

Youth Guidance Outreach Services

Annual Report FY21/22

Our Locations

Where you can find us



Woodlands Centre

804 Woodlands Street 81, #01-37
S730804
+65 63688392



Ang Mo Kio Centre

125 Ang Mo Kio Ave 6 #01-4077
S560125
+65 64516519



Geylang Centre

10 Lorong 27A Geylang #03-01
Emmanuel House Singapore
+65 67451490



Community Rehabilitation Centre

343 Jamaica Rd S757759
+65 64819883

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About Us

Youth Guidance Outreach Services (YGOS) is a nonprofit, charitable organisation that serves youths in the community for the last 26 years, making sure that every youth who comes through our doors receives the care and support that they greatly deserve.

As a Christian-value based youth services organisation (YSO), we seek to reach out and help these young people integrate well with the mainstream society and to adopt a lifestyle that makes a positive contribution to their schools and community.

Established in 1996, YGOS is registered as an independent entity with its own constitution, together with the Registry of Societies. We are an Institution of a Public Character (IPC) and a member with the National Council of Social Service (NCSS).



Executive Director's Message

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Executive Director's Message

Wilson Tan, Executive Director

I would like to take this opportunity to personally thank each and every one of you. Your contributions and efforts in supporting the youths and their families were indeed valuable and commendable. Many of you have gone far and beyond your call of duty to provide those that we seek to reach with the message of HOPE. I am so thankful and grateful to the Lord for this privilege to serve alongside all of you.

The Lord deserves all the praise, glory and honour! He has been the provider, protector and preserver of YGOS work all these years. Of course, there were many more people who helped to build YGOS. Our Board, leadership team, staff, donors and volunteers have all supported YGOS work in so many ways.

I believe that there were many opportunities in the past one year to impact lives positively. Those with a huge positive influence understand the power of relationships, connection and engaging the youths and their families. We were not afraid to get "out there" - reaching out to vulnerable youths, supporting them practically and offering authentic viewpoints/opinions. We were happy to help and support others, and had an overflow of positive energy that enriches the lives of everyone we work with and connect with. We had operate with heart, and care deeply about their struggles.

Let me take this opportunity to remind everyone of YGOS theme for 2022:

1. Committed to a purpose - advancing God's kingdom
2. Continuation is important - keep doing the same things for a long time gives us practice wisdom
3. Community that supports - spur one another on toward love and good deeds (Hebrews 10:24)

We must remain prayerful to reflect on our dependence on God and be sensitive to the Spirit of God. We should remain watchful to be on guard all the time and for one another (praying for each other). When one of us goes down, we can all step up a notch. We are in it together although each of us have a different role. Don't forget that we are all on the same side.



