

HELLENIC SOCIAL SERVICES OF QUEBEC HSSQ



SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

Founded in 1972, Obtained Charter in 1992

Activity Report, July 1, 2010 to June 30, 2011

By Eleni Fakotakis, Director
Services Sociaux Helléniques du Québec

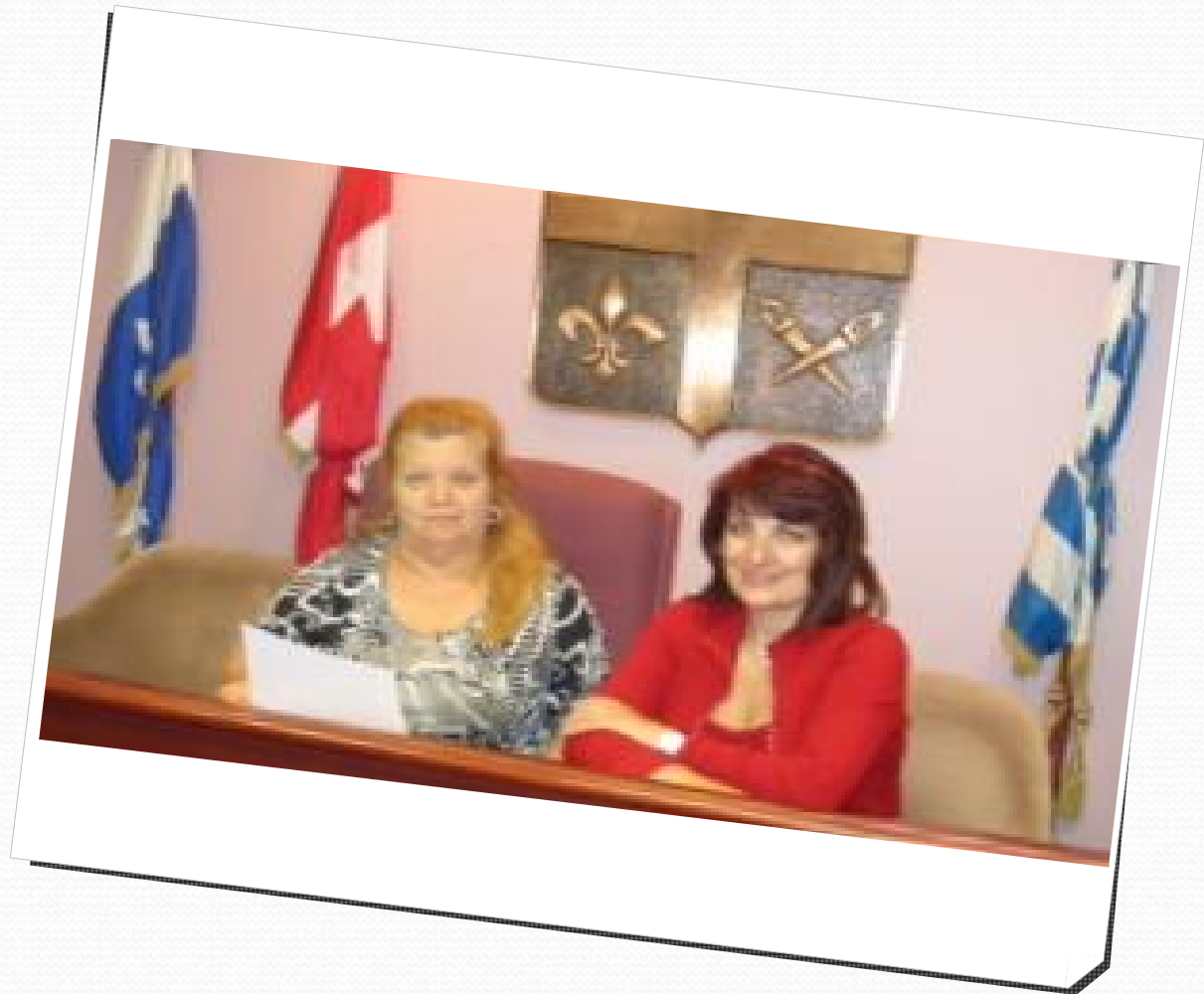
Montreal, September 7, 2011

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President's and Director's Message

My first year back again as Director of Hellenic Social Services (Eleni Fakotakis), has been extremely challenging, with less manpower and funds. The Program and Fundraising Director's positions have been merged into one. There is a serious lack of core funding for Hellenic Social Services of Québec in comparison to other similar organizations funded by the Agence. Also, the lack of permanence with respect to the Direction in the previous fiscal year, resulted in less grant applications, thus a small operating budget. I implemented tight controls on spending and have asked the employees not to do any overtime unless authorized. In addition, the implementation of any social or recreational activity that does not at least break even is not permitted. Our clients continued to be served mainly from our Montreal based offices, whereas the service of the Laval and South Shore offices has been occasional and offered by mostly volunteers. The part-time employee position in South Shore was cut. We have had to reorganize the physical space of all our offices and had to move two of our offices to another location, and in one case to move back, due to renovations that the City implemented at our Park-Extension office.



President's and Director's Message (continued...)

- *New values, standards and expectations are required. A caring, courteous service that is client focused and based on excellence and quality. Activity and intervention recording has been improved in general, including quality client file reporting and updating through improved intake sheets and a telephone log. This will also serve to facilitate statistic, record keeping and appropriate follow up, in the future. An important feature is that we are now serving people who live within the immediate neighborhood of our offices regardless of origin. Volunteers were rotated not to be doing the same activities, such as at the food bank. The employees were given new job descriptions with greater detail with respect to expectations, along with the creation of corresponding evaluation forms matching each job category, upon which the employees were evaluated on this year. We have been working on a very elaborate resource and referral manual specific to each office, so that we can improve on the quality of our referral service. The employees have received regular advice and coaching .*
- *I (Eleni Fakotakis) clarified the mission, identified our priorities for the next five years through a detailed strategic plan that basically calls for service excellence, better coordination between Greek partner organizations and the existing health and social services network, a commitment to increase our core funding, to concentrate on 4 major areas, in order to differentiate (distinguish) our service from the other Greek partner organizations, more efficient use of volunteers & stage students, and regular and improved promotional and fund-raising activity. This plan has been communicated to the employees , volunteers, partners, and have started with the general public through the media and through correspondence. An illustration of an ideal O-chart was introduced so that everyone can also have a visual perspective of the new goals of our service.*
- *A financial and fund-raising plan has been elaborated as well, that we are implementing on an ongoing basis. The plan identifies strategies to raise money through different means (foundations, Greek associations, grants, discretionary funds, private, internet). In addition to lobbying activities and establishing a relationship with the people (elected officials and resource agents) who approve funding. The Hellenic community has to be made aware of the needs in our community and of our plans to address them, and what makes us different from the other Greek social services related partners.*
- *This is why the promotion of the service is vital. We started with improvements to the pamphlet, logo and website (although, with respect to the website not all the required improvements have been implemented yet, this unfortunately is not within our control). We are also on Facebook. We also held some events that were implemented more for promotional benefit – so that our service can get noticed in non Greek circles, than for the amount of money that was raised. Such as, “What A World” (a dance production organized and implemented by students in the arts); “MEDEA” (a modern interpretation of the tragedy MEDEA, a theatre performance held at the Centaur Théâtre); TMR Community Multi-Cultural Festival; and the Hope For Life Fund-raiser for the Hope and Cope service of the Jewish General Hospital, which gave us some publicity in the Gazette as well. We made some media appearances; however, going forward, a rigorous media plan is required for the coming year.*

President's and Director's Message (Continued...)

