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## **ANNUAL REPORT**

**JULY 2017 – JUNE 2018**

*TO GOD BE THE GLORY!*

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## **1. ORGANISATION INFORMATION**

### **Registered Name**

Youth Guidance Outreach Services

### **ROS Registered Number**

272/95REL

### **Charity Registered Number**

1254

### **IPC Registered Number**

IPC000225

### **UEN Number**

S96SS0067H

### **Website**

[www.ygos.sg](http://www.ygos.sg)

### **Registered Address**

10 Lorong 27A Geylang #03-01 Emmanuel House Singapore 388107  
Tel: 67451490

### **Centres**

#### **Ang Mo Kio Outreach Centre**

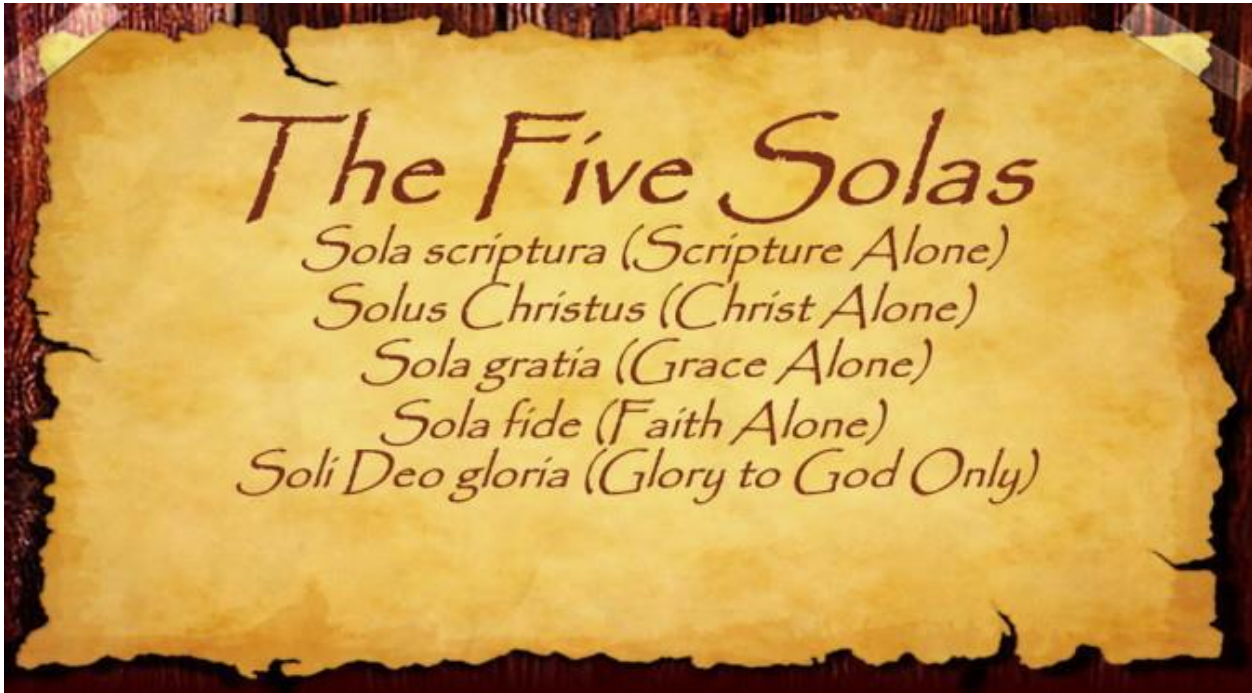
Blk 125 Ang Mo Kio Avenue 6 #01-4077 Singapore 560125  
Tel: 64516519

#### **Woodlands Outreach Centre**

Blk 804 Woodlands Street 81 #01-37 Singapore 730804  
Tel: 63688392 Fax: 63686642

## 2. ACKNOWLEDGEMENT

Dear Friends, Donors and Staff,



We are reminded as we celebrate the close of our financial year ending Jun 2018. All good things come from God. We were also put here by God to do good things. Therefore, even the good works we do originate from our divine creator, not us. God receiving the glory is an act of proper attribution.

Our theme for this year was To God be the Glory! We will like to take time to remember our achievements and milestones in the light of giving God the honour and glory due to His name. Of course, we would like to win more souls for Christ, more ministries opportunities, to be on track to be an organisation that seeks to glorify God and develop each one of us. We looked at where we are as an organisation, the progress we make, and the strides forward we need to take. There were changes and challenges happening in the youth work sector. We are thankful to the Lord that Youth Guidance Outreach Services (YGOS) was awarded Integrated Service Provider (ISP) in Dec 2017. It will provide for us many platforms and opportunities to continue the good work of reaching out to children-at-risk, troubled youths and their families.

YGOS was selected to be one of the agencies to conduct Guidance Programme – Positive Adolescent Sexuality Treatment (GP-PAST) and Guidance Programme – Health Sciences Authority (GP-HSA). GP-PAST is a specialised programme for youth sex offenders whereas GP-HSA is a specialised programme for youths who have violated the tobacco act.

