



SERVICES DE COUNSELLING
HEARST - KAPUSKASING - SMOOTH ROCK FALLS
COUNSELLING SERVICES

ANNUAL REPORT 2022-2023

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BOARD MEMBERS

PRESIDENT

Tracy Christianson

TREASORER

Anne-Marie Cantin

ADMINISTRATORS

Karine Dupuis Pominville
Joanne Landry

VICE-PRESIDENT

Michel Fortin

MANDAT SPÉCIAL

Jessica Morin



SERVICES DE COUNSELLING HEARST - KAPUSKASING - SMOOTH ROCK FALLS COUNSELLING SERVICES

MISSION

Notre raison d'être

Un organisme communautaire francophone qui contribue à améliorer la santé mentale, le bien-être et la sécurité de sa clientèle par des soins et services de qualité dans les deux langues officielles.

En plus de la prestation de services, le rôle institutionnel comprend notamment celui de maintenir la langue française, de transmettre la culture francophone et de favoriser la solidarité au sein de la minorité franco-ontarienne.

MANDAT

Ce que nous faisons

L'équipe multidisciplinaire des SCHKS offre toute une gamme de services adaptés aux besoins de sa clientèle dans une approche holistique, fluide et intégrée, incluant :

- Évaluation et traitement pour les personnes aux prises avec des problèmes de santé mentale
- Hébergement d'urgence, soutien et accompagnement pour les femmes et leurs enfants victimes de violence et/ou en situation de crise
- Intervention immédiate et suivis pour les victimes d'actes criminels et de circonstances tragiques
- Séances psychoéducatives de groupe pour les personnes ayant été reconnues coupables de violence envers un partenaire
- Services dans le cadre de sanctions communautaires pour les personnes accusées d'infractions criminelles mineures

VISION

L'avenir auquel nous voulons contribuer

Un établissement francophone reconnu en tant que chef de file qui vise à maintenir, améliorer et accroître la gamme de programmes et services qui répondent aux besoins de ses communautés.

VALEURS

Ce qui nous guide

- Soins centrés sur les besoins de la personne
- La prise en charge personnelle
- Le respect
- Le professionnalisme
- La transparence

JOINT MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Good evening,

On behalf of the Board of Directors and the Executive Director, we are pleased to welcome you to our annual meeting and jointly present the 2022-2023 report. Over the past year, Hearst-Kapuskasing-Smooth Rock Falls Counselling Services has continued its mission to improve the mental health, wellness and safety of its clientele through quality services in both official languages.

Fiscal 2022-2023 was once again a busy year, full of challenges and opportunities related to our mandate and objectives, as shown in our Strategic Plan 2022-2025. The transformation of Ontario's health care system continues with the recent announcement that the government has created the Ontario Health Team for the Cochrane District, which includes health care providers and community care providers throughout the region. The ultimate goal of Ontario Health Teams is to eliminate obstacles and give people better access to care in their communities by attributing a unique identifier to patients and one care plan that follows them everywhere. We continue to remain involved in the process to stay abreast of partnership opportunities and to ensure that the community mental health sector remains a regional priority.

We started fiscal 2022-2023 with excellent news when Women's Shelters Canada approved one-time funding of \$350,000. These funds enabled us to make major renovations to our two women's shelters, Habitat Interlude and the Moosonee Family Resource Centre. Thank you to Thérèse Allard for her leadership and ceaseless efforts on this project that allowed us to significantly improve conditions inside these two buildings.

We also successfully applied for funding through the Ontario government's Anti-Racism Anti-Hate Grant Program. This \$100,000 investment over a two-year period gave rise to the Walking Together on the Path of Healing project. This partnership with the Kapuskasing Indian Friendship Centre and other local partners aims to improve public education, understanding and awareness of Indigenous cultures.

As you know, an organization like ours cannot operate without a finance department that ensures efficient leadership and financial support services for staff members. For reasons beyond our control, our finance department experienced some challenges on a few occasions over the past year. Organizational skills, prioritization of tasks and strong work ethics all played a key role in overcoming last year's difficulties. We would like to recognize and thank Mélanie Bélanger and more recently Nathalie Vachon for their continuous efforts in this department.

Over the last year, we have developed new partnerships to better meet the needs of our clientele. In February 2023, our organization signed a service agreement with Health Sciences North (HSN) and became the 7th service site offering Ontario Structured Psychotherapy Program (OSP) services in Northeastern Ontario. In partnership with HSN, this program offers various service options and assistance to people 18 years of age and over who suffer from depression or light to moderate anxiety-related conditions. We would like to thank Simon Dubosq for his leadership and support in planning and implementing this program.

