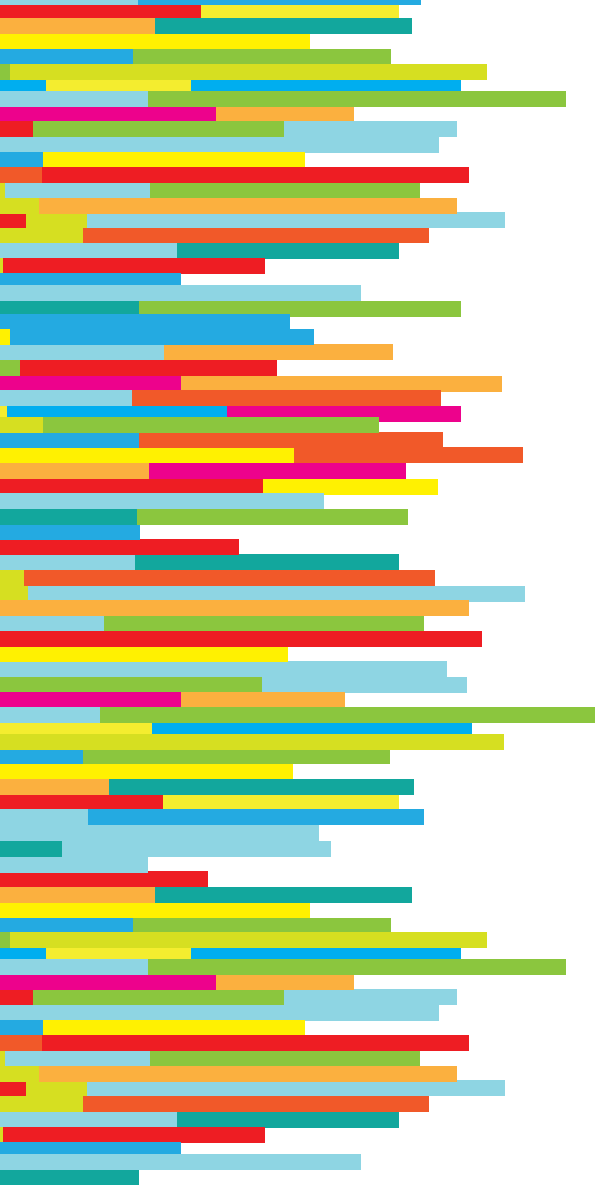


STRENGTH IN RECOVERY

ANNUAL REPORT 2015/16





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

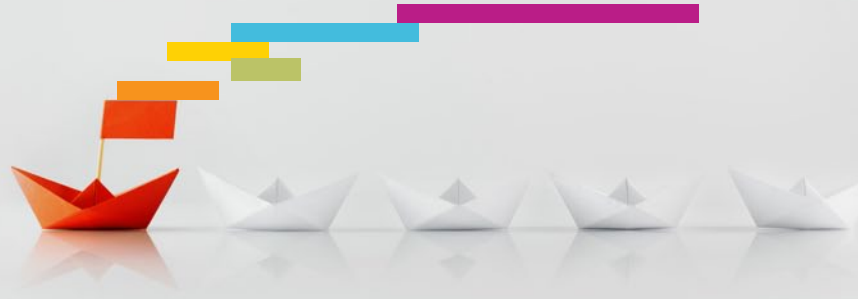
Equity . Diversity . Cultural Competence . Empowerment . Capacity Building
Community Participation . Self Help . Mutual Support

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

Creating opportunities for success

The Association has striven to improve the processes and operations within the organization so that we can deliver high quality services effectively and efficiently. In May 2015, we launched an operational review. Based on a careful read of key documents and interviews with staff, board members, and our collaborators, the operational review highlighted several major issues and recommendations: 1) the need to realign intake services within the agency and “the Access Point” to ensure process efficiency and consumer satisfaction; 2) the need to address staffing challenges, including a large number of “one time” funded positions, ongoing staff turnovers, salary freezes; and communication breakdowns; 3) the importance of visioning the future state of ethno-specific community mental health care in the healthcare sector; and 4) the need to revisit our organizational structure to ensure that it is sustainable and ready for growth, and further support the Association’s strategic directions.

Following the organizational report’s key findings and recommendations, we are committed to conducting three major initiatives. These include: (1) Revamping the Central Intake process and hiring a full-time Intake Coordinator to oversee the internal intake implementation; (2) Enhancing communication across the organization through a monthly e-newsletter, and investing in new technologies such as a voice over IP phone system, cell phones and other mobile devices and laptops for all front line and management staff, and VPN access for remote access to clinical information system; and (3) Changing the organizational structure to improve clinical integration and support the implementation of our strategic plan, to create a clinical practice and quality portfolio, to strengthen the roles and accountabilities of human resources, and to develop leadership roles, accountabilities and capacity through coaching and mentoring. We are pleased to report that the Board has

approved the new organizational structure earlier this year. We are confident that with the new structure, we will be able to improve our internal processes, further strengthen our emphasis on quality improvement, and better position ourselves in the changing healthcare environment.

Responding to the Needs

Earlier this year, we conducted a community needs survey and received responses from over 650 respondents from the Chinese and Vietnamese Communities. The findings show that 50% of these community members have constantly experienced stresses, and 10% have had thoughts about suicide. These alarming figures indicate the importance of prevention and early intervention. To address the concerns, our staff members have developed comprehensive Stress Management tool kits for clients and their family members. They also conduct mental health first aid training in Chinese and Korean languages; we offer drop in services for self-help clients and youth at different branches. In addition, we have initiated a new pilot program in Markham, York Region for local Asian teens. Through mental health literacy training and integrated behavioural group therapy programs, the teens learn to manage their stresses and mental health challenges. We also conduct similar training programs for their parents to help foster a positive mental health family environment. Lastly, Hong Fook endorses a peer positive culture. Consumers are our equal partners to build the future of Hong Fook. We will continue to strive for consumers’ active involvement in taking charge of their recovery by providing an environment where consumers and staff can co-design, co-deliver and co-review programs and services.

