



Take the Mental Health Journey Together

ANNUAL REPORT 2017-2018

HONG FOOK
MENTAL HEALTH
ASSOCIATION IS
DEDICATED TO
IMPROVING THE
LIVES OF ASIAN
AND OTHER
COMMUNITIES.



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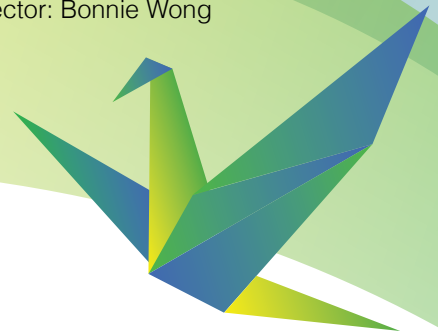
MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

President: Dr. Lin Fang
Executive Director: Bonnie Wong

REVAMP

REFRESH

REVITALIZE



It has been an exciting and rewarding year for Hong Fook Mental Health Association. To better serve and further our commitment to clients, families and the community, this past year, we took time to reflect on two questions: How should Hong Fook best position ourselves in the sector after providing over 35 years of mental health services in the Asian communities? What are the possibilities and prospects for our clients beyond recovery? To answer these questions, we made an enquiry to our clients, their family members, volunteers, community partners, funders and stakeholders, as well as our employees, and we engaged with several initiatives. First, we underwent a strategic planning process to refresh our Mission, Vision and Values, to establish our strategic directions for 2018-2021, and to develop a solid implementation plan. Second, we revitalized our organizational structure by investing in our Finance, Human Resources and Administrative Services to support the growth of the organization. Third, we conducted a thorough assessment of our programs through a comprehensive program revamp which included the Self Help, Family Initiatives, Prevention and Promotion as well as Youth Programs to develop the Integrated Recovery and Community Program.

As Hong Fook continues to change as we grow, these exercises have significant implications to who we are and what we will do. We envision quality-based care and cultural competency to be Hong Fook's hallmarks. As such, we will engage with the accreditation process

to demonstrate to our clients and their families and to our funders that we meet the quality benchmarks as a community mental health organization. In addition, the clients and communities we serve come from diverse backgrounds. To cultivate diversity and promote equity and inclusions, we will not only continue to promote a culture of cultural competency within the organization, where we respect, affirm, and respond to the culture of individuals, groups or communities, but also assume a leadership role in developing and promoting cultural competency standards and tool kit in the sector.

Moreover, to enhance the impact of our programs and services and to promote recovery, we will continue to foster the peer positive culture, support the peer-led programs, and coach our peers to be future peer leaders. To increase the organization's effectiveness and efficiency, our staff will further their understanding in strategic clarity, evaluation and outcome measurements. To promote integrated health care and interdisciplinary service intervention, we will continue to develop and foster effective partnerships.

As you can see, Hong Fook is at exciting and crucial times. The support from all levels within our organization and from the community is pivotal in carrying us forward. We would like to thank everyone who has helped us to make a difference. We will continue to count on each of you to be with us as we head into the future together.

MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR



康福董事會主席及行政總監致詞

主席：方翎博士 行政總監：黃吳淑芳

過去一年是康福心理健康協會令人振奮和收穫豐盛的一年。為了更好地提供服務和進一步履行我們對服務使用者及關顧者，以及對社區的承諾，在過去一年，我們花時間去思考兩個問題：在亞裔社區提供心理健康服務已經超過35年，康福今後在這個服務範疇如何更好地定位？我們如何為服務使用者搭建除康復之外的機會和前景？為了回答這些問題，我們向服務使用者、關顧者、義工、社區合作夥伴、撥款機構及其他支持機構，以及我們的員工進行了調查，並開展了幾項調研評估。首先，我們對今後幾年的服務戰略計劃進行了新一輪的規劃，更新了我們的使命、願景和價值觀，同時制定2018至2021年的策略方向，以及定下堅實詳細的實施計劃。其次，我們增撥資源給財務部、人力資源和行政服務部，活化我們的組織架構，讓康福得以更加壯大。第三，對我們的活動和計劃進行全面的評估，當中包括自助服務計劃、家屬支援計劃、預防精神疾病及推廣心理健康服務，以及青少年服務計劃，以發展綜合康復及社區計劃。

康福不斷發展，我們因應需要而不斷轉變，這些評估規劃過程對我們了解自己和釐定未來的工作具有重大的意義。展望未來，以質為本的關顧服務和具多元文化能力，將會是康福的標誌。因此，我們將參與認證審核，向我們的服務使用者及關顧者和撥款機構，證明我們擁有作為社區心理健康服務機構的質量標準。此外，我們所服務的人士和社群來自不同的文化背景。為了培養多元化和促進公平和包容，我們不僅會繼續在康福推廣具多元文化能力的機構文化，尊重、肯定和回應個人、團體或社區的不同文化，還會在心理健康服務的範疇內擔當領導的角色，制定和推廣具多元文化能力的標準和指引。

此外，為了加強康福的計劃和服務的影響，以及促進康復，我們會繼續培養同伴扶持的文化，支持同伴主導計劃，並培訓他們成為計劃未來的領袖。為了提高機構的成效和效率，我們的職員會提高他們對策略、評估和衡量成果的認識。為了推廣綜合醫療護理和跨科醫療服務干預，我們會繼續發展和建立有效的合作關係。

大家可以看到，康福正處於令人興奮的關鍵時刻。來自我們機構內部和社會各界的支持對推動我們前進極為重要。我們誠摯感謝每位協助康福推動使命的人士。我們將繼續依靠你們每一位與我們攜手同行，步向未來。

康福董事会主席及行政总监致词

主席：方翎博士 行政总监：黄吴淑芳

过去一年是康福心理健康协会令人振奋和收获丰盛的一年。为了更好地提供服务 and 进一步履行我们对服务使用者及其照顾者以及对社区的承诺，在过去的一年，我们认真地思考了两个问题：在亚裔社区提供心理健康服务已经超过35年，康福今后在这个行业如何更好地定位？我们如何为服务使用者创建除康复之外的机会和前景？为了回答这些问题，我们向服务使用者、照顾者、义工、社区合作伙伴、拨款机构及其他相关机构，以及我们的员工进行了广泛调查，并开展了几项调研评估。首先，我们对今后几年的服务战略计划进行了新一轮的规划，更新了我们的使命、愿景和价值观，同时确定了2018至2021年的发展策略及方向，及详尽的实施计划。其次，我们增拨资源给财务部、人力资源和行政服务部，完善了组织架构，让康福得以更加壮大。第三，对我们的活动和计划进行了全面的评估，其中包括自助服务计划、家属支援计划、预防精神疾病及推广心理健康服务，以及青少年服务计划，以发展综合康复及社区计划。

