



CONNECTING HEALTH

2012-2013 **ANNUAL REPORT**



CONNECTING HEALTH

HF Connecting Health Nurse Practitioner-Led Clinic is a new initiative for Hong Fook Mental Health Association. The Clinic will address mental and physical health care and decrease the obstacles that prevent people from receiving care for mental health because of fear and stigmatization. Our vision is to strengthen the model of integrated community health care for everyone who faces barrier to access. The Clinic opened in July 2013.

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: Katherine Wong

Executive Director: Bonnie Wong

The year 2012-2013 was a year of successes and celebration. On December 14, 2012, members, community partners and supporters packed the Korean Cultural Centre to listen to Dr. David Goldbloom, Chair of the Mental Health Commission of Canada, on the occasion of our 30th Anniversary Celebration. Dr. Goldbloom's speech confirmed that Hong Fook's work has been in alignment with the primary strategies of the Commission. His message was a highlight of our Anniversary celebration.

To conclude the celebratory year, five of our volunteers received the prestigious Queen Elizabeth II Diamond Jubilee Medals in recognition of their services to the community in general, and to Hong Fook in particular. Hong Fook is very proud to be associated with them, and takes this opportunity to thank them for their invaluable contributions to our organization.

By building on our strong foundation, 2012-2013 was also a year of increasing clinical services for our clients.

With the support of the Ministry of Health and Long-Term Care (MOHLTC), the efforts of the past two years with the HF Connecting Health Nurse Practitioner-Led Clinic are coming to fruition. The Clinic, the keystone to complete our holistic service model, will provide primary health care to clients currently without a primary provider, with a focus on the mental health population.

We held a series of education initiatives through multimedia. The reaction from the community was overwhelmingly positive. These initiatives have opened up more channels for us to carry out our de-stigmatization education efforts with our communities.

The first year of the "Ignite Leadership For Immigrants' Health" project, funded by the Ministry of Citizenship and Immigration, was successfully implemented. This program fosters leadership among immigrants on a variety of health issues. This project will provide many more opportunities for us to engage with immigrants to create a healthy community.

In partnership with Asian Initiative in Mental Health (AIM), we completed a short-term group intervention project to reduce the waiting time for case management for Chinese speaking clients. This supports the Ontario health care system's general strategic aim of reducing waiting time for clients.

2012-2013 was a year of improving efficiency in service delivery. The challenge of doing more with less in the health sector has forced us to be innovative and creative in service delivery. We implemented a new client database with improved tools for client centered statistics, assessment and workload measures, which greatly increased our efficiency in clinical services. We became a member of the Ontario Telemedicine Network (OTN), which provides our clients with medical consultation via videoconferencing equipment at the Scarborough office. The OTN also provides links to educational and administrative events.

We established an agreement with the HF Connecting Health Nurse Practitioner-Led Clinic to provide leadership and back office support to the Clinic. This collaboration integrates primary care with mental health care seamlessly for clients receiving services from both organizations. It also creates synergy in administration support.

The accomplishments of the past year are possible because of the various partnerships and collaborative work of many people. This is an opportunity to acknowledge the hard work and dedication of the Board of Directors, staff members and volunteers. We take this opportunity to show appreciation to donors and funders, who have been so loyal in their support of Hong Fook. Your support and commitment are important, especially now as we move towards the future, a better system of Mental Health for All, with integrated primary and mental health services.

Top: Hong Fook Founders: Dr. Ted Lo, Dr. Peter Chang and Mr. Raymond Chung
Bottom: Dr. David Goldbloom, Chair of the Mental Health Commission of Canada



MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

康福董事會主席和行政總監致詞

主席：黃家璧

行政總監：黃吳淑芳

2012年12月14日，滿室賓客、社區合作夥伴及支持者，濟濟一堂聚首於韓國文化中心，聆聽加拿大心理健康委員會主席戈德布盧姆醫生 (Dr. David Goldbloom) 在我們成立30周年慶祝會上的講話。戈德布盧姆醫生的演辭，肯定了康福的工作是一直配合著該委員會的主要策略。

總結這值得慶祝的一年，我們有五位義工獲頒發伊利沙白女皇登基鑽禧紀念勳章。他們對社區服務，尤其對康福的貢獻，得到表彰。

在衛生及長期護理廳的支持下，康福與康福診症護理師診所在過去兩年的努力及合作，終於開花結果。這診所是完成我們全人服務模式的基石，可為沒有任何基本醫療照顧的病人提供身體健康方面的照顧。

2012-2013年是創造提供高效率服務的一年。我們面對的挑戰愈來愈大，在衛生部門資源減少而服務需求增加的情況下，迫使我們要提供創新及創造性的服務。我們成為安省遠程醫療網絡的成員，充分利用新科技。成員利用視像會議系統，為病友們提供醫療諮詢服務。

