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Report of the Chairperson and Executive Director

35 Years of Concern and Caring!

In October 2004 Rapport will celebrate the auspicious milestone of having delivered services to troubled youth in Peel Region for 35 consecutive years. Elsewhere in this report you will read about the agency's modest beginnings, and how it evolved into its present format. Since Rapport's inception, and over the many years of changes experienced by the organization, our most unique and popular feature continues to be the high level of accessibility and comfort experienced by our clients. Regardless of the program, staff or volunteer encountered, our clients constantly receive messages of concern and caring from everyone they meet at Rapport. Whether in the business, educational, health or social services sector, these attributes are the hallmark of an organization that is truly committed to the people it serves.

We are extremely proud of the many hundreds of staff and volunteers who, through their efforts over these past 35 years, have helped to cultivate an atmosphere and service delivery model that imparts a sense of hope and self-worth to the clients we serve. As we move forward over the next 35 years, we will aspire to always remain focused on this vision.

Colleen Van Kack, Chairperson

Paul Sherman, Executive Director

Statement of Operating Activities (from the 2003/2004 Financial Audit)

<u>Operating Revenues</u>	<u>2004 \$</u>	<u>2003 \$</u>
Ministry of Community, Family and Children's Services	431,186	401,382
United Way of Peel Region	225,500	217,000
Human Resources Development Canada	130,611	215,718
Ontario Trillium Foundation	100,320	69,504
Fundraising	18,064	18,754
Other	41,822	20,358
Total Revenues	947,503	942,716
<u>Operating Expenses</u>		
Salaries and employee benefits	596,060	724,821
Rent & Occupancy	115,863	113,671
Administrative support and office supplies	81,749	57,507
Travel	10,253	8,748
Telephone	11,736	11,219
Fundraising	7,268	4,061
Amortization expense	14,666	17,303
Purchase of services	12,660	6,900
Training	1,818	1,193
Sundry	10,066	11,157
GST	4,570	3,442
Audit and legal	3,600	11,500
Total Expenses	870,309	971,522
Excess of expenses over revenue	77,194	(28,806)

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	833
Support Services	258
Consultations/referrals	86
Total Clients Served	1,177

Some comments from our clients...

- (Rapport gave)... my daughter a place to openly talk about her feelings and problems. The staff are very friendly and make it very easy to talk about things that you can't talk about at home with family.
- I feel very comfortable with (my worker) and she makes me feel better when I leave than when I came in.
- I don't know where I'd be if I hadn't come here.



Rapport Youth & Family Services

**2003/2004
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

Colleen Van Kack	Chairperson
Carol Chapman	Vice Chairperson
Ken Fialho	Treasurer
Linda Foster	Secretary
Rick Bellamy	
Jane Clifton	
Cindy Horvath	
Bruce Laird	

Staff Members

Paul Sherman	Executive Director
Grace Wannan	Program Manager
Doris Millar	Executive Assistant
Susanna Kennedy	Prog. Coord./Counsellor
Raj Bacchus	Prog. Coord./Counsellor
Doug Lester	Program Coordinator
Charlene Mamaril	Intake Worker
Sam Mathew	Intake Worker/Counsellor
Amanda Prasad	Secretary/Receptionist
Tammy Longpre	Secretary/Receptionist
Jacqueline Pereira	Secretary/Receptionist
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.

A good, safe environment. Friendly people work here. Good stuff!!

Client testimonial

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 started *RAP*, a community based drop-in service for young people suffering adverse effects from the non-medical use of drugs. 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 project 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, thirty-five years after its doors first opened, Rapport continues to play a unique and valuable role in the lives of youth in Peel Region, assisting them toward discovering a more productive and healthy approach to living.

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

2003/2004 Agency Highlights

- ECLYPSE re-opened in September as a multi-service resource centre for youth.
- The Group Counselling Program served 35% more youth than in the previous year.
- 48 volunteers contributed over 1,600 hours of service in a variety of capacities.
- The Volunteer Connections Program's final three-year evaluation by the Centre for Applied Social Research at the University of Toronto reported that "*The VCP is an outstanding program that enhances services available to youth in the Peel region and provides training opportunities for community members interested in social services. We strongly recommend that it receive ongoing funding.*"

Major Program Funding Support

- The Province of Ontario (Community & Social Services/Children & Youth 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)

Aziz, Barben, Bell, Chaudhery, Clark West Plaza, Cypress Hills Landscaping, Dann, Dimescio-Begley, Feige, LeBlanc, Leenan Development Ltd., Logan, Lynch, Manesh, Marchione, North Peel Secondary School, Sallian, Schaffert-Campbell, Silva, Sims, Tarek, Wade, anonymous.

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

Best Western Admiral Hotel, Best Western (Brampton), Bramalea City Centre (Morguard Investments), Citrus Restaurant, Delta Chelsea Hotel, IBM Corporation, Microsoft Canada Co., Play It Again Sports, SBT Consulting, Symantec Corporation.

Client Profile

<input type="checkbox"/> Gender	
* Female	53%
* Male	47%
<input type="checkbox"/> Average Age	17 years
<input type="checkbox"/> Area of residence	
* Brampton	66%
* Mississauga	26%
* Caledon/Other	8%
<input type="checkbox"/> Primary sources of referral	
* Schools	46%
* Agencies/hospitals/physicians	32%
* Probation/Police Services	8%
* Other	14%
<input type="checkbox"/> Major presenting problems	
(% of clients with problem)	
* Anger-related difficulties	27%
* Family related conflict	23%
* Depression/suicidal	7%
* Employment related	7%
* School-related difficulties	7%

Client Satisfaction

201 clients, contacted by telephone within one month after completion of their counselling, gave the following satisfaction ratings:

- Overall satisfied with service received - 91%
- Would return to Rapport, if needed - 95%
- Would recommend Rapport, if needed - 91%

Client Outcomes

201 clients reported the following changes after completing their counselling:

- Better able to deal with problems - 96%
- Moderate to significant positive changes - 88%
- Reduced rate of problems at school - 94%
- Reduced rate of problems with peers - 85%
- Reduced rate of family fighting - 77%



Rapport is a United Way of Peel funded agency