Using an International Award Winning Service Model involving Service Users, Service Providers, Volunteers and Employers in Mental Health Recovery

The Phoenix Clubhouse
Hong Kong
Content

1. Why Clubhouse?
2. What is Clubhouse International Clubhouse?
3. How Phoenix Clubhouse helped people recover?
Before 1998

Day Hospital

- Professional dominant
- Skill training environment
- Medical and rehabilitation

Since 1998

Phoenix Clubhouse

- No uniform
- No staff only case round
- No staff only facilities
- Decision making by consensus
- Training & accreditation
- Members and staff work side by side

- Work-ordered Day
- Shared responsibility
- Members participations in all aspects

Employers, advisory committee & volunteers
Why Change?
Setbacks of Mental Illness

- Failure
- Lost Employment
- Stigma
- Poverty
- Negative Family Dynamics
- Low expectations
- Disconnectedness
- Rejection
- Isolation
HOPE

Personal Recovery

Service User’s Life Goals Involvement Choice

Individually tailored

Clinical Recovery Functional Recovery Social Recovery

Diversity
Employment

Benefit:
• **Self efficacy** – meeting challenges and personal growth
• **Identity** – feeling normal and shedding patient identity
• **Belonging** – being part of the sider world, relationships
• **Quality of Life** – structure, finance, job satisfaction

However,
People with mental health issue has the **lowest employment rate** among all other disabilities.

A 42% employment rate is achieved at Accredited Clubhouses annually – double the average employment rate for people in the public mental health system.
From fixing a Mental Health Problem to Personal Recovery
The Clubhouse approach...

...is a **scientifically proven**, widely successful approach that includes **training**, **accreditation**, and **quality assurance** elements that are continuously being updated, based on the broad experience of working successfully with Clubhouse staff, members and their families.
Scientific evidence

Recognized since 2011 in US

Substance Abuse and Mental Health Services Administration (SAMHSA)

as evidence based intervention in the

National Registry of Evidence-based Programs and Practice (NREPP)

in the area of

employment, quality of life and perceived recovery from a mental health problem.
International Recognition

Clubhouse International/Fountain House New York
Awarded the

2014 Conrad N. Hilton Humanitarian Prize,

the world largest humanitarian prize
for creating a successful model
to help those suffering from mental illness
to reclaim their lives and
realize their potential through
work and
the support of a caring community.
Reach more than 100,000 people
330 Clubhouse around the world in 34 countries

Asia:
- Hong Kong (2)
- Mainland China (6)
- Taiwan (4)
- Korean (14)
- Japan (7)
- Nepal (1)
- Kazakhstan (1)
What is a Clubhouse International Clubhouse?
A Clubhouse International Clubhouse is a community-based center that provides opportunities for people with mental illness.

Members of Clubhouses are able to fulfill their potential and achieve a sense of belonging, dignity and self-worth through employment, housing, social and educational choices available through the Clubhouse.

Much more than simply a program or a social service, a Clubhouse International Clubhouse is a community of people who are working together to achieve a common goal.
Clubhouse International Clubhouse
Main features

• A Clubhouse day in which the talents and abilities of members are recognized and encouraged
• Opportunities to obtain paid employment in mainstream businesses and industries
• Assistance in accessing community-based educational resources
• Assistance in accessing medical, psychological, substance abuse, wellness, and other community support resources
• Assistance in securing and sustaining safe, decent and affordable housing
• Participation in consensus-based decision making regarding all important matters relating to the running of the Clubhouse
• Evening/weekend/holiday social and recreational events
Phoenix Clubhouse
Hong Kong
Members as peers to support each other and as role model

- Orientation by members
- Members as buddy
- Peers visit hospitalised members
- Members already employed come back to support the work of Clubhouse
Respectful environment

- Spacious
- Update facilities
- All space are welcoming
- Beautiful patio
- Accessible community resource room
- Quite education room
- Comfortable exercise area
Members have access to all facilities in Clubhouse

- No staff only area
- Shared working tables
- Shared toilets
- Shared dining area
- Individual lockers
Members and staff work side by side with own choice of activities

- Choose staff to work with
- Set own goals with staff
- Choose work unit and the type of work
- Share responsibilities in all tasks
- Members are needed in all work
Members participate in all aspects

- Operation
- Decision making
- Meetings
- Training
- International conferences
- Publicity and promotion
- Teaching
- Staff recruitment
- Research
- ... ...
Members has tremendous Employment Opportunities

- Different programs:
  1. Group placement
  2. Transitional Employment
  3. Supported Employment
- In well known international and local companies
- Support from staff and employers
- Salary at market price
1. Group Placement (GP) – half to 1 day

Members in Group Transitional Employment (UBS AG)

Members in Group Transitional Employment (A. Menarini Hong Kong Limited)

Members in Group Transitional Employment (The Jardine Engineering Corporation, Limited)
2. Transitional Employment (TE)- 6-9 months

Clerk
(Eli Lilly Asia, Inc.)

