



## Charity Review

## **Thai Family Link Association**

Review Date:	17-Sep-20
Reviewers:	Miss Kamonchanok Chanton Miss Pornphan Abhamongkol Mr. Terry Weir, Founder of the Giving Back Association
Charity Head:	Dr. Somrak Choovanichrong: President of the Association
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### **Charity Purpose:**

The Thai family Link Association has been established in order to help psychiatric patients in dealing with problem faced better and have a strong awareness of values and their potential under the association's objectives as follow:

1. To disseminate the knowledge about mental illness to people concerned with mental illness and to general public.
2. To promote the potential of the mentally ill and their family as well as to empower them.
3. To reduce stigma and discrimination against people living with mental illness.
4. To promote an honourable value and culture among Association's members and the society.

### **Background to the Need for the Charities Support:**

**In 2000**, The work of Thai Family Link in Thailand has been initiated by the self dedication of Dr. Somrak Choovanichvong with the confidence that the patient with psychiatric disorder has a potential to help themselves as well as helping each other to live a better life in Thai society, if they get the knowledge and the combination of network support. Dr. Marcus Chiu with Dr. Shing Lee in Hong Kong had designed the training curriculum and relationship creation in that year and established Family Link Organization in the year after. The training curriculum has been continually developed since then.

**In 2002**, the family link program had been presented in the academic conference and the company named Janssen - Cilag had expressed its interest to support the program by being a host to invite representatives from various countries in Asia region to join the program in Hong Kong. There were many representatives joining the first conference.

**In 2003**, Dr. Somrak Choovanichvong signed an agreement to get copy right lessons of the Family Link curriculum Program from Dr. Marcus Chew in July 2003, after her completely translation to Thai with some adjustment to be applicable with Thai culture.

**March 1, 2004**, the first Family Link Training took place in Thailand, and had been conducted for patients with psychiatric disorders. The training program is ongoing since then and there have been more than 1,000 patients participated.

**July 1, 2005**, Family Link Activity Center was established at the Physical Therapy Building of Srithanya Hospital, the hospital for the mental illness patients, in order to offer the counselling services to patients who recovered, persons who take care those patients, through arts, crafts, physical exercises, music, English and computer training etc.

### **Review Process :**

The Giving Back team visited the Thai Family Link Association on September 16, 2020 and had the opportunity to meet with the team of the Thai Family Link Association. The Giving Back team learned about the main goals of the association in dedication to provide assistance to patients with schizophrenia, and to support the families of schizophrenic patients to have an understanding, and opportunity for the patients through various projects held for such as development. Professional training for schizophrenic patients to help themselves.

**Description of Activities:**

1. Training on family ties
2. Health Rehabilitation Course
3. Clubs, Friends Club, Song Saeng Club, Bipolar Friends Club and Caregiver Club
4. Peer Support (to enrich life)

**1. Family Ties Training Program**

The family ties curriculum aims to foster the strength of those living with psychiatric disorders, both caregivers and patients, by providing knowledge and understanding along with the creative group process until the trainees can take care of themselves and their families effectively. It will also benefit others of concern and represents the voice of those living with psychiatric disorders overall. The training period is 8 weeks, 1 chapter per week, on every Saturday from 9:00 a.m. - 12:00 p.m.

1. Understand Psychiatric Disorders, particularly the three severe ones, i.e. schizophrenia, depression, and bipolar disorder.
2. Learning patients' experience and to practice effective communication skills in order to understand each other better.
3. Knowledge of psychiatric medication and to gain patient's cooperation in taking medicines because medication is an important part of treatment.
4. Crisis management, from prevention, fix the situation, and dealing with tragedies.
5. Self-care and rebuilding life of caregiver, because caretakers not only have to take care of the patients but also have to take good care of themselves.
6. Recovery, expectation, and factors that will help the patient to live a normal life in the society.
7. Rights and voices of people living with psychiatric disorders, by educating and empowering the patient and carer to stand up for their rights.
8. The next step is to reflect on what the trainees have learned and apply it to the case study and look forward to a stable future step.

**2. Health Rehabilitation Course**

The foundation has organized activities to restore and develop health as shown in the activity schedule below.

