



BLOSSOM
OF HOPE

2011-2012
ANNUAL
REPORT





BLOSSOM OF HOPE – CELEBRATING OUR 30 YEARS OF WORK

Where flowers bloom, there is hope. Hope is the Foundation of Recovery. Like flowers, each person has the potential to blossom in their life when provided with the right environment and support, just as a flower is nourished with water, sunshine, soil and nutrients.

Hong Fook is committed to promote mental health and to support people in their journey to recovery from mental illness. Through services we provide, we create an embracing environment to cultivate mental wellness and to develop potentials in each person, including consumers, family members, volunteers and the community at large. We instill hope in people whose life is being affected by mental illness, as we believe and see that their lives can blossom when given the opportunities to develop their skills and contribute their strengths in an understanding and accepting environment.

Thank you for supporting Hong Fook and your communities. Your contribution and dedication bring hope to people we serve and make their lives blossom.

Our Vision

A multicultural community that understands mental health and accepts mental illness.

Mission

Hong Fook Mental Health Association works with Asian communities to keep people mentally healthy and manage mental illness from recovery to wellness, through promotion and prevention, treatment, capacity building and advocacy.

Core Values

Equity Diversity Cultural Competence Empowerment Capacity Building Community Participation Self Help Mutual Support

Service Commitment

Responsive Accessible Accountable Collaborative Integrated Innovative

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MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

President: Ken Chan

Executive Director: Bonnie Wong

In 2012, we are commemorating our 30 years anniversary of the establishment of the Association. We would like to celebrate with you our accomplishments in the past three decades and share with you what we are doing at present and what we are contemplating to do in future.

A Brief History of Growth

Over the past three decades, the organization has grown from a lofty idea to an organization that has blossomed with multiple services to many clients in several ethnic communities and at three different service locations including Downtown, North York and Scarborough. Our funding has grown from less than ten thousand in the first year to more than four million in 2011. Our clientele grew from a dozen to sixteen thousand a year.

A Synopsis of Present Accomplishments

We are Undergoing Transformation

Having taken root at Spadina for 18 years, the downtown office has moved to the Bay and Dundas intersection to provide better accessibility for our clients. With the support from City of Toronto, we opened a new office in North York to increase access for the community in North West GTA. A new site near our Midland office has been leased to operate the HF Connecting Health Nurse Practitioner-Led Clinic. Its establishment will enable our clients to access primary care through an integrated and collaborative service model between our organization and the clinic. The management structure has been realigned with the new structure of our organization.

We Are Carrying on Service Expansion

With the grant from the TD Bank Group, we have developed a new pilot project, "Blossom of Hope" to provide vocational skill training to our consumers.

By way of a grant from the Heart and Stroke Foundation, we are engaging youth in partnership with Vision Youth through on-line health needs survey, focus groups, round table discussions and youth summit, as part of our strategy to promote Adolescent and Youth Mental Health.

In partnership with our Foundation we have brought the anti-stigma message to our community through media promotion with great success.

With the support from Central East Local Health Integration Network and other funders, we have provided service to more than three thousand registered clients.

We Are Gaining Recognition

In this year, our staff have received various commendations from professional associations, other service providers and family care givers for their professional work.

Our senior management staff are invited to sit at various committees and panels to share our expertise in culturally-specific Mental Health service.

The organization has been requested to lend her name to several major conferences for mental health as a co-lead agency. In 2011, we have received ten new grants from the government, public foundations and corporate sector.

A Blueprint Aims at the Future

As a forward looking organization, the organization aspires to seek opportunities to continue its health promotion, and to advance prevention with a focus on early intervention.

The organization aims to serve its community more efficiently through collaboration with our community and hospital partners. The organization keeps an eye on the change of client demographic and plan to cope with the changing needs accordingly. All in all, the organization aims to ascend to another level of success with its strategic plan as a road map.

We hope this snapshot of our organization will assure you that your support and trust have not been misplaced. We are looking forward to your support in future.

MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

康福董事會主席和行政總監致詞

主席: 陳浩根

行政總監: 黃吳淑芳

康福心理健康協會成立至今踏入30個年頭。我們正在轉型，繼續擴展服務，並贏得社會的認同。

我們位於市中心的辦事處已遷至卑街 (Bay Street) 夾登打士西街 (Dundas Street West)。在北約克的新辦事處已啟用，讓社區更容易接觸到我們的服務。我們的管理架構最近重組，與康福的新架構結合在一起。

道明銀行集團贊助的「希望綻放」試驗計劃經已開展，為我們的服務對象提供職業技能訓練。我們並參與了不同的合作項目，例如與展望青年領袖培訓計劃合作，推廣青少年心理健康。我們又與康福基金會一起，透過電視及電台節目，將反對歧視精神病的訊息傳達至社區。

我們為超過3,000個已登記的人士提供服務。我們的同工收到來自社會各界的讚揚，並獲邀請加入不同的心理健康委員會和小組，此外還共同贊助幾個主要的心理健康會議。

康福在心理健康方面的專業服務獲得多方面的認同。我們於2011年獲得10個新的資助款項，分別來自政府、公益基金會及私營機構。

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홍록 대표이사과 이사장의 메시지

회장: 켄 찬

사무장: 보니 원

올해로 창립 30주년을 기념하는 홍록은 서비스를 확장시키고 인지도를 높이는 등의 변화를 추진하고 있습니다.