Reaching youths in the Cyber space has often been challenging and a difficult process. YGOS has launched Got to Go! Cyber-Wellness Life Skills Programme, an early intervention programme to educate preteens on the danger of cyber addictions and cyber bullying. YGOS E Chat, another initiative that was started in April 2018. E-Chat is an online, web-based, anonymous, and spontaneous chat platform that is integrated into the YGOS website. It targets the hidden youth

population in Singapore between the ages of 11 and 18 years old. “Hidden youth” refers to youths who have retreated from social connections and participation in school, and instead are secluded at home for months (Saito, 1998). These youths are in self-isolation. A significant percentage of our clients in YGOS have been identified as hidden youths. We are facing an increasingly difficult challenge to engage them; they either lock themselves up in their rooms or choose not to engage with us face-to-face. These youths often have school refusal issues and many of them are in our Enhanced Step-Up program, which is a program for students with high absenteeism.

YGOS had over the past one year, reached more than 1000 individuals. Many of these families are battling courageously with the help and support from our volunteers and staff. Their dedication and compassion makes YGOS the amazing place to serve in. Internally, on our own, we are committed to develop every individual that serves in the organisation.

In YGOS, we are blessed with a small team of faithful volunteers and student helpers. They are constantly giving of their time to help and support us. To these special groups of friends, we say a very big thank you!

We will like to thank you in advance because we know many of you will be reading our prayer letters, praying and supporting the organisation. We always appreciate your support and recognise that in doing so you invest a great deal in us. We will never take this for granted.

Thank you

TO GOD BE THE GLORY!

**Wilson Tan**

### 3. BOARD MEMBERS

MR TIMOTHY HIA	- CHAIRMAN (APPOINTED ON 28 SEP 2017)
MR VICTOR GOH	- VICE CHAIRMAN
MR JAMES WONG	- HONORARY TREASURER
MR PHILIP ANG	- HONORARY SECRETARY (APPOINTED ON 28 SEP 2017)
MR DENNIS ANG	- BOARD MEMBER (STEPPED DOWN ON 28 SEP 2017)
MR TAN BOON HUAT	- BOARD MEMBER
MR LIM CHIEN CHONG	- BOARD MEMBER
MS IRENE NG	- BOARD MEMBER
MS HU KEE CHENG	- BOARD MEMBER

#### IN ATTENDANCE:

MR WILSON TAN	- EXECUTIVE DIRECTOR
MS JACELYN ONG	- ACCOUNTANT

### 4. STAFF TEAM

#### MANAGEMENT

MR WILSON TAN	- EXECUTIVE DIRECTOR
MS DORIS YAP	- ASSISTANT DIRECTOR
MS JACELYN ONG	- ACCOUNTANT
MS AMY GOH	- ADMINISTRATIVE EXECUTIVE (RESIGNED ON 31 MAY 2018)



(YGOS staff team)



## WOODLANDS OUTREACH CENTRE

MR TOO SENG HONG

- ASSISTANT MANAGER

MS GRACE SNG

- SOCIAL WORKER

MR DESMOND TAN

- SOCIAL WORKER

MR DAVID NG

- COUNSELLOR

MR ISAAC SIN

- SOCIALWORK EXECUTIVE (JOINED ON 1 DEC 2017)

MS TAO KEXIN DEBORAH

- SOCIAL WORK ASSOCIATE

MR AMOS CHUA

- SOCIAL WORK ASSOCIATE (JOINED ON 1 JULY 2017)

MR WILSON PEH

- SOCIAL WORK ASSISTANT

MR JONATHAN CHAN

- SOCIAL WORK ASSISTANT



## ANG MO KIO OUTREACH CENTRE

MR GOH BOON SIONG  
MR SUANTE CHIN  
MR ALAN HUAN

- MANAGER  
- SENIOR SOCIAL WORKER  
- SENIOR SOCIAL WORKER (RESIGNED ON 31 JAN 2018)

MS EMMELINE KOH  
MS ANABEL YEO  
MS PUNG YU YAN  
MR JEREMY SU  
MR JOSHUA KIEW  
MR SEAN FOO

- SOCIAL WORK EXECUTIVE  
- SOCIAL WORK ASSOCIATE  
- SOCIAL WORK ASSOCIATE  
- SOCIAL WORK ASSOCIATE  
- SOCIAL WORK ASSOCIATE (JOINED ON 1 DEC 2017)  
- SOCIAL WORK ASSISTANT





## GEYLANG OUTREACH CENTRE @ EH

MR JASPER LIM	- ASSISTANT MANAGER
MS NG SZE YUE PHOEBE	- SOCIAL WORKER
NG SULEE	- SOCIAL WORKER (JOINED ON 1 APRIL 2018)
MR CHAI BIN HUA	- COUNSELLOR
MS MADELINE TNG	- SOCIAL WORK EXECUTIVE
MR JASON GOH	- SOCIAL WORK EXECUTIVE (RESIGNED ON 31 MAY 2018)
MS NANCY HO	- SOCIAL WORK ASSISTANT/ACCOUNTS ASSISTANT (RESIGNED ON 31 DEC 2017)
MR LEONARD TANG	- SOCIAL WORK ASSISTANT (RESIGNED ON 31 DEC 2017)



## 5. YGOS

### 5.1 YGOS HISTORY

The work with troubled youth began in 1983, in response to an increasing awareness of the presence of youth-at-risk in our housing estates, as Youth Guidance, a ministry department within Singapore Youth for Christ (SYFC).

Following that, in 1996, YOUTH GUIDANCE OUTREACH SERVICES (YGOS), was registered as an independent entity with its own constitution, with the Registry of Societies. It gained membership with the NATIONAL COUNCIL OF SOCIAL SERVICE (NCSS), and since 1997, enjoyed the status of an Institution of a Public Character (IPC).