- *An effort was also made to renew the Board Members of Hellenic Social Services of Québec and to respect the member specifications as stipulated in our by-laws. The highlight is that this is the first year that we have added professionals of non-Greek origin to the Board and one is a representative of the CSSS de la Montagne and one representative of the Conseil des Montréalais de la Ville de Montréal.. This will guarantee a more effective collaboration with partner groups and organizations. We have also identified three committees, to help meet our objectives more efficiently. They are the ethics, volunteer recruitment and fund-raising committees.*
- *We continued to offer services to the family and to the elderly, such as referral; listening; assistance with their forms; accompaniment; information sessions on safety and security; the PIED balance and exercise program; computer program; French program through C.R.E.P.; as well as social interaction activities to break their isolation; filled income tax forms and managed to continue to provide the weekly food bank, in spite of the periodic obstacles, such as our van breaking down beyond the point of repair. This being the latest obstacle, we have not yet resolved this issue, although we have identified a plan to resolve it. We have assisted government agencies with the translation of documents and in sensitizing and informing our clients and community members at large regarding various health care concerns and helped to set up with our public partners a vaccination clinic and two blood drives . This year, I, (Eleni Fakotakis) have been asked to serve on a special senior abuse advisory council initiated by ACCESSS and funded for three years by the SIRA program. As a result, our employees will benefit from a special senior abuse prevention and intervention training in the New Year (Feb. 2012).*
- *We would like to thank our many partner organizations for their support and collaboration in making joint projects a success. We are grateful to the Québec government for their financial support. Particular gratitude is extended to the Agence de la Santé et des services sociaux de Montréal for their regular support and for the additional 30,000\$ in emergency funds that we received, without which, we would have had to lay off more employees. We would like to thank Ville de Montréal, specifically the borough of Park-Extension for the daily use of Chalet Ogilvy. In addition, we cannot overlook the hard work and dedication put in by our Board members, employees and our volunteers that have decided to make a commitment to offer part of their personal time to help those in need, this is admirable and we are very grateful. We would also like to thank the many individuals and businesses for their generous financial contributions and encouragement. If it wasn't for the support of all the above mentioned resources, we would not be able to succeed in carrying out our mission.*



President's and Director's Message (continued...)

Going forward, we have to put serious effort in fund-raising and in promotion of the service and the four major service priorities that we have identified (1-Youth & intervention in the Greek schools, 2-Group homes and home care, 3-Daycenters for the vulnerable, 4- New Immigration). The lack of core funding is serious, this unfortunately creates instability and insecurity amongst the employees and shifts the onus more on fund-raising and survival rather than on service-program development. If we (Board Members, employees and volunteers) all stay focused, roll up our sleeves and stick to the plan, provide an excellent service consistently, lobby the governments, think out of the box with respect to fundraising, approach different companies and foundations and get our community at large to contribute, we will have a more successful year ahead.

Eleni Tsinalis
President

Eleni Fakotakis
Director

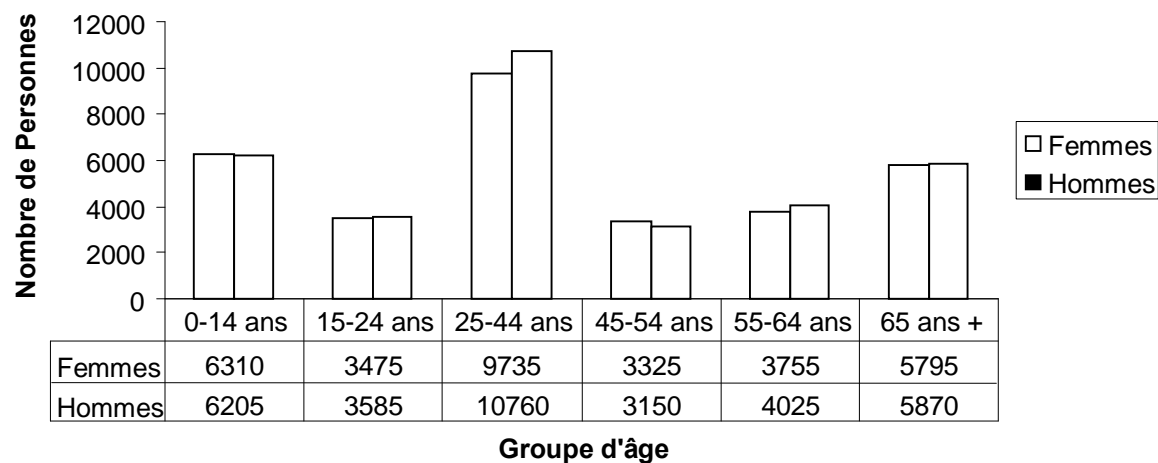
HELLENIC SOCIAL SERVICES OF QUÉBEC



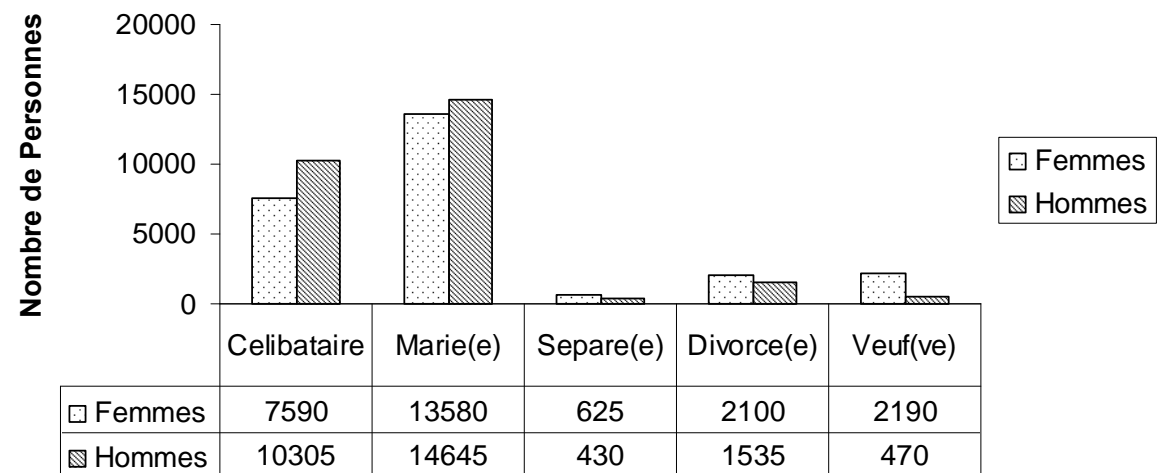
SOME SOCIO-DEMOGRAPHIC STATISTICS

- 65,990 people of Hellenic origin, according to provincial statistics of 2006
- 30% live in the borough of Montréal-Centre
- 24% live in the West Island
- 6% live in the East of Montreal
- 30% live in Laval
- 10% live in the South Shore
- 49% are elderly of the first generation!