As the organization moves to the new chapter and continues to embrace changes and innovations, the support from our members is critical to our growth and development. We thank you for your continued support, encouragement, and confidence in us.

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

創造機會邁向成功

康福努力改善內部的工作流程和運作，以能有成效及有效率地提供高質量的服務。我們於2015年5月展開了一項關於營運的檢討。經過詳細研究相關的主要文件，以及與員工、會董和合作伙伴面談後，營運檢討突出了以下幾項建議：

(1)修改中央接收諮詢的程序，聘請一位全職的社工擔任接收協調員，負責在內部接收諮詢的工作；(2)通過投資新科技全面改善康福的內部溝通問題；及(3)透過修改康福的組織架構去改善綜合臨床服務，以及支持我們的服務策略計劃，去建立一套臨床應用及高質量的服務組合，加強人力資源的角色和問責，並透過培訓和指導去培養領導角色、責任和能力。

對需求的回應

今年初，我們進行了一項關於社區需求的調查，收到來自普通話社區和越裔社區超過650個受訪者的回應。調查發現他們之中有一半經常感到有壓力，而有一成人表示曾想過自殺。這些令人震驚的數字反映了提供預防和早期治療服務的重要性。為了解決這些問題，康福的工作人員為服務使用者及其家人製作了一套全面的壓力管理指引。此外，我們在約克區的萬錦市展開了一項為亞裔青少年而設的新試驗計劃。通過對心理健康知識的培訓和綜合行為小組治療計劃，讓這些青少年學會管理壓力及應付心理健康的挑戰。

隨著康福邁向新的一頁，繼續迎接新的改革和創新，成員的支持對我們的成長和發展十分重要。感謝您們一直以來對康福的支持、鼓勵和信任。

康福董事會主席和行政總監致詞

董事會主席：方翎博士 行政總監：黃吳淑芳

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Thông điệp từ Chủ tịch Hội Đồng Quản Trị & Giám Đốc Điều Hành

Chủ tịch: Tiến sĩ Lin Fang
Giám Đốc Điều Hành: Bonnie Wong

Tạo cơ hội cho sự thành công

Hội đã nỗ lực phấn đấu để cải thiện các quy trình và các hoạt động trong tổ chức để chúng tôi có thể cung cấp dịch vụ với chất lượng cao một cách có hiệu quả và năng suất. Trong tháng 5 năm 2015, chúng tôi đã tiến hành một đợt đánh giá hoạt động của Hội. Dựa trên sự phân tích cẩn thận của các tài liệu quan trọng và các cuộc phỏng vấn với các nhân viên, các thành viên hội đồng quản trị và cộng tác viên của chúng tôi, việc xem xét hoạt động nêu lên một số đề nghị chính như sau:

Chúng bao gồm: (1) Cải tạo lại hệ thống Tiếp Nhận Hồ Sơ (Central Intake) bằng thuê một nhân viên đảm nhiệm hoàn toàn dịch vụ Quản Lý Tiếp Nhận để dễ dàng giám sát việc thực hiện và quản lý trong nội bộ; (2) Tăng cường sự kết nối liên lạc trong tổ chức thông qua việc đầu tư vào những công nghệ mới và (3) Thay đổi cơ cấu tổ chức và cải thiện các dịch vụ lâm sàng và hỗ trợ việc thực hiện các kế hoạch chiến lược của chúng tôi, để tạo ra một hoạt động chuyên môn và hồ sơ quản lý có chất lượng, tăng cường vai trò và trách nhiệm của nguồn nhân lực, phát

회장과 대표이사 메세지

회장: 린 펑 박사 (Dr. Lin Fang) 대표이사: 보니 왕 (Bonnie Wong)

도약 기회 조성

협회는 내부의 업무와 절차를 개선해 우수한 서비스를 효과적이고 효율적으로 제공하고자 노력해오고 있습니다. 2015년 5월에는 운영검토에 착수했습니다. 중요한 서류들을 면밀히 검토하고 직원, 이사진, 협력기관들과 인터뷰를 거쳐 몇가지 중요한 건의사항을 선별했습니다.

여기에는 다음 사항이 포함됩니다. (1) 중앙 접수(intake) 처리 절차를 개선하고 내부의 접수 상황을 관리하기 위한 폴타임 접수 코디네이터 채용 (2) 새로운 과학기술에 투자하여 조직 간의 소통력 강화 (3) 진료통합을 개선해 전략적 계획의 실천을 지원하고, 임상실습과 고품격 포트폴리오를 창안하며, 인력자원의 역할과 책임을 강화하고, 코치와 멘터의 가르침을 통해 지도력, 역할, 책임성, 역량을 신장시키기 위한 조직 구조 개편

필요성에 부응

올해 초 협회는 커뮤니티의 필요성 조사를 실시해 중국계와 베트남계에 650여명으로부터 응답을 받았습니다. 이들 커뮤니티 구성원들의 절반은 끊임없는 스트레스에 노출돼 있으며 이중 자살을 생각해본 사람도 10%나 된다는 결과가 나왔습니다. 이 놀라운 수치는 예방과 초기 대처가 얼마나 중요한지 말해주고 있습니다. 이런 문제를 해결하기 위해 홍콩 직원들은 클라이언트와 가족을 위한 포괄적 스트레스 관리 도구함을 개발했습니다. 나아가 홍콩은 마카오와 요크 지역의 아시아계 10대를 대상으로 하는 새로운 시범 프로그램을 시작했습니다. 이들 10대들은 정신건강 이해교육과 통합 행동집단치료 프로그램을 통해 스트레스와 정신건강 문제에 대처하는 방법을 배우게 됩니다.