As a Christian-value based youth services organisation (YSO), it seeks to reach out and help these young people to return to the mainstream and adopt a lifestyle that makes a positive contribution to society.

Our dedicated team of trained social workers, counsellors, youth workers and volunteers draw on a personalised relational approach in their services to youths and their families.

Currently YGOS work covers a spectrum of youth work, ranging from school social work, to out of school youths, neighbourhood outreach and gang youths referred by the law enforcement agencies.

### 5.2 THE YGOS MISSION

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

### 5.3 THE YGOS VISION & VALUES

**Developing People** – People are more important than programme

**Diversifying Partnership** – Interdependence a win win formula

**Distinctive Purpose** – The key is to keep the main thing the main thing

**Godliness – Growth – Genuineness – Graciousness – Gospel Bearing**

## 5.4 YGOS' CORE OBJECTIVES

- a. To prevent and combat juvenile delinquency in Singapore; and
- b. To render public and social services in the community, reaching and helping youth-at-risk.

## 5.5 YGOS CORE PROGRAMMES

YGOS's packages are based on these fundamentals: Theoretical-based, Value-based, Fun and Youth-centric.

Three core programmes are:

- **Preventive**

School Social Work - Mentoring Programme, PEARLS Programme, PEARLS Tchoukball and PEARLS Kin-Ball

Neighbourhood Youth Outreach – Experiential Learning and Mentoring Programme (ELMP)

The Straits Times School Pocket Money Fund (STSPMF)

YGOS E Chat

- **Developmental**

School Social Work - Enhanced STEP-UP Programme, Smoking Cessation Programme, Sports Tobacco Awareness Programme, Got to Go! Cyber-Wellness Life-Skills Development Programme, Know it to beat it! Stress Management Programme and Youth Matters! and Good Life Programme

Youth-At-Risk Engagement (YARE) Framework – Adventure-Based Counselling (ABC) Programme

- **Remedial**

Streetwise Programme (SWP)/Enhanced Streetwise Programme (ESWP), Guidance Programme (GP, GP-PAST and GP-HSA), Triage and Youth Enhanced Supervision (YES).

### 5.5.1 NEIGHBOURHOOD YOUTH OUTREACH (NYO)

The NYO team makes contact with youth-at-risk who spend most of the time hanging around at shopping malls, void decks and open spaces in the neighbourhoods.

As the team befriends and relates with youths, they influence them by being responsible and caring role models. At the same time, they also help the youths find positive ways of coping with their problems and learn to adopt a socially acceptable lifestyle.

## EXPERIENTIAL LEARNING AND MENTORING PROGRAMME (ELMP)

Experiential Learning Mentoring Programme (ELMP) is a youth drop-in programme that serves the youth population at the vicinities of the respective YGOS centres through befriending, experiential learning, and mentoring.

Structured on the framework of Positive Psychology and Positive Youth Development, ELMP provides youths with a safe and conducive place to hang out after school hours, and also educates, equips, and empowers them with pro-social skills and resilience based on the 6 virtues and 24 character strengths of positive psychology.

### **THE STRAITS TIMES SCHOOL POCKET MONEY FUND (STSPMF)**

The Straits Times School Pocket Money Fund (STSPMF) started in October 2000 as a community project initiated by The Straits Times, to provide pocket money to school-going children from low-income families. This will help children from low-income families a better chance of completing their education, and their families a better chance at achieving stability. YGOS is one of the four children and youth agencies appointed as STSPMF disbursing agencies in September 2016.

### **YGOS E CHAT**

Chat Users can access E-Chat via <http://ygos.sg/heresomeone>. At this landing page, some ground rules will be explained. Chat Users can proceed by clicking on the red “E-Chat” button, where they will be redirected to the actual chat link <http://ygos.sg/hso-live>.

### **5.5.2 SCHOOL SOCIAL WORK (SSW)**

Our work brings us into various primary and secondary schools. One of these programmes is the TIME-OUT Programme, Enhanced STEP-UP, a MSF initiative to curb potential dropouts by empowering the students with life skills to help them achieve their potentials in areas beyond the academic into personal, family, community and peer areas.

### **YOUTH-AT-RISK ENGAGEMENT (YARE) FRAMEWORK – ADVENTURE BASED COUNSELLING PROGRAMME**

The YARE Framework is an initiative of the National Youth Guidance and Rehabilitation Committee (NYGR) which comprises agencies with a stake in reducing juvenile delinquency and youth crime. They include representatives from Ministry of Social and Family Development, Ministry of Education, Ministry of Home Affairs, Ministry of Health, State Courts, National Council of Social Service, National Crime Prevention Council, academics and self-help groups. Central Youth Guidance Office (CYGO) which is the secretariat and executive arm of NYGR will help to oversee this Framework.

The YARE Framework is a structure which will be implemented to help guide agencies in the development and delivery of programmes for at-risk youths in the community. It will consist of the following components:

- a. Assessment of risks
- b. Evidence based/informed Programmes
- c. Standards of competency for youth workers
- d. Evaluation of the programme

### **5.5.3 STREETWISE PROGRAMME (SWP) / ENHANCED STREETWISE PROGRAMME (ESWP)**

SWP is a programme coordinated by the Ministry of Social and Family Development (MSF) and it aims to address the issue of street corner gangs and its negative effects on youths.

