



# Annual Report 2019 / 2020

*Aspire  
to  
Inspire*

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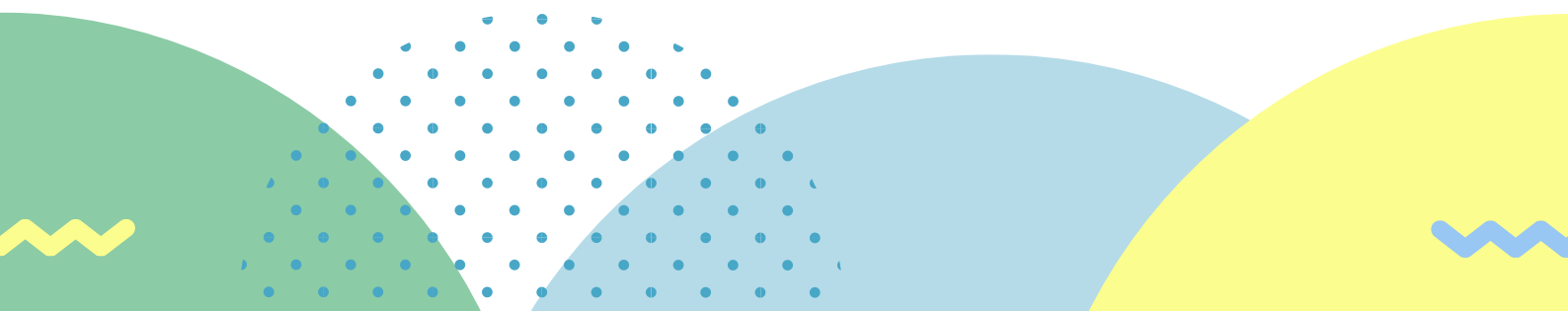
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# About Us

Youth Guidance Outreach Services (YGOS) is a non-profit, charitable organisation that serves youths in the community for the last 24 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.

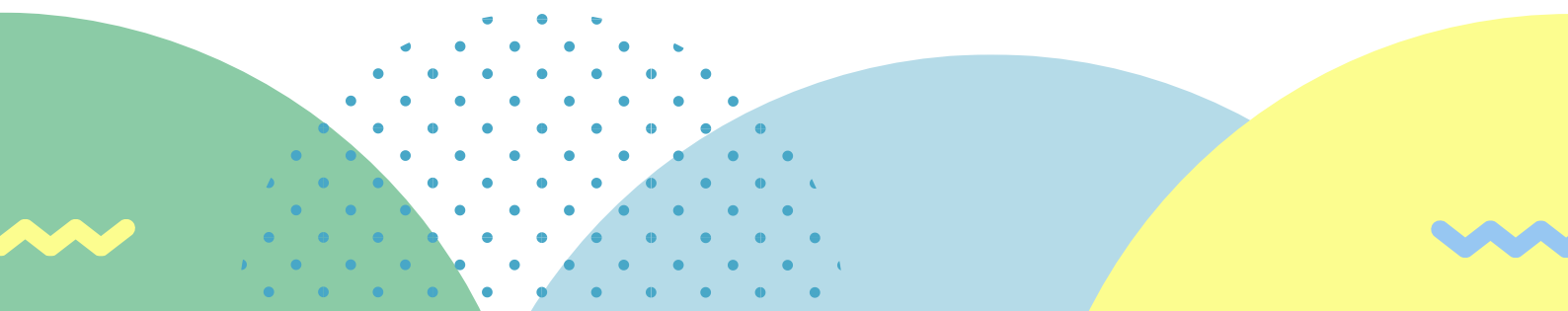
Established in 1996, YGOS is registered as an independent entity with its own constitution, together with the Registry of Societies. We are an Institution of a Public Character (IPC) and a member with the National Council of Social Service (NCSS).

## Mission

At YGOS, our mission is to provide hope to youths-at-risk and their families through caring relationships and developmental opportunities for the whole person.