홍콩이 역사의 새 장을 열어 지속적으로 변화와 혁신을 모색해가는 시점에 우리의 성장과 발전을 위해서는 회원들의 지원이 무엇보다 절실합니다. 회원 여러분의 끊임없는 지지와 격려, 저희에 대한 신뢰에 감사를 표합니다.

triển vai trò lãnh đạo, trách nhiệm giải trình và năng lực thông qua huấn luyện và cố vấn.

Đáp ứng các nhu cầu

Đầu năm nay, chúng tôi đã tiến hành một cuộc khảo sát nhu cầu trong cộng đồng và nhận được hơn 650 câu trả lời từ cộng đồng Trung Hoa và Việt Nam. Kết quả cho thấy, 50% thành viên trong cộng đồng liên tục trải qua sự căng thẳng (stress), và 10% đã có những suy nghĩ về tự tử. Những con số đáng báo động này cho thấy tầm quan trọng của phòng ngừa và can thiệp sớm. Để giải quyết những sự lo lắng này, nhân viên của chúng tôi đã thiết lập một bộ công cụ quản lý sự căng thẳng toàn diện cho những người sử dụng dịch vụ và gia đình của họ. Ngoài ra, chúng tôi đã khởi đầu một chương trình thí điểm mới tại Markham, York Region cho thanh thiếu niên Châu Á tại địa phương. Thông qua sự đào tạo văn hoá sức khỏe tâm thần và các chương trình trị liệu hành vi kết hợp trong nhóm, các bạn trẻ học được cách quản lý sự căng thẳng cũng như những thách thức về sức khỏe tâm thần của họ.

Song song với sự tiến tới một chương mới và tiếp tục đón nhận những sự thay đổi và cải cách mới, sự hỗ trợ từ các thành viên của Hội rất là quan trọng cho sự tăng trưởng và phát triển của chúng tôi. Chúng tôi xin cảm ơn quý vị đã ủng hộ, khích lệ và tin tưởng vào Hội.

សារលិខិតពីលោកប្រធាននិងនាយកប្រតិបត្តិ

ប្រធាន: លោកស្រីបណ្ឌិតលីន វ៉េង
នាយកប្រតិបត្តិ: បូនី វ៉ង

បង្កើតនូវឱកាសទាំងឡាយដើម្បីជួយជំនះ


សមាគមបានខិតខំប្រឹងប្រែងដើម្បីធ្វើអោយដំណើរការ និងការអនុវត្តផ្ទៃក្នុងនៃសមាគមរឹងរិតតែប្រសើរឡើង ដូច្នេះយើងអាចផ្តល់នូវសេវាកម្មយ៉ាងមានប្រសិទ្ធភាព និងសមត្ថភាពប្រកបដោយគុណភាពខ្ពស់។ នៅខែឧសភា ឆ្នាំ២០១៥ យើងបានចាប់ផ្តើមអនុវត្តនូវប្រតិបត្តិការត្រួតពិនិត្យមួយ។ ដោយយោងទៅលើការអានយ៉ាងប្រុងប្រយ័ត្ននូវឯកសារសំខាន់ៗនិងកិច្ចសំភាសនូវបុគ្គលិក សមាជិកគណៈកម្មការនិងអ្នកសហការទាំងឡាយរបស់យើងកន្លងមក ប្រតិបត្តិការនៃការត្រួតពិនិត្យបានអង្កេតឃើញនូវចំណុចសំខាន់ៗជាច្រើន៖

ទាំងនេះរួមមាន៖ (១)ការកែសម្រួលនូវដំណើរការនៃមជ្ឈមណ្ឌលសំភាសន៍ទទួលអតិថិជនថ្មីនិងជួលបុគ្គលិក អ្នកសម្របសម្រួលធ្វើការពេញម៉ោងផ្នែកខាងសំភាសន៍ទទួលអតិថិជនដើម្បីអោយមើលការខុសត្រូវការអនុវត្តនៃការសំភាសន៍ទទួលអតិថិជនថ្មី (២) ធ្វើអោយប្រសើរឡើងនូវចំណាត់ថ្នាក់នៃការសន្ទនាទូទាំងសមាគមទាំងមូលតាមរយៈការស៊ើបអង្កេតក្នុងបច្ចេកវិទ្យាថ្មីៗ និង(៣) ការប្តូរចំណាត់ថ្នាក់នៃសមាគមគឺដើម្បីបង្កើតនូវការប្រឈមនឹងក្តីនឹច និងគាំទ្រនូវការអនុវត្តនៃគំរោងយុទ្ធសាស្ត្ររបស់យើង ដើម្បីបង្កើតនូវការអនុវត្តនៃក្តីនឹចនិងផលិតផលដ៏មានគុណភាព ដើម្បីពង្រឹងនូវតួនាទី និងការទទួលខុសត្រូវនៃធនធានមនុស្ស និងដើម្បីអភិវឌ្ឍន៍តួនាទីនៃភាពជាអ្នកដឹកនាំភាពទទួលខុសត្រូវ និងការមានសមត្ថភាព តាមរយៈការបង្ហាត់និងការនែនាំ។