เวลา	9:00-9:30น.	9:30-10:45น.	10:45-12:00น.		13:00-14:30น.	14:30-15:00น.	15:00-16:00น.
จันทร์	Check in	กีฬา	ศิลปะบำบัด	พักกลางวัน	การสื่อสาร	Debrief	
อังคาร	Check in	ทักษะชีวิต 1	เกษตร		IMR	Debrief	Staff learning group
พุธ	Check in	ทักษะชีวิต 2	สร้างสุข		English is fun	Debrief	
พฤหัสบดี	Check in	ขับร้อง	ท่อนดนตรีเล็ก การอ่าน		computer	Debrief	
ศุกร์	Check in	การเรียน	การทำงาน		สิทธิและการเป็นพลเมือง	Debrief	
เสาร์	อบรมหลักสูตรสายใยครอบครัว				รวมพลชมรมสายใย (support groups)		

ศูนย์บริการคนพิการทางจิตสายใยครอบครัว โทร. 094-421-6006  
 สังกายภาพบำบัด ชั้น 2 รพ.ศรีธัญญา ถ.ติวานนท์ ต.ตลาดขวัญ อ.เมือง จ.นนทบุรี 11000

### **3. Clubs, Friends Club, Song Saeng Club, Bipolar Friends Club and Caregiver Club**

The Friendship Club organizes a free meeting every third Saturday of the month from 1:00 PM to 3:00 PM. objective:

1. Encourage people with schizophrenia to form a support network.
2. Encourage members to share experiences with each other. And better cope with disease
3. Encourage members to be a voice for themselves and their companions.
4. Encourage members to increase awareness of schizophrenia in society.

**The Song Saeng Club** (Depression, Reunion) held a meeting and exchange experiences on Saturday once a month. The treatment of depression can be cured in two ways: psychological and therapeutic with use of drugs. Each person may respond differently to each type of treatment.

- Mental treatment for patients with depression. There are many forms of psychological treatment in curing people with depression, which may include 10 to 20 discussion sessions with a psychiatrist to help the patient understand the cause and lead to the resolution.

- Interpersonal modified treatment and cognitive behavioural modified therapy. The first model focuses on solving problems between the patient and those around him that may cause and provoke depression. The latter treatment will help the patient to change behaviours and negative thoughts about himself.

#### **Bipolar Friend Club**

Expectation:

1. Gather members who have direct experience with bipolar disorder, their relatives, friends and interested people.
2. Establish a center to coordinate and organize activities
3. Educate about the disease. To exchange and learn from each other support the use of potential and having a life with value.
4. Promote the Bipolar Friends Club and disseminate knowledge about the disease to the general public to have more understanding. Some may call Bipolar disorder "mood swing" or "depression" which is an illness. Patients will have mood swings in cycles, i.e. happy mood, very cheerful during the uptrend cycle, and get irritated very easily during the downtrend, which may affect the ability to perform normal duties.

The association invites those who have experience with bipolar disorder, relatives, caregivers, to meet, exchange, share and learn and grow into an area that is accepted by society known.

#### **Caregiver Club**

Psychiatric patients need to receive continued and correct treatment. Psychiatric symptoms may occur more frequent at a certain period of time or spontaneously. Stress, life problems, family problems may provoke the symptoms. Peaceful home environment will have a positive impact on the treatment. However, recurrence of the symptoms is caused mostly by the lack of medicines as the patients tend to stop taking medicines due to the side effect or misunderstanding that they are feeling better. The Thai family Link Association is a meeting place to educate understanding of psychiatry, to share experiences of rehabilitation process, and the crisis of care taking for psychiatric patients, which will take place every 2 months for caregivers to exchange their experiences together. Communication is via Line and Facebook, as well as organizing a seminar to enhance knowledge and development various skills of caregivers, conducting group activities, providing counselling session, and field trips to visit members.

#### **4. Peer Support**

Peer support is a person with direct experience with psychiatric disorders on the path to recovery. To be an encouraging friend to the patient. It is one functional role in the mental health system that builds value

from illness experience, the difficulty doing illness time which can change the perception of illness and bring help to others. Helping others is an essential element of self-healing.