홍록의 다운타운 지점은 베이(Bay)와 던다스(Dundas)의 교차로로 이전했으며, 커뮤니티가 좀 더 용이하게 이용할 수 있도록 노스옥에 새 지점이 개설되었습니다. 또한, 조직의 새로운 구조에 맞게 홍록내 관리체제가 재 정비 되었습니다.

TD 은행 그룹은 홍록 고객들에게 직업 기술 훈련을 제공하기 위해 만들어진 홍록의 파일럿 프로젝트인 “희망의 꽃 (Blossom of Hope)”을 후원하였습니다. 저희는 다양한 파트너들과도 함께 일하고 있는데 예로써, 비전 유쓰(Vision Youth)와는 청소년과 젊은 층의 정신건강 증진을 위해 협력하고 있으며 홍록 재단과는 텔레비전과 라디오를 통해 지역사회 안의 낙인(stigma)을 없애고자 노력하고 있습니다.

저희는 3000명이 넘는 등록 고객들에게 서비스를 제공해오고 있습니다. 홍록 직원들은 각 커뮤니티로부터 다양한 찬사를 받았으며, 각종 정신건강관련 위원회와 패널등에 초대되어져 왔을 뿐만 아니라 정신건강을 위한 여러 중요 학회에 공동 후원자가 되어 왔습니다.

2011년에 홍록은 정부와 공공재단 그리고 정신건강 영역에서의 저희의 전문성을 인정한 기업들로부터 10개의 새로운 보조금을 받았습니다.



Thông điệp của Chủ tịch Hội Đồng Quản Trị và Giám Đốc Điều Hành

Chủ tịch: Ken Chan

Giám Đốc Điều Hành: Bonnie Wong

Năm nay, chúng tôi kỷ niệm 30 năm thành lập Hội và đang trong giai đoạn chuyển hóa nhằm tiến đến việc mở rộng thêm các chương trình phục vụ. Hội của chúng tôi đã được đánh giá cao từ các cơ quan tổ chức khác.

Văn phòng ở Trung Tâm Phố đã được chuyển đến gần ngã tư đường Bay và Dundas. Một văn phòng mới được thành lập ở North York để tăng cường phục vụ cho cộng đồng. Đội ngũ Quản Lý Điều Hành đã được sắp xếp lại để phù hợp với cấu trúc mới của Tổ chức.

Dự án thí điểm “Nở Hoa Hy Vọng - Blossom của Hope” tài trợ bởi Ngân Hàng Toronto Dominion Bank được hoạt động nhằm cung cấp việc đào tạo kỹ năng nghề cho những người sử dụng dịch vụ.

Chúng tôi cũng liên kết hợp tác với các cơ quan khác trong các chương trình phục vụ chung như: nhóm Vision Youth để quảng bá phong trào Sức Khỏe Tâm Thần cho thanh thiếu niên; và cùng với tổ chức tài trợ riêng của Hồng Phúc (Hong Fook Mental Health Foundation) chúng tôi đã mang thông điệp chống kỳ thị người bệnh tâm thần đến với cộng đồng thông qua các buổi nói chuyện trên đài truyền thanh và truyền hình.

Chúng tôi đã cung cấp phục vụ cho hơn 3,000 khách hàng trong năm qua. Nhân viên của Hội đã nhận được những lời khen thưởng từ cộng đồng, được mời tham gia vào các ủy ban sức khỏe tâm thần và thuyết trình tại các cuộc hội thảo khác nhau. Hội cũng tài trợ cho nhiều hội nghị lớn về sức khỏe tâm thần.

Qua việc thừa nhận khả năng chuyên môn cao của chúng tôi trong lãnh vực sức khỏe tâm thần, chúng tôi đã nhận được thêm 10 khoản tài trợ mới từ chính phủ, cơ sở tài trợ công chúng và từ các doanh nghiệp thương mại trong năm 2011.