康福衷心感謝各善長仁翁的長期支持。您們所有的支持和奉獻都十分重要，尤其是在我們提供的基礎健康服務和心理健康服務的全人心理健康系統，邁向更美好未來的時刻。

康福董事會主席和行政總監致詞

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회장과 대표이사의 메세지
회장: 케서린 왕 (Katherine Wong)
대표이사: 보니 왕 (Bonnie Wong)

2012년 12월 14일, 홍콩의 30 주년을 기념하는 자리에서 많은 외부손님들, 지역사회 파트너들, 그리고 후원자들이 한국문화 센터에 모여서 캐나다 정신건강 위원회의 의장인 데이비드 골드블룸 (David GoldBloom)박사의 강연을 들었다. 골드블룸 박사의 연설은 홍콩이 제공하는 모든 업무들이 위원회의 기본 전략들과 뜻을 함께 함을 확인하는 것이었다.

축하하는 자리에서, 홍콩 자원봉사자들 중 다섯 명에게 명예로운 엘리자베스 2세 여왕 60주년 (Diamond Jubilee) 기념 메달이 수여되었다. 그들이 지역사회, 특히 홍콩에서 기여한 공로를 인정하는 감사의 표시였다.

캐나다 보건 복지부 (the Ministry of Health and Long-Term Care)와 함께, 지난 2년간의 노력과 협력으로 홍콩은 보건 전문 간호사 주도의 진료소, 즉 진료 서비스의 결실을 곧 볼 예정이다. 이 진료서비스는 홍콩의

총체적인 서비스 모델을 완성할 수 있는 중춇돌로써, 돌 봐 줄 사람이 없는 고객들의 신체건강에 대한 진료를 제공하게 될 것이다.

2012년과2013년은 서비스 전달의 효율성을 창출해 낸 해였다. 적은 인력과 비용으로 더 많은 서비스를 요구하는 의료분야의 계속적인 난제들이 홍콩으로 하여금 서비스 전달에 있어 혁신적이고 창의적일 수 있도록 영향을 미쳤다. 새로운 기술을 활용하기 위해서, 홍콩은 온타리오 원격의료 네트워크 (Ontario Telemedicine Network)의 회원이 되었다. 회원이 됨으로써, 홍콩 고객들에게 화상 회의 기술을 통한 의료 상담 서비스를 제공할 수 있게 되었다.

홍콩에게 그동안 도움을 준 모든 기부자들과 자금 지원자들에게 진심으로 감사의 마음을 전한다. 홍콩이 ‘모든 이들을 위한 정신건강’ 을 위해 기본적인 정신건강 서비스를 더 나은 시스템을 통해 제공할 수 있도록 앞서 나갈 수 있는데는 이 모든 분들의 도움과 헌신이 있었음에 다시한번 감사의 마음을 전하고자 한다.

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

Chủ Tịch: Katherine Wong
Giám Đốc Điều Hành: Bonnie Wong

Vào ngày 14 tháng 12 năm 2012, các quan khách, đối tác cộng đồng, và những nhà ủng hộ đã nghe Bác Sĩ David Goldbloom, Chủ Tịch của Ủy Ban Sức Khỏe Tâm Thần Canada nói chuyện trong buổi lễ Kỷ Niệm 30 Năm Ngày Thành Lập của chúng tôi. Bài phát biểu của Bác Sĩ Goldbloom đã khẳng định rằng công việc của Hồng Phúc song hành với những chiến lược chính của Ủy Ban.

Đề kết thúc buổi lễ đáng nhớ này, năm người thiện nguyện viên của chúng tôi đã được lựa chọn để nhận Huy Chương đáng giá Queen Elizabeth II Diamond Jubilee. Đây là sự ghi nhận công lao đóng góp của họ với cộng đồng nói chung, và Hồng Phúc nói riêng.

Với sự giúp đỡ của Bộ Y Tế (Ministry of Health and Long-Term Care – MOHLTC), những sự cố gắng và hợp tác trong vòng 2 năm qua với Phòng

Mạch Y Tá Hồng Phúc đã đem bông kết trái. Phòng Mạch, then chốt chủ yếu để hoàn tất mô hình sức khỏe toàn diện của chúng tôi, sẽ cung cấp sự chăm sóc thể chất cho những bệnh nhân không có bác sĩ gia đình.

Năm 2012-2013 là một năm đã tạo ra hiệu quả trong việc cung cấp dịch vụ y tế. Thách thức của việc làm nhiều hơn với tài nguyên ít hơn càng ngày càng cao trong ngành y tế luôn luôn biến đổi đã thúc đẩy chúng tôi phải không ngừng sáng tạo và luôn luôn làm mới chính mình trong việc cung cấp dịch vụ y tế. Để tận dụng công nghệ mới, chúng tôi đã trở thành một thành viên của Mạng Lưới Y Tế Viễn Thông của Ontario (Ontario Telemedicine Network – OTN). Sự gia nhập này đã cung cấp cho những bệnh nhân của chúng tôi những tư vấn y tế qua việc sử dụng thiết bị truyền hình hội nghị.