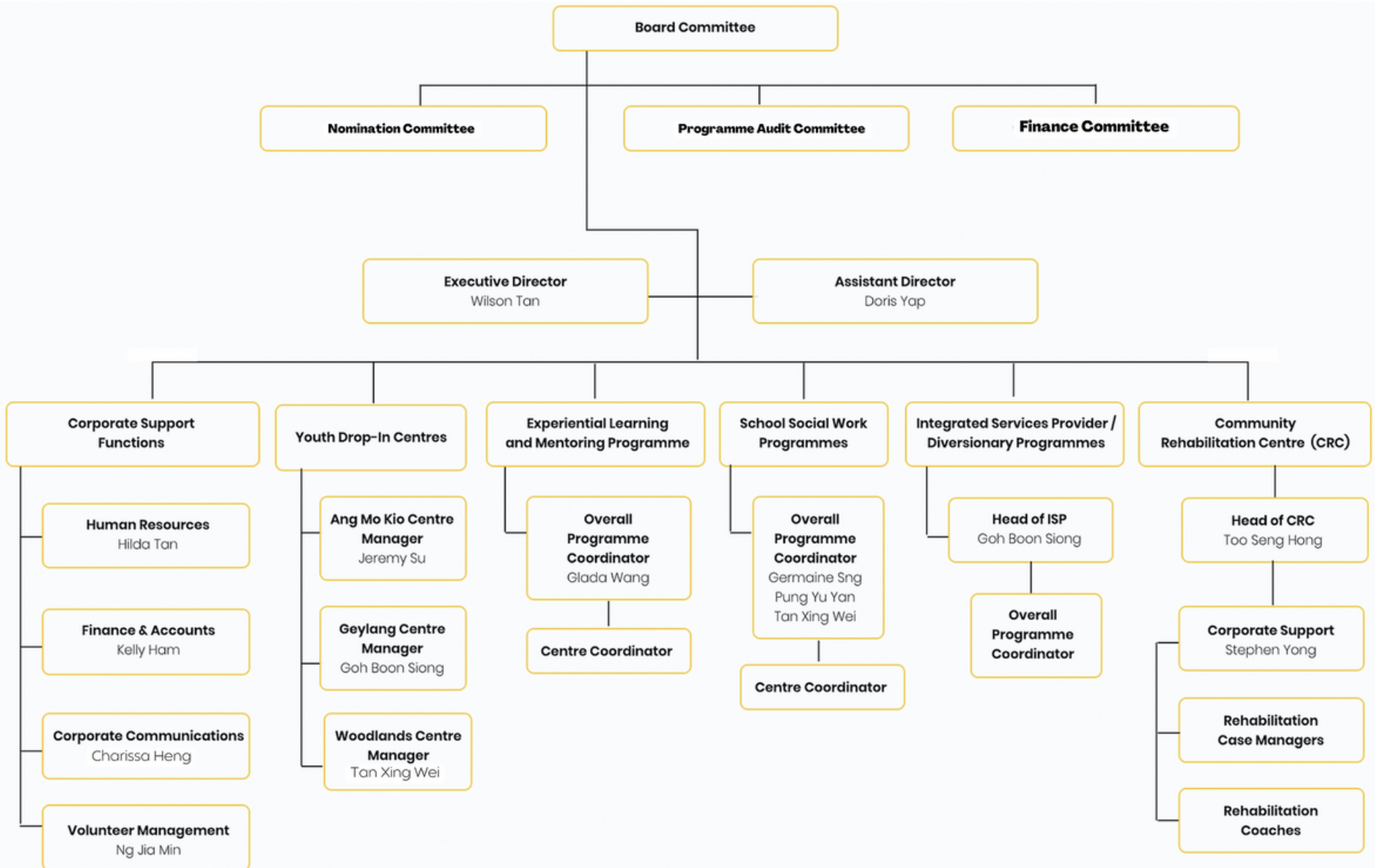
Organisational Structure

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Organisational Structure



Theory of Change

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Theory of Change

At Youth Guidance Outreach Services, we build our work on the Theory of Change (TOC), which forms the foundation for the development of an impact measurement framework to assess our services' influence.

YGOS is committed to achieving the best possible outcomes for those we aim to serve, and the TOC model allows us to ensure that our understanding of the world is backed up by what happens in reality.