ឆ្លើយតបទៅនឹងតម្រូវការទាំងឡាយ

កាលពីដើមឆ្នាំនេះ យើងបានធ្វើនូវការស្ទង់មតិនៃតម្រូវការរបស់សមាគមមួយ ហើយបានទទួលនូវចំណេះទាំងឡាយច្រើនជាង៦៥០ពីសមាគមនិងចិននិងសមាគមវៀតណាម។ ការរកឃើញនេះបង្ហាញថា៥០%នៃសមាជិកនៃសមាគមនិងទាំងនេះបានជួបប្រទះនូវសេចក្តីទុក្ខព្រួយជាញឹកញាប់និង១០%បាន គិតអំពីការធ្វើអត្តឃាត។ គួរលេខជំនួយអោយភ្ញាក់ផ្អើលទាំងនេះចង្អុលបង្ហាញនូវសារៈសំខាន់នៃការទប់ស្កាត់និងការធ្វើអន្តរាគមន៍ជាមុន។ ដើម្បីលាតត្រដាងនូវការព្រួយបារម្ភទាំងនេះសមាជិកបុគ្គលិក ទាំងឡាយរបស់យើងបានបង្កើតនូវឧបករណ៍នៃការយល់ដឹងក្នុងការគ្រប់គ្រងក្តីទុក្ខព្រួយទាំងឡាយ សំរាប់អតិថិជននិងសំរាប់សមាជិកគ្រួសាររបស់គេ។ បន្ថែមពីនេះទៀត យើងបានបង្កើតនូវកម្មវិធីសាកល្បងថ្មីមួយនៅទីក្រុងម៉ាខា គឺបន្ថែមយកសំរាប់យុវជនអាស៊ីក្នុងតំបន់។ តាមរយៈការហ្វឹកហ្វឺនៃការយល់ដឹង អំពីសុខភាពសកម្មភាព និងកម្មវិធីក្រុមព្យាបាលនៃអាកប្បកិរិយាចម្រុះយុវជនទាំងឡាយបានចេះ អំពីរបៀបគ្រប់គ្រងសេចក្តីទុក្ខព្រួយនិងបញ្ហាសុខភាពសកម្មភាពទាំងឡាយ។

ខណៈដែលសមាគមឈានទៅរកជំពូកថ្មីហើយនៅតែបន្តអនុវត្តនូវការផ្លាស់ប្តូរនិងគំនិតថ្មីៗទាំងឡាយនោះ ការគាំទ្រអំពីសមាជិកទាំងអស់របស់យើងគឺមានសារៈសំខាន់ណាស់ក្នុងការរីកចំរើននិងការអភិវឌ្ឍន៍។ យើងសូមអរគុណសំរាប់ការបន្តគាំទ្រ ការលើកទឹកចិត្តនិងការមានទំនុកចិត្តលើយើងខ្ញុំទាំងអស់គ្នា។



PROGRAMS AND SERVICES

STRENGTH IN RECOVERY

"Strength does not come from winning. Your struggles develop your strengths. When you go through hardships and decide not to surrender, that is strength."

- Arnold Schwarzenegger

Hong Fook's programs and services aim to nurture the inner strength of our clients, to prepare them for adversity, and to stay in control and hopeful in their journey to recovery.

Developing Strength in Recovery through Artistic Expressions

Majority of our Asian immigrant clients have experienced in facing cultural and language barriers when they strive for recovery from mental illness and addictions. Expanding the clients' artistic talents rather than merely using languages can be a powerful way of embracing their voices and building their inner strength. Our belief is to facilitate recovery through learning art, creating art and enjoying art.

1000 Candles Project Shares the Healing Power of Art

1000 Candles Art Exhibition was held on Oct 23, 2015 at the Fairview Library Theatre - the culminating show for a 12-week art program over the summer in 2015 for consumers conducted by Paul Byron, artist/art therapist. The 1000 Candles project gave client artists of all skill levels the opportunity to take part in free art classes which also explored the experience of mental illness. The result was 18 paintings, which powerfully portrayed their journeys of recovery, while sharing messages of hope and anti-stigma with the wider community. 1000 Candles was made possible through the grant from the Ontario Arts Council. Below are the sharing from two participants:

"This painting program has been a great help for me. I am normally very introverted, but this program allowed me to feel more open and carefree." ~Vivien

"While participating in the 1000 Candles program my inner dreams and hopes were reborn. I am grateful that I can feel their revival. I had never learned drawing basics. I would like to learn more from now on." ~ Mrs. Sohn

ARTS AND CRAFTS FROM SERVICE USERS

1000 CANDLES ART EXHIBITION 2015



1. Happy Family – Rita No

2. Family Buffet – Julia Chu Sau Ha

3. My Future Home

4. Rock Will Never Die! – Paul Yoon

5. A Colourful Life – Bai Hua Yang

6. One Beautiful Day – Julia L.

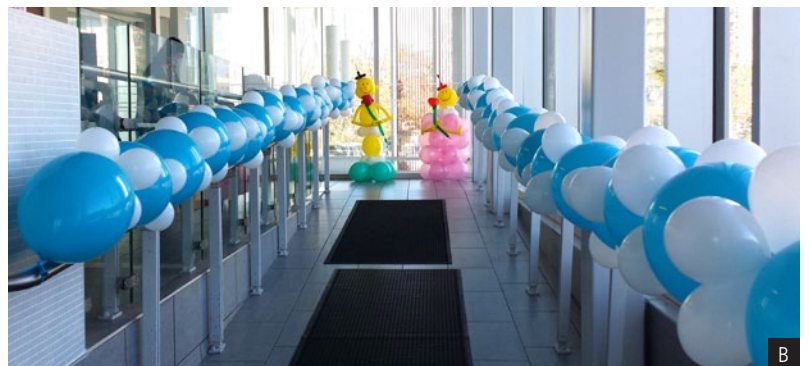
7. Night Sky – Vivien Fan

8. Home in the Forest – Yoo Sun Chung

9. Think About Me – Kyung Ok Sohn

A / Painting Class

B / Balloon decorations by client volunteers



THE UMBRELLA PROJECT 2015



The Umbrella Project 2015 – What “Care” Means to Youth

The Umbrella Project is a reunion activity to re-engage with youth who graduated from the Choices Youth program or who had been with the Youth Outreach Program in 2014-2015.