康福不断发展，我们因应需要而不断转变，这些评估规划过程对我们了解自己和拟定未来的工作具有重大的意义。展望未来，以质为本的关顾服务和具多元文化能力，将会是康福的标志。因此，我们将参与认证审核，向我们的服务使用者及照顾者和拨款机构，证明我们拥有作为社区心理健康服务机构的质量标准。此外，我们所服务的人士和社群来自不同的文化背景。为了培养多元化和促进公平和包容，我们不仅会继续在康福推广具多元文化能力的机构文化，尊重、肯定和回应个人、团体或社区的不同文化，还会在心理健康服务的行业内担当领导的角色，制定和推广具多元文化能力的标准和指引。

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

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

Đây là một năm thú vị và bổ ích cho Hội Sức Khỏe Tâm Thần Hồng Phúc (HSKTTHP). Để phục vụ tốt hơn và cam kết sâu hơn với bệnh nhân, gia đình của bệnh nhân và cộng đồng, trong năm vừa qua, chúng tôi đã dành thời gian để suy nghĩ về hai câu hỏi: Làm thế nào HSKTTHP có vị trí tốt nhất trong ngành sau hơn 35 năm cung cấp các dịch vụ sức khỏe tâm thần trong cộng đồng châu Á? Và sau khi hồi phục, bệnh nhân có những khả năng và triển vọng gì? Để trả lời những câu hỏi này, chúng tôi đã thực hiện một cuộc điều tra tới các bệnh nhân, thành viên gia đình của bệnh nhân, thiện nguyện viên, đối tác cộng đồng, những nhà tài trợ và hội đồng viên, cũng như các nhân viên trong hội đã tham gia một số sáng kiến. Đầu tiên, chúng tôi làm mới lại sứ mệnh, tầm nhìn và giá trị của hội, thiết lập các hướng chiến lược cho 2018-2021, và xây dựng kế hoạch vững chắc để thực hiện. Thứ hai, chúng tôi làm sống lại các cấu trúc của tổ chức bằng cách đầu tư vào những dịch vụ tài chính, nhân sự và hành chính để hỗ trợ sự phát triển của hội. Thứ ba, để phát triển và phục hồi các chương trình tích hợp cho cộng đồng, chúng tôi tiến hành đánh giá toàn diện các chương trình bao gồm Chương Trình Tương Thân, Chương Trình Hỗ Trợ Gia đình, Chương Trình Ngăn Ngừa & Quảng Bá cũng như các chương trình dành cho thanh niên.

Khi HSKTTHP tiếp tục thay đổi và phát triển, các hoạt động này có nhiều ý nghĩa quan trọng đối với việc chúng tôi là ai và sẽ làm gì. Chúng tôi xác định sự chăm sóc dựa trên chất lượng và năng lực phù hợp với văn hóa sẽ là

협회장과 사무장으로부터의 메시지

협회장: 린 팡 박사 Dr. Lin Fang 사무장: 보니 웡 Bonnie Wong

지난 한 해는 홍폭 정신 건강 협회에게 흥미로웠면서도 보람찬 해였습니다. 지난해 홍폭은 고객, 가족 및 지역 사회에 더욱 나은 서비스를 제공하려는 노력으로 다음과 같은 두 가지 질문을 반추해 보는 시간을 가졌습니다: 홍폭이 35년 이상 정신 건강 관련 서비스를 제공해오며 아시아 커뮤니티 내에서 어떤 역할로 자리잡게 되었는가? 홍폭 클라이언트들을 위해, 회복을 넘어서 어떤 전망과 가능성들이 있는가?

이 질문들에 답하기 위해 홍폭은 클라이언트와 그들의 가족, 자원 봉사자들과 여러 지역 사회 파트너, 후원단체 및 이해 관계자뿐만 아니라 직원들에게도 조사를 실시했고 몇 가지 방안을 실행했습니다. 첫째, 홍폭의 사명, 비전 및 가치를 새롭게 하고 2018-2021년 전략 방향을 수립하며 견고한 실행 계획을 수립할 수 있도록 전략적 계획 프로세스를 수행했습니다. 둘째, 조직의 성장을 도모하기 위해 재정, 인사 및 행정 서비스에 투자함으로써 조직 구조에 새로운 활력을 불어넣었습니다. 셋째, 커뮤니티 프로그램과 통합적인 치료에 더욱 발전을 가하기 위해 청소년 프로그램은 물론 자조그룹, 가족 모임, 예방 및 홍보 프로그램을 포함하는 포괄적인 프로그램 개혁을 통해 프로그램에 대한 철저한 평가를 실시했습니다.

홍폭은 계속해서 변화하며 성장을 거듭하기에, 이러한 움직임들은 저희가 어떻게 앞으로 나아갈 지에 대해 중요한 영향을 미칩니다. 양질의 케어와 문화적 역량인 홍폭을 대표하는 특징들이 되기를 바랍니다. 따라서 저희는 고객, 가족 및 후원처에 지역 정신건강 단체로서의 품질 기준을 충족시키는지를 입증하기 위한 인증 프로세스에 참여할 것입니다. 또한 저희와 함께하는 클라이언트들과 여러 커뮤니티는 다양한 배경을 가지고 있습니다. 다양성을 키우고 공평성과 포용성을 증진시키기 위해 저희는 개인, 그룹, 커뮤니티의 문화를 존중하고, 긍정하고, 대응하는 문화적 역량의 발전을 지속시킬 뿐만 아니라, 해당되는 문화 역량 표준 및 도구 키트를 개발 및 홍보하는데 있어 주도적인 역할을 담당할 것입니다.

또한 프로그램과 서비스의 영향력을 높이고 회복을 촉진하기 위하여 홍폭은 긍정적 동료문화를 지속적으로 육성하고, 동료 주도적 프로그램을 지원하며, 그들을 미래의 동료지도자로 키워낼 것입니다. 저희 단체의 효과와 효율성을 높이기 위하여 저희의 직원들은 전략적 명확성, 평가 및 성과 측정에 대한 이해를 더욱 넓혀 가고 있습니다. 통합 건강 관리 및 복합적 접근법 서비스 개입을 촉진시키기 위해 저희 홍폭은 효과적인 파트너십의 발전과 강화를 지속해 나갈 것입니다.