Chúng tôi xin chân thành cảm ơn những nhà tài trợ đã luôn giúp đỡ Hồng Phúc, tất cả những sự giúp đỡ và ủng hộ của quý vị luôn luôn quan trọng, nhất là trong lúc này khi chúng tôi đang tiến đến một tương lai thú vị của một hệ thống y tế sức khỏe căn bản và sức khỏe tâm thần cho tất cả người dân.

សារលិខិតពីលោកប្រធាន និងនាយកប្រតិបត្តិ

ប្រធាន: ខាត្រីន វ៉ង

នាយកប្រតិបត្តិ: ប៊ូនី វ៉ង

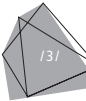
កាលពីថ្ងៃទី១៤ ខែធ្នូ ឆ្នាំ២០១២ នៅមជ្ឈមណ្ឌលវប្បធម៌កូរ៉េ មានអ្នកចូលរួមពេញមួយបន្ទប់ដែលជាភ្ញៀវ ជាសហគមន៍ដៃគូ និងជាអ្នកគាំទ្រទាំងអស់ បានមកស្តាប់សន្ទនាថាបស់លោកវិជ្ជបណ្ឌិតដេវីត ហ្គល់ប្លូម (Dr. David Goldbloom) ដែលជាប្រធាន នៃបេសកកម្មសុខភាពសតិអារម្មណ៍របស់ប្រទេសកាណាដា ក្នុងឱកាសពិធីប្រារព្ធទូលថ្នាំទី៣០របស់យើង ។ សន្ទនាថាបស់លោកវិជ្ជបណ្ឌិត ដេវីត ហ្គល់ប្លូម (Dr. David Goldbloom) បានបញ្ជាក់ថា:កិច្ចការរបស់សហគមហុងកុងគឺ មានដំណើរការស្របទៅនឹងយុទ្ធសាស្ត្រ សំខាន់ៗទាំងឡាយនៃបេសកកម្ម ។

ក្នុងការបញ្ចប់នៃការប្រារព្ធពិធីប្រចាំឆ្នាំ អ្នកធ្វើដោយការស្ម័គ្រចិត្តរបស់យើងចំនួន៥នាក់ត្រូវបានជ្រើសរើសអោយទទួលនូវ មេដាយ ដាយមិនជូប៊ីលី(Diamond Jubilee) ដ៏ថ្លៃថ្លានៃក្សត្រីអិលីសាបេត២ ។ ការជ្រើសរើសនេះ ព្រោះមានការទទួលស្គាល់នូវ ការផ្តល់សេវាកម្មទាំងឡាយរបស់ពួកគាត់ដល់សហគមន៍ជាទូទៅ និងជាពិសេសចំពោះសហគមហុងកុង ។

ដោយមានការគាំទ្រពីក្រសួងសុខាភិបាល និងការថែរក្សាសុខភាពកំឡុងពេលយូរ (MOHLTC) ការខំប្រឹងប្រែង និងការសហការ តាំងពី២ឆ្នាំកន្លងមកជាមួយសហគមហុងកុងដោយភ្ជាប់ជាមួយនឹង ក្លិនទីថែរក្សាសុខភាពនើសប្រាកដនិយមណីឡែដ (Nurse Practitioner-Led) គឺកំពុងតែមានលទ្ធផលល្អប្រសើរ ។ ក្លិនទី ដែលជាកន្លែងយ៉ាងសំខាន់ក្នុង ការបំពេញសេវាកម្មព្យាបាល ដ៏ជ្រីបមុខជាគំរូរបស់យើង និងផ្តល់នូវការថែរក្សាសិរិរាង្គទៅអតិថិជនដែលគ្មានអ្នកផ្តល់ការថែរក្សាជាច្រើន ។

ឆ្នាំ២០១២ ២០១៣ គឺជាឆ្នាំមួយដែលបានបង្កើតនូវសមត្ថភាពបំពេញការងារក្នុងការផ្តល់សេវាកម្ម ។ កំនើននៃការលំបាកដែល ទាមទារអោយមានការធ្វើច្រើនទៅលើផ្នែក សុខភាពដែលមានការប្រែប្រួលតិច បានជំរុញយើងអោយមានគំនិតថ្មីៗ និងការកែច្នៃ ក្នុងការផ្តល់សេវាកម្ម ។ ដើម្បីទាញយកផលប្រយោជន៍ពីបច្ចេកវិទ្យាថ្មី យើងបានក្លាយជាសមាជិកមួយនៃបណ្តាញតេលេមីឌី ស៊ិននៃខេត្តអនធើវយ៉ូ(OTN) ។ ភាពជាសមាជិកបានផ្តល់អតិថិជនរបស់យើងនូវការពិគ្រោះសុខភាពដោយ ប្រើសំភារៈជួបគ្នា តាមវីឌីអូ ។