Throughout the summer of 2015, youth painted on umbrellas what “Care” meant to them. They then transformed the paintings into figurative writing pieces. The pieces were presented through the form of storytelling performances at the Annual General Meeting 2015 and the umbrellas were displayed as installations at various community locations, e.g. Fairview Library afterwards.

The umbrella was chosen to symbolize protection from the cold rain – representative of the safety and care experienced at Hong Fook from the challenging world the youth live in. In a more introspective sense, the umbrella represents the journey the youth had gone through to gradually open up, much like an umbrella, when reaching out to Hong Fook Youth Services.

“Many of us probably came here and took the task as mostly an artistic one... but there is a whole story behind it; a completely different story for each of the umbrellas here.”
~ Tiffany, 14 years old

“Plenty of people don’t accept care because they feel like they don’t need it... People should be positive and appreciative about being cared for, after all the love in care is a positive thing.” ~ Christine, 12 years old

Developing Strength in Recovery through Peer Engagement

Peer Positive Initiative Brings Voices of Peers

Through collaboration with the Centre for Addiction and Mental Health (CAMH) North West Toronto (NWT) Service

Collaborative, Hong Fook started its Peer Positive Initiative in 2015 that aims at promoting peer engagement in the Association based on the Peer Positive approach: co-design, co-delivery and co-review of services by involving people with lived experience. Below are the snapshots of the Initiative:

- 1) Feb-Mar 2015 – 4 consumers and staff attended 3-day training on Peer Positive organized by NWT Service Collaborative.
- 2) Jul-Sep 2015 – CAMH staff attended two Self Help team meetings to share Peer Positive concept in the program context.
- 3) Aug-Nov 2015 – 11 peers participated in 6-session Peer Positive Group run by two peer coaches. Peers learned how to generate and share feedback on service improvement.
- 4) Nov 2015 – Peer Positive Group participants attended Self Help team retreat and all staff meeting to share feedback and voices about Hong Fook programs.
- 5) Jan 2016 – Self Help team identified 3 priorities to work on: a) create a Peer-Led Drop-in; b) create a context for regular peer/staff dialogue; c) develop other peer-led activities.
- 6) Feb-Mar 2016 – Planned on a peer-led drop-in facilitation skills training group.

We welcome clients to join our Peer Positive journey ahead of us.

Strength in Unity Project Builds Asian Men’s Capacity in Mental Health De-stigmatization

To address the stigma of mental illness among Asian men, Hong Fook took part in “Strength in Unity” - a community-based intervention study – as a key community partner.

The study examines two intervention models namely

Acceptance and Commitment Therapy (ACT) and Contact-based Empowerment Education (CEE). ACT deals with internalized stigma by enhancing psychological flexibility. CEE helps empower individuals and communities by bridging personal experiences with planned community actions. Along with over 50 local groups/networks, Hong Fook played the lead role in community engagement, recruitment and knowledge mobilization. The project was able to engage more than 1,000 individuals in Toronto. Over 550 men – Chinese (40%) and South/Southeast Asian (60%) - were trained to become mental health ambassadors. After having the training, participants carried out and documented their stigma reduction practices for six months. More than 2,500 activity logs have been collected. The project is by far the most extensive mobilization of Asian men for mental health in Canada.



Strength in Unity Project press conference



Developing Strength in Recovery through Capacity Building



Mental Health First Aid CANADA

Mental Health First Aid

Since 2014, Hong Fook's Mental Health First Aid Certified Instructors have trained over 135 mental health first aiders, including people living with mental illnesses and addictions. Over the course of the two-day training, mental health first aiders gain knowledge of various mental disorders and their respective symptoms. First aiders also learn how to respond and take care of those in immediate crisis, how to guide them

to seek appropriate professional help, as well as how to support them in the path of recovery. Hope plays a very important role in the recovery journey. Participants with mental illness are able to share with other participants their hope and optimism during our training sessions. Their recovery is nurtured by relationships with self and others, and also by our environment that provides hope, empowerment, acceptance, choices and opportunities. It is indeed a very meaningful component of our training for both participants with and without mental illness.

Mindfest

Mindfest is an annual mental health and wellness fair organized by the University of Toronto's Department of Psychiatry. Hong Fook is proud to be one of the community partners. Every year, it attracts and engages university students, high school students, professionals, and the general public to learn about mental health and mental illness. Participants, including those with lived experiences and their family members, are able to receive information about resources and support systems at the university and in the community environment. Mindfest's missions are to "Participate", "Educate" and "Celebrate".

The Mindfest 2015 was held on Wednesday, October 7, with over 30 community display booths in the Great Hall, and 15 sessions/workshops held separately for the exchange dialogue between professionals and participants at Hart House, University of Toronto (U of T). It offered opportunities for participants to exchange and dialogue their experiences, and an opportunity to break the taboo of mental illness by coming out of the closet. As participants celebrate their own strengths and vulnerability as a person, they begin to build their resilience collectively. Hong Fook's team of volunteers, comprised of current and former students from U of T and consumers, worked very hard to capture the number of visitors to our booth. We attracted over 300 individuals who showed interest to learn more about mental health and mental illness.



Mindfest



Managing Emotions for Women

Managing Emotions for Women is a peer-empowerment mental health education program, targeted for Cantonese-speaking female immigrants residing in the GTA. Because mental health issue is a taboo in the Chinese culture, this workshop emphasizes on emotional health which is less stigmatized and thus attracts more potential participants. It has been demonstrated that when women have the opportunity to share, learn, and participate in a safe and empowering environment, they experience increased self-efficacy, self-understanding and confidence in managing their own health along with other core competencies.