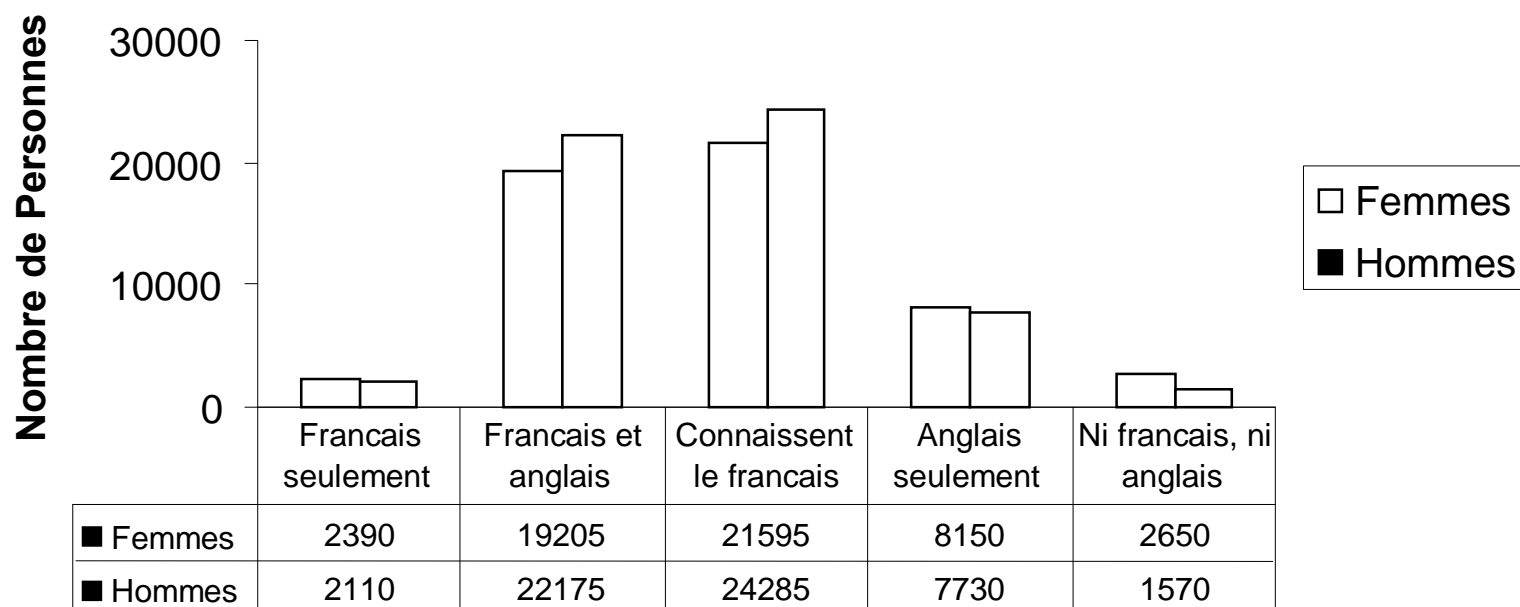
Caractéristiques Démographiques



Etat matrimonial légal Population d'origine ethnique grecque

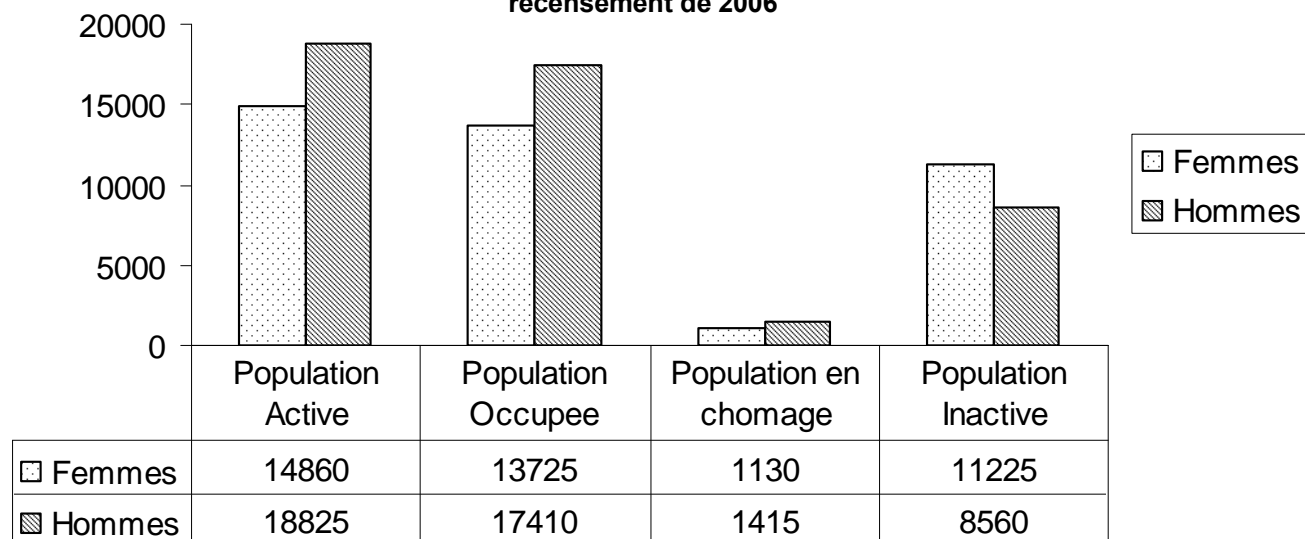


Caractéristiques Linguistiques

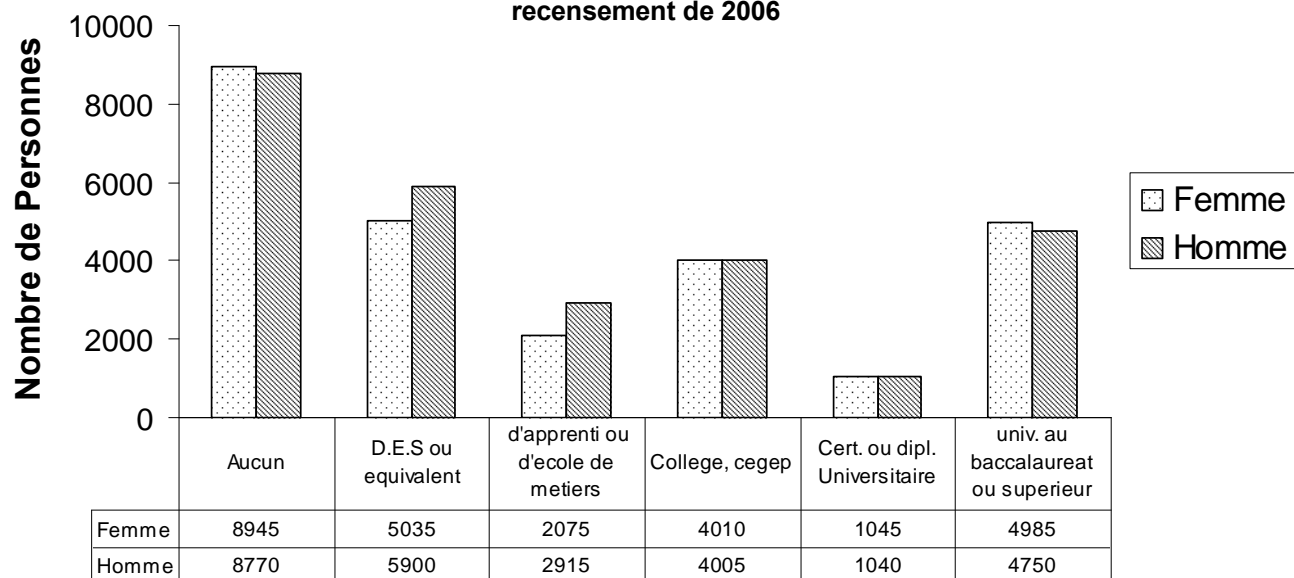


Connaissance du français et de l'anglais

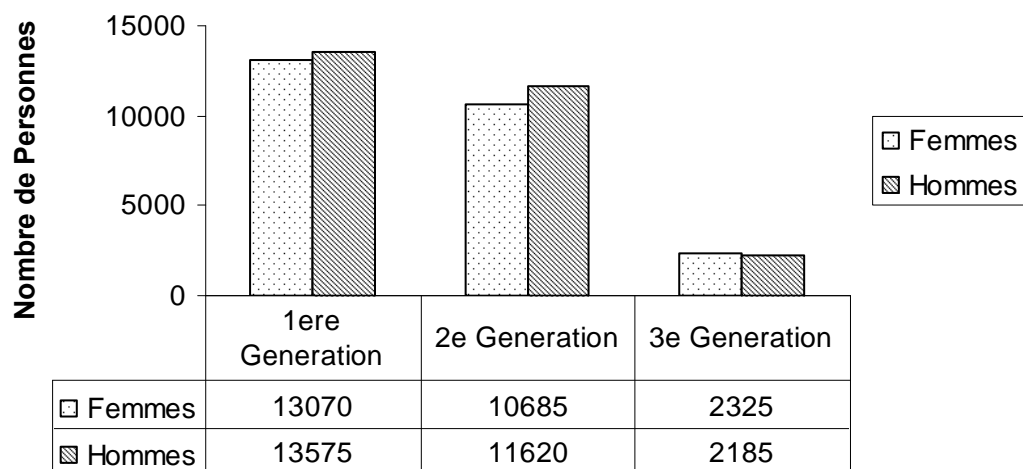
Activité sur le marché du travail Population d'origine ethnique grecque selon le recensement de 2006



Plus haut certificat, diplôme ou grade Population d'origine ethnique grecque selon le recensement de 2006