With the closure of La Maison Arc-en-Ciel residential treatment centre in Opatatika, Ontario Health North East approved annualized base funding for the implementation of a new virtual service for concurrent disorders in the Cochrane District. A partnership was developed between HKS Counselling Services, North Cochrane Addiction Services and the Royal Ottawa Mental Health Centre for communities serviced by our agency. This new virtual service will improve access to specialized services and intensive treatments for young people 16 years of age and over who are experiencing mental health problems and addiction.

We also signed a service agreement of \$75,000 with the Cochrane District Social Services Administration Board (CDSSAB) to become a lead partner in implementing the Cochrane District System of Care. This new regional system will allow our agency to access additional resources to support homeless people who are trying to find and maintain safe and affordable housing. Thank you to Roxanne Lessard, Mélissa Tessier, Joelle Ayotte and Amy Levesque for accepting the responsibilities related to this service.

To conclude, HKS Counselling Services has taken on the responsibility of delivering the Victim Crisis Assistance Ontario (VCAO) program in Smooth Rock Falls and Cochrane. Our team has been servicing these communities since December 2022 when we were asked to temporarily lend a hand. Since this time, VCAO staff has been working in partnership with Ontario Provincial Police officers to support victims of criminal acts and tragic circumstances in the Smooth Rock Falls and Cochrane areas. The Ministry of Children, Community and Social Services (MCCSS) officially approved the transfer of funds as of March 1, 2023. Thank you to Michelle Gosselin, Chelsea Mateev, Véronique Fauchon and more recently Tanya Lamarche for your devotion in servicing our clients during this transition period. We would also like to take this opportunity to thank Jody Legros and Jeannette Bélanger from the Ministry for their trust in us and their support during the transition.

On the operations side, mental health program staff served a total of 1,532 individuals and provided over 11,979 clinical activities. In general, statistics continue to show that clients prefer to receive services in person rather than virtually. Approximately 37% of clients are between 20 and 40 years of age, 53% self-identify as women and 63% live in the Kapuskasing area. Psychiatric consultation clinics provided evaluation and follow-up services to 492 clients from communities serviced by our mental health programs, an increase of 6% (30 sessions) compared to the previous year.

Habitat Interlude and Moosonee FRC women's shelters provided housing and support services to 63 women and 48 children, a 7% decrease versus last year. This decrease is explained by the occupation rate that remained very high (81%) throughout the year and underlines the difficulty women face in finding affordable housing in the community. In regards to community programs, we serviced 233 women and children last year, a 50% increase (78 clients) in the communities from Hearst to Cochrane, including Moosonee.

The Victim Services program (VCAO) supported 392 victims and provided over 917 direct contacts, a slight decrease compared to the previous year. Of this total, 81 clients received financial assistance from the VQRP+ Program to cover emergency expenses to meet their immediate needs.

In conclusion, it is important to recognize and thank all members of our team. We would not have achieved the results shown in this report without the dedication of our staff. Their focused attention on delivering quality services and meeting the needs of our clientele is a source of motivation for us all. Once again this year, staff showed a great capacity to face change and new challenges, always with the vision of improving our clients' quality of life.

It is with a great deal of pride that we present this 2022-2023 Report to you.

Tracy Christianson,
Board President

Steve Fillion, MSW / RSW
Executive Director

2022-2023 HIGHLIGHTS

One-time funding of \$350,000 from Women Shelters Canada for renovation projects at Habitat Interlude and Moosonee.

Two (2) days of training with George Couchie on Cultural Mindfulness for all staff members.

- Funding of \$100,000 over two (2) years for the activities of the Anti-Racism and Hate Grant Program.
- 58 educational presentations and several community awareness activities on topics related to our mandate.
- Service agreement with North Cochrane Addiction Services and the Royal Mental Health Center to increase access to specialty services and intensive treatment for youth with moderate to severe mental health and substance use disorders in the Cochrane District.
- Partnership with the Cochrane District Social Services Administration Board (CDSSAB) to become a core partner in the new Cochrane District System of Care.
- Significant progress in the office relocation project in Kapuskasing.
- 35 presentations in schools on consent education and online safety (partnership between our VCAO program and the OPP).
- HKSCS becomes the 7th Service Delivery Site responsible for the Ontario Structured Psychotherapy of Ontario (OSP) program services in the Northeast region, in partnership with Health Sciences North.
- Certificate in Indigenous Cultural Competency and Trauma from York University (February/March 2023) for six (6) employees.
- Partnership with CDSSAB in their submission to United Way Centraide Canada for the construction of a safe and affordable housing building in Hearst.
- HKSCS becomes the organization responsible for delivering the VCAO program in the communities of Smooth Rock Falls and Cochrane (March 2023).
- Financing request submission to the Canada Mortgage and Housing Corporation (CMHC) in the amount of \$2,320,000 + HST and an annualized operating budget for the construction of a transitional house with eight (8) units. in Moosonee.