Office Assistant
(Hong Kong Economic Times Holding Ltd.)

Document Control Clerk
(Hongkong Land Limited)
3. Supported Employment (SE) - permanent job

- Shop Keeper (Rehab Cafe)
- Marketing Assistant (Baker & McKenzie)
- Office Assistant (Sky Trend C.P.A. Co. Ltd.)
- Part Time Office Assistant (Shearman & Sterling)
- Cleaning Worker (Joyway Management (HK) Ltd.)
Employment Partners

- A. Menarini Hong Kong Limited
- Asia Pacific Catering Corporation Limited
- Baker & McKenize
- Coben Limited (Barristers’ Chambers)
- Eli Lilly Asia, Inc.
- Grand Hyatt Hong Kong
- Hang Seng Bank Limited
- Holake Hongkong Lifts Limited
- Hong Kong Economic Times Holdings Limited
- Hongkong Land Limited
- Jardine Aviation
- Joyway Management (HK) Limited
- Morgan Stanley Asia Limited
- Netgear HK Limited
- Paul Hastings
- Po Sin Sing Kee Engineering Company Limited
- Queen Mary Hospital
- Schindler Lifts (Hong Kong) Ltd.
- Shearman & Sterling
- Sky Trend C.P.A. Co., Ltd.
- The Dairy Farm Company Ltd.
- The Jardine Engineering Corporation, Limited
- UBS AG
- Williams Lea (Hong Kong) Limited
- Zung Fu Company Limited
Decent work places and good employers in town
Biennial Open House cum Employers’ Reception

Open day cum Employers Reception Nov 2015: 176 Guests and 41 Organizations
Education Opportunities

- Education fund
- Various learning opportunities
- Learn work-related skills
- Supported education
- Volunteers from various professions teaching members

English Class

St John First Aid Class

Peer Support Worker Training

Volunteers to teaching interviewing skills
Community participation and non-working hour programs

Employment Dinner

CyberRun For Rehab

Sports and outings

Winning the Rat Race in 2014
Carer involvement

Member-carer day camp

Carers joining Equal Opportunities talk

Carers’ sharing

Family initiating a meeting in Kiwanis Club to promote social inclusion

Learning to massage for each other in day camp
Phoenix Clubhouse, Hong Kong

ACHIEVEMENTS

Members take pride in this community.
Vibrant and comprehensive employment programs

Total employer partners: 46 companies
Current employer partners: 20+ companies
Members with successful employment: 240
Percentage of active members working: 80% (n=123)
Average hourly wages: $34-$43
Mean job tenure for SE: 22.2 months (n=75)

### Types of Employment

<table>
<thead>
<tr>
<th>Types of Employment</th>
<th>No. of Members</th>
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<td>Group Placement</td>
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<td>Transitional Employment</td>
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<tr>
<td>Supported Employment</td>
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<tr>
<td>Independent Employment</td>
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### Average wages per hr ($)

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<th>Average wages per hr ($)</th>
<th>Group Placement</th>
<th>Transitional Employment</th>
<th>Supported Employment</th>
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<td>34</td>
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### Av. work hour per wk

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<th>Av. work hour per wk</th>
<th>Group Placement</th>
<th>Transitional Employment</th>
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<td>4</td>
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</table>
Since 1998, 190 members have joined IE, in which 105 (55%) have joined our employment program (either GP, TE or SE)

543 members

130 joined GP at first stage

151 directly at first stage

65 upgraded from GP to TE

86 joined TE directly at first stage

57 upgraded from TE to SE (38%)

51 joined SE directly at first stage

15 upgraded from GP to SE

14 upgraded from SE to IE

9 upgraded directly from GP to IE

41 upgraded directly from TE to IE

32 upgraded from SE to IE

267 have joined employment program (49%)