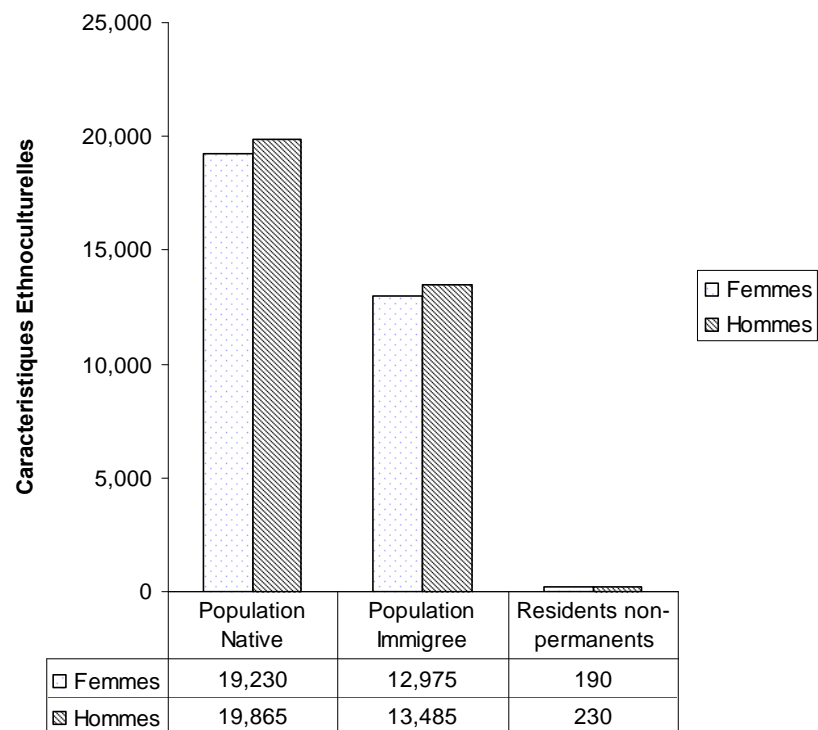


Statut des Générations Recensement de la population ethnique grecque 2006



Caracteristiques Ethnoculturelles

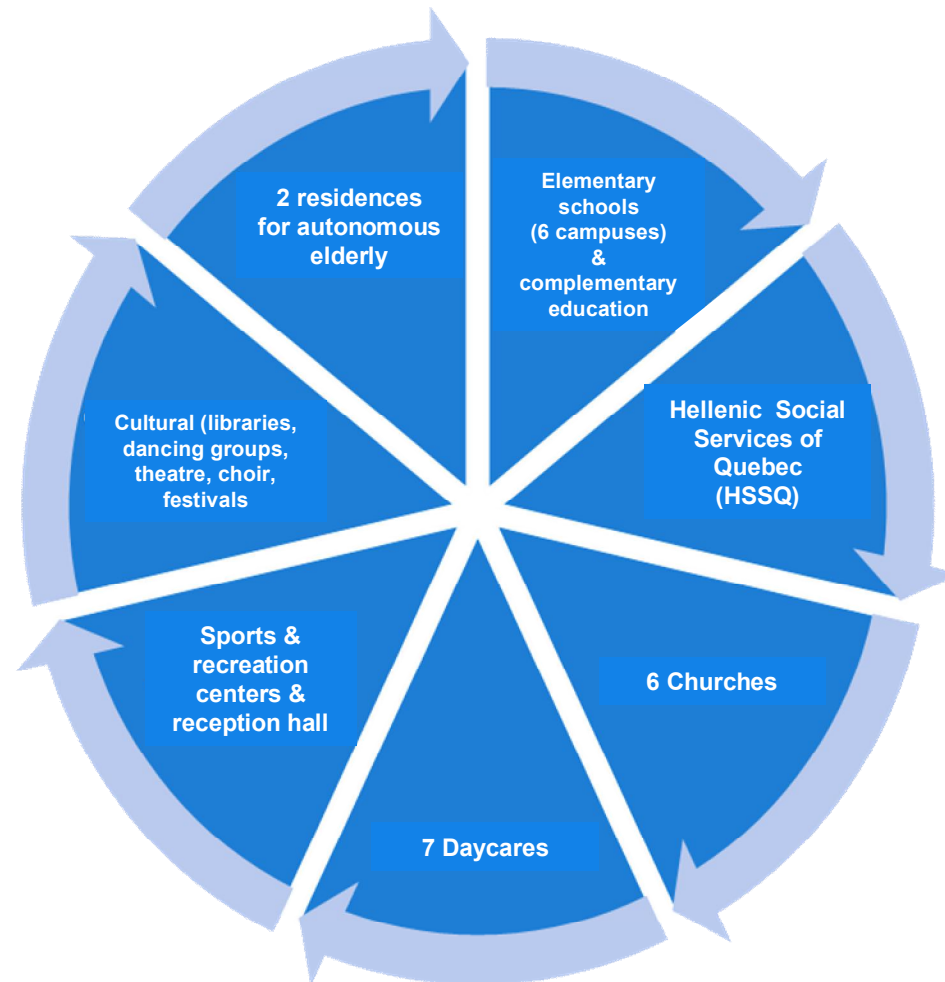
Statut Migratoire Recensement 2006 Population d'origine ethnique grecque



Nombre de Personnes

SERVICES/DEPARTMENTS OF THE HELLENIC COMMUNITY OF GREATER MONTREAL (HCGM)

There is a constant flow of clients that are referred to our Social Services by other service centres or departments, such as the churches, the schools, etc of the HCGM.



HELLENIC SOCIAL SERVICES OF QUEBEC

Our Four Offices

HEAD OFFICE

DISTRICT DE CÔTE-DES-NEIGES ET OUTREMONT
5777 Wilderton Avenue
Montréal, QC., H3S 2V7
Téléphone: (514) 738-2421
Télécopieur / Fax: (514) 738-5466

Director (Full-time)

Eleni Fakotakis Kolaitis,

efakotakis@hcgm.org

Téléphone: (514) 738-2421

local #120

Front-line, community interventionist:

Emmanouil Panagiotopoulos, (20 hrs./week)

epanagiotopoulos@hcgm.org

local # 121

Martine Rouleau , (21 hrs./week) since Oct. 2010

mrouleau@hcgm.org

local #135

Apostoli Stroumbos, (20 hrs./week, 1 /07/2010 . 30/07/ 2010)

Maria . Anna Mavrokefalos , (Full-time, Summer 2010 only)

Kinésiologue:

Argi Papagiannaki, (Part-time – 4 hrs. /week)

DISTRICT OF PARC EXTENSION

821 Ogilvy Avenue

Montréal, QC., H3N 1N9

Téléphone: (514) 906-0784

Front-line, Community Interventionist

Nancy Papadopoulos (**Was full-time, now is Part-time**)

npapadopoulos@hcgm.org

Support personnel: Eleni Giannopoulos, Church, Evagelismos tis Theotokou; Paraskevi Couloubis, Church, Koimisis tis theotokou

SOUTH SHORE

5220 Grande-Allée

Saint-Hubert, QC., J3Y 1A1

Téléphone: (450) 443-8197

Run by volunteers on an occasional basis

LAVAL

4236 Chemin du Souvenir

Chomedey, Laval, QC, H7W 1B6

Téléphone : (450) 688-2088

Télécopieur / Fax : (450) 688-2084

Staffed by Eleni Tsinalis , President and volunteers on an occasional basis

etsinalis@hcgm.org

Support personnel: Lucy Skoularikis

HELLENIC SOCIAL SERVICES OF QUEBEC (HSSQ)

Founded in 1972, obtained own charter in 1992

Vision: **Service excellence and to become an even more important partner in the Health and Social Services Network**

Mission

1. To help our clients access the services to which they are entitled and to increase their awareness of the systems to which they are addressing;
2. To promote healthy living and to provide needed activities that complement or add to what is offered in the network, and that are sensitive to socio-economic and psycho-social needs;
3. To advocate on behalf of our clients for quality health and social services; and that administration in public establishments represents the general population proportionately.

OUR SERVICES INCLUDE

- **INFORMATION, EDUCATION, SENSITIZATION**
- **REFERAL TO EXISTING RESOURCES**
- **LISTENING SERVICE**
- **SUPPORT SERVICES :**

A variety of programs depending on specific needs and grants;

Weekly food distribution, cost of 2\$ per household;

Blood drives in collaboration with Héma-Québec;

Vaccination clinics to protect against the flu, in collaboration with neighborhood CLSCs;

Free income tax clinics and help with filling a variety of forms .

