

Our Mission: *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.*

Chairperson's and Executive Director's Report

Having completed 35 years of continuous service to the Peel community, 2004-2005 saw renewed growth in Rapport's programs for youth and their families. In addition to the continued delivery of our core counselling programs funded through the provincial Ministry of Children and Youth Services and the United Way of Peel, Rapport was able to expand its services to meet the growing needs of troubled youth in the Region. The United Way of Peel, the Region of Peel, and The Ontario Trillium Foundation all provided additional funding to assist Rapport in enhancing its In-School Groups Program and the ECLYPSE youth drop-in centre. As a result agency staff were able to assist 40% more youth in 2004/05 than in the previous year. This is a tremendous achievement and we wish to thank our funders for their continued commitment and investment in Rapport as an important agent of change in the lives of Peel's youth. Moreover, we wish to express our gratitude to Rapport's dedicated staff and volunteers for the significant role they play in assisting thousands of youths and their families to become more healthy, hopeful, and harmonious.

Colleen Van Kack
Chairperson

Paul Sherman
Executive Director

"I think that the people (counsellors) here give great advice and really build your confidence. Thank you".

"Very understanding people and dedicated to helping in any way possible".

"This place is great for the kindness, the helpfulness, and support it gives to clients. You guys are making a difference."

Client testimonials

Rapport's Services

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.

Client Services Review

	<u>Total Served</u>
Individual/Family/Group Counselling	980
Support Services	409
Consultations/referrals	255
Total Clients Served	1,644

2004/2005 Agency Highlights

- The Group Counselling Program received a three-year grant from The Ontario Trillium Foundation, allowing for the expansion of group services to an additional 250 youth in 12 different schools each year.
- 55 volunteers contributed over 1,900 hours of service in a variety of capacities.
- The ECLYPSE Program's first-year evaluation by the Centre for Research and Education in Human Services reports, *"These preliminary findings suggest that ECLYPSE is a platform from which several organizations are able to provide a range of services and referrals that youth are attracted to and find helpful...ECLYPSE has helped a diverse range of hard-to-reach young people in a very practical way, and they clearly appreciate this help"*.

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	
John Matos	
Anna Telidis	
Raman Joshi	

Staff Members

Paul Sherman	Executive Director
Grace Wannan	Program Manager
Doris Millar	Executive Assistant
Raj Bacchus	Program Coordinator
Doug Lester	Program Coordinator
Susanna Kennedy	Counsellor
Shirin Perston	Counsellor
Gilda Capraro	Counsellor
Paula Lipkus	Counsellor
Charlene Mamaril	Intake Worker
Sam Mathew	Intake Worker/Counsellor
Sasha Williams	Youth Worker
Rochele Reid	Program Assistant
Tammy Learmont	Secretary/Receptionist
Jacqueline Pereira	Secretary/Receptionist
Amanda Prasad	Secretary/Receptionist
Bev Dixon	Secretary/Receptionist

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

Major Program Funding Support

- The Province of Ontario (MCYS)
- The United Way of Peel Region
- The Ontario Trillium Foundation
- The Region of Peel

Financial Contributions (minimum donation of \$100)

Bahoric, Bhatt, Chess Electric, Gialedakis, Gibson, Hirji, Howe, Kelleher, Monson, Montgomerie, Ritcey, Simone, Speciale, anonymous.

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

Karen Baldock, Bramalea City Centre (Morguard Investments), Estate of Grace Sherman, Lansol Technologies, Malcolm Weaver, Microsoft Canada Co., Spencer's Gifts, Royal Ontario Museum, Symantec Corporation, Toronto Raptors.



Rapport is a United Way of Peel funded agency

Client Profile

Gender

* Female	55%
* Male	45%

Average Age

16 years

Area of residence

* Brampton	66%
* Mississauga	30%
* Caledon/Other	4%

Primary sources of referral

* Schools	38%
* Self	33%
* Agencies/hospitals/physicians	19%
* Other	10%

Major presenting problems

* Anger-related difficulties	25%
* Family related conflict	17%
* Employment related	16%
* School-related difficulties	7%
* Depression/suicidal	5%

Client Satisfaction

205 clients, contacted by telephone after completion of counseling, gave the following satisfaction ratings:

- Overall satisfied with services received - 94%
- Would return to Rapport, if needed - 95%
- Would recommend Rapport to friends - 97%

Client Outcomes

205 clients reported the following results after completion of their program at Rapport:

- Better able to deal with problems - 95%
- Made moderate to significant positive changes - 90%
- Reduced rate of personal problems causing trouble for self or with others - 82%
- Reduced rate of problems with peers - 81%
- Reduced rate of problems at school - 75%
- Reduced rate of family fighting - 75%

Comments from teachers on Rapport's In-School Groups Program:

"I highly recommend this program. So many of my girls could benefit from this."

"The boys became more confident and in turn displayed less behavioural issues in class. What a difference this program has made to their confidence and self-esteem."