

# THE CELEBRATION OF INTEGRATED HEALTH CARE



ANNUAL REPORT  
2014 – 2015



# THE CELEBRATION OF INTEGRATED HEALTH CARE

Integrated health care is an emerging field in the wider practice of high quality, and coordinated health care. The Association cares for the client's experience as a result of the team of primary care and mental health care professionals working together with clients and families, and using a systemic and cost-effective approach to provide client-centred care for our mental health clients. Initiatives include integrated behavioral group therapy, collaborative model of care with the HF Connecting Health Nurse Practitioner-Led Clinic, Asian Clinic nursing support service, Ontario Common Assessment of Need (OCAN), new technology (Ontario Telemedicine Network (OTN) and Personal Video Conferencing (PCVC)), participation in the Scarborough Health Link and Hospital to Home Project. Hong Fook is committed to inviting the client as a key stakeholder in integrated care planning and use shared care plans and workflows that achieve integration of care.

## Our Vision

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

## Our 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: Dr. Lin Fang  
Executive Director: Bonnie Wong

2015 is an important milestone for the Hong Fook Mental Health Association as it marks our 33 years of Community Mental Health Care for the Asian Community in the Greater Toronto Area. We feel a great sense of accomplishment and pride. So much has been done and there are many opportunities and adventures ahead.

Association programs and services continue to flourish, and this past year we have steadily increased our reach to youth and young adults. In 2014-2015, the Association added new programs, including the Choices Youth Program and the Integrated Behavioral Group Therapy. In addition, we continued to understand the community needs through conducting a youth mental health needs assessment and the Strengths-Weaknesses-Opportunities-Threats (SWOT) analysis for the 2014-2017 Strategic Plan. We also formed new community partners such as Lakeridge Health and Pinewood, Malvern Family Resources Centre, Canadian Mental Health Association of York Region, and York Support Services Network, and we joined Scarborough Health Link and participated in the Hospital to Home Project. New research partners included Ryerson University and University Health Network for the Strength in Unity Asian Male Anti-Stigma National Research Study.

The Association is dedicated to improve the communication and enhance our operation processes both internally and externally. We reviewed and updated the Board manual, the Association policies and procedures, and the volunteer service manual. We also conducted reviews of our website, IT security and privacy, and installed Microsoft Office 365 share calendar, and a new volunteer database. To improve internal and public communications and foster the knowledge transfer of important practice guidelines and tools, we will continue to upgrade devices such as laptops and mobile phones whenever financial resources become available.

Staying connected with the clients, their family members, staff and the community stakeholders is important for the Association so that we can understand their perspectives and experiences and provide responsive services. To assure that we effectively assist clients in their journey of recovery, we have used Ontario Common Assessment of Need (OCAN), a standardized, consumer-led, decision-making tool, to monitor our clients' recovery goals and support client care. The Service Development and Quality Committee, that consists of board members, staff, clients and community members, regularly reviews programs and services development, discusses quality assurance issues, and provides feedback and recommendations.

We have recently completed an organizational review, and will shortly initiate an action plan to further enhance our service quality and efficiency, and improve our human resource management capacity. We also would like to make sure that we continue to build our capacity across the service spectrum from clinical services to holistic health, to achieve the LHINs Strategic Aims, and to strengthen the system of support for people with mental health and addictions issues.

We would like to take this opportunity to extend our gratitude to our members, staff, volunteers, funders, and donors. None of the accomplishments made in the past year would be possible without your support and dedication. We look forward to working with you to achieve meaningful goals and ultimately furthering the well-being of our clients and their families in the years to come.

“... there are  
many opportunities  
and adventures  
ahead.”



# MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

## 康福董事會主席及行政總監致詞

董事會主席：方翎博士    行政總監：黃吳淑芳

康福心理健康協會於2014至2015年度期間增加了新的服務，包括「我的選擇」青少年服務及綜合知行治療小組。此外，我們透過對青少年心理健康需要進行評估調查，以及採用全方位綜合分析法制定2014至2017年的服務策略計劃，繼續去了解並回應社區對心理健康服務的需要。

協會致力於改善對內和對外的溝通及提高營運效率。我們檢討並更新了董事會手冊、協會政策及程序，以及義工服務手冊，同時進行了組織架構檢討、完成對網站、電腦系統保安及資料隱私的審核，並安裝微軟辦公室365軟件和共閱辦事日曆，及設立了新的義工資料庫系統。