To become a Peer Support, apart from having direct experience, training is also required before starting work. The training duration is 3 months, 1 month for theory, 2 months for practice.

### **Reporting**

The Family Link Association has presented its audited financial statement year 2018 and 2019 which has been audited by certified auditor named Ms. Nusaree Puripunyo, certified number 7665 including the latest minutes of the board meeting on May 2, 2020 which has the association working plan in 2020 as well.

### **Values and Transparency:**

According to the information provided by the association in 2019, the association received financial support from the Family ling for Recovery Foundation. The association has increased donation income from 2018 but it is still not enough to support the expenses for training programs, Peer Support, health promotion and development programs Khlong Khuean project and other projects. The association has a performance loss of 26% this year.

### **Financials**

#### **Asset**

#### **Current Asset**

Cash  
Bank deposit  
Inventory  
Other current assets

### **Charity: Thai Family Link Association**

#### **Audited**

2019

THB

60

244,316

179,293

89,975

513,645

#### **Audited**

2019

THB

60

244,316

179,293

89,975

513,645

**Financials****Charity: Thai Family Link Association****Audited****Audited**20192019THBTHB**Receipts and Outgoings**

Membership income	17,400		17,400
Donation income	2,406,011		2,406,011
Support- Recovery Foundation	515,338		515,338
Support -Disabilities foundation	547,590		547,590
Training income	70,900		70,900
Sales revenue	83,336		83,336
Rental income	2,400		2,400
Bank interest	9,339		9,339
Total	<u>3,652,313</u>		<u>3,652,313</u>

**Expenses****Operation Expenses**

Cost of goods sold	27,260	1%	27,260	1%
Remuneration of officers	830,308	23%	830,308	23%
Bipolar friends club expenses	3,647	0%	3,647	0%
Walking, running and cycling expenses	635,675	17%	635,675	17%
Cost of training course	83,998	2%	83,998	2%
Training expenses for Peer Support	570,803	16%	570,803	16%
Expenses for health promotion and developn	111,900	3%	111,900	3%
Other project expenses	257,734	7%	257,734	7%
Expenses at Khlong Khuean	456,189	12%	456,189	12%
Total Operation expenses	<u>2,977,514</u>	82%	<u>2,977,514</u>	82%


**Administration & Marketing Expenses**

Lecturer and volunteer fees	542,971	15%	542,971	15%
Photocopying fee	4,429	0%	4,429	0%
Printing stationery	35,563	1%	35,563	1%
Miscellaneous expenses	96,824	3%	96,824	3%
Depreciation	522,167	14%	522,167	14%
Vehicle expenses and vehicle expenses	157,577	4%	157,577	4%
Other fees	58,906	2%	58,906	2%
Postage	4,597	0%	4,597	0%
telephone	38,914	1%	38,914	1%
Food for meetings and events	17,708	0%	17,708	0%
Meeting expenses	9,869	0%	9,869	0%
Audit fee	10,000	0%	10,000	0%
Repair and maintenance	59,152	2%	59,152	2%
Advertising expenses	35,466	1%	35,466	1%
Human Development expenses	25,204	1%	25,204	1%
Income tax	4,565	0%	4,565	0%
Total Administration	<u>1,623,910</u>	44%	<u>1,623,910</u>	44%
Total expenses	<u>4,601,424</u>	126%	<u>4,601,424</u>	126%
Profit (loss)	<u>- 949,111</u>	-26%	<u>- 949,111</u>	-26%

## Financial Efficiency Rating

Charity : Thai Family Link Association

Performance Measure		Max Score	Score
Percentage of Expense spent on Programs	$(\text{Program Expenses}/\text{Total Expenses}) * 100$	10	6
Percentage of Expense spent on Management/General	$(1-(\text{Administrative Expenses}/\text{Total Expenses}))*100$	10	6
Fund Raising Expense ratio	$(1-\text{Fund Raising Expenses}/\text{Total Expenses})*100$	10	10
Fund Raising Efficiency	$(1-(\text{ Fundraising expenses}/\text{Fund Raised}))*100$	10	10
Donations Tax Deductible for donors	Donations Tax Deductible for donors	10	-
Financial sustainability	$((\text{Net Current Assets and investments} / \text{Total expenses}))*10$	10	1
<b>Total Score</b>		60	34
<b>Normalised Score (% x 100)</b>			57

