



Conseil • Leadership • Évaluation

Strategic Plan 2016-2021

Presented to

Hearst-Kapuskasing-Smooth Rock Falls Counselling Services
(HKSCS)



MISSION

(Why we exist)

HKS Counselling Services is a Francophone community organization that strives to help improve the mental health, wellness and safety of its clientele through quality care and services in both official languages. In addition to providing services, the organization is an institution whose role also encompasses maintaining the French language, transmitting Francophone culture and fostering solidarity in the Franco-Ontarian minority.

MANDATE

(What we do)

The multidisciplinary team at HKSCS offers a complete range of services designed to meet the needs of its clientele in a holistic, fluid and integrated approach, including:

- Assessment and treatment of people with mental health issues;
- Emergency housing, support and assistance for women and their children who are victims of violence and/or in crisis;
- Immediate response and follow-up for victims of crime and tragic circumstances;
- Psycho-educational group sessions for people found guilty of violence against their partner;
- Services for people accused of minor criminal offences who serve community-based sentences.



VISION

(The future we would like to help build)

To be recognized as a leader in providing quality services and as a Francophone establishment aiming to maintain, improve and increase the range of services to meet the needs of the communities it serves.

VALUES

(Our guiding principles)

- Care centred on the person's needs
- Empowerment
- Respect
- Professionalism
- Transparency

STRATEGIC PRIORITIES



STRATEGIC PRIORITIES	ACCESSIBILITY AND QUALITY OF SERVICES	VISIBILITY AND COMMUNITY OUTREACH	PARTNERSHIPS	ORGANIZATIONAL CAPACITIES
STRATEGIC RESULT	HKSCS are working toward a culture of quality services and guaranteed access to their services	HKSCS are better promoted and recognized as a high-profile organization in the communities in which they serve	HKSCS have explored and acted on partnership opportunities with various levels of government and strategic organizations	HKSCS will fulfil their purpose through efficient and effective management
COURSES OF ACTION	<ul style="list-style-type: none"> • Develop a culture of quality services by updating our best practice on interventions • Conduct a survey among clients on the proper management of the accessibility of our services • Keep on top of the latest technology to efficiently meet our clients' expectations 	<ul style="list-style-type: none"> • Mobilize communities about the importance of the French language as a factor for quality and safety • Promote the mandate of HKSCS and defend community rights at public forums and at the policy level • Promote Francophone outreach during the transformation of the health and social services sector • Promote our available services to encourage participation and increase our visibility in the communities we serve 	<ul style="list-style-type: none"> • Consolidate existing partnerships with community organizations • Explore and enter into solid partnership opportunities to sustain the quality services we offer and ensure they continue to be accessible • Ensure active communication with current partners to increase participation in the communities we serve 	<ul style="list-style-type: none"> • Strengthen communication tools to adequately meet human resources' expectations as well as those of the organization's client communities and partners • Foster a healthy work environment based on transparency and increased communication among employees • Strengthen our human resources capacities and guarantee stable financial resources