Recreational activities to break isolation (on an occasional basis)

“ **WORKSHOPS, TRAINING AND COURSES**

Regular French-language courses , in collaboration with CREP;

Weekly computer courses ;

Dynamic Integration and Balance Program (PIED) two times, weekly.

- **CONSULTATION TO PARTNER GROUPS AND PUBLIC ORGANIZATIONS**
- **DEFENDING THE RIGHTS AND INTERESTS OF OUR CLIENTS AND PROMOTING HEALTH AND WELL-BEING**
- **ACCOMPANIMENT AND INTERPRETATION**
- **TRANSLATION OF DOCUMENTS**
- **OPPORTUNITIES FOR STUDENTS TO DO THEIR STAGES WITH SSHQ OR THE SCHOOLS**

SERVICE STATISTICS

(Statistics collected from the four offices)

I. Total interventions

• Approximate number of calls, treated in less than 5 mins (total 4 offices)	7000	
• Interventions by telephone (lasting more than 5 minutes per call)		2823
• Visits to our offices (with or without appointments)		1133
• Active dossiers after visits and regular activities		386
• Participants in non-regular activities and Events		1677
• Number of total interventions excluding weekly food distribution)	6019	
• Number of food "baskets/bags" distributed during the year	7920	

II. Regular, active client dossiers, including the clients served by the weekly food distribution

• Elderly	205
• Men (18-64)	538
• Women (18-64)	730
• Single-parent families	120
• Children	1956
• People living with permanent physical and intellectual challenges	14
Total active dossiers :	3563

III. Clients who participated in non-regular Events

• Women	1057
• Men	620
Total	1677

IV. Individuals reached by information through the medias (television, radio, newspapers) **15,000 (minimum, approximate)**

V. Clients according to ethnic group

With respect to the Food bank, Clients of Greek origin = 12% and 88% people of other origins); with respect to the other activities, services, and programs, 80% are of Greek origin, while 20% are people of diverse origins)

SERVICE STATISTICS

Interventions (visits with or without appointment), regular and non-regular activities, information, referral (including by telephone for the four offices):

• Assistance with form filling for a variety of government assistance applications	604
• Listening	460
• Supervision and intervention at the residence of the elderly	221
• Income tax clinics	310
• Information regarding the Rental Board , Rental supplement, Rent allocation	373
• Accompaniment and interpretation	226
• Courses (P.I.E.D., information technology-computers, French)	87
• Clinics: vaccination . flu protection and Blood Drives	135
• Employment	42
• Financial Aid	34
• Long-term placement of elderly losing their autonomy	50
• Mental Health	30
• Family Violence and the mis-treatment of elderly	67
• Legal problems	12
• Immigration, information, support	450
• Recreational activities	710
• Information sessions	492***
• Adapted Transport	20
• Toxic substance abuse (drug abuse, over medicating, alcoholism, smoking, etc)	6
• Evictions	4
• Translations of documents for partner organizations	10
Total	4343

***This statistic does not include people that we reach through the media (TV-radio-newspapers), approx. Min. 15,000 which is a conservative estimate.

EVENTS, ACTIVITIES

Total participation for all the events excluding people reached by the medias (television, local newspapers, radio)

- August. Outing with a group of elderly to the Festival la Flamme Hellénique
- August 27 and 28: Fundraising Event, Production What a World! Organized by Students and Social Services
- September: Blood drive organized in collaboration with Héma-Québec, P.E.Y.O. Participants came from the Greater Montreal region including Laval and South Shore
- September 25: TMR Multicultural Festival
- October: STM Security Information Session at the Hutchison Residence
- October 13: SPVM Security Information Session at the Foyer hellénique Residence, Prevention of accidents & mistreatment towards the elderly
- October: Fundraising activity in collaboration with the producers of the Theatre performance MEDEA for PR and fundraising purposes
- October: Nursing clinic in collaboration with the pharmacy Spiros Koutsouris, blood pressure clinic
- November: Information Session in collaboration with SPVM at the Hutchison Residence, on the Safety and Security of Elders
- November: Information Session for the recruitment of volunteers
- November: Information session for students from a University on the subject of multicultural and ethnic specific intervention practices
- November: The beginning of our involvement in the table de concertation du GRASAPE
- December: Christmas Party at the Hutchison Residence (Pater Salamis) of Parc-Extension.
- December: Annual General Assembly for the fiscal year July 2009 to June 30 2010 of Hellenic Social Services of Quebec
- December: Vaccination Clinic protection against the flu. Organized in collaboration with the CLSC of Côte-des-Neiges
- December: Christmas food and toy distribution: In addition to our regular weekly food distribution on Tuesday mornings, we gave 50 additional families food baskets and toys, organized in collaboration with the students of our Greek Schools
- February to April: Free Tax Clinics for the Elderly. Approximately 300 clients benefited from this service.
- February: Information Session for the volunteers
- February and March: Public relations, media (TV) weekly sessions
- February to April: Weekly movie nights for the elderly
- March 27: Public relations activity: Staff , volunteers, Board members and partners paraded during our National Holiday Parade
- April: Public relations activity with the Hope and Cope Service of the Jewish General Hospital
- April: Outing to Cabane à sucre at St-Eustache
- May12: ACCESSS National committee on violence prevention of the Elderly, participation of the Director on the committee
- May: Participation of our colleagues at a survey at SSHQ on the theme of violence, in collaboration with Shield of Athena
- May 25: Blood Clinic in Parc-Extension, in collaboration with PEYO, CLSC Parc- Extension and Héma-Québec, held at William Hingston

OUR PRIORITIES 2011-2015

1. YOUTH INTERVENTION AND HEALTH & PSYCHO-SOCIAL SERVICES TO THE GREEK SCHOOLS
2. GROUP HOMES AND QUALITY HOME SUPPORT FOR THE ELDERLY
3. DAY CENTERS
(for the elderly, people who have physical or intellectual challenges, and other mental health issues)
4. NEW IMMIGRATION

DETAILS OF OUR PRIORITIES

1. YOUTH INTERVENTION

- Training of parents on the behavior of children and how to deal with developmental challenges, such as the program, ~~and Nobody's Perfect~~
- Leadership;
- Dealing with intimidation, stress, anger, mediation;
- Intervention in the Greek schools (six campus) and daycares for certain services, while respecting the cultural reality, for a total of 1500 students:
 - Visits by a nurse from the CLSC;
 - Interventionist in the school to work with the students, parents and teachers to resolve certain problems;
 - Instauration of specialized services such as Orthophonist, which is of utmost importance in noticing learning problems as early as possible;
 - Sensitization and information sessions regarding CLSC services;
 - Intervention and sensitization regarding how to deal with death, divorce, mental health, violence, date rape, etc.;
 - Early diagnosis of intellectual limitations and sensitization with respect to mental health.

DETAILS OF OUR PRIORITIES

1. SOCIO-ECONOMIC NEEDS AND PSYCHO-SOCIAL NEEDS OF THE ELDERLY

- Increasing number of elderly population, some forget what French and English that they have learnt over the years. Therefore services in their language are essential;
- Existing long term care for the elderly is not adapted to the specific cultural and linguistic needs of our Greek elderly clients;
- Our elderly clients do not know to whom to address their concerns and how to formulate their official service requests, there is a language barrier here, also they have difficulty in understanding the various systems that they must deal with and how they work;
- The elderly have difficulty getting around to their appointments, to do their shopping, etc;
- In the two Greek residences for autonomous elderly; the elderly are gradually losing their autonomy and are therefore requesting home care services, more than what the CLSC is capable of offering;
- Many elderly are isolated, even those who are in long term institutions that have nursing care and other services, they do not come out of their rooms to share with others, some live in truly fragile conditions;
- Elderly need help to do their shopping, their errands, to go to their medical appointments. They need to be visited by volunteers to break their isolation. They require to be accompanied by people who can speak English or French. We do not have enough resources to address all the accompaniment requests that we receive.

DETAILS OF OUR PRIORITIES

2. GROUP HOMES AND QUALITY HOME SUPPORT

Elderly who are loosing their autonomy amount to approximately (60%) of our total clientele.