Theory of Change Model

Children & Youth-at-risk & their families

Performed by
Trained
Professionals and
remain true to
our Values &
Purpose

Centre
Based

Preventive
Programmes

School
Based

Developmental
Programmes

Community
Based

Remedial
Programmes

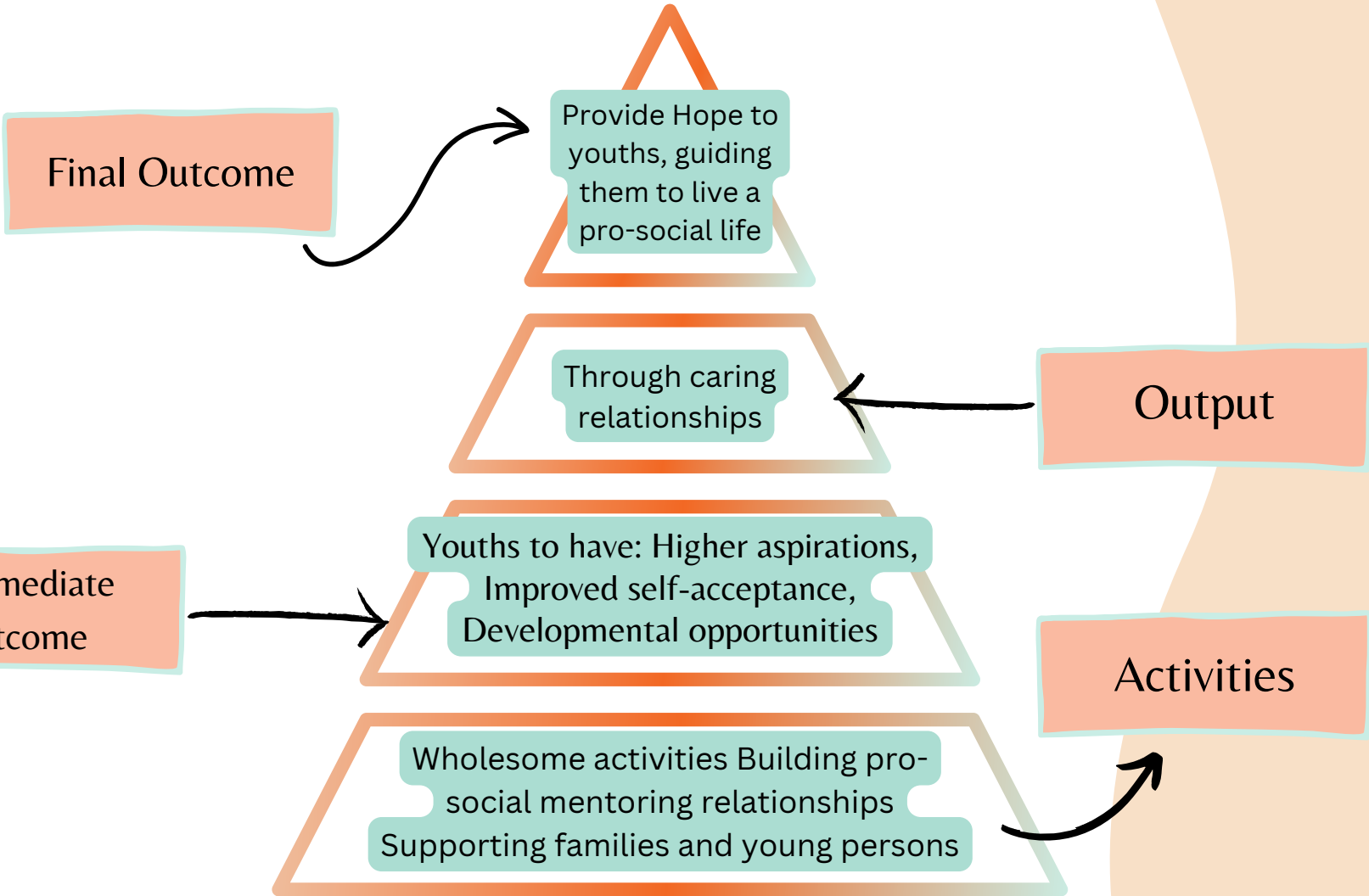
Targeted
Services

Rehabilitative
Programmes

Informed by
research,
practice wisdom,
youth-centric,
theory-based
and fun!

Fulfilling our Mission & Vision, committed to
serve in a professional way, working closely
with partners, volunteers and donors

Theory of Change



What we Do

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What We Do

Our programmes are based on 3 fundamentals: Youth-centric, theory-based and fun!

Our Social Work professionals aim to support every youth to reach their potential through timely preventive, early intervention and remedial programmes, which are led by research, theories, experience and professional excellence.



What We Do

Our Core Focus!



PREVENTIVE

Programmes that seek to be a platform for positive engagement with youths, directing them towards healthy psychosocial activities and away from crime.



DEVELOPMENTAL

Aims to accelerate youth's developmental processes through building their competencies, skills and abilities such that they can grow and flourish throughout life.



REMEDIAL

Targeted at referred individuals who need guidance in the strengthening of their internal resources to overcome adversity, see improvement in decision or coping skills.



REHABILITATIVE

Our work at the Community Rehabilitative Centre to facilitates community reintegration of underage drug offenders through holistic engagement that restores lives, reducing the risk of internal or external stressors.

Preventive Work

Youth Drop-In Centres

Our drop-in centres aim to prevent youth from falling into negative influences which may arise from aimless loitering and idleness after schools hours.

We provide an open door for youth who need support and a supportive community that can help them to succeed and achieve positive life outcomes at home, at school and with their peers.

The Experiential Learning and Mentoring Programme (ELMP) is a weekly drop-in programme conducted at our Woodlands and Ang Mo Kio Centres catered to youths from the neighbourhood.

- ICAN - skill-based group mentoring
- ICONNECT - individual character building mentoring
- IHOPE - school mental health group mentoring
- ICARE - online chat service

318 YOUTHS REACHED

Preventive Work

Here's Someone E-Chat Service

Our E-Chat service, also known as Here's Someone, is a real time E-Chat service for youths aged between 10-21 years old, to share their struggles and problems with anonymous identity to protect their privacy.