សារប្រតិបត្តិការ និងការប្រតិបត្តិ

ប្រធាន: ខេន ឆេន (Ken Chan) នាយកប្រតិបត្តិ: បនី វ៉ុង (Bonnie Wong)

នៅក្នុងឆ្នាំនេះ យើងនឹងប្រព្រឹត្តទៅនូវប្រតិបត្តិការ៣០ឆ្នាំរបស់សមាគមយើង។ យើងបានឆ្លងកាត់ការផ្លាស់ប្តូរ ការអនុវត្តន៍នូវការពង្រីកសេវាកម្ម និងការទទួលបាននូវការទទួលស្គាល់។

ការិយាល័យនៅកណ្តាលទីក្រុងត្រូវបានប្តូរទីតាំងទៅកាន់ផ្ទះផ្លូវបេ (Bay) និង ដាន់ដាស (Dundas) ។ ការិយាល័យថ្មីមួយក៏បានបង្កើតឡើងផងដែរនៅទីក្រុង North York ដើម្បីអោយមានភាពងាយស្រួល

ក្នុងការទំនាក់ទំនងរបស់សហគមន៍។ គំរោងនៃការគ្រប់គ្រងក៏ត្រូវបានកែសម្រួលដើម្បីអោយស្របគ្នាទៅនឹងគំរោង ថ្មីនៃសមាគមរបស់យើង។

ក្រុមធានាធីឌី (TD Bank) បានឧបត្ថម្ភនូវកម្មវិធី “ការរីកស្តាយនៃសេចក្តីសង្ឃឹម” (Blossom of Hope) ជាគំរោងសាកល្បងដែលត្រូវបានបង្កើតឡើងដើម្បីផ្តល់នូវការហ្វឹកហ្វឺនងារជំនាញវិជ្ជាជីវៈដល់អតិថិជនទាំងឡាយ។ យើងមានទំនាក់ទំនងសម្ព័ន្ធភាពជាមួយដៃគូទាំងឡាយដូចជា: ជាមួយ ចក្ខុវិស័យនៃយុវជនដើម្បីកែលម្អជីវិត និង សុខភាពសតិអារម្មណ៍នៃយុវជន និងជាមួយមូលនិធិរបស់យើងដើម្បីផ្សាយនូវសារអំពីការប្រឆាំងនូវការប្រកាន់រើស អើង ទៅដល់សហគមន៍របស់យើងតាមរយៈទូរទស្សន៍ និងវីឡូ។

យើងបានផ្តល់សេវាកម្មទៅអតិថិជនជាសមាជិកជាង៣ពាន់នាក់។ បុគ្គលិករបស់យើងបានទទួលនូវការកោតសរសើរ ផ្សេងៗពីសហគមន៍ និងត្រូវបានអញ្ជើញទៅធ្វើជាគណកម្មាធិការនិងក្រុមអ្នកឯកទេសនៃសុខភាពសតិអារម្មណ៍ ផ្សេងៗ ព្រមទាំងដើម្បីជួយនូវការប្រជុំសន្តិបាតធំៗជាច្រើនសំរាប់សុខភាពសតិអារម្មណ៍។

នៅឆ្នាំ២០១១ យើងទទួលបានប្រាក់ឧបត្ថម្ភមួយម៉ឺនដុល្លារពីរដ្ឋាភិបាល មូលនិធិសាធារណៈ និងផ្នែកនៃក្រុម ហ៊ុនជាច្រើនក្នុងការទទួលស្គាល់នូវជំនាញនៃសុខភាពសតិអារម្មណ៍របស់យើង។



PROGRAMS & SERVICES

Under the leadership of the Board of Directors, Hong Fook developed a three year strategic plan for 2011-2014. The organization realigned our services and programs into Clinical and Holistic Health Services. The Clinical Services Team provides Central Intake, Case Management, Support within Housing and works closely with the Asian Clinic. The Holistic Health Team oversees the Self Help, Family Initiative and Prevention and Promotion, Volunteer Development and Resource Centre, and works closely with the Hong Fook Foundation. We have added two new management positions to provide leadership to each of these teams.

The above initiatives have been instrumental for promoting the agency's vision and revised mission, and especially our continuum of service framework. The array of programs that we provide range from promotion of wellness to intervention of illness. Individuals may enter our programs at any point, and move from one program to another. Our overall goal is to go beyond the provision of "bandage solutions" by building the capacities of individuals and communities to promote and sustain wellness.

Over the last twelve months, we are excited to see the blossoms of the following initiatives:

- Blossom of Awareness
- Blossom of Capacity
- Blossom of Collaborative Care
- Blossom of Hope
- Blossom of Accessibility
- Blossom of Integrative Services
- Blossom of Support





BLOSSOM OF AWARENESS

Information, Intake and Referral Services

Our Central Intake service provides linguistically and culturally responsive assistance for individuals seeking the agency's services. This includes consumers, family members, physicians, hospitals and other health service providers, as well as social service workers who want to seek consultation on working with the Asian communities on mental health issues. Our Central Intake assisted 1,350 individuals through 3,493 contacts in 2011-2.

Prevention and Promotion – Anti-Stigma Awareness

Our Prevention and Promotion Program has empowered individuals with knowledge of mental health and resources so that they can play a more active role when it comes to their mental health, building community capacity by providing accurate information to reduce stigma, facilitating equal access to mental health services, and encouraging community participation in 2011-2. We conducted a series of TV and radio talk shows through the ethnic media and produced client recovery stories in DVD. We posted it on agency website and presented in the fundraising gala, hosted information sessions at the Open House and Opening Ceremony of the North York Branch with the great turnout of 300 guests and media coverage.