- There is an urgent need for regular, quality and standardized home care;
- Long-term private care services are expensive \$\$\$\$; we can be effective partners in providing a solution to the public system;
- There is a need for quality living, a transitional stage between home and institution;
- Quality group home clusters project of 4 ou 5 elderly personnes living together per home, promoting active living as much as possible;
- A housing project that will be physically attractive and ecologically smart, ie. Durable, with nice gardens and lots of green spaces;
- In house supervision will be optional depending on needs of the group, with periodic visits from different specialists from the CLSC in their area.

DETAILS OF OUR PRIORITIES

3. DAILY DAY CENTERS

We have the available spaces in our community centers and church basements to offer a daycenter service daily, with much needed activities and courses, however, we do not have the resources to hire the coordinators to keep such a project going.

We could also offer accompaniment services to our clients to join in other existing, external activities offered by non-Greek partner groups that may be of interest to our elderly clients. We would be helping to make the existing services more accessible and simultaneously combat exclusion and promote integrating into Quebec society as much as possible.

Admission Criteria for the Day Centers of the SSHQ:

“Mental Health patients would have to be referred by a psychiatrist;

“Anyone who is living a situation of extreme, temporary distress and stress;

“People with a physical limitation;

“Youth with intellectual challenges who are no longer enrolled in daily school and have difficulty following a daycentre program in another language other than Greek;

“Elderly over 65 years of age;

“People who are inactive more than 60% of their week and have been isolated for a long-time;

“People who are referred by a public establishment;

“People who have difficulties expressing themselves in either of the two official languages;

“People living in isolation;

“People not having family to take care of them.

DETAILS OF OUR PRIORITIES

4. NEW IMMIGRATION

We have noticed another significant wave of immigration from Greece because of the poor financial situation there presently.

These new arrivals are addressing our services for the following:

- Pre-immigration consultation;
- The steps involved with respect to immigrating to Canada;
- Orientation (information sessions to welcome the new arrivals and to orient them to different steps of integration);
- Housing
- Employment;
- Referral to other external services or pairing with other Greek individuals for guidance;
- Accompaniment;
- French language courses referral;
- To facilitate their cultural integration in Quebec society;
- To inform them of events and cultural interrelations activities.

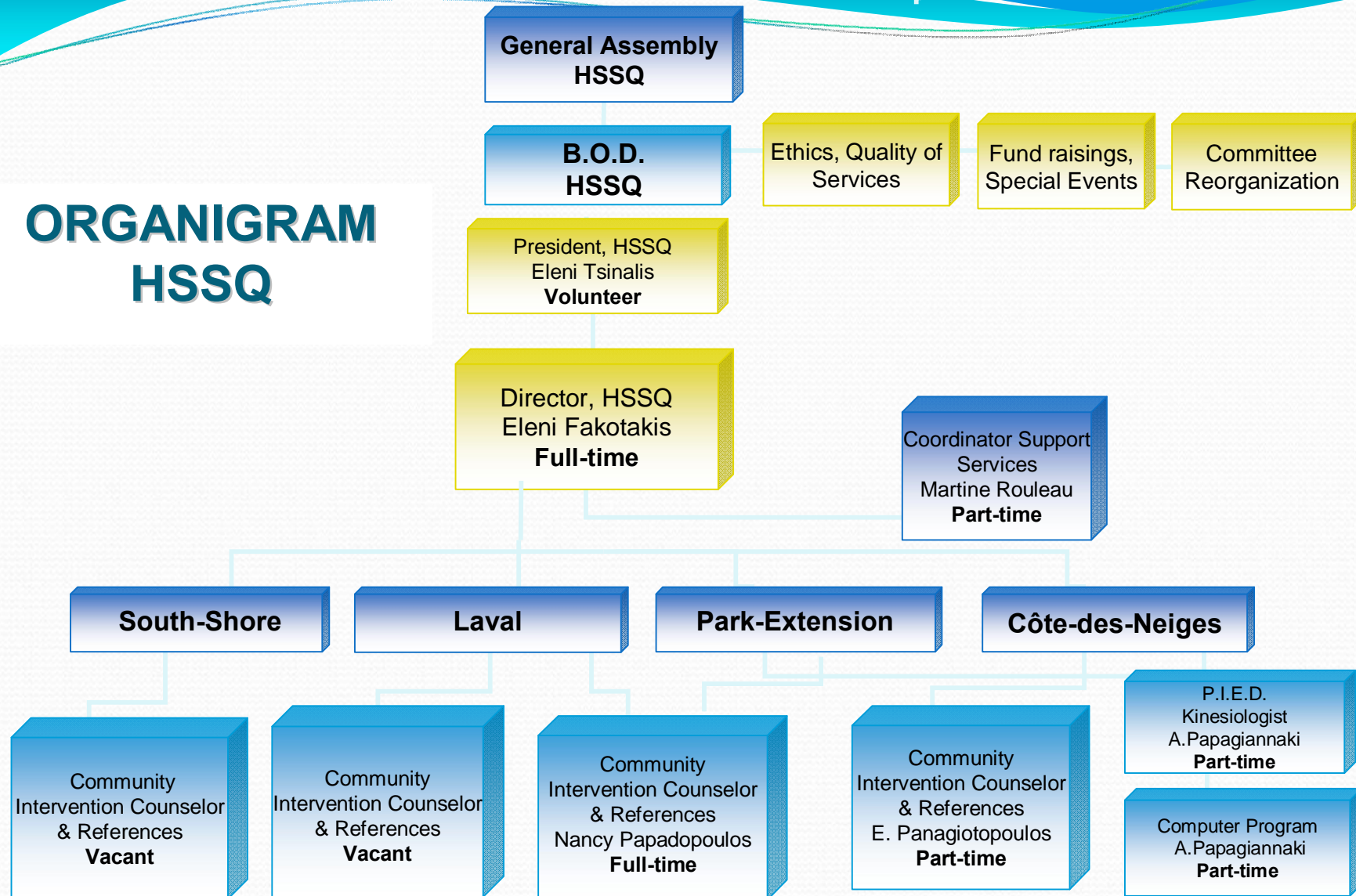
OUR SERVICE VALUES AND STRATEGIES

- To coordinate our services with the public health and social services network and to do our part in helping to make the public system more efficient and effective;
- Coordinate our services with those of other Greek organizations (related service partner groups);
- We will also help people of non-Greek origin who come to us from within the vicinity of our offices;
- We have added and will continue to include professionals of non-Greek origin on our Board of Directors. We will also invite all our partner groups to our Annual General Assemblies;
- To assure a quality service, caring and courteous, with the client being at the center of our pre-occupation, in addition to being involved in the type of intervention we will provide;
- To specialize in **5 areas** (loss of autonomy (elderly)-quality housing & daycenters, services to people with intellectual and physical challenges, **mental health**, **youth services**, immigration-integration-employment);
- Continual evaluation of our services; we have formed three committees to assure quality and success of our service goals (finance, volunteer recruitment, ethics and evaluation of service)

CURRENT ORGANIZATIONAL STRUCTURE & SITUATION OF HSSQ

- Equivalent of 3 full-time employees (2 full-time, 2 part-time, 1 occasional). Situation is fragile.
- The employees are overloaded with work, there is not enough personnel to address all the service demands, nor for student training, tables de concertation network involvement, participating in University research project requests, etc.
- 4 points of service (Côte-des-Neiges, Parc-Extension, South Shore, Laval)
 - PSOC Montérégie refused our grant application because our head office is situated in Montreal
 - PSOC Laval refused our grant application because they have no new funds available
- All the employees and volunteers intervene in the four offices; occasionally, church office personnel assist when necessary or in certain cases;
- We asked for emergency funds for this fiscal year because of our fragile economic situation, refer to financial reports and to our financial plan;
- Grants and revenues are insufficient. Annual revenues total 90 000\$ (on average) coming from the Agence and other sources. The HCGM covered our deficit in previous years.
- End of February 2011 we learned that the SSHQ could no longer count on the usual financial support of the HCGM, we therefore have to find other sources to support our operations.
- Refer to pages 34 and 35, financial report.