The platform targets troubled or lonely youths who have retreated forms of social connection and participation in school. They are also youths who prefer self isolation rather than social connection.

Currently, one of the many avenues of engagement of isolated youths are hotline services.

However, we do understand that youths may face some inertia and barriers when considering these options and prefer other familiar methods of communication such as a text-based platform, hence the appeal of HereSomeone.



**126 NEW YOUTHS
REACHED**

Developmental Work



School Social Work

489 YOUTHS REACHED

Our work with youth extends to schools in the surrounding neighbourhoods where our Youth Workers run school-based programmes.

These programmes are conducted in the school setting to create learning opportunities that inspire self-discovery.

Through a range of activities including class-based games, arts and crafts, sports and more, students are motivated and encouraged to become better and more confident versions of themselves.

To ensure that these students receive the continued support of their mentors and appropriate aftercare, we encourage students to join us at our drop-in centres under the ELMP programme.

Remedial Work



Integrated Service Provider

**126 YOUTHS
REACHED**

Youth Guidance Outreach Services was appointed by the Ministry of Social and Family Development (MSF) to run Integrated Service Provider (ISP) Programmes since 2018.

This is the fourth year that YGOS has been serving as an ISP for the Bedok, Marine Parade and Geylang Serai regions of Singapore.

For youths who have completed these programmes, we provide post-care services where caseworkers conduct periodic check-ins to encourage sustainable positive change.

Programmes under ISP:

- Guidance Programme (GP) / Positive Adolescent Sexuality Treatment (GP P.A.S.T)
- Enhanced STEP-UP Programme (ESU)
- Streetwise Programme (SWP) / Enhanced Streetwise Programmes (ESWP)
- Triage System

Remedial Work



Programmes Under ISJP

Guidance Programme (GP) /
Positive Adolescent Sexuality
Treatment (GP P.A.S.T)

- A 6-month pre-Court diversionary programme for first-time juvenile offenders who have committed minor offence(s)
- Programme includes group and individual work, family counselling

Enhanced STEP-UP Programme (ESU)

- A 12-month programme for students at risk of dropping out of school, as well as out-of-school youths
- Programme includes family intervention, career guidance, life skills training and referrals for financial assistance

Streetwise Programme (SWP) /
Enhanced Streetwise Programmes
(ESWP)

- A 6-month preventive and rehabilitative programme for youths who associate with gangs or play a minor role in gang-related offences
- Programme includes group and individual work, family counselling and monitoring

Triage System

- An assessment interview by social workers that complement police investigations to identify and divert suitable young persons from the criminal justice system
- Includes providing referrals to community resources (counselling, after-school activities and financial assistance)

Rehabilitative Work



Community Rehabilitative Centre

50 YOUTHS REACHED

In May 2020, the Singapore Prison Service (SPS) appointed YGOS as the new managing agent of the Community Rehabilitation Centre (CRC).

The CRC is a step-down centre from the Drug Rehabilitation Centre, dedicated to helping young male drug offenders. It seeks to provide a structured living environment for the 50 residential youths aged 16 to 20, helping them kick their addictive habits while carrying on with school or work.

Rehabilitative Work



CRC Philosophy

Holistic Approach:

- Individual, Family, Culture, Community

Through Care Approach

- In-Care, Post-Care and Beyond

Mentoring Relationships

- Passing on experiences and knowledge to achieve positive outcomes

Special Events & Highlights

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Special Events & Highlights

Staff Feature: Stories from the heart



(Image credit: NCSS)

For the National Council of Social Services (NCSS) 30th Anniversary, one of our staff (Wilson Peh) was featured in their "Stories From the Heart" campaign, sharing a story of passion, hope and second chances.

Check out the video here!

https://www.youtube.com/watch?v=Nzjz_1AzAc0

Special Events & Highlights

Centre Based Activities



Cycling at East Coast Park

Aside from our weekly drop-in activities our youth workers took our youths out during the June holidays for some outdoor fun!

We love having these activities for our youths as they create opportunities for the youths to make friends, build deeper connections in a leisurely environment out in nature.

Our youth workers brought our "drop-in" youths for a fun day out at East Coast park! It was a day of cycling, playing in the rain (for a little while) and relieving all our childhoods at the giant playground!

Memories were made and friendships were definitely forged!