## Vision

1. Developing People – People are more important than programmes.
2. Diversifying Partnership – Interdependence is a win-win formula.
3. Distinctive Purpose – The key is to keep the main thing the main thing.



# Chairman's Message

As I look back on how YGOS has weathered the 2019/2020 year, the overwhelming feeling I have is one of gratitude. Am I insane? Outlandishly spiritual? I don't think so. Look back with me over some of the highlights of the past year. During the worst global pandemic of the past century:

- Our ever-resourceful staff (thank God for them!) found alternative ways to build relationships with their youth through Zoom-based groupwork sessions, games events, cooking classes and hundreds of other socially-distanced online engagements;
- We continued to exceed all of the key performance criteria that we are required to comply with as an Integrated Service Provider;
- We were appointed by the Singapore Prisons Service as the Managing Agent of the Community Rehabilitation Centre, a drug rehabilitation facility for youth offenders – our first ever foray into residential youth care;
- We initiated and/or entered into meaningful collaborations with various other counterparty organisations, including Persatuan Pemuda Islam Singapura (PPIS) and REACH Community Services, to better serve our core client base;
- Our staff headcount almost doubled, in line with our increased programme load;
- We ended the financial year with a surplus (and raised the most funds that we have ever received from public donations, thanks to the generosity of the Singapore Government in establishing the Bicentennial Community Fund);

The Lord has provided us abundantly with resources and challenges during this unprecedented time, and we are immensely grateful.

I don't mean to suggest that things have been easy, or that we have all the answers. As I write this, our drop-in centres remain mostly closed, our staff team is stretched thin, many of the youth that we serve, together with their families, are under terrific strain – and it looks like things are going to get worse before they get better. But crises often clarify our thinking, and one very clear reality we have seen is that the same God who sustained us in 2019/20 is very much in charge both now and forever. We trust to Him for whatever may come our way in 2020/21.

**Timothy Hia**  
Chairman



# Executive Director's Message

As an organisation, YGOS has many faithful and generous supporters and we are thankful for their encouragement all these years. With your trust and continued support, we are always reminded as staff to stay focused on delivering the good work that has been given to us. YGOS also has a team of like-minded and committed staff whom I am indeed privileged to serve alongside.

Looking back to briefly reflect on 2019, we started the year with a staff planning retreat in January, Chinese New Year Reunion Dinner with our youths at the respective centres, and we welcomed youths to our drop-in centre Open House event during the March holidays. These were followed by The Maker's Factory craft event and our annual Holiday chalet in June, Service Learning Trips, CCIS & Christmas outreach event recently. It is our hope that through these fun-filled activities in the past, present and future, the youths would be inspired and empowered to live a fruitful and meaningful life.

We want to express our gratitude to all our supporters for partnering us in reaching out to the youths of this generation, rejoicing together whenever a wayward youth decides to leave their troubled ways behind to pursue a better and enriching life. Echoing the caption from SYFC: *"If we don't win their hearts today, they will break our hearts tomorrow."* Thus in YGOS, we are committed to meeting the increasingly complex needs of our community of youths and their families through holistically innovative programmes.

**Wilson Tan**

Executive Director





# Building Up & Strengthening The Community

## Supporting Our Youths, Encouraging Resilient Families

At YGOS, our caseworkers strive to meet our clients' needs with empathy and professionalism, recognising that every client is an individual with unique situations.

Apart from therapeutic help, YGOS also distributes essential daily necessities through donations from our supporters. These include food rations, vouchers, transport subsidies, and more.



YGOS staff with drop-in youths celebrating Chinese New Year 2020 over steamboat lunch at the Woodlands Centre.

## Supervision, Professional Training and Ethical Practice

As part of our staff development, YGOS ensures that supervision and frequent training is provided for our people. These may be conducted individually or in groups. Additionally, the management encourages staff to attend NCSS approved courses in order to update their skills and knowledge application.