The staff team works with youth- at- risk referred by the police and the MSF for a period of 6 months. During this intensive period, the youth will participate in individual counselling as well as group activities that will equip them with skills to cope with issue such as peer pressure, anger, relationships, etc.

### **5.5.4 GUIDANCE PROGRAMME (GP)**

The Guidance Programme (GP) is a 6 months (extendable to 12 months) pre-court diversionary programme where youth offenders who have committed minor offences, or have a low level of involvement in an offence, attend the programme in-lieu of prosecution. It aims to help youth offender make the right choices to lead a crime-free lifestyle.

GP-PAST works with youths sex offenders whereas GP-HSA works with youths that violated tobacco act.

### **5.5.5 TRIAGE**

Triage is an early assessment programme that complements police investigations to identify and divert suitable young persons from the criminal justice system. These youths will be bridged to suitable early intervention programmes.

### **5.5.6 YOUTH ENHANCED SUPERVISION SCHEME (YES)**

YES is a 6-month rehabilitative programme for first-time drug offenders aged 21 and below. YES seeks to enhance the current drug supervision regime with casework and counselling, in addition to urine supervision. Family participation is required as family support is integral to rehabilitation. The Scheme adopts a motivational approach and incorporates relapse prevention techniques.



### 5.5.7 "517" AFTERCARE

"517" is a support work that provides continued aftercare for youths who had been involved in any of the core programmes listed above. "517" serves as a platform for the staff team and volunteers to continue the helping process with the youths.

## 6. YGOS COMMITMENT TO TROUBLED YOUTHS

### 6.1 YGOS IS DEDICATED TO THE DEVELOPMENT OF YOUTH-AT-RISK.

YGOS began as Youth Guidance, a department within Singapore Youth for Christ (a Christian youth organisation that has worked with young people since 1957). In 1996, registered as a separate entity with its own constitution and Board, YGOS continues to shape young lives across all strata of society by providing them hope and caring relationships to develop each troubled youth into a whole person.

### 6.2 YGOS IS SERIOUS ABOUT YOUTH-AT-RISK.

We invest in youth, seeing every life as precious, every PEARL in the making. We seek to enable every troubled youth we come into contact with to be the best he or she can be. We make it our aim to ensure these youths are given opportunities to explore and develop their potentials, encouraged and guided to reach their aspirations, building upon the solid foundation of character and a high sense of integrity and social responsibility.

YGOS works alongside the schools, NCSS, MSF and other youth-related organisations to provide relevant programmes to foster learning. Every YGOS programme seeks to achieve some or all of these traits: Personal growth, Environmental mastery, Autonomy, positive Relationship, Life purpose and Self-acceptance (P.E.A.R.L.S.).

### 6.3 YGOS' VALUES AND APPROACH.

#### **At YGOS, every troubled youth matters.**

Our team of trained social workers, counsellors, youth workers, dedicated trainers and facilitators continually create innovative and relevant ways to foster learning, to communicate with and engage the troubled youths.

#### **Objective Statement**

*YGOS seeks to enhance the learning of our troubled youths by providing hope to the youths and their families and through caring relationships and developmental opportunities for the whole person.*

*We actively engage troubled youths from the schools or being referred by police or MSF. Through our programmes and continuous engagement with them, we will strengthen them to meet the challenges ahead.*

Using a combination of classroom interactions, hands-on activities and sometimes even the outdoors, learning is fun and participation is maximized.

Trained YGOS facilitators, familiar with the unique issues of our youth and the demands of our society, ensure what matters most to our youths are adequately addressed.

## **6.4 YGOS' MILESTONES.**

**1983** - YGOS is a youth service organisation working with youth-at-risk and their families. Before its incorporation in 1996, the work began as a department of Singapore Youth for Christ.

YGOS has been concurrently serving referrals from the Ministry of Home Affairs (SSB/SCEB/CID), Ministry of Education (Schools), formerly the Ministry of Community Development Youth and Sports (Probation Services), regardless of ethnicity, belief systems and religious affiliation.

**1996** - YGOS registered as a Voluntary Welfare Organisation (VWO) and achieved IPC charity status since its incorporation in 1996.

YGOS started the first outreach centre in Ang Mo Kio estate running 3 core programmes namely; Neighbourhood Youth Outreach (NYO), School Enrichment Programme (SEP) and Institutional Work (IW).

**1997** – YGOS piloted Streetwise Programme, an intervention programme for youths-at-risk drifted into street-cornered gangs. It has been running the Streetwise Programme (SWP) since its inception in 1997.

**1998** – YGOS started Neighbourhood Youth Outreach work beyond Ang Mo Kio area.

**1999** – YGOS started second outreach centre in Woodlands estate with a humble beginning of 3 staffs.

**2000** - YGOS has been an active community partner with the iDA and had received best agency award in 2003 for our participation in their eAmbassador programme.

**2002** – YGOS rock climbing wall was built at Emmanuel House to provide adventure and experiential learning for youths.

**2006** - YGOS represented the local youth service organisations at the Asia Pacific Commonwealth Youth Programme held at Kuala Lumpur and received a certificate of appreciation for conducting community involvement programmes for schools from the Ministry of Education.

We had been involved in the STEP-UP School Social Work from 2006 till 2009. More recently, we had been involved in the ENHANCED STEP-UP (ESU) School Social Work since 2010. Our

school social work programme draws its theoretical framework largely from Saleebey's strength-based and Seligman & Peterson's positive psychological well-being.