Special Events & Highlights



Centre-Wide Sentosa Outing

During the June holidays we planned a centre-wide (Woodlands, Ang Mo Kio and Geylang) having all our youths from the different centres came together to get to know one another, spend time at the beach and play mass games!

If you are interested or would like to organise activities for our youths or join us as volunteers or even staff, please feel free to email admin@ygos.org.sg to find out more!

Special Events & Highlights



DIY Arts and Crafts

Aspiring teachers from NIE took a trip down to our woodlands centre to conduct a plaquewood painting session for some fun indoor activities!

The youth got a chance to unleash their creativity while learning new painting techniques and picking up new artistic skills!

Special Events & Highlights

Centre-Wide Pool Competition



Over the September school holidays, we also held a staff initiated pool competition for our drop-in youths! This required the youths to come to the centres to practice and hone their skills in order to be the champions!

Special Events & Highlights

Centre-Wide outing at Marina Barrage



During the last school break, we brought our centre youths for a picnic at Marina Barrage!

It might not seem like a big deal for some of us but this trip to Marina Barrage is the first for some of our youths! Safe to say, they enjoyed themselves thoroughly!

Special Events & Highlights

School Social Work



Pearls Programme

Part of our school social work, our PEARLS programme in schools, our youth workers and volunteers have enrichment sessions with the students first before heading off to play a different sport each week over 8 weeks.

We believe that a hands on approach enables us to better understand youth work and how we can bring positivity and inspire hope in the youths lives.

Special Events & Highlights



Special Events & Highlights



Special Events & Highlights

Mentoring Alliance Programme



In our Mentoring Alliance Programme (MA), we provide youths with trusted mentors (our volunteers and youth workers) to journey alongside them through the struggles they go through in this day and age.

Topics in this programme consist of management of emotions, building self confidence and acts as a support group for our youths as well.

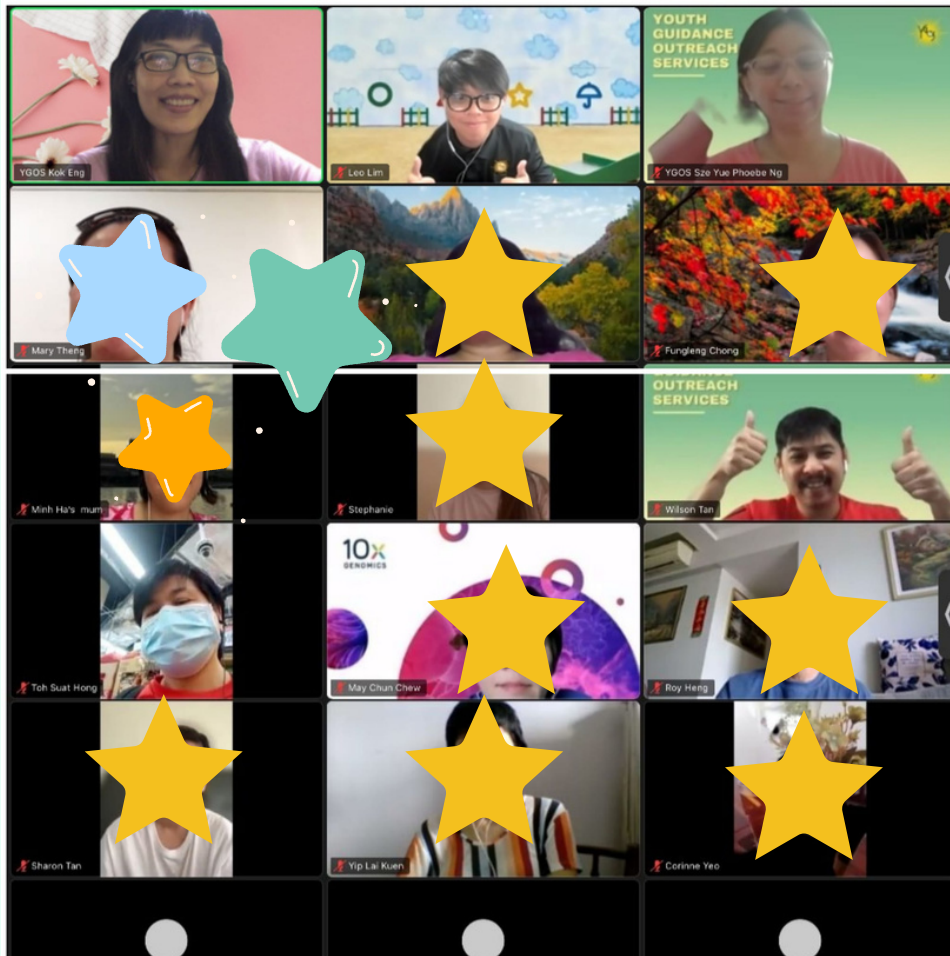
Special Events & Highlights



A typical MA session with our youths, start off with the enrichment lesson followed by splitting up into smaller groups or sometimes even 1-on-1 to dive deeper into the session's topic.