PROGRAMMES DE SANTÉ MENTALE

The HKSCS multidisciplinary team offers a full range of mental health programs and services to people aged 16 and over. Services are offered in person, virtually or by telephone depending on client preference and/or identified needs. The ten (10) mental health programs below are funded by Ontario Health North East and the Ministry of Health and Long-Term Care (MOHLTC).



Programs	Number of clients	Direct Contacts
Counselling Program	700	3,391
Supportive Independent Living Program	309	6,068
Crisis Intervention Program, including Mobile Crisis (MCRT)	283	414
Mental Health and Court Support Program	58	223
Early Intervention in Psychosis Program	18	99
Seniors' Mental Health Program (including Behavioural Support Ontario)	199	642
Health and Wellness Program	34	510
Safe Bed Program	11	
Supportive Housing Units and rent supplements	17	
Psychiatric Consultations Clinics (# of sessions)	492	
TOTAL	2,121	11,979

HABITAT INTERLUDE / CRF MOOSONEE

HKS Counselling Services (HKSCS) receives annual funding from the Ministry of Children, Community and Social Services (MCCSS) to ensure effective budget and operations management of the two shelters (Habitat Interlude and the Moosonee FRC).

Goals and objectives:

- Provide 24/7 emergency shelter and community support programs for women and their children who are victims or at risk of violence and/or abuse;
- Provide crisis telephone services, including assistance with safety planning, providing information on rights, options and services available, referrals and navigation of the system;
- Provide support in safety planning for women and their dependents who are victims or affected by violence and/or abuse.

Programs	Number of Clients	Direct Contacts
Emergency Shelter Services	66	
Telephone Support Services		1,516
Community Programs : <ul style="list-style-type: none"> • Community Outreach and Transitional Support Program • Child Witness Program • Family Violence Intervention Program • Family Court Support Program 	233	846
TOTAL	299	2,362



VICTIM CRISIS ASSISTANCE ONTARIO – VCAO

The Victim Crisis Assistance Ontario (VCAO) program provides immediate, short-term support services to victims of crimes and tragic circumstances. The staff provides emotional support, practical assistance and coordination services onsite or by telephone 24 hours a day, 7 days a week.

Limited financial assistance is available for victims of violent crimes who require immediate assistance. This program called VQRP+ is designed to bridge the gap between when the crime was committed and when the victim has access to longer-term support services. This program is funded by the Ministry of Children, Community and Social Services (MCCSS).



Programs	Number of Clients	Direct Contacts
Victim Crisis Assistance Ontario Program (VCAO)	392	802
Victim Quick Response Program + (VQRP+)	81	
• Transportation		10
• Meals and provisions		44
• Emergency Shelter		29
• Personal Hygiene Products		7
• Safety at home		21
• Cellular telephones		4
TOTAL	473	917

PARTNER ASSAULT RESPONSE PROGRAM (PAR)

The Partner Assault Response Program (PAR) is a specialized education and counseling program for individuals who have committed acts of physical/emotional violence or abusive control against their partner. Funded by the Ministry of the Attorney General (MAG), this program offers group sessions to people who have committed acts of violence against their spouse or partner.