YGOS aims to uphold the Singapore Association of Social Workers (SASW)'s Code of Professional Ethics so as to ensure professionalism and integrity in service delivery to our youths and their families.



# Sowing into the lives of the Next Generation

At YGOS, we seek to wholeheartedly invest in the lives of the youths who come through our doors, seeing every life as a PEARL in the making. We aim to ensure that youths are exposed to opportunities which allow them to explore and develop their self-discovered potentials. Together with their caseworkers and mentors, we hope to deliver a holistic service to our clients and youths.

## Integrated Service Provider

YGOS was appointed by the Ministry of Social and Family Development (MSF) to run Integrated Service Provider (ISP) programmes. For youths who have completed these programmes, we provide post-care services where caseworkers conduct periodic check-ins to encourage sustainable positive change.

4

youths

### 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



Group work, individual and family counselling, monitoring

### 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)



Group work, individual and family counselling

52

youths

67

youths

### Triage



An assessment interview by social workers that complements police investigations to identify and divert suitable young persons from the criminal justice system



Provide referrals to community resources (counselling, after-school activities, financial assistance)

### Enhanced STEP-UP Programme (ESU)



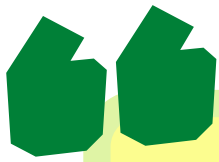
A 12-month programme for students at risk of dropping out of school, as well as out-of-school youths



Family intervention, career guidance, life skills training, referrals for financial assistance

34

youths



**I was resistant to change. I knew what I was doing was wrong, but I couldn't stop myself.**

In my time with YGOS, I learnt about the different kinds of hurt. It really changed my perspective of how I look at things. I started to think about the people that will be affected by my actions and this really helped me to get rid of my bad habit.

I decided to change when I realised how much my mum and dad really try their best to provide for me. Because of my brushes with the law, my parents blamed themselves even though it was clearly not their fault.

My word of advice for other youths is this:

Don't dwell in the past and your wrongdoings, you may feel judged by others, but it is possible to change if you look forward.

Don't waste your time in YGOS. Every time you are at the centre, don't just think of passing the 2 hours so you can go home. Instead, listen to the counsellors and try responding to them.

**Mark, 18 (not his real name)**

Beneficiary, Guidance Programme



**Before coming to YGOS, I had trouble managing my emotions and way of responding to things as I was quite impatient and closed-minded.**

However, I have been feeling much better ever since I started my programme at YGOS. My social worker, Germaine, has helped me become a stronger person. I really felt that throughout my time in YGOS, I slowly started to learn how to identify and pace myself. I faced a lot of self hatred which led me to being selfish and unappreciative. I wasn't the kindest with words towards others and I never had the patience for anything. Even when I first joined YGOS, I was unhappy and negative about it. But session after session, I got to understand things from another perspective which was a mind opener for me. Hence, I got to understand people and things better.

My advice for other youth: Don't be stubborn and arrogant. There are many things to learn in life. It's not the end of the world yet, you are not alone. Open up and always strive to be better.

**Kate, 16 (not her real name)**

Beneficiary, Guidance Programme

# Youth Empowerment Programmes

Our programs are curated based on these fundamentals: theory-based, value-based, element of fun, and youth-centric.

## Experiential Learning and Mentoring Programme (ELMP)

The Experiential Learning and Mentoring Programme (ELMP) is a weekly drop-in programme at our Woodlands and Ang Mo Kio Centres catered to youths from the neighbourhood. During the programme, the youths join us in different 'Experiential Learning Sessions' that are conducted every Friday with the involvement of volunteers and interns. In addition, staff conduct monthly mentoring sessions with a smaller group of selected students. These activities usually draw a bigger crowd during the school holidays when youths seek for a place to hang out with friends and their mentors.