Diversity and Equity in Mental Health & Addiction Biennial Conference

In May 2011, Hong Fook organized "Fortifying Communities, Families and Individuals" in partnership with Across Boundaries, Canadian Mental Health Association Toronto Branch, the City of Toronto, Centre for Addiction and Mental Health, LOFT Community Services, Mt. Sinai Hospital, and the University Health Network. The biennial one-day conference, which was well attended by 200 community and health service providers, funders and policy makers, provided an opportunity for the participants to identify strategies and practices that strengthen diverse communities and meet their needs; describe the changing roles of families within diverse communities and formulate ways to engage them; explore the impact of dislocation and trauma on refugees and immigrants; and learn about ways of engaging spiritual and other traditional community based supports to foster resilience and wellness.

Mental Health Promotion Training Program for Community Service and Settlement Workers across Ontario

Our Journey to Promote Mental Health Program, in its fourth year of operation, has continued to be well received by settlement workers and community service workers, in facilitating them to heighten their awareness of various mental health issues facing newcomers, and to enhance their capacity for providing effective support and timely intervention. Since its inception in 2008, this program has hosted 33 two-day training series, served 905 front line workers from over 280 agencies. The feedback from the participants reflected that there has been a significant increase in their abilities to identify coping strategies, early signs of mental health problems, and social determinants affecting immigrants' mental health, and an increase in their knowledge of the mental health system as well as a decrease in stereotyping.

BLOSSOM OF ACCESSIBILITY

In the fall of 2011, we opened Hong Fook's third site in North York. With the convenient location and service enhancement at North York Branch, we had 35% increase in enrollment for the Prevention and Promotion program for the Korean community within 6 months. We are also excited to launch a multicultural program at this new site, namely, a Qi-Gong Class, where consumers from Cantonese, Korean and Mandarin communities come together.

The community that we serve had always enjoyed our downtown office at Spadina and Dundas. However, in order to fulfill our commitment to make our downtown office wheelchair accessible like our other offices, we relocated to a new site at the intersection of Dundas and Bay. The number of individuals enquiring about our services at Central Intake has increased for 161% between 2011-12 and the previous fiscal year. We attribute this to our media events, increased contacts with community partners and word of mouth.

BLOSSOM OF CAPACITY

Fortifying Volunteer & Peer Leadership

Hong Fook is expanding through building capacity of volunteers who are seniors, youth, and women through the special projects: "New Horizons for Seniors", "HERE Project for Canadian Chinese Youth", "Managing Emotion for Women" and "Ignite Leadership for Immigrants' Health". Meanwhile, we also continue building volunteer capacity and empower individuals with knowledge of mental health and resources through peer leadership training, workshops, promotional events, and groups such as "Talent Vocal Group", "Helping Hearts", "Befriending Groups", "Mandarin Speaking Holistic Health Group". "Walk for Wellness", "Hong Fook Gala", community health fairs, displays and workshops.

We are appreciative of the leadership of some of our Board members and volunteers in service related committees. This includes the Service Development and Quality Committee and the language/culture specific Service Advisory Committees, for engaging diverse communities and stakeholders during the process of developing service plans and setting relevant priorities. By the same token, the Ethics Review Committee has done an excellent job in reviewing our protocol for processing proposals for research and evaluative projects as we continue with our commitment for developing evidence-based best practices.

Cognitive Behavior Interventions & Beyond

Identified service needs demonstrated that there is a growing demand from our service participants experiencing mental health issues for supportive counseling, fortifying their strategies for symptom management, skill building and development. Our staff enriched their skills for meeting these needs through in-house advanced training in cognitive behavioral therapy (CBT), prevention and interventions on suicidal ideations and aggressive behaviors, and consultation on anti-stigma issues.





PROGRAMS & SERVICES

BLOSSOM OF INTEGRATIVE SERVICES

Case Management Services

Hong Fook's Case Management Service has remained responsive to the imminent need for intensive and individualized support among people experiencing serious mental illness, and the family caregivers in facilitating recovery in a culturally responsive approach; and to achieve the goal of enabling our service recipients to enjoy optimal wellness and quality of life. Our service includes supporting clients to meet their needs for daily living, develop their skills, and receive supportive counseling. We helped to make a difference in the lives of 496 people and their families, and conducted 13,564 contacts with them in 2011-12. Out of the 137 service recipients that were discharged from the service this year, 95% of them achieved their goals for the service.

Support within Housing

Hong Fook's Support within Housing Program has continued to play a vital role in helping people who experience both mental health issues and homelessness through facilitating them and their families to access affordable housing and other relevant supports. In 2011-12, we served 91 clients and their families, and conducted 4,260 contacts and 66 group sessions with them. It is noteworthy that we got additional resources to increase 8 units for this program progressively between 2011 and 2013.