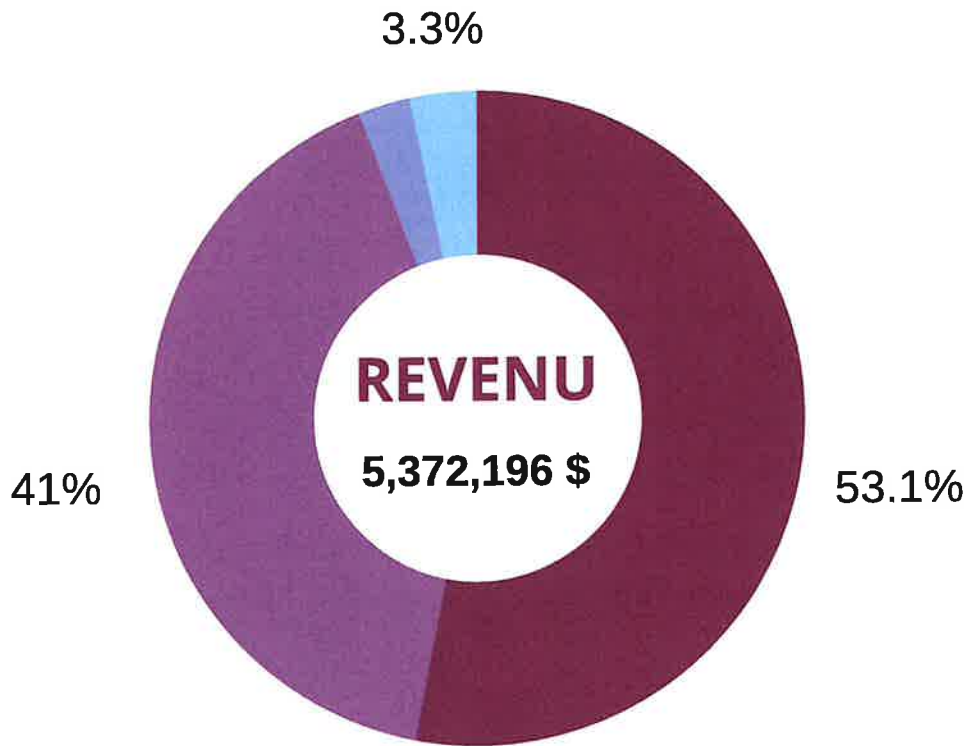
Program	Number of Clients	Direct Contacts
Partner Assault Response Program	39	193

DIRECT ACCOUNTABILITY PROGRAM - DAP

The Direct Accountability Program is an alternative option to a formal prosecution when a person is charged with a minor criminal offense. The goal of the program is to hold defendants accountable for their actions through community sanctions. This program is funded by the Ministry of the Attorney General (MAG).

New Referrals	Community Hours	Charitable organization donations	Restitution to victims	Stop Shop Theft Program
33 clients	66 heures	\$1,100	\$3,106	3

FINANCES



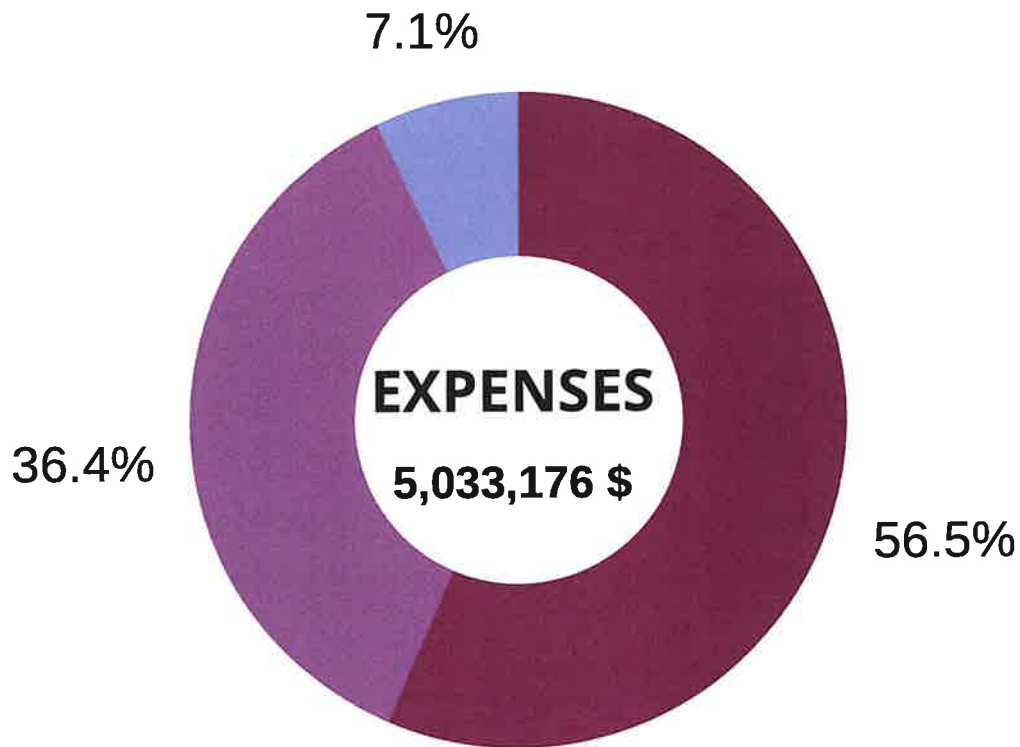
● **Ontario Health North-East**
TOTAL= \$ 2,852,615

● **Ministry of Children, Community and Social Services + One-Time Funding**
TOTAL= \$ 2,203,406

● **Ministry of the Attorney General**
TOTAL= \$ 139,447

● **Ontario Trillium Foundation**
TOTAL= \$ 176,728

FINANCES



Habitat Interlude & Moosonee FRC :