សូមអរគុណដោយយ៉ាងជ្រាលជ្រៅចំពោះអ្នកធ្វើវិភាគទាន និងអ្នកផ្តល់ជំនួយទាំងឡាយ ដែលតែងតែយកចិត្តទុកដាក់ គាំទ្រដល់សហគមហុងកុង ។ ការគាំទ្រនិងការប្តេជ្ញារបស់លោកអ្នកគឺតែងតែមានសារៈសំខាន់ណាស់ និងជាពិសេស ក្នុងពេលឥឡូវនេះ ខណៈដែលយើងឈានទៅរកអនាគតដ៏រីករាយ នៃប្រព័ន្ធដ៏ល្អមួយសំរាប់សុខភាពសតិអារម្មណ៍ ប្រប់ផ្នែកជាមូលដ្ឋាន និងសេវាកម្មសុខភាពសតិអារម្មណ៍ទាំងឡាយ ។





PROGRAMS & SERVICES

Clinical Services

Connections- Information, Intake and Referral Services

Our Central Intake service provides linguistically and culturally responsive service. The team provides assessment, consultation, and immediate emotional support to clients in distress, as well as practical short term support for discharged clients of our case management service. The team also provides triage and interpretation for clients who see the Asian Community Psychiatric Clinic psychiatrists.

Basket of Services - Case Management

Intensive Case Management Service is responsive to clients' changing needs, and plays a pivotal role in coordinating services from across the mental health system as well as other systems (e.g. criminal justice, developmental services, and addictions). Mental Health Workers fulfill a vital function for clients by working with them to realize personal recovery goals and improve their quality of life.

Safety Net - Support within Housing

The Support within Housing Service helps our clients enjoy safe and stable housing. We match our service users' unique needs around level of support and help them to access supportive housing. We provide

this service by being the landlord for some of our clients, and work in partnership with housing service providers such as Mainstay Housing and Good Shepherd Non-Profit Homes. We also work with Coordinated Access for Supportive Housing (CASH), which provides a centralized system for processing requests for supportive housing from people experiencing complex needs around mental health, supportive housing and case management.

New Initiatives

- With funding from the Ministry of Health & Long-Term Care, we increased our Support within Housing units from 70 to 76, which enables us to serve more clients.
- Since June 2012, with a new short-term grant, Hong Fook and the Asian Community Psychiatric Clinic launched the Nursing Support Service for half a day per week at the Downtown office. The part-time Registered Nurse provides injections to clients, helps monitor their well being, and conducts information sessions on primary and mental health and self-care. Our Registered Nurse has served 20 clients and administered 138 injections within the past few months.
- We joined the ACCESS 1 Intake Coordination Network in July 2013 in order to expand the scope of services to our clients and improve the wait time for case management services.

Feedback and Sharing from Service Users

We completed a client experience survey with 151 service users who were involved in one or more of the following services at Hong Fook: Central Intake, Case Management, Support within Housing, Self Help, Family Initiatives and the Asian Community Psychiatric Clinic. Users gave us valuable suggestions for service planning. 95% of them shared positive feedback about their involvement with the service at Hong Fook. Some examples are :

Connecting to Health Care Services

I am a senior immigrant. My only daughter started to have symptoms of schizophrenia, such as hallucinations since the breakup from her long time boyfriend about ten years ago. For many years my wife and I were both sad and ashamed of my daughter's condition. We never seriously considered finding professional help for her until we found Hong Fook through the introduction of a community worker.

A Hong Fook Mental Health Worker listened to me patiently, and discussed with me the pros and cons of sending my daughter to the hospital and showed me how to seek help. In the end, my wife and I decided to take her advice and applied for a Form Two. She escorted us to the court's Justice of the Peace for an interview. She went to the police station with me and helped to persuade my daughter to go with the police peacefully to the hospital. With the worker's encouragement, support and advocacy, my daughter got psychiatric treatment, social assistance and supportive housing from the treatment team at the hospital.

I thank Hong Fook from the bottom of my heart for helping my family.

Connecting with One's Self-Confidence

I am a professional who immigrated to Canada because I was curious about what it was like living in another culture. I live alone and I was obviously under-prepared for the hardship in adapting to a new culture and making a living here. I became clinically depressed and had a few psychotic episodes. I lost the capacity to work as a professional, and became very socially isolated. I tried to hide my illness from my family back home. I invented different excuses for not going back and not sending gifts. The truth is my frantic efforts in denying and hiding my illness only made my condition worse.