Self Help Program

Hong Fook's Self Help Program has thrived in promoting self help and mutual support among consumers through our drop-in program, lunch program, peer support groups, social & recreational activities, skills development, employment and volunteer opportunities, and special ESL classes. We served 310 people and offered 669 group sessions in 2011-2.

Family Initiative

To support family members to care for their loved ones who are dealing with mental illness, the Family Initiative Program provides a variety of functions for caregivers to strengthen their resilience when they walk alongside consumers' journey in recovery. These functions include consultation with family members, education workshops and materials development, mutual support groups in different languages, self-care and related skills building, leadership training to build the capacity of caregivers and opportunities to participate in anti-stigma events and advocacy activities. We served 131 family members and conducted 66 sessions in 2011-2.

Wellness Recovery Action Plan (WRAP) Project

Though the funding from the Canada Post Foundation for Mental Health for the WRAP Project which finished in Nov 2011, we have

continued to run WRAP groups for different communities to enhance self-management ability among consumers. As of Mar 2012, a total of 62 consumers participated in WRAP groups in 4 different languages and some sessions were co-facilitated by consumers who had received prior WRAP training within the project. With the successful hiring of the Peer Support Worker position in April 2012, we are optimistic that consumer-run WRAP groups will be conducted soon.

In the year 2011-2012, we are happy to see family members strengthening their capacity in caring for their loved ones as well as getting their voice heard in the system. A total of 84 family members attended the WRAP groups run by their peers and group workers in their mother tongue. The importance of having good self-care and regular maintenance through different wellness tools is well received. A few members were trained as WRAP facilitators and they were empowered through the group facilitation experience.

Apart from sharing in the WRAP groups, family members have also talked about their positive experience with the WRAP and family support groups in different occasions, including the Hong Fook Biennial Conference in May 2011 and the Annual General Meeting in September 2011. It is very encouraging to see how they have found mutual support among their peers and join hands together to care for each other.

Blossom of Hope (BOH) Social Enterprise Pilot Project

As one of the initiatives in the Board of Directors' Strategic Plan (2011-2014): Build Our Future, BoH was established as a social enterprise to provide a variety of training opportunities and create a sustainable platform to promote the strengths and talents of our clients. BoH is a business of floral arrangements, catering and gift services that will be run as continuation of the Self Help Program at Hong Fook.

Our staff of the project has worked closely with 8 Self Help consumers/volunteers at least twice per month to brainstorm ideas and make plans for promotional events and in-house catering services.

During the period between November 2011 and March 2012, we established a few significant projects that provided different training opportunities and a platform to promote the strengths and talents of our clients. From the beginning of this project, we found dedicated self help members strive for quality craftsmanship of handmade greeting cards, beautiful blossoms and breathtaking creative displays.

Our projects include cultural refreshment, gift baskets and flower sales for Hong Fook's North York office's Information Session Day on December 16, 2011, flower arrangement for Fundraising Gala in June and ongoing tea training opportunities to ensure excellent customer service and knowledge of tea products.



BLOSSOM OF COLLABORATIVE CARE

Hong Fook has grown in our collaborative care model with different community partners, and especially the Asian Community Psychiatric Clinic which is housed at Hong Fook's downtown office, which specializes in serving clients from the cultural and language groups that the Association serves in a culturally responsive manner. The 5 psychiatrists and 1 family physician at the Clinic have worked closely with Hong Fook Case Managers and other staff to provide 3,050 patient visits and to serve 318 new patients in 2011-12. We worked closely with a number of local hospitals, Coordinated Access for Supportive Housing (CASH), ACCESS I and other community networks.

With funding from the Ministry of Health, we are getting ready for providing services through the Ontario Telemedicine Network (OTN), and are thrilled to be part of one of the largest telemedicine network in the world for improving access and quality of care. Using two-way videoconferencing, OTN provides access to care for patients in every hospital and a number of other health care locations across the province. In addition to clinical care, we will facilitate the delivery of distance education and meetings for health care professionals and service recipients.

BLOSSOM OF SUPPORT

Ontario Common Assessment of Needs (OCAN)

We have been very involved in joining other health service providers in rolling out OCAN, which is a standardized, consumer-led decision making tool that allows key information of our consumers to be electronically gathered in a secure and efficient manner. We use this tool to serve consumers and clients involved with the following services and programs: Central Intake, Case Management, Support within Housing and Self Help.

While Hong Fook had other tools for compiling some of our documentation electronically for a number of years, OCAN, together with the new software we acquired, give us and other health care providers in Ontario the same tool for completing assessment for our clients and recording relevant data; and with consumer consent, share their data with fellow health care providers through common data standards, which ultimately benefits the people we serve. Furthermore, our self help program is undergoing a program evaluation, and OCAN is a very good vehicle for analyzing service achievements and gaps, which in turn will inform us about service plans.