**1011**  
youths

- ? Twice weekly drop-in programme for youths
- ★ Youths have fun building friendship and gaining new psychosocial skills
- 💬 Youth & Social Workers are present to coach youths who struggle with personal issues



YGOS staff conducting a water colouring workshop during an ELMP session with youths to promote to encourage creative expression



YGOS staff conducting a water colouring workshop during an ELMP session with youths to promote to encourage creative expression



## School Social Work (SSW) in Secondary Schools

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. We aim to equip students with positive social and emotional life skills, develop their confidence and character, and foster stronger connections back to their school community so as to maximise their potential. Through a range of activities which include class-based games, arts and craft, sports and more, students are motivated 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.

- P.E.A.R.L.S Outdoor Programme
- GEAR-UP Programme
- Mentoring Alliance Programme
- Sports include: Tchoukball, Dodgebee, archery, rock-climbing, Kin-ball, and more

"I learnt that we must not give up to reach out goals, to understand others and not bully people."

**Kate, 14 (not her real name)**

Beneficiary, P.E.A.R.L.S Programme

"I really enjoy all the games that we played, and I learnt new things about self-love."

**Ben, 14 (not his real name)**

Beneficiary, Mentoring Alliance Programme

**342**

*youths from  
9 schools*

? 6-month programme for students identified to have little motivation, low self-esteem, weak family support

★ Youths are encouraged to gain self-awareness, new coping skills and grow in self-confidence

Group-work sessions where youth are directed to drop-in centres for aftercare







## Youth-At-Risk-Engagement (YARE) - Supported by MSF

The Youth-At-Risk Engagement (YARE) programme is an early intervention framework to support youth-at-risk using evidence-informed services and/or programmes. YGOS is one of the 10 appointed agencies to conduct YARE programmes. YARE targets mid-risk youths who have at risk traits like conduct issues, peer or family relationship issues, bullying, social difficulties, anti-social attitudes or behaviours, dependence/addiction to cyber activities/drinking/sexual/substances, incarcerated parents, criminal conduct and/or poor response to school intervention. Adventure-Based Counselling aims to combine the platform of adventure learning with the therapeutic effects of group work in contributing to positive youth development and resilience.

**22**  
youths

- ? 6-month programme for youths who show at-risk behaviour
- ★ Adventure-based outdoor activities that aim to develop character and resilience
- 🗨️ Outdoor sessions, casework and counselling, youth are directed to drop-in centres for aftercare



YGOS staff guiding YARE participants on outdoor cooking. The cooking process taught the youths about individual responsibility while taking care of each others' needs.

"My main take away from YARE was that I learnt to slowly trust people. I have learnt to trust some adults and a few peers. My happiest moment in YARE was during the camp. I was able to see different perspectives which benefitted my thinking process and which allowed me to visualise my life better. The program has helped me to become a deep thinker instead of overthinking things."

**Jack, 15 (not his real name)**  
Beneficiary, YARE Programme

## Smoking Cessation Intervention Programme - Supported by Health Promotion Board

The Smoking Cessation Intervention Programme, co-funded by Health Promotion Board, aims to tackle smoking among young people. The programme was developed by YGOS to help young people learn positive strategies to quit smoking. Sessions held were mainly done in one to one or group counselling settings, with not more than 4 in a group.

**53**  
*youths*

? Targets youth referred for underage smoking habits

★ Focus on helping youth harness self-discipline and resilience to quit smoking

💬 Casework and counselling sessions

## YGOS E-chat, HereSomeone - Supported by National Youth Council

Our e-chat platform, HereSomeone, is an online, web-based, anonymous, and spontaneous chat platform that is integrated into the YGOS website. E-Chat is available daily from 9pm to 12 midnight.

The platform targets troubled or lonely youths who have retreated from social connections and participation in school. They are also youths who prefer self-isolation than social connection. Presently, one of the many avenues of engagement for isolated youths are hotline services. However, we understand that youths may face some inertia and barriers in using these resources, and prefer other familiar methods of communication such as a text-based platform, hence the appeal of HereSomeone.