보시는 바와 같이, 홍폭 정신 건강 협회는 흥미진진하고도 중요한 시기에 있습니다. 홍폭 내부의 전적인 지지와 지역 사회의 지원이야말로 저희를 앞으로 나아갈 수 있게 하는 동력입니다. 저희가 변화를 가져올 수 있도록 도와 주신 모든 분들께 깊은 감사의 말씀을 올립니다. 저희는 앞으로도 계속해서 서로를 의지하며 함께 나아갈 것입니다.

những điểm nổi bật của HSKTTHP. Chính vì vậy, chúng tôi sẽ tham gia vào quá trình công nhận để chứng minh cho các bệnh nhân, gia đình của bệnh nhân và các nhà tài trợ rằng chúng tôi đã đáp ứng được các tiêu chuẩn chất lượng của một tổ chức sức khỏe tâm thần trong cộng đồng. Để trau dồi sự đa dạng và thúc đẩy sự công bằng khi chúng tôi đang phục vụ những bệnh nhân đến từ các nguồn gốc khác nhau, chúng tôi không chỉ tiếp tục phát huy một môi trường phù hợp với văn hóa, nơi chúng tôi tôn trọng, khẳng định và đáp ứng với nền văn hóa của từng cá nhân, nhóm hay cộng đồng, mà còn đảm nhận vai trò lãnh đạo trong việc phát triển và thúc đẩy các tiêu chuẩn năng lực phù hợp với văn hóa và bộ công cụ trong ngành.

Hơn nữa, để tăng cường tác động của các chương trình và dịch vụ của chúng tôi và để thúc đẩy việc phục hồi, chúng tôi sẽ tiếp tục thúc đẩy một môi trường tích cực cho các bệnh nhân, hỗ trợ bệnh nhân và hướng dẫn họ trở thành những người lãnh đạo các bệnh nhân cùng tiến trong tương lai. Để tăng hiệu quả và hiệu suất của Hội, nhân viên của chúng tôi sẽ tiếp tục tìm hiểu, đánh giá và ra kết quả rõ ràng cho các chiến lược. Để thúc đẩy sự kết hợp chăm sóc sức khỏe và can thiệp dịch vụ liên ngành, chúng tôi sẽ tiếp tục phát triển và thúc đẩy những quan hệ với các đối tác để có hiệu quả hơn.

Như bạn thấy, HSKTTHP đang ở thời điểm thú vị và quan trọng. Sự hỗ trợ của tất cả các cấp bậc trong tổ chức của chúng tôi và của cộng đồng là yếu tố then chốt trong việc chúng tôi thực hiện về phía trước. Chúng tôi muốn cảm ơn tất cả những người đã giúp chúng tôi tạo ra sự thay đổi. Chúng tôi sẽ tiếp tục mong các bạn sẽ cùng song hành với chúng tôi trong những bước trong tương lai.

សារលិខិតពីលោកស៊ីប៊ុនធាននិងនាយកបុរាណវិទ្យា

ប្រធានលោកស៊ីប៊ុនធាននិង លោក នាយកបុរាណវិទ្យា

នេះគឺជាឆ្នាំមួយដ៏សប្បាយរីករាយនិងមានមោទនភាពសំរាប់សមាគមសុខភាពសតិអារម្មណ៍ហុងកុង (HFMAH)។ ដើម្បីបន្តបម្រើសេវាកម្មអោយល្អប្រសើរនិងបន្តនូវការប្រាថ្នារបស់យើងចំពោះអតិថិជនក្រុមគ្រួសារ និងសហគមន៍នៅក្នុងឆ្នាំនេះ យើងបានចំណាយពេលវេលាវិចារណាទៅលើសំនួរ២គឺ: តើសមាគមហុងកុង (HFMAH) គួរតែរស់នៅក្នុងអាយុវិវឌ្ឍន៍ណាមួយឬ? ដើម្បីដោះស្រាយបញ្ហាបច្ចុប្បន្ននៃសេវាកម្មសុខភាពសតិអារម្មណ៍ទាំងឡាយ ជាពិសេសនៅក្នុងសហគមន៍អាស៊ី? តើអ្វីជាសក្តានុពលនិងទស្សនវិស័យសំរាប់អតិថិជនរបស់យើងលើសពីការជាសះស្បើយឡើយវិញ? ដើម្បីឆ្លើយនិងសំនួរទាំងនេះ យើងបានសាកសួរអតិថិជន សមាជិកគ្រួសាររបស់ពួកគេ អ្នកផ្តល់គ្រួសារសហគមន៍ដៃគូអ្នកផ្តល់ជំនួយនិងអ្នកគ្រប់គ្រង ព្រមទាំងបុគ្គលិកទាំងឡាយរបស់យើងទាំងអស់ ហើយយើងបានអនុវត្តនូវការផ្តើមគិតជាច្រើន។ ទី១- យើងបានពិសោធន៍នូវដំណើរការណែនាំហាងយុទ្ធសាស្ត្រមួយដើម្បីកែតម្រូវនូវបសកកម្ម ទស្សនៈវិស័យ និងតំលៃរបស់យើង ដើម្បីទទួលបាននូវទិសដៅយុទ្ធសាស្ត្រសំរាប់ឆ្នាំ២០១៩ ទៅឆ្នាំ២០២១និងដើម្បីបង្កើតនូវការអនុវត្តដ៏ជាក់លាក់មួយ។ ទី២-យើងបានដំណើរការឡើងវិញនូវនិយមន័យសមាគមដោយធ្វើវិនិយោគនៅក្នុងហិរញ្ញវត្ថុ ធនធានមនុស្សនិងសេវាកម្មគ្រប់គ្រងដើម្បីគាំទ្រការរីកចំរើននៃសហគមន៍។ ទី៣- យើងបានធ្វើនូវការស្ទង់មតិយ៉ាងម៉ត់ចត់អំពីកម្មវិធីរបស់យើងតាមរយៈការកែសម្រួល ការយល់ដឹងនៃកម្មវិធីទាំងឡាយមានការជួយខ្លួនឯង ការចាប់ផ្តើមនៃគ្រួសារ ការការពារ និងការផ្សព្វផ្សាយ រួមទាំងកម្មវិធីយុវជន ការអភិវឌ្ឍន៍នូវការការពារសះស្បើយរួមនិងកម្មវិធីទាំងឡាយនៃសហគមន៍។