After attending the program, participants increased knowledge on emotional health; developed skills in self-care, communication, interpersonal interactions, and problem solving; and established a mutual support network. They then become our peer leaders to outreach to other women and promote mental health in their communities. In doing so, they have the opportunity to develop leadership skills and a collective vision, to work together and participate in community capacity building in meaningful ways.

Coordinated Care: Scarborough Health Links

Health Links is a new program that is introduced across the province by the Ministry of Health and Long-Term Care. It focuses on improving care for patients who are living with complex medical conditions. The main goal

is to work with the patient, his/her family and care providers to better meet the individual's current health needs by developing a Coordinated Care Plan (CCP) for his/her health care. Hong Fook is a member of the Scarborough North and Scarborough South Health Links. We launched the CCP program in November 2015. Since then, our mental health workers have engaged their clients to identify and collect information on their care team, health conditions, lifestyle, and current supports and services. The information is used to develop a CCP, which could be shared with all Health Link Partners. As of today, we had created over 40 CCPs to help our clients to identify their needs and manage their own care. Our aim is to help all our clients to develop a CCP so that they can better manage their own health care.

Client Stories:

Story of Mrs. Kim

My life has changed since when I met Hong Fook; it was the point when my husband left me and I had nowhere to go as I suddenly got very sick. I was provided with housing, where I could rest and from there, my unstable situations started getting better. I was able to vent my sad and frustrating stories in front of my psychiatrist and case worker; they listened to my stories attentively and validated me, which allowed me to start feeling better. I used to be really sick so that I was not even able to see my children, who were objects of life. However I get to see them every weekend now, and they are doing well, even though they went through lots of hard times.

I came to Canada 15 years ago and it has been really hard





due to language barriers and cultural differences. However, I manage to live here and be able to relieve my stress now. Unlike the past when I never looked after myself, now I know that self-care is really important and am putting effort in it.

Story of Mrs. Lee

I got to know Hong Fook when I was extremely panicked to the point that I could not breathe properly. Hong Fook is like an oxygen mask to me that allows me to breathe through the world where half of my life is hanging.

Meeting with my case worker is my only source of hope, comfort and a bridge to the world where not only I feel heard but also my exhausted body and troubled mind are being taken care of. I get my energy to live through today from it.

I sincerely thank you for all of your help.

Story of Mrs. J

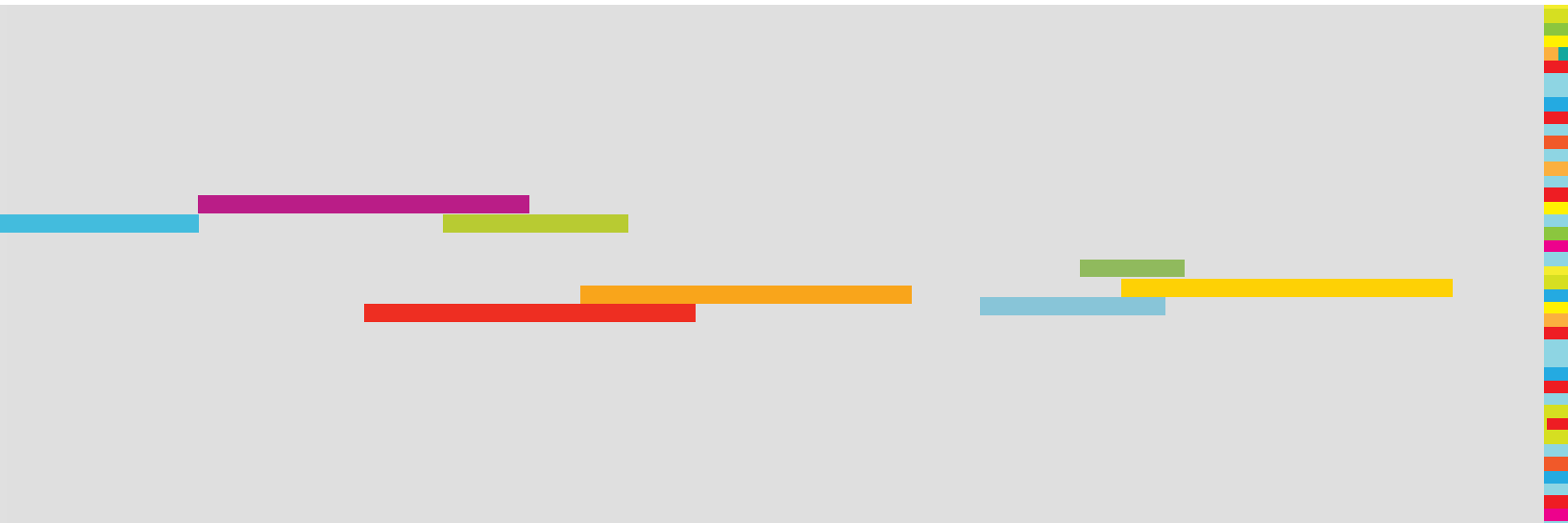
Mrs. J is a proud mother and daughter who has been a client of Hong Fook since 2012. She kindly agreed to share her experience of being a family member of those who are suffering from mental illness.

According to Mrs. J, many Korean population in Toronto suffer from mental health issues. However, this is something that no one wants to talk about. Mrs. J stated "as we consider the topic of mental illness as a taboo, people simply ignore it and keep aggravating the problem.

When my son had a relapse back in 2012, I remember that no one around me was willing to help. I wonder if it would have been the same if my son had a physical illness, like cancer. I also wonder if this would have been preventable if I knew what to do and where to seek help before his relapse." She mentioned that she had to be a sole caregiver with minimal help. She struggled due to the lack of the knowledge about the system, language barrier and stigma about mental illness. Due to the enormous stress, Mrs. J started suffering from various symptoms of depression, such as persistent depressed mood, impaired focus and concentration, fatigue, insomnia, difficulty sleeping and low appetite.