Communication

Hong Fook gave a facelift to our website, with the aim of using it to reflect the growth that we have made over the years, enhance our communication with the community, and expand our platform for sharing our knowledge and resources on-line.

Evidence-based Best Practices

In order to provide service and programs that are responsive to emerging needs among our clients and promoting evidence based best practices, our staff have worked with coordinated and dedicated efforts in working groups on tasks such as reviewing our service manual for Case Management, Support within Housing and Central Intake. We are also in the course of completing a program evaluation for self help.

BLOSSOM OF HOPE

In a survey conducted with 108 service recipients this year, soliciting their feedback on their experience with Hong Fook's services, 83% of them expressed satisfaction with the service, and 88% of them stated that they would refer a family member or friend to the agency. A survey conducted with all staff at Hong Fook showed that 90% of them are satisfied with the agency.

We are very much encouraged by these feedback, and will continue to strive for excellence, and to foster close partnership with our clients/consumers, their families, volunteers, staff and community partners.



SHARING FROM OUR CONSUMERS & THEIR FAMILIES

Hong Fook has always treasured the opportunity to walk with our consumers in their recovery journey, encourage them to rise from their falls (relapse and challenges) and grow from them, and applaud them for every small and BIG success. Following is a sample of sharing from our consumers, who have a lot of times inspired those of us who serve them, and we feel honored to be part of their journey.

Central Intake

Tommy – I only had a few sessions with Hong Fook's intake worker, but her non-judgmental presentation and attentive listening gave me a lot of confidence in the Association's service. She also gave me information for pursuing employment support programs. Most of all, she helped me to work through social stigma against mental health issues and those seeking help for them, and embrace my sense of resilience and mobilize it. I am now gainfully employed and seriously considering a career in social work.

Case Management

LVT – Due to multiple unsuccessful attempts in bettering my mental illness and addiction, even my mother who has a heart of gold was on the verge of giving up on me. Hong Fook's staff worked closely with the Mt. Sinai Hospital ACT team in rekindling sparks of light in me—through helping me to address issues around housing, medication, budgeting, and encouraging my family and me. I am okay now, and Hong Fook has been there.

Lucy – My case manager has helped me a lot. She has given me gentle reminders over the phone, taking me to places when I need directions, support and explain things in a way that I can understand to me.

Support within Housing

Anonymous – My case manager at CAMH referred me to Good Shepherd Non-Profit Homes and Hong Fook when I was discharged from the hospital. The three agencies worked together in tackling my desperate needs around housing, psychiatric and legal issues.

Self Help Program

Mrs. Lim – I am not so lonely anymore and feel happier.

Anonymous – Talking with others about health, emotion, life issues has helped me to get well.

Xing Ying Lin – I enjoy working at Self Help as food leader and attending food skill training, which emphasize not just personal growth but team work as well.

Nga Kim – I can socialize with others and enjoy the outings and exercises.

Family Initiatives

Ms. Bai – The Family Support Group gave me an opportunity to meet families supporting their loved ones in their recovery from mental illness. I no longer have to walk this journey on my own. The group also has helped me to understand my daughter's illness, accept her and become more realistic in my expectations towards her.

A Family Support Group member – Regardless of how tired I was from work or how the weather was, I did my best to attend the group regularly because I could gain energy and hope to survive until the next meeting through sharing what I dare not tell other people outside the group and consoling each other. The group is like another family to me.

Jade Zhang – WRAP was designed for people with mental illness originally but I found it very helpful for family caregivers as well. Besides, the sharing at the 2011 Christmas celebration was memorable.

Blossom of Hope Social Enterprise Pilot Project

R. Yeung – I learned a lot about doing a sales job, not just selling tea, but also promoting Hong Fook. Furthermore, I learned about teamwork and individual's part in it. I got a lot of chances to practice my English.

Rita – I learned to listen to people, and apply this skill in a work setting and the community.

Promotion and Prevention Program

S. – The group helped me to learn about the tie between emotions, physical reaction, beliefs and behaviours. I gained awareness of my negative emotions that affected my relationship with my daughter and started to approach it differently. I enjoy the social support network that the group created for me and the growth in my self-esteem. I even joined the mental health volunteer training, won the Best Learner Award, and started to contribute to the community through volunteering. I overheard my daughter sharing with her friend recently, "My mother has made significant changes in her behaviours, and most importantly, is willing to listen and let me have my own choices."

Anonymous – I started seeing a psychiatrist at the Asian Clinic and receiving case management services, and joined the volunteer training as I made progress. I now enjoy going out and sharing my talent for cooking in some of the Hong Fook programs for consumers. Recently I have started dreaming of teaching other consumers how to cook.

Consumer with Multiple Involvements at Hong Fook

After I had migrated to Canada, it did not take a long time before my dream and hope were all broken down. My ex-husband did not take care of the family and verbally abused me. My son and I ran away to a shelter for safety. It was tough staying in the shelter because of language barrier and culture shock. My son also experienced bullying in school.

