based organization committed to strengthening the social and emotional well-being of youth and families through counselling and related support services.

Client Services Review

	<u>Total Served</u>
Individual/Family Counselling	501
Employment Supports	1,540
Other Services*	258
Total Clients Served	2,299

* Volunteer Connections, Groups, Consultations.

"I think Rapport's counselling services are great just as they stand. They offer one on one for people who need it, and, for people who can't talk to their parents, it gives them someone to talk to."

Alex (Core Counselling client)

"It's a very rewarding experience. This has been, without a doubt, one of the best experiences of my life."

Shana (Volunteer Connections Mentor)

"The ECLYPSE Program changed my life. As a newcomer, the 'Steps to Success' workshop gave me a great start. Then the staff provided the support I needed to get a job in my field. I am sooo... thankful."

Sonali (ECLYPSE client)

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

Board Members *

Jane Clifton	Chairperson
Soo Kim	Vice Chair/Treasurer
Rick Bellamy	Secretary
Bruce Laird	
Dolma Wright	
Colleen Armstrong	
Cindy Horvath	
Carole Chapman	
Kinder Sangha	

Staff Members *

Paul Sherman	Executive Director
Grace Wannan	Program Manager
Doug Lester	Program Manager
Susanna Kennedy	Program Coordinator
Mandy Kaloti	Executive Assistant
Janet Rawding	Client Referrals/ Database Coordinator
Amanda Prasad	Secretary/Receptionist
Tammy Longpre	Secretary/Receptionist
Denise Smith	Program Assistant
Adela Meneses	Groups Coordinator/ Counsellor
Raj Bacchus	Counsellor
Shirin Perston	Counsellor
Gilda Capraro	Counsellor
Ayleen Gutierrez	Vocational Counsellor
Nadira Dindyal-Brown	Vocational Counsellor
Ryan Leworthy	Youth Worker
Walter Swyers	Youth Worker
Daiana Santucci	Youth Worker
Jaclyn Slade	Office Support Worker
Francine Savelson	Volunteers Coordinator
Jonathan Ye	Job Developer/ Technical Support

...and the numerous volunteers who have given their valuable time and energies in assisting with the operations at Rapport.

* With Rapport as of March 31/2002

A Brief History of Rapport

In October 1969, not long after the birth of the cultural icon known as "Woodstock", a small group of local Sheridan College students initiated *RAP*, a community based drop-in service for young people suffering adverse effects from the non-medical use of drugs. The service included 24-hour crisis intervention and drug education. Following its incorporation as a non-profit charitable organization in January 1971, *RAP* became *Rapport House* and broadened its services to include brief accommodation, counselling, parent-child mediation, and linkages with dental, medical, and legal practitioners. Financial support from The United Way began in the early 1970's and has continued up to the present. In the late 1980's the provincial Ministry of Community and Social Services began providing funding support for new and expanded counselling services at Rapport, thereby enabling the agency to reach out to a broader client base. In 1990 *Rapport House* became *Rapport Youth and Family Counselling of Peel Inc.* to more accurately mirror its mandate and scope of services. In 1999, new funding was received from Human Resources Development Canada and the Ontario Trillium Foundation to operate expanded support services for youth in Peel Region. In 2001, following a lengthy strategic planning process, the name *Rapport Youth & Family Services* was adopted to reflect the agency's service delivery directions over the past five years and into the future.

Today, almost thirty-five years after its doors first opened, Rapport serves over 2,000 youth and families in Peel Region each year, assisting them toward a more productive and healthy approach to living. Please visit our web site at www.rapportyouth.com for additional information about Rapport.

2001/2002 Agency Highlights

- Total clients served increased by 23% from previous year; 57% in the ECLYPSE program.
- The 5th Annual Peel Youth Arts Festival attracted thousands of viewers during its weeklong events held at the Bramalea City Centre and the Burnhamthorpe Library.
- Groups Program* reintroduced to Rapport's ongoing clinical services.
- 130 volunteers contributed over 3,000 hours of service in a variety of capacities.
- VCP 1st year evaluation shows very promising results for mentoring services at Rapport.

Primary Funding Support

- The Province of Ontario (Ministry of Community, Family and Children's Services)
- The United Way of Peel Region
- The Government of Canada (Human Resources Development Canada)
- The Ontario Trillium Foundation

Financial Contributions (minimum donation of \$100)

Canada Bread Company, Peel Principals' & Vice Principals' Association, Gowling Lafleur Henderson, Sumilas', Lotts, Malonzos, Falcioni-Rasmussens, Guys, Matwijszyns, McDowells, Simpsons, Vans, Gonsalves', Gravely-Hursts, Becks, Blacks, Vanderpols, Hudsons, Stracks, Rowes, Alhalabis, Maccullochs, Reynolds', Jacimovskis, anonymous.

Gifts-In-Kind (minimum gift value of \$100)

Bramalea City Centre, Via Rail Canada, SBT Consulting, Marriott Hotels, Paramount Canada's Wonderland, IBM, Symantec, Ontario Place, Quinn Data Services, Toronto Raptors, D. Lester, T. Daciuk, ICI Paint Stores, Hotel Victoria.

Client Profile (Core Services)

<input type="checkbox"/> Gender	
* Female	53%
* Male	47%
<input type="checkbox"/> Average Age	16 years
<input type="checkbox"/> Area of residence	
* Brampton	47%
* Mississauga	44%
* Caledon/Other	9%
<input type="checkbox"/> Sources of referral	
* Family	34%
* Self	29%
* Agencies/hospitals	16%
* Schools	16%
* Other	5%
<input type="checkbox"/> Major presenting problems (% of clients with problem)	
* Child/parent conflict	57%
* Anger-related difficulties	56%
* Delinquent behaviours	46%
* Depression/withdrawal/suicidal	46%
* School-related difficulties	41%
<input type="checkbox"/> Service received	
* Avg. wait to be seen from 1 st call	26 days
* Avg. length of service	4.6 mths

Client Satisfaction

150 clients were contacted by telephone within one month after completion of their counselling. Three questions were asked to determine their level of satisfaction with Rapport's services:

- Question 1: *Were you satisfied with the assistance you received at Rapport?*
Yes - 94% No - 1% Unsure - 5%
- Question 2: *If you knew of a teenager or family who could benefit from counselling assistance, would you refer them to Rapport?*
Yes - 89% No - 1% Unsure - 10%
- Question 3: *If you needed further counselling assistance would you return to Rapport?*
Yes - 85% No - 4% Unsure - 11%