ខណៈដែលសមាគមសុខភាពសតិអារម្មណ៍ហុងកុង (HFMAH) នៅតែបន្តការផ្លាស់ប្តូរនិងរីកចំរើន ការអនុវត្តទាំងឡាយមានសារៈសំខាន់ណាស់ក្នុងការបង្ហាញថាយើងបានរណនិងអ្វីដែលយើងនឹងធ្វើ។ យើងមានទស្សនៈវិស័យយើងយុទ្ធសាស្ត្រប្រកបដោយគុណភាពខ្ពស់ជាមួយគ្នា និងសមត្ថភាពនៃប្រព័ន្ធជាសញ្ញាសំរាប់នៃសមាគមសុខភាពសតិអារម្មណ៍ហុងកុង។ ហេតុដូច្នេះហើយ យើងនឹងអនុវត្តនូវដំណើរការណែនាំនូវការណែនាំដើម្បីបង្ហាញទៅអតិថិជន ក្រុមគ្រួសាររបស់ពួកគេ និងអ្នកបញ្ចុះរបស់យើងអោយបានដឹងថា យើងបានឈានដល់វិវត្តភាពណាខ្ពស់ដែលយើងចង់បានសមជាសមាគមសុខភាពសតិអារម្មណ៍នៃសហគមន៍មួយ។ បន្ថែមពីនេះទៀត អតិថិជន និងសហគមន៍ទាំងឡាយដែលយើងផ្តល់សេវាកម្មតិចតួចក្នុងរង្វង់មួយៗ ដើម្បីអនុវត្តនូវភាពចម្រុះ និងដើម្បីផ្សព្វផ្សាយនូវសមត្ថភាពនិងភាពរួបរួមគ្នា យើងនឹងមិនត្រឹមតែបន្តធ្វើការផ្សព្វផ្សាយនូវប្រព័ន្ធនៃភាពមានសមត្ថភាពនៃប្រព័ន្ធផ្សេងៗទៅក្នុងសហគមន៍ដែលជាកន្លែងដែលយើងគោរព ដឹងច្បាស់ និងឆ្លើយតបទៅនឹងប្រព័ន្ធមិនកាន់ដា តាមក្រុមបុគ្គលសហគមន៍ប៉ុណ្ណោះទេ ប៉ុន្តែយើងក៏បន្តនូវកិច្ចការជាអ្នកដឹកនាំក្នុងការអភិវឌ្ឍន៍និងផ្សព្វផ្សាយនូវស្តង់ដារនៃការមានសមត្ថភាពនៃប្រព័ន្ធនិងឧបករណ៍ប្រើប្រាស់ក្នុងផ្នែកជាសមាគមសុខភាពសតិអារម្មណ៍។

បន្ថែមពីនេះទៀត ដើម្បីធ្វើអោយឥទ្ធិពលនៃកម្មវិធី និងសេវាកម្មទាំងឡាយរបស់យើងប្រសើរឡើងនិងដើម្បីផ្សព្វផ្សាយនូវការជាសះស្បើយឡើងវិញ យើងនឹងបន្តបណ្តុះបណ្តាលនូវប្រព័ន្ធផ្សព្វផ្សាយនៃមិត្តភក្តិគាំទ្រកម្មវិធីមិត្តភក្តិជួយមិត្តភក្តិ និងបង្ហាត់បង្រៀននូវមិត្តភក្តិរបស់យើងដើម្បីអោយក្លាយជាអ្នកដឹកនាំនៅក្នុងអនាគត។ ដើម្បីបង្កើននូវប្រសិទ្ធភាព និងសមត្ថភាពនៃសមាគម បុគ្គលិករបស់យើងនឹងពង្រីកនូវការយល់ដឹងរបស់ខ្លួននៅក្នុងភាពជាក់លាក់នៃយុទ្ធសាស្ត្រ ការវាយតម្លៃ និងម្ចាស់នៃលទ្ធផល។ ដើម្បីផ្សព្វផ្សាយនូវការកែតម្រូវសុខភាពចម្រុះនិងសេវាកម្មអន្តរាគមន៍នៃការសិក្សាច្រើន យើងបានបន្តអភិវឌ្ឍន៍ និងរក្សានូវភាពជាដៃគូយ៉ាងមានប្រសិទ្ធភាព។

ជូនអ្នកឃើញស្រាប់ហើយ សមាគមសុខភាពសតិអារម្មណ៍ត្រូវតែរស់នៅក្នុងពេលវេលាមួយដ៏សំខាន់និងគួរជាទីសប្បាយរីករាយ។ ការគាំទ្រពីគ្រប់ជាន់ថ្នាក់នៅក្នុងសមាគមរបស់យើងនិងពីសហគមន៍និងសហគមន៍សំខាន់យ៉ាងត្រូវលែងក្នុងការនាំយើងឈានទៅមុខ។ យើងសូមថ្លែងនូវការអោយអោយអ្នកទាំងអស់គ្នាដែលជួយយើងអោយមានភាពរីកចំរើន។ យើងនឹងបន្តរាប់បញ្ចូលលោកអ្នកទាំងអស់គ្នាអោយនៅជាមួយយើងខ្ញុំជាដាច់ខាត ក្នុងខណៈដែលយើងធ្វើដំណើរទៅអនាគតរួមគ្នា។



PROGRAMS AND SERVICES

REVAMP OUR PROGRAMS

To better position ourselves in the sector after delivering the community mental health services over 35 years, Hong Fook integrated and streamlined recovery and community programs through a well-engaged, comprehensive program review process, and launched new programs and projects to meet the emerging or growing needs in certain communities.

In May 2017, a taskforce was created to review Hong Fook's existing programs and services, in particular the programs of Prevention and Promotion, Self Help, Family Initiatives, Youth, Psychotherapy, and Volunteer Development. The taskforce conducted 20 focus groups and reached out to Hong Fook clients, family members, volunteers, community partners and our own staff.

Integrated Recovery and Community (IRC) Program

The new Integrated Recovery and Community (IRC) Program was formed based on four pillars (Recovery-Oriented Program, Peer Support Program, Community Program, Youth and Family-Centered Program), two strategies (Youth Strategy and Engagement Strategy), and five guiding principles (Recovery-Oriented Care, Peer Positive Approach, Resiliency Focused, Family-Centred Approach, Evidence-Informed Practice). The IRC team has started integrating the Prevention and Promotion and the Self Help program as the first stage, and is exploring an optimal service model that facilitates individual client's recovery and transforms the existing Self Help program into Peer-led program.