With financial support and a subsidized apartment from the government, I seemed to have resolved my problems. However, I wanted to sleep all day and felt sad all the time. One day I described my situation to my family doctor, and he suggested I contact Hong Fook Mental Health Association. I was so embarrassed because I thought I had no problem with my mental health, and felt as if my doctor thinks that I do.

My first impression of Hong Fook was 'I do not belong here'. However, after seeing a psychiatrist several times at Hong Fook, I realized that I had depression. With the help of my case manager, and through attending the Self Help program and doing volunteer work at Hong Fook, I learned more about my mental health issues, became more comfortable about visiting Hong Fook, got practical support for addressing my concerns and grew my self-confidence.

Last summer, my case manager encouraged me to apply for a job. It was a long and painful process for me to prepare and apply for the job, and I am glad that he was my cheerleader in this process. Employment gave me a sense of independence, pride in doing something for myself and others, and in turn empowered me to support my son in his journey. Without help from Hong Fook, I could not be as happy and healthy as I am now.

PHOTOS OF SELF HELP PROGRAM



Vietnamese Self Help Group performed in the Mt. Sinai Hospital ACTT concert



Discovering the talent and potentials of consumers



BOH Products,
Programs & People



Korean consumers' festive celebration



FINANCIAL SNAPSHOT

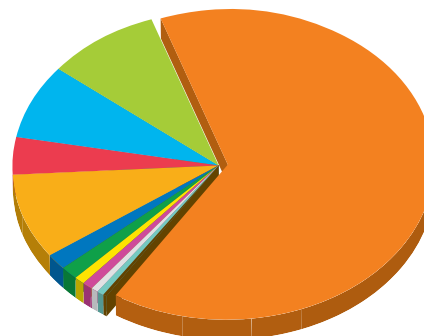
Year ended March 31, 2012

Revenue

2012

Central East Local Health Integration Network / Ministry of Health and Long Term Care	\$2,863,658
United Way Toronto	\$335,375
City of Toronto	\$79,248
Citizenship and Immigration Canada	\$299,163
Ministry of Citizenship and Immigration	\$2,083
Human Resources and Skills Development Canada	\$40,725
Canada Post Foundation	\$52,240
Other Income and Interests	\$41,616
Donation from Hong Fook Mental Health Foundation	\$110,276
General Donation	\$25,860
Client Rent Received for Rent Supplement Program	\$400,209
Amortization of Deferred Contribution for Capital Assets	\$23,935

Total Revenue \$4,274,388



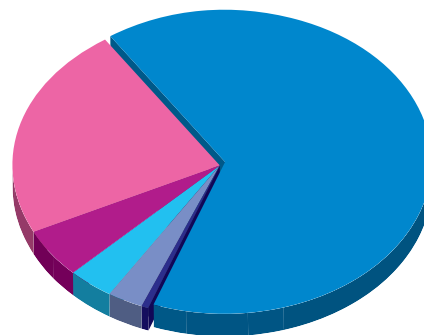
Central East Local Health Integration Network / Ministry of Health and Long Term Care	67%	Canada Post Foundation	1.22%
Client Rent Received from Rent Supplement Program	9.36%	Other Income and Interests	0.97%
United Way Toronto	7.85%	Human Resources and Skills Development Canada	0.95%
Citizenship and Immigration Canada	7%	General Donation	0.6%
Donation from Hong Fook Mental Health Foundation	2.58%	Amortization of Deferred Contribution for Capital Assets	0.56%
City of Toronto	1.85%	Ministry of Citizenship and Immigration	0.05%

Expenses

Salaries, Wages and Employee Benefits	\$2,771,766
Rent and Occupancy	\$235,287
Office and General Expenses	\$118,319
Professional Fees	\$111,046
Program Expenses	\$950,862
Amortization Expenses	\$36,987

Total Expenses \$4,224,267

Excess of Revenue over Expenditures. \$50,121
Transferred to General Operating Fund



Salaries, Wages and Employee Benefits	65.62%	Professional Fee	2.63%
Program Expenses	22.5%	Office Expenses and General	2.8%
Rent and Occupancy	5.57%	Amortization Expenses	0.88%