為確保服務效能，我們採用「安省心理健康需要共同評估」去跟進服務使用者的康復過程和目標，確保能為他們提供支援。服務拓展及質素委員會定期檢討各項計劃及服務的發展和策略，提供意見，以確保服務質素。我們亦期望強化從個人關顧至身心靈全人健康的服務，以達成地區醫療整合網絡的策略目標，並為有心理健康問題及癮癮困難的人增強支援。

僅藉此機會感謝我們董事會的成員、員工、義工、資助者和善長仁翁的支持。我們期待與您們一起實現這些有意義的目標，並在未來的日子促進服務使用者和其家人的福祉。

## 康福董事會主席和行政總監致詞

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“...we continue to  
build our capacity  
across the service  
spectrum...”







# PROGRAMS AND SERVICES

## Integrated Health Care Plan begins at Clinical Services

The Clinical Services at Hong Fook has continued with its role in providing culturally responsive service to people with serious mental health issues, working with them and their family caregivers as well as health care professionals including Asian Clinic, HF Connecting Health Nurse Practitioner-Led Clinic and other health care providers from the hospitals and community in achieving their recovery goals through OCAN and integrated health care plan. We are excited about the initiatives that we have made in 2014/5 in service enhancement:

- Tracked the hospitalization record of our clients receiving ongoing case management services, reflecting that we have helped them to reduce the number of admissions from 101 to 43 between the time of admission and March 2015, and the number of hospitalization days from 2674 to 893 within the same time period.
- Completed the Elder Abuse Prevention Awareness Program, which is a three-year project that we did in partnership with the Vietnamese Women's Association, serving 156 seniors with the help of 43 volunteers, using the train the trainer model, produced a promotional video called Living with Dignity of Aging, and helped volunteers to use technology to start an Elder Abuse Prevention Peer Leaders' WeChat.
- Expanded our partnership with the University Health Network from running one to two group therapy programs. While we continue with the Healing to Journey group, which is a psychoeducational program, giving service users tools for addressing their stresses, we have also started the Integrated Behavioral Group Therapy, which is a psychotherapy group helping the service users to use mindfulness, cognitive behavioral therapy and acceptance commitment therapy to enrich their skills for dealing with their stresses at a deeper level.

- Addressed an identified unmet need among our clients around physical health, whereby a registered nurse on staff worked with case managers in providing consultation around metabolic issues to clients in groups and individual sessions.
- Continued with the help from our case aide volunteers in providing tangible and emotional support for our clients.
- Reduced the waiting list at the Asian Community Psychiatric Clinic from 9 months to 3 months.
- Installed Personal Video Conferencing (PCVC) at the Downtown office, expanding our usage of modern technology for conducting educational, clinical and administrative events across Hong Fook sites and with community partners.

## CLIENT EXPERIENCES QUOTES

### Case Management and Supportive Housing

"Chinese idiom that says 'A journey of a thousand miles begins with a single step'. That step for me was to make my first call to Hong Fook asking for help, and I am glad that I did."

"Hong Fook was the starting point for my recovery. They provided resources and supports, helped me to develop a sense of safety, encouraged me to practice a healthy lifestyle, and most of all, develop a sense of purpose for my life."

"During the Lunar New Year, I was back to square one with my depression. I did not pick up the phone at all, and my mental health worker ended up paying me an unscheduled visit, and helped me to connect with my family. She knows my culture and the meaning of the Lunar New Year for me, and I value her support a lot."

"It has been a while since I stopped getting in and out of the hospital. Looking back at my recovery journey, there were times that I went through relapses, but the mental health workers steered me back to the path of recovery."

### Case Management and Collaborative Care among Services and Programs

"The welcoming gestures of my psychiatrist at the Hong Fook Asian Clinic and the staff at Hong Fook motivated me to deal with my symptoms and desperation."

"My mental health worker and nurse at Hong Fook helped me to realize that my insomnia is related to my anxiety. They worked with me in improving my sleep and addressing the root causes of my anxiety. I used to have the problem of slouching. I now walk with my head up, knowing that everyone has challenges, and I am no better, and ... no worse than others."

"I do not have a next of kin in Canada. My mental health worker and the case aide are my only two visitors. They also took me out to the park for a walk and encouraged me to engage in more activities and group programs."

### Psychotherapy Group

"The psychotherapy group has helped to make a difference to my life, such as being gentle to my negative emotions, saying no to

my friends without feeling guilty, being mindful of my cognitive distortions, developing appreciation for gestures of kindness, and working towards healing and helping other."