**2007** - YGOS conducted the workshop on 'Youth Gangs' at the National Symposium for Counselling and School.

**2008** – YGOS was one of the youth service organisations selected to participate in the National Committee on Youth Guidance and Rehabilitation's inaugural National Youth Congress leading a school team to win the 'Best Idea' Award in the 'Think-Tank' camp under the peer-to-peer programme to combat gangs in the school.

**2009** - YGOS participated in the Singapore-Thailand Youth Worker Exchange Programme.

In partnership with Health Promotion Board, YGOS conducted Smoking Cessation Programme to help youths quit smoking.

**2010** - Through the recommendation of the National Council of Social Services (Children and Youth Department), we participated in Ang Mo Kio Police Division's ambitious Project Green Leaf Plus, a pilot programme involving community stakeholders for youths to provide intervention in youth crime for school going youths.

Collaborated with North West CDC, along with other social services agencies, with the support of officers from the Singapore Prison Service, to organise the 'Youth for Sports' event for 500 youths. YGOS has been selected for the second year in succession (2009/2010) to be adopted and partnered for prison officers' volunteering efforts.

**2011** - In partnership with Health Promotion Board, we developed Sports Based Tobacco Awareness Programme (SBTA) in 2012. A pilot programme was conducted in five residential homes.

**2012** – YGOS started preventive school work among the pre-teens. 2 primary schools in Woodlands estate were selected to run ESU. Currently, YGOS has active programme with 6 primary schools.

**2013** – YGOS received funding for our Neighbourhood Youth Outreach programme from National Council of Social Service, Community Chest. Experiential Learning and Mentoring Programme was started in the same year in Ang Mo Kio and Woodlands Centre.

**2014** – YGOS was selected to conduct Enhanced Streetwise Programme (ESWP), a pre-court diversionary programme for youth offenders who play a minor role in gang-related offences. These youth offenders could be let off with a stern warning if they complete the programme successfully, in lieu of prosecution.

**2015** – Geylang Outreach Centre @ EH was started in April 2015 with 3 staff. YGOS was selected to conduct Guidance Programme (GP), a six months pre-court diversionary programme for first time juvenile offenders who have committed minor offences.

**2016** – Ang Mo Kio centre was selected to conduct Theft Intervention Programme (TIP). A total of 5 staff was trained to conduct the specialised group work to help repeated theft offenders.

YGOS was selected by Central Youth Guidance Office (CYGO) to be one of the 10 Youth-At-Risk Engagement (YARE) agencies conducting evidence-informed services and programmes to support the youth-at-risk.

YGOS rock climbing wall underwent a renovation and was completed in June 2016. It hopes to continue the good work of providing adventure and experiential learning for youths.

The Straits Times School Pocket Money Fund (STSPMF) started in October 2000 as a community project initiated by The Straits Times, to provide pocket money to school-going children from low-income families. This will help children from low-income families a better chance of completing their education, and their families a better chance at achieving stability. YGOS is one of the four children and youth agencies appointed as STSPMF disbursing agencies in September 2016.

**2017** – YGOS was invited to conduct Youth Enhanced Supervision (YES) scheme. YES is a 6-month rehabilitative programme for first-time drug offenders aged 21 and below. The Scheme is a collaboration of Central Narcotics Bureau and the Ministry of Social and Family Development. YES seeks to enhance the current drug supervision regime with casework and counselling, in addition to urine supervision. Family participation is required as family support is integral to rehabilitation. The Scheme adopts a motivational approach and incorporates relapse prevention techniques.

**2018** – YGOS is appointed as Integrated Service Provider (ISP) for Region 4, covering Bedok, Geylang Serai and Marine Parade.

