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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>
Ind/Fam/Grp Counselling	594
Employment Supports	638
Mentoring Support	59
Consultations	365
Total Clients Served	1,656

Some comments from our clients...

"My counsellor makes you feel really comfortable and I'm not afraid to talk to her."

"We appreciate your service very much—we have needed your help with two of our three children."

"I started my volunteer job today and realized from my experience at ECLYPSE that I was able to do the job much faster."

Report of the Chairperson and Executive Director

Nothing Endures But Change

It's unlikely that the ancient Greek philosopher Heraclitus was referring to the delivery of youth services in the 21st Century when he declared that "nothing endures but change", but then again, he could have. More likely, he was referring to just about anything we encounter in life; as while change may not always be predictable, it is certainly inevitable. These two change characteristics seem to be a common fixture these days in the non-profit sector, and Rapport was not immune to either during the past year. For example, 2002 was a year that saw Rapport's operating revenue reach its highest point in the agency's history, and not coincidentally, allowed Rapport to provide its greatest range of client services since its inception in 1969. However, with the new government and corporate funding paradigm leaning more towards short-term project funding, a few of Rapport's non-core programs were discontinued by the end of the year due to insufficient operating funds. The impact of non-sustaining program funding is a subject for much discussion, as its impact is being keenly felt throughout the non-profit sector and across all communities. As Rapport continues to evolve and deliver services in keeping with its mission, the enduring nature of change will need our considered reflection.

Jane Clifton, Chairperson

Paul Sherman, Executive Director

Statement of Operating Activities (from the 2002/2003 Financial Audit)

<u>Operating Revenues</u>	<u>2003 \$</u>	<u>2002 \$</u>
Ministry of Community, Family and Children's Services	401,382	394,646
United Way of Peel Region	217,000	217,000
Human Resources Development Canada	215,718	423,445
Ontario Trillium Foundation	69,504	69,476
Fundraising	18,754	21,774
Other	20,358	26,594
Total Revenues	942,716	1,152,935
<u>Operating Expenses</u>		
Salaries and employee benefits	724,821	927,118
Rent	113,671	110,992
Administrative support and office supplies	57,507	57,217
Travel	8,748	8,606
Telephone	11,219	14,580
Fundraising	4,061	13,964
Amortization expense	17,303	20,009
Purchase of services	6,900	2,350
Training	1,193	4,304
Sundry	11,157	24,304
GST	3,442	6,567
Audit and legal	11,500	3,463
Total Expenses	971,522	1,193,474
Excess of expenses over revenue	(28,806)	(40,539)



Rapport Youth & Family Services

2002/2003 Annual Report

Services and Programs

Rapport primarily provides individual, family, and group counselling 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 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 12-20 years old requiring counselling assistance may be eligible for the more generic *Youth Counselling Program*. Rapport is a collaborative partner in the *ECLYPSE* youth resource centre, a multi-service drop-in program, located at the Bramalea City Centre, which Rapport initiated in 1999. Rapport strongly believes in the value and benefits associated with volunteerism and mentoring, and promotes these practices in various activities as opportunities arise through special project funding.

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

Board Members *

Jane Clifton	President
Cindy Horvath	Vice President
Rick Bellamy	Secretary
Bruce Laird	Treasurer
Colleen Armstrong	
Carol Chapman	
Kinder Sangha	

Staff Members *

Paul Sherman	Executive Director
Grace Wannan	Program Manager
Susanna Kennedy	Program Coordinator
Doris Millar	Executive Assistant
Charlene Mamaril	Intake Worker
Amanda Prasad	Secretary/Receptionist
Tammy Longpre	Secretary/Receptionist
Denise Smith	Program Assistant
Raj Bacchus	Counsellor/Groups Co-ord.
Shirin Perston	Counsellor
Gilda Capraro	Counsellor
Paula Gaum	Counsellor
Nadira Dindyal-Brown	Project Coordinator
Walter Swyers	Project Worker

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

* With Rapport as of March 31/2003

"The people here are wonderful. They make it really easy to open up and express what is wrong...I am living proof that these people can do a lot."

Client testimonial



Rapport is a United Way of Peel funded agency

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 nearly 2,000 youth and families in Peel Region each year, assisting them toward a more productive and healthy approach to living.

For additional information about Rapport please visit our web site at www.rapportyouth.com.

2002/2003 Agency Highlights

- Number of clients in Core Counselling Services increased by 4% over the previous year.
- The Group Counselling Program served 50% more youth over the previous year.
- 35 volunteers contributed over 1,200 hours of service in a variety of capacities.
- The Volunteer Connections Program's 2nd year evaluation by the Centre for Applied Social Research at the University of Toronto reported that "Rapport has embarked on an important and positive program that is meeting its objectives with regard to clients, volunteers, the agency's resources and the community."

Major Program 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)

Gap Foundation, Peel Criminal Lawyers Association, Bentleys, Gary Brown, Bouchards, Crossmans, Doroshs, Duncans, Fernandes', Gandhis, Kennedys, Lanes, Lesniaks, Lewis', Mairs, McKenzies, McMillans, Sebatianos, Shepherdsons, Vaniers, Westerbys, anonymous.

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

Bramalea City Centre, Play It Again Sports (Brampton), SBT Consulting, Delta Chelsea Hotel, Holiday Inn Select (Brampton), Stage West, Famous Players Theatre, Symantec Corporation.

Client Profile (Core Counselling Services)

<input type="checkbox"/> Gender	
* Male	49%
* Female	51%
<input type="checkbox"/> Average Age	16 years
<input type="checkbox"/> Area of residence	
* Brampton	51%
* Mississauga	39%
* Caledon/Other	10%
<input type="checkbox"/> Sources of referral	
* Self	39%
* Family	23%
* Schools	18%
* Agencies/hospitals	13%
* Other	7%
<input type="checkbox"/> Major presenting problems	
(% of clients with problem)	
* Anger-related difficulties	18%
* Child/parent conflict	13%
* School-related difficulties	10%
* Delinquency behaviours	10%
* Depression/withdrawal/suicidal	9%
<input type="checkbox"/> Service received	
* Avg. wait to be seen from 1 st call	26 days
* Avg. length of service	3.7 months

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 - 97% No - 0% Unsure - 3%
- Question 2: *If you knew of a teenager or family who could benefit from counselling assistance, would you refer them to Rapport?*
Yes - 81% No - 1% Unsure - 17%
- Question 3: *If you needed further counselling assistance would you return to Rapport?*
Yes - 78% No - 3% Unsure - 19%