Special Events & Highlights

Parenting Talks



Overcoming Barriers in the Family

This year YGOS held a parenting talk hosted by our staff Leo and his mum, sharing about common parenting mistakes and how to overcome barriers within the family!

If these talks are of interest to you, we highly encourage you to join us as our parenting talks range from practical tips for family cohesiveness to struggles with mental wellness.

Our experienced staff as well as some special guests are always open to discussions and sharing from their own perspectives to encourage participants too!

Special Events & Highlights

Mental Health Awareness



Hosted by our senior counsellor, YGOS held a parenting talk/panel to discuss the importance of mental health and how its' effects have the power to affect our day to day lives. If you are interested to attend such talks, do follow us on our social media pages to be notified of the next one!

Our Volunteers

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Our Volunteers

With the work that we do at YGOS, connecting, rapport building and mentoring youth is a huge part of youth engagement. Which is why we are so grateful for our volunteers who take the time to join us in the different programmes we have for our youths!


Volunteer trainings have been conducted by our volunteer management executive, Jia Min who shared techniques on effectively facilitating small group sessions, an essential skill for those who volunteer with YGOS in mentoring or various group-facing programmes.

Insights from her own experience working with youths on the group were also contributed, and participants were given time to also share their own questions and concerns about the role of a facilitator.



Our Volunteers

Human interest story from dedicated VM staff: Youth Guidance Outreach Services (YGOS)

Together, Because  Cares



- The VM enhanced volunteer recruitment through leveraging on online platforms (eg. giving.sg), and collaborating with the different locales' Volunteer Centres (VCs).
- The VM increased volunteer recognition and created greater brand awareness, through sharing dedicated features of volunteers on online platforms (eg. YGOS' website) and social media platforms (eg. Facebook).
- 158% increase in volunteers and 348% increase in regular volunteers, from 2020 to 2021.



All rights reserved ©NCSS

Some of our volunteers have also been featured with NCSS!

Our Volunteers

Our volunteers not only participate in school programmes, but on personal passion projects as well.

For one of our volunteers, 22 year-old Illie, giving back to the community was something she has always wanted to do because of her understanding of the importance of serving the community. Read more about how she led a passion project to beautify our woodlands centre here:

<https://www.ygos.sg/post/channeling-our-gratitude-into-service>



Our Volunteers

On Friday nights, from 7pm -9pm we have a group of volunteer tutors from "Rental Hearts" (<https://www.rentalhearts.org/about-us>) who give free tuition to our youths as they believe that every child deserves a chance to excel! We are so grateful for this partnership and are so encouraged to see the impact it's made on our youths!



Board of YGOS

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Board of YGOS

YGOS Board

We would like to acknowledge our Board Members for their invaluable contributions to YGOS in the form of their advice, competence, and experience, which has served to give stability and strength to the organisation at a management level.

Together as a organisation, YGOS continues to strive forward with the mission and goal of empowering our generation's youth.

Board of YGOS

Code of Governance

The Board works with the Leadership team to lead and manage the organisation and provides guidance to the Leadership Team to delegate the formulation of policies and day to day management to the Executive Director and the Leadership Team.

The Executive Director remains accountable to the Board.

To ensure good governance, the Board will put in place the following Sub-committees:

1. Nomination committee
2. Programme Audit committee
3. Finance committee

Board of YGOS

Board Members

Mr Timothy Hia Yi Liang
Chairman

Mr Dennis Ang
Honorary Treasurer

Mr Tan Boon Huat
Member

Mr Richard Tan
Member

Mr Ong Sin Beng
Member

Mr Goh Yuan Sheng Victor
Vice Chairman

Mr Philip Ang Hwee Heng
Honorary Secretary

Ms Irene Ng Yue Hoong
Member

Ms May Loh
Member

Board of YGOS

Board Member Attendance

Mr Timothy Hia Yi Liang (4)
Chairman

Mr Goh Yuan Sheng Victor (1)
Vice Chairman

Mr Dennis Ang (4)
Honorary Treasurer

Mr Philip Ang Hwee Heng (2)
Honorary Secretary

Mr Tan Boon Huat (1)
Member

Ms Irene Ng Yue Hoong (3)
Member

Mr Richard Tan (4)
Member

Ms May Loh (3)
Member

Mr Ong Sin Beng (4)
Member

Policies & Guidelines

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Policies & Guidelines

Personal Data Protection Act Policy (and Donor Confidentiality)