"The group has inspired me to find a different way of dealing with my frequent conflicts with my daughter. I now ask myself: Is my way the only way? What if I were in her shoes? What are my choices for managing this conflict? I have seen improvement in our relationship."

### Recovery Story of a Discharged Client

"When I immigrated to Canada 10 years ago, the stress greatly affected my mental health. I was later diagnosed with schizophrenia. I lost everything. I had no job and no place to live. I also separated with my wife."


Hong Fook helped me step by step. They helped me find a place to live and supported me through my treatment. When I started getting better, they introduced me to the Self Help and other group programs. Because all the members of the group have similar experiences, I did not have to worry about the stigma of my illness.

I have been discharged from Hong Fook services for several years. Sometimes, I miss the time at Hong Fook. However, I am also happy that I have recovered well enough to live an independent life."

“... and most of all,  
develop a sense of  
purpose for my life.”







“... to ensure that our youth are able to flourish and succeed.”

### Volunteer Stories

“Participating in the Elder Abuse Prevention Peer Leader WeChat group has helped me to continue with our discussion on elder abuse prevention, and reach a large number of people within minutes.”

“As a case aide volunteer, it has been very fulfilling to know that by providing friendly visits, teaching my client about life skills, and accompanying them to appointments has contributed to their quality of life.”

Holistic Health Services supports recovery and nurtures volunteerism to fight stigma

### Youth Services

Up to 70% of young adults say symptoms started in childhood. (Mental Health Commission of Canada)

In view of the rising needs of mental health services among Asian youth, Hong Fook has embarked on the journey of expanding programs and services to this target group. We hope that with early identification and intervention strategies, we can promote mental wellness and prevent mental illness early enough to ensure that our youth are able to flourish and succeed.

#### **Youth Outreach Worker (YOW) Program:**

This is a comprehensive multi-agency outreach initiative for marginalized youth in underserved neighbourhoods and special populations. YOW engages Chinese youth aged 12-21 and their families, helps them better navigate and connect with services and supports in the communities. Hong Fook is one of the multi-agency partnerships hiring a special Chinese YOW to serve the Chinese communities in East Toronto.





### Choices Youth Program:

Choices program is a new partnership between Hong Fook and Lakeridge Health, funded by Central East Local Health Integration Network. It is a 10-week substance abuse prevention and early intervention program that assists youth to develop skills and confidence to resist risk-taking behaviors. Weekly topics include communication, decision-making, goal setting, alcohol, coping skills, marijuana use, relationships, prescription drugs, self-respect, risk taking, and social media. Volunteers are an integral and crucial element of the program as it is a purely volunteer-led program and conducted in English.

### Family Initiative

While peer support among consumers is highly valued, we also see its importance in Family Support Groups. Family members are empowered to share their experience, coping skills and resources with new participants and to have mutual support within and outside group sessions. Peer positive philosophy in the concepts of co-design and co-delivery of service is exemplified in the program model where two self-run family support groups (in Cantonese and Korean) are planned and led by family members themselves.

Externally, a Mandarin family member participated in a project under the Chinese Caregiver Network and produced a digital story about his caregiver role. A screening event of digital stories done by caregivers whose loved ones were affected by different illnesses (depression, stroke, Alzheimer, etc.) was held in Feb 2015 and was well received. It was a therapeutic process for caregivers both as storyteller and audience members.

### Self Help Program

To maximize benefit of the Self Help Program to more consumers, new time-limited groups focusing on skills building were run in the Self Help Program this year. Among which include the Cantonese Self Esteem Group, Korean Computer Class, Integrated Art Group,

and Cantonese Harmony Ambassadors Group. With a smaller group size and a focus on skill learning, it would support consumers to apply and practice in their daily life the skills acquired.

### Vote for Health Campaign

The Vote for Health campaign was initiated by the Ontario Chinese Health Coalition, supported by Hong Fook, engaging the Chinese, Korean and Vietnamese communities and volunteers. The campaign aimed to build healthier immigrant communities by fostering the discussion on health policy between immigrant communities and the candidates of the 2014 Ontario election.

The prevention and promotion team from Hong Fook Mental Health Association mobilized volunteers, family members, clients and the immigrant communities to promote this campaign and facilitate discussions on immigrant health policy on the ethnic media such as radio, TV and newspaper during the provincial election month.