That was when she decided to come to Hong Fook to seek for help. Mrs. J attended Korean psychoeducation group in 2013 and 2014. She stated that "I gained so much from the program. It not only allowed me to be equipped with the knowledge about mental health but also let me have a positive outlook about my situation. I decided to follow my psychiatrist and case worker's recommendation & advice, and started focusing on self-care and my own mental well-being. Before, I was too occupied with caring about my family and my son while having no room to take care of myself".

Mrs. J indicated "I hope more people in our community would know about Hong Fook's services and programs. There are so many people out there who are in need of help but they simply do not know where to go to receive support. I now try to share what I have learnt with people I know. This way, more people will be able to act proactively rather than starting to do something after something really bad happens."



THE NUMBERS

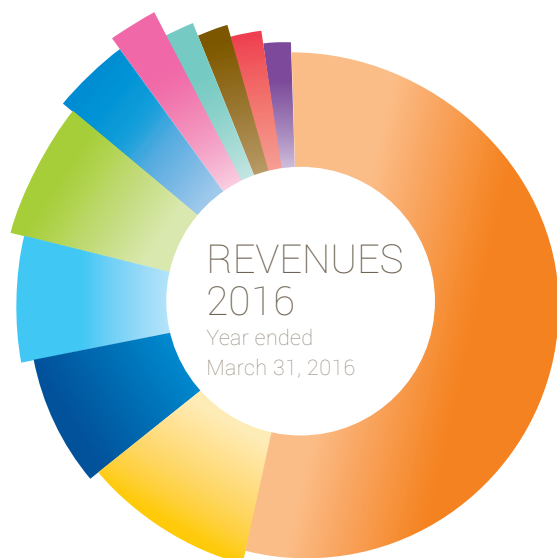


SERVICES STATISTICS

As of March 31, 2016

SERVICE TEAMS	UNIQUE CLIENTS/ PARTICIPANTS SERVED	CLIENTS / PARTICIPANTS / CONTACTS	ATTENDANCE DAYS	NEW REFERRALS	NUMBER OF GROUPS	GROUP SESSIONS	PLANNING COMMITTEES	VOLUNTEERS	VOLUNTEER HOURS	LEADERS IN TRAINING
Clinical Services	1,982	18,641		1,264		79 (563 clients)		25 (4 are consumers)	178	
Self Help	301		8,396	83	33	752		62 (39 are consumers)	2,391	45
Family Initiative	140		772	37	8	82	1	12 (9 are family members)	478	
Asian Clinic		2,976		481						
Prevention and Promotion	3,992	31,434				414	3	169 (39 are program participants)	3,813	
Youth Outreach Worker	88 youth, 30 parents	323		118		29				
Choices	57		429	42	1	36		19	531	

FINANCIAL SNAPSHOT



Central East Local Health Integration Network	55%	Ontario Ministry of Health and Long-term Care	8%	City of Toronto	1%
Rent Supplement Program	10%	United Way Toronto and York Region	8%	Amortization of deferred contribution for capital assets	1%
Hospital and Community Partnerships	8%	Hong Fook Mental Health Foundation	4%	Interest and Other	1%
		Immigration, Refugees and Citizenship Canada	3%	OTHER	1%

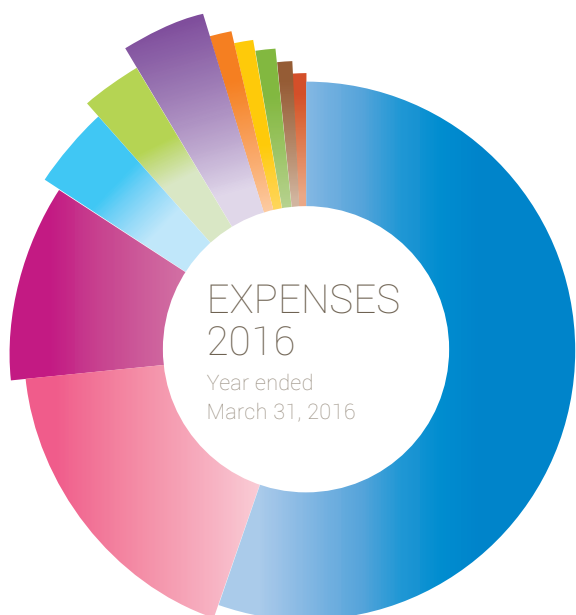
GOVERNMENT GRANTS	\$
Central East Local Health Integration Network	2,515,649
Ontario Ministry of Health and Long-term Care	360,500
Immigration, Refugees and Citizenship Canada	150,000
City of Toronto	43,172
Regional Municipality of York	5,993
Human Resources and Skills Development Canada	14,220

NON-GOVERNMENT GRANTS	
United Way Toronto & York Region	342,151

FOUNDATION CONTRIBUTIONS	
Hong Fook Mental Health Foundation	200,000
Echo Foundation	3,256

OTHER REVENUES	
Rent Supplement Program	441,228
Hospital and Community Partnerships	375,415
Amortization of Deferred Contribution for Capital Assets	49,738
Interest and other	42,314
Donations	20,012

Total Revenues	4,563,648
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Community Mental Health	55%	Journey to Promote Mental Health	4%	Youth Outreach	1%
Rent Supplement Program	18%	Other Program and General	3%	Amortization	1%
Prevention and Promotion	11%	HF Connecting Health Nurse Practitioner-Led Clinic	4%	Choices - Youth Program	1%
		Integrative Behavioural Group Therapy	1%	OTHER	1%