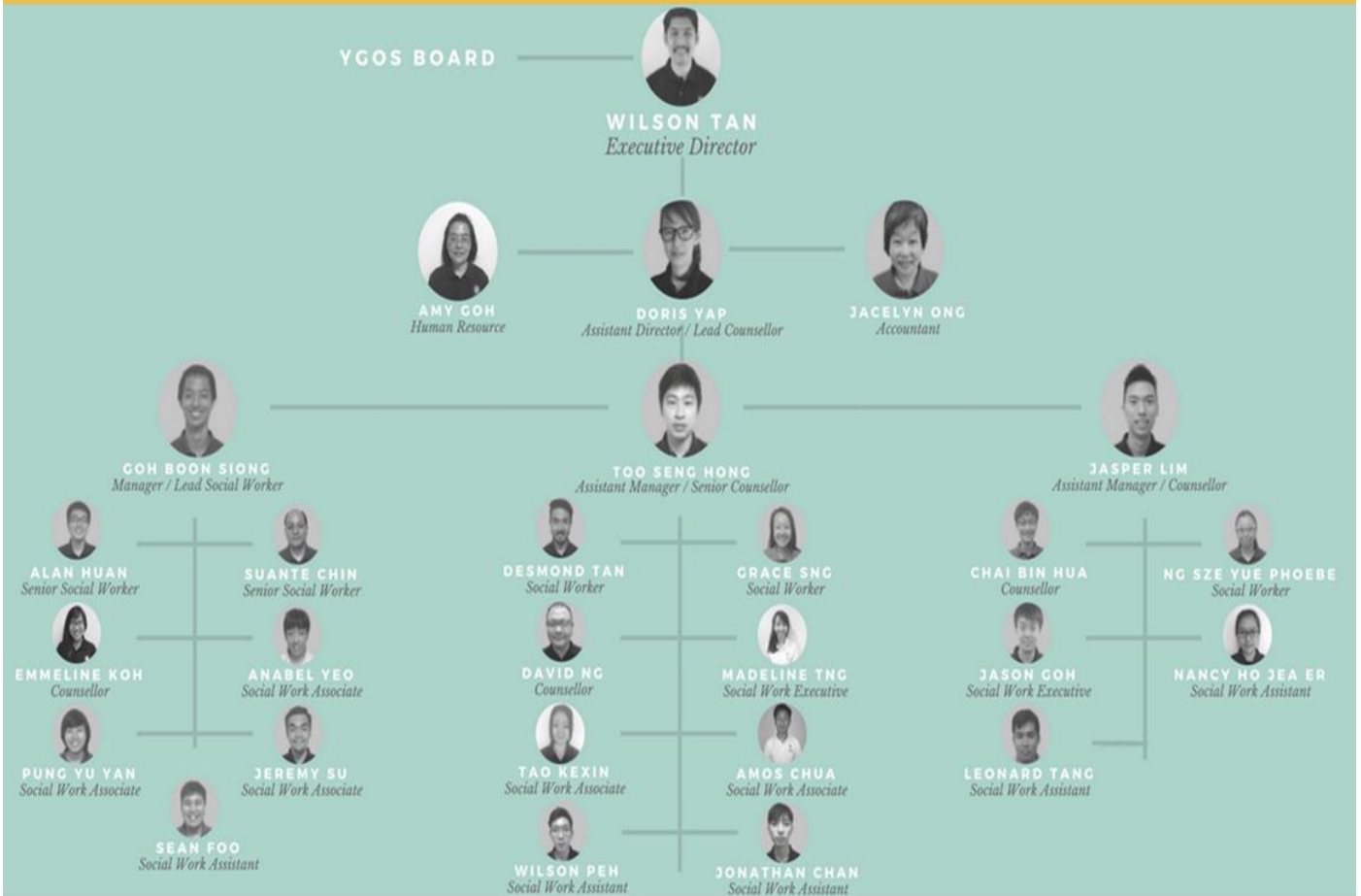
Got To Go! Cyber-Wellness Life-Skills Development Programme received funding from Health Promotion Board.

YGOS E Chat received funding from National Youth Council.

## 7. ORGANISATIONAL CHART

# YOUTH GUIDANCE OUTREACH SERVICES

### ORGANISATIONAL CHART



WWW.YGOS.SG



## 8. KEY STATISTICS

<b>KEY STATISTICS</b> <i>GLORY TO GOD!</i>		
<i>Total number of client served:</i>  Ang Mo Kio centre - 457 Geylang centre - 90 Woodlands centre – 507 Total: 1054		
<b>Neighbourhood Youth Outreach</b> <b>Experiential Learning and Mentoring Programme</b> <i>Numbers of students membership:</i>  Ang Mo Kio centre - 362 Woodlands centre - 326	<b>School Social Work Enhanced Step-Up/Time Out Programme</b> <i>Number of students served:</i>  Ang Mo Kio centre - 77 Geylang centre - 24 Woodlands centre - 164	<b>Streetwise Programme / Enhanced Streetwise Programme</b> <i>Number of client served:</i>  Woodlands centre - 7
<b>Guidance Programme</b> <i>Number of client served:</i>  Geylang centre - 38		<b>Youth Enhanced Supervision (YES) Scheme</b> <i>Number of client served:</i> Geylang centre - 28
<b>517 Aftercare</b> <i>Number of youths served:</i>  26	<b>Project Serve/Internship Programme</b> <i>Number of volunteers:</i>  32	<b>Youth-At-Risk Engagement – ABC</b> <i>Number of client served:</i>  22

## 9. OUTREACH REPORT

### 9.1 GENERAL

Overall, YGOS Woodlands Outreach Centre (WOC) contacted an overall total of 507 new clients, YGOS Ang Mo Kio Outreach Centre (AOC) contacted an overall total of 457 new clients and YGOS Geylang (EH) contacted an overall total of 90 new clients. There were a total number of 1054 new clients being contacted from July 2017 – June 2018.

### 9.2 STREETWISE PROGRAMME (SWP)/ENHANCED STREETWISE PROGRAMME (ESWP)

#### SWP/ESWP

Launch in 1997, SWP is a 6 months voluntary, preventive and rehabilitative for youths who associate with gangs. The programme helps such youths make a fresh start in life through a series of individual counselling, group work and family intervention session. The sessions focus on gang intervention and building the youth's self-efficacy.

ESWP is for youth offenders who play a minor role in gang-related offences. These youth offenders could be let off with a stern warning if they complete the programme successfully, in lieu of court prosecution.

In 2017, we received a total of 7 youths referred for this programme. All of them successfully graduated from the programme in March 2018. YGOS was appointed to conduct Streetwise Programme/Enhanced Streetwise Programme under the Integrated Service Provider Specialised Programme in April 2018.