Then I learned from my case worker at Hong Fook that I should not let mental illness define me as a person and through proper treatment I could even recover from my illness. Thanks to my worker's care and support I gradually gathered enough courage to tell first my friends, and then my parents the true story of my life in Canada. To my surprise, they all showed understanding and support. They assured me what they wanted above anything else is my health. That eased my anxiety. From then on I began to talk with my parents on the phone regularly and I even visited them last year. Reconnecting with my family and friends made me happier and relieved my depression. I also have made new friends at Hong Fook's Self Help program.

Now that I have recovered I am thankful for this opportunity to share my story with people who might be afraid of mental illness.

Connecting with Family Caregiver Long Distance

I am writing this email to express my gratitude to my father's Mental Health Worker, "J", for the support he provided to my father for the past 4 years. I work abroad so could not have been by my father's side very often, and I feel strongly that I could not have done this without J's kindness and professional work.

Almost 4 years ago, something unfortunate happened to my father. Ever since the incident, J's genuine concern for my father and his sensitivity to the emotional experience we have gone through made a big difference in the lives of my father and me.

It started from J taking on the responsibility of applying for ODSP on behalf of my father and helping him sort out issues around accommodation. My father eventually decided to stay home with community support. J continued to follow up and support my father in every way.

It's impossible to count or remember every little thing J has done. I want to write this letter because I feel that it's not easy for anyone to stay so positive and supportive for a long time. This is my thank you to Hong Fook and J.

Connecting Recovery with the Role of Hong Fook

My life came to a standstill when I was involved in a serious car accident. I lost the job that I used to be very proud of, my partner, and my physical health. I started to get mood swings while struggling with these multiple challenges, and was diagnosed with post traumatic stress disorder. My Mental Health Worker at Hong Fook gave me a real helping hand to rebuild my life.

I used to dread seeking services, as much as I wanted it desperately, due to the language barrier and shame about my mental illness. I am grateful that my Mental Health Worker allowed me to go at my own pace and dealt with me in my mother tongue. I have gained more self-confidence and think more positively now.

It is unthinkable that a strong woman like me could be affected by depression. For months, I laid in bed all day. I had no energy or interest in doing things that I used to enjoy. I was referred to Hong Fook many times but resisted until one day, I felt that I had enough and I started to attend Hong Fook's services. Now with help from the Mental Health Workers, I no longer need case management services, but continue to attend the Self Help program in order to keep in contact with the friends that I have made there.

I used to be a professional caregiver. Because of my mental illness, and due to my efforts to defend myself during an altercation, the police was called and I was charged for assaulting them. The Hong Fook staff who served me was not afraid of my "craziness." Instead, they instilled hope in me, helped me to deal with my financial needs and reconnect with my faith.

Hong Fook has helped me to make progress in my recovery. I am currently a volunteer at Hong Fook and in my own faith community. Hong Fook has given me the gift of working through my problems, and I am sharing this gift with others.



PROGRAMS & SERVICES

Holistic Health

Passing the Torch - Family Initiative

This year, two new family support groups were formed: one in Korean and one in Mandarin. New members were recruited through an educational workshop series in which they indicated strong desire for knowledge and skills to care for their loved ones affected by mental illness. At the same time, self-run groups led by family members continued to be run for mutual support.

In the Cantonese community, preparation was made to involve dedicated family members to assist in the running of a new educational group that will start in May 2013. It is empowering to see the knowledge transfer and mutual support among family members from one generation to another generation.

Along the Road of Exploration and Development – Self Help Program

There were four significant areas of development in the Self Help Program. We hired the first Peer Support Worker in April 2012, marking a new phase in the Self Help Program. Through the sharing of the recovery journey by our Peer Support Worker and his encouragement to program participants, hope is instilled among the consumers. We are committed to further expand the service of Peer Support Workers across different language communities within the program in the future.

Secondly, we completed the one-year Blossom of Hope project in December 2012, through a generous donation from the TD Bank. Consumers were given opportunities to use their talent and skills to produce high quality items for sale. The total revenue generated from sales was \$25,000. This reflects a high potential for the development of a social enterprise or a consumer-led business. The challenge is to secure more long-term funding to build on the foundation we have made through the project.

Thirdly, a process and outcome evaluation of the Self Help Program was conducted from May to December 2012. The results show that the Self Help Program is supportive and recovery-oriented, playing a critical role in consumers' life journey. We are encouraged by the findings and will continue to work with consumers to facilitate their recovery.

Fourthly, we entered into a new era of data collection and reporting with the roll out of the first database system for Self Help Program at Hong Fook and the implementation of OCAN (Ontario Common Assessment of Need). Both qualitative and quantitative data can now be captured electronically to provide useful information for program planning.