EXPENSES	\$
Community Mental Health	2,534,076
Rent Supplement Program	804,782
Prevention and Promotion	481,939
HF Connecting Health Nurse Practitioner-Led Clinic	189,214
Journey to Promote Mental Health	169,928
Other Program and General	144,789
Youth Outreach	76,942
Amortization	51,018
Integrative Behavioural Group Therapy	48,375
Choices - Youth Program	45,997
Investing In Neighbourhoods	19,903
Youth Mental Health Program	6,101

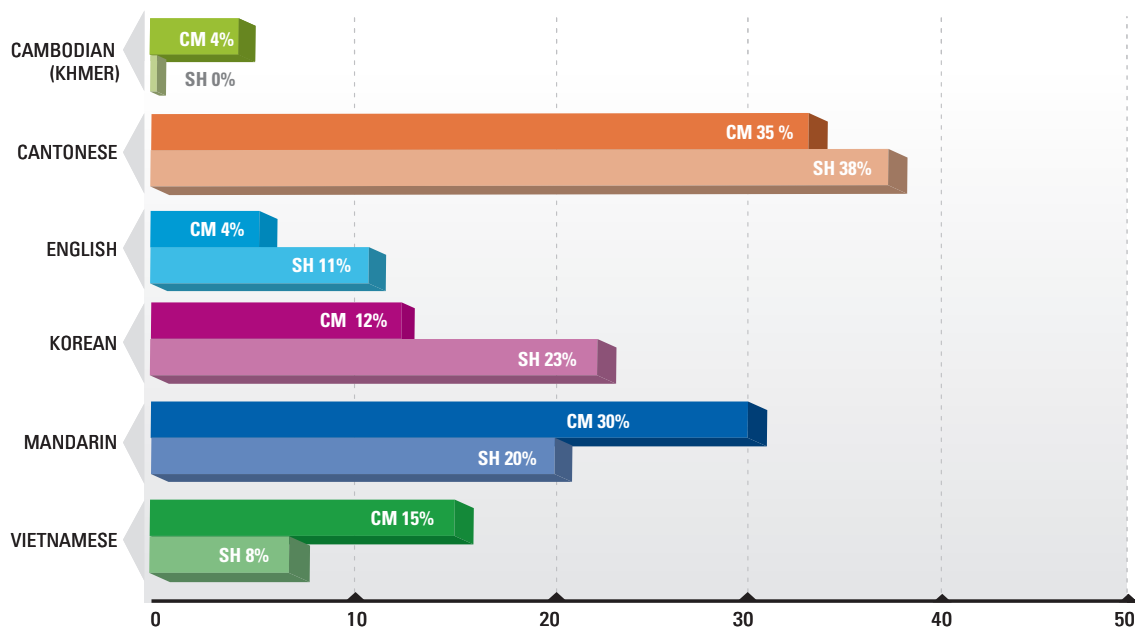
Total Expenses	4,573,064
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Deficiency of Revenues over Expenses	-9,416
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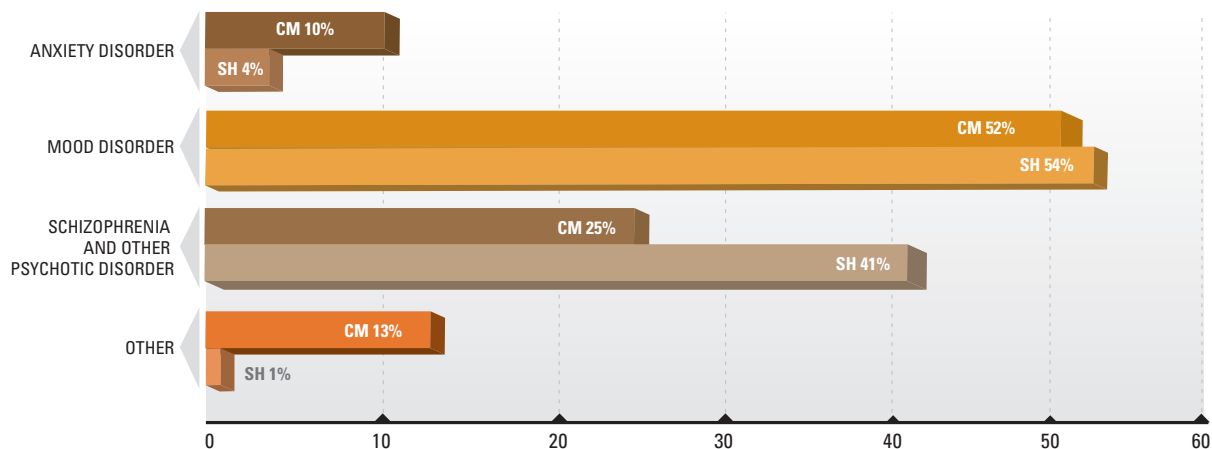
PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Support within Housing (SH) Clients 2015-2016

PREFERRED LANGUAGE



PRIMARY DIAGNOSIS



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Helen Poon

MANAGER, CLINICAL SERVICES

Catherine Chan (Employment ended
on May 12, 2016)

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Scarborough Head Office	3320 Midland Avenue, Suite 201, Scarborough, Ontario M1V 5E6
Downtown Branch	130 Dundas Street West, 3rd Floor, Toronto, Ontario M5G 1C3
North York Branch	1751 Sheppard Avenue East, Ground Floor, North York, Ontario M2J 0A4
HF Connecting Health Nurse Practitioner-Led Clinic	3280 Midland Avenue, Unit 22, Scarborough, Ontario M1V 4W9 Clinic Tel: 416-479-7600 Clinic Website: www.hfclinic.ca

Telephone: 416-493-4242 Fax: 416-493-2214 E-mail: info@hongfook.ca www.hongfook.ca