*(SWP parenting talk conducted by guest speaker Mr Leon Stewart)*

### **9.3 SCHOOL SOCIAL WORK (SSW)**

#### **SSW OVERALL**

YGOS (WOC) conducted school social work for 14 schools in 2017-2018 under Enhanced Step-Up Programme and Time Out programme. They are namely:

Ahmad Ibrahim Primary School  
Evergreen Primary School  
Qihua Primary School  
Woodlands Ring Primary School  
Ahmad Ibrahim Secondary School  
Evergreen Secondary School  
Northbrook Secondary School  
Northland Secondary School  
Sembawang Secondary School  
Siling Secondary School  
Riverside Secondary School  
Unity Secondary School  
Woodlands Secondary School  
Woodlands Ring Secondary School

YGOS (AMK) conducted school social work for 11 schools in 2017-2018 under Enhanced Step-Up Programme and Time Out Programme. They are namely:

Mayflower Primary School  
Zhonghua Primary School  
Assumption Pathway School  
Beatty Secondary School  
Bishan Park Secondary School  
Canberra Secondary School  
Chung Cheng High School (Yishun)  
Presbyterian High School  
Orchid Park Secondary School  
Northview Secondary School  
Yio Chu Kang Secondary School

YGOS (Geylang) conducted school social work for 10 schools in 2017-2018 under Enhanced Step-Up Programme and Time Out Programme. They are namely:

Bendemeer Primary School  
Yangzheng Primary School  
Bedok North Secondary School  
Bedok South Secondary School  
Bendemeer Secondary School  
CHIJ Katong Convent  
Geylang Methodist School (Secondary)  
Ping Yi Secondary School  
Tanjong Katong Secondary School  
Temasek Secondary School

## ENHANCED STEP-UP PROGRAMME (ESU)

Enhanced Step-Up (ESU) is an initiative by the Ministry of Social and Family Development (MSF) to support Ministry of Education (MOE) schools. It is a support programme for students at risk of dropping out of school, as well as out-of-school youth. The ESU involves casework and counselling, family intervention, group work and/or life skills training provided by approved ESU agencies.

YGOS enrolled 74 cases from various schools and community that seek to prevent early school drop-out.

## PEARLS TCHOUKBALL MENTORING PROGRAMME

The programme was conducted in Canberra Secondary School. A total of more than 20 students were involved in this programme.







(Mentoring Programme in Keming Primary School)



(Archery programme)





## GOT TO GO! CYBER-WELLNESS LIFE-SKILLS DEVELOPMENT PROGRAMME

We conducted the first run with 20 students from Qihua Primary School in April 2018. During this programme, we helped them to be aware of the dangers of excessive cyber usage and ways they can protect themselves from it. We also discussed with the students on issues surround cyber-bullying and excessive gaming. At the last session, the students had the opportunity to try out the drop in centre's facilities. Even though the programme has ended, most of the students still visit our drop-in centre and some even brought their friends.



(Interactive activities with some of the students)

## 9.4 NEIGHBOURHOOD YOUTH OUTREACH

### EXPERIENTIAL LEARNING AND MENTORING PROGRAMME (ELMP)

Experiential Learning and Mentoring Programme is a series of hands-on lessons held at the centre to instil and promote certain positive growth in character among the youths

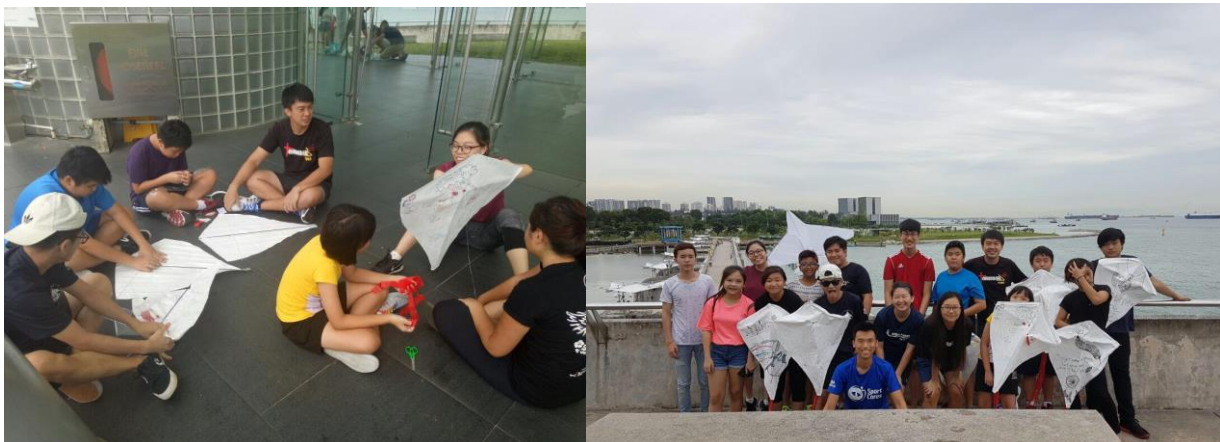
#### **Coping with life**

Youths today are encountering increasing stresses and challenges in their social life and studies. The building of positive characters and values, as well as having mentors as role models will help to mitigate challenges and cope better with society's demands.

#### **Methodology**

Character is the inward motivation to do what is right, whatever the cost. Every person on earth has equal opportunity to build his or her character by working on qualities such as truthfulness, patience, respect and loyalty. Character that possesses the right qualities can help youths to be more prepared in facing obstacles in life and achieve their fullest potential. Being a fundamental part of our human nature, it will also determine success in their social interaction and maintaining relationships with others. Qualities and values such as cooperation and respect are taught within the context of engagement with others in carrying out a particular challenging activity. As compared to classroom based learning, participants will set out to accomplish a certain task against one another and in the process acquire the learning of certain values which will also be relevant in performing the task. The process is also carried out under the guidance and observation of mentors.