Resiliency Focused and Family Centred Youth Strategy

To follow up on another priority suggested by the taskforce, Hong Fook is taking a more proactive approach to look for funding opportunities to support the youth and family centred program. Hong Fook started receiving funding to serve the Asian youth aged 12 to 21, through the Chinese Youth Outreach Worker (YOW) Program in 2013 and the Choices Program in 2014. Later in 2016, Hong Fook received funding from York Region to serve Chinese youth and their parents in the Region. These are programs with very limited resources while the mental health needs of the youth in the Asian communities increase exponentially. The taskforce has proposed a resiliency-focused and family-centered Youth Strategy with four building blocks, including (1) supporting our most vulnerable youth and their families; (2) developing positive relationships; (3) building healthy futures; (4) enhancing social connectedness to the community.



Thanks to the Ministry of Children, Community and Social Services (previously Ministry of Citizenship and Immigration)'s Multicultural Community Capacity Grant, Hong Fook launched a photo voice project to present mental health challenges faced by East Asian youth at transition (YAT) and spelled out the unique needs of YAT in the Youth Strategy. Please refer to details on page 11.

New Program- Community Paramedic- Led Clinic (CPLC)

Funded by the Central East Local Health Integration Network, the Community Paramedic-Led Clinic (CPLC) is an innovative model composed of Community Paramedics (from Toronto Paramedic Services), Mental Health & Addictions Outreach Worker (from Hong Fook) and Geriatric Mental Health Case Manager (from COTA) as frontline resources providing weekly service to vulnerable, frail and at risk residents in five Toronto Housing apartment buildings in Scarborough identified with high 911 calls. Started in November 2017, the team reaches out to residents through home visit, follow-up contact, vital signs checking and educational workshops to connect them to appropriate community services and enhance their self-reliance. This collaborative support to better system navigation helps Toronto Housing residents effectively access appropriate resources, which would eventually reduce the number of non-urgent 911 calls and ER visits. Till March 2018, 264 tenants in the five buildings accessed this service.

New Program- Mental Health Counselling and Wellness Program for Immigrants and Refugees

In response to the growing number of Chinese and North Korean refugees and refugee claimants in Toronto, Hong Fook secured the funding from the Ministry of Children, Community and Social Services (previously Ministry of Citizenship and Immigration) to deliver the Mental Health Counselling and Wellness Program for East Asian Refugees and Refugee Claimants. The program adopts Hong Fook's continuum of care model in the holistic health context and embraces the peer positive culture to provide (1) culturally and linguistically appropriate mental health case management; (2) monthly mental health peer support groups; (3) a structured "Mental Wellness for Your Resettled Life in Ontario" workshop. Through these activities, the program aims to improve refugees' and immigrants' self-management skills and self-perceived quality of life during their settlement or resettlement process, facilitate their recovery of common mental disorders through early intervention, and increase their use of community and social services. The program is well received in the Chinese and Korean immigrant communities and strongly supported by settlement service partners.



Hand made candles by clients in the stress management session

Value Experiences of Clients, Volunteers and Partners

Develop a culturally competent evaluation tool

In 2017, Hong Fook took the leadership and completed the translation of Ontario Perception of Care for Mental Health and Addictions (OPOC-MHA), which is a tool to evaluate service users' perception of care and reflect client experiences with the health care system. OPOC is the mandatory evaluation tool for all health care providers within the Central East Local Health Integration Network catchment area and is tied to Service Accountability Agreement outlining responsibilities related to performance measures and quality improvement. To accommodate clients' linguistic and cultural needs and collect the client

feedback in a more accurate and effective way, Hong Fook translated the tool into Cambodian, Cantonese, Korean, Mandarin and Vietnamese, and conducted the first OPOC survey. 296 questionnaires from the clients with Case Management, Support within Housing, Family Support Program and Integrated Recovery and Community Program were collected. The average score of the overall client experience was 3.48, close to the provincial average score 3.51. Initiatives on quality improvement have been developed and implemented according to the feedback.

Collect feedback from clients, caregivers, volunteers and partners

From our clients

"My Mental Health Worker has gone above and beyond for my family. With the patience of a Buddha, she is someone my father can really speak with, which helps with the isolation and loneliness he is experiencing... She is also a life saver to me. She helped me ease the Asian guilt that I don't have to do it all by myself, it was okay to ask for help."

"After getting support from Hong Fook, I can find myself much different from before. I can have a positive attitude and constructive thoughts. My Mental Health Worker has always tried to make me feel comfortable and done his best to support me to deal with my challenges."

"As a Health Ambassador, I feel very honored to deliver a mental health workshop to newcomers in settlement agencies, but when I started I was very nervous... In addition to carefully going through the curriculum and fully familiarizing myself with the script, I always consult with my Hong Fook mentor, the Mental Health Worker with the Integrated Recovery and Community Program. Every time I call in advance by phone, the staff takes care of all the questions and unreservedly teaches me how to successfully present the topic. Therefore, I have become more and more confident and I also feel the more workshops you do, the more confident you are."

From our volunteers

"Volunteering for Hong Fook Youth Program is low pressure (vs. many other positions); however there is a big time commitment (but it's worth it!)"

From our partners

"We believe and support the efforts in helping those who need mental health services, and Hong Fook helps them to integrate back to society."

"Hong Fook provides quality community-based mental health care support for our diverse community!"

Celebrating 35th Anniversary



Photo-voice Media Launch, Mar. 2018



Partnership Appreciation, May 2017



我自 Celebrity Mental Health Talk Sponsored by Hong Fook



Hong Fook Movie Night, Dec. 2017



New Website Launch, May 2017



Panel Discussion at Movie Night, Dec. 2017

Take the Mental Health Journey Together

Our Stories



15 Client Stories Published in Five Languages, Jan.-Apr. 2017

Take the Mental Health Journey Together



Holiday Celebration, Dec. 2017



Diversity and Equity Conference, May 2017



Downtown Holiday Party, Dec. 2017



AGM, Sept. 2017



Dr. Peter Chang Appointed to Order of Ontario, Jan. 2018



Hong Fook Annual Gala, June 2017



Refresh Ourselves from Inside to Outside

In the past year, Hong Fook went through the strategic planning process to develop our strategic directions for the next three years.