Addressing Stigma through Prevention and Promotion

This was a year full of excitement and celebration as Hong Fook entered into 30th year. The Prevention and Promotion (P&P) team together with the Hong Fook Mental Health Foundation launched our new





agency website, YouTube, a series of TV documentaries, publications and promotion events through multi-media, e.g. OMNI TV, Fairchild TV, WOW TV, radios, websites and newspapers. We attained a record level of media exposure with over 30 interviews last year and an increase of service enquires after the broadcastings. The campaign generated an overwhelming response and demand for services. We are glad that our community can move forward with less stigmas and more awareness of mental health issues.

Another exciting news was that Hong Fook received new funding for a Youth Outreach Worker from the Ministry of Children and Youth Services. The Youth Outreach Worker will focus on connecting with and supporting youth-at-risk from the Chinese communities in North York and Scarborough.

Volunteer leadership is the key to success in our 30 years of services. The Prevention and Promotion team has the privilege of taking the lead in building volunteer capacity and equipping volunteers to combat the stigma on mental illness as well as promoting mental wellness through the following programs: "Managing Emotions For Women-DIY", "Befriending Groups", "Mandarin Speaking Senior Holistic Health Group", "Talent Vocal Group", "Helping Hearts", "Community Advisory Committees", "Walk for Wellness", "Here For Youth Project" "Holiday Celebration", community health fairs and displays, and health promotion workshops. We greatly appreciate our volunteers' passion, dedication and contributions. Truly Hong Fook's success could not be possible without the volunteers' unfailing support.

Ignite Leadership For Immigrants' Health

The three-year "Ignite Leadership for Immigrants' Health" project kicked off on March 19, 2012. The project aims at advancing capacity building, collaboration, holistic health and volunteerism towards health promotion. The three levels of training include holistic health, peer leadership and board governance training. The volunteer circle serves as a platform for knowledge exchange and mutual support for participants, partners and supporting agencies.

Journey to Promote Mental Health

The "Journey to Promote Mental Health" project funded by the Citizenship and Immigration Canada has entered into its fifth years of operation. It is a two-day mental health training offered in the two official languages (English and French). The aims of this project are to heighten the settlement and community service workers' awareness on various mental health issues facing newcomers and to enhance workers' capacity to provide effective support and timely intervention for their clients in dealing with mental health issues. The training team has delivered 11 training sessions that reached over 275 participants across Ontario this year.

The uniqueness of the project is the bridging of mental health with the settlement sector while providing important networking opportunities for a wide spectrum of service providers to share and improve their services for newcomers. It has demonstrated that training can be an effective and powerful tool to reach out to service providers and has brought health promotion to another level.

Feedback and Sharing from Service Users

Picture story:

My Recovery Journey: Past, Present and Future – Jason

Past: The picture represents my past. Mental illness was a heavy burden on me like the big shell of a snail. Because of mental illness, I lost my family, my friends and my job. The butterfly was the voices I heard and most of them were friendly. The two flowers represent my social workers who helped me a lot during the tough times.



Present: This is a drawing on my present condition. After joining the Self Help Program, I made a lot of friends and I found a job. I feel very happy now. I am like a new-born baby. The old things are gone and now I have a new life.



Future: Being a Peer Support Worker at Hong Fook, I wish I could bring hope to other members in Hong Fook as they journey along, so they can find their way to recovery.



Success Stories: A Peer-Led Workshop Series for Promoting Mental Health

The Cantonese peer leaders have led and facilitated a series of 8 sessions on "Managing Emotions for Women" in Cantonese since 2010 with more than 100 participants in total.

A participant, who lives in downtown Toronto, spent four hours a week to attend the community workshops. She found that the course was useful for her mental wellness and she could apply the knowledge and skills in her daily life.

One peer leader used the word "galaxy" to symbolize the strength of the program. She said, "The stars in the galaxy are not scattered. They revolve around the centre; they are interconnected and orbiting together. We are all working together and share a common vision to promote mental health."

Sharing from a New Member of Mandarin Befriending Group

Back in China, I was a high achiever. I graduated from university with honors and held an associate professor position at a renowned pharmaceutical school and was on the way to get my PhD. However, after immigrating to Canada, I suffered major depression and could not continue the pharmacist license examinations. For many days I could do nothing but lie in bed as I felt so drowsy and dizzy. Down the road, I lost my job, sold my house, lived on ODSP and moved into a rooming house.

At my worst, I had the experience of not sleeping for 7 days. I insisted on not relying on medication but using only will power to overcome the illness. I ended up fainting on the street a couple times and was sent to the emergency department. During my darkest, sick days, I struggled by myself. Even my friends could not understand me and said that I thought too much. However, I believed that there were people like me having similar experiences with this illness. I wished I could find them and be helped through mutual support on the recovery journey. When I joined Hong Fook's Mandarin Befriending group, I was deeply moved by the staff's passion and felt understood and encouraged. I felt that I finally found the group that I was longing for. I really want to give back to the community someday.