#### **Kite Making/Flying Outing at Marina Barrage**





## CHINESE NEW YEAR Event

In the month of February, we intentionally set aside time to bond with the mentees over what brings everyone together – food! We had an amazing time with activities, games and food! It was a heart-warming experience as many mentees and staff came together to eat from the communal steam boat, with scenes of helping each other get food a common sight. Through this event, we got to share and speak about life whilst sharing a meal together, allowing both mentor and mentee to be candid and transparent with each other.



## YGOS Open House – Same Same but Difference!

Our annual Open House was a great success! Many volunteers came to render their help to make the Open House a fun and engaging time for the youths. We saw many new faces come to our centres. They played games, mingled with the staff and other youths and won prizes for their efforts! The youths had a great day exploring the facilities and surroundings of each centre, while getting to know new friends and playing old games in a new way. We had fun with games such as “Bingo Pool” where teams had to put in the balls in Pool to score in their Bingo cards. It ended off with the message of why the theme is “Same Same but Difference”, that though the games are different, YGOS has the same purpose of building meaningful friendships with the youths. We ended the Open House with an eating competition, eating lemons, garlic, fruits, bitter melon to represent going through different flavours of life together.



### **Christmas Party**

It's Christmas! Both centre at Woodlands and Ang Mo Kio invited youths to celebrate this Christmas together on the 11<sup>th</sup> of December. The theme this year was "Christmas or X-Mas", challenging youths to understand the real meaning behind the festive season. Christmas is not just about Santa, gifts, and lightings!

We are thankful for a few volunteers from Raffles JC who came down to help us in facilitating the party. Youths enjoyed the meaningful games and activities that we planned for them, and we had a sumptuous buffet together for dinner. How can we not have Turkey meat for Christmas?

In total, we saw 87 youths coming for our parties at both centre. We are exceedingly thankful that we can bless so many of our youths this Christmas season. With the help of donors, each youth left the party with goodie bags as well.







### **Children's Day Celebration**

What other way to celebrate childhood than to play and have fun? Children's Day is the perfect reason for the young to play and for the older to go back in time and reminisce our younger days! On the 9th of October, together with volunteers from Temasek Polytechnic, YGOS held our Children's Day celebration at both our centre at Woodlands and Ang Mo Kio. A total of 41 children came through our doors for the event.

We also celebrated the end of PSLE examinations for our primary 6 youths. Youths played station games like 5 stones, marbles, chapteh, etc

The theme of the event was "Kampung King", and the youths competed in 5 exciting station games, which culminated into a final competition to build and present their own "Kampung King/Queen". The various teams have to use the materials they won through the station games to design and decorate their team leader, which was a great opportunity for youths to express their creativity and teamwork in coming up with the best design!



(Youths trying out the games)



## 9.5 YOUTH-AT-RISK ENGAGEMENT (YARE) – ADVENTURE BASED COUNSELLING PROGRAMME

Youth-At-Risk Engagement (YARE) is an early intervention framework to support youth-at-risk using evidence-informed services and/or programmes. The YARE target at 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.

Adventure Based Counselling Programme aims to combine the platform of adventure learning with the therapeutic effects of group work in contributing to positive youth development and resilience. The programme aims to meaningfully engage disaffected youth through adventure elements, and use group work as an intervention modality in developing positive character values as stipulated in the Positive Youth Development Indicator (PYDI).



(Structured group activities)





(Staff Desmond conducted a parents' briefing at Unity Secondary School)







(Water raft activities @ Sembawang Park)

#### 9.6 YOUTH ENHANCED SUPERVISION (YES) SCHEME

A programme for youth offenders who abuse drugs. Youth offenders in the programme also undergo a regular urine test regime.



(Rock climbing with YES participants)

## **9.7 STAFF TRAINING AND CAPABILITY DEVELOPMENT**

### **SOCIAL WORK TRACK**

YGOS currently have a team of 6 qualified Social Workers. Currently YGOS has 6 staff pursuing Graduate Diploma in Social Work or Bachelor of Social Work with SUSS and NUS.

### **COUNSELLING TRACK**

YGOS currently have a team of 5 qualified Counsellors. Currently YGOS has 2 staff pursuing Graduate Diploma in Counselling with College of Allied Educators.

### **YOUTH WORKER TRACK**

YGOS currently have a team of 6 Social Work Executives and Social Work Associates/Assistants.

## **10. TESTIMONIES**

YGOS published Runway – Take Flight. Take Charge book to record the success stories. The E book versions of all the stories are available in our website.

<http://ygos.sg/our-stories/>

**11. STATEMENT BY THE BOARD**

**YOUTH GUIDANCE OUTREACH SERVICES**

We, being members of the Board of Youth Guidance Outreach Services state that in our opinion, the accompanying annual report is true.

**ANNUAL REMUNERATION OF TOP THREE HIGHEST PAID STAFF**

None of the top three highest paid staff receives more than \$100,000 in annual remuneration each.

\_\_\_\_\_  
Timothy Hia (Mr)  
Board Chairman

\_\_\_\_\_  
Date