The Board has also taken this opportunity to refine and refresh our mission, vision, and values statements. Mission, vision, and values statements are important to any non-profit organizations. Briefly, a mission statement helps communicate the purpose and reason for existence of Hong Fook to all stakeholders from staff members, clients and their families, to funders and donors; a vision statement explains what Hong Fook aspires to achieve; and a value statement delineates the core principles that guide Hong Fook and our organizational culture and decision making. After a series of consultations and discussions, the Board has approved our renewed mission, vision, and values statements. Please refer to the inside front cover in this annual report.

Through this strategic planning process, the Board also worked with both internal and external stakeholders to identify strengths, weaknesses, opportunities, and threats faced by Hong Fook. After a series of critical exercises, the Board has approved the strategic directions for Hong Fook. The new strategic plan focuses on promoting the awareness of Hong Fook in the broader community (strategic theme 1: awareness, perception and brand); positioning Hong Fook as the industry's leading expert of culturally competent care (strategic theme 2: cultural competency) and emphasizing on quality care (strategic theme 3: quality-based care).

2017 is also a year

Hong Fook presented a refreshed look in the community. The Hong Fook website www.hongfook.ca was relaunched in May 2017, putting the three Hong Fook entities (Association, Foundation and Nurse Practitioner-Led Clinic) in a centralized portal. The quarterly newsletter Momentum has been repackaged with print version and online version, to better align to Hong Fook's branding color and more cost effectively reach out to a larger group of members, donors, volunteers and supporters. On the social media platform, Facebook @HongFookMentalHealthAssociation, there has also been a significant increasing in terms of both the frequency of postings and the number of followers. The Hong Fook Facebook page transforms to not only a promotional tool announcing upcoming activities and latest achievements, but also an educational platform sharing sectoral news, recently released studies and statistics.

Later in 2017, Hong Fook was granted with an opportunity to join the TD Leading with Impact - #GivetoGrow Project, a pro bono consulting project on branding and marketing strategies provided by TD Bank Group, supported by United Way Greater Toronto. In a half year period, a group of TD professionals from multiple teams went through strategy review on three entities of Hong Fook (Association, Foundation and Nurse Practitioner-Led Clinic), conducted case studies on service providers carrying similar service models, and provided recommendations on branding strategy, social media strategy and implementation roadmap for the three entities as a whole. The three entities and the programs within the Association have been working closely to strengthen a consistent branding and to develop coordinated messages to lift up the Hong Fook portfolio.



Revitalize Our Community

through the lens of stories, movie and photos

Anniversary Book “Our Stories” addressing mental health stigma through story-telling

To celebrate the 35th anniversary, Hong Fook developed an Anniversary Book “Our Stories” in partnership with the Nurse Practitioner-Led Clinic. These stories recount the harrowing journey of 15 brave individuals, who chose to share their personal difficulties and triumphs and showed the community an open discussion is needed for mental health and mental illness. Story tellers range from cancer survivors, single mothers, struggling youth to refugees and immigrants.

Hong Fook worked together with three ethnic newspapers, SingTao, Canada KCR News, and Thoi Bao, to publish one story each week from January to April 2017. After the four-month media campaign, the staff compiled stories available in English, Chinese, Korean and Vietnamese to the book along with the findings of two Mental Health Needs Assessment Studies conducted by Hong Fook in the past few years and interviews of the psychiatrists working closely with Hong Fook. The stories and the copy of the book are available on Hong Fook’s website.

Hong Fook Movie Night caring for those who provide care

In partnership with Hong Fook Mental Health Foundation, Hong Fook hosted a Charity Movie Night at Japanese Canadian Cultural Centre in December 2017. Over 500 guests attended this event, which was an awareness campaign attending to the invisible mental health needs faced by family members and caregivers in Asian communities. The featured movie Mad World, starred by Hong Kong’s top actors, Eric Tsang Chi-wai and Shawn Yue Man-lok, offers a panorama of family conflicts and social apathy, through filming the recovery journey of a former financial analyst who struggles with bipolar disorder and moves back in with his father.

With the net proceeds raised through the Movie Night, two of our Cantonese Family Support Program peers, Sunny Siu and Quoc Truong, attended the National Conference on Peer Support in Calgary and shared their experience with Wellness and Recovery Action Plan (WRAP) Training. Hong Fook’s Cantonese Family Support Group has been established for more than 25 years. The Cantonese family peers have been running their WRAP training for four years. They found the training very useful and the mutual help within the group supports their maintenance plans of their wellness. Quoc shared how he supported his wife in her recovery journey, which was so touching that one participant left with tears. Their presentation also highlighted how the WRAP model is adapted culturally to enhance the self-care of the Chinese family peers and distributed the group’s anniversary book, which documented many touching stories, like Quoc’s.

Our Journeys on Canvas unheard voices from under-serviced East Asian youth

Hong Fook launched a photo-voice project “Our Journeys on Canvas”, a mental health awareness campaign led by youth, for youth in December 2017. In two months, a group of Hong Fook Youth Ambassadors from Chinese, Korean and Vietnamese communities outreached across GTA universities and colleges and collected 119 photos showcasing mental health challenges and coping strategies by East Asian youth. In March 2018, the Youth Ambassadors shared stories of the three top themes: isolation and loneliness, academic pressure with Asian parents’ expectations, and various coping strategies at the media launch. They also expressed their wishes to increase public attention, supports and resources to East Asian youth with community service providers, local elected officials and corporate supporters.



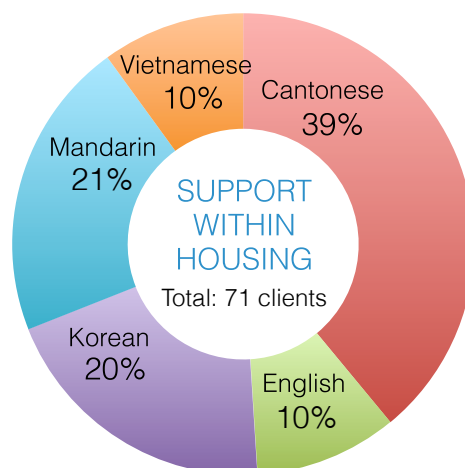
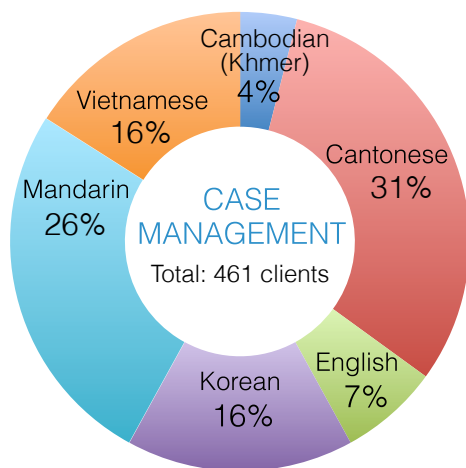
SERVICE STATISTICS