SERVICES STATISTICS

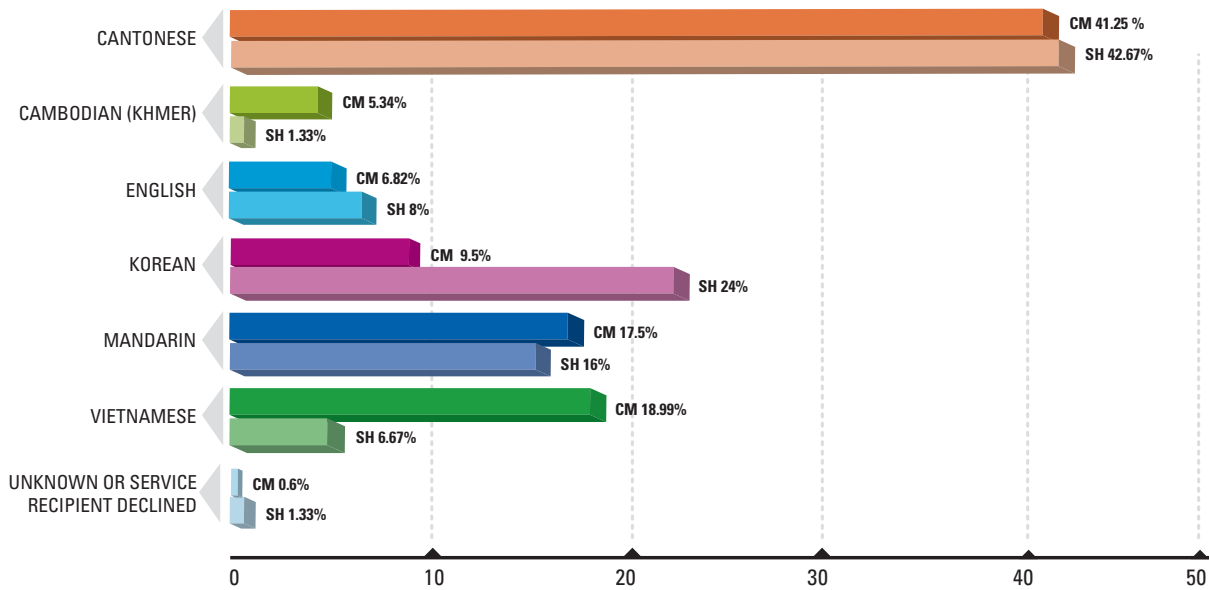
as of March 31, 2012

SERVICE TEAMS	UNIQUE CLIENTS/ PARTICIPANTS	CLIENT/ PARTICIPANT CONTACTS/ VISITS	GROUPS	GROUP SESSIONS	ADVISORY COMMITTEES	VOLUNTEERS	VOLUNTEER HOURS	SUPPORTIVE EMPLOYMENT
Intake & Consultation	1,350	3,493	1	4				
Case Management	496	13,564	2	101				
Supportive Housing with Case Management	91	4,260	3	46				
Asian Clinic	318 (new patients only)	3,050						
Family Initiative	131	727	6	66	2	19	545	
Self Help Program	310	10,235	18	669		46	3,032	55
Prevention and Promotion	1034	13799	26 groups & 167 workshops	556	4	375	6417	
Journey to Mental Health Training	464	846	15	28	2	5	34	

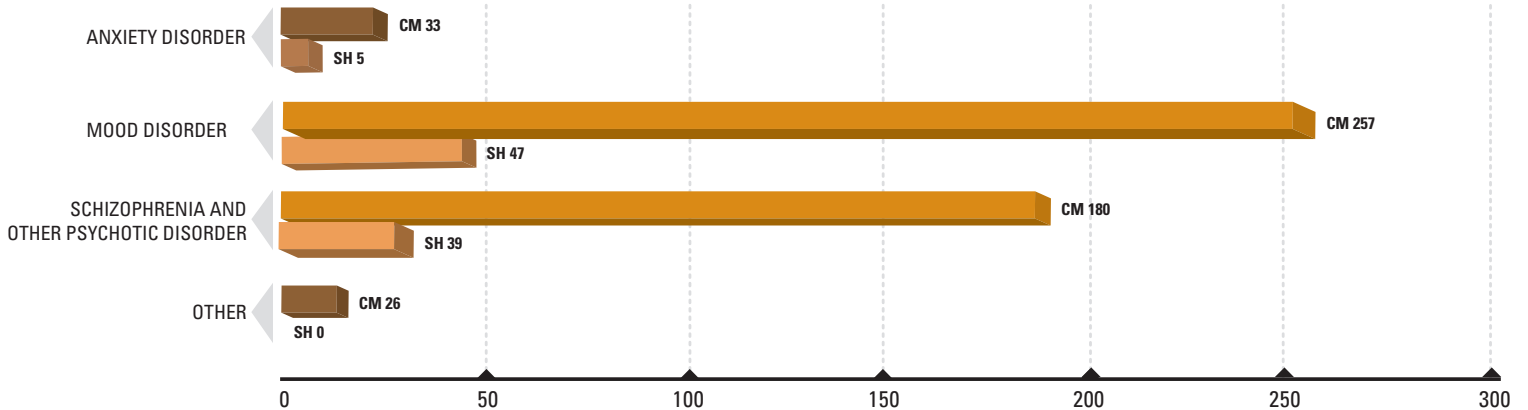
PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Supportive Housing with Case Management (SH) Clients 2011-2012

PREFERRED LANGUAGE



PRIMARY DIAGNOSIS





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