Financial Efficiency Rating	Stars
> 80 = 5 stars	
60-79= 4 stars	
40-59 = 3 stars	
20 -39 = 2 stars	
10 - 19 = 1 star	
0-9 = 0 star	

## Good Governance Rating

**Charity :** Thai Family Link Association

Good Governance concerns the process of decision-making of the organisation. The processes of good governance have checks and balances for guiding decision making, accountability and reporting transparency.

Bonus scores are good governance measures above current expectation. They are provided as a guide to items that will be included in future ratings assessments. However, charities which already include these items will gain additional points.

Good Governance	Max Bonus Score	Max Score	Score
Majority of voting members of the board are independent members		15	15
Audited financial statements are prepared or reviewed by an independent Certified Accountant		15	15
Has no Loans outstanding to or from officers or other related parties or stakeholders		4	4
Organization keeps board meeting minutes		4	4
Has Conflict of Interest Policy	2		2
Has Whistleblower policy	2		2
Has race discrimination policy	2		2
Has sex discrimination policy	2		2
Has child protection policy		4	4
Reports CEO, Founder & Board compensation	4		4
Reports compensation of staff related to Founder, CEO or Board Members	4		4

<b>Good Governance...</b>	<b>Max Bonus Score</b>	<b>Max Score</b>	<b>Score</b>
Reports on future program plans		4	4
Has independent review of charity and publish on its website or review website		15	15
Organization is registered as a Charity or not-for-profit organization		10	10
Performs and reports post audit on programs. (Done afterwards at least 6 months)		10	10
Asks for feedback from the program recipients		4	4
Reports on it financial and management sustainability	10		0

<b>Review of Charity's Annual Report</b>	<b>Max Bonus Score</b>	<b>Max Score</b>	<b>Score</b>
Publishes Annual Report on website		15	0
Publishes Program Activities over last year		10	10
Quantifies program activities in a comparable manner to previous years		4	4
Separate financial reporting of programs which corresponds to the annual report		15	15
Reconciliation of income and expenses statement in the Annual Report to the Audited Financial Statements		10	10
Separate Financial reporting of staff expenses for programs and administration		4	4
Publishes staff & labour numbers by category such as skill		4	4



Review of Charity's Website	Max Bonus Score	Max Score	Score
Has Charity website		15	15
Publishes names of board members on website		4	4
Publishes names senior staff on website		4	4
Publishes Annual Report with achievement on quantitative basis on website		15	0
Has background, vision, mission and clear policy on website		4	4
Charity Activities meet with its promoted activities and mission		4	4
Quantitative information and charity's achievements can be compared over time		4	4
<b>Total Score</b>		197	183
<b>Normalised Score (% x 100)</b>			<b>93</b>

Good Governance Rating	Stars
> 80 = 5 stars	★★★★★
60-79= 4 stars	
40-59 = 3 stars	
20 -39 = 2 stars	
10 - 19 = 1 star	

**Charity:** Thai Family Link Association

### Overall Score

Rating charities on two distinct components – (1) Financial Efficiency + (2) Good Governance – in such a way that charities must excel in both areas in order to score well overall, requires a more complex calculation. The overall score is not a sum, but rather a measurement of the distance of two component scores from the theoretically perfect score of 100 and 100. The smaller the distance to the perfect score, the better the overall score. Mathematically, the formula we use to calculate the overall score is

In Excel:  $100 - \sqrt{((100 - \text{Financial Efficiency})^2 + (100 - \text{Good Governance})^2) / 2}$

Financial Efficiency Score 57  
Good Governance Score 93

Score: **69**

Combined Rating	Stars
> 80 = 5 stars	
60-79= 4 stars	
40-59 = 3 stars	
20 -39 = 2 stars	
10 - 19 = 1 star	
0-9 = 0 star	