TOTAL = \$ 1,965,442

Mental Health Programs :

• TOTAL = \$ 2,811,634

Other Programs & Support Services:

TOTAL = \$ 364,659



STAFF MEMBERS

MANAGEMENT

Steve Fillion
Simon Dubosq
Terry Allard
Mélanie Bélanger
Yves Boucher
Louise Reddick
Madelaine Audet
Michelle Gosselin
Nathalie Vachon
Kelly Reuben
Stéphanie Joly

ADMINISTRATION

Évelyne Bélanger
Nancy Pouliot
Brigitte Hachez
Celina D'Amours
Sylvie Dallaire

PSYCHIATRIST CONSULTANTS

Dr. Marc Lapointe
Dre Andrea Stewart
Dre Marie Rose Phaneuf
Dre Kelly Mascioli

DIRECT ACCOUNTABILITY

Richard Lafleur

SENIORS' MENTAL HEALTH

Judith Tessier
Lynn Knowles
Mélissa Lambert

MENTAL HEALTH - HEARST/HORNEPAYNE

Valérie Bélanger
Louise Boucher
Jacinthe Maheux-Poulin
Joelle Ayotte
Geneviève Goulet
Chantal Lemieux
Danielle Potvin

MENTAL HEALTH - KAPUSKASING / SMOOTH ROCK FALLS

Denis Lallier
Chantal Routhier
Marie-Ève Plourde
Kassie Léonard
Kelly-Ann Credger
Raphaëlle Proulx
Stéphanie Roy
Roch Laplante
Sabrina Ouellette
Anik Mondoux
Mélanie Rodrigue
Nancy Mercier
Émilie Isabelle-Lauzon
Mélissa Tessier

HABITAT INTERLUDE

Brigitte Stenabaugh
Dreuanah Krystal Davidson
Anne-Marie Carrière
Roxanne Lessard
Amy Levesque
Jessica Gallant
Julie Lebel
Kelly-Ann Gasperatto
Jaurdyn Clement
Jessica Lavigne-Samson

MOOSONEE FAMILY RESOURCE CENTRE

Keren Jardino
Janeth Pasco
Jerline Palencia
Tracy Kapasheshit
Mary Hardisty
Jackie Chaskasim
Selina Van Kooten
Mélanie St-Laurent
Shannon MacDonald
Vicky Brugess
Kathy Sutherland
Susan Hunter

VICTIM SERVICES (VCAO)

Michelle Gosselin
Chelsea Mateev
Véronique Fauchon
Tanya Lamarche

HEALTH & WELLNESS PROGRAM

Kaylee Wedge
Kate Kozlovich



2022-2025 STRATEGIC OBJECTIVES

Expand
programs



and
services

Strategic
Positioning

**ORGANIZATIONAL
CAPACITY**

Emergency
Housing



Adapted
Accessible and
Infrastructure



ROADMAP

GOALS & OBJECTIVES



Expand Programs and Services

- Improve the offering of virtual services
- Explore, share and adopt best practices regarding the delivery of services
- Examine various ways of diversifying programs and services (maximize the « One-Stop Shop »)
- Expand and develop programs and services through partnerships
- Have a better understanding of community partners needs



Position the Organization as a Community Resource Centre

- Maintain the organization's francophone character despite the overhaul of the healthcare system
- Explore the concept of community resource centre
- Review the organization's identity
- Review the governing documents
- Be a model of inclusion in the region (Indigenous people and cultures, racialized groups, etc.)



Improved and Accessible Infrastructure

- Conduct a list of options
- Create a list of options
- Draw up a business plan and identify potential sources of funding



Emergency Housing

- Conduct feasibility studies for implementing emergency housing solutions.



SERVICES DE COUNSELLING
HEARST - KAPUSKASING - SMOOTH ROCK FALLS
COUNSELLING SERVICES

Kapuskasing Office

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Kapuskasing ON P5N 1W6
Phone: 705-335-8468

Hearst Office

1101 rue Front
Hearst ON P0L 1N0
Phone: 705-372-1933

Smooth Rock Falls Office

107, rue Kelly
Smooth Rock Falls ON P0L 2B0
Phone: 705-335-8468

Hornepayne Office

278, rue Front
Hornepayne ON P0M 1Z0
Phone: 807-868-2442

Habitat Interlude Family

Resource Centre
Kapuskasing ON
Phone: 705-337-1122

Cochrane Office

136B, 3rd Street West
Cochrane ON
Phone: 705-272-2598

O mushkegiskwew Family

Resource Centre
Moosonee ON
Phone: 705-336-2456

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