Over 100 participants had participated in the "All Candidates Meeting" on June 7th, 2014 at the Market Village Mall in Markham, posing questions on how to improve immigrant health to provincial election candidates from all political parties. Two Hong Fook Mandarin clients were interviewed by Fairchild TV and OMNI TV on their views on provincial health policies. More than 30 media stories were covered by Korean TV, Vietnamese Radio, Chinese TV, Radio, print and online media.



Demand MPP Candidates to take actions! Stop the decline of immigrants' health. Support equitable health promotion and healthcare access.

## Mental Health Parade

In support of the World Mental Health Day, Hong Fook organized a Mental Health Parade on Oct 9, 2014 to promote mental health and reduce stigma of mental illness. The event was very well received by our community partners, volunteers and clients. Over 150 walkers "paraded" in North York and showcased cultural music and costumes. In addition, over 50 organizations (including funders, community partners and politicians) participated in our Photo Campaign and posted their photos on Hong Fook's Facebook and Twitters to support the parade. There was a wide coverage from the media: 10 media covered the event. Over 96% of participants were satisfied with the event, of which, 97% supported "similar event in future", 96% agreed "event reduce

stigma on mental illness", 99% agreed "event promote mental wellness", and 98% were "satisfied with cultural performance".

## Starry Day

The 2014 Hong Fook Starry Day event was a celebration of the talents and diversity of consumers and family members. Members from our Self Help and Family Support Groups participated in music and dance performances, recovery story sharing, handicrafts production and display, venue decoration and souvenir making, as well as cultural food preparation. Over 180 people attended the event and witnessed the power of hope and recovery together. It is our belief that despite limitation caused by mental illness to an individual and his or her family, everyone can shine like a star when given the opportunity to contribute their strength and share their talent.

# TOGETHER WE SHARE:





“Appreciation, Dreams  
and Hopes”

## ARTS AND CRAFTS FROM SERVICE USERS



<< Appreciation, Dreams and Hopes as expressed by our Case Management within Supportive Housing service users.



# SERVICES STATISTICS

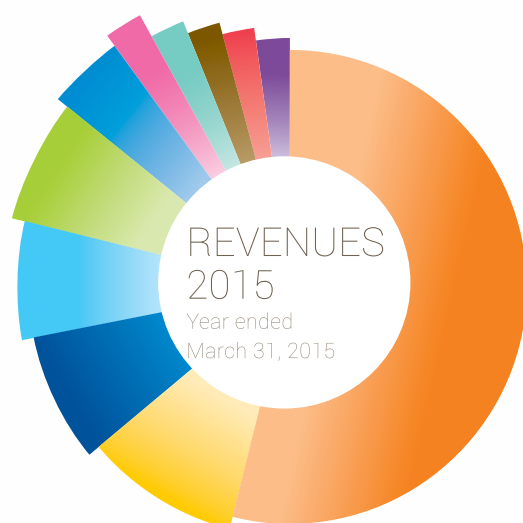
As of March 31, 2015

SERVICE TEAMS	UNIQUE CLIENTS SERVED	CLIENTS / PARTICIPANTS / CONTACTS	NEW REFERRALS	NUMBER OF GROUPS	GROUP SESSIONS	PLANNING COMMITTEES	VOLUNTEERS	VOLUNTEER HOURS	LEADERS IN TRAINING
Family Initiative	139	735	31	5	75	1	13 (11 are family members)	470	
Self Help	310	8,608	57	19	818		47 (36 are consumers)	3,319	36
Youth Outreach Worker	70 youth 30 family members		100		871 youth engagement activities		21	110	
Choices	21	108	21	2	14		24	755	
Prevention and Promotion	3,515				537	3	276	4,627	
Clinical Services	1,918	18,543			75 (500 participants)		17	124	
Asian Clinic	384 (new clients only)	2,602							





# FINANCIAL SNAPSHOT



Central East Local Health Integration Network / Ontario Ministry of Health and Long-term Care	54%	Rent Supplement Program	7%	City of Toronto	2%
Rental Payments from Housing Clients	10%	United Way Toronto and York Region	7%	Hong Fook Mental Health Foundation	2%
Hospital and Community Partnerships	8%	Citizenship and Immigration Canada	4%	Amortization of Deferred Revenue	2%
		Ministry of Citizenship, Immigration and International Trade	2%	OTHER	2%