ORGANIGRAM HSSQ



Board of Directors

Eleni Tsinalis, President

Harry Barbaroutsis, Representative for the
Regional Council of Montreal

Georgia Konstantopoulou, Representative
Regional Council of Laval

Panayiota Retsina , Representative,
Regional Council of South Shore

Father Nektarios , Priest

Dina Kanelakos, Representative
For the churches and Father Panagiotis

Georgia Tsakalis, Director, Socrates II

Dr. Christos Karatzios, Pediatrician,
Health Care Professional

Helen Hatzitzanakis, Representative,
Fundraising

Angeliki Kritikos, Representative/user
Elderly, in non residencial settings

Despina Dimitriou Cloutier, Representative/user,
Elderly Residence Foyer Hellénique

Tassia Spanos, Representative/user,
Elderly Residence Hutchison (Pater Salami)

George Stamatis, Representative
Youth Concerns

Anna Biro, Conseil des Montréalaises,
Representative of Women's concerns

Diane Gorton , CSSS de La Montagne,
Representative - Mental Health and Home Care

Penny Constantinides, Representative,
People with special needs

On BOD, with no right to vote:

Billy Balabanos, HCGM, President ,

Anna Theodorou, HCGM, Treasurer

Eleni Fakotakis Kolaitis, Director HSSQ



VOLUNTEERS

Andrea Batsis
Zoi Batsis
Christian Beausoleil
Chrysoula T. Beletsiotis
Michaela Bleotou
Jonathan Coton
Athanasios Fakotakis
Denise Fournier
Alexia Fagnani-Hatzitzanakis
Fulvio Fagnani
Maria Hatzitzanakis
Patrice Kaplo
Edward Kouloyan
John Marshall
Myriam Mody
Spiros Montsenigos
Loukas Panagou
Sophia Papadopoulos
Argi Papagiannakis
Apostolia Petropoulou
Sophia Roumeliotaki
Panagiota A. Roumelioti
Elli Scordas
Vasilios Silogistakis
Evangelia Theodosopoulos
Evangelos Toutoudakis
Catheryne Trihyn
Stavros Tsinalis



Volunteers (cont.)

Dimitrios Andrianakos
Ioanna Arvanitis
Despina Dimitriou
Eleni Diamataris
Roxanna Grigorian
Voula Koukis
Haroula Koukoulis
Sotiris Kotsatos
Ageliki Lalou
Bianca Maidina
Roula Pinteris
Stamatia Stamatelos
Markia Texeira

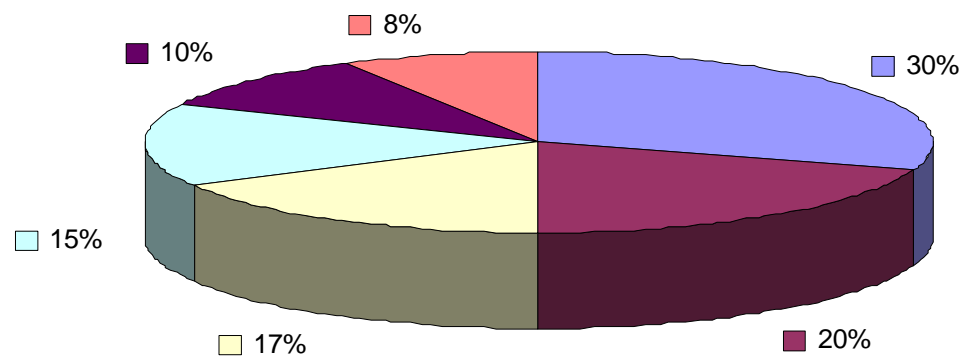
« Production: What A World »

Georgia Bakogiannis
Austin Beauchamp
Kera Bridgman
Tyler Dopson
Zachary Dopson
Dayna Goldman
Jamal Johnson
Amber Layne
Jodeci Malixi
Gerry Dean Mavrokefalos
Maria-Anna Mavrokefalos
Russano Morgan-Cavallaro
Erin Overbury
Nathalie Parmentier
Shelbi Pearson-Light
Samara Reid
Panagiota Retsina
Sati
Jessica Savoie



HOURS/ per SERVICE

by employees and volunteers
(176 hrs total/ per week)



- Information & References
- Help and listening Services
- Administration
- Workshop, training seminars and courses
- Accompaniment services, translation, interpretation
- Community liaison, consultations, partner cooperation CSSS, CLSC

PARTNERS...

ACCESSS

Agence de la Santé et des services sociaux
de Montréal

Hellenic Medical Association of Quebec
Shield of Athena

Bureau des services fiscaux de Montréal

CLSC Côte-Des-Neiges

CLSC Parc-Extension

Hellenic Community of Greater Montreal

Quebec Hellenic Congress

C.R.E.P.

CSSS de la Montagne

Greek Schools, Socrates, Dimosthenes

GRASAPÉ - Table de concertation

Hellenic Ladies Benevolent Society

Héma-Québec

Jewish General Hospital (Cancer Treatment
Centre, «Hope & Cope »)

Ministère de la Santé

Moisson Montréal

Montreal Volunteer Bureau

PEYO

Pharmacy, Spiro Koutsouris

Residence, Foyer Hellénique

Residence Hutchison (Pater Salamis)

Seniors Citizens Assoc. «Evangelismos»



Partners (cont.)

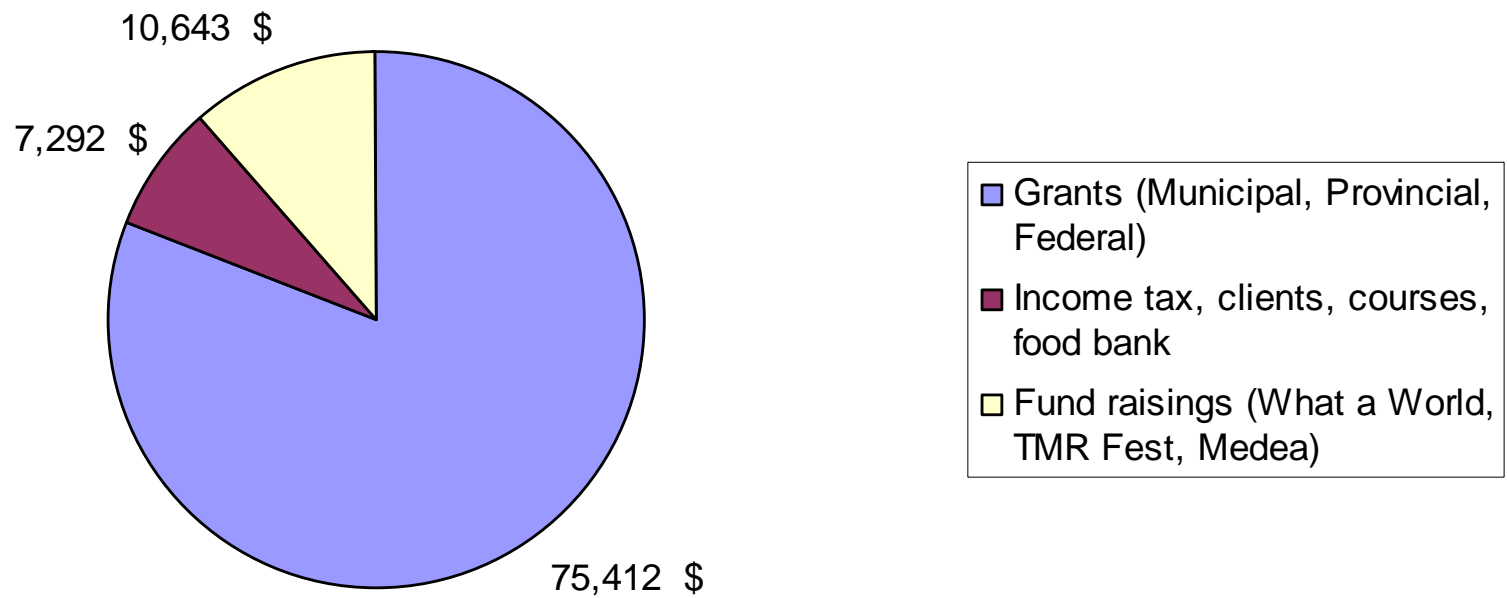
Jewish Foundation of Montréal
Centaur Theatre
SPVM, division, Community prevention
STM, division, Security and prevention
Vigie Mont-Royal, Resident protection
committee
Ville de Montréal (division of culture,
sports and leisure, borough of Parc-
Extension)
Town of Mont-Royal