An overview of chat topics by HereSomeone users:

- Anger management issues
- Academic performance-induced stress
- Addiction problems
- Boy-girl relationship issues
- Family violence
- Friendship problems
- Mental health issues
- Parental neglect
- Low self-esteem issues
- School bullying issues
- Struggle with loneliness
- Smoking habits
- Sexuality issues

**567**

*conversations*



## Positive Parenting Programme - Supported by MSF

The Positive Parenting Programme (Triple P) is 5-10 week, evidence-based programme that equips parents of clients with techniques to promote their children's (aged up to 16 years) psychological, social and emotional competence. Triple P is built on a tiered system of five levels of intervention that differs depending on the type, intensity and frequency of parental support required.

YGOS is into our second year running the Triple P Programme. Apart from classroom style workshops, we facilitate sports activities such as Archery and Kin-ball that we encourage parents to take part in with their child. We believe that such interaction between both parent and child offer an opportunity to discover each others' strengths and weaknesses, fostering a deeper sense of understanding that can translate into healthier communication habits for the family.

17  
parents

- ? 5-10 week programme for parents of YGOS clients
- ★ Prevention-oriented evidence-based programmes to provide targeted support for parents, especially those with children in the transition years (up to 16 years old)
- 💬 Workshop style learning and group discussion



Left: Parents attending one of the Triple P sessions facilitated by our Triple P accredited YGOS staff.



Right: Parent and child bonding activity through Archery.



YGOS conducted a Kin-ball game with parents and children. Over the 3 hour session, mutual encouragement and good communication tips were practised.



*Be the parent today that you want your kids to remember tomorrow. - Unknown*

# Restorative Care & Support

## Community Rehabilitation Centre

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 below 21, helping them kick their addictive habits while carrying on with school or work outside.



The Community Rehabilitation Centre located at Jamaica Road.

In the past years, the number of arrested drug abusers below 20 has increased. It is thus an ongoing challenge to keep the youths away from more modern illegal substances and the liberal attitudes towards drugs. YGOS foresees a huge but rewarding task ahead to manage CRC officially from 2 May 2020.

### CRC Philosophy

- 1** Holistic Approach: Individual, Family, Culture, Community
- 2** Throughcare Approach: In-Care, Post-Care and Beyond
- 3** Mentoring Relationship: Passing Experience and Knowledge to achieve positive outcome



**20**  
youths

**?** 6 month residential rehabilitation & 6 month home tagging for youth drug offenders; total 12 months

**★** Residential programme with structured living & learning arrangements

**💬** Rehabilitative work through casework, counselling and mentoring sessions





# Special Events and Outreach Activities

YGOS regularly organises events and activities that emphasise fun in the outdoors through holistic activities.

Staff partner with volunteers to bring youths out on trips that include birthday celebrations, sports carnivals, learning trips and more. These trips provide meaningful and fun-filled experiential opportunities for our staff, volunteers and youth. Below are some snippets of a few events that were organised from July 2019 - July 2020.

## YGOS Beach Day 2019



Staff, interns, volunteers and youths having fun in the sun during our annual YGOS Beach Day in June 2019 at Sentosa.

## Christmas Celebration



Youths were invited to our annual Christmas celebration where we had fun playing games, singing Christmas melodies and exchanging presents.

## Birthday Surprises



Surprise celebration of a youth's birthday together with other regular drop-in youths at the Ang Mo Kio Centre.

## Chinese New Year Celebration



For Chinese New Year, youths were able to "lou hei" with staff as well as have a steamboat style lunch.

# Our Partners & Volunteers

Our staff are supported by a dedicated team of enthusiastic volunteers who come from different walks of life, but possess a common goal: To inspire hope in the lives of our YGOS youths.

At YGOS, volunteers are encouraged to contribute according to their area of interest, skill and the agency's needs. Journeying with the youths to impart these skills becomes a process of self-discovery for volunteers who also serve as positive role models whom youths may look up to. Over the years, YGOS has worked with a number of long-term volunteers who regularly take part in weekly activities as well as assist in the delivery of experiential learning trips. We are thankful for such likeminded individuals who continue to humbly serve alongside us to reach out to troubled youths and their families.