Youth Guidance Outreach Services respects and honors our sponsors, donors, partners, volunteers and clients which includes their right to be treated fairly and have their privacy protected. We are committed to complying with the PDPA passed by Singapore Government in 2012.

Sponsors and donors can opt to remain anonymous in all our publications by informing us via admin@ygos.org.sg. We have in place procedures to safeguard the personal information of our sponsors, donors, partners, volunteers and clients and will not rent, exchange or sell mailing lists to other companies.

Policies & Guidelines

Conflict of Interest Policy Statement

Youth Guidance Outreach Services has put in place its Conflict of Interest Policy (COI) to protect the organisation's welfare and best interests over and above all priorities and objectives.

The COI mandates that no staff or Board members may engage in any external interest or business that may undermine or conflict with the organisation's overall welfare.

The COI declaration form shall be given to the Board members and staff at the earliest opportunity, such as upon his/her taking up employment with or appointment in the organisation or election to the Board.

Annual declaration of interests by the Board members and Leadership Team is required. He/She will fully disclose to the Board in the event a conflict of interest situation may arise.

Policies & Guidelines

Whistle-Blowing Policy

Whistle-Blowing Policy is intended to provide a channel for employees and external parties to raise any suspected improprieties in the business of the organisation and offer reassurance that they will be protected from victimization for whistle-blowing in good faith.

The whistle-blower email is for reporting suspected improprieties such as:

1. Forgery
2. Misappropriation of funds and classified documents
3. Abuse and misrepresentation of power and authority
4. Failure to comply with laws and regulations
5. Harassment
6. Corruption and bribery
7. Theft

Policies & Guidelines

Reserve Policy

The policy was put into effect and will ensure compliance with the "The Code of Governance for Charities and IPCs guidelines that states; "While all charities should maintain some level of reserves to ensure long-term financial sustainability, the charity should disclose its reserves policy in the annual report."

Youth Guidance Outreach Services is to provide financial stability and the means for further improvement of its activities.

YGOS seeks to build up the reserves at a level equivalent to 12 months of operating expenditures based on the preceding year's actual operating expenses.

Donation Page

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Donation Page

To make a charitable donation

For Cheque Donation

Please make cheque payable to "Youth Guidance Outreach Services" and mail it to:

10 Lorong 27A Geylang #03-01 Emmanuel House
Singapore 388107

or

Blk 804 Woodlands St 81 #01-37 Singapore 730804

All donations are eligible for 250% tax deduction

Please send us or email us at:

accounts@ygos.org.sg your banking slip together with your Full Name, NRIC Number and Address, for us to issue you an official receipt.

For Direct Funds Transfer

You may also transfer fund directly to our OCBC

Bank Account:

Bank Code : 7339

Branch Code : 503

OCBC Bank Account Number : 503-062622-001

OCBC Bank SWIFT Code: OCBCSGSG

PAYNOW! UEN: S96SS0067H

Donation Page

To make a charitable donation

For In-Kind Donation

We welcome donations-in-kind (“DIK”) items from the public.

However, we can only accept items that support our mission and objectives.

All DIK items will be accepted at the discretion of YGOS.

Once accepted, the DIK items become the property of YGOS.

We retain the right to use, distribute to our beneficiary, transfer to an external party or dispose of the items as we see fit, unless a specific arrangement has been made with the donor.

We regret that we can only accept items that are relevant to our current needs so that there is no unnecessary wastage of donated items.

For perishable items, we might not be able to accept items that have a shelf life of less than six months. We thank you for your kind understanding. All donors will receive an acknowledgement slip for the items that they donate.

Please contact Ms Doris Yap at admin@ygos.org.sg if you would like to find out more about the items that we need.

Connect with us online!



www.ygos.sg



Youth Guidance
Outreach Services



admin@ygos.org.sg



[@ygos_sg](https://www.instagram.com/ygos_sg)