Media Acknowledgements

CFMB radio 1280 AM
Gazette
Global TV
Hellenic Horizons 103.3
Journal Bhma
Mike FM
Odyssey Television Network, Greek News
Radio Centre Ville 102.3 FM



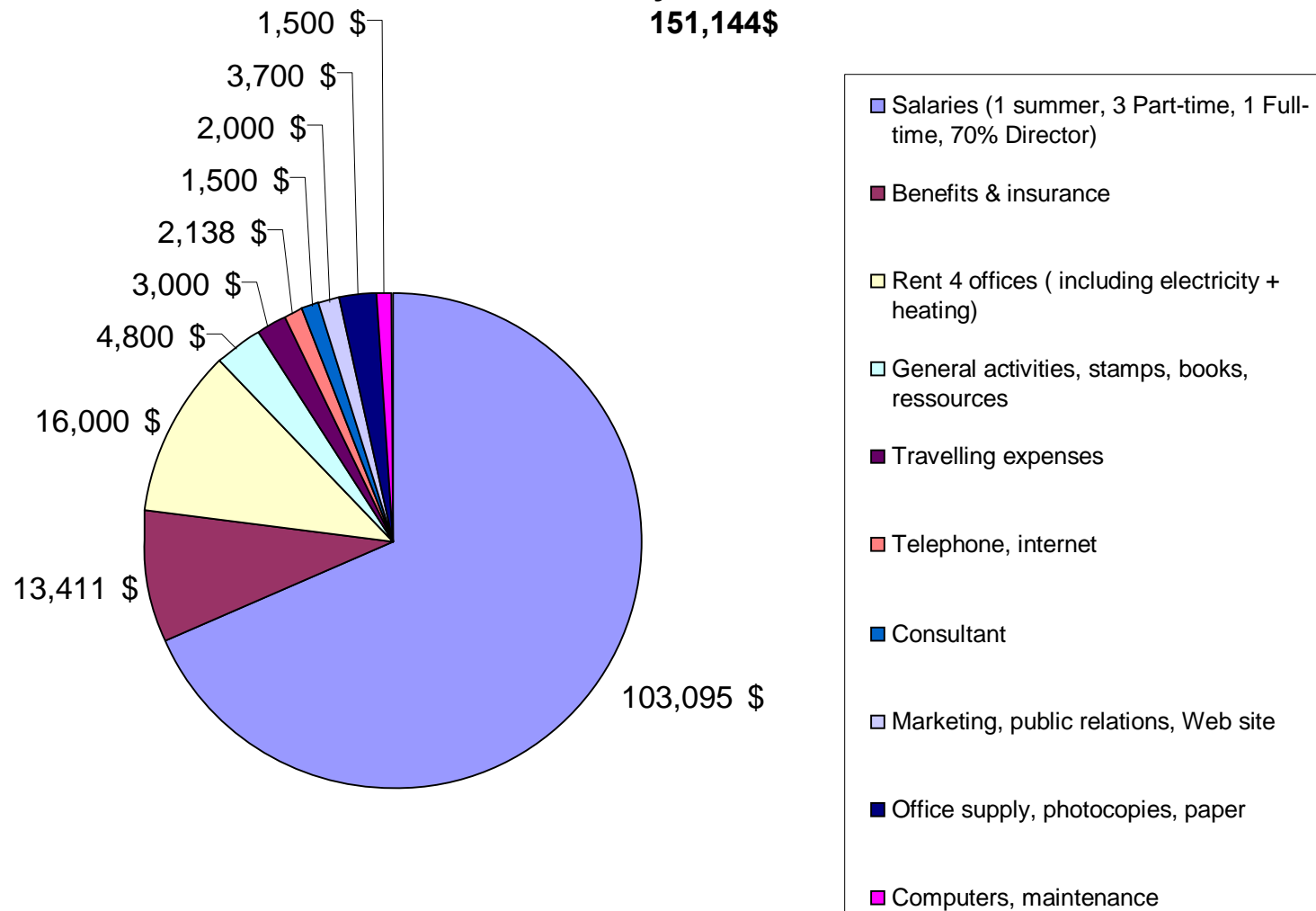
HSSQ - FINANCIAL STATEMENTS
REVENUES July 1, 2010 - June 30, 2011
93,347\$



HSSQ FINANCIAL STATEMENT

EXPENSES July 1, 2010 - June 30, 2011

151,144\$



SOME DETAILS, GRANTS AND DONATIONS

Agence de la Santé et des services sociaux de Montréal, *****

- 32,000\$ récurrent, every year for operating budget
- 30,000\$ emergency funds, one time, June 2011

CSSS de la Montagne, Programme PIED, ***

Ville de Mont-Royal, **

Soutien au bénévolat-SAB-Support for Volunteering ***

Fadima Houda Pepin, Deputy for la Pinière, *

Guy Ouellette, Deputy of Chomedey, Laval, **

Raymond Bachand, Minister of Finances & Revenue, *

Lise Thériault, Minister delegated to Social Services, **

Yolande James, Deputy of Nelligan, Ministry of Immigration and cultural communities, **

Gouvernement Fédéral, Summer Employment Grant, ***

Events and contributions, ***: Fundraising Production , What A

World , Multicultural Fair of TMR , Theatre production

Médéac , Donations from Tax clinic, Courses, Weekly Food bank, PIED program

*	=	100\$ - 500\$
**	=	500 - 1000\$
***	=	1000 . 10000\$
****	=	10000 . 50000\$
*****	=	plus que 50000\$ +

- Algar Plastics Canada Inc., publicity
- Alexia Creations , *
- Amga Meat and Poultry , free products (food drive)
- Anna Biro, free product, What A World event
- Kera Bridgman, make up , What A World event
- Zachary Dopson, expertise, What A World event
- Athanasios Fakotakis, free products, TMR fundraiser
- Scotia Bank. Parc-Extension, publicity
- Elmont Bakery, free products, TMR fundraiser
- Garderie Educative Le Futur de l'enfant, *
- GASSIA, hair, What A World event and fundraiser
- Hellenic Realtors Association*
- Inter-marché 4 frères, free products
- Maria Koulouris *
- KGB Décor, free decoration for the hall, What A World
- Don Anonyme **
- Marché des plantes Venus, free flowers, What A World
- Jamal Johnson, Austin Beauchamp, expertise
- Moukas Poultry, free products, food drive
- Overture with the Arts, expertise & free practice space
- Pâtisserie Afroditi, free pastries
- Stevia Panageas (Century 21), *
- Panagiotis Tzimas *
- The Hip Hop House, expertise et free practice space
- Unlimited Muzik, expertise et equipment loan, no charge
- Ville de Montréal, free practice space
- YMCA (Centre familial de l'Ouest de l'île), free practice space



SUMMARY

- SSHQ are in a deficit and do not have sufficient resources from year to year to meet all the demands placed on our service ;
- We have an ever increasing number of clients that seek our services;
- There is an insufficient amount of personnel to meet the service and fund-raising needs efficiently;
- We are an important partner in the network and our clients are satisfied with respect to the service we are able to provide;
- The financial situation is serious and fragile. Particularly as the HCGM can no longer assume our deficits, we must increase our operational funding base;
- We have identified urgent service priorities that are not presently addressed by the other Greek partner groups, our clients are asking for these services;

SUMMARY (continued...)

- We require approximately 700 000\$ to be able to meet all the demands placed on our service, in a recurring amount;
- The Health and Social Services Agencies or Boards of South Shore and Laval have refused to give us a recurring subsidy, one because our head office is in Montreal and the other because they have no new funds to give any more organizations, even though we offer services on an occasional basis in their territories
- The amount of subsidy that we receive from the Agence of Montreal is below most other organizations;
- We asked for 40 000\$ from the Agence de la Santé et des services sociaux de Montréal ; and they gave us 30 000\$ to help us with our deficit for the year 2011 and so that we would not lay anyone off, this is not part of the recurring subsidy, it is only for one year, so we are still in a fragile situation for this fiscal year;
- We have elaborated a strategic plan for the service and a rigorous financial plan to assure that we can continue our activities to our community. We have also appealed to all levels of government, individuals, companies , Greek associations, and foundations for money and are waiting for responses as we do our follow up calls and visits.
- Thank you for your attention, collaboration and support.