Volunteers conducting a mini bowling tournament for YGOS clients and staff.



An ELMP session hosted by our volunteer, Timothy (left), from Kent Ridge Hall, NUS.



Basketball clinic hosted by Singapore Slinger, Han Bin, and Equippo Sports Academy.

**57**  
volunteers

Volunteers help out in a range of activities such as drop-in centre events, outdoor trips, sports training, skills based interest groups, tuition and more.



Being at YGOS has been like sitting on a rollercoaster ride, but it has always been memorable. Volunteering here has helped me to gain greater confidence and I grew through challenging myself to perform certain tasks which I previously did not think I could carry out. I have also been encouraged by the friends that I made along the way through this volunteering journey.

I think the most important thing is to be able to understand and empathise with the youths' struggles first before wanting to help them. I think anyone can do it as long as they have the heart and the passion for this. Even by just listening or being a companion would mean a lot to them in the long run.

**Wan Leng, 18**

Volunteer, 2019 to present



# Board of YGOS

We would like to acknowledge our Board Members for their invaluable contributions to YGOS in the form of their advice, competence, and experience, which have served to give stability and strength to the organisation at the management level. Together as a organisation, YGOS continues to strive forward with the mission and goal of empowering our generation's youth.

**Timothy Hia Yi Liang**

Chairman

**Goh Yuan Sheng Victor**

Vice-Chairman

**Dennis Ang**

Honorary Treasurer

**Philip Ang Hwee Heng**

Honorary Secretary

**Lim Chien Chong**

Member

**Tan Boon Huat**

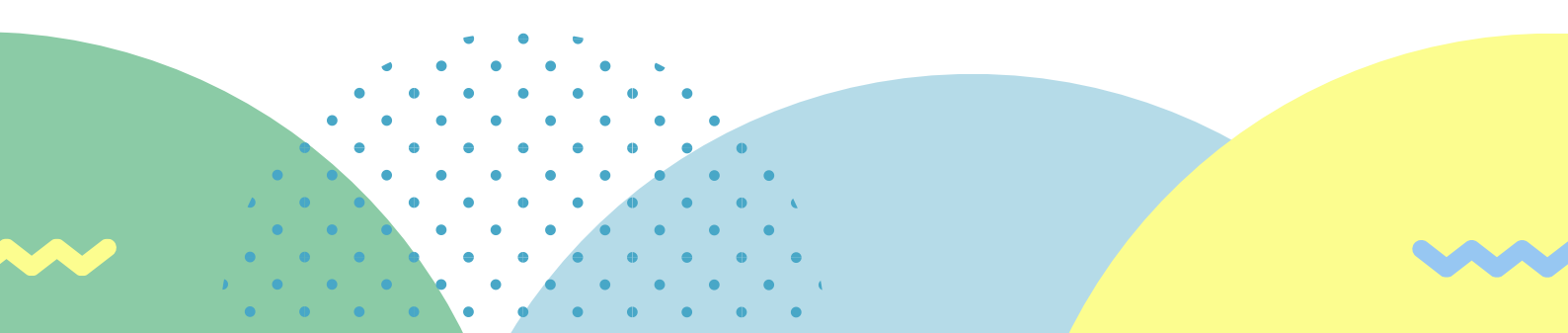
Member

**Irene Ng Yue Hoong**

Member

**Hu Kee Cheng**

Member





# ASPIRE TO INSPIRE

## Support YGOS!

"To provide HOPE to youths-at-risk and their families through CARING RELATIONSHIPS and developmental opportunities for the whole person."

### 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

#### FOR DIRECT FUND 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

#### **\*All donations are eligible for 250% tax deduction\***

Please send us or email us at: [accounts@ygos.org.sg](mailto: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 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](mailto:admin@ygos.org.sg) if you would like to find out more about the items that we need.

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### Community Rehabilitation Centre

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