Sharing from Graduates of Ignite Leadership for Immigrants' Health

I feel so privileged to be part of the "Ignite Leadership for Immigrants' Health" project to help facilitate the 6-session training on Holistic Health. This gave me the opportunity to revisit and apply what I have learnt from last year's Ignite Leadership Training.

I partnered with two Hong Fook staff as facilitator. The whole process was about team collaboration. Every week before the workshop, the team met to review and re-design the training process, format and materials with reference to the feedback from participants. We used Power Point presentations to help participants understand the concept of holistic health. We tried to make the training more interesting and interactive through discussions, sharing and relaxation exercises. There were times when participants shared their life stories such as fighting serious illnesses and dealing with stresses from work and relationships. Through all these activities and dialogues, participants were enlightened in knowledge, passion and vision towards practicing and promoting holistic health.

TOGETHER WE SHARE



1. 30th Anniversary Blossom of Hope Celebration on December 14, 2012 at the Korean Cultural Centre with over 150 guests attended
2. Ontario Trillium Foundation Capital Grant Presentation for the newly established North York Branch
3. Ignite Leadership for Immigrants' Health Project Year 1 participants' graduation celebration 2012
4. Walk for Wellness
5. North York Branch Opening Ceremony on February 3, 2012

FINANCIAL SNAPSHOT

Year ended March 31, 2013

REVENUE 2013

GOVERNMENT

| | |
|--|-------------|
| Central East Local Health Integration Network / Ministry of Health and Long-Term Care of Ontario | \$2,810,491 |
| Citizenship and Immigration Canada | \$240,000 |
| City of Toronto | \$101,282 |
| Ministry of Citizenship and Immigration | \$104,935 |
| Human Resources and Skills Development Canada | \$14,693 |

NON-GOVERNMENT

| | |
|--------------------|-----------|
| United Way Toronto | \$335,351 |
| Cost Recovery | \$2,263 |

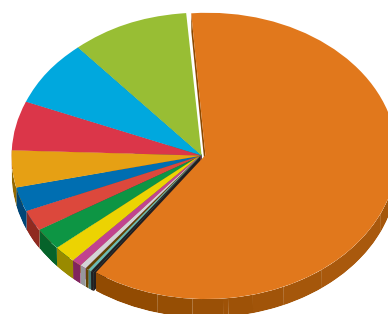
FOUNDATIONS

| | |
|------------------------------------|-----------|
| Hong Fook Mental Health Foundation | \$121,918 |
| Ontario Trillium Foundation | \$21,918 |
| Heart and Stroke Foundation | \$5,129 |

OTHER REVENUE

| | |
|--|-----------|
| Donations | \$29,111 |
| Other Income and Interests | \$185,673 |
| Client Rent Received for Rent Supplement Program | \$443,967 |
| Amortization of Deferred Contribution for Capital Assets | \$96,342 |

Total Revenue \$4,513,073



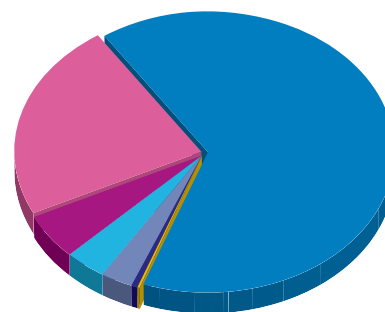
| | | | |
|--|--------|--|-------|
| Central East Local Health Integration Network / Ministry of Health and Long-Term Care of Ontario | 62.27% | Ministry of Citizenship and Immigration | 2.33% |
| Client Rent Received for Rent Supplement Program | 9.84% | Amortization of Deferred Contribution for Capital Assets | 2.13% |
| United Way Toronto | 7.43% | Donations | 0.65% |
| Citizenship and Immigration Canada | 5.32% | Ontario Trillium Foundation | 0.49% |
| Other Income and Interests | 4.11% | Human Resources and Skills Development Canada | 0.33% |
| Hong Fook Mental Health Foundation | 2.70% | Heart and Stroke Foundation | 0.11% |

EXPENSES 2013

| | |
|---------------------------------------|-------------|
| Salaries, Wages and Employee Benefits | \$2,983,738 |
| Program Expenses | \$1,002,756 |
| Rent and Occupancy | \$186,317 |
| Office and General Expenses | \$119,448 |
| Professional Fees | \$78,389 |
| Trillium Capital Project Expenses | \$20,056 |
| Amortization Expenses | \$97,425 |

Total Expenses \$4,488,129

Excess of Revenues over Expenses \$24,944



| | | | |
|---------------------------------------|--------|-----------------------------------|-------|
| Salaries, Wages and Employee Benefits | 66.48% | Office and General Expenses | 2.66% |
| Program Expenses | 22.34% | Amortization Expenses | 2.17% |
| Rent and Occupancy | 4.15% | Professional Fees | 1.75% |
| | | Trillium Capital Project Expenses | 0.45% |