April 2017-March 2018

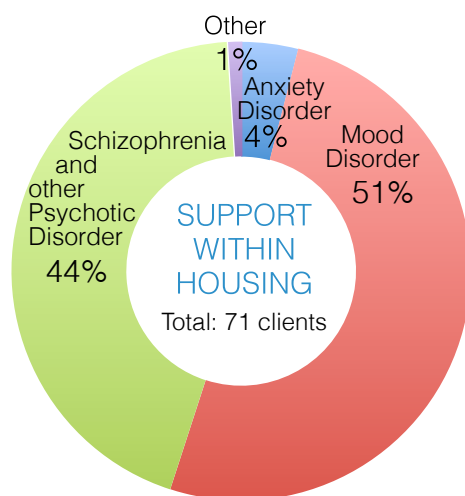
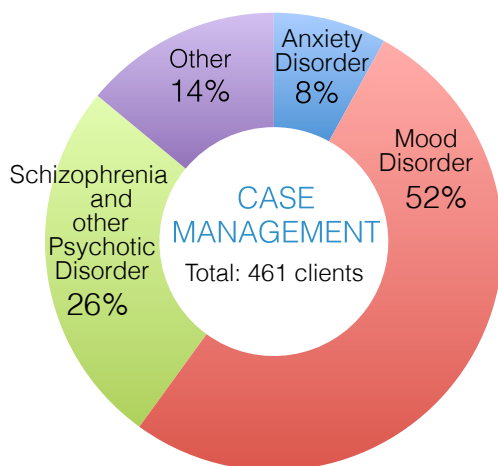
CLINICAL SERVICE

- **2,426** unique clients served, including **1,552** new referrals
- **20,078** client meetings, home visits and phone calls delivered
- **77** psychotherapy sessions delivered with a total attendance of **538**
- **35** volunteers (including **14** clients) helped for **525** hours
- **3,842** patient visits in Asian Clinic, including **660** new referrals

Preferred Languages



Primary Diagnosis

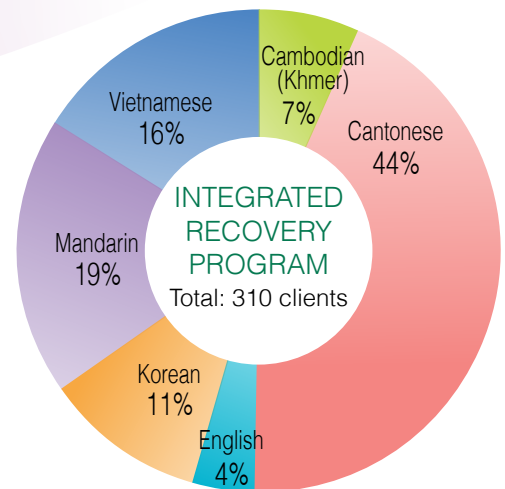


INTEGRATED RECOVERY PROGRAM

(previously Self Help Program)

- **310** unique clients served, including **84** new referrals
- **830** group sessions delivered
- **8,807** attendance days
- **37** Leaders in Training provided with employment opportunities
- **40** volunteers (including **20** clients) helped for **1,898** hours

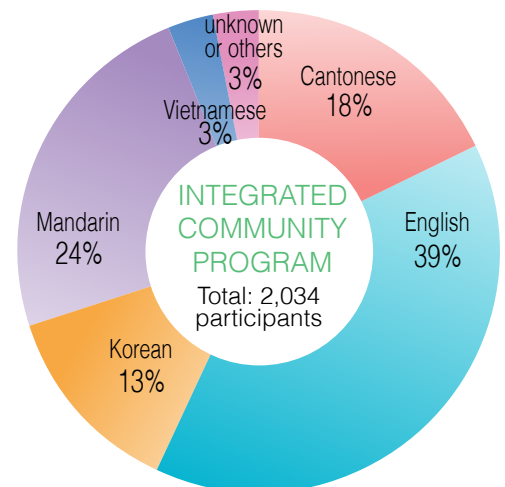
Preferred Languages



INTEGRATED COMMUNITY PROGRAM

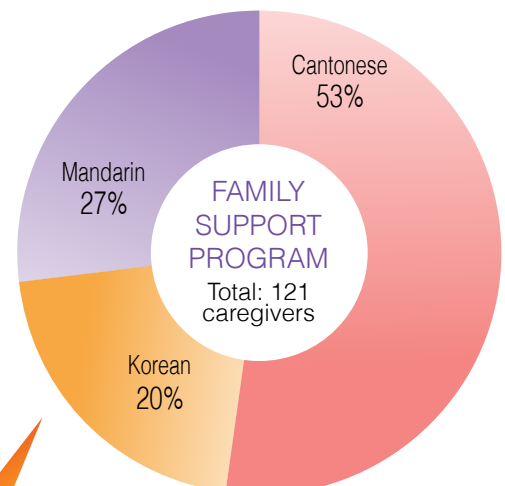
(previously Prevention and Promotion Program)

- **2,034** unique participants served, including **567** new referrals
- **18,229** contacts reached out in the community
- **438** group sessions delivered
- **3** Community Advisory Committees
- **114** volunteers (including **44** program participants) helped for **3,633** hours



FAMILY SUPPORT PROGRAM

- **121** unique caregivers served, including **33** new referrals
- **93** group sessions delivered
- **968** attendance days
- **2** Family Initiative Committees
- **15** volunteers (including **11** caregivers) helped for **351** hours

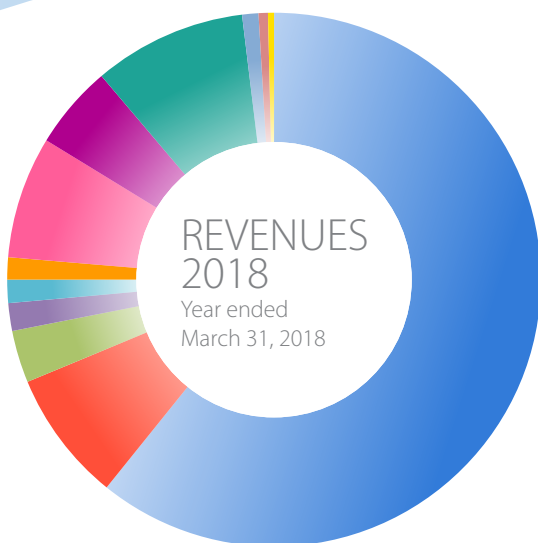


YOUTH PROGRAM

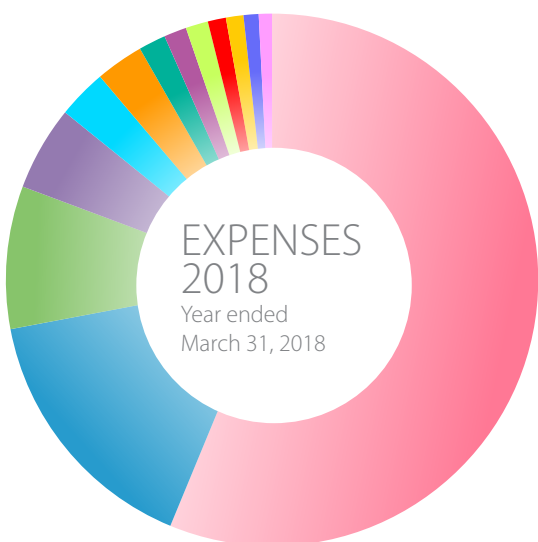
- **270** unique youth served
- **85** unique parents served
- **1,495** contacts reached out
- **102** group sessions delivered
- **702** attendance days
- **21** volunteers (including **1** program participant) helped for **621** hours



FINANCIAL SNAPSHOT



Central East Local Health Integration Network	55%	City of Toronto	1%	Hospital and Community Partnerships	10%
Ontario Ministry of Health and Long-Term Care	7%	Regional Municipality of York	1%	Rent Supplement Program	8%
Immigration, Refugees and Citizenship Canada	3%	United Way Greater Toronto	7%	Amortization of Deferred Contribution for Capital Assets	1%
Ministry of Children, Community and Social Services	2%	Hong Fook Mental Health Foundation	5%	Interest and other	1%



Community Mental Health	56%	Journey to Promote Mental Health	3%	Youth Mental Health Program	1%
Rent Supplement Program	16%	Other Program and General	3%	Choices - Youth Program	1%
Integrated Community Program	9%	Youth Outreach Worker	2%	Integrative Behavioural Group Therapy	1%
HF Connecting Health Nurse Practitioner-Led Clinic	5%	Counselling and Mental Wellness Program for Immigrants and Refugees	1%	Amortization	1%
				Investing In Neighbourhoods	1%

REVENUES 2018 (Year ended March 31, 2018)

GOVERNMENT GRANTS

Central East Local Health Integration Network	2,756,510
Ontario Ministry of Health and Long-Term Care	360,500
Immigration, Refugees and Citizenship Canada	143,648
Ministry of Children, Community and Social Services (previously Ministry of Citizenship and Immigration)	76,225
City of Toronto	63,810
Regional Municipality of York	60,744
Employment and Social Development Canada	11,185

NON-GOVERNMENT GRANTS

United Way Greater Toronto (previously United Way, Toronto and York Region)	335,351
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FOUNDATION CONTRIBUTIONS

Hong Fook Mental Health Foundation	230,000
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OTHER REVENUES

Hospital and Community Partnerships	481,627
Rent Supplement Program	420,505
Amortization of Deferred Contribution for Capital Assets	44,767
Interest and other	25,729
Donations	16,460
Total Revenues	5,027,061

EXPENSES 2018 (Year ended March 31, 2018)

Community Mental Health	2,809,148
Rent Supplement Program	788,680
Integrated Community Program	432,778
HF Connecting Health Nurse Practitioner-Led Clinic	256,406
Journey to Promote Mental Health	149,456
Other Program and General	145,653
Youth Outreach Worker	82,287
Counselling and Mental Wellness Program for Immigrants and Refugees	68,625
Youth Mental Health Program	68,107
Choices - Youth Program	54,978
Integrative Behavioural Group Therapy	53,145
Amortization	45,563
Investing In Neighbourhoods	40,121
Total Expenses	4,994,947

Excess of Revenues over Expenses

32,114

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Yun Back Kim

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FUNDRAISING AT HONG FOOK



Established in 2001, Hong Fook Mental Health Foundation is dedicated to strengthening and expanding underfunded and under-resourced programs and services of Hong Fook Mental Health Association in Asian and other communities. At the beginning of every year, the Association develops an annualized projection of deficits. Based on that, the Foundation lines up the fundraising events and campaigns of the year. In 2017-2018, the Foundation raised \$230,000 for the Association through the signature fundraising event Hong Fook Gala, special event Hong Fook Movie Night, monthly giving and major gifts.

\$45 
Youth Program

Cultivate safe spaces for youth to voice academic stressors, settlement challenges and to grow their resilience through positive coping strategies, from **one-on-one short-term support** to **group psychoeducational and early intervention sessions**

 **\$21**
Clinical Service

Enable clients to live independently and reduce hospitalization and non-urgent ER visits, from **intake assessment to service referrals**, from one-on-one **case management** to **group psychotherapy**


\$30
Integrated Recovery and Community Program

Facilitate clients' recovery and well-being, promote peer positive culture and build a resilient community, from the newly branded **Leisure Clubs** to **peer-led support groups**, from the well-known **Wellness Promotion Trainings** to **Recovery Education courses**




\$4
Housing Support

Support clients diagnosed with mental illness to have equitable access to affordable housing, from **outreach, advocacy** to **rent supplement**

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Hong Fook has grown phenomenally because of our generous and committed volunteers, donors and corporate sponsors who dedicated their time, talents and treasures to giving back to the community.

Every year, Hong Fook acknowledges our major donors and sponsors who have contributed more than \$15,000 accumulated over the past five years.

Major Donors and Sponsors (2013-2018)



Hong Fook Diamond Donors (Above \$100,000)

Mr. and Mrs. Peter and Helen Young
The New Hope Foundation



Hong Fook Gold Donors (\$50,000 - \$99,999)

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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

Telephone: 416-493-4242

Fax: 416-493-2214

E-mail: info@hongfook.ca

www.hongfook.ca

We wish to thank our funders:



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