276 have not joined (51%)
Members Employment Status 15/16:

- 73 members worked for 36,746 hours and earned $1,711,021.00 with an average hourly wage of $46.56.
- As of February 16, 69 members were working independent employment (IE) and 38 upgrades from transitional and supported employment (TE & SE).
- 50-60 members attended Phoenix Clubhouse everyday.
Friends of Phoenix Clubhouse (advisory committee)

- Employment opportunities
- Donations to support overseas training and conferences, community and education programs...
- Volunteers support in all aspects
- Wellness promotion
- Anti-stigma
- Publicity
Friends of Phoenix Clubhouse and their contributions

- Friends of Phoenix Clubhouse
- Mental Health Promotion Activity
- Collaborate with NGO
- Charity
- Clubhouse International
- China Clubhouse Development
- Biennial Employers Reception
- Introduce volunteers/employers to Clubhouse
- International Clubhouse Conference

Publicity
Annual Festival Day Function with carers and volunteers

Annual Volunteer appreciation Day
Extraordinary Accreditation Results

Gone through
6 Accreditations
from
Clubhouse International:
2001
2002
2006
2009
2013
2016

2016
Consistently Achieved ALL 36 standards

Phoenix Clubhouse Accreditation Results – No. of Recommendations & Suggestions

<table>
<thead>
<tr>
<th>Year</th>
<th>Funding, Governance &amp; Admin</th>
<th>Function of the House</th>
<th>Education</th>
<th>Employment</th>
<th>Work-ordered Day</th>
<th>Space</th>
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2016 Consistently Achieved ALL 36 standards
Recognition from Cluster and Hospital Accreditation Team

**OWS 2014 QMH full report**

**Criterion 1.1.6**
“Clubhouse truly reflects the commitment to ongoing care for psychiatric patients.”

**Criterion 1.6.1**
“The survey team also visited the Phoenix Clubhouse. It is the first mental health service using the Clubhouse Model locally. It has been accredited by the Clubhouse International since 2001. It follows a partnership model where staff and members (ex-patients) work side by side in running the Clubhouse. It is commendable that its members participated in the recent reprovisioning of the David Trench Rehabilitation Centre, staff recruitment board and provide input for staff’s annual appraisal evaluation.”
Peer leading position in the International Clubhouse community

- As a pioneer and role model in supporting the development of Clubhouses in Chinese speaking communities.
- Over 400 local and international visitors annually
- Orientation program to over 21 organizations from Chinese speaking communities since 2005
- World’s 11 International Training Base Clubhouse
- A leadership role as a repeated investigation site visited by the jury of the Hilton Humanitarian Prize in 2014
Orientation Program for teams from Mainland China

Chairman of friends of Phoenix Clubhouse lecturing in the Orientation Program

**No. of members attended International Seminar & Training:** 23

Presenting in Clubhouse International Seminar
Members are empowered to participate in
• local and international conferences
• present on TV, radio & press conferences,
• participation in public events
to promote Clubhouse concept and recovery of mental illness
Member introducing Phoenix Clubhouse in an interview report by Cable TV

Members preparing for Central RatRace and were reported by TVB

Member sharing their stories for the new Phoenix Clubhouse introduction video

Members sharing in Joyful Foundation and HKU press conference

Member sharing in Symposium 2014: Pathways to Mental Health Recovery in HKCU
Clubhouse Model is effective because it is:

Holistic
offering members opportunities for friendship, employment and education, and access to quality housing, medical and psychiatric services through a single caring and safe environment

Inclusive
allowing members to meet and follow the example of others who are achieving their personal aspirations and goals

Sustaining
helping members become productive members of society over the course of their lives

Responsive
dedicated to continuous improvement based on direct feedback from members

Cost-Effective –
providing members, families and communities significantly more value for money than other mental healthcare approaches
PERCEPTION IS REALITY
Our brain look at what we see to make sense of the world...

If they see Recovery from the very beginning.
This become their slow changing reality.
Phoenix Clubhouse

- create Hope with the Success of Peers
- Use Community Resources to Stimulate Change
- Avoid Stigma and Discrimination by Community Participation
- Beat Poverty with Employment
- Create Community for Social Support
Everybody needs a life worth living to recover.

Thank You
Special Thanks to Amimi Cheng who helped to draw illustrations for our members stories.