SERVICES STATISTICS

As of March 31, 2013

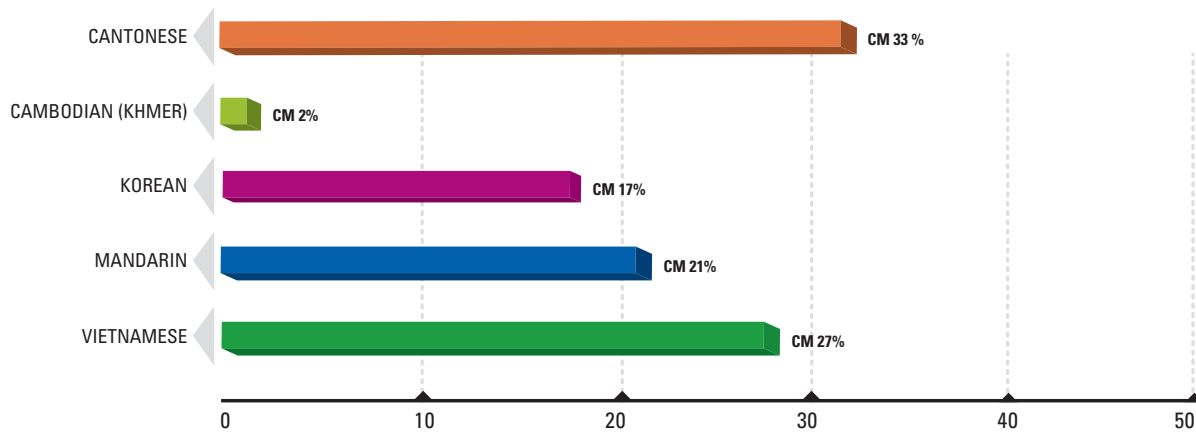
| SERVICE TEAMS | UNIQUE CLIENTS/ PARTICIPANTS | CLIENT/ PARTICIPANT CONTACTS/ VISITS | GROUPS | GROUP SESSIONS | ADVISORY COMMITTEES | VOLUNTEERS | VOLUNTEER HOURS |
|--|---------------------------------|---|--------|-------------------|------------------------|------------|--------------------|
| Intake & Consultation | 1,700 | 2,585 | 1 | 10 | | | |
| Case Management | 548 | 11,290 | 6 | 50 | | | |
| Supportive Housing with Case Management | 86 | 3,667 | 3 | 29 | | | |
| Asian Community Psy- chiatric Clinic | 309 (new patients only) | 2,705 | | | | | |
| Family Initiative | 115 | 695 | 6 | 82 | 2 | 17 | 484 |
| Supportive Employment | 55 | | | | | | |
| Self Help Program | 322 | 10,659 | 19 | 876 | 0 | 50 | 3,350 |
| Prevention and Promotion | 1012 | 6,278 | 25 | 1,253 | 3 | 365 | 5,193 |
| Journey to Promote Mental Health Training | 275 | 550 | 2 | 22 | 2 | | |



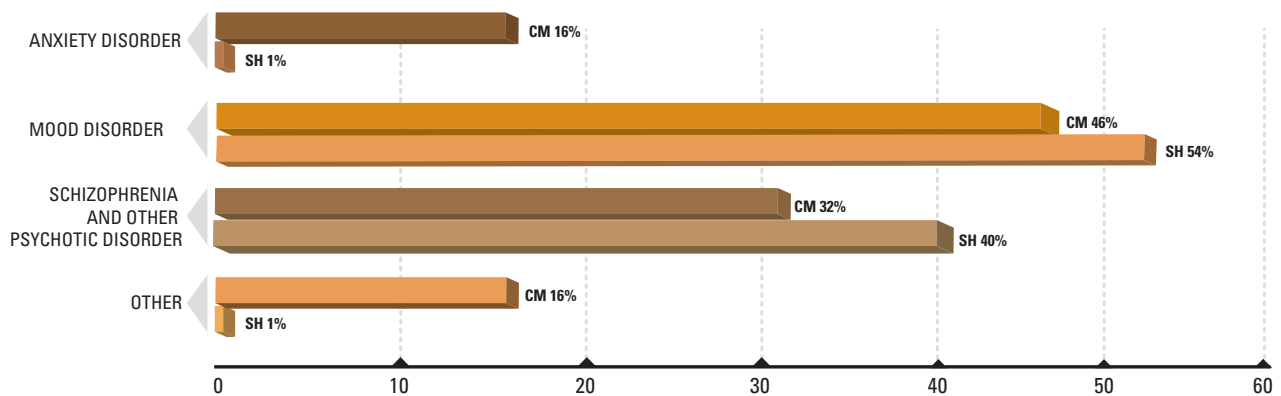
PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Supportive Housing with Case Management (SH) Clients 2012-2013

PREFERRED LANGUAGE



PRIMARY DIAGNOSIS





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