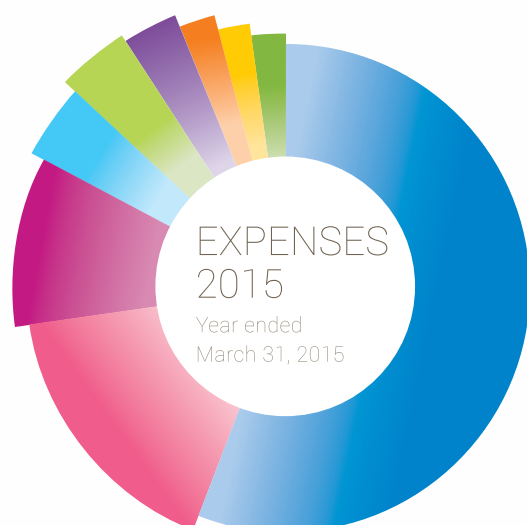
GOVERNMENT GRANTS	\$
Central East Local Health Integration Network / Ontario Ministry of Health and Long-term Care	2,562,860
Rent Supplement Program	350,000
Mental Health Sessional Fee Supplement	8,409
Citizenship and Immigration Canada	200,000
Ministry of Citizenship, Immigration and International Trade	87,191
City of Toronto	70,411
HRSDC - Summer Student	14,370

NON-GOVERNMENT GRANTS	
United Way Toronto & York Region	335,351

FOUNDATION CONTRIBUTIONS	
Hong Fook Mental Health Foundation	100,000
Echo Foundation	25,000

OTHER REVENUES	
Rental Payments from Housing Clients	454,857
Hospital and Community Partnerships	385,191
Amortization of Deferred Revenue - Property and Equipment	89,535
Donations	17,814
Other Income	11,636

<b>Total Revenues</b>	<b>4,712,625</b>
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Community Mental Health	56%	Journey to Promote Mental Health	4%	Ignite Leadership	2%
Rent Supplement Program	17%	Other Program and General	4%	Youth Outreach	2%
Prevention and Promotion	10%	OTHER	3%	Amortization	2%

EXPENSES	\$
Community Mental Health	2,622,374
Rent Supplement Program	809,634
Prevention and Promotion	460,644
Journey to Promote Mental Health	210,453
Ignite Leadership	90,192
Youth Outreach	75,541
Integrative Behavioural Group Therapy	56,558
Choices - Youth Program	56,231
Investing in Neighbourhoods	47,398
Other Program and General	190,039
Amortization	91,420

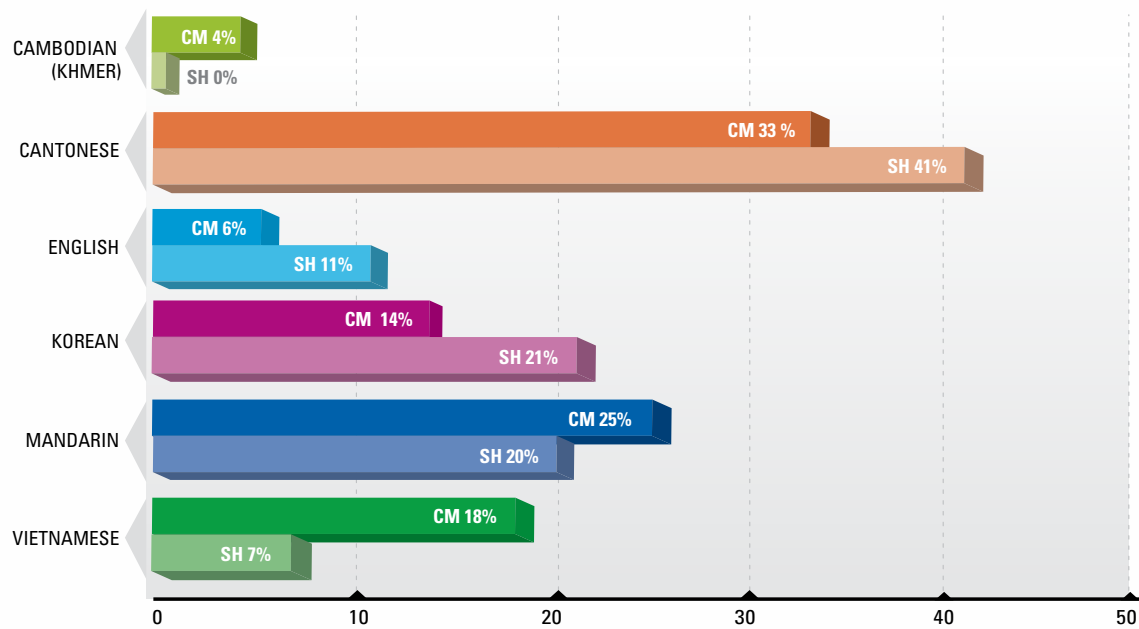
<b>Total Expenses</b>	<b>4,710,484</b>
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<b>Excess of Revenues over Expenses</b>	<b>2,141</b>
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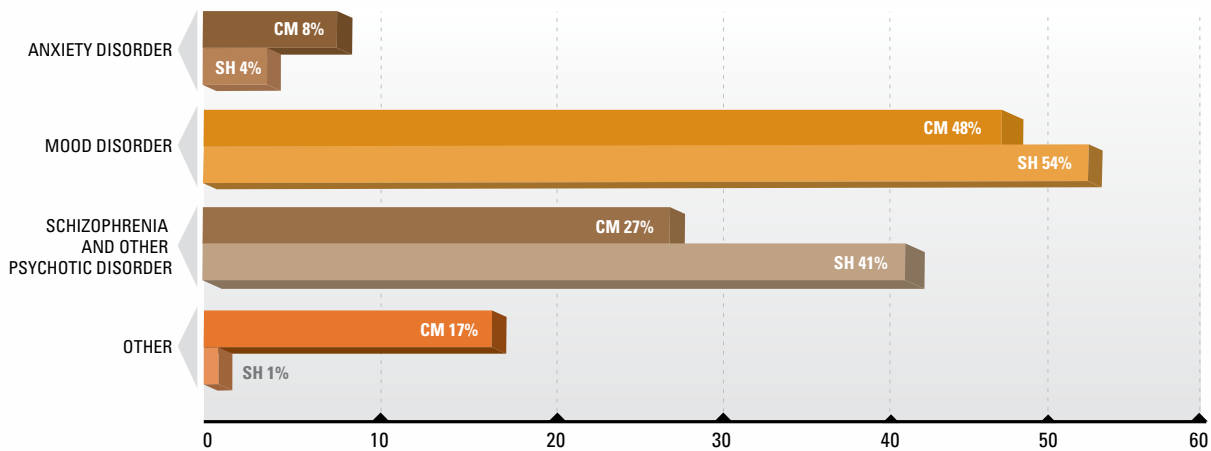
# PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Support within Housing (SH) Clients 2014-2015

## PREFERRED LANGUAGE



## PRIMARY DIAGNOSIS



# BOARD OF DIRECTORS, OFFICERS AND LIFE MEMBERS

**PRESIDENT**

Dr. Lin Fang

**VICE PRESIDENTS**

Josephine Leung  
Jessica Perry

**SECRETARY**

Charles Xie

**TREASURER**

Eric Man

**IMMEDIATE****PAST PRESIDENT**

Katherine Wong

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HOLISTIC HEALTH**

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CLINICAL SERVICES**

Catherine Chan

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Celestine Chan  
Ken Chan  
Man Fai Chan

Elsa Chang

Dr. Peter Chang

Huigu Chen

Gladys Cheung

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Teresa Chiu

Jong-Ae Chong

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Tue Thai Hoang

Sherman Hui

Bryan Jay

Eui Sook Kim

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Michael Ma

Eric Man

Pui Chu Gloria Man

Julia Mo

Alan Ngok Tung Ng

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Patricia S.C. Ong

Jessica Perry

Judy San

Dr. Joseph So

Kyung OK Sohn

Ka Lun Tam

Kai-Yuen Tam

Ramon Tam

Thomas Tam

Chi Tang

Mary Tang

Angela Tse

Agatha Um

Mr. & Mrs. Man San Wah

Kenny Wan

Bin Wang

Julie Wang

Helen Yan-Chun Wong

Dr. Josephine Wong

Katherine K. Wong

Deanna Yeung

Peter Yeung

Dr. Stanley Zheng

DESIGNED BY Eighth Day Design





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<b>North York Branch</b>	1751 Sheppard Avenue East, Ground Floor, North York, Ontario M2J 0A4
<b>HF Connecting Health Nurse Practitioner-Led Clinic</b>	3280 Midland Avenue, Unit 22, Scarborough, Ontario M1V 4W9 Clinic Tel: 416-479-7600      Clinic Website: <a href="http://www.hfclinic.ca">www.hfclinic.ca</a>

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Human Resources and